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MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
MINISTRY OVERVIEW

Ministry:

Ministry of Social Development and Poverty Reduction

Ministry Mandate:

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities and increasing inclusion. The ministry provides strategic leadership and a system of supports and services that empower the broad range of British Columbians in need to share in the Province's prosperity, to participate fully in their community, and to reach their full potential.

SDPR is guided by four pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, the *Poverty Reduction Strategy Act*, and the *Community Living Authority Act*. The Minister is responsible for Community Living BC and is supported by the Parliamentary Secretary for Poverty Reduction. The ministry's key responsibilities include:

- Leading development and implementation of a cross-government, province-wide poverty- reduction strategy – TogetherBC: BC's Poverty Reduction Strategy;
- Leading development and implementation of a homelessness action plan to reduce the homeless population through permanent housing and services – in partnership with provincial ministries and agencies, local governments, first responders and service providers;
- Leading development and implementation of cross-government, province-wide accessibility legislation to identify and remove barriers and prevent the creation of new barriers for people with disabilities;
- Providing income, disability and supplemental assistance for people in need;
- Providing an integrated system of employment programs and services and supports to all British Columbians through WorkBC;
- Working with community, business and government partners to increase accessibility, employment, independence and inclusion for individuals with disabilities;
- Leading a collaborative engagement across the social services sector to help strengthen the important community social services that people count on every day; and
- Through, Community Living BC (CLBC), supporting community living services for adults with developmental disabilities and their families.

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.

CLBC is a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families. The Ministry funds CLBC, sets and communicates government's mandate, establishes key policy and priority direction, and oversees performance.

Budget:

Core Business Area	2019/20 Restated Estimates[1]	2020/21 Estimates	2021/22 Plan	2022/23 Plan
Operating Expenses ($000)				
Income Assistance	2,458,903	2,501,257	2,534,497	2,552,833
Employment	29,169	29,169	29,169	29,169
Community Living Services	1,064,750	1,139,699	1,173,202	1,203,202
Employment and Assistance Appeal Tribunal	1,828	1,837	1,849	1,849
Executive and Support Services	12,947	10,858	10,989	10,989
Total	**3,567,597**	**3,682,820**	**3,749,706**	**3,798,042**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	5,709	1,449	1,499	1,499
Total	**5,709**	**1,449**	**1,499**	**1,499**

[1] For comparative purposes, amounts shown for 2019/20 have been restated to be consistent with the presentation of the 2020/21 Estimates.
* Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.

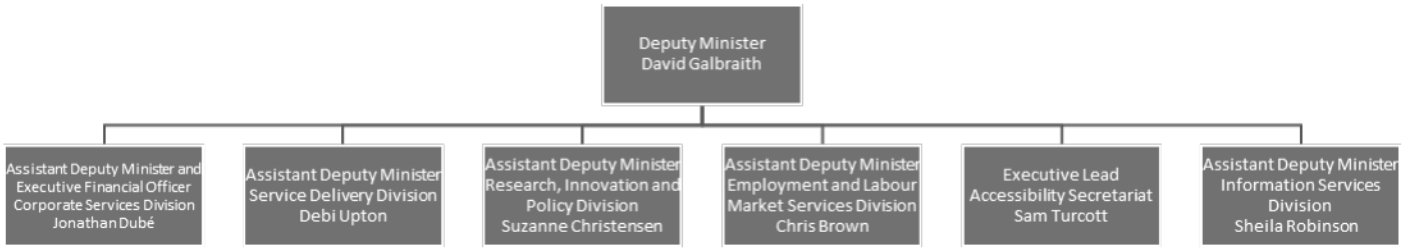
Full Time Equivalents (FTEs):

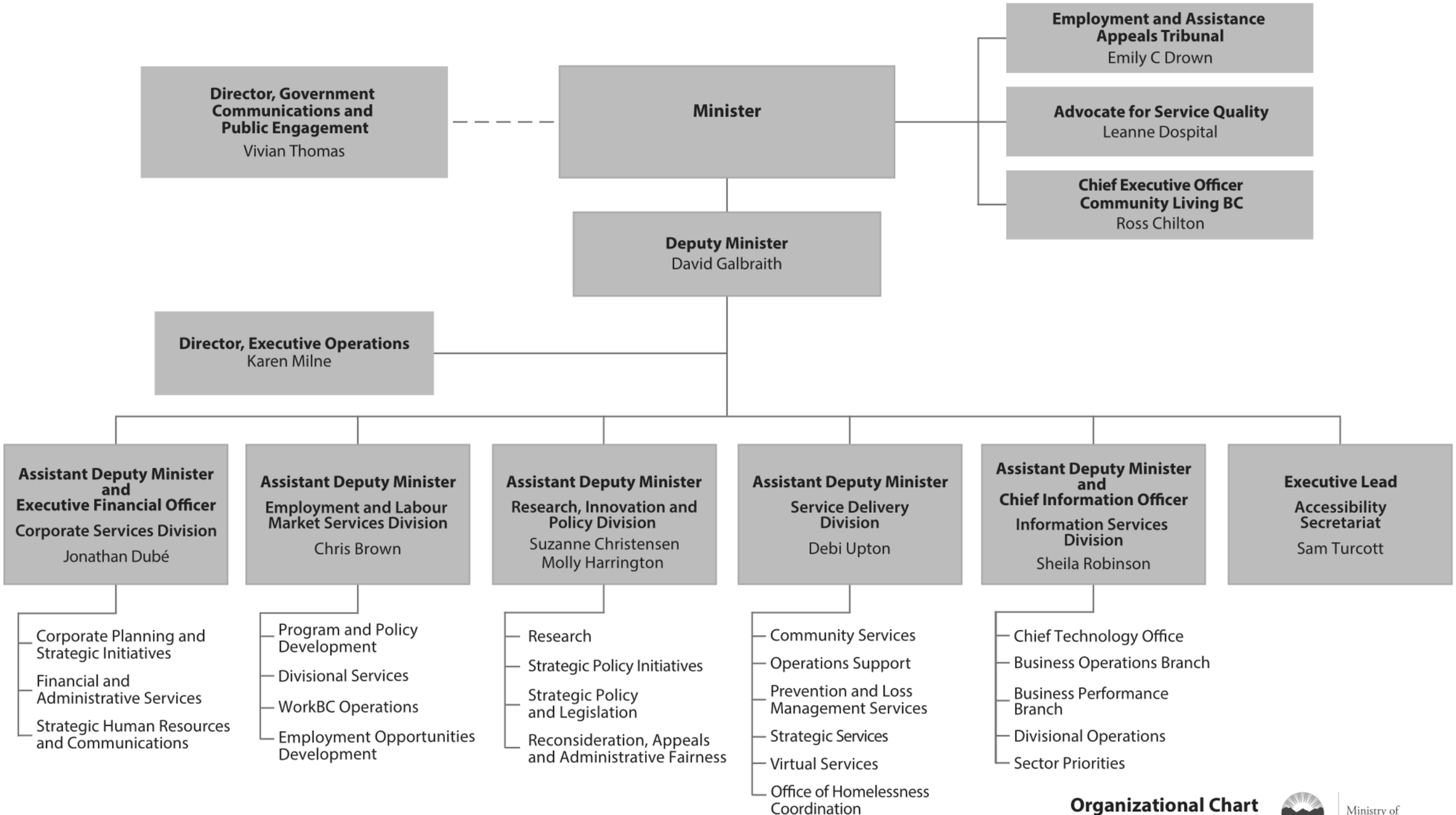
2005*

* Includes all ministry divisions, the Deputy Minister and Minister Offices, Advocate for Service Quality Office, and the Employment and Assistance Appeal Tribunal.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
MINISTRY OVERVIEW

Organizational Chart:





Organizational Chart
September 2020

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

David Galbraith, Deputy Minister



David has been with the Provincial government since 1992. He has held a variety of executive and management level positions in a number of ministries including Finance; Environment, Lands and Parks; Tourism Sport and the Arts; Healthy Living and Sport; Community, Sport and Cultural Development; and Social Development and Poverty Reduction . During his career he has been responsible for a wide variety of program areas including: the development of the provincial budget; delivery, budgeting and accountability for provincial granting programs; developing provincial public policy and delivery of on-the-ground services across B.C.

David is an economics graduate of the University of Victoria. He has a passion for good governance, empowering people and ensuring excellent government service to British Columbians.

Personal Information

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

Chris Brown, Assistant Deputy Minister
Employment and Labour Market Services Division



Chris Brown is the Assistant Deputy Minister for the Employment and Labour Market Services Division of the Ministry of Social Development and Poverty Reduction, assuming the role in August 2017.

Chris joined the BC Public Service in 2006 with the Ministry of Finance and was appointed as the Assistant Deputy Minister for Internal Audit and Advisory Services (IAAS) in 2012. Chris led IAAS in conducting reviews of Crown corporations such as ICBC, BC Lottery Corporation and Community Living BC, as well as reviewing school districts and certain areas of the provincial government.

Prior to joining the public service, Chris worked for several years with international public accounting firms (KPMG and BDO Dunwoody) and was a partner in a small Victoria area firm.

Chris has a Chartered Professional Accountant, Chartered Accountant (CPA, CA) designation.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

Debi Upton, Assistant Deputy Minister
Service Delivery Division



Debi Upton was appointed Assistant Deputy Minister, Service Delivery Division, in March 2016.

Prior to that, Debi was Assistant Deputy Minister, Hiring and Service Operations Division, in the BC Public Service Agency.

Debi brings a wealth of experience to the Service Delivery Division; she spent 27 years of her career in various roles here at this Ministry. She has successfully implemented strategic changes to service delivery models to improve client service and introduced modern technology service options. Debi is a versatile leader known for strong entrepreneurial and innovative thinking. She is also known for leading high performing teams. She has a sincere interest in employee engagement and believes strongly in supporting staff and focusing on the continuous improvement of service delivery to better support clients.

Debi holds a Diploma in Public Sector Management from the University of Victoria, is a graduate of the Executive Leadership Program from The Niagara Institute, and has completed the Executive Leadership Program at Royal Roads University.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

Jonathan Dubé,
Assistant Deputy Minister, and Executive Financial Officer,
Corporate Services Division



Jonathan became the Executive Financial Officer and Assistant Deputy Minister, Corporate Services Division in January 2019. He's been with the public sector since 2006, working for the Government of Canada and the provincial government. In 2008, Jonathan began his career with the BC Public Service in our ministry and worked as a policy analyst, strategic issues manager, and as the manager of intergovernmental relations.

Before rejoining the Ministry of Social Development and Poverty Reduction, Jonathan was the Executive Director for Procurement and Contract Management at the Ministry of Children and Family Development for six months and spent almost seven years at Treasury Board Staff in progressively more responsible roles. As an Executive Director at Treasury Board Staff, he was responsible for the development and oversight of the budget plans for the social ministries (Attorney General, Children and Family Development, Housing and Municipal Affairs, Public Safety and Solicitor General, and Social Development and Poverty Reduction) and the Ministry of Citizens' Services.

Jonathan has an undergraduate degree in political science from the University of Georgia and a Juris Doctor from Pepperdine University's School of Law. Jonathan Personal Information Personal Information and has worked, lived, and/or studied in Canada, England, France, the United States, and Singapore.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

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



Molly Harrington has worked for the British Columbia public service since 1994 and has been the Assistant Deputy Minister with the Research, Innovation and Policy Division since September 2008. She is responsible for government's income and disability assistance policy. 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. Molly operated as the CEO and ADM of the Crown Agencies Secretariat within the Ministry of Finance from 2005 to 2008 overseeing government's portfolio of crown corporations and developed the Crown Agency Governance system that allowed devolution of oversight from the Ministry of Finance to individual ministries.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

Sam Turcott, Executive Lead
Accessibility Secretariat



Sam Turcott was appointed Executive Lead, Accessibility Secretariat, in January 2019 in order to support the development of provincial accessibility legislation.

Prior to that, Sam was the Executive Director of Policy and Programs with Disability Alliance of British Columbia (DABC), a charitable organization that promotes the dignity and independence of people with disabilities throughout the province. Sam has experience and expertise in a range of areas including: engagement with the disability community, supports and services for persons with disabilities, community inclusion initiatives, and accessible employment programs.

Sam holds a degree in Economics from the University of Victoria and a Law degree with a specialization in Social Justice from the University of British Columbia. At the Disability Alliance of British Columbia, he held a series of increasingly senior positions including Tax AID DABC Manager, Advocacy Access Director, and Executive Director of Policy and Programs.

As Executive Lead, Sam is responsible for promoting greater accessibility and inclusion for people with disabilities. Through his role with the Accessibility Secretariat team, he continues to work on breaking down barriers for people living with disabilities, at the municipal, provincial and federal level.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

Sheila Robinson, Assistant Deputy Minister
Information Services Division



Sheila has worked for the BC Public Service for over 24 years and was a public servant in the province of Quebec prior to relocating to British Columbia in 1996. She joined the Information Services Division (ISD) in October 2019 and is responsible for providing information management and information technology services to the Ministries of Social Development and Poverty Reduction (SDPR) and Children and Family Development (MCFD). Prior to ISD, Sheila worked at MCFD as an Executive Director including her most recent position was the Executive Director of Service for Vancouver/Richmond and Provincial Centralized Screening. Sheila has extensive experience leading service delivery vulnerable populations operationally and through policy and practice development.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EXECUTIVE MEMBER BIOGRAPHY

Suzanne Christensen, Assistant Deputy Minister
Research, Innovation and Policy Development



Suzanne Christensen was appointed Assistant Deputy Minister, Research, Innovation and Policy Development, on October 1, 2020.

Prior to that, Suzanne was the Assistant Deputy Minister, Reconciliation Secretariat and Outreach, in the Ministry of Indigenous Relations and Reconciliation.

Suzanne's career with the provincial government has included work in the government's central policy organization and with the Ministry of Competition, Science and Enterprise. More recently she served in the Office of the Premier as the ADM in the Priorities and Accountability office.

Her work in the private sector includes management consulting work for non-profits and local governments including developing the Vancouver Agreement Economic Revitalization Plan with local, provincial and federal partners, and helping found a health and safety organization for the forest sector in BC.

Personal Information

Suzanne worked at rail and logging camps and in sawmill jobs before earning a Bachelor of Art degree at the University of British Columbia.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
LEGISLATIVE PRIORITIES

Priorities:

1. Legislative Proposal B40 (Accessibility and Inclusion for British Columbians with Disabilities Act)
    - Request for Legislation to create a new statute governing accessibility.

Ministry of Social Development and Poverty Reduction

2020/21 – 2022/23 SERVICE PLAN

February 2020



Minister Accountability Statement



The *Ministry of Social Development and Poverty Reduction 2020/21 - 2022/23 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
February 7, 2020

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Purpose of the Ministry

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities and increasing inclusion. The purpose of the ministry is to provide strategic leadership and quality services that empower the British Columbians in need to share in the Province's prosperity, so that everyone has the opportunity to participate fully in their community and to reach their full potential.

SDPR is guided by four pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, the *Poverty Reduction Strategy Act*, and the *Community Living Authority Act*. The Minister is responsible for Community Living BC (CLBC) and is supported by the Parliamentary Secretary for Poverty Reduction. The Ministry's key responsibilities include:

- Leading development and implementation of a cross-government, province-wide poverty-reduction strategy – TogetherBC: BC's Poverty Reduction Strategy;
- Leading development and implementation of a homelessness action plan to reduce the homeless population through permanent housing and services – in partnership with provincial ministries and agencies, local governments, first responders and service providers;
- Leading development and implementation of cross-government, province-wide accessibility legislation to identify and remove barriers and prevent the creation of new barriers for people with disabilities;
- Providing income, disability and supplemental assistance for people in need;
- Providing an integrated system of employment programs and services and supports to all British Columbians through WorkBC;
- Working with community, business and government partners to increase accessibility, employment, independence and inclusion for individuals with disabilities;
- Leading a collaborative engagement across the social services sector to help strengthen the important community social services that people count on every day; and
- Through, Community Living BC, supporting community living services for adults with developmental disabilities and their families.

Strategic Direction

The Government of British Columbia remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy.

Ministries are actively working to provide quality, cost-effective services to British Columbia families and businesses. By adopting the Gender-Based Analysis Plus (GBA+) lens and Business and Economic Implications Framework to budgeting and policy development, Ministries will ensure that equity is reflected in budgets, policies and programs.

Additional key initiatives underpinning lasting prosperity in 2020/21 and beyond are the implementation of:

- A Framework for Improving British Columbians' Standard of Living which will provide the foundation for quality economic growth in our province and a pathway to a more inclusive and prosperous society;

- The *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action, demonstrating support for true and lasting reconciliation; and
- The CleanBC plan, putting B.C. on the path to a cleaner, better future – with a low carbon economy that creates opportunities while protecting our clean air, land and water.

The Economic Forecast Council (EFC) expects B.C.'s real GDP to grow by 2.4 per cent in 2020 and 2.3 per cent in 2021. Meanwhile for Canada, the EFC projects national real GDP growth of 1.7 per cent in 2020 and 1.8 per cent in 2021. As such, B.C.'s economic growth is expected to outperform Canada's in the coming years. Risks to B.C.'s economic outlook include ongoing uncertainty regarding global trade policies and weak global economic activity, as well as lower commodity prices and slower domestic economic growth. Meanwhile, LNG development in the province is expected to have a positive impact on B.C.'s economy.

This 2020/21 service plan outlines how the Ministry of Social Development and Poverty Reduction will support the government's priorities, including selected action items identified in the July 2017 Minister's Mandate Letter. Over the previous fiscal year, the Ministry of Social Development and Poverty Reduction made progress on these priorities by:

- Designing and implementing TogetherBC: BC's Poverty Reduction Strategy, B.C.'s first poverty reduction strategy, including legislated targets and timelines;
- Completing analysis and redrafting of our legislation, regulations and policies, to meet commitments made in TogetherBC we deliver services so that people know supports will be there when they are needed;
- Public release of the Re-imagining Community Inclusion Roadmap in May 2019 and starting on implementation planning with partners;
- As part of TogetherBC, creating a new Office of Homelessness Coordination responsible for coordinating actions on homelessness;
- Conducting consultations across the province to inform the development of Accessibility Legislation; and
- Renewing the WorkBC program with a streamlined, flexible and accessible range of services to help British Columbians get good, lasting jobs and to help citizens in need to break the cycle of poverty.

The following performance plan outlines how the Ministry of Social Development and Poverty Reduction will continue to track progress on key mandate letter commitments and other emerging government priorities.

Performance Planning

Goal 1: Reduce Poverty in British Columbia

Objective 1.1: Implement the cross-government, province-wide Poverty-Reduction Strategy

Key Strategies:

- Implement TogetherBC, the comprehensive, cross-government Poverty Reduction Strategy addressing key areas of need including housing; families, children and youth; education; employment; income supports; and social supports, aiming to meet statutory targets to reduce the overall poverty rate by 25% and poverty rate of children by 50% by 2024;
- Produce an annual report on the actions taken to implement the strategy, the effects of the strategy on poverty reduction, and any progress made toward the targets in the previous calendar year;
- Engage with the Minister's Poverty Reduction Advisory Committee, which advises the minister on matters relating to poverty reduction and prevention;
- Support the basic income expert committee's research into: whether giving people a basic income is an effective way to reduce poverty and improve health, housing and employment, and into how basic income principles might be used to improve B.C.'s existing income and social-support system; and
- Lead the implementation of the Homelessness Action Plan, in partnership with the Ministry of Municipal Affairs and Housing and other agencies. Implementation involves providing overall coordination, oversight and provincial leadership on reducing homelessness. In addition, work includes: an encampment prevention and response strategy, the provincial homeless counts, and policy changes to decrease homelessness and support vulnerable clients to access income support.

Discussion

The *Poverty Reduction Strategy Act* sets out legislated targets for the reduction of both the overall poverty rate and the poverty rate for children by 2024. The *Poverty Reduction Strategy Act* also requires annual reporting on the Strategy – including progress made towards the legislated targets. This annual reporting is required by October 1 of each year, beginning in 2020.

Goal 2: British Columbians in need have services, supports and opportunities that make life better

Objective 2.1: Deliver reliable, responsive, consistent, accessible and secure income and disability assistance services

Key Strategies:

- Consider the diverse needs of clients to improve the quality and responsiveness of income assistance services;
- Continued community presence through outreach by Community Integration Specialists, working collaboratively with community partners;
- Continue to expand and improve online self-service options;
- Regularly monitor client feedback and satisfaction to help improve services; and
- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

Performance Measure	2018/19 Baseline	2019/20 Forecast	2020/21 Target[2]	2021/22 Target[2]	2022/23 Target
2.1 Number of clients using My Self-Serve[1]	69,500	78,000	82,500	86,500	90,500

[1] Data Source: Service Delivery Division, Ministry of Social Development and Poverty Reduction.
[2] The 2019/20 target of 65,000 is forecast to be exceeded. The Ministry increased the 2020/21 - 2022/23 targets based on current usage rates.

Linking Performance Measure to Objective:

This measure reflects the number of Ministry clients using My Self-Serve, the ministry's online service portal. Targets can be achieved through increased marketing and robust communication. An increase in this number means that more clients are accessing income assistance services through the most flexible and efficient means available.

Objective 2.2: WorkBC Employment Services clients achieve employment

Key Strategies:

- Reduce barriers and provide employment services and supports to British Columbians looking to reach their full potential through employment;
- Provide access to training and employment supports that will increase economic opportunities;
- Work collaboratively with partner ministries to ensure ministry employment programs and supports are aligned with the needs of individuals and the labour market;
- Implement awareness and information campaigns to enhance the recognition and consistent knowledge of the suite of services available through the network of WorkBC Centres across B.C.;
- Continue to actively promote awareness of the Community and Employer Partnerships (CEP) program to effectively respond to emerging labour market events, support employers and

communities to address labour market needs and improve employment outcomes for unemployed British Columbians; and
- Engage and support province-wide employers and employer associations to use WorkBC centres as a key resource in the recruitment and retention of diverse talent.

Performance Measure	2018/19 Baseline	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
2.2 Number of case managed clients who achieve employment[1]	24,400	19,000	27,800	28,300	28,300

[1] Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Poverty Reduction. Employment is defined as when a client attains a full-time job (30 or more hours/week) or a part-time job (when part-time employment is desired; less than 30 hours/week), or self-employment (business is implemented and considered operational), after participating in case management services through WorkBC Employment Services.

Linking Performance Measure to Objective:

The measure captures the number of British Columbians who achieve employment after receiving case management through WorkBC Employment Services. Clients may continue receiving case management services after finding employment, until sustainable employment that meets their needs is achieved. Currently, just over 55% of case managed clients obtain employment after receiving case managed services by WorkBC Employment Services.

The number of people accessing WorkBC services has decreased over the past few years, driven by a strong economy and more jobs. However, future targets remain the same because there are focused strategies to increase the number of clients served and better support those to achieve employment outcomes. As WorkBC program changes are more established, the number of individuals employed is expected to increase after 2019/20.

Goal 3: Individuals with disabilities live, work and participate in their communities on an equal basis with all British Columbians

Objective 3.1: Support a comprehensive and integrated system of supports and services for individuals with disabilities

Key Strategies:

- Provide adults with disabilities access to responsive services that support them in participating as full citizens and in achieving improved outcomes;
- Continue to work with people with disabilities and their families, community stakeholders, public organizations and the business community to develop solutions and strategies that improve the lives of people with disabilities in British Columbia;
- Engage stakeholders and the public to identify barriers and solutions to improving employment outcomes for people with disabilities;
- Support the implementation of the new 10-year Re-imagining Community Inclusion Roadmap to help improve the lives of people with developmental disabilities; and

- Monitor and support the transition process for youth with special needs, who are entering adulthood, to ensure they access the Ministry's disability assistance program and the adult community living services offered through Community Living BC.

Performance Measure	2018/19 Baseline	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
3.1 Total amount of earnings exemptions reported by Persons with Disabilities cases[1]	$135 million	$145 million	$153 million	$160 million	$168 million

[1] Data Source: Research Branch, Ministry of Social Development and Poverty Reduction.

Linking Performance Measure to Objective:

Employment provides meaningful participation and inclusion, as well as the ability for the Ministry's Persons with Disabilities clients to take advantage of earnings exemptions and increase their total income. An increase in the total amount of exempted earnings reported by these clients is an indicator that both participation in employment and incomes have improved.

Resource Summary

Core Business Area	2019/20 Restated Estimates[1]	2020/21 Estimates	2021/22 Plan	2022/23 Plan
Operating Expenses ($000)				
Income Assistance	2,458,903	2,501,257	2,534,497	2,552,833
Employment	29,169	29,169	29,169	29,169
Community Living Services	1,064,750	1,139,699	1,173,202	1,203,202
Employment and Assistance Appeal Tribunal	1,828	1,837	1,849	1,849
Executive and Support Services	12,947	10,858	10,989	10,989
Total	**3,567,597**	**3,682,820**	**3,749,706**	**3,798,042**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	5,709	1,449	1,499	1,499
Total	**5,709**	**1,449**	**1,499**	**1,499**

[1] For comparative purposes, amounts shown for 2019/20 have been restated to be consistent with the presentation of the 2020/21 Estimates.
* Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.

Appendix A: Agencies, Boards, Commissions and Tribunals

Community Living BC

Community Living British Columbia (CLBC) is a crown agency that provides supports and services to meet the disability-related needs of two groups of eligible individuals and their families in British Columbia:

- Adults with a diagnosis of developmental disability. Criteria include age of onset, intellectual functioning and adaptive behavior; 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.

Employment and Assistance Appeal Tribunal

The Employment and Assistance Appeal Tribunal is an administrative tribunal established under the authority of the *Employment and Assistance Act* to provide clients with an efficient and transparent appeal process that is independent from the Ministry of Social Development and Poverty Reduction. The Tribunal hears appeals on decisions made by the Ministry of Social Development and Poverty Reduction to refuse, reduce or discontinue certain benefits or supplements. The Tribunal also hears appeals on decisions made by the Ministry of Children and Family Development to refuse, reduce or discontinue a subsidy under the *Child Care Subsidy Act.*

Ministry of Social Development and Poverty Reduction

2019/20 Annual Service Plan Report



For more information on the Ministry of Social Development and Poverty Reduction contact:

Ministry of Social Development and Poverty Reduction
STN PROV GOVT
Victoria, BC
V8W 9R2

1-866-866-0800

Or visit our website at

www.gov.bc.ca/SDPR

Published by the Ministry of Social Development and Poverty Reduction.

Minister's Accountability Statement



The Ministry of Social Development and Poverty Reduction *2019/20 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2019/20 – 2021/22 Service Plan* created in February 2019. I am accountable for those results as reported.

Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
June 25, 2020

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Letter from the Minister

As the Minister of Social Development and Poverty Reduction, I am pleased to present the *Ministry of Social Development and Poverty Reduction 2019/20 Annual Service Plan Report*, which summarizes our work and highlights achievements from the year ending March 31, 2020.

It has now been over one year since the release of TogetherBC, B.C.'s first poverty reduction strategy. The ministry led the development and implementation of cross-government investments and initiatives to make life more affordable and increase opportunities and inclusion for British Columbians facing poverty, including people experiencing or at risk of homelessness.

A series of policy changes to income and disability assistance came into effect on July 1, 2019 and January 1, 2020 to continue to build a culture of empathy, understanding and respect for people. The changes included removing the requirement to apply for early Canada Pension Plan retirement benefits, removing the two-year independence requirement for young adults to receive income assistance, expanding access to the identification supplement, and removing the $10,000 asset limit on a primary vehicle.

The WorkBC model introduced at the end of last fiscal year is part of our continued effort to put people first in our programs and policies. The new model, which includes an increase in the number of WorkBC centres in B.C. and a stronger online presence, offers additional flexibility to provide a much more customized and individualized approach to supporting clients in finding and sustaining the right employment. Under the previous model, supports were only provided until employment was obtained; now clients are supported for a full year after they secure a sustainable job to improve their chance of success. Reducing poverty is more than changes to government policies. It is the cultivation of partnerships between all levels of government, organizations and individuals to reduce poverty and homelessness. Over the last year, our established partnerships with the Union of B.C. Municipalities (UBCM), Victoria Foundation and Social Planning and Research Council of B.C. (SPARC BC) helped to support local poverty reduction, food security and homelessness prevention projects in communities throughout B.C.

Working across government and with our external partners and stakeholders, new initiatives were established: the BC Rent Bank, the Homelessness Community Action Grant program, support for local government poverty reduction plans and local food security projects.

In Fall 2019, the Ministry conducted a province-wide public consultation as the first step toward bringing in B.C.'s first-ever accessibility legislation. The consultation results will inform development of legislation to make B.C. more inclusive and accessible for people with disabilities.

We engaged with community social service providers, self advocates and families through the Social Services Sector Roundtable and the Re-imagining Community Inclusion Steering Committee working together to address long-standing challenges and towards social change. During the COVID-19 pandemic, we began to meet on a weekly basis, alongside the Deputy Provincial Health Officer, to provide support and share information as we navigate these challenging times together.

COVID-19 made for an unprecedented end to the fiscal year, and the Ministry's efforts were focused on ensuring that people were able to receive their income and disability assistance cheques in March with minimal health risks to staff or clients. Community Integration Specialists acted as crucial support workers in ensuring that people facing homelessness during COVID-19 were able to access health supports and housing options to help stop the spread of the virus.

The Ministry invested over $3.6 billion in 2019-20 to support low-income British Columbians and people with disabilities, including funding of over $1 billion for services to adults with development disabilities, delivered through Community Living BC.



Honourable Shane Simpson
Minister of Social Development and Poverty Reduction
June 25, 2020

Purpose of the Annual Service Plan Report

The Annual Service Plan Report (ASPR) is designed to meet the requirements of the *Budget Transparency and Accountability Act* (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the Ministry's performance related to the forecasted targets documented in the previous year's Service Plan.

Purpose of the Ministry

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities, and increasing inclusion. The purpose of the ministry is to provide strategic leadership and quality services that empower the broad range of British Columbians in need to share in the Province's prosperity, to participate fully in their community, and to reach for their full potential.

SDPR is guided by four pieces of legislation: the Employment and Assistance Act, the Employment and Assistance for Persons with Disabilities Act, the Poverty Reduction Strategy Act, and the Community Living Authority Act. The Minister is responsible for Community Living BC (CLBC) and also supports the Parliamentary Secretary for Poverty Reduction. The Ministry's key responsibilities include:

- Leading development and implementation of a cross-government, province-wide poverty-reduction strategy – TogetherBC.
- Appointing and engaging with the Minister's Poverty Reduction Advisory Committee, which is mandated through legislation to advise government on policy developments related to poverty reduction and prevention.
- Leading development and implementation of a homelessness action plan to reduce the homeless population through permanent housing and services – in partnership with provincial ministries and agencies, local governments, first responders and service providers.
- Providing income, disability and supplemental assistance for people in need.
- Providing an integrated system of employment programs and services and supports to all British Columbians – WorkBC Employment Services.
- Working with community, business and government partners to increase accessibility, employment, independence and inclusion for individuals with disabilities.
- Leading the development of accessibility legislation to promote greater inclusion and accessibility for persons with disabilities in BC.
- Supporting community living services for adults with developmental disabilities and their families.
- Supporting and engaging with community social service providers and self advocates through the Social Services Sector Roundtable and the Re-imagining Community Inclusion Steering Committee.

Strategic Direction

The strategic direction set by Government in 2017 and expanded upon in the Minister's Mandate Letter shaped the 2019/20 Ministry of Social Development and Poverty Reduction Service Plan and the results reported in this ASPR.

Operating Environment

With 421,000 British Columbians living in poverty according to the Market Basket Measure[1], BC currently has the sixth highest poverty rate in the country.[2] This number includes 57,000 children in low-income families and about 45,000 seniors. These 2018 figures reflect the most current information that was available at the start of the 2019/20 service planning cycle.

The Ministry continued with service delivery improvements to provide consistent and responsive services and updated its public service commitment and service standards, ensuring clients are served as quickly and efficiently as possible, through all service channels. To support the Poverty Reduction Strategy, the Office of Homelessness Coordination (OHC) works across government and with our external partners with a more coordinated approach in preventing and responding to homelessness.

The ministry offers employment services and supports for unemployed or precariously employed British Columbians to help them achieve sustainable employment. Serving 86,000 people annually, WorkBC Employment Services offer programs ranging from customized supports for people with disabilities to funding for communities and organizations to increase employment and work experience. Changes were made to WorkBC Employment Services this year introducing flexibility for WorkBC service providers to take a much more individualized approach to how they support each client in finding and sustaining the right employment.

The Ministry supports CLBC in its initiatives and partnerships to increase community inclusion, accessibility, employment opportunities and services for persons with developmental disabilities.

Demographics and Economy

British Columbia's economy was strong in 2019 with real GDP growth of 2.8 per cent compared to the year before. Labour market conditions in B.C. remained tight, highlighted by the lowest unemployment rate in the country at 4.7 per cent, unchanged in rank and level from 2018. Employment increased by 2.6 per cent on the year. Average weekly wages grew by 2.5 per cent, registering a second consecutive year of positive real wage growth, with the annual consumer price index up 2.3 per cent. B.C. retail sales increased by 0.6 per cent in 2019, a more moderate pace compared to 2.0 per cent growth in 2018, as consumer spending was weighed down by more cautious overall consumer behaviour and declines in housing-related spending amid falling home sales year-over-year. Meanwhile, residential construction remained strong. Although the forestry sector faced significant challenges in 2019, LNG development provided some support for economic growth and job creation in the province. On the external front, global trade policy uncertainty, escalating trade tensions and commodity price declines weighed on B.C.'s export sector in 2019.

[1] The Market Basket Measures (MBM) sets out the disposable income threshold required for a family of four to be able to purchase a basket of goods and services representing a modest, basic standard of living. This includes, for example, the costs of food, clothing, footwear, transportation, shelter and other basic expenses. The MBM is calculated for Vancouver, as well as four other community profiles in British Columbia: rural; population under 30,000; population from 30,000 – 99,999; and population from 100,000 to 499,999.
[2] Statistics Canada provincial and national poverty statistics.

BC Employment and Assistance (BCEA) program caseloads are affected by demographic and economic factors. British Columbia experienced a strong labour market 2019, with an average unemployment rate of 4.7 percent, the lowest in Canada and one full percentage point below the national average. However, the significant job losses, especially in the service industry where workers are often low-wage earners, and reduction in hours caused by the COVID-19 pandemic will have a significant impact on the income assistance caseload.

The disability assistance caseload, made up of individuals who have a disability designation, has continued to grow as the result of longer life expectancies and an aging population. The disability assistance caseload will also be impacted by the COVID-19 pandemic, but to a much lesser extent than the income assistance caseload.

Report on Performance: Goals, Objectives, Measures and Targets

Goal 1: Reduce Poverty in British Columbia

Objective 1.1: Release and implement the cross-government, province-wide poverty-reduction strategy

TogetherBC, British Columbia's first poverty reduction strategy, reflects BC's commitment to reduce poverty and make life more affordable for British Columbians. TogetherBC sets a path to reduce the overall poverty rate by 25% and the child poverty rate by 50% by 2024. It includes policy initiatives and investments designed to lift people up, break the cycle of poverty and build a better BC for everyone.

Key Highlights

- As part of TogetherBC, a range of policy improvements designed to make the income and disability assistance system more accessible and effective were implemented. These policy changes included modernizing the definition of spouse, removing the two-year financial independence rule, and eliminating the requirement to apply for early Canada Pension Plan (CPP) benefits.
- The Office of Homelessness Coordination (OHC) supports a shift to move toward a more co-ordinated, effective approach to addressing homelessness. Working across government and with our external partners and stakeholders, two new initiatives were established in 2019/20: the BC Rent Bank and the Homelessness Community Action Grant program.
- Progress was made toward meeting legislated poverty reduction targets through effective investments in affordable housing, child care, and increases to the minimum wage. Both the overall poverty rate and the child poverty rate declined in 2018 compared to 2017, from 10.3 percent to 8.9 percent overall and from 9.8 percent to 6.9 percent for child poverty.
- British Columbia has improved its ranking for total poverty, from having the 2nd highest poverty rate in Canada in 2017 to the 6th highest in 2018 and has also improved its

ranking for child poverty, from having the 5th highest child poverty rate in Canada in 2017 to 3rd lowest in 2018.

Discussion of Results

British Columbia's poverty reduction strategy is based on the 2016 Market Basket Measure (MBM), Canada's Official Poverty Line. The MBM reflects the cost of a 'basket' of goods and services representing a modest, basic standard of living in Canada. The measure includes five components: costs for food, clothing, transportation, shelter and other expenses. Data for the MBM is reported with a two-year lag. This means that data from 2016 was used as a baseline for progress when BC's *Poverty Reduction Strategy Act* was passed in 2018.

Since the release of TogetherBC, a series of changes to BC Employment and Assistance policies have been implemented to improve access to the supports and services needed by people experiencing social and economic barriers. Changes include: rate increases, expansion to earnings exemptions, modernization of the definition of spouse, and fairer supports for people without homes.

TogetherBC reflects government's commitment to taking action on homelessness through two important partnerships. First is The BC Rent Bank, a partnership with the Vancity Community Foundation to help households at risk of eviction to maintain their housing. The second is the Homelessness Community Action Grant program, through a partnership with the Social Planning and Research Council of BC (SPARC BC), assisting both local and provincially-focused organizations to explore better ways to respond to homelessness and foster more awareness and collaboration.

The OHC collaborated with the Ministry of Municipal Affairs and Housing in 2019 to produce Encampment Response Guidelines for ministries, leading to better coordination and an "outreach-first" approach. The OHC partnered with BC Housing to support the second provincial homeless count, funding counts in 16 communities and collaborating with 12 other communities to create a provincial picture of homelessness. Thirteen counts were completed in March 2020 with 15 others postponed due to COVID-19.

Legislated targets and timelines to reduce the poverty rate were established in the *Poverty Reduction Strategy Act*. The target is to reduce the overall poverty rate by 25 percent (to 9 percent) and the child poverty rate by 50 percent (to 6 percent) by 2024 compared to 2016 using the Market Basket Measure, Canada's Official Poverty Line.

The *Poverty Reduction Strategy Act* also legislates that the government produce an annual report that is presented to the Legislature each year, no later than October, outlining the performance of the poverty reduction strategy. The first report is due by October 1, 2020.

The specific targets and timelines are ambitious. Achieving the targets will make a meaningful difference for people living in poverty in BC, lifting approximately 140,000 adults and 50,000 children out of poverty as a critical step in breaking the cycle of poverty in this province for generations to come.

Goal 2: British Columbians in need have services, supports and opportunities that make life better

Objective 2.1: Deliver reliable, responsive, consistent, accessible and secure income and disability assistance services

Delivering modern, consistent services focussed on reliability, responsiveness, and relationship building has been a key priority for the Ministry. Much progress has been made on expanding our community presence through increased outreach and an integration strategy with Service BC. The Ministry continues to expand and enhance online self-service options, resulting in increased accessibility of services for clients, regardless of their location in British Columbia.

Key Highlights

- Completed the Welcoming Project, started in December 2018, which aims to provide a consistent and personalized welcoming experience when clients access services on the phone, in person, or online.
- The Community Integration Strategy was adopted, with 90 new Community Integration Specialists (CIS) hired in 2019/20, responsible for directly engaging with the most vulnerable citizens of British Columbia. The CIS works in the community to establish eligibility for support and negotiates the provision of resources and services for clients with community partners and other agencies.
- Continued to expand services in conjunction with Service BC, completing the integration of offices in Masset and Mackenzie, and will continue to look for opportunities to offer services in collaboration with our partners across government.
- Increased the daily user rate for Mental Health and Substance Use facilities to provide people living in supportive recovery homes throughout British Columbia with more personalized services and supports.

Performance Measure(s)	2017/18 Baseline	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target[2]	2021/22 Target[2]
2.1 - Number of clients using My Self-Serve	40,000	68,488	65,000	87,109[1]	82,500	86,500

Data Source: Service Delivery Division, Ministry of Social Development and Poverty Reduction.
[1] Current MySS Users as of March 31, 2020.
[2] The 2020/21 and 2021/22 targets were adjusted in the 2020/21 – 2022/23 Service Plan to 82,500 and 86,500, respectively

Discussion of Results

In 2019/20, the Ministry modified this performance measure to the percentage of clients using My Self-Serve, rather than the number of users and the updated measure will be provided in the 2021/22 Service Plan . This is a more appropriate indicator of progress as it illustrates the proportion of all clients accessing income assistance services by the most flexible and efficient means available. The Ministry has seen a steady increase of clients leveraging this service since its implementation in fall of 2014. The Ministry's response to COVID-19 included additional

efforts to encourage use of My Self-Serve to help promote physical distancing for the health and safety of clients and Ministry employees.

Objective 2.2: WorkBC Employment Service clients achieve employment

Key Highlights

- Moved to a performance-based model with contracted service providers and launched renewed WorkBC Employment Services with a streamlined, flexible and accessible range of services. Close to 86,000 clients obtained services through the expanded network of 102 WorkBC Centres or the WorkBC website, with an emphasis on achieving long-term sustainable employment. This included personalized case management services to over 15,200 people with disabilities, over 9,100 indigenous clients and over 18,300 immigrants.
- Continued ongoing partnerships and collaboration with ministries, the federal government, and community organizations, including Indigenous employment service providers and other service providers. Held engagement sessions throughout the province to hear from over 100 organizations about their experiences and seek input for employment program improvements.
- Conducted targeted employer outreach and forged strategic alliances throughout the province to promote WorkBC Employment Services as a source of talent available to help employers meet their workforce needs. For example; responding to labour market impacts felt across British Columbia in the forestry sector by providing impacted communities with work experience opportunities, job fairs and labour market studies. Projects aimed to help communities in transition identify ways to diversify their local economy and support employers to grow, as well as provide opportunities for potential employees to gain valuable work experience.
- Supported 15,000 unemployed apprentices to complete classroom apprenticeship training and provided over $4.5 million for assistive technology for individuals with disabilities to overcome work-related barriers and thrive in the workplace.
- Invested almost $19.3 million across various Community Employer Partnership (CEP) funding streams, including over $5.2 million in Job Creation Partnership (JCP) projects and almost $10 million in Project Based Labour Market Training (PBLMT) projects.
- Through 106 new CEP agreements, approximately 600 job seekers benefited from work experience and employment training.

Performance Measure(s)	2017/18 Baseline	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
2.2 - Number of case-managed clients who achieve employment[1]	27,288	24,400	27,300	16,235	27,800	28,300

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Poverty Reduction.

[1] Employment is defined as when a client attains a full-time job (30 or more hours/week) or a part-time job (when part-time employment is desired; less than 30 hours/week), or self-employment (business is implemented and considered operational), after participating in case management services through WorkBC Employment Services.

Discussion of Results

On April 1, 2019, the ministry launched a renewed WorkBC Employment Services to improve services that help clients achieve sustainable employment. Some of the improvements include more in-person WorkBC Centres, expanded client eligibility, and an additional $9 million in direct supports like skills training and helping people access tools they need to pursue a career in the trades.

The number of clients employed was lower than anticipated for a variety of reasons. As economic and labour market conditions have been positive with low unemployment rates in BC, job seekers with less barriers to employment were able to find jobs without needing to access WorkBC services. A greater portion of WorkBC clients had more complex employment barriers, requiring more time and effort to support clients to reach their full potential through employment. In addition, system and policy changes to the program required service providers to adjust to a new way of working. As both service providers and clients adjust to the program changes, improved client outcomes are expected in the coming years.

The Ministry is preparing WorkBC Employment Services to play a critical role in supporting British Columbians experiencing COVID-19 related job losses and expects to see increased demand for employment services as recovery progresses.

Goal 3: Individuals with disabilities live, work and participate in their communities on an equal basis with all British Columbians

Objective 3.1: Support a comprehensive and integrated system of supports and services for individuals with disabilities

Key Highlights

- Worked with the Presidents Group, a network of BC business leaders, to reduce barriers and increase employment opportunities for people with disabilities.
- Continued to highlight accessibility achievements made by government, municipalities, local and provincial disability organizations, businesses and individuals to improve the lives of people with disabilities and their families.
- Engaged with stakeholders and the public to inform the development of new laws, standards and policies to better support people with disabilities to live with dignity and to meaningfully participate in their communities.

Performance Measure(s)	2017/18 Baseline	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
3.1 - Total amount of earnings exemptions reported by Persons with Disabilities cases	115 million	135 million	137 million	149 million	145 million	153 million

Data Source: Research Branch, Ministry of Social Development and Poverty Reduction.

Discussion of Results

In 2019/20, Persons with Disabilities continued to experience strong growth in earnings and exempted earnings, with over 25,000 Persons with Disabilities clients reporting income in at least one month in 2019/20. The growth in earnings is the result of many factors, including the Annualized Earnings Exemption which encourages clients to work more and keep more of their earnings when they are able to work, a strong economy and increases to the minimum wage. The strong economy helped Persons with Disabilities earn more income in 2019/20 and consequently exceeded the target for earned income exempted.

Financial Report

Discussion of Results

For 2019/20, the Ministry met the financial targets set out by the Ministry of Finance. The majority of the Ministry's budget supported Income Assistance, which totalled $2.45 billion in 2019/20, in the following four categories:

- $425 million for Temporary Assistance.
- $1.47 billion for Disability Assistance.
- $397 million for supplementary assistance which includes supplements for low income seniors, medical supplies and equipment, and dental and optical care.
- $158 million for program management (including front-line staff).

Funding for Employment Programs is mostly provided by the federal government through the Labour Market Development Agreement. Federal contributions in 2019/20 totaled $305 million while the Province spent $19 million for employment programs and services.

Funding of over $1 billion was provided for services to adults with developmental disabilities, delivered through the Ministry's service delivery crown agency, Community Living BC. To align youth transition services across government, the Ministry's Services to Adults with Developmental Disabilities (STADD) program moved to the Ministry of Children and Family Development (MCFD) effective April 1, 2019.

In line with government's goal of prudent fiscal management, expenditures for Executive and Support Services were limited to $12.7 million. Of this, $1.8 million in 2019/20 was spent towards the government supported Basic Income Pilot.

Financial Summary

	Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance[2]
Operating Expenses ($000)					
Income Assistance[3]	2,459,638	-2	2,459,636	2,453,753	-5,884
Employment[4]	29,169	-	29,169	19,173	-9,996
Community Living Services[5]	1,068,015	-3,265	1,064,750	1,082,974	18,224
Employment and Assistance Appeal Tribunal	1,828	-	1,828	1,641	-187
Executive and Support Services	12,947	-	12,947	12,683	-264
Sub-total[6]	**3,571,597**	**-3,267**	**3,568,330**	**3,570,223**	**1,893**
Adjustment of Prior Year Accrual	-	-	-	-1,096	-1,096
Total	3,571,597	-3,267	3,568,330	3,569,127	-1,096
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Executive and Support Services[7]	5,709	0,000	5,709	248	-5,461
Total	**5,709**	**0,000**	**5,709**	**248**	**-5,461**
Capital Plan[2] ($000)					
By Core Business (and Purpose)	0,000	0,000	0,000	0,000	0,000
Total	**0,000**	**0,000**	**0,000**	**0,000**	**0,000**
Other Financing Transactions ($000)[4]					
By Core Business (and Purpose)	0,000	0,000	0,000	0,000	0,000
Receipts	(0,000)	(0,000)	(0,000)	(0,000)	(0,000)
Disbursements	0,000	0,000	0,000	0,000	0,000
Net Cash Requirements (Source)	0,000	0,000	0,000	0,000	0,000
Total Receipts	**(0,000)**	**(0,000)**	**(0,000)**	**(0,000)**	**(0,000)**
Total Disbursements	**0,000**	**0,000**	**0,000**	**0,000**	**0,000**
Total Net Cash Requirements (Source)	**0,000**	**0,000**	**0,000**	**0,000**	**0,000**

[1] "Other Authorizations" refers to approved access to the Contingencies (All Ministries) and New Programs Vote in support of $10 million in grant agreements for recruitment and retention initiatives in the social services sector, and $4 million transfer of the STADD program to the Ministry of Children and Family Development.
[2] "Variance" represents "Actual" minus "Total Estimated". If "Actual" is greater than "Total Estimated" the variance will be positive.
[3] In addition to the $2.45 billion spent on Income Assistance, the Ministry was approved to access $34 million from the Housing Priority Initiatives Special Account in 2019/20 for eligible expenditures related to housing and shelter programs under Income Assistance.

[4] Reflects WorkBC costs, net of recoveries from the federal government. Total spend in 2019/20 was $324 million, which included $19 million in provincial spending and $305 million recovered from the federal government.
[5] Includes direct transfers to Community Living British Columbia (CLBC). Internal ministry savings and surplus funding in WorkBC fully offset CLBC funding requirements and reduced the need for "Other Authorizations",
[6] Vote 41 overall underspent, see schedule CRF Supplements
[7] Capital expenditures represent replacement of vehicles. The capital budget to support WorkBC was re-profiled to future years.

Appendix A: Agencies, Boards, Commissions and Tribunals

As of June 25, 2020, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following:

Community Living BC

Community Living British Columbia (CLBC) is a crown agency that funds supports and services that meet the disability-related needs of two groups of eligible individuals and their families in British Columbia:

- Adults with a diagnosis of developmental disability. Criteria include age of onset, intellectual functioning and adaptive behaviour.
- 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.

Employment and Assistance Appeal Tribunal

The Employment and Assistance Appeal Tribunal is an administrative tribunal established under the authority of the *Employment and Assistance Act* to provide clients with an efficient and transparent appeal process that is independent from the Ministry of Social Development and Poverty Reduction. The Tribunal hears appeals from decisions made by the Ministry of Social Development and Poverty Reduction to refuse, reduce or discontinue certain benefits or supplements. The Tribunal also hears appeals from decisions made by the Ministry of Children and Family Development that refuse, reduce or discontinue a subsidy under the *Child Care Subsidy Act*.

Poverty Reduction Advisory Committee

The Poverty Reduction Advisory Committee advises the Minister on matters relating to poverty reduction and prevention. This includes providing the Minister with comments to be included in the annual report released by government on actions taken to implement B.C.'s Poverty Reduction Strategy. The committee will also advise on future poverty reduction consultations to ensure consultations are informed by the experiences of persons living in poverty and uphold the commitment to Indigenous peoples.

Ministry of Social Development and Poverty Reduction

30-60-90 Day Issue Summary

As of December 2020

30 Days

Description	Type	Division Responsible	Date
International Day of Persons with Disabilities	Statement	Accessibility Secretariat	December 3, 2020
Presidents Group Day of learning to celebrate International Day of Persons with Disabilities	Potential Opening Remarks	Accessibility Secretariat	December 3, 2020
WorkBC Day - with WorkBC Contractors and Indigenous Skills and Employment Training providers	Virtual event	ELMSD	December 3, 2020
Cheque Issue for January benefit – December 16th will be the last $300 temporary Covid-19 crisis supplement, unless an extension is approved by December 15th	Cheque Issue Day	SDD/RIPD/ISD/CSD	December 16, 2020
Decision on whether NDP Platform commitment to provide a one-time $1,000 payment for people hit hardest by COVID-19 is exempt	OIC	RIPD	TBD - decision required by December 16, 2020
Exemption of Work Experience Opportunities Grant	OIC	RIPD	TBD – decision required by December 16, 2020
TB Submission on Crisis Supplement extension through March 2021	TB Sub	CSD/RIPD	TBD -before December 16, 2020 (decision required for systems updates)
Senior's Supplement for January benefit month – December 22nd will be the last $300 temporary Covid-19 crisis supplement, unless an extension is approved by December 16th	Senior's Supplement Payment Day	SDD/RIPD/ISD/CSD	December 22, 2020
Basic Income Final report	Report	RIPD	December 30, 2020
Minister Approve CLBC Board appointments		CSD	December 31, 2020

CLBC Emergency Fund Use	TB Sub	CSD	TBD
2019 Annual Report on B.C.'s Poverty Reduction Strategy Advice/Recommentations; Intergovernmental Communications	Report	RIPD	TBD
Discussions with First Nations Leadership Council and Employment Services Canada – exploring tri-partite employment and skills training committee	Intergovernmental	ELMSD	TBD
Minister Approve CLBC Mandate Letter		CSD	TBD
Social Services Sector Roundtable Meeting	Meeting	CSD	TBD – In December, 2020
Re-Imagining Community Inclusion Steering Committee Meeting	Meeting	CSD	TBD – In December, 2020
Release of final homeless count data - Includes complete findings from 8 provincially funded counts	Event	SDD	December, 2020

60 Days

Description	Type	Division Responsible	Date
Registered Disability Savings Plan meeting	Meeting	Accessibility Secretariat	January 15, 2021
Cheque Issue for February benefit month	Cheque Issue Day	SDD/RIPD/ISD/CSD	January 20, 2021
Senior's Supplement for February benefit month	Senior's Supplement Payment Day	SDD/RIPD/ISD/CSD	January 27, 2021
Decision on exemption of EI and CRB payments made post-December	Decision	RIPD	January 31, 2021
First Poverty Reduction Advisory Committee (PRAC) Meeting	Meeting	RIPD	January, 2021
Eviction compensation exemption	Decision	RIPD	January, 2021

Employment and Assistance Appeal Tribunal appointments	Decision	RIPD	January, 2021
Employment activities 3-week work search: Planning to restart employment activities for applicants and employment planning with recipients, including referrals to WorkBC)		SDD/ELMSD	January, 2021

Cabinet Confidences

Budget 2021 Caseload submission	TB Sub	CSD/RIPD	TBD

90 Days

Description	Type	Division Responsible	Date
Cheque Issue for March benefit month – first cheque issue where the increased earning exemptions will be applied	Cheque Issue Day	SDD/RIPD/ISD/CSD	February 17, 2021
Senior's Supplement for March benefit month	Senior's Supplement Payment Day	SDD/RIPD/ISD/CSD	February 24, 2021
Presidents Group	Meeting	Accessibility Secretariat	February 26, 2021
T5 Mailout – All recipients of IA/DA, Bus Pass, and the Seniors Supplement will receive a T5 in the mail by the end of February as per CRA	Mailout	SDD/RIPD/ISD/CSD	February, 2021
Decision on reappointment/ new appointment of Poverty Reduction Advisory Committee members	Decision	RIPD	March 15, 2021
Minister Approval and Signature of SDPR Service Plan		CSD	TBD
Minister Approval and Signature of CLBC Service Plan		CSD	TBD

DECEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 Premier's Awards. PSA is planning for the first week in December date still TBD.	**2** Housing Central Conference	**3** - Housing Central Conference - International Day of Persons with Disabilities	**4** Housing Central Conference	**5**
6 Day Elimination VAW	**7**	**8**	**9**	**10** UN Intl Human Rights Day	**11** SSSRT meeting	**12**
13	**14** Date in December TBD – Social Services Sector Round Table Meeting	**15** Date in December TBD – Re-Imagining Community Inclusion	**16** Cheque Issue Day	**17**	**18**	**19**
20	**21**	**22**	**23**	**24**	**25**	**26**
27	**28**	**29**	**30**	**31**		

JANUARY 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	**2**
3	**4** World Braille Day	**5**	**6**	**7**	**8**	**9**
10	**11** Date in January TBD – Social Services Sector Round Table Meeting	**12**	**13**	**14**	**15** Registered Disability Savings Plan meeting	**16**
17	**18**	**19**	**20** Cheque Issue Day	**21**	22 Katherine McParland's Youth Conference	**23** Katherine McParland's Youth Conference
24	**25**	**26**	**27**	**28**	**29**	**30**
31						

FEBRUARY 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	**2**	**3**	**4**	**5**	**6**
7 White Cane Week (first full week of February)	**8**	**9**	**10**	**11**	**12**	**13**
14	**15**	**16** Date in February TBD – Social Services Sector Round Table Meeting	**17** Cheque Issue Day	**18**	**19**	**20**
21	**22**	**23**	**24**	**25**	**26** Presidents Group meeting	**27**
28	**29**	**30**	**31**			

Ministry of Social Development and Poverty Reduction
Communications Plan – December 2020 to March 2021

Subject: Communication activities from December 2020 to March 2021 for the Ministry of Social Development and Poverty Reduction

Background:

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities and increasing inclusion. The ministry provides strategic leadership and quality services that empower the British Columbians in need to share in the Province's prosperity, so that everyone has the opportunity to participate fully in their community and to reach their full potential.

SDPR is guided by four pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, the *Poverty Reduction Strategy Act*, and the *Community Living Authority Act*. The Minister is responsible for Community Living BC (CLBC).

B.C.'s Economic Recovery Plan

The Ministry has two programs under B.C.'s Economic Recovery Plan that was announced in September 2020:

- **Work Experience Opportunity Grants** – With $10-million in funding, the Work Experience Opportunities Grants will help non-profit organizations provide 12-week work experience opportunities for Ministry of Social Development and Poverty Reduction clients. Eligible clients are Persons with Disabilities (PWD) receiving disability assistance and people receiving income assistance under the Persons with Persistent Multiple Barriers (PPMB) category. Non-profit organizations can apply for $5,000 per participant to a maximum of five participants. The first application intake opened Nov. 3 and will close Dec. 7 (https://www.workbc.ca/Employment-Services/Work-Experience-Opportunities-Grant.aspx)
- **Community Living BC (CLBC) Employment Services Investment:** This one-time grant of $10 million will increase service provider employment specialist staff over two years to assist people with developmental disabilities who have lost their employment due to COVID-19. CLBC will also provide a grant to an organization qualified to deliver digital literacy training to CLBC-eligible job seekers. Community Living BC is working with Inclusion BC to distribute grants in mid-December.

Platform Commitments

- **Create opportunities for people living in poverty. "**Based on our 10-year [sic] poverty reduction plan and recommendations from the expert panel on basic income, we will determine the best approach and path-forward to reducing poverty long-term and

providing opportunities for jobs and skills training through our Economic Recovery Plan." (p. 33)
    - The 2019 Poverty Reduction Strategy Annual Report was completed just before the election. Under the Poverty Reduction Strategy Act, the report is to be presented to the Legislature (or Speaker's office, when Legislature not sitting) and then posted on a public website.
    - The Basic Income Panel's final recommendations to government are due by Dec. 31, 2020.
- **Delivering a comprehensive approach to period poverty.** "Through the work of so many around the province, BC has become a global leader in the fight to end period poverty. We'll support that work by creating a multi-sectoral Period Poverty Task Force to develop a long-term response to period poverty in BC.
    - In July 2019, SDPR provided $95,000 to the United Way to distribute menstrual products to 12 non-profit agencies that serve vulnerable populations throughout the province from July 2019 to July 2020. A report on the project is due to government in December 2020.
- **Increasing food security for people in need:** "We will increase our supports to food banks and develop program partnerships with grocery stores and not-for-profits – such as Quest and The Mustard Seed – to develop discounted food market, food recovery, and redistribution programs."
    - In April 2019, SDPR granted $3 million to the Victoria Foundation - $2 million went to the Mustard Seed's new distribution centre, and another $1 million was allocated to regional food security projects.
    - In spring 2020, MAH provided a grant of $3 million to Food Banks British Columbia.
- **Opening doors to opportunity and participation through accessibility legislation: "**We will work with people across the province to develop and bring in comprehensive accessibility legislation."
    - Consultations on proposed accessibility legislation were held in fall 2019, drafting of legislation is underway.
    - During the election campaign, Premier Horgan committed to introducing accessibility legislation during the first legislative session of the new government.
- **Expanding the ability of communities to keep people safer:** "A handful of BC communities have already begun connecting front-line workers from different health, safety, and social service sectors to identify and help vulnerable people before a traumatic personal event takes place. We'll work with interested communities to expand this successful model."
    - SDPR's 118 community integration specialists work with people in their settings, such as a friendship centre, as opposed to requiring them to come into a government office to access services. The community integration specialists also

complement other outreach teams, including BC Housing's Homeless Outreach workers and the Ministry of Health's ACT teams.

WorkBC Community and Employer Partnerships Program (CEP)

CEP's goal is to increase employment and work experience opportunities in communities across B.C. There are four funding streams: Job Creation Partnership, Labour Market Partnership, Project-based Labour Market Training, Research and Innovation. Applications are made and funded on an ongoing basis throughout the year. Project funding can range from $5,000 to over $1 million. In 2019/20, the ministry invested $19.3 million in 106 projects throughout B.C. Communication opportunities for CEP projects range from media releases announcing the launch of projects, to having a minister or MLA speak at a graduation event for a trades training project.

Roll-out of events and announcements, to be confirmed:

November/December

Date	Item	Approach
After new govt sworn in	2019 Annual Poverty Reduction Strategy Annual Report presented to speaker of the office	Report presented to speaker then web-posted on ministry website
November	Indigenous Disability Awareness Month	FYI - Awareness Month

Advice/Recommentations

s.13

January

January 4	World Braille Day	FYI – Awareness Day

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February

Feb. 7-13	White Cane Week	FYI - Awareness Week
Feb. 16	Speech from the Throne (TBC)	(traditionally 3rd Tuesday in Feb.)
Feb. 23	Budget Day (TBC)	**given election, legislation allows budget day to be delayed until March if needed.
Late Feb and March	Budget follow up announcements and events (TBC)	Ministers/MLAs do follow up budget related speeches.

Advice/Recommentations

March

March 1-31	Community Social Services Awareness Month	FYI - Awareness Month

Cabinet Confidences; Legal Information

Advice/Recommentations

Government and Communications and Public Engagement (GCPE) oversees all external public communications on behalf of government ministers and ministries. GCPE HQ coordinates all marketing and advertising activities; digital communications and distributes all news releases and information bulletins. Each ministry is assigned core GCPE staff that are co-located with the ministry they support.

GCPE-SDPR is:

- Vivian Thomas, Communications Director, cell: 250 213-2972
- Cassandra Togneri, Communications Manager, cell: 778-677-0870
- Holly Tally, Senior Public Affairs Officer
- Lindsey Affleck, Public Affairs Officer

Services provided:

- **Media monitoring** – package of media clips (print, radio, TV, internet) on subjects of interest to SDPR issued each day between 7:00 a.m. and 7:30 a.m.
- **Issues management –** drafting issues notes and issues management plan, recommending media relation strategies; review FOI response packages before public release
- **Media relations –** primary contact with media; triage incoming media requests, work with ministry staff and executive on responses, and recommend whether media responses are best attributed to the ministry or minister; schedule minister for talk radio
- **Communications Planning** – write communication plans to support major announcements; maintain communications calendar of upcoming activities for minister and that may impact ministry; coordinate with HQ on scheduling ministerial events and news releases
- **Event/Announcements:** planning, invitations, organization, execution
- **Writing:** News releases, Information Bulletins, Fact Sheets, Issues Notes, Key Messages, Op-eds, Minister's statements, speeches, key messages
- **Online:** working with HQ, provide content for social media channels to support announcements and new initiatives

30/60/90 DAY DECISION NOTE

Issue:

$300 Crisis Supplement

Cabinet Confidences; Advice/Recommentations

Background:

- In response to the COVID-19 pandemic, the ministry has been providing a Temporary COVID-19 Crisis Supplement of $300 per month to eligible adults.
- Each adult receiving income or disability assistance, the Senior's Supplement, or comforts allowance while living in a Special Care Facility are eligible for the $300 COVID-19 crisis supplement.
- Adults who are receiving emergency federal pandemic income supports, such as the Canada Emergency Response Benefit (CERB), are not eligible for the COVID-19 crisis supplement – approximately 10,000 clients.
- The temporary crisis supplement was first provided in April for the May benefit month and was originally approved for three months with the last payment being made in June.
- The supplement was extended by Treasury Board for two more months until August, and subsequently extended until December 2020.

Decision required:

Cabinet Confidences; Advice/Recommentations

Advice/Recommentations

30/60/90 DAY DECISION
NOTE

Issue:

Setting a restart date of three-week work search and employment obligations, including completing Employment Plans (EP) and WorkBC referrals.

- A decision to restart the three-week work search and employment obligations was approved, then delayed during the interregnum. A restart date will be required within 30 days.

Background:

- Applicants for income assistance that are assessed as Expected to Work (ETW) category are required to complete a three-week work search. All recipients with employment obligations must complete an Employment Plan (EP) as a condition of eligibility. A common requirement in the EP is a referral to WorkBC. The intent of this requirement is to encourage labour market attachment and improve employment outcomes for applicants before coming on to income assistance.
- The Minister may specify the conditions in an EP and has discretion to suspend, amend or cancel an EP.
    - EPs outline employment objectives and compliance requirements for clients.
    - An EP may also include referral to employment programs, such as WorkBC.
    - The sanction for non-compliance with an EP is ineligibility for assistance, unless the ministry determines that there are legitimate mitigating circumstances.
- In response to the COVID-19 pandemic, effective March 19, 2020, the Ministry of Social Development and Poverty Reduction (SDPR) implemented temporary policy and service delivery measures, including:
    - Suspending the requirement to enter into an employment plan (EP) and suspending the enforcement of conditions in the EP.
    - Suspending employment-related obligations (i.e. suspension of consequences for not meeting employment-related obligations).
    - Waiving work search requirements, including the three-week work search for new applicants.
    - Temporarily pausing all SDPR client referrals to WorkBC.
- These temporary changes were made under existing policy and Regulation and are not contingent upon the Ministerial Order issued under the *Emergency Program Act*.
- In alignment with supporting BC's economic recovery, SDPR will need to establish plans for a phased resumption of employment-related obligations and employment plan activities, including client referrals to WorkBC.

- Currently, WorkBC centres have reopened with the appropriate COVID-19 measures in place and are providing services to citizens. While all SDD client referrals to WorkBC are on hold, SDPR clients may self-refer to WorkBC.
- The ministry will continue to use discretion, given the nature of the pandemic and ongoing health and safety concerns. The client's individual circumstances will be considered when assessing employment related obligations and clients will be exempted if they are unable to pursue employment for medical reasons.
- It is expected that stakeholders will have concerns about resuming employment activities, given the rise in COVID-19 cases. Community Relations and Service Quality Managers are closely connected to stakeholders and will resolve any specific client issues. With the ability to apply exemptions, stakeholder issues are expected to be manageable.
- There is now a backlog of clients (approximately 1900) with a pending WorkBC referral. This includes clients who were identified for referral pre-pandemic.
- In anticipation of an influx of new SDPR clients when federal Canada Emergency Response Benefits (CERB) cease, the ministry would like to re-start referrals, starting with the backlog of pre-identified referrals by Fall 2020.
- Two weeks advance notice will be required for the ministry to prepare staff and contractors, and to brief stakeholders for the restart.
- Other jurisdictions are referring clients to employment services but maintaining flexibility/discretion for clients who may be unable to participate in these services. Jurisdictions are not closing files for non-compliance.

Decision required:

Advice/Recommentations

30/60/90 DAY
DECISION NOTE

Issue:

Exempting Federal Benefits: EI, CERB, and CRB

- The ministry's temporary income and asset exemptions for Employment Insurance (EI), Canada Emergency Response Benefit (CERB), and new Canada Response Benefit (CRB) programs are scheduled to end on December 31, 2020.
- The December 31 expiry coincides with the end of the CERB program. However, EI is an ongoing program and CRB programs will continue until September 25, 2021.
- Consequently, all recipients who receive EI or CRB payments in January 2021 will declare it as income in February which will be deducted off their March assistance (February cheque issue). Depending on the amount of the EI or CRB payment, some clients could potentially be no longer eligible for ministry assistance.
- Before the COVID-19 pandemic, EI was considered unearned income and deducted dollar for dollar.
- A decision is required within 60 days.

Background:

- On March 18, 2020, BC declared a provincial state of emergency due to the COVID-19 pandemic.
- On March 25, 2020, the federal government introduced CERB which provided $2,000 per month for people who stopped working because of COVID-19. It was available for the period of March 15, 2020 to September 26, 2020 but people can apply retroactively until December 2, 2020.
- On April 2, 2020, the ministry established a temporary three-month income and asset exemption for COVID-19 federal emergency benefits, including EI and CERB, for people eligible for income and disability assistance or who had the Persons with Disabilities designation as of April 2, 2020. The exemption allowed existing clients to benefit from the federal programs without any reduction to their monthly assistance cheques.
- In August 2020, the ministry extended the exemption for an additional four months for payments received through December 31, 2020.
- As of September 27, 2020, the federal government ended CERB and transitioned recipients to a more flexible EI program and introduced the CRB for people who don't qualify for EI. Both are in effect for one year.
- EI Changes:

    - A minimum unemployment rate of 13.1% applies to all regions across Canada. If a region's unemployment rate is higher than 13.1%, the higher actual rate is used to calculate benefits.
    - Regular benefits are accessible for at least 26 weeks.
    - 120 insured hours is needed to qualify for benefits. A one-time credit of 300 insured hours is provided to meet the required 420 insured hours of work.
    - At least $500 per week is provided.
    - If a person received CERB, the 52-week period to accumulate insured hours is extended.
- CRB Programs:
    - The Canada Recovery Benefit provides $500 per week for up to 26 weeks, to workers who are self-employed or are not eligible for EI and who still require income support and who are available and looking for work.
    - The Canada Recovery Sickness Benefit provides $500 per week for up to two weeks, for workers who are sick or must self-isolate for reasons related to COVID-19.
    - The Canada Recovery Caregiving Benefit provides $500 per week for up to 26 weeks per household, for eligible Canadians unable to work because they must care for a child or family member due to COVID-19.
- In October 2020, the ministry exempted the CRB program payments under the same parameters as the EI and CERB exemption.

Decision required:

This is a 60 day decision item

- Advice/Recommentations
-
-
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MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Basic Income Pilot

Program Description:

As part of the 2017 Confidence and Supply Agreement the government committed to test whether giving people a basic income is an effective way to reduce poverty, improve health, housing and employment. Based on discussions with experts and studies of other basic income pilots, BC determined that the most effective approach would be to first convene an independent expert committee whose mandate would be to study basic income in the BC context and apply basic income concepts to BC's current income support system.

The committee was formed in June 2018 and is looking at BC's existing income support system and how the ideals of a basic income could be used to transform and enhance it. The project is being led by academics from UBC, SFU and the University of Calgary, and is being supported by some of the best academics from universities across Canada. The expert committee is comprised of the following:

- David Green (chair) Department of Economics – UBC
- Lindsay Tedds School of Public Policy – Univ. of Calgary
- Jonathan Rhys Kesselman School of Public Policy – SFU

Mandate

The committee is conducting research on the various basic income models and will assess their implications for BC. To support this, they will simulate the basic income models on BC's population to identify impacts, winners and losers, and financial implications.

The committee is also looking at BC's existing income support system and how the ideals of a basic income could be used to transform and enhance it. The project is incorporating the impact that advances in technology and automation are predicted to have on the labour market over the next several decades. The work of the committee is also considering additional social, economic, and health-related trends and drivers that are anticipated to impact BC's low-income population and income support system in the coming years including changes in disability prevalence and conditions, advancements in medical treatment and assistive technology, demographic shifts including changing family composition, and shifting citizen expectations. The project will put special focus on BC's more disadvantaged populations, including persons with disabilities, Indigenous people, and gender-diverse people.

Date: October 22, 2020

The committee will make recommendations on how to modify BC's income support system to apply a basic income lens, while applying the core basic income principles of equity, efficiency, accessibility, and avoiding disincentives to work. The following principles will be considered when evaluating changes to BC's income support system:

- improves accessibility to supports for people in need of assistance
- reduces the unnecessary complexity associated with income support programs
- reduces poverty
- promotes social inclusion
- increases program administration efficiency
- promotes labour market attachment
- eases transitions between different income support programs and between income support and employment as applicable
- promotes early intervention to mitigate the impact of life events on long-term economic security
- considers impact on government's fiscal plan

Funding

The pilot was funded in the first provincial budget, $2 million for 2018/2019 and $2 million for 2019/2020. As a result of delays in accessing data the contracts were extended to April 2021, although no additional funding was provided. The ministry has contracts with both UBC and the University of Calgary. The UBC contract is for $1.93 million while the University of Calgary contract is for $1.11 million.

In 2018/19, $1.65 million was spent on the Basic Income project while in 2019/20 $1.78 million was spent.

Deliverables and Timelines

An interim report on the findings of the project was delivered in early August 2020. The final report is due December 31, 2020. The related research projects will start to be completed and made available in early 2021.

Interim Report

Advice/Recommendations

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Withheld pursuant to/removed as

Advice/Recommentations

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

Early Decision Item:

Release of Annual Poverty Reduction Report

- Report is mandated in the *Poverty Reduction Strategy Act (the Act)*.
- The *Act* requires the report to be prepared by October 1, laid before the Legislative Assembly as soon as is practicable, and publicly released after that.
- The first Annual Report was prepared under Minister Simpson's signature by October 1, 2020 but was not laid before the Assembly or released.
- Legal Counsel advises that if the Legislative Assembly is not sitting at the time the report is prepared, the Minister can satisfy the requirements of the legislation by providing the report to the Speaker and requesting that it be distributed to all MLAs.
- This is a 30-day issue.

Background:

- The previous government undertook a broad public engagement process to inform the development of a BC's first poverty reduction strategy. The resulting report 'What We Heard about Poverty in B.C.' was released in July 2018.
- The *Act*, passed into law on November 8, 2018, required the government to create a Strategy, and set some baseline elements, including targets and timelines, principles, priority action areas, population groups, and consultation and reporting requirements.
- TogetherBC, B.C.'s first Poverty Reduction Strategy was released on March 18, 2019. It outlines a cross-government approach towards achieving B.C.'s legislated targets of reducing the poverty rate by 25 per cent for all persons living in poverty and by 50 per cent for children by 2024, based on the 2016 Market Basket Measure (MBM).
- Built on the principles of Affordability, Opportunity, Reconciliation, and Social Inclusion, TogetherBC focuses on six priority action areas:
    - Housing
    - Families, children and youth
    - Education
    - Employment
    - Income supports
    - Social supports
- A Poverty Reduction Advisory Committee was appointed to advise the minister and includes advocates, experts, Indigenous people and people with lived experience from around the province.
- Government is required to publish an annual report that describes actions taken to

implement the strategy; effects of the strategy on poverty reduction; and any progress made towards reducing poverty through the strategy.

- The report includes indicators to measure progress toward achieving the targets.
- Due to the timing of the provincial election, the report, although ready by the legislated Oct 1 timeline, was neither tabled with the legislature/speaker nor released publicly.

Advice/Recommentations; Legal Information

Decisions Required

Advice/Recommentations

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
INFORMATION NOTE

ISSUE: Municipal Enquiries regarding Treatment of Eviction Compensation

BACKGROUND:

Some municipalities have recently adopted or are currently developing new tenant assistance policies to protect tenants, by requiring landlords/developers to compensate them when they are evicted for specific reasons listed under *The Residential Tenancy Act* (*RTA*).

Payments are not from the municipality; they are from landlords/developers, as required by municipal bylaws. Payment amounts vary depending on the municipality. For example, lump sum payments can range from two to 36 months of rent.

These tenant compensation payments are in addition to what is required under the *RTA*. For tenants who are evicted under Section 49 of the *RTA*, Section 51 states they are eligible to receive one month's rent worth of compensation. An additional amount equal to 12 times the monthly rent must be provided if the landlord delays conducting the activity which led to the eviction or if the landlord changes the nature of that activity. Landlords may also provide additional amounts which exceed the amount required by the *RTA*.

In Fall 2019, the City of Burnaby's Tenant Assistance Planner contacted the ministry, requesting clarification on how payments from their Tenant Assistance Policy would be treated if received by clients. The City of White Rock also inquired.

In August 2020, ministry staff completed a review of various local government "demoviction" policies. Advice/Recommentations
Advice/Recommentations

DISCUSSION:

The following provides a brief overview of communications with the City of Burnaby and the City of White Rock:

- Fall 2019: City of Burnaby requests clarification with respect to how "rental supplements" would be treated.

Intergovernmental Communications

- March 2020: The ministry is also contacted by the City of White Rock, who asks the ministry to review its tenant assistance policy.

Intergovernmental Communications

- March 2020: COVID-19 pandemic begins and a provincial-wide eviction ban is put in place. Work on eviction compensation is paused.

Intergovernmental Communications

CONCLUSION:

Ministry staff will respond to the City of White Rock's recent enquiry by stating that government is currently in the interregnum period and that we will be unable to provide any further response until after a new cabinet has been sworn in. A similar response will be sent to the City of Burnaby to close the loop with respect to their contact in August.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Early Decision Item:

RFL – Accessibility Legislation

Background:

The Ministry of Social Development and Poverty Reduction (SDPR) has initiated work to develop accessibility legislation for BC.

SDPR led public consultations on the development of provincial accessibility legislation between September 16 and November 29, 2019. During the consultation, SDPR heard strong support for moving forward with accessibility legislation.

BC is the most populous province in Canada that has not enacted comprehensive accessibility legislation.

Four provinces have passed accessibility legislation: Quebec, Ontario, Manitoba and Nova Scotia. Three provinces (Newfoundland and Labrador, New Brunswick and Saskatchewan) have indicated an intention to develop accessibility legislation. In addition, the federal Accessible Canada Act received Royal Assent in June 2019.

Working in coordination with Treasury Board Staff and Legislative Counsel, SDPR has prepared a Request for Legislation for enabling accessibility legislation.

As proposed, accessibility legislation would create a framework to identify, prevent, and remove barriers experienced by persons with disabilities through the development and implementation of accessibility standards in a range of areas such as customer service, employment, built environment, and transportation.

The proposed model for legislation under development would not impact business or the broader economy prior to the development of accessibility standards which would require review and approval by Cabinet and Treasury Board prior to adoption. SDPR has previously indicated its support for a phased approach to the development and implementation of accessibility standards that prioritizes cost-effective measures supporting incremental improvement to accessibility in accordance with government's fiscal outlook.

During BC's 2020 provincial election campaign, the NDP announced it will introduce and pass accessibility and inclusion legislation in the first session of a new government.

Proposed next step: to present Request for Legislation for Minister and Cabinet Committee review.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Early Decision Item:

CLBC Emergency Funding Use

- The Ministry has approval-in-principle to access up to $33.2 million in 2020/21 Contingencies to fund CLBC's temporary emergency funding program to support residential services for people with developmental disabilities.
- CLBC's emergency funding program concluded on August 31, 2020, with total spending of $20.9 million, leaving $12.3 million in unspent emergency funding.

Cabinet Confidences; Government Financial Information

Background:

- In April 2020, Treasury Board provided the Ministry with approval-in-principle to access up to $35.6 million from the Contingencies (All Ministries): Pandemic Response and Economic Recovery Vote to establish a temporary CLBC emergency funding program through June 2020 as a result of the pandemic.
- In July 2020, Treasury Board extended the availability of emergency funding until the end of September at the reduced amount of $33.2 million based on updated cost projections from CLBC.
- CLBC concluded the emergency funding program as of August 31, 2020 with projected total spending of $20.9 million, for a total of $12.3 million in unspent emergency funding.

Cabinet Confidences

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Cabinet Confidences; Government Financial Information

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Early Decision Item:

Term expiration for Employment and Assistance Appeal Tribunal ("the Tribunal") Appointments. 17 of the approximately 100 Tribunal panel member terms expire on April 30, 2021. The Minister will need to sign a Ministerial Order prior to this date if they wish to avoid vacancies.

Background:

A person may request reconsideration of a ministry decision, and if dissatisfied with the outcome, they may appeal to the Tribunal.

The Tribunal is an independent quasi-judicial agency established in September 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 decisions related to income and disability assistance.

It operates at arm's length from the ministry to preserve administrative fairness. Although independent, the Tribunal falls within the responsibility of the Minister of Social Development and Poverty Reduction and is accountable to government through the Minister.

The Tribunal consists of a Tribunal Chair, a part-time Vice Chair, 11 staff members, and approximately 100 part-time Tribunal panel members who are distributed throughout the province. After a merit-based application process, the Tribunal Chair and Vice Chair are appointed using an Order in Council, and panel members are appointed by Ministerial Order.

Appointment term periods are not specified in the legislation. Tribunal panel members tend to be appointed for two to four years and serve up to six years. Skilled members and members in remote areas may be reappointed for more than six years, to provide mentorship and more opportunity for community-based hearings.

When an appeal is requested, the Tribunal forms a three-person panel, chosen from the pool of appointed members. That panel conducts the hearing with the appellant and a ministry representative, then writes a decision to confirm or rescind the ministry's reconsideration decision.

Appointment Process for Panel Members:

Panel members are appointed by Ministerial Order.

The Tribunal thoroughly screens panel member candidates (using an online program) to ensure they meet the qualifications in Section 82 of the *Employment and Assistance Act*. The qualifications include understanding the essential elements for conducting fair and objective hearings as well as understanding key aspects of the relevant legislation. Those candidates who demonstrate the prescribed knowledge and skills are interviewed by the Tribunal Chair.

Several months prior to a term's expiration, the Tribunal Chair sends a request for appointment package to the ministry (specifically the Reconsideration, Appeals and Administrative Fairness Branch (RAAFB)) and Crown Agencies and Board Resourcing Office (CABRO).

CABRO researches the candidates further and briefs the Minister. Presently, Charley Beresford, Senior Executive Lead, CABRO, is the contact. She meets with the Minister quarterly (and as necessary) to support the Minister's decision making.

After the Minister decides to reappoint or appoint a candidate, the Minister notifies Ms. Beresford at CABRO, and CABRO then sends the ministry (RAAFB) drafting instructions to prepare the Ministerial Order.

RAAFB prepares the Ministerial Order for the Minister's signature, liaises with the Deputy Minister's Office to obtain the Minister's signature (often electronically), then deposits the signed Ministerial Order with the Order in Council Administration Office.

Upcoming Appointments:

Appointments are usually made in April and October but may be made at any time. There is no minimum or maximum number of Tribunal panel members.

There will be 17 Tribunal panel member terms expiring on April 30, 2021. The Minister will need to sign a Ministerial Order prior to this date if they wish to avoid any vacancies. Of the 17, 16 Tribunal panel members had terms that expired October 31, 2020, which was during the interregnum period. To ensure continuity for the Tribunal's daily business, the Tribunal Chair consulted with the CABRO and, under Section 6 of the *Administrative Tribunals Act*, temporarily appointed these members for another six months.

The terms of Tribunal Chair, Emily Drown, and Vice Chair, Jane Nielsen, expire in 2023.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Early Decision Item:

Poverty Reduction Advisory Committee Appointments

- The appointment terms of 6 committee members will expire on March 15, 2021.
- Personal Information a new chair may also need to be appointed.
- This is a 90-day issue.

Background:

The *Poverty Reduction Strategy Act* ("the Act"), requires the Minister to appoint a Committee with duties including:

(a) advising the minister on matters related to poverty reduction and prevention and assess the progress of government actions taken to meet the legislated targets;
(b) advising the minister on consultations undertaken to develop and update the strategy; and
(c) providing independent commentary on the actions taken in the previous calendar year. This commentary is included in the annual report.

There is no required size for the Committee, but the Act requires that at least half the committee must be women, and that it must include representatives from nine key groups:

- Organizations that advocate for people living in poverty;
- People currently living in poverty;
- People living with a disability;
- People living in rural and remote communities;
- Members of local governments;
- Businesses;
- Unions;
- Academia; and,
- First Nations and Indigenous people.

Members are appointed for one, two, or three-year terms, to a maximum of six years. The Committee currently has 13 members, including the Chair.

The seven committee members whose appointment terms are not expiring consist of 6 women, 1 man and represent 6 of the 9 key groups (missing member of local government, a business representative, and a union representative).

The following committee members' terms are expiring on March 15, 2021. The minister may re-appoint these members for another one, two, or three-year term and/or choose to appoint new committee members in their place.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

1. **Cheryl Casimer** – Political Executive, First Nations Summit and representative of the First Nations Leadership Council; Indigenous person.
    - Cheryl is currently running an election campaign for the Regional Chief position with the BC Assembly of First Nations. If successful, it may be necessary to make a new appointment instead of reappointing.
    - Served on the previous Minister's Poverty Reduction Advisory Forum from October 2017 – January 2019.
2. **Lissa Dawn Smith** – Provincial Vice President, Métis Nation BC; Indigenous person.
    - Served on the previous Minister's Poverty Reduction Advisory Forum from October 2017 – January 2019.
3. **Tabitha Naismith** – Newton Chair, BC ACORN; Person with a disability, lived experience of poverty.
    - Served on the previous Minister's Poverty Reduction Advisory Forum from October 2017 – January 2019.
4. **Murry Krause** – UBCM Past President and Chair of the First Nations Relations Committee; City Councillor in Prince George; Local government; LGBTQ2S.
    - Murry is the only local government representative on the committee.
    - Served on the previous Minister's Poverty Reduction Advisory Forum from October 2017 – January 2019.
5. **Brad Mills** – Former CEO, Mills Printing and Stationery; Business community.
    - Brad is the only business representative put forward by the BC Chamber of Commerce.
6. **Stephanie Smith** – President, BC Government and Service Employees' Union; Unions.
    - Stephanie is the only union representative on the committee.
    - Served on the previous Minister's Poverty Reduction Advisory Forum from October 2017 – January 2019.

Decision Required

- How many members to reappoint or newly recruit for one, two, or three-year terms.

2020 BC NDP Platform: Working for You

The following is a high level summary of each platform commitment noting the Ministry currently responsible, the level of policy development required and fiscal and legislative implications. Significant and material issues have also been noted. Ministry executives are available for briefings on any of the commitments. Financial implications for commitments are available from the Ministry of Finance. Financial implications noted below have been provided by the ministry currently responsible for the commitment's implementation. In the majority of instances, these numbers will need to be validated through the Treasury Board process. Commentary in this table is based on the current structure of government. Cost estimates are rounded to the nearest million.

	Commitment	Min	Implementation information
	Equality, inclusion & human rights.		
1.	**Deliver a comprehensive approach to period poverty** Page: 32 *Create a multi-sectoral Period Poverty Task Force to develop a long-term response to period poverty in BC.* Estimated Operating: TBC Estimated Capital: TBC	SDPR	Policy development in progress. In 2019, SDPR provided a $95,000 grant to United Way to distribute menstrual products to 12 non-profit agencies that serve vulnerable populations throughout the province and undertake research on the impact of period poverty. A final report is expected in December 2020. In 2019, EDUC issued a Ministerial Order requiring all B.C. public schools to provide stigma-free access to free menstrual products for students in school washrooms. A task force can be established with secretariat support to develop a comprehensive approach for government consideration. Work to address period poverty is aligned with the social supports pillar of TogetherBC. Future updates to the poverty reduction strategy could highlight progress on period poverty. The Gender Equity Office (Finance) and Education also have an interest in this issue. Costs will be informed by scope and scale of initiatives approved for implementation. Legislative Implications: None

	Safer, caring & healthier neighbourhoods		
2.	**Create opportunities for people living in poverty** Page: 33 *Based on the 10-year Poverty Reduction Plan and recommendations of the Expert Panel on Basic Income coming later this year, determine the best approach and path-forward to reduce poverty long-term and provide opportunities for jobs and skills training through our Economic Recovery Plan.* Advi Estimated Operating: TBC Estimated Capital: TBC	SDPR	Policy development in progress. TogetherBC, B.C.'s first poverty reduction strategy, was released in March 2019 and outlines a cross-government approach to meet legislated poverty reduction targets through action in six priority areas: housing; families, children and youth; education; employment; income supports; and social supports. Recent B.C. investments in response to COVID19 further support the goals and action areas outlined in TogetherBC. In December 2020, the Expert Panel on Basic Income will deliver a report to government on how the principles of a basic income could be used to transform and enhance B.C.'s existing income support system. Advice/Recommentations Legislative Implications: TBD – Advice/Recommentations Advice/Recommentations

3.	**Increase food security for people in need - food banks** Page: 33 *Increase supports to food banks* Estimated Operating Government Financial Estimated Capital: TBC	SDPR	Policy development not yet started. In addition to food banks, there are a range of options for charitable food programs that could be considered including food hubs, meal programs, and food system networks. The non-profit sector has identified a need for a province-wide policy response to food insecurity that does not rely on charitable food programs. For example, this was raised at the United Way of the Lower Mainland Food Security Roundtable (September 2020). MAH's Community Gaming Grants (CGG) program provides funding annually to not-for-profit organizations throughout B.C., including food banks, to support delivery of ongoing programs and services. In March 2020, the CGG program provided a $3M emergency grant to Food Banks British Columbia in response to the COVID-19 pandemic. The $3M in gaming grant funding ran out in just over a month. Donations and volunteers are also down across the sector and unemployment remains higher despite improvements. Advice/Recommentations; Advice/Recommentations; Government Financial Information Legislative Implications: None
4.	**Increase food security for people in need - program partnerships** Page: 33 *Develop program partnerships with grocery stores and not-for-profits – such as Quest and The Mustard Seed – to develop discounted food market, food recovery, and redistribution programs.* Estimated Operating: Government Financial Information Estimated Capital: TBC	SDPR	Policy development in progress. In April 2019, SDPR provided $3Mto the Victoria Foundation to improve access to fresh food. $2Mwas used to purchase a food re-distribution centre and $1Mhas been allocated to a new fund to support food security projects throughout BC. This work is supported by AGRI and emerged from issues raised by the Food Programs for Vulnerable Populations Working Group convened by EMBC during the pandemic. Advice/Recommentations SDPR and HLTH have been exploring the development of a cross-government food policy framework. As an initial step, representatives for a cross-ministry Director/Executive Director Steering Committee have been identified to clarify ministry roles related to food security. The framework would be developed in collaboration with community partners, including the charitable food sector, and support emergency food responses, longer-term planning to respond to household food insecurity, and Indigenous food sovereignty. Advice/Recommentations Advice/Recommentations; Government Financial Information Legislative Implications: None

Advice/Recommentations

» Related Briefing Note

5.	**Accessibility legislation** Page: 33 *Work with people across the province to develop and bring in comprehensive accessibility legislation.* Advice/Recommendations Estimated Operating: Government Financial Estimated Capital: TBC	SDPR	
6.	**Expand ability of communities to keep people safer** Page: 34 *Work with interested communities to connect front-line workers from different health, safety, and social service sectors to identify and help vulnerable people before a traumatic personal event takes place.* Government Estimated Operating: Financial Information Estimated Capital: Government Financial Information	SDPR	Expanding the Community Integration Services (CIS) model allows for a greater focus on vulnerable populations including homeless individuals, Indigenous people, and youth. The CIS program connects people to the services they need by working closely with Corrections Centers, Hospitals, Police and RCMP, and service providers. These connections encourage a less intrusive approach and better care in supporting those who struggle with mental health, addiction and poverty. CIS staff complement other outreach services such as the BC Housing Homeless Outreach Program and Ministry of Health ACT teams (Six additional teams have recently been funded for a total of 27 teams located throughout the provinces). The CIS expansion will support greater stabilization for these vulnerable groups across the province, allow for better integration of multiple services including those in rural and remote communities that are currently under-resourced. Advice/Recommentations; Government Financial Information Legislative Implications: TBD

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
TRANSITION NOTE

TOPIC: Ministry Budget

KEY INFORMATION:

The Ministry budget for 2020/21 is $3.68 billion for operations, a $115.2 million increase from $3.57 billion in 2019/20, and $58.4 million higher than the Budget 2019 fiscal plan.

Table 1: Budget by Core Business ($ millions)

	2019/20 Budget Restated[1]	2020/21 Change	2020/21 Budget	2021/22 Plan	2022/23 Plan
Income Assistance	2,458.9	42.4	2,501.3	2,534.5	2,552.8
Temporary Assistance	424.6	5.2	429.9	422.5	422.5
Disability Assistance (DA)	1,498.9	32.8	1,531.7	1,561.6	1,576.9
Supplementary Assistance	379.6	10.3	390.0	395.7	398.7
Program Management	155.7	(6.0)	149.8	154.8	154.8
Employment	29.2	0.0	29.2	29.2	29.2
Community Living BC	1,064.8	74.9	1,139.7	1,173.2	1,203.2
Employment and Assistance Appeals Tribunal	1.8	0.0	1.8	1.8	1.8
Executive and Support Services	12.9	(2.1)	10.9	11.0	11.0
	3,567.6	**115.2**	**3,682.8**	**3,749.7**	**3,798.0**

[1] Services to Adults with Developmental Disabilities program budget of $4 million moved to MCFD on April 1, 2019.

Background:

The Ministry's 2020/21 operating budget is $3.68 billion, with the fiscal plan forecasting a budget of $3.75 billion in 2021/22, and $3.80 billion in 2022/23.

The Ministry's base budget does not include funding to implement emergency measures related to the COVID-19 pandemic (e.g. monthly $300 temporary crisis supplement), which is being funded through the Pandemic Response and Economic Recovery Contingencies Vote as part of government's $5 billion COVID-19 action plan.

Budget 2020 provides new incremental funding of $289.5 million over the three-year fiscal plan. This increase includes $58.4 million in incremental new funding for 2020/21.

Date: October 7, 2020

Table 2: Budget 2020 – Incremental New Funding ($ millions)

($ millions)	2020/21	2021/22	2022/23	TOTAL
Caseload	33.2	40.0	58.0	**131.2**
CLBC Caseload	28.0	30.0	60.0	**118.0**
CLBC Respite Rate Change	1.0	1.0	1.0	**3.0**
Earnings Exemption	0.5	9.7	10.0	**20.2**
Sustainable Services Negotiating Mandate (SSNM)	18.8	33.8	33.8	**86.3**
Benefits Chargeback rate	0.6	0.7	0.7	**1.9**
Sub-total	**82.1**	**115.1**	**163.4**	**360.7**
Fiscal Adjustments[1]	(23.7)	(23.7)	(23.7)	**(71.2)**
Total	**58.4**	**91.4**	**139.7**	**289.5**

[1] As part of Budget 2020, Finance required ministries to develop savings plans or fiscal adjustments that represent less than 1% of government's annual operating expenses and redirected savings to growing demand for these essential services. SDPR's fiscal adjustments represent 0.7% of total budget.

The total year-over-year change from 2019/20 is $115.2 million, which includes the $58.4 million in Budget 2020 and $29.8 million that was allocated in prior budgets as follows:

- $23.6 million – Caseload
- $2.7 million – Bus pass/Transportation supplement
- $2.1 million – Rate Increase April 1, 2019
- $2.0 million – Poverty Reduction and Homelessness Action Plan
- ($0.6) million – Adjustment to benefit chargeback rate

Key Budget Highlights:

- $131 million over three years in caseload funding for income, disability, and supplementary assistance to help support families and individuals most in need.
- $121 million over three years to support over 23,000 adults with diverse abilities and their families. Includes $3 million over three years to increase respite rates by 10%, which will benefit approximately 3,000 individuals and their families.
- $20 million over three years to increase Earnings Exemptions and offer people more opportunity to increase their income, remain connected to the workforce and their communities, and build valuable work experience as follows:

- The monthly Earnings Exemption for an individual on temporary assistance (TA) will increase by $100 per month to $500. Increases across TA categories are expected to benefit about 4,500 people (7% of TA caseload); and

- The annual Earnings Exemption for an individual on disability assistance (DA) will increase by $3,000 per year to $15,000. Increases across DA categories are expected to benefit about 4,800 people (4% of PWD caseload).

Table 3: Budget 2020 Fiscal Plan – New Incremental Funding by Sub-Vote

Operating ($ millions)	**2020/21**	**2021/22**	**2022/23**	**Total**
Temporary Assistance	12.7	8.3	8.3	**29.3**
Disability Assistance	(1.5)	15.5	30.8	**44.8**
Supplementary Assistance	3.7	4.7	7.7	**16.2**
Program Management	(2.4)	2.6	2.6	**2.9**
Total Income Assistance	**12.6**	**31.1**	**49.5**	**93.2**
Community Living	**45.8**	**60.2**	**90.2**	**196.2**
Executive and Support Services	**(0.1)**	**0.1**	**0.1**	**0.1**
Total	**58.4**	**91.4**	**139.7**	**289.5**

Data Source: FASB

Table 4: Budget 2020 - Capital

Core Business Area ($ millions)	**2019/20 Budget**	**2020/21 Budget**	**2021/22 Plan**	**2022/23 Plan**
ESS - Vehicles	0.3	0.4	0.4	0.4
ELMSD - IT Infrastructure	5.3	1.0	1.0	1.0
ELMSD - Furniture/Tenant Improvement	0.1	0.1	0.1	0.1
Total	**5.7**	**1.4**	**1.5**	**1.5**

Data Source: FASB

Note: ELMSD - IT Infrastructure is for systems enhancements to support the new WorkBC program. The $5.3 million budget was re-profiled to future fiscal years and is fully funded by the Federal Government.

Community Living BC

Government has approved provincial funding for CLBC of $1.14 billion for 2020/21, which includes an increase in provincial funding of $74.9 million over the previous year as follows:

- $28.0 million to address increased case load pressures;
- $16.8 million related to the Sustainable Services Negotiating Mandate;
- $1.0 million to increase the respite rate for the people and caregivers who care for adults with disabilities. This aligns with the 10 per cent increase the Ministry of Children and Family Development implemented through Budget 2019 and supports caregivers with more opportunity to rest and recharge; and
- Incremental funding from prior budgets of $19.6 million for caseload and $9.5 million to increase home share rates.

Employment Program of BC (EPBC)

The budget for EPBC is $358.5 million in 2020/21 and includes:

- $329.3 million in funding from the federal government under the Labour Market Development Agreement; and
- $29.2 million in provincial funding.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

ADM Responsible:

Suzanne Christensen, ADM, Research, Innovation and Policy Division

Divisional Description:

The Research, Innovation and Policy Division (RIPD) is an integrated service, policy and legislation unit of the Ministry of Social Development and Poverty Reduction (SDPR).

RIPD provides research and analysis, policy, regulations, legislation, advice, strategic services and consultation for the broad span of ministry functions.

There are four branches in RIPD:

The *Reconsderation, Appeals and Administrative Fairness Branch* is responsible for providing reconsideration and appeal services for clients of the Ministry of Social Development and Poverty Reduction's BC Employment and Assistance Program, and the Ministry of Children and Family Development's Affordable Child Care Benefits Program. The branch is also responsible for the strategic planning and implementation of initiatives related to the principles of administrative fairness.

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 *Strategic Policy and Initiatives Branch* leads the development and implementation of B.C.'s first poverty reduction strategy and supports the ministry's strategic policy agenda. The branch also plays a leadership role on cross-government activities related to the government mandate of poverty reduction. The branch provides secretariat support to the Minister's Poverty Reduction Advisory Committee and engages with stakeholders from across government, Indigenous communities, and community organizations.

The *Strategic Policy and Legislation Branch* leads the development, implementation and evaluation of the government's policies, legislation and regulations governing income and disability assistance for adults. The branch oversees the defence of litigation commenced against the ministry and also leads the ministry's intergovernmental and stakeholder relations activities, which includes Federal, Provincial, Territorial (FPT), and Indigenous partnerships, and consultations with disability, poverty and Indigenous stakeholders.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

Budget:

Government
Financial

Full Time Equivalents (FTEs):

48.5

Related Legislation:

Employment and Assistance Act

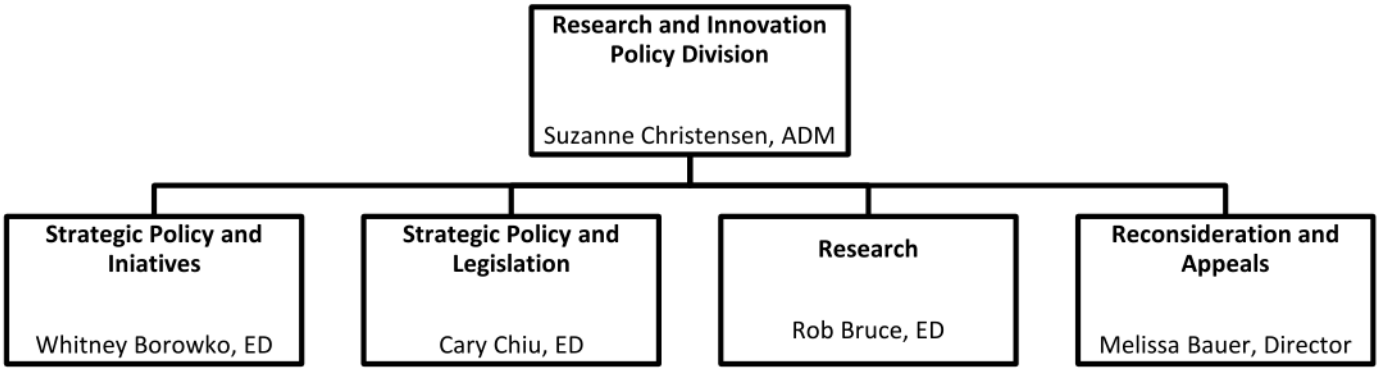
Employment and Assistance for Persons with Disabilities Act

Community Living Authority Act

Human Resource Facility Act (section 1.1 (b) and (c))

Poverty Reduction Strategy Act

Organizational Chart:



MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Income Assistance

Program Description

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 July, 2020, the Temporary Assistance caseload was 47,848. The caseload counts singles and families. When spouses and dependent children are included, 74,317 people received Temporary Assistance. The amount of income assistance depends on family composition. For instance, the rate for an employable single person on income assistance is $760 per month and an employable couple receives $1,077.22 per month (see Appendix A).[1]

Income assistance helps to ensure that an eligible family's overall monthly income meets minimum standards as defined by rates established in legislation and regulation. 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
- Pursuing income and available resources
- Monthly reporting requirements
- 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 family with a child under three years of age, a client determined to be a Person with Persistent Multiple Barriers (PPMB) to employment, or a person residing in a special care facility or hospital.

[1] Additional supports during the COVID-19 pandemic are discussed in a separate transition binder note.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

An employable single or couple (without dependents) receiving income assistance have an earnings exemption of $400 per month to assist with building job skills and experience.[2] 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.

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	2018/19		2019/20		2020/21 Budget ($000)
	Budget	Actual	Budget	Actual[1]	
Income (Temporary) Assistance	391,372	392,953	424,610	424,610	429,851

Ministry accessed $18.5 million from Housing Priority Initiatives Special Accounts in 2019/20 for eligible expenditures related to housing and shelter programs under Income Assistance.
Data Source: FASB

Related Legislation:

- *BC Employment and Assistance Act*
- BC Employment and Assistance Regulations

[2] As announced in *Budget 2020,* earnings exemptions are scheduled to increase in January 2021. The monthly exemption limit for an employable single (or couple) without dependents will increase from $400 to $500. Regulatory changes are required to bring the *Budget 2020* announcement into force.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Appendix A: Income Assistance Rate Table

Support Rate									Shelter Maximum
Unit Size	A	B	C	D	E	F	G	H	
1	$385.00	$432.92	N/A	$681.42	N/A	N/A	N/A	N/A	$375.00
2	$507.22	$652.06	$525.58	$900.56	$1,149.06	$822.08	$573.58	$596.22	$570.00
3	$601.06	$746.06	$525.58	$994.56	$1,243.06	$822.08	$573.58	$690.06	$660.00
4	$601.06	$746.06	$525.58	$994.56	$1,243.06	$822.08	$573.58	$690.06	$700.00
5	$601.06	$746.06	$525.58	$994.56	$1,243.06	$822.08	$573.58	$690.06	$750.00
6	$601.06	$746.06	$525.58	$994.56	$1,243.06	$822.08	$573.58	$690.06	$785.00
7	$601.06	$746.06	$525.58	$994.56	$1,243.06	$822.08	$573.58	$690.06	$820.00

Key	
A	Employable singles, couples, and two-parent families where all adults are under 65 years of age.
B	Singles, couples, and two-parent families where all adults meet the Persons with Persistent Multiple Barriers (PPMB) criteria and all are under 65.
C	Employable one-parent families where the parent is under 65.
D	Singles, couples, and two-parent families where one adult is aged 65 years or older.
E	Couples and two-parent families where both adults are aged 65 years or older.
F	One-parent families where the parent is aged 65 or older.
G	One-parent families where the parent meets the Persons with Persistent Multiple Barriers (PPMB) criteria and is under 65.
H	*Couples and two-parent families where one adult meets the PPMB criteria and all are under 65.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Disability Assistance

Program Description

Disability assistance provides a higher rate of support and wider range of potential supplements to people with a severe disability who cannot fully support themselves or gain independence.

As of July 2020, the disability assistance caseload was 114,654. Including spouses and dependent children, there were 139,340 recipients.

To be eligible for disability assistance, a person must be 18 years old and meet the criteria for the Persons with Disabilities (PWD) designation. To be designated as PWD, a person must have a severe mental or physical impairment that is likely to continue for at least two years that significantly restricts their ability to perform daily living activities. Applicants already eligible for one of the following programs complete a 2-page application form, instead of the 24-page PWD application form.

- Community Living BC
- MCFD At Home Program
- BC PharmaCare Plan P – Palliative Care
- Canada Pension Plan – Disability Benefits

People must 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, such as proof of identity, citizenship status, or residency.

Current disability assistance rates are:[1]

- $1,183 for a single person with the PWD designation;
- $1,597 for a couple where one is PWD; and
- $2,073 for a couple where both are PWDs.

In addition, each person with the PWD designation also receives a monthly transportation supplement of $52 a month or access to a monthly bus pass. See Appendix A for full rate table.

[1] Additional supports during the COVID-19 pandemic are discussed in a separate transition binder note.

People can also access a range of supplements for specific health or general needs - for more information see Supplementary Assistance – General and Supplementary Assistance – Health. People receiving disability assistance also receive free Pharmacare.

While people on disability assistance are not required to seek work, they can access the Employment Program of British Columbia and other supports to assist them in finding employment. People who leave disability assistance for employment or to move on to federal income support programs maintain access to specific health supplements to help them move towards self-sufficiency.

PWDs also have an annual earnings exemption (AEE). Individuals receiving disability assistance can earn up to their AEE limit anytime during the calendar year, with no monthly maximums, without affecting their monthly disability benefits. These amounts are equivalent to 12 times the previous monthly maximum for the calendar year.

Current AEE limits are:[2]

- $12,000 for a single individual who has the PWD designation,
- $14,400 for families with two adults, only one of which has the PWD designation, and
- $24,000 for families where both adults have the PWD designation.

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	2018/19		2019/20		2020/21 Budget ($000)
	Budget ($000)	Actual ($000)	Budget ($000)	Actual ($000)	
Disability Assistance	1,415,890	1,378,447	1,498,916	1,473,493	1,531,691

[1] Ministry accessed $15.5 million from Housing Priority Initiatives Special Accounts in 2019/20 for eligible expenditures related to housing and shelter programs under Income Assistance.
Data Source: FASB

Related Legislation:

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

[2] As announced in *Budget 2020,* earnings exemptions are scheduled to increase in January 2021. The monthly exemption limit for single PWD will increase from $12,000 to $15,000, with corresponding increases for couples. Regulatory changes are required to bring the *Budget 2020* announcement into force.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Appendix A: Disability Assistance Rate Table

Support Rate					Shelter Maximum
Unit Size	A	B	C	D	
1	$808.42	N/A	N/A	N/A	$375.00
2	$1,027.56	$1,503.06	$949.08	$1,276.06	$570.00
3	$1,121.56	$1,597.06	$949.08	$1,370.06	$660.00
4	$1,121.56	$1,597.06	$949.08	$1,370.06	$700.00
5	$1,121.56	$1,597.06	$949.08	$1,370.06	$750.00
6	$1,121.56	$1,597.06	$949.08	$1,370.06	$785.00
7	$1,121.56	$1,597.06	$949.08	$1,370.06	$820.00

Key	
A	Singles, couples, and two-parent families where one family member is a person with disabilities (PWD), and the other is not a PWD and is under 65.
B	Couples and two-parent families where both adults are PWDs.
C	One-parent families where the parent is a PWD.
D	Couples and two-parent families where one adult is a person with disabilities, and the other adult is not a person with disabilities and is 65 or more years of age.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

COVID-19 Temporary Supports

Program Description:

On March 18, 2020, BC declared a provincial state of emergency due to the COVID-19 pandemic. The Ministry of Social Development and Poverty Reduction (SDPR) wanted to ensure there were no barriers for the most vulnerable populations to access support and services with the ministry.

SDPR implemented numerous policy and process changes that complemented the federal COVID-19 measures to address immediate needs for clients as follows:

- Provide a $300 monthly COVID-19 crisis supplement for recipients of income and disability assistance (include those receiving comforts allowance while in a special care facility) and for people receiving the low-income Senior's Supplement for three months. Subsequently, SDPR extended the supplement twice, first for 2 months then for an additional four months to the December 2020 cheque.

- Temporarily exempting all Employment Insurance (EI) and the Canada Emergency Response Benefits (CERB) payments for individual who were in receipt of income assistance or disability assistance or who had the PWD designation on April 2, 2020. This exemption was originally for three months start in April 2020 but was subsequently extended up until December 31, 2020.

- Clients who have the Persons with Disabilities (PWD) designation who received the Transportation Supplement (TS) as an in-kind bus pass also received the cash value of the TS of $52 for the May benefit month.

- Exempting the Canada Emergency Student Benefit (CESB) for recipients of income and disability assistance as of May 2020.

- Exempting COVID-19 relief payments provided by First Nation bands and Indigenous organizations for applicants and recipients.

- Exempting the one-time OAS/GIS federal COVID-19 relief payments for seniors.

- Exempting the one-time federal payment for persons with disabilities (PWDs)

- The Emergency/Disaster Supplement may be provided to eligible affected individuals in the event of a local, regional or provincial emergency/disaster.

- Other policy and process changes were implemented to support clients during the COVID-19 pandemic (e.g., suspending the work search and employment plan requirements, accepting verbal consent, etc.).

[see Appendix 1 for more detail].

BUDGET:

($ million)	Actuals Fiscal 2020[1]
COVID-19 Crisis Supplement ($300) IA/DA	$292.2
COVID-19 Crisis Supplement ($300) Senior's Supplement	$103.4
EI/CERB Exemptions, including the Canada Recovery Benefits	$7.5 (estimated forgone savings)
Transportation Supplement (Bus Pass) ($52)	$1.9
Canada Emergency Student Benefit Exemption	Minimal impact
Indigenous Band Relief Payments Exemption	Minimal impact
Federal One-time Relief Payment for Seniors Exemption	Minimal impact
Federal One-time Relief Payment for Person with Disabilities Exemption	Low impact
Emergency/Disaster Supplement	$8.2
Emergency funding transferred to CLBC	$23.7
Total	$429.4 (does not include 7.5 forgone savings)

[1] Actuals September 30, 2020

Source- FASB

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Appendix 1

COVID-19 Temporary Supports

Support	Description

$300 COVID-19 Crisis Supplement	• Provide a $300 per month COVID-19 Crisis Supplement to recipients not receiving EI/CERB or CESB, who are receiving:
	  ○ income assistance;
	  ○ disability assistance;
	  ○ hardship assistance, except if awaiting EI or CERB;
	  ○ comforts allowance; and
	  ○ the Senior's Supplement.
	• The COVID-19 Crisis Supplement was initially provided starting in the April cheque for three months. The ministry extended the supplement for an additional 6 months until the December cheque.

Employment Insurance (EI) and Canada Emergency Response Benefits (CERB) Exemption	• All EI and CERB income benefits are temporarily exempt as income and assets.
	• The CERB provides $500 a week for up to 28 weeks of benefits.
	• These exemptions are for family units who were:
	  ○ recipients on April 2, 2020 of:
	  ○ income assistance;
	  ○ disability assistance; or
	  ○ hardship assistance, except if awaiting EI or CERB.
	  ○ applicants who was a person with the Persons with a Disabilities (PWD) designation on April 2, 2020.
	• The exemption was initially for three months starting in April 2020 but was subsequently extended in August 2020 until December 2020.

Transportation Supplement (Bus Pass for PWD designation Recipients)	• For clients with the Persons with Disabilities (PWD) designation and have chosen to receive their Transportation Supplement (TS) as an in-kind bus pass also received the cash value of the TS of $52 for the May benefit month when Translink and BC Transit suspended fares.

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Canada Emergency Student Benefit (CESB) Exemption	• The CESB is temporarily exempt as income and assets.
	• From May to August 2020, the CESB provides a payment to eligible students of $1,250 for each 4-week period or $2,000 if they have dependents or a disability.
	• These exemptions are for family units who were:
	  ○ recipients on May 1, 2020 of:
	  ○ income assistance;
	  ○ disability assistance; or
	  ○ hardship assistance, except if awaiting EI or CERB.
	  ○ applicants who was a person with the Persons with a Disabilities (PWD) designation on May 1, 2020.

Indigenous COVID-19 Relief Payments Exemption	• All COVID-19 indigenous relief payments from First Nation bands and other Indigenous Organizations are temporarily exempt as income and assets for applicants and recipients of income assistance, disability assistance and hardship assistance.

Federal OAS/GIS COVID-19 Relief Payments for Seniors Exemption	• The federal OAS/GIS COVID-19 relief payments for seniors is temporarily exempt as income and assets.
	• The federal government has announced a one-time benefit to support seniors during COVID-19.
	  ○ Seniors who qualify for Old Age Security (OAS) will be eligible for a one-time, tax-free payment of $300
	  ○ Those eligible for the Guaranteed Income Supplement (GIS) will get an additional $200.
	  ○ Persons eligible for both OAS/GIS will receive $500.
	• Seniors receiving OAS/ GIS will receive this benefit automatically; they do not need to apply.
	• Payments were provided in July 2020.
	• SDPR exempted the one-time OAS/GIS federal COVID-19 relief payments to seniors.

Federal One-time Payment for Persons with Disabilities Exemption	• The federal one-time payment for persons with disabilities is temporarily exempt as income and assets.
	• The federal government is providing a one-time benefit to individuals who have disabilities and are eligible for:
	  ○ the Disability Tax Credit (DTC)
	  ○ the Canada Pension Plan Disability (CPPD) benefits
	  ○ disability supports from Veterans Affairs Canada (VAC).
	• This one-time, tax-free payment of $600 will be provided automatically to eligible recipients.
	• Seniors eligible for these federal benefits and who are also eligible for the federal COVID-19 OAS/GIS relief

	payment will receive a reduced benefit amount (total maximum will be $600): ○ Seniors eligible for OAS will receive $300 from the OAS/GIS relief payment, and an additional $300 through the one-time federal benefits for persons with disabilities. ○ Seniors eligible for both OAS and GIS will receive $500 from OAS/GIS relief payment, and an additional $100 through the one-time federal benefits for persons with disabilities. ○ For children who are eligible for the one-time federal benefits for persons with disabilities, the payments will be made to the primary caregiver.
Emergency/Disaster Supplement	• In the event of a local, regional or provincial emergency/disaster, the ministry may provide assistance to eligible affected individuals.
Employment Obligations	• Certain recipients of assistance are required to continue look for and accept employment. • As of March 2020, the ministry is not enforcing the requirement for clients to look for work.
Employment Plans (EPs)	• Certain recipients of assistance are required to create an employment plan that outlines the steps to be taken to gain employment or increase their employability. • As of March 2020, the ministry suspended the requirements for EPs
Verbal consents	• As of March 2020, verbal consent have temporarily replaced written consents and signatures in some situations for: ○ repayment agreements, promise to pay agreements, ○ Assignment of Benefits (AOB), ○ confirmation of a warrant, and ○ for some health supplements and/or forms where clients are only able to consult with their health professionals via tele-health because of the provincial social distancing mandate.
Reconsideration Timelines	• Applicants and recipient have the right to request a reconsideration of a ministry decision (e.g. denial for a supplement) within set legislated timelines. • These timelines were extended as clients may not be able to meet the timelines during the pandemic.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
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Program

Supplementary Assistance – General

Program Description

Supplementary Assistance provides people on income and disability assistance and some other low-income people 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 people on income and disability assistance. Examples include security deposits, crisis supplement, school start-up and confirmed job supplement (see current list in Appendix 1). Ministry staff determine eligibility based on specific criteria. Criteria and documentation requirements are outlined in policy and regulation.

A limited number of general supplements are also available to low-income people 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.

The total budget for supplementary assistance, includes costs allocated for services to clients receiving income assistance, disability assistance and some clients not receiving income assistance.

Assistance Type	2018/19		2019/20		2020/21 Budget ($000)
	Budget ($000)	Actual ($000)	Budget ($000)	Actual ($000)	
Totals	216,837	217,965	225,833	232,182	242,748

Note: Clothing supplement for clients in special care facilities, crisis supplement, pre-natal shelter supplement, and lost or stolen cheques are not reflected in the budget table as they are not reported at that level. These supplements are paid out under Income (Temporary) and Disability Assistance.

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Appendix 1

General Supplement	Description
Bus Pass for people on disability assistance	People with the PWD designation can choose to have a bus pass. There is no annual fee for the pass. If they don't want a pass, they will get $52 added to their disability payment cheque each month. They can switch back and forth anytime.
Bus Pass for Low-income Seniors	Low-income seniors (i.e.: getting Guaranteed Income Supplement or 60-64 on income assistance) can get an annual pass for $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.
Christmas Supplement	Monetary supplement to assist clients with additional costs at Christmas. Rates: • 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	Monetary supplement to assist clients in obtaining necessary clothing that is not provided through their care facility. Amount provided is based on actual need when no other resources are available to family unit.
Community Volunteer Supplement (CVS)	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.
Confirmed Job Supplement	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.
Co-op Share Purchase	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.

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General Supplement	Description
Crisis Supplement	A monetary supplement to aid the client in an emergency of an unexpected nature when all other resources have been exhausted. Maximums: • Food: Up to $40 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 and support allowance for the family unit plus applicable top up amounts (i.e. Pre-Natal Shelter Supplement).

Child Benefits Top-Up Supplement	A monetary supplement for clients with dependent children that involves the Canada Child Benefit (CCB) administered by the Canada Revenue Agency.
	• A temporary supplement may be issued to cover a family unit's financial needs when a CCB payment has been delayed, suspended, or cancelled. Rates are adjusted every July using the consumer price index:
	  • First child - $206.17 per calendar month
	  • Second child - $182.42 per calendar month
	  • Subsequent children - $173.50 per calendar month
	• An automatic adjustment may be issued if a family unit's CCB payment is less than the child benefits top-up supplement because: their income was too high the previous year, they have a newborn, or an 18 year old child.
	• A repayable child benefits top-up supplement may be issued to replace a portion of an unendorsed child benefits cheque that has been lost or stolen.

Funeral Supplement	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.
Guide Dog and Service Dog Supplement	Monetary supplement of $95 per month to assist with the costs of a certified Guide Animal.

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General Supplement	Description
Identification Supplement	Monetary supplement available to cover the cost of obtaining the necessary ID to establish identity for the purpose of determining eligibility or access services in British Columbia for income, disability or hardship assistance clients. The ministry may pay for birth certificates, SIN cards, BCID cards, BC Services Card and BC driver's licenses.
Moving, Transportation and Living Costs	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: • Confirmed job • Imminent threats to physical safety, including fleeing an abusive relationship • Securing accommodation that is significantly less expensive • Being compelled to move (i.e. eviction, accommodation sold) • Child protection hearing • Court hearing • DNA paternity testing
Pet Damage Deposit	A repayable monetary supplement to help people with pets secure rental accommodation. The amount of the supplement does not exceed 50% of one month's rent.
Pre-Natal Shelter Supplement	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. 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.
Lost or Stolen Cheques	Provides replacement cheque for an unendorsed cheque that has been lost or 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. The amount of the supplement cannot exceed 50% of one month's rent.

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General Supplement	Description
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). • Maximum rate for a single senior - $49.30 • Maximum rate for a senior couple - $120.50
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, rate is $.20 per km and meals are paid at $4 each.
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.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Supplementary Assistance - Health

Program Description

People receiving income and disability assistance can access Supplementary Assistance to help them with specific needs and circumstances. Supplementary Assistance is divided into two basic categories: General Supplements and Health Supplements.

Ministry clients may access health supplements such as optical, dental, diet, nutritional, medical equipment and supplies (see Appendix 1). Depending on the specific supplement, eligible clients may receive the supplement as either a monetary or in-kind/product supplement.

Eligibility for health supplements varies depending on family type (expected-to-work, or persons with disabilities, for example), age, or individual's needs.

Most eligibility decisions are made by ministry staff based on criteria and documentation requirements outlined in policy and regulation. A number of supplements are administered under contract by Pacific Blue Cross. 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 person has no other resources available to pay, such as private medical insurance; and
- a prescription or documentation from a health professional may be required.

Some former clients, such as those who get Medical Services Only (MSO) coverage, may still access specific health supplements, MSP and no-deductable PharmaCare coverage. For example, people with a PWD designation can get MSO coverage if they leave disability assistance for work or for federal benefits, such as a pension. People 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.

Through Transitional Health Services (THS), the ministry provides continued access to certain health supplements for up to one year to families with children who leave income assistance for employment.
The intent of THS is to assist families with children to obtain and maintain employment by allowing them to retain their MSP and no-deductible PharmaCare coverages as well as

other health supplements, such as dental and optical, while they move from income assistance into financial independence.

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. People who have 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.

The ministry also provides access to basic dental, optical and hearing benefits to children in low income families through the Healthy Kids Program. Enrolment in the Healthy Kids program happens automatically for families eligible for MSP Supplementary Benefits through the Ministry of Health. Ongoing eligibility for the HK Program is confirmed through an annual income verification between the Ministry of Health and the Canada Revenue Agency.

Eligible ministry clients and their families are enrolled and provided with the Ministry of Health's medical coverage through the Medical Services Plan and no deductible PharmaCare coverage.

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

The supplements with highest proportion of the Health Supplements budget include dental and orthodontic ($61.2M), medical equipment (including hearing aids and orthoses) ($38.5M), monthly nutritional supplement ($17.5M) and medical supplies ($16.6M).

Assistance Type	2018/19		2019/20		2020/21 Budget ($000)
	Budget ($000)	Actual ($000)	Budget ($000)	Actual ($000)	
Health Supplements	148,259	148,775	153,683	150,373	151,103

Data: FASB

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Appendix 1

Supplementary Assistance – Health

Health Supplement	Description
Dental and Orthodontic Supplements	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. • Eligible adults have access to $1000 of basic dental services every two years • Eligible children have access to $2000 of basic dental services every two years. 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. Orthodontic services are offered to children of income and disability assistance clients and individuals with a PWD designation, and are only considered in the most severe cases.
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.

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Health Supplement	Description
Hearing Instruments	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.
Alternative Hearing Assistance	A monetary supplement of $100 per month to provide support to individuals who have permanent, profound hearing loss in both ears and cannot benefit from a hearing instrument for the purposes of speech comprehension. The provision of the supplement must be supported by an assessment from an audiologist or hearing instrument practitioner.
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 $0.20 per km and meals are paid at $4 per meal. Eligible only if no other resources or alternative travel options available.

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Health Supplement	Description
Monthly Nutritional Supplement (MNS)	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. MNS may be provided for individuals with a PWD designation if it is confirmed that they have chronic, progressive health deterioration with wasting symptoms. The Monthly Nutritional Supplement items are: 1. nutritional items (up to $165/month); 2. vitamin & mineral supplements (up to $40/month). The ministry may find that a client is eligible for one or both supplements.
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.
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.

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Health Supplement	Description
Orthoses and Bracing	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 foot orthoses, Ankle-Foot Orthoses (AFO), wrist splints, knee braces and back braces.
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.

Note: Eligible ministry clients and their families are enrolled and provided with the Ministry of Health's medical coverage through MSP and no deductible PharmaCare coverage.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Reconsideration, Appeals and Administrative Fairness

Program Description

People who apply for or receive assistance with the BC Employment and Assistance Program can request a reconsideration of most ministry decisions made by the Service Delivery Division. For example, if someone applies for and is denied the Persons with Disabilities designation or a general supplement, such as a crisis supplement, they can ask for a reconsideration of the decision.

The reconsideration is the first step in the ministry's appeal process and is conducted internally by reconsideration officers, separate from the Service Delivery Division. 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 are notified of the ministry's original decision. The regulations require that a reconsideration be conducted and decision mailed to individuals within 10 business days after receipt of a reconsideration request or 20 business days if an extension is approved.

The ministry conducted 3,489 reconsiderations in fiscal 2019/2020, and 96 per cent were made within legislated timelines.

If a person is not satisfied with the results of a reconsideration decision, they may request an appeal to be heard by the Employment and Assistance Appeal Tribunal ("the Tribunal").

The Tribunal is an independent quasi-judicial agency established in September 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 decisions related to income and disability assistance.

The Tribunal conducted 336 appeals in 2019/2020, and 13 per cent of reconsideration decisions were rescinded.

In 2019, the branch added "Administrative Fairness" to its name, reflecting its commitment to this part of its mandate. Strategic planning to implement new initiatives is temporarily paused due to the COVID-19 pandemic and provincial state of emergency.

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Program

Poverty Reduction Strategy and Legislation

Program Description:

The *Poverty Reduction Strategy Act* (the Act), passed unanimously into law in November 2018, sets the framework for B.C.'s first poverty reduction strategy. It commits government to reducing the poverty rate by 25 per cent for all persons living in poverty and 50 per cent for children by 2024. It also specifies guiding principles; priority action areas; key population groups; and significant consultation and reporting requirements.

TogetherBC, B.C.'s first poverty reduction strategy, was released in March 2019 and outlines a cross-government approach to poverty reduction. Built on the principles of affordability, opportunity, social inclusion, and reconciliation, it lays out a roadmap to meet the legislated targets through action in six priority areas: housing; families, children and youth; education; employment; income supports; and social supports.

As required by the Act, the Poverty Reduction Advisory Committee (PRAC) is a Minister-appointed independent committee that provides advice on poverty reduction and prevention and assesses government's progress at achieving its targets.

Annual Reporting
The Act requires an annual report to be prepared each year by October 1 and presented to the legislature before public release. The report must describe the actions taken to implement the strategy and its effects on poverty reduction including progress towards achieving the legislated targets. It also includes independent commentary from PRAC.

The 2019 report, completed before the interregnum, highlights government progress across the six priority action areas as well as reconciliation and equity. Prior to COVID19, the following actions were expected to have the largest impact on meeting the 2024 targets:

- The new Child Opportunity Benefit (implemented October 1, 2020)
- Increases to the minimum wage
- Childcare BC – making child care more available and affordable
- Income assistance and disability assistance rate increases

Additional achievements led by SDPR in 2019 include:

- Policy enhancements to income and disability assistance
- Changes to WorkBC to better support people in need
- Establishment of the Office of Homelessness Coordination
- New Community Integration Specialist (CIS) teams that connect B.C.'s most vulnerable citizens with financial assistance and community supports
- Province-wide rent bank ($10 million)

- Homelessness Community Action Grants ($6 million)
- Union of BC Municipalities (UBCM) Poverty Reduction Grants ($5 million)

Areas for improvement highlighted by PRAC for the 2019 reporting period include: greater provincial-federal cooperation on housing and homelessness; inadequacy of income and disability rates; growing precariousness of work; and a lack of available data for Indigenous and racialized populations. PRAC also recommended that B.C. introduce a statutory right to paid sick leave for all workers.

The impact of COVID19 on poverty and government's response will not be captured until the 2020 report (to be released October 2021). Key actions taken by SDPR to date include:

- $300/month provincial COVID crisis supplement for people receiving income assistance, disability assistance or the seniors' supplement
- Exemptions for income and disability clients receiving federal COVID benefits
- $35.6 million to Community Living BC to support service providers in delivering residential services for adults with developmental disabilities
- Poverty Reduction Program grants for the First Nations Summit ($2.7M) and Métis Nation BC ($300,000) (Not yet publicly announced)

Achieving B.C.'s Legislated Poverty Targets

The Act requires B.C.'s poverty rate to be measured using Canada's Official Poverty Line, the Market Basket Measure (MBM). The MBM reflects the cost of a 'basket' of goods and services representing a modest, basic standard of living and includes five components: costs for food, clothing, transportation, shelter and other expenses.

Data for the MBM is reported with a two-year lag by Statistics Canada. This means that data from 2016 was used as the 2018 baseline in the Act and final results regarding the 2024 targets will not be known until 2026. As outlined in the 2019 Annual Report, MBM data released in February 2020 showed:

- a 25.8 per cent reduction in overall poverty in 2018 (103% of target achieved)
- a 42.5 per cent reduction in the child poverty rate (85% of target achieved).

An updated MBM was recently released in September 2020 as the result of a comprehensive MBM review. This process takes place every 8-10 years to ensure the measure reflects current living expenses and consumption patterns. Using the new MBM means that more work will be needed to meet B.C.'s legislated targets.

The new MBM shows a 20.9 per cent reduction for overall poverty (vs. 25.8) and a 35.9 (vs. 42.5) per cent reduction in child poverty in 2018 compared to 2016 (See Appendix A). B.C.'s future progress will be impacted by full implementation of existing commitments on child benefits, the minimum wage, and child care as well as any new actions of the new government. COVID-19 will also affect the poverty rate through its impacts on the economy, unemployment, living costs and access to childcare and key social services.

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PROGRAM OVERVIEW

Appendix A – Impact of Re-Basing on Poverty Reduction Targets

Original MBM Impact on the Poverty Reduction Targets
(2008-Base MBM Referenced in the Poverty Reduction Strategy Act)

Incidence of Poverty (%)	2016 Baseline	2024 Target	2018 Actual	% Reduction	% of Target Achieved
All persons	12.0	9.0	8.9	25.8%	103%
Persons under 18 years	12.0	6.0	6.9	42.5%	85%

Updated MBM Impact on the Poverty Reduction Targets
(2018-Base MBM Released in September 2020)

Incidence of Poverty (%)	2016 Baseline	2024 Target	2018 Actual	% Reduction	% of Target Achieved
All persons	15.3	11.5	12.1	20.9%	84%
Persons under 18 years	17.0	8.5	10.9	35.9%	72%

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

TogetherBC – The Poverty Reduction Strategy– BCEA Policy Changes

Program Description:

The *Poverty Reduction Strategy Act*, passed into law on November 8, 2018 and requires that government reduce the rate of total poverty by 25 percent and the rate of child poverty by 50 percent by 2024, using 2016 as the base. All targets are based on the Market Basket Measure (MBM), also referred to as Canada's Official Poverty Line.

TogetherBC, BC's first Poverty Reduction Strategy, was released on March 18, 2019. The strategy outlines a comprehensive cross-government approach to poverty reduction that involves many ministries.

The Ministry of Social Development and Poverty Reduction's BC Employment and Assistance (BCEA) policy changes to support *TogetherBC*, including the policy changes to support government's actions on homelessness, were implemented on July 1, 2019 and January 1, 2020, and are described below.

See Appendix 2 for a comparison of before and after.

Budget:

The $26 million announced in TogetherBC is the first three-year financial impacts of these initiatives starting in fiscal 2019/20 (1st year) to fiscal 2021/22 (3nd year). Most initiatives have a constant annual cost, although first-year costs are lower because of partial year. Early CPP is a notable exception as it rises by $1 million per year until the full impact is achieved in year 5. This is the same for the $10 million to help reduce homelessness.

See Appendix 1 for specific figures.

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Appendix 1

($ millions)	Fiscal 2020/21 2nd Year	TogetherBC $26M 3 Years	Homelessness Action Plan $10M 3 Years
Announced Initiatives (January 1, 2020 Policy Changes)			
Definition of Spouse (3 to 12 months)	$3.6	$9.0	
2 Year financial independence	$0.8	$2.0	
Early CPP	$1.0	$6.0	
Security Deposit & Pet Damage Deposit	$1.1		$3.3
Crisis Supplement for Shelter	$0.6		$1.8
Hardship Assistance	$0.6		$1.8
Streamlined assistance reapplication	Negligible		Negligible
Employment and Assistance Appeal Tribunal	Negligible		Negligible
Monthly report	Negligible		Negligible
Announced Initiatives (July 1, 2019 Policy Changes)			
5 Week Work Search	$0.2	$0.6	
Room and Board	$1.0	$3.0	
Identification (ID) Supplement	$0.4	$1.2	
Vehicle Asset Limit for Income Assistance Clients	$0.6		$1.8
Cash Asset Limits for Income Assistance Clients	$0.2		$0.6
Persons with Persistent Multiple Barriers (PPMB)	$1.0	$3.0	
Moving Supplement	$0.2		$0.6
Transient	Negligible		
Registered Dietitian	Negligible		
System Costs - Year One (FY 2019/2020)		$1.0	$0.24
TOTAL		**$25.8**	**$10.14**
Not Announced Initiatives (January 1, 2020 Policy Changes)			
Definition of Spouse (Separated Spouse)	$1.0		$3.0
Maximum Repayment	Negligible		Negligible
Section 10	$1.0		$3.0

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Appendix 2 - TogetherBC – BCEA Policy Changes

January 1, 2020	Before	After	Explanation
Definition of Spouse	Unmarried couples are considered spouses if they demonstrate qualities consistent with a marriage-like relationship, and reside together for 3 consecutive months, or 9 of the previous 12 months.	Unmarried couples are considered spouses if they demonstrate qualities consistent with a marriage-like relationship, and if they reside together for 12 consecutive months.	• The ministry modernized how spousal relationships are determined by: o increasing the amount of time from 3 months to 12 months for unmarried couples to live together before being assessed as spouses. o ensuring that unmarried couples not in a marriage-like relationship and separated spouses who are married but not yet divorced and are living in the same residence independently are each provided the singles' assistance rate. • The ministry will continue to exercise due diligence to ensure unmarried couples and separated spouses are assessed by the ministry in a fair and consistent manner (e.g., based on financial, social and familial dependence/interdependence and 12 months of residing together).
Definition of Dependent Child	People who have shared parenting and continue to live together, even if they are separated, would be treated as one family unit.	Allows people who have shared parenting (50/50) but are separated spouses and continue to live together to be treated as separate family units.	• This change addresses the current gaps in 50/50 shared parenting situations where separated spouses continue to live together and ensures that the child will receive the full supports and benefits available to them by: o no longer requiring a court order or agreement filed in court to determine if a child is a dependent child of one parent; o ensuring that if the separated parents cannot agree in writing and only one parent is on assistance, the child can be added as a dependent child of the parent on assistance; o ensuring a child can be included in one of the parent's file even when the parents are former spouses who live in the same home as separated family units. These changes will allow married spouses who are separated but are not yet divorced and are living in the same residence independently to receive more assistance over a longer period of time and provide more housing stability.
2 Year financial independence	Required applicants to have 2 years of financial independence before receiving assistance. There were numerous exemptions.	Eliminated the requirement for a applicant to have 2 years of financial independence before receiving assistance.	• The ministry removed this requirement to better support vulnerable youth and young adults by ensuring those in need have immediate access to income support and benefits without a waiting period. • Until this change, BC was the only province in Canada to have this requirement.
Early CPP	Required applicants and	Removed the requirement to	• This change ensures low-income seniors are no longer forced to apply for early

	recipients to apply for early CPP benefits.	require applicants and recipients to apply for early CPP benefits.	CPP between the ages of 60 and 65. Individuals incur significant financial penalties when they access early CPP retirement benefits (e.g. someone accessing CPP at 60, compared to those at age 65, could result in approximately 36% less CPP lifetime benefits).
Information & Verification Requirements (section 10)	For applicants and recipients may be ineligible for assistance.	Recipients may be declared ineligible for assistance **or** assistance may be reduced by a specified amount of $25 per month for a family unit for failure to provide or verify information as directed. For client's who are homeless or at risk of homelessness, they must remain eligible for assistance.	• The policy change ensured clients who have difficulty providing documentation to determine their eligibility will remain on assistance if they are homeless or at imminent risk of homelessness. • It also allows the ministry to impose a sanction of $25 per month for these clients, instead of an automatic result of ineligibility.
Security Deposit & Pet Damage Deposit	Families could not have more than two outstanding security deposits unless they met certain exemption criteria (e.g. homeless). There were no pet damage deposits.	No limit on the number of security deposits. Families with pets can now request a pet damage deposit.	• The policy change removed the previous limit of two Security Deposits allowed at one time and created a new pet damage deposit supplement. • This change supports clients to obtain and maintain housing and prevent homelessness, including supporting clients who have pets.
Crisis Supplement for Shelter	Crisis supplements for shelter are restricted to the actual cost, up to the maximum shelter allowance for the family unit.	Increase the crisis supplement for shelter from the maximum of the shelter only amount, to the lesser of the actual amount of the shelter crisis or the maximum shelter and support amount for the family unit.	• For clients who are faced with unexpected emergency shelter situations, the ministry increased the crisis supplement for shelter from only providing an amount up to the maximum shelter allowance (e.g. $375 for a single recipient) to now providing up to the full monthly amount for support and shelter for the family unit (e.g. $760 for a single recipient).
Hardship Assistance	The provision of supplements under Hardship Assistance is more restrictive than Income Assistance and Disability Assistance and clients cannot access the full range of supplements, including supplements needed to access drug and alcohol treatment.	Expanded the supplements, such as special care facilities, to hardship assistance recipients.	• Hardship assistance was expanded to provide these clients more health supports and access special care facilities while they work to establish their eligibility for income and disability assistance.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Streamlined assistance reapplication	A recipient's case is automatically closed after three consecutive months of not receiving assistance has elapsed.	All case files remain open for six calendar months following the last assistance payment. To have assistance reinstated, these former recipients would need to demonstrate their eligibility by completing and submitting a monthly report (the "stub") before the six-month window has elapsed.	• This policy change provides more families with timely access to income and disability assistance by increasing the time period from 3 to 6 calendar months that allows former clients to submit a monthly report form, in lieu of a full application. • This change supports clients who leave assistance for short durations (e.g., incarceration, illness, temporary work, etc.) to return to assistance and access the income support and benefits they need.
Maximum Repayment	In regulation, there were minimum repayment amount for debt.	A fixed maximum repayment amounts for debt was established, which means that the ministry cannot deduct more than the prescribed amount unless a client requests to do and the ministry will only deduct one repayment amount at a time (i.e. repayments are not stacked).	• The ministry introduced fixed maximum repayment amounts for the three types of overpayments ($10), deposit debts ($20) and offence overpayments ($100), which means that the ministry cannot deduct more than the prescribed amount unless a client requests to do so. • If a client has multiple types of debts, the ministry can only deduct one repayment amount at a time (i.e. they are not stacked).
Employment and Assistance Appeal Tribunal	Did not allow people to bring new evidence to an appeal hearing.	Will allow people to bring forward new evidence at an appeal hearing.	• Allowing people to bring forward new evidence at an appeal hearing and avoiding the need to send the matter back to the ministry for a new decision will reduce delays for clients when their eligibility for assistance is being determined.
Monthly report	The monthly report was a prescribed form by the minister.	The monthly report is now a form that can be specified by the minister.	• This regulatory change avoids the need for amendments to regulations every time the monthly report form is updated and aligns the Monthly Report with other forms under the Acts, all of which are specified by the minister.

July 1, 2019	**Before**	**After**	

5 Week Work Search	There was a 5-week work search for new applicants of income assistance.	Removed the 5-week work search. A 3-week work search remains.	• New applicants and former recipients are now only required to complete a three-week work search. The five-week work search was eliminated.
			• Exemption from work search remains for individuals who:
			  ○ are fleeing an abusive spouse or relative,
			  ○ are a sole applicant with a dependent child under the age of 3 years,
			  ○ have a physical or mental condition that precludes them from completing

			a search for employment, ○ cannot legally work in Canada, ○ are facing a direct and imminent life-threatening health need, or ○ are in a hospital or continuing care facility
Room and Board	Client paying room and board to a parent/child) receives only the support allowance amount.	Clients living in room and board situations with a parent or adult child are now eligible for the full cost of room and board up to the maximum support and shelter allowance amounts.	• Previously, the ministry only provided the support allowance amount. • This policy is now aligned with private room and board situations to ensure clients in a room and board situation with a parent/adult child situation receive the same level of benefits.
Identification (ID) Supplement	The ID supplement was only available to hardship assistance clients for the purpose of determining eligibility for assistance.	ID supplement is now available to IA/DA clients to assist them in obtaining ID for the purposes of meeting eligibility requirement for assistance **and** now allows the provision of the supplement to access other essential services.	• Now this supplement is expanded to all assistance clients (IA/DA/HA) to: ○ continue to meet ministry eligibility requirement, or ○ access essential services in BC (e.g. BC Services Card, banking services, community services and programs, etc.). • Clients may access the supplement more than once if it is required to meet and/or maintain identification eligibility requirements OR to access other important services within BC. • The ministry now covers the cost of the ID (e.g. $75 for BC Driver's licence, $27 for birth certificate, etc.).
Vehicle Asset Limit for Income Assistance Clients	One vehicle was exempt where the equity does not exceed $10,000 and the vehicle is generally used for day-to-day transportation needs.	There is no vehicle limit on the value of a vehicle	• This policy for income assistance clients is now aligned with disability assistance. • This change is especially important to clients in more northerly and rural locations, who typically require an automobile for employment.
Cash Asset Limits for Income Assistance	Singles - $2,000 Couples and families - $4,000	Singles - $4,000 Couples and families - $10,000	• Cash asset limits for income assistance clients were increased to: ○ $5,000 for a single person, up from $2,000 ○ $10,000 for couple or one/two parent families, up from $4,000
Persons with Persistent Multiple Barriers	Requirement to be on assistance for at least 12 of the immediately preceding 15 calendar months. Medical condition excluded addictions as a primary condition	No waiting period to apply for PPMB. No longer excludes addictions as a primary medical condition. Simplified two-part application form. Section 1 to be completed by an expanded list of health	• Removed barriers and simplified eligibility criteria by: ○ eliminating the need to be on assistance for 12 out of 15 months ○ no longer excluding addictions as an eligible health condition ○ eliminating complex eligibility criteria (i.e., 'seriously impedes', 'preclude', employability screen & employability profile) ○ replacing the multi-stage and complicated application process with a single, two-part application form:

	Complex application process with a requirement to take all reasonable steps to overcome barriers. Medical conditions reviewed every 2 years.	practitioners and Section 2 is completed by the applicant to self-disclose a barrier. There is no longer a requirement to take all reasonable steps to overcome barrier. Health condition is not reviewed every two years.	▪ Health condition: several more health professionals can now complete the assessment. ▪ Other employment barriers, self-identified by the applicant, including experiencing homelessness or domestic violence, being a former child in care, lacking basic skills for employment or in need of English language training. ○ removing the two-year mandatory review period.
Moving Supplement	Moves within BC were only allowed in specific situations.	Expanded eligibility criteria for moving to anywhere in BC in specific situations.	• This change expanded the eligibility criteria for moving to anywhere in BC for the following situations: ○ moving to a lower cost housing ○ moving because of an eviction (lawful or unlawful) ○ moving because the rented accommodation was sold, demolished or condemned • The supplement now also covers storage fees when a family unit's possessions must be placed into storage temporarily during a move. • It reduced administrative burden on clients by only asking for one estimate for moving cost and supports clients who may have incurred costs prior to ministry approval, in exceptional circumstances.
Transient	"Transients" (persons with no fixed address, no dependent children, no community attachment) were not eligible to receive the same support as other people on assistance.	Removed the transient definition and are now able to receive the same support as other people on income assistance, such as earnings exemptions and other supplements.	• Eliminated the "transient" definition (no fixed address, no dependent children, no community attachment).
Registered Dietitian	Registered dietitians were not able to submit documentation on behalf of their patients.	Registered dietitians are now able to submit documentation on behalf of their patients.	• Registered dietitians can now submit documentation on behalf of their patients for all nutritional supplements including: ○ all diet supplements (including the high-protein diet) ○ monthly nutritional supplement ○ short-term nutritional supplement ○ tube feed supplement ○ infant formula supplement.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Basic Income Pilot

Program Description:

As part of the 2017 Confidence and Supply Agreement the government committed to test whether giving people a basic income is an effective way to reduce poverty, improve health, housing and employment. Based on discussions with experts and studies of other basic income pilots, BC determined that the most effective approach would be to first convene an independent expert committee whose mandate would be to study basic income in the BC context and apply basic income concepts to BC's current income support system.

The committee was formed in June 2018 and is looking at BC's existing income support system and how the ideals of a basic income could be used to transform and enhance it. The project is being led by academics from UBC, SFU and the University of Calgary, and is being supported by some of the best academics from universities across Canada. The expert committee is comprised of the following:

- David Green (chair) Department of Economics – UBC
- Lindsay Tedds School of Public Policy – Univ. of Calgary
- Jonathan Rhys Kesselman School of Public Policy – SFU

Mandate

The committee is conducting research on the various basic income models and will assess their implications for BC. To support this, they will simulate the basic income models on BC's population to identify impacts, winners and losers, and financial implications.

The committee is also looking at BC's existing income support system and how the ideals of a basic income could be used to transform and enhance it. The project is incorporating the impact that advances in technology and automation are predicted to have on the labour market over the next several decades. The work of the committee is also considering additional social, economic, and health-related trends and drivers that are anticipated to impact BC's low-income population and income support system in the coming years including changes in disability prevalence and conditions, advancements in medical treatment and assistive technology, demographic shifts including changing family composition, and shifting citizen expectations. The project will put special focus on BC's more disadvantaged populations, including persons with disabilities, Indigenous people, and gender-diverse people.

The committee will make recommendations on how to modify BC's income support system to apply a basic income lens, while applying the core basic income principles of equity, efficiency, accessibility, and avoiding disincentives to work. The following principles will be considered when evaluating changes to BC's income support system:

- improves accessibility to supports for people in need of assistance
- reduces the unnecessary complexity associated with income support programs
- reduces poverty
- promotes social inclusion
- increases program administration efficiency
- promotes labour market attachment
- eases transitions between different income support programs and between income support and employment as applicable
- promotes early intervention to mitigate the impact of life events on long-term economic security
- considers impact on government's fiscal plan

Funding

The pilot was funded in the first provincial budget, $2 million for 2018/2019 and $2 million for 2019/2020. As a result of delays in accessing data the contracts were extended to April 2021, although no additional funding was provided. The ministry has contracts with both UBC and the University of Calgary. The UBC contract is for $1.93 million while the University of Calgary contract is for $1.11 million.

In 2018/19, $1.65 million was spent on the Basic Income project while in 2019/20 $1.78 million was spent.

Deliverables and Timelines

An interim report on the findings of the project was delivered in early August 2020. The final report is due December 31, 2020. The related research projects will start to be completed and made available in early 2021.

Interim Report

Advice/Recommentations

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Withheld pursuant to/removed as

Advice/Recommentations

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Indigenous Reconciliation Initiatives

Program Description:

On May 22, 2018, British Columbia released the *Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples* (Draft Principles), which are modeled on principles introduced by the federal government in 2017. These Draft Principles are intended to support a whole-of-government commitment to the full adoption and implementation of the UN Declaration and the Truth and Reconciliation Commission of Canada Calls to Action (TRC Calls to Action).

SDPR's Draft Principles Implementation Plan was approved in October 2018 and is expected to evolve over time with input from Indigenous leadership, staff, clients, communities and organizations. The SDPR implementation plan outlines the priorities and actions the ministry will take to align its workplaces, services, programs, policies and legislation with UNDRIP, the TRC Calls to Action and the Draft Principles.

The ministry plan has the following four themes that outline the Ministry's strategic priorities as we work towards implementing the Draft Principles:

- Engagement – Building Relationships;
- Shifting Ministry Culture Towards Reconciliation with Indigenous Peoples;
- Legislation, Programs, and Policies to Support the Draft Principles; and
- Service Delivery to Support the Draft Principles

SDPR Caseload and Internal Staff Information

Indigenous people are overrepresented on the SDPR caseload. As of August 2020, approximately 20% of new employable cases self-identified as Indigenous, which is 3 times the percentage of Indigenous people in BC.

Demographic data collected from the 2020 Work Environment Survey indicates that 5% of SDPR's employees identify as an Indigenous person. This has increased from 4.5% in 2018.

Poverty Reduction Strategy

The principle of reconciliation is one of the four guiding principles of TogetherBC, as government recognizes the lasting, harmful effect of colonial practices and policies on Indigenous Peoples. Government is working in partnership with Indigenous people to help end the ongoing systemic racism, discrimination and displacement Indigenous Peoples have experienced for generations—and continue to experience today.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

As part of the Poverty Reduction Strategy Act which passed into law on November 8, 2018, government is required to publish an annual report that describes any progress made towards reducing poverty through the strategy. The report will include indicators to measure our progress toward achieving our targets, including Indigenous-specific information where it's available. The first annual report is due by October 2020 was prepared by the statutorily-mandated date of October 1, and will be laid before the Legislative Assembly when it reconvenes.

A comprehensive consultation process was undertaken between October 2017 and March 2018 to inform BC's first poverty reduction strategy. Government engaged significantly with First Nations and Métis groups around the province, including 27 meetings hosted by Aboriginal Friendship Centres, several rural and remote Indigenous community meetings, and 7 meetings convened by Métis Nation BC.

The Minister's Poverty Reduction Advisory Committee, as mandated through the Poverty Reduction Strategy Act, provides the minister with advice on matters relating to poverty reduction and prevention. The committee includes several Indigenous representatives:

- Cheryl Casimer is a citizen of the Ktunaxa Nation and works for the First Nations Summit as Political Executive. Cheryl is a long-standing advocate for First Nations issues and perspectives and is committed to building better bridges of understanding between neighbouring cultures.
- Rosanna McGregor is the Executive Director for the Cariboo Friendship Society in Williams Lake. Rosanna participates on many community boards including the Social Planning Council of Williams Lake, Williams Lake Social Housing Society (Chair), Aboriginal Housing Management Association (Committee Chair), and BC Association of Aboriginal Friendship.
- Lissa Smith is the elected Vice-President for Métis Nation BC where she is Minister Responsible for Métis Rights, Justice and Métis Veterans. Previous portfolios include Child and Families and Health.

In March 2020, the province provided a $2.7 million grant to the First Nations Summit and a $300,000 grant to the Métis Provincial Council of British Columbia to support poverty reduction initiatives for First Nations and Métis people in B.C. Both organizations will develop and administer grant programs to support Indigenous communities' efforts related to poverty reduction.

First Nation Basic Income Project

As part of the ministry-funded Basic Income Project (February 2019 to December 2020 with possibility of one-year extension), a $200,000 research study, Gap Analysis of Income Supports for Indigenous Peoples is being carried out. This research study will allow for more in-depth exploration and greater understanding of issues specific to Indigenous Peoples, as well as solutions to address gaps and disparities.

This project is being led by Cheryl Casimer, on behalf of the First Nations Leadership Council in partnership with lead researcher, Dr. Anke Kessler, Simon Fraser University (SFU). This co-leadership model ensures that First Nations leadership is at the forefront of all aspects of the project.

In June 2019, correspondence was sent to all First Nations communities, inviting them to participate in the project through community-based research surveys. The following five First Nations confirmed their participation in the project:

- Xaxli'p First Nation (hawk-leap), Central Interior – Fraser Canyon
- Nak'azdli Whut'en (na-k-ahz-dlee woo-ten), Central BC
- Lower Similkameen Indian Band (si-mil-kuh-meen), South Okanagan
- Fort Nelson First Nation, Northern BC
- Tsleil-waututh Nation (sail-wha-tooth), Lower Mainland/Southwest

Community-based surveys were planned for the Spring 2020. However, due to COVID-19, these surveys are on hold.

The final report, anticipated by the end of 2020, will include a discussion of the process, as well as observations and conclusions. Due to time constraints and additional limiting factors related to the COVID-19 pandemic, it is anticipated that the panel will recommend that this work continue beyond the life of the panel.

Accessibility Legislation Indigenous Engagement

Public engagement for B.C.'s proposed accessibility legislation was conducted between September 16 – November 29, 2019. During the design of the engagement process, a number of Indigenous organizations and Indigenous-serving organizations provided advice and best practice both individually and through the Accessibility Legislation Consultation Advisory Committee.

Indigenous organizations including First Nations, Métis Nation BC, and Indigenous-serving organizations engaged in the following ways:

- Attending public and stakeholder meetings held around the Province;
- Receiving funds to host independent community conversations;
- Meeting with the Minister at gatherings and conferences including BCAFN Annual General Assembly and First Nations Leaders' Gathering; and
- Attending an Indigenous Engagement Session coordinated by Naut'sa Mawt Tribal Council.

WorkBC Employment Services

WorkBC Employment Services offers programs and services for underemployed or unemployed people to get support to find and maintain work. Indigenous Peoples have access to the full suite of WorkBC Employment Services. In fiscal 2019/20:

- Over 9,000 clients who identify as Indigenous participated in WorkBC.
- Over 1,700 Indigenous clients achieved employment and WorkBC is supporting about 5,000 people through their first year of employment.
- The ministry provided over $8.3M from Community and Employer Partnerships to support Indigenous Peoples and communities.

Service Delivery

In 2019, the ministry developed and hired an Indigenous Community Integration Specialist (CIS) position that worked out of the Friendship Centre in Surrey supporting Indigenous clients (pre COVID-19). Community Integration Specialists are connected to and support various Indigenous organizations throughout the province and provide supports and services tailored to the local citizens and community needs.

In 2020, the ministry entered into a pilot project with Ahousaht First Nation, in consultation with the BC Funeral Association (BCFA), to ensure funeral services are provided in a culturally sensitive manner, allowing for reimbursement of funeral costs (rather than pre-approval) based on existing program criteria and rates.

Inclusion, Diversity and Cultural Safety Strategy

The ministry developed and approved a two-year Inclusion, Diversity and Cultural Safety Strategy in March 2020 and it was launched in May 2020. This strategy focuses on making our workplaces more inclusive and accessible, supporting diversity, and continuing down the path of reconciliation.

In support of the implementation of the Inclusion, Diversity and Cultural Safety Strategy, the ministry launched the Indigenous Employees' Advisory Committee in June 2020. There are currently 30 Indigenous employees from across every division participating in the Committee.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Intergovernmental Relations

Program Description

The ministry participates in two Federal-Provincial-Territorial (FPT) intergovernmental tables:

- Forum of Ministers Responsible for Social Services (MRSS)
- Forum of Labour Market Ministers (FLMM)

Forum of Ministers Responsible for Social Services (MRSS)

- The purpose of MRSS is to advance the social and economic well-being of Canadians. The Forum provides an avenue to promote inter-jurisdictional discussion, co-operation and collaboration on social service topics of mutual interest and significance.
- The federal government and all provinces and territories participate. The Ministry of Children and Family Development also participates in this forum.
- Current priority topics include persons with disabilities, accessibility, poverty, social assistance, homelessness, child welfare and Indigenous engagement.
- Economic recovery from the COVID-19 pandemic and addressing impacts to vulnerable populations will play a central role in the forum's activities going forward.

Forum of Labour Market Ministers (FLMM)

- The FLMM was established to strengthen interjurisdictional discussion and cooperation on labour market priorities throughout Canada.
- The federal government and all provinces and territories participate. The Ministry of Advanced Education, Skills and Training also participates in this forum.
- Priority areas include training and employment services, improving labour market information, labour mobility and apprenticeship.
- In response to the COVID-19 pandemic, the FLMM has developed a 2020-2021 Recovery Action Plan, including four proposed priority areas. These are:
    - ensure that federal and provincial and territorial programs are complementary and responsive to changing labour market conditions;
    - help Canadian workers, employers and sectors adapt by promoting access to employment and training resources that are responsive to their unique needs;
    - support Canadian workers at risk of falling further behind as a result of the COVID-19 recovery; and,
    - identify and reduce barriers to labour mobility.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
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Current issues of interest to the ministry at the federal-provincial level include:

- The federal government's plans for COVID-19 economic recovery, including:
  - Federal plans to support vulnerable Canadians during the recovery period and implications for provincial/territorial social services.
  - Transitional supports for Canadians during the COVID-19 recovery period, including the new Canada Recovery Benefits and potential changes to the Employment Insurance (EI) system.
- Recent announcements from the September 2020 federal Throne Speech, including:
  - A Disability Inclusion Plan, including a new Canadian Disability Benefit
  - Automatic tax filing for people with "simple returns" and improving access to benefits
  - Investments in skills and training, including new temporary flexibilities under the Labour Market Transfer Agreement (LMTAs)
  - Investments in a Canada-wide early learning and childcare system
  - Elimination of chronic homelessness in Canada

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

TOPIC:

Correlation between cheque issue dates and an increase in overdoses

Issue:

There is a belief that cheque issue week results in an increase spike in overdoses.

The Ministry is working with a researcher from UBC to study alternative distribution methods for assistance as one option to reduce overdose deaths, especially during the pandemic.

Background:

- More work needs to be done to see how the benefits of changing the cheque process can be realized while minimizing any negative impacts.
- The Ministry already has policies in place to help reduce the risk of overdose caused by issuing assistance. Including:
    - promoting direct deposit of assistance,
    - paying rent amounts directly to landlords, and
    - administering cheques for clients that have difficulty managing their funds.
- While the researchers work has shown that changing cheque distribution methods can reduce drug overdoses, it can also lead to some very serious negative consequences. Including:
    - higher rates of non-lethal overdoses,
    - increased exposure to violence,
    - a greater likelihood of perpetrating violence,
    - higher interactions with police, and
    - increased risk of health-care discontinuation.
- There are some advantages to having a single cheque distribution day, including allowing first responders to prepare for potential crises as they know when and where to look for people at risk of overdose.
- Changing how and when cheques are distributed is complicated and could impact clients who are not at risk of overdosing.
- Changing it for just those in a specific area or for a specific group would cause equity issues.

UBC study on Cheque Issue Days

In 2016, associate professor in the UBC department of sociology and a research scientist at the BC Centre on Substance Use Lindsay Byers co-authored a report entitled “Illicit drug overdose deaths resulting from income assistance payments: Analysis of the ‘check effect’ using daily mortality data”. The study examined whether varying the timing and frequency of income assistance payments can mitigate drug-related harms linked to the existing once-monthly payment schedule. Fatal overdoses have been known to jump 35 to 40 per cent in the five days after monthly cheques are issued.

Richardson and her colleagues found that, while changing how and when people who use drugs receive their income assistance payments could reduce escalations in drug use around cheque day, the changes could also have unintended consequences that increase individual drug-related harms. Based on their findings, she recommends that any changes to the income assistance system allow for individual choice about timing and frequency of payments.

Public Health and Ministry of Mental Health and Addictions

On April 14, 2016, provincial health officer Dr. Perry Kendall declared a public health emergency under the *Public Health Act*.

On June 26, 2019 the Ministry of Mental Health and Addictions released "A Pathway to Hope" which lays out government's 10-year vision for mental health and addictions care that gets people the services they need in order to tackle problems early on and support their well-being.

It identifies the priority actions government will take to help people immediately and reduce demand on services down the road. The focus is on supporting the wellness of children, youth and young adults, supporting Indigenous-led solutions and improving access and quality of care. The roadmap will also build on the ongoing work to address the overdose crisis by starting to establish improved systems of addictions care.

Despite escalated efforts across the province, British Columbians continue to experience high rates of overdose-related harm including death due to an unregulated drug supply that is unpredictable and highly toxic.

After seeing a steady decline in 2019, BC Coroners Service data for the first eight months of 2020 shows an alarming increase with 1,068 deaths from a confirmed or suspected illicit drug toxicity. In August 2020, there were 147 suspected illicit drug toxicity deaths. This represents a 71 percent increase over the number of deaths seen in August 2019, and the sixth consecutive month with over 100 deaths. In 2019 there was only one month with more than 100 deaths. Fentanyl is a contributing factor in nearly 80 percent of illicit drug overdose deaths, down slightly from the 85 percent in 2019. However, extreme concentrations of fentanyl are appearing in more cases – 14 percent in 2020 versus 8 percent last year.

Opioid Crisis – Cheque Issue

Overdose Deaths

- In August 2020 147 British Columbians died from an illicit drug overdose, a 16 percent decrease from July (176 deaths) but 71 percent higher than last August (86 deaths).
- This was the sixth consecutive month that there have been over 100 overdose deaths.
- In 2019 only March had more than 100 deaths.
- Through August there have been 1,068 illicit overdose drug deaths, more than the 983 deaths for all of 2019.
- This is the second highest number of illicit drug overdose deaths in a January to August period since 2017, when 1,083 British Columbians had died by August. In 2017 a total of 1,494 people had died from an illicit drug overdose.
- Every region in the province has seen a rise in the death rates from drug overdoses, but Fraser and Vancouver Coastal continue to see most deaths with 60 percent in 2020.
- In 2020 there have been 31 deaths per 100,000 individuals in British Columbia, with the rate being the highest in the Northern Health Authority (40 deaths per 100,000 population) and lowest in the Fraser Health Authority (26.8 deaths per 100,000 population).
- Fentanyl has been found in 79 percent of all overdose deaths in 2020, which is down from previous years (85 percent in 2019).
- There have been no reports linking the increase in deaths to the pandemic crisis payments the Ministry has made in April – overdose deaths have been rising since March, before the Ministry payments were first made.
- The BC Coroners Service has stated that during the pandemic the drug supply has become very unpredictable and the proportion of illicit drugs with a very high concentration of fentanyl has increased significantly.
- Extreme concentrations of fentanyl were found in 14 percent of all cases in April to August, compared to 8 percent in 2019.
- “The drug supply is unpredictable and highly toxic and has led to a sustained increase in fatal and non-fatal overdoses from smoking and injection in recent months," said Dr. Jane Buxton, harm reduction lead for the BC Centre for Disease Control.

Toxic Drug Supply Information

- There are many likely factors contributing to the increase in overdose deaths, but further evidence is still needed to fully understand why. Factors may include:
    - Unpredictable and highly toxic drug supply.
    - Increase in drug toxicity, including high levels of fentanyl, due to decreased availability of the chemicals used to make drugs.

- Less ability for people who use substances to test drugs because of reduced services.
- Use of safe consumption sites have reduced. This may be due to:
  - Reduced capacity of sites because of COVID-19 physical distancing policies.
  - Staff shortages, reduced hours and, in some cases, sites closing.
- Buddy system may be challenging because of changes to guest policies in some housing sites.
- People may be choosing to use alone to protect their health from COVID-19.
-

Cheque Issue Study

- The Ministry is working with a researcher from UBC to study alternative distribution methods as one option to reduce overdose deaths, especially during the pandemic.
- While the researchers work has shown that changing cheque distribution methods can reduce drug overdoses, it can also lead to some very serious negative consequences.
- Some people experienced more drug-related harm, including violence, negative interactions with police, overdose frequency, and interruption of health treatments.
- More work needs to be done to see how the benefits of changing the cheque process can be realized while minimizing any negative impacts.
- The Ministry already has policies in place to help reduce the risk of overdose caused by issuing assistance. This includes promoting direct deposit of assistance, paying rent amounts directly to landlords, and administering cheques for clients that have difficulty managing their funds.
- There are some advantages to having a single cheque distribution day, including allowing first responders to prepare for potential crises as they know when and where to look for people at risk of overdose.
- Changing how and when cheques are distributed is complicated and could impact many clients who are not at risk of overdosing. Changing it for just those in a specific are or for a specific group would cause equity issues.

Poverty Statistics

2018 Statistics

- In 2018 British Columbia largely progressed towards its poverty reduction targets, achieving the target of reducing the rate of total poverty by 25 percent, and was close to achieving the target of reducing the rate of child poverty by 50 percent
- The target was to reduce the rate of total poverty from 12 percent to 9 percent.
    - In 2018, the total poverty rate was 8.9 percent, below the target of 9 percent.
- The target was to reduce the rate of child poverty from 12 percent to 6 percent.
    - In 2018, the child poverty rate was 6.9 percent, just above the target of 6 percent.

Note: These poverty statistics are based on the 2008-base Market Basket Measure, which was the base used when the Poverty Reduction Strategy was developed and when the first poverty report was released by the Ministry. Starting next year, the Ministry will report out using the 2018-base MBM, which was released in September 2020. Using the 2018-base MBM, the province still saw progress towards its poverty reduction targets:

- The target was to reduce the rate of total poverty from 15.3 percent to 11.5 percent.
    - In 2018, the total poverty rate was 12.1 percent, a 20.9 percent reduction.
- The target was to reduce the rate of child poverty from 17 percent to 8.5 percent.
    - In 2018, the child poverty rate was 10.9 percent, a 36 percent reduction.

Impact of COVID

- These are 2018 statistics, and like the 2019 statistics that come out next year, are based on a year when British Columbia had one of the strongest labour markets in Canada.
- We know the 2020 numbers will not be as positive, as the pandemic has had a devastating impact on BC's economy with the most severe recession since the early 1980s.
- However, we still have four more years to get back on track and achieve our targets.
- Plus, the supports that the provincial and federal governments have made will offset some of the negative impacts of the recession.
- The supports the Province has made to help citizens include:
    - $300 crisis supplement of income and disability recipients;
    - exempting federal COVID supports and Employment Insurance benefits for all disability assistance clients and income assistance clients on assistance as of April 2nd;
    - $1,000 BC Emergency Worker's Benefit

- The supports the Federal government has made to help citizens include:
    - Canada Emergency Response Benefit, Canada Emergency Student Benefits, and the Canada Response Benefit;
    - One-time benefits for Seniors, persons with disabilities, and families with children.
- Grants from the UBCM Poverty Reduction Planning and Action Program are supporting 54 local governments throughout the province, through 29 projects, to develop poverty reduction plans and projects that directly support people in their communities. The 29 projects are receiving $1.4 million, which is from a $5-million provincial grant to the Union of B.C. Municipalities (UBCM). The grant is part of the Province's commitment to partner with local governments and communities in poverty reduction initiatives, as part of TogetherBC.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Caseload – Key Information

Background:

The BC Employment and Assistance caseload (BCEA) is composed of two groups -- temporary assistance and disability assistance. Temporary assistance, also referred to as income assistance, includes employable clients and clients who are excused either because of barriers to employment that are not expected to be overcome in the short term, or because they are a single parent with a child under the age of three. Disability assistance includes those clients who have a significant and prolonged medical condition that impacts their activities to daily living and are therefore likely to remain on assistance for a long period of time.

In August 2020, 160,331 cases received assistance – 45,785 temporary assistance cases and 114,546 disability assistance cases. Including dependent spouses and children, a total of 210,646 people received BCEA benefits.

Temporary Assistance
Historically, the temporary assistance caseload was much higher than the disability assistance caseload. In 1991, the temporary assistance caseload accounted for 88 percent of all BCEA cases, whereas today it accounts for 29 percent. The temporary assistance caseload is sensitive to the labour market, so increases when there are sharp economic downturns, as in 2008-2009, and declines during economic expansions. While the temporary assistance caseload does decline when the economy improves after a downturn, it tends to improve at a slower rate than it increases.

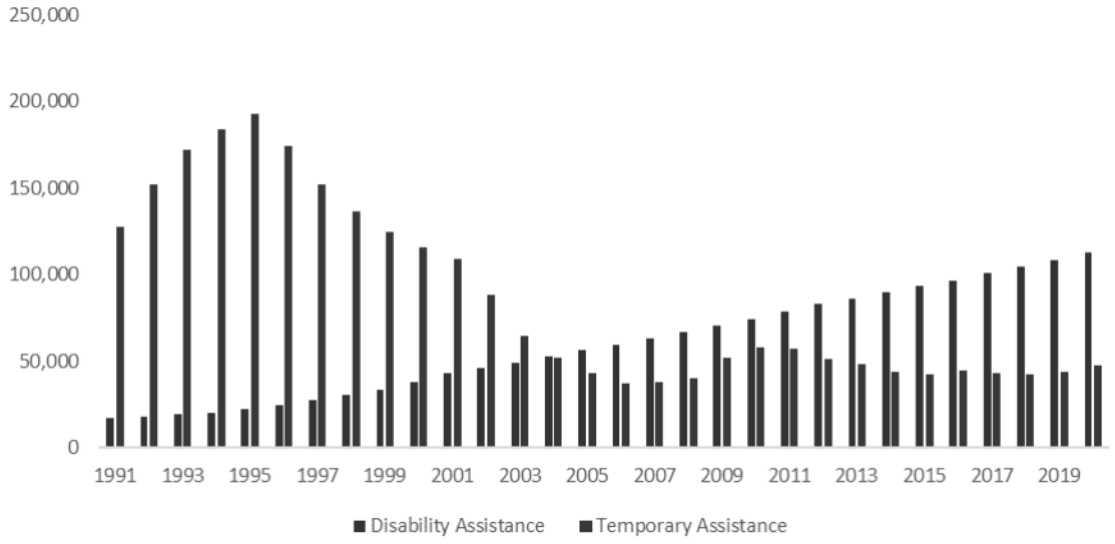
While the COVID-19 pandemic has resulted in significant job loss, federal support benefits, mainly the Canada Emergency Response Benefit (CERB), have so far mitigated any caseload impacts. We estimate that without the federal support benefits the temporary assistance caseload would have been 20,000 to 23,000 cases higher than current levels.

While employment growth helps reduce the temporary assistance caseload, certain sectors are more important than others. Sectors such as food and accommodation, retail, and transportation and warehousing are key employers of BCEA clients, so weakness in these sectors can put pressure on the temporary assistance caseload even if the overall labour market is improving.

Disability Assistance
The disability assistance caseload increases each year, the result of a growing and aging population, and the increasing incidence of disabilities in the general population. The

disability assistance caseload typically grows at a rate that is higher than the general population. In 2019, the disability assistance caseload grew by 4.0 percent, up from 3.3 percent in 2018. This growth rate was much higher than the 1.1 percent increase in the population of 18 to 64-year olds in BC. Historically, the Persons with Disabilities caseload has grown by 3 to 4 percent per year. There are currently 35 disability cases per 1,000 people ages 18 to 64, whereas in 1991 there were 8.

Temporary and Disability Assistance Caseloads
1991 - 2020



Impact of COVID-19
The temporary assistance caseload had been growing at an increasing rate prior to the pandemic, driven largely but increases in the Expected to Work (ETW) caseload. By February the ETW caseload had increased year-over-year for 22 consecutive months, and was up 13.4 percent compared to February 2019. By April the pandemic had contributed to further growth and the ETW caseload was up 6,724 cases or 19.3 percent compared to April 2019. With the federal emergency benefits starting in April, the ETW caseload has declined for four straight months, the first declines since a one-month decline in July 2019. By August the year-over-year growth rate was 7.1 percent, the lowest since July 2019.

The Temporarily Excused caseload has been declining for several years and was only moderately impacted by the pandemic in March. The caseload has declined significantly since then, down 19 percent.

The disability assistance caseload has not been negatively impacted by the economic downturn and declined in August. While federal pandemic benefits may have helped the temporary assistance caseload, these benefits are exempted for most disability assistance clients so it should have a small impact on the caseload.

Detailed Caseload Information
The Expected to Work (ETW) caseload is the largest group of clients on temporary assistance, accounting for 83 percent of the total caseload. In August there were 38,012 cases, an increase of 7.1 percent since last August. ETW clients are the most sensitive to the state of the economy. The ETW caseload had been relatively flat from 2016 to early 2018 before starting to increase. The growth rate started to accelerate in mid-2019 and by December 2019 was increasing at an annual rate of 12 percent. The pandemic and federal supports have impacted the ETW caseload the most and it is now in a monthly decline. The majority of ETW cases are singles – 50 percent are single men and 27 percent are single women.

The Temporarily Excused (TE) caseload is the second largest category of temporary assistance clients. This caseload has been declining since 2017, decreasing by 4.3 percent in 2019. In August 2020 there were 5,251 TE cases, down 20 percent from last August. Single parents make up 74 percent of the TE caseload.

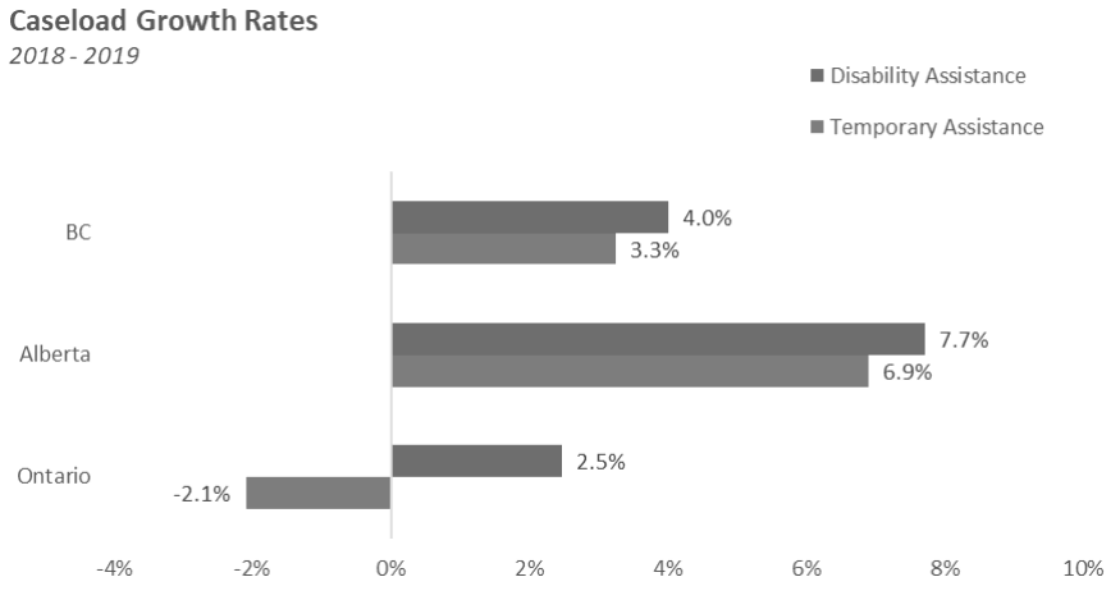
The Persons with Persistent Multiple Barriers (PPMB) category has been growing since November 2019 after years of continuous decline. This increase is the result of changes made to the category to expand eligibility for the program. There were 2,522 cases in August, up 198 or 8.5 percent since last August. The PPMB program is comprised largely of singles – 45 percent are single men and 34 percent are single women.

In total there were 45,785 cases, 74,553 recipients and 24,052 dependent children on temporary assistance in August. In 2019 the temporary assistance caseload increased by 3.3 percent, driven by the 6.6 percent increase in the ETW caseload.

The Persons with Disabilities (PWD or disability assistance) caseload increases every year as the population increases and ages. In 2019 the PWD caseload increased by 4 percent following a 3.3 percent increase in 2018. In August there were 114,456 PWD cases, up 4.9 percent from last August. Single men make up 50 percent of the PWD caseload while single women account for 38 percent of the caseload. A total of 139,093 recipients received PWD benefits, including 18,199 dependent children.

INTERJURISDICTIONAL COMPARISONS:
Most jurisdictions do not publish their caseload data or share with provinces. British Columbia, Alberta and Ontario are the most public regarding caseload trends. BC's disability assistance growth rate is in the middle compared to Ontario's Ontario Disability

Supports Program (ODSP) and Alberta's Assured Income for the Severely Handicapped (AISH) program. However, when looking at disability assistance cases per thousand population (18-64) there are more cases in Ontario (40) than both BC (35) and Alberta (21).



The temporary assistance caseloads in Ontario declined in 2019 compared to 2018, while it grew 3.3 percent in BC and 6.9 percent on Alberta. Alberta has been experiencing strong temporary assistance caseload growth since early 2019, the result of their weak labour market. However, Alberta has benefited significantly from the federal COVID benefits as their employable caseload declined by 30 percent from February to July 2020, compared to a decline of 5 percent in Ontario and an increase of 3.3 percent in BC.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Cross Jurisdictional Rates Comparison

Background:

BC's income assistance and disability assistance rates were last increased in April 2019 by $50 a month for all singles and single parent families and by $100 a month for couples and couples with children. This built upon the $100 increase for all cases introduced in October 2017 ($200 increase for cases where 2 adults are considered Persons with Disabilities).

The BC Employment and Assistance Program is structured in a manner that is similar and consistent with social assistance programs throughout Canada. All programs base eligibility on the same criteria - assets, income levels, pursuing resources, residency, employability and citizenship.

Cross-Jurisdictional Comparison of Rates:

Single Individuals - Total Monthly Support and Shelter[1]

	Employable	Barriers / PPMB	Person with a Disability
British Columbia	760.00	807.92	1,183.42
Alberta	745.00	866.00	1,685.00
Saskatchewan	860.00	860.00	1,391.00
Manitoba	796.00	1,012.00	1,012.00
Ontario	733.00	733.00	1,169.00
Quebec	740.00	1,088.00	1,088.00
New Brunswick	564.00	605.00	797.00
Prince Edward Island	771.00	964.00	964.00
Nova Scotia	586.00	850.00	850.00
Newfoundland & Labrador	754.00	754.00	754.00
BC RANK	**4**	**7**	**3**

[1] Rates in effect as of October 1, 2020 (excluding temporary COVID supports)

Single Parent, 1 Child, Age 6 - Total Monthly Support and Shelter and Child Benefits[2]

	Employable	Barriers / PPMB	Person with a Disability
British Columbia	1,704.57	1,752.57	2,128.07
Alberta	1,759.49	1,880.49	2,471.49
Saskatchewan	1,735.66	1,735.66	2,145.66
Manitoba	1,706.66	1,839.66	1,839.66
Ontario	1,599.41	1,599.41	2,193.41
Quebec	1,498.74	1,846.74	1,846.74
New Brunswick	1,383.49	1,383.49	1,570.49
Prince Edward Island	1,781.66	1,781.66	1,781.66
Nova Scotia	1,414.74	1,414.74	1,414.74
Newfoundland & Labrador	1,646.74	1,646.74	1,646.74
BC RANK	**5**	**5**	**4**

[2] Rates in effect as of October 1, 2020 (including new BC Child Opportunity Benefit)

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Litigation

Program Description

SDPR's litigation team oversees the defense of the ministry in legal proceedings filed against SDPR or its employees, except for employment related matters which are overseen by the Public Service Agency.

SDPR's litigation team works closely with Attorney General legal counsel, acting as the instructing client, to ensure that the ministry's response to legal action is handled in a consistent and principled manner. SDPR provides legal counsel with documents, facts, context and program area expertise to assist legal counsel with their understanding of the relevant circumstances and their defense of the ministry. The litigation team liaises with SDPR executive to provide relevant updates and solicit executive instruction.

The litigation team also provides support to SDPR staff named in legal proceedings or when they are witnesses.

Types of Litigation Files

Human Rights Complaints are allegations of discrimination against the complainant, usually in the area of service, facility or accommodation. These can be specific to a single event that occurred involving an applicant or recipient and the ministry or its staff or it can be an allegation of systemic discrimination, such as a policy that adversely impacts a person or group with a protected characteristic.

A *Judicial Review* is a court action in which a judge reviews the decision made by an administrative tribunal for serious errors or unfairness, including decisions made by the Employment and Assistance Appeal Tribunal or the Human Rights Tribunal.

Civil Claims against the ministry most often seek monetary awards for damages arising from alleged wrongdoing by the ministry or its employees.

Small Claims against the ministry seek monetary compensation of less than $35,000 for alleged wrongdoing by the ministry or its employees.

Potential Litigation refers to any currently unfiled complaint or claim that comes to the attention of the ministry and the Attorney General that is considered worthy of analysis and possible resolution before it is filed.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Current Litigation

The ministry is currently managing:

- four Human Rights complaints,
- four Judicial Reviews,
- six Civil Claims,
- one Small Claim, and
- two potential litigation matters.

All current files are well managed and present no significant vulnerabilities at this time.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue

Food Security

Background:

Prior to COVID-19, 12.4 per cent of B.C. households were food insecure. Food insecurity is most prevalent in populations facing existing inequities such as unattached singles, single parent families, Indigenous people, new immigrants, and people experiencing homelessness.

Food insecurity has increased since the beginning of the pandemic from 12.4 to 15.3 per cent. In addition to the impact of unemployment and reduced work hours, the pandemic has disrupted food supply chains resulting in decreased food access, particularly for rural and remote communities. Affordability is also an issue, with food costs increasing almost 2% from August 2019 to 2020.

Food security was a key priority identified during the 2017-18 poverty reduction consultations to inform *TogetherBC,* and the strategy identifies it as an area not yet addressed. Food security issues were also raised during the recent Budget 2021 Consultation process. The Select Standing Committee on Finance and Government Services recommended continued investment in nutrition security, prioritizing food security in emergency response planning, and support for school food programs.

Government Funding for Food Programs to Date

In March 2020, the Community Gaming Grants program provided $3 million in emergency funding to Food Banks BC to address food insecurity during the pandemic. In April 2019, the Ministry of Social Development and Poverty Reduction (SDPR) granted $3 million to the Victoria Foundation to improve fresh food access as part of B.C.'s poverty reduction strategy. Government also provides ongoing support to the BC Farmers' Market Nutrition Coupon Program. Through the Ministry of Education, some funding streams for vulnerable students can be used for meal programs based on school district priorities.

Recent Food Security Developments

Food Programs for Vulnerable Populations Working Group (FPVP Working Group)

In response to COVID-19, Emergency Management British Columbia (EMBC) convened a cross-ministry working group in April 2020. SDPR currently chairs the FPVP Working Group and membership includes provincial ministries, First Nations Health Authority, BC Centre for Disease Control and Indigenous Services Canada. The group has identified a need for greater cross-government coordination to address food insecurity in B.C.

Local Governments and Food Security During COVID-19

In July 2020, the Minister of Municipal Affairs and Housing held consultations about COVID-19 and economic recovery with B.C. municipal mayors and regional district chairs and food security was raised as a top concern.

In September 2020, a resolution on action to enhance food security during emergencies was approved at the 2020 UBCM Virtual Convention. UBCM is asking the Province for greater consideration of food security and supply within the emergency management structure and for guidance and resources for local governments.

United Way of the Lower Mainland Food Security Roundtable

The United Way of the Lower Mainland recently convened a Food Security Roundtable to develop policy recommendations for a coordinated food security system in B.C. Membership includes community and Indigenous organizations, research institutions, and government. Representatives from SDPR, the Ministry of Health (HLTH), and the Ministry of Agriculture (AGRI) participated in the first meeting on September 17, 2020.

Cross-Ministry Work Underway

Climate Preparedness and Adaptation Strategy (CPAS)

Cabinet Confidences

This work would align with the *Declaration on the Rights of Indigenous Peoples Act* and the Province's commitment to reconciliation with Indigenous Peoples.

Cross-Government Food Security Policy Framework

SDPR and HLTH have been exploring the development of a cross-government food policy framework. This work is supported by AGRI and emerged from issues raised at the FPVP Working Group. SDPR and HLTH presented to ADMCSI on July 22, 2020 and DMCSI on September 15, 2020.

As a next step, Ministries have identified representatives for a cross-ministry Director/Executive Director Steering Committee with the first meeting planned for fall 2020. The committee would clarify ministry roles, develop a shared definition of food security, and consider engagement to inform potential policy options. The framework would support both emergency food responses and longer-term planning.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

ADM Responsible:

Debi Upton, ADM, Service Delivery Division

Divisional Description:

Service Delivery Division (SDD) provides Income and Disability Assistance services through various service delivery channels. Citizens can access services online, by phone or in person at 37 ministry office locations and 47 partnership Service BC (SBC) offices around the province. In addition, the division also has after-hours access for urgent needs, and outreach services provided by specialized staff and trusted third party providers.

Key services include determining eligibility for income assistance programs, referrals to employment programs, and outreach services to connect multi-barriered clients with other supports and services for citizens throughout British Columbia. The division works collaboratively with local agencies and stakeholders such as BC Housing, Health Authorities, Ministry of Children and Family Development and others.

In addition to income and disability assistance payments, the ministry provides a broad range of supplements. For example, supports can include crisis supplements to help with food, shelter or clothing; or security deposits to help with securing housing.

The ministry also provides health supplements for eligible clients to meet specific health needs such as medical equipment or medical transportation. Some low-income British Columbians who are not income or disability assistance clients may also be eligible for a limited number of the health supplements provided through the ministry. These citizens include former clients who qualify for Medical Services Only coverage, Transitional Health Services coverage, and low-income individuals who have a life-threatening health need.

Other specialized services include administration of indigent burials for eligible citizens of BC and providing support to clients participating in alcohol and drug rehabilitation programs in special care facilities.

The division also has the Office of Homelessness Coordination which was formed to help support a more coordinated approach across government to addressing homelessness.

Service Delivery Division is organized into six branches:

Virtual Services Branch: Delivers contact centre services (toll free line); online services through My Self Serve (MySS), intake – applications for assistance; health assistance services including Persons with Disabilities (PWD) application adjudication; specialized services e.g. funerals and emergency after-hours services.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

Community Services Branch: Delivers programs and services at 84 ministry offices and Service BC locations including front counter and community integration services to multi-barriered clients, working closely with community service providers to connect clients with financial assistance and community supports.

Prevention and Loss Management Services Branch: Leads the development and implementation of prevention, service quality, loss management, and enforcement strategies and programs designed to identify and mitigate financial loss, promote consistent services, detect and defer fraud, and investigate serious offenders.

Strategic Services Branch: Delivers divisional strategy support to the division including: projects and policy implementation, quality assurance, stakeholder relations and engagement, strategic planning and the continuous improvement of service delivery including the service delivery technology strategy.

Operations Support Branch: Provides support services to the division, including: business intelligence and analytics; finance, facilities and contract management; occupational health and safety, recruitment and staffing; organizational health and development training; and scheduling and workload management.

Office of the Homelessness Coordination: The designated lead ministry for the implementation and coordination of the homelessness action plan.

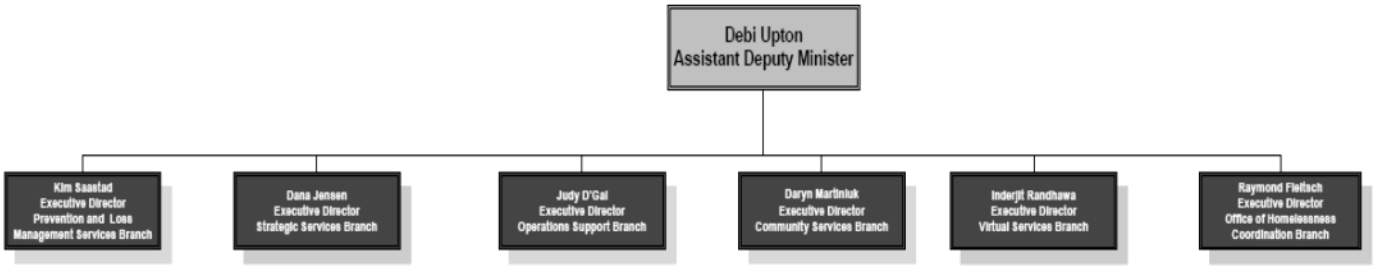
Budget:

Government Financial: Total Executive Support Services budget fiscal 2020/2021

Full Time Equivalents (FTEs):
1497 Average FTE burn YTD as of Sept. 12, 2020

Related Legislation:
Employment and Assistance Act
Employment and Assistance for Persons with Disabilities Act

Organizational Chart:



Business Plan 2020/21 | Service Delivery Division

Our Vision: One Province, One Team, Reliable Service

Our Mission: Deliver reliable, responsive, inclusive and accessible income and disability assistance

GOAL 1: Respectful and Consistent Service Delivery

Key Objectives

Deliver services that are reliable, responsive, standardized, inclusive and more accessible to support the diverse needs of British Columbians by:

- Ensuring safe in-person services are available where necessary, by following BC Restart Plan initiatives and adhering to Public Health Office and Public Service Agency guidelines
- Supporting the implementation plan for the Draft Principles that Guide the Province of BC's Relationship with Indigenous Peoples
- Supporting the implementation of Action on Homelessness, as part of the Ministry's Poverty Reduction Strategy
- Implementing additional strategies to obtain and incorporate client feedback
- Continuing to support individualized services to accommodate clients with barriers that prevent them from accessing Ministry support
- Deploying the Queue Management System to all offices to support BC Restart Plan activities and identify opportunities for continuous service improvements

GOAL 2: Unified Effort to Deliver Service Excellence — Providing Excellent Service

Key Objectives

Maintain and improve access for clients and citizens across all service channels by:

- Implementing flexible service options and processes to provide efficient service
- Adhering to Public Service Agency guidelines and precautions to ensure staff and public safety during the COVID-19 Pandemic
- Implementing a strategy for monitoring and assigning priority work across the Division
- Enhancing the partnership with Service BC
- Developing a knowledge management framework to better align staff training and key resources used to deliver services

Unified effort to deliver service excellence — Engaging Staff

Key Objectives

Achieve service excellence through engagement, career development and flexible work arrangements by:

- Continuing to build a culture of service excellence that enhances client service, staff engagement and recognition
- Continuing to support and explore working from home, new shift and flexible work options
- Supporting staff security, wellness, and resilience
- Continuing to support and promote career development
- Continuing to support the Division's Staffing Strategy, in alignment with the Ministry's People Plan

GOAL 3: Improve Service Delivery — Now and for the Future

Key Objectives

Leverage our existing systems to expand online services, innovation and communication by:

- Increasing online client, stakeholder and supplier engagement through marketing and enhancing the functionality of the MySS and the service provider portals
- Leveraging existing systems to automate repetitive tasks for staff and clients
- Improving business insight by designing and integrating enhanced reporting systems
- Leveraging opportunities to improve system functionality while replacing legacy systems

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Service Delivery Division – Virtual Services Branch

Program Description:

Virtual Services Branch delivers contact centre services (toll free line); online services through MySelfServe (MySS), intake – applications for assistance; health assistance services including Persons with Disabilities (PWD) application adjudication; and specialized services (e.g., funerals and emergency after-hours services).

The ministry's contact center receives about 1.3 million calls every year. The line includes self-serve options that are available 24 hours a day. Between 9 am - 4 pm the calls are answered by Employment and Assistance Workers (EAWs) who complete client requests, assess eligibility and issue benefits the same as what is available at the in-person office locations. An after-hours emergency line is also available outside of core hours managed by a small team of ministry staff co-located with the Ministry of Children and Family Development in Vancouver.

Income assistance applications are processed by a centralized virtual intake team. Applications are submitted online through My Self Serve. Approximately 51,000 applications are received per year, and 50,000 or 98% are processed through My Self Serve. The ministry continues to support those applicants who are unable to access online services through staff supported processes and through specialized intake workers who provide support to hospitals, correctional institutions and youth transitions.

The health assistance team adjudicates applications for PWD and a wide range of health supplements and medical equipment. They liaise with medical professionals and suppliers from across the province and have now launched a medical practitioner phone line to provide direct support to health care professionals.

Specialized services teams process service requests for special supplements, such as long-term care and Supportive Recovery Home processing, employment plans, funerals, and requests for reconsiderations.

While the ministry continues to provide face-to-face services to clients for whom phone or self-service channels are not viable options, an increasing number of clients are preferring online and phone services.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Service Delivery Division –Community Services Branch

Program Description:

Community Services Branch delivers programs and services at 37 ministry office locations and 47 partnership Service BC (SBC) offices around the province that offer point of contact services during regular business hours 9 am - 4pm. This also includes front counter and outreach services to multi-barriered clients who are not able to access ministry services via self serve or phone options.

43 of the 47 SBC locations provide a service model that mirrors the service provided in SDPR offices.

Community Integration Specialist (CIS)

In 2019, the Ministry created the CIS position to meet the needs of individuals who struggled with traditional service delivery options. The CIS team go to where the client is at, often working within community agency locations, or outside where citizens are residing. In collaboration with other government and community agencies, the CIS create positive outcomes for citizens and their communities. Some examples include helping people get into stable housing, providing community re-integration supports for individuals being released from jail, and helping to reunite some clients with the support network of their families.

There are 73 CIS that provide both direct and remote services in partnership with local community organizations.

Community integration supports are tailored to the needs of the clients and communities they serve using one or more of following models:

- Community Hub Model - where community partners and service providers representing a range of services including mental health, housing, substance use, and income assistance, work together to provide wrap around services that meet the unique needs of individuals.
- Specific-Focus Model - which is similar to the Community Hub model but focuses on providing wrap around services to clients requiring a specific type of support, such as housing, mental health and addictions or women's services. The ministry worked with the Surrey Urban Indigenous Leadership Committee on the development of Hub that supports Indigenous people within the area and to hire a CIS from within the community.
- Direct Service Model - sometimes referred to as a caseload model, where clients receive one-to-one support from a CIS, until such time as they gain

greater independence. The ministry is a partner in multiple Community Court programs throughout the province who support clients in this manner.

- Remote Hub Model - CIS support is primarily provided virtually to work with citizens, advocates and community partners in small or remote communities where services have been previously limited. It may also include community visits.

The Ministry continues to work with organizations, such as BC Housing, local municipalities across the province, health authorities, other levels of government, and community partners to ensure that individuals have better access to the supports and services

On an ongoing basis, Ministry staff work closely with shelter providers, police, community drop-in centres, rehabilitation services, and hospitals to ensure that people using those services are aware of the income supports, shelter and health benefits available to them and how to access these services.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Service Delivery Division - Prevention and Loss Management Services Branch

Program Description:

The Prevention and Loss Management Services Branch (PLMS) leads prevention, loss management, service quality, and enforcement programs. The branch is responsible for mitigating financial loss, detecting and preventing fraud, supporting service quality, and investigating serious offences through various activities and strategies. Preventing program losses at the outset reduces client overpayments and subsequent debt recovery efforts and costs.

The branch has three primary focus areas:

- Prevention and Compliance: Quality and Compliance Specialists conduct third-party checks, perform compliance reviews on files identified by a fraud allegation and/or selected by predetermined risks to reduce potential financial loss, and verify client information to assess and make eligibility decisions.
- Service Quality: Quality and Compliance Specialists conduct specialized reviews and projects to identify trends and gaps in program integrity and to inform service quality and continuous improvement initiatives.
- Criminal Investigations and Enforcement: Ministry Investigators who are appointed Special Provincial Constables investigate serious criminal offences committed under provincial statues and the Criminal Code of Canada. Factors considered to initiate an investigation include fraud amount; prolific offenders; extenuating circumstances (internal, public interest); and the likelihood of a conviction.

The branch works proactively with other ministry staff to prevent loss from occurring by supporting front-line service delivery with a dedicated Strategic Third-Party Assist and Referral Team, which conducts third-party database checks on most applications for assistance and conducting compliance reviews on files identified as having a potential financial risk to the ministry.

The branch's centralized business supports team works in collaboration with other ministry business areas to develop and implement prevention and loss management strategies and special project reviews. Special project reviews ensure quality control and monitoring, identify program trends or gaps, support continuous improvement of services to clients, and identify training opportunities.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program Office of Homelessness Coordination

Program Description:

The Office of Homelessness Coordination (OHC) was formed in Spring 2019 to help support a more coordinated approach across government to addressing homelessness.

The Ministry of Social Development and Poverty Redaction (SDPR) and the Ministry of Municipal Affairs and Housing (MAH) co-developed a Homeless Action Plan which was endorsed by Cabinet in 2018. In 2019, Action on Homelessness, including some key components of the Homelessness Action Plan, was included as part of TogetherBC, the Ministry's Poverty Reduction Strategy. The creation of the OHC was one of the actions.

The OHC works across ministries and agencies and with external partners to develop and coordinate actions that prevent and respond to homelessness. In particular OHC works closely with Municipal Affairs and Housing and BC Housing. Partnerships with other ministries and external organizations are also in place, with ongoing work to further strengthen and align efforts to address homelessness.

The OHC's work is guided by four pillars, articulated in TogetherBC:

- **Prevention** — homelessness is a rare occurrence
- **Immediate response** — the experience of homelessness is brief
- **Stability** — homelessness is a one-time occurrence
- **Working better together** — our actions are coordinated across government and with our partners

Some current activities include:

- Oversight of new programs, delivered by contracted agencies
  - BC Rent Bank (Vancity Community Foundation)
  - Homelessness Community Action Grants (SPARC BC)
- Coordination and alignment of policy and practice across government
  - Working with Municipal Affairs and Housing and BC Housing on addressing provincial encampments
  - Supporting the Ministry of Health in developing a strengthened, integrated and coordinated health, social and housing model of care
- Research and policy development
  - Advice/Recommentations
  - Working with BC Housing and the Homelessness Services Association of BC to coordinate province-wide point-in-time homeless counts
  - Identifying actions to address the distinct needs of key populations – Indigenous people and youth

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue: Service Delivery Division - Service Standards

Background:

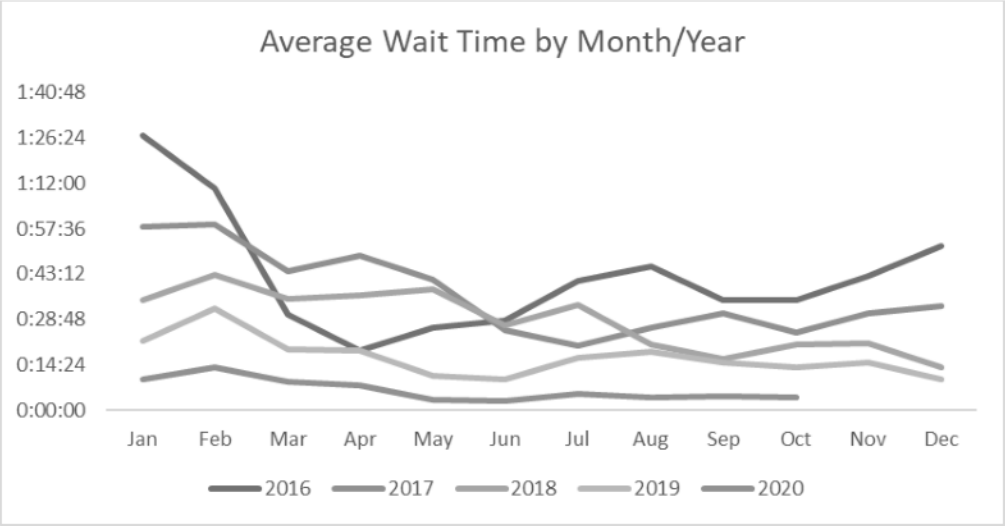
The ministry monitors and reports on a number of key performance indicators which include Service Commitments and Service Standards that focus on timeliness of service.

Some lines of business have more mature tracking and reporting abilities than others and there are expected variances on days that have high numbers of staff on leaves, or during the monthly cheque issue week.

Contact Centre:

The ministry operates a provincial contact centre that receives an average of 109,000 calls each month, approximately 1.3M calls per year.

The established service standard target for the contact centre – is to answer 80 per cent of calls in 10 minutes or less. Wait time and service level reports are published monthly on the ministry's website.



Year	Average Wait Time
2016	0:43:33
2017	0:37:27
2018	0:28:12
2019	0:16:54
2020 (Jan – Oct)	0:07:00

The ministry also monitors customer satisfaction, by a post call survey. Results are consistently positive, with the most recent stats from April 1 – September 30, 2020 showing the following results:
19,164 surveys completed

- I was satisfied with the amount of time it took to get service
  - 84% - Yes 16% - No
- Overall, I found the Ministry worker was respectful
  - 91% - Yes 9% - No

Income Assistance Applications:

The number of applications to date in 2020 has remained comparable to the approximate 51,000 applications there were received in 2019. The ministry experienced an increase in applications during the first three weeks after the Province declared a state of emergency but by April 2020 the number of intake applications returned to normal levels.

The Ministry service standards is to contact applicants within 5 business days once a completed application is submitted. This timeline is reduced to 1 business day for applicants who are fleeing abuse or have an immediate need for food, shelter, or urgent medical attention.

	2019 Average Days to First Contact	2020 Average Days to First Contact (Jan – Sept)
General	4	2
Expedited	3	2
Fleeing Abuse	1	1
Specialized	3	1
*Other	2	1

Definitions:
General: Applications for assistance, other than the ones listed below.
Expedited: Applications which have been assessed by a worker as having an immediate need for food, shelter, urgent medical.
Fleeing Abuse: Applications where applicant indicates they are fleeing abuse.
Specialized: Applications where the individual is in a special care facility (e.g. Supportive Recovery Home), persons currently in hospital, or the applicant is transition from youth services (e.g. Ministry for Children and Families At Home Program) or a correctional facility. These applications often involve working with other agencies or persons supporting the applicant.
Other: Applications where there are specialized circumstances not listed above. Often these would be completed in person via community outreach.

Persons with Disability (PWD) Applications:

The service delivery timeline for PWD Designation applications is to complete adjudication and render a decision within 45 business days. The ministry has consistently been well under this timeline for several years.

Average Business Days for Adjudication in Fiscal Year:

Fiscal Year	PWD Business Days to Adjudicate	Total Applications
2016/2017	42	11,491
2017/2018	23	12,000
2018/2019	23	11,871
2019/2020	7	13,259
2020/2021 (April – Sept.)	2	5,064

Data Source: Analytics and Business Intelligence

In-Person Offices:

Measurement of service delivery wait and service times at in-person offices are currently not available. The ministry has successfully piloted a queue management system and is currently deploying this throughout all in person offices, it is expected that reporting and monitoring of in person services will be available in early 2021.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

On March 18, 2020, B.C. declared a provincial state of emergency due to the COVID-19 pandemic.

The Ministry of Social Development and Poverty Reduction (SDPR) focused on maintaining critical services while minimizing the barriers for citizens to access supports and services.

Discussion:

The ministry took action to address immediate needs and supported the most vulnerable populations in a way that complemented the federal crisis measures, which included:

- Provided a temporary $300 per month COVID-19 crisis supplement for recipients of income assistance, disability assistance, and those receiving comforts allowance while in a special care facility, who are not eligible for the emergency federal support programs.
- Provided a temporary $300 per month COVID-19 crisis supplement for people receiving the low-income Senior's Supplement.
- Temporarily exempted:
    - Employment Insurance (EI), Canada Emergency Response Benefits (CERB), Canada Emergency Student Benefits (CESB), Canada Recovery Benefit (CRB), Canada Recovery Caregiving Benefit (CRCB), and Canada Recovery Sickness Benefit (CRSB) for individuals receiving income assistance or disability assistance on April 2, 2020.
    - COVID-19 relief payments provided by First Nation bands and Indigenous organizations for applicants and recipients.
    - OAS/GIS one-time COVID-19 relief payments for seniors.
- Provided Persons with Disabilities clients who chose to receive the Transportation Supplement (TS) as an in-kind bus pass, the cash value of $52 for April and May as TransLink and BC Transit suspended bus fare collection.
- Temporarily activated the Emergency/Disaster Supplement to assist clients who had extraordinary costs associated with the pandemic, while continued to provide crisis supplements for food, clothing, and shelter.

As SDPR staff are essential services as defined under *Emergency Program Act* orders, all ministry client-facing offices remained open, with minimal staffing levels, while other staff were supported to work from home.

Ministry offices introduced physical distancing and additional safety protocols which included: increased cleaning services; increased security services where needed; added visual cues to offices such as taping off every second chair in the waiting rooms, added tape to floors, sidewalks etc. and installed plexi barriers at front counters.

The ministry reassigned staff to priority work, while temporarily adjusted service delivery policies and processes to help keep staff and clients safe, while maintaining critical services for citizens which included:

- Waived or deferred processes, such as work search obligations and third-party checks to help expediate the application process.
- Ceased work on some non-priority areas such as employment plans and compliance programs and reassigned staff to priority work.
- Reduced holds on cheques from April to August 2020.
- Mailed no-stub cheques to clients during cheque issue from April to July 2020.
- Proactively encouraged clients to sign up for direct deposit and My Self Service.
- Accepted verbal consents, rather than written signatures, to avoid unnecessary office visits.
- Accepted verbal information to make an eligibility decision, with follow up later for the documentation.

The pandemic pay premium funded by the federal government will be provided to front-line positions within the ministry.

The Office of Homelessness Coordination (OHC) worked with Ministry of Municipal Affairs and Housing (MAH) and BC Housing to support vulnerable populations which included:

- Coordinated with Vancity (Pigeon Park Savings) to support banking needs of clients. Allowed early release of cheques and early cashing to help distribute client volumes throughout the week better.
- Allowed organizations that had received SPARC homeless grants to redirect funds to COVID-19 projects. One project has purchased 3000 cell phones. The first 1000 went to the Downtown East Side (DTES).
- Through the Vulnerable Populations Working Group (VPWG) identified, assessed and addressed key issues for responding to the needs of vulnerable people who were unsheltered, in encampments, shelters, in social and supportive housing and single room occupancy hotels (SROs).
- Worked with Canada Post to ensure alternative mail delivery options were created and maintained for the DTES.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Homelessness Initiatives

Background:

The Office of Homelessness Coordination works with partners on a wide range of initiatives to help prevent and respond to homelessness.

State of Homelessness in BC

- Homelessness has increased in communities across British Columbia over the past ten years. Preliminary results from the 2020 homeless counts, conducted just prior to COVID-19 public health measures, showed a provincial increase of 10% from previous counts (see Appendix 1).
- Since COVID-19 public health measures were introduced, visible homelessness has increased in many communities, and pre-COVID homeless count numbers may no longer apply.
- SDPR's No Fixed Address (NFA) count increased to 10,223 cases in September 2020. This is the highest case number ever recorded and it clearly indicates that ministry clients have great difficulty in accessing low cost housing across the province.
- The escalating cost of housing has added to pressures on the poorest individuals. A recent study found that a minimum-wage earner working 40 hours a week cannot afford a modest one-bedroom apartment in any of Vancouver's 70 neighbourhoods.

Encampment Response

- Encampments have grown in number, size and complexity across the Province, exacerbated by the economic and social impacts of COVID-19. The Ministry of Municipal Affairs and Housing (MAH) leads a cross-ministry encampment coordination call and regularly updates an encampment tracker (see Appendix 2).
- On April 25, 2020, the Province initiated the evacuation of 3 homeless encampments in Victoria and Vancouver due to safety and health concerns. Over 600 people moved from the camps to hotels, motels, supportive housing and other indoor spaces with 24/7 management and access to health, harm reduction and social supports.
- In spite of the initial success, new encampments have grown in each city, most notably in Strathcona Park in Vancouver, and Beacon Hill Park and Central Park in Victoria. Community groups and individuals have been negatively impacted by the behaviours of some campers and the ongoing criminal elements within the camps.

- MAH in partnership with SDPR, is developing options for addressing encampments including: Advice/Recommentations

Advice/Recommentations

- MAH, SDPR and BC Housing are actively monitoring shelter capacity and other resource pressures in communities across BC to ensure there are an adequate number of inside spaces for Fall/Winter.
- Some campers are reluctant to move indoors due to COVID-19 fears and physical distancing concerns.

Other actions to prevent and respond to homelessness

- Rapid Response to Homelessness and Building BC Supportive Housing Fund: These BC Housing programs have resulted in over 2,000 units completed in 22 communities with 2,900 more targeted.

Advice/Recommentations

- Shelter spaces: The province is adding more than 500 shelter spaces, as well as two new Navigation Centres (Vancouver and Nanaimo). The Navigation Centres will provide additional supports, such as integrated clinical health supports and culturally appropriate services for Indigenous Peoples.
- Cross-ministry encampment guidelines: Support ministries in balancing the enforcement response to encampments on provincial lands with outreach, housing and supports.

Advice/Recommentations; Intergovernmental Communications

- 2020 Point-in-Time Homeless Count: 13 of 28 counts were completed in March 2020 (findings in Appendix 1). The Province and the federal government are discussing when the counts can be resumed. A provincial summary report will be written when all the counts have been completed.

Advice/Recommentations

- BC Rent Banks: A rent bank system is a loan program that provides short-term assistance in a time of crisis. Funding is currently being provided to 10 rent banks

operating in the province, and a Request for Proposals is underway to expand to new communities.

- Homelessness Community Action Grants: This program supports local, community-based initiatives with grants of up to $50,000. As of July 2020, 75 projects had been approved, with total funding of $2.2 million.
- Engagement and Coordination: The Office of Homelessness Coordination promotes cross-government policy and program alignment, builds relationships with government and non-government partners, and facilitates cross-government collaboration on joint actions.
- Vulnerable Populations Working Group: SDPR co-chairs the Vulnerable Populations Working Group (VPWG); a cross-ministry working group established in response to the COVID-19 to address the needs of people who are homeless.

Advice/Recommentations

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Intergovernmental Communications

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Personal Security

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Community Objection to Prince George Office Relocation.

Background:

The lease for the Ministry of Social Development and Poverty Reduction (SDPR) office in Prince George, expires February 29, 2024, and there is no option to renew. Government leases are secured and managed by the Real Property Division (RPD), Ministry of Citizens Services (CITZ).

In March 2020, RPD purchased a building to relocate SDPR into. The new location, 490 Brunswick Street, is approximately 550 metres away from the current location. 490 Brunswick Street was selected because it is in the downtown core, is easily accessible by transit, close to the existing office location, near complementary services (e.g., a shelter and Service Canada) and zoning complies with the intended use.

A date has not been set for the Ministry move to the new location, but the very earliest it could occur would be after September 2021. A proposed date will be set after RPD establishes project scope and timelines for the move and any required renovations.

Prior to removing conditions on the purchase of the new location, RPD contacted neighboring organizations, including a church, Montessori School and a Seniors' Centre that are located across the street. The concerns expressed at the meeting were related to parking and traffic; following the meeting RPD and ministry representatives were left with a positive impression.

Intergovernmental Communications

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

ADM Responsible:

Chris Brown, Assistant Deputy Minister, Employment and Labour Market Services Division

Program Description:

The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of the WorkBC Employment Services program. Employment services are available to all unemployed and precariously employed B.C. citizens legally eligible to work in B.C.

The WorkBC Employment Services (ES) program was launched on April 1, 2019 and consists of three service contracts: WorkBC Employment Services (ES), Assistive Technology Services (ATS) and Apprenticeship Services (AS). WorkBC ES are currently delivered through 102 WorkBC Centres, as well as a strong online presence, to provide services that can be accessed from anywhere in the province and provides flexibility in choice for clients for what works best for them. ATS and AS are offered provincially, providing consistent, reliable services for people, no matter where they live. ATS offers adaptive technology to help people with disabilities pursue employment opportunities. AS includes processing financial support applications and help for apprentices to collect employment insurance benefits while in school.

ELMSD consists of four branches:

The Divisional Services Branch provides expert support and services to the division in the areas of finance, quality assurance, risk management, planning, program analytics, federal compliance, systems development and support, continuous improvement, website maintenance, and records management.

The Program Policy and Development Branch provides expertise to the division in areas of employment service contracts, policy, and diversity and inclusion. The branch strategically supports continuous program improvement, aligning program development with government priorities, and ensuring employment services meet the needs of British Columbians.

The Employment Opportunities Development Branch was created in July 2019 and is unique across Canada in its mandate. This branch was established to include the employer perspective in the delivery of effective employment services and to make employers aware of how WorkBC can help with their staffing needs.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

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 WorkBC Employment Service providers and community partners to ensure effective service delivery. The branch also provides corporate supports and resources including communications, project management and implementation, employee engagement, stakeholder relationship development and issues management at the divisional level. Operations branch is also responsible for delivery of WorkBC's Community and Employer Partnerships (CEP). CEP fosters employment opportunities for unemployed British Columbians through community-based projects which access five unique streams. These can range from community labour market planning to projects that provide training and real-world work experience providing a community benefit.

Budget:

Government Financial Information

In 2020/21, the ministry is budgeting $358.4 million to support employment programing for the citizens of B.C.:

- $329.2 million from the federal government under LMDA (this includes $34.8 million in additional funding from a 2017 top-up); and
- $29.2 million in provincial funding.

Full Time Equivalents (FTEs):

178.46

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

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

Organizational Chart:



EMPLOYMENT & LABOUR MARKET SERVICES DIVISION

2020/21 Business Plan

OUR VISION

All British Columbians realize their full potential through sustained employment and community attachment.
.

OUR MANDATE

We make a difference by providing supports and services that help British Columbians to reach their employment potential, enabling them to fully participate in their communities.

OUR GOALS

1. POVERTY REDUCTION, RECONCILIATION & SOCIAL INCLUSION

Objectives

- Aligned to B.C. Government Poverty Reduction Strategy and making citizen's lives better, with a focus on reconciliation and social inclusion

2. CONTINUOUS IMPROVEMENT & INNOVATION

Objectives

- Strengthen our ability to respond effectively and proactively to emerging trends and issues
- Adopt a culture that embraces a collaborative approach to continuous improvement and innovation

3. ACCOUNTABILITY & QUALITY SERVICE

Objectives

- Ensure ongoing program accountability
- Strengthen our ability to be flexible and responsive to emerging priorities, changing circumstances, and external factors outside of our control

OUR CULTURE



Strategic View

Taking a big-picture view allows us to be ***proactive*** and ***adaptive*** to the ever-changing demands of our labour market and ***needs of our clients***. In doing so, we will continue to ***maintain and improve performance*** in the face of change.



Collaborative Decisions

Drawing insights from a broad range of stakeholders while continuously ***challenging our own ideas and assumptions***, we spark ***innovation*** and build a better program to serve our clients. We commit to always being ***curious***, ***seeking outside perspectives***, ***listening*** to others and ***thinking critically*** to solve problems.



Client Centric

We will seek to intimately ***understand who our clients are and their unique needs***. From this foundational understanding, we can shape WorkBC to reflect the people we serve, build ***trust*** and ensure outstanding ***service quality***.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

WorkBC Employment Services

Program Description:

The renewed WorkBC program was launched on April 1, 2019. The program provides comprehensive employment services and supports based on individual client needs ranging from independent self-serve services to intensive case management. These services and supports help clients prepare for employment.

WorkBC Employment Services are currently delivered through 102 WorkBC Centres, as well as a strong online presence, to provide services that can be accessed from anywhere in the province and flexibility in choice for clients for what works best for them

Examples of supports and services offered through WorkBC include: resume preparation, assistance with job search, employment counselling and support, interview preparation, employment-related workshops, employment needs assessments, financial supports to participate in services or start a job, short-term certification, assistive technology & devices, skills training (funding for tuition and living supports), living supports for EI clients participating in eligible services, self-employment services, customized employment services, wage subsidy, job development, job coaching, and follow-up support for job sustainment.

In fiscal 2020/21, as of September 30, 2020, the number of clients being served is consistent with the same time period in prior years. Almost 70,000 were actively receiving services, with 60,000 being case managed, compared to the previous year with 63,000 clients of which 57,000 were case managed. Over 27,000 clients are being supported through their first year of employment. The employment rate is 54%, compared to 58% for the previous year.

About 66% of clients have self-identified as belonging to at least one Client Inclusion group. Clients Inclusion Groups categories include Youth, Immigrants, Persons with Disabilities, Indigenous Peoples, Survivors of Violence and/or Abuse, Multi-Barriered, and Francophones.

At the end of 2019/20, about 86,000 clients were actively receiving services, of which 75,000 were case managed.

The total commitment to WorkBC programs is $292M, with $249M committed to WorkBC Employment Services programming. The remainder covers centralized funding for WorkBC Apprentice Services ($13.5M) and WorkBC Assistive Technology Services ($5.8M), Community and Employer Partnerships (CEP) contracts ($20M), and centralized funding for clients participating in CEP projects ($4M).

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

The program utilizes an outcomes-based funding model, where an individual's success in the job market is prioritized. Service providers receive performance payments when a client sustains employment at four, 24 and 52 weeks.

Currently there are 27 organizations that hold contracts for the delivery of the WorkBC Employment Services. The proportion of WorkBC funding and contracts is approximately 57% held by local non-profits. 39% by for-profit organizations and 4% by public institutions.

Contractors have flexibility to utilize service delivery models which are most effective in their region to sub-contract to specialists based on unique client needs. Under WorkBC, 120 unique subcontracted organizations have been retained by service providers and the majority (77%) of these organizations are local, not for profit agencies. With 222 sub-contracts in place, there is an average of more than 5 sub-contracts per catchment. The primary contractor decides on the remuneration of their sub-contractors but they have a shared interest in the viability of those sub-contractors so they can meet contract deliverables such as Service Targets and Key Performance Measures.

WorkBC Budget Outlook (in Millions)

Contract/Program Area	FY20/21 Forecast	FY21/22 Contract Commitment	FY22/23 Contract Commitment	FY23/24 Contract Commitment	FY24/25 Contract Commitment*
WorkBC Employment Services	$183.52	$249.02	$249.02	$249.02	$249.02
WorkBC Apprentice Services	$3.72	$13.48	$13.48	$13.48	$13.48
WorkBC Assistive Technology Services	$4.89	$5.76	$5.76	$5.76	$5.76
WorkBC Community and Employer Partnerships	$27.36	$20.00	$20.00	$20.00	$20.00
WorkBC Job Bank	$0.85	$1.20	$0.35	$0.35	$0.35
Granting	$0.00	$0.00	$0.00	$0.00	$0.00
CEP Client Supports	$4.44	$4.50	$4.50	$4.50	$4.50
AEST Commitments	$51.00	$48.00	$48.00	$48.00	$48.00
Other Contracts (WCB/MIP, FYP, R1 Contracts, ATBC)	$1.00	$0.89	$0.89	$0.89	$0.89
Systems Development - MOU/Contracts	$4.55	$2.00	$2.00	$2.00	$2.00
Total	**$281.32**	**$344.85**	**$344.00**	**$344.00**	**$344.00**
FY 2020/21 Total WorkBC LMDA and Provincial Funding	**$330.89**	**$347.76**	**$346.44**	**$346.44**	**$346.44**
Funding Remaining	**$49.57**	**$2.90**	**$2.43**	**$2.43**	**$2.43**
Funding Summary					
LMDA Base	**$273.89**	**$272.43**	**$271.11**	**$271.11**	**$271.11**
Notional **	**$34.83**	**$46.16**	**$46.16**	**$46.16**	**$46.16**
Provincial	**$22.17**	**$29.17**	**$29.17**	**$29.17**	**$29.17**

* *WorkBC Contract's expire March 31, 2024 if not extended*

** *The current LMDA agreement expires at the end of fiscal 22/23. Until this agreement is renegotiated BC, will not know how much, if any, notional funding we will receive. In this summary we have assumed notional funding will continue at the same rate in the next agreement.*

FY20/21 Provincial funding reduced by $7M to support Ministry

Table does not include administration funding of $20.5M that covers costs such as ministry staffing and is fully expended each year.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

WorkBC Apprenticeship Services

Program Description

WorkBC Apprentice Services are delivered through a dedicated province-wide contract that provides streamlined processing of apprentice applications and financial support payments.

WorkBC Apprentice Services assists Industry Training Authority (ITA) registered apprentices with services and supports so they can access the classroom technical training portion of their apprenticeship trade to achieve journeyperson status. Apprentices may be eligible for financial assistance during the in-school portion of their apprenticeship program. WorkBC Apprentice Services helps with expenses such as living costs, travel, childcare and disability-related costs.

The WorkBC Apprentice Services Contractor provides in-person, outreach, and virtual service delivery to apprentices. The WorkBC Apprentice Services Contractor supports apprentices by reviewing and processing apprentice financial supports applications, determining Employment Insurance (EI) eligibility and providing Section 25 Referral. Section 25 of the EI Act is when the Contractor refers any Active EI Claimant to Classroom Technical Training.

Clients access WorkBC Apprentice Services through an online portal and intake process using the Online Employment Services (OES) tool. The OES tool enables Clients to register for services by completing a WorkBC Apprentice Services application for financial supports.

Apprentice Services was formerly a component of the Employment Program of British Columbia (now WorkBC Employment Services). In 2018, the Ministry posted a formal Request for Proposals for a single, provincial WorkBC Apprentice Services contract and the successful applicant was Douglas College. The contract commenced April 1, 2019 and ends March 31, 2024 with the possibility of four, one-year extensions.

The COVID-19 pandemic has significantly impacted training for apprentices. Many training institutions canceled, postponed, suspended or re-scheduled training programs. Most training delivery was changed from classroom to on-line or a combination of on-line/classroom, resulting in fewer requests and need for apprentice financial supports for living costs, travel, childcare and disability-related costs.

The annual maximum the Province is obligated to pay the Contractor under this Agreement for total Fees and Financial Supports is $13,478,338 ($12,000,000 for Apprentice Financial Supports; $400,000 for Contractor Additional Services Fees; and $1,078,338 for Contractor Fixed Fees).

Date: October 5, 2020

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

The financial model for the WorkBC Apprentice Services Contract is designed to compensate the service provider for serving apprentice clients, provide an additional service fee to incent serving more clients than are defined in the contract, and provide direct client financial supports. The Additional Service Fee is a flat rate, in the amount of $17,324, that the Province will pay to the Contractor to compensate for providing Client Services for each group of 500 Clients in excess of the first 12,000 Clients in the Fiscal Year.

In Fiscal Year 2019/20 services were provided to approximately 14,000 apprentices, and approx. $6.6 Million was provided in client financial supports.

For Fiscal Year 2020/21, as of September 30, 2020, services have been provided to approximately 5,300 apprentices and approx. $1 Million has been paid in client financial supports.

Date: October 5, 2020

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

WorkBC Assistive Technology Services (ATS)

Program Description:

The Assistive Technology Services contract provides equipment and devices to help individuals thrive in the workplace. Supports available through Assistive Technology Services include:

Assistive devices, equipment and technology	Workplace access and modification
Ergonomic supports (e.g. ergonomic furniture, lighting systems)	Communication and hearing devices related to work
Restorative supports (e.g. canes, crutches)	American Sign Language (ASL) interpreting and captioning services
Attendant services related to work (e.g. assistance with mobility)	Vehicle modifications

Assistive Technology Services are available to individuals who have a work-related barrier due to a disability or a functional limitation. This may include barriers related to traveling to and from the workplace. To be eligible for Assistive Technology Services, individuals must be a resident of and be legally eligible to work in British Columbia and 16 years of age or older and need assistive equipment, devices or disability supports to start work or to avoid losing current work or self-employment

As part of WorkBC program design, the ministry consulted with the Minister's Council on Employment and Accessibility, the Expert Advisory Panel on Specialized Populations, Presidents Group (prominent and influential business leaders that act as an advisory committee to government), Supporting Increased Participation (stakeholder group) and conducted a public engagement session with users of assistive technology.

The Assistive Technology Services contract encompasses both WorkBC assistive technology services and supports, and the scope of the previous Technology @ Work contract, to ensure efficiencies from a single contractor delivering the majority of assistive technology services while ensuring consistent service delivery across the Province.

Prior to the launch of WorkBC Assistive Technology Services, the Technology @ Work program provided assistive technology supports. From its launch in June 2015 to March 31, 2019, the Technology @ Work program received 1,511 applications and signed 683 AT agreements to provide assistive technology to individuals with disabilities.

In June 2018 the Ministry posted a formal Request for Proposal for WorkBC Assistive Technology Services (ATS) on the BC Bid site. The successful applicant was the Neil Squire Society, an organization that has been providing assistive technologies to people

with disabilities in B.C. and across Canada for over 30 years and is a recognized expert in assessing, developing and implementing ATS solutions.

WorkBC Assistive Technology Services enables all clients who require assistive technology services to access the services they require to achieve or maintain sustainable employment.

The budget for the WorkBC Assistive Technology contract is $5.9M per year

The WorkBC Assistive Technology contract for 2019 – 2024 is nearly double the value of the previous Technology @ Work program (increasing from $3 million to $5.9 million annually).

Since the start of the contract, from April 1, 2019 to September 30, 2020 the Assistive Technology Services (ATS) contract has provided services and supports to 1,414 clients and completed Specialized Assessments for over 850 individuals. Over 620 clients have been supplied with $2,737,675 of assistive devices, equipment or technology.

The WorkBC Assistive Technology service provider has completed over 2,650 external stakeholder engagements by attending job fairs, networking opportunities, presentations and connected with the employer community as well as each WorkBC Employment Service provider to increase awareness of the ATS agreement.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Community and Employer Partnerships

Program Description:

The Community and Employer Partnerships (CEP) Fund is a component of the WorkBC Employment Services and is funded through the B.C.- Canada Labour Market Development Agreement.

CEP provides project funding to increase employment opportunities for unemployed British Columbians through leveraging local community partnerships, shared information, technology and innovative practices.

The goals of CEP are to increase employment opportunities for unemployed British Columbians to respond to emerging labour market issues or events, improve employment outcomes, and address social challenges beyond unemployment. With the help of this fund, communities see job creation, positive social impacts, economic growth and more employment opportunities for unemployed British Columbians

Projects are community driven, increase local employment and work experience opportunities, help reduce poverty while strengthening the labour market throughout B.C., and support communities through economic change by connecting employers with employees.

CEP funding is available to all applicant categories and applications are accepted throughout the year. Applications focusing on client inclusion groups are given priority.

The Ministry is responsible for administering five CEP funding streams:

1. Job Creation Partnerships (JCP) support local projects that provide work experience and skills enhancement to eligible job seekers to help them obtain sustainable employment.
2. Labour Market Partnerships (LMP) support and facilitate strategies and activities to address local labour market or human resources issues.
3. Research and Innovation (R&I) supports exploration to find better ways of delivering programming to help individuals find or return to work.
4. Project Based Labour Market Training (PBLMT) supports local projects that provide a combination of on the job and/or off the job employment training to eligible participants to help them obtain sustainable employment.
5. Social Innovation (SI) expands the scope of the CEP program goals to support innovative projects that address social challenges beyond unemployment.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

The CEP Fund was launched in 2012 with funding provided under the Labour Market Development Agreement (LMDA). From launch to September 30, 2020, the Ministry has entered into 531 CEP agreements. As of September 2020, 3,904 job seekers have benefited from work experience and employment training through CEP.

CEP expenditures for all streams in fiscal year 19/20 totaled $19.3M. As a direct result of CEPs focus on supporting impacted forestry communities in transition, communities received $4.9M in funding to support 25 projects focused on strategic labour market response planning, and targeted training and skills development to meet local needs.

The CEP forecast for fiscal year 20/21 is $27.4M.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Single Parent Employment Initiative

Program Description:

Single parents face greater challenges and need extra support in building the lives they want for themselves and their children. In 2015, government introduced changes to help single parents and families with children, who are on income or disability assistance, by launching the Single Parent Employment Initiative (SPEI).

SPEI supports eligible single parents on income and disability assistance who want to pursue employment and move towards financial independence. The program aims to reduce the duration single parents are on income and disability assistance and increase the number who leave the income and disability assistance caseload for long-term, full-time employment, by targeting training to in-demand occupations.

SPEI participants have increased access to Work BC services and supports such as transportation costs, tuition, educational supports (books, tutoring, etc.), and clothing as required. Participants can remain on income assistance while accessing up to 12 months of funded Skills Training or Wage Subsidy Work Experience (paid work experience placements) for in-demand jobs. Additionally, SPEI participants receive assistance with child-care. Once employed, child-care and transitional health services are provided for up to 12 months.

As of September 30, 2020, approximately 2,234 single parents have participated in SPEI services under WorkBC since its launch. Of the 2,234 single parents, 2,110 (nearly 94%) were single mothers.

Since launch, 1,439 single parents have found employment in a variety of in-demand occupations within sectors such as health, construction, community service and retail receiving an average hourly rate of $17.00/hr. The average cost per SPEI participant is approximately $11,000/participant annually. Just over 64% of SPEI participants have had an employment outcome compared to 29.5% for those who did not participate.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

WorkBC Financial Model

Background:

The renewed WorkBC Employment Services program was launched on April 1, 2019. One of the notable changes to the program was shifting the financial model to a performance-based design to support positive client outcomes and improvements in employability outcomes for British Columbians. Due to the substantial amount of change to the model, including significant catchment restructuring, it is not comparable to the historical administrative funding model.

The model was redesigned from the bottom up based on updated economic and statistical information to determine the current cost for an organization to deliver WorkBC Employment Services and reflecting that some services are now delivered provincially. Assistive Technology Services, Apprentice Services, and Community and Employer Partnerships Client Supports are all funded centrally which previously had been included in catchment budgets.

Under the new funding model for WorkBC Employment Services, contractors are paid each fiscal year an amount up to the annual maximum for the applicable catchment through three payment streams: Fixed Fee contribution towards infrastructure and staffing, Performance Fees to reward a contractors' positive client outcomes and Financial Supports reimbursements to the contractor for direct client supports.

The Ministry has processes in place to provide contractors with additional funding if budgets do not meet the needs of each catchment. In 2019/20, any contractor who reached the maximum of either their Performance Fee budget or their Financial Supports budget, could submit a request for a current-year budget increase based on demonstrated need. In 2019/20, 16 catchments were provided Performance Fee Budget amendments and 1 catchment was provided a Financial Supports Budget amendment.

To respond to unforeseen labour market disruption due to COVID-19, the Ministry amended WorkBC Employment Services Contracts for the period of April 2020 through September 2020, and then again for the period of October 2020 to March 31, 2021 to partially guarantee Performance Fee funding to maintain their funding at the same level of the previous fiscal year to a maximum of the contract value.

The guarantee was provided to acknowledge that labour market challenges would severely limit the ability to earn performance fees while the Ministry wants to ensure continued service delivery, incent investment in client training, and plan for increased client caseloads as the labour market moves toward recovery. The guaranteed funding

was conditional on the following: ensuring clients continue to receive services and supports, no layoffs or reduced hours to contractor personnel delivering client services, retaining and maintaining storefront offices, assisting the province with COVID related response and recovery efforts.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Employment and Skills Training Services to Indigenous Peoples

Background:

Indigenous people in B.C. can receive employment and skills training services from WorkBC Employment Services and/or from Indigenous Skills Employment Training providers (ISETs).

WorkBC Employment Services

WorkBC Employment Services offers programs and services for underemployed or unemployed people to get support to find and maintain work. Indigenous Peoples have access to the full suite of WorkBC Employment Services. In fiscal 2019/20:

- Over 9,000 clients who identify as Indigenous participated in WorkBC.
- Over 1,700 Indigenous clients achieved employment and WorkBC is supporting about 5,000 people through their first year of employment.
- The ministry provided over $8.3M from Community and Employer Partnerships to support Indigenous Peoples and communities.

ISETs

The ISET Program is administered federally under Employment and Skills Development Canada (ESDC) and provides approximiately $55 million per year in funding to Indigenous service delivery organizations that design and deliver job training services to First Nations, Inuit, Métis and urban/non affiliated Indigenous people in their communities.

There are currently 19 ISETs across the province of which 17 serve First Nation with Métis Nation B.C. serving Métis people throughout the province and the Aboriginal Community Career Employment Services Society (ACCESS) as the primary urban/non affiliated organization and provides services in the Lower Mainland.

Relationship Building

Over the past two years the ministry has focused on relationships and engagement with ISETs as well as Indigenous governments, communities and organizations to find new opportunities going forward. Key partners include:

- First Nations Leadership Council, Ministry of Advanced Education, Skills and Training and Employment and Service Development Canada to explore the creation of an Indigenous Skills Training and Employment Committee;

- WorkBC Service Providers to strengthen relationships and opportunities with ISETs and jointly refer Indigenous Peoples towards available services; and
- BC Association of Aboriginal Friendship Centres for general information sharing and updates on initiatives that support their mandates.

Treaty Holders

The Nisga'a Lisims Government has sent a proposal to the ministry to devolve provincial employment services. The Ministry is in early discussions with the nation to identify short, medium, and long-term opportunities with Nisga'a.

- Nisga'a is one of eight treaty agreements that exist in BC. Another 53% of all First Nations in B.C. are in various stages of treaty negotiations.
- Other non-treaty Indigenous communities and organizations have also made requests for the B.C. government to devolve employment services.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

July 2020

Program:

Indigenous Skills Employment and Training Program (ISET-P)

Program Description:

- The ISET Program provides funding to Indigenous service delivery organizations that design and deliver job training services to First Nations, Inuit, Métis and urban/non-affiliated Indigenous people in their communities
- In B.C. there are currently 17 First Nation ISET agreement holders, 1 provincial Métis organization and 1 Urban/Non-affiliated service delivery organization (total 19).
- The approximate investment in B.C. ISET agreement holders is $60M dollars annually from Canada.
- The agreements are 10 years in length, enabling organizations to develop multiyear plans to address forecasted labour market need.
- ISET holder funding is a combination of Employment Insurance (EI) and contingency funds (similar to the Canada/BC Labour Market Transfer Agreements).
- Like WorkBC services, ISET holders focus on creating sustainable employment opportunities and practices for all Indigenous Peoples in the Province of BC.
- The majority of First Nations ISET holders serve multiple Nations in their regions (for example, Prince George Nechako Aboriginal Employment Training Association – PGNAETA) however ISET agreements can also be held directly by a First Nation or Tribal Council (such as Nisga'a Lisims Government and Shuswap Nation Tribal Council).
- First Nation ISET holders are known as the BCATEAM (BC Aboriginal Training and Employment Alliance Members) and are recognized by the First Nations Leadership Council (FNLC) as the voice for Indigenous labour market needs.
- Each ISET holder identifies who they will serve – for example some serve only their citizens on reserve and/or living off reserve, others serve any Indigenous person who comes to them, with others focusing on urban off-reserve.
- In the spirit of self-determination, a Nation can pursue its own ISET agreement with Canada. The Nation must demonstrate it has the capacity to undertake the work, and negotiate with the ISET agreement holder it falls within to transfer an allocation of funding.

Eligible Participants:

- Unemployed or underemployed Indigenous persons
- Parameters vary across ISET agreements

Clients have access to:

- Employment services
- Skills Training
- Essential skills such as literacy and numeracy
- Wrap around supports such as child care supports and transportation

Relationship with WorkBC Employment Services

- Relationships and partnerships with WorkBC Contractors are diverse.
    - 5 ISET holders hold sub-contracts with WorkBC Contractors (*Bolded on listing of ISETs)
    - Some have strong working relationships outside of any formal agreement
- Some ISET holders (with the communities they serve) have received funding under the Community and Employer Partnerships for a variety of projects (i.e. Job Fair in Williams Lake, Tsa-Waak-Nish Big House Project).

Short Term Opportunities (SDPR and ISETs)

- Employment Planning and Referrals
    - BCEA Clients and ISETs
    - WorkBC Contractors and ISETs
    - Reducing Duplication of Paperwork
        - Assessment Tool – one tool to serve both WorkBC and ISETs

Quick Links:

Overview of National ISET-P

First Nations (BCATEAM)

Métis Nation

Urban/non-affiliated (ACCESS)

List of ISETS Holders in B.C.

ISET holder	Acronym	Representing	Office Location and Region/Communities Include:
Aboriginal Community Career Employment Services Society	***ACCESS**	Urban/Non Affiliated	Vancouver/Lower Mainland
Cariboo Chilcotin Aboriginal Training Education Centre	CCATEC	First Nations	Williams Lake/Cariboo Chilcotin
Coast Salish Employment & Training Society	CSETS	First Nations	Duncan/ Southern Vancouver Island/Victoria, Saanich, Cowichan Valley and Nanaimo
Ktunaxa Nation Council	***KNC**	First Nations	Ktunaxa/ Southeast, Cranbrook
Tsźil (Lil'wat) Learning Centre	***LFN**	First Nations	Mt. Curry/Lil'wat
Métis Nation British Columbia	MNBC	Métis	Langley/ serving all Métis Charter Communities
Mid Coast First Nations Training Society	MCFNTS	First Nations	Bella Bella/ Central Coast
Musqueam Squamish Tsleil-Waututh Development Corporation	***MST**	First Nations	Sea to Sky/ Vancouver, Squamish, Whistler
Nisga'a Employment Skills & Training	NEST	First Nations	Terrace/Nass Valley
North East Native Advancing Society	NENAS	First Nations	Fort St. John/Northeast
North Vancouver Island Aboriginal Training Society	NVIATS	First Nations	Campbell River/Northwest Coat of Vancouver Island
Nuu-chah-nulth Employment & Training Program	NETP	First Nations	Port Alberni/East Coast of Vancouver Island
Okanagan Training and Development Council	OTDC	First Nations	Kelowna/Penticton, Oliver, Vernon, Castlegar

ISET holder	Acronym	Representing	Office Location and Region/Communities Include:
Prince George Nechako Aboriginal Employment & Training Association	PGNAETA	First Nations	Prince George/Nechako
Sechelt First Nation	SFN	First Nations	Sechelt/Gulf Islands
Shuswap Nation Tribal Council	***SNTC**	First Nations	Kamloops/Lillooet, Salmon Arm, Enderby, Merritt
Stó:lō Aboriginal Skills & Employment Training	SASET	First Nations	Chilliwack/Fraser Valley, Abbotsford, Langley
Tribal Resources Investment Corporation	TRICORP	First Nations	Prince Rupert/Haida Nations
Tsawwassen First Nation	TFN	First Nations	Delta

*Subcontractor for WorkBC Services

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Canada B.C. Labour Market Transfer Agreements

Background:

The Ministry of Social Development and Poverty Reduction (SDPR) receives funding from the Government of Canada to support labour market programs under two Labour Market Transfer Agreements (LMTA).

- The Labour Market Development Agreement (LMDA), to which the Ministry of Social Development and Poverty Reduction is signatory, and
- The Workforce Development Agreement (WDA), to which the Ministry of Advanced Education, Skills and Training (AEST) is signatory.

The terms of the Agreements are negotiated multilaterally and bilaterally.

LMDA:

The LMDA was established in 2008 and transferred responsibility from Canada to BC for programs and services aimed at helping Employment Insurance (EI) clients to prepare for and obtain employment. The 2017 federal Budget announced a six-year funding increase to the LMDA, beginning in 2017/18. The LMDA currently provides BC with approximately $330M annually through 2022/23 to deliver employment programming and supports.

SDPR is signatory to the LMDA, and uses the funding to administer employment services through 102 WorkBC Employment Services Centres throughout the province as well as a strong online presence. In addition, SDPR transfers LMDA funding to AEST through a Memorandum of Understanding to support labour market functions including labour market information analysis, employer grants to train current and future EI-eligible employees, and sector-based labour market programs.

Under the terms of the LMDA, BC must submit the following to Canada each year: Annual LMDA Plan, Annual LMDA Report, quarterly client-level reporting, and annual public reporting.

The terms of the LMDA will be renegotiated multilaterally and bilaterally beginning in 2021/22. SDPR will lead BC's involvement in the negotiations.

LMDA Funding Allocation:

Fiscal	Base Program Funding	New Funding	Targeted Funding*	Admin Funding	Total Funding
2017/18	$278,354,408	$13,576,215	$6,873,508	$20,535,000	**$319,339,131**
2018/19	$276,944,000	$24,437,187	$7,503,560	$20,535,000	**$329,419,747**
2019/20	$275,522,390	$25,184,810	$2,548,952	$20,535,000	**$323,791,152**
2020/21	$273,893,674	$34,825,928	N/A	$20,535,000	**$329,254,602**
2021/22	$272,428,000	$46,159,131	N/A	$20,535,000	**$339,122,131**
2022/23	$271,109,000	$46,159,131	N/A	$20,535,000	**$337,803,131**
Subtotal	**$1,648,251,472**	**$190,342,402**	**$16,926,020**	**$123,210,000**	**$1,978,729,894**

***Targeted Funding:**
2017/18: Forestry Workers only (Softwood Lumber Action Plan)
2018/19: Forestry Workers $4,954,608 + Steel and Aluminum impacts $1,562,541 + Seasonal Workers $986,411
2019/20: Seasonal Workers $986,410 + Steel and Aluminum impacts ($1,562,542)

WDA:

The WDA provides funding to support British Columbians through a range of foundational employment supports, services, and skills training. In contrast to the LMDA, the WDA does not have any EI-based eligibility criteria. It also includes dedicated funding for programs for persons with disabilities. The WDA provides BC with approximately $698 million over a six-year period until 2022/23, inclusive.

AEST is signatory to the WDA, and transfers WDA funding to SDPR for the administration of programs for persons with disabilities.

The WDA programs for persons with disabilities base funding allocation is $30.7 million annually, including both program and administration amounts, plus an additional incremental funding amount determined between SDPR and AEST under a Memorandum of Understanding. The base program funding is subject to a cost-match arrangement, whereby Canada contributes 50% of the annual costs up to a maximum of $27.7 million per year and B.C. must contribute the other 50%.

The WDA-funded programs for persons with disabilities are delivered by SDPR; Community Living British Columbia (CLBC); and the Ministry of Health (MOH). The 2020/21 projected investment for WDA-funded programs for persons with disabilities is approximately $74 million, which includes both provincial and federal program and administrative amounts.

Advice/Recommentations; Intergovernmental Communications

Under the terms of the WDA, BC must submit the following to Canada each year: Annual WDA Plan, Annual WDA Report, quarterly client-level reporting, and annual public reporting.

WDA Funding Allocation:

Funding (in $ million, includes 10% admin funding)	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Total years 1-6	2023-24 and following years
Base	96.0	97.7	95.1	96.7	96.7	96.7	578.9	96.7
Incremental	9.6	9.7	19.5	26.8	26.8	26.8	119.1	0.0
TOTAL	105.5	107.4	114.6	123.5	123.5	123.5	698.0	96.7
Base PWD	30.7	30.7	30.7	30.7	30.7	30.7	184.5	30.7
Incremental PWD	2.9	2.9	5.6	7.6*	7.6*	7.6*	33.5*	0.0

*estimated

LMTA Amendments in Response to COVID-19:

In 2020, the COVID-19 pandemic impacted the delivery of LMTA-funded services and supports, as well as the completion of some of the annual reporting deliverables. These impacts were experienced in all provinces and territories. On September 25, 2020, Canada formally offered BC new temporary flexibilities under the LMDA and WDA, which include:

1. Additional one-time funding of $212.39M under the WDA, for use in 2020/21;
2. Ability to carry forward up to 20% of 2020/21 contributions for use in 2021/22 for both agreements;
3. Flexibility to spend 20% of the additional funding on eligible administrative costs;
4. Broadened eligible costs including mobility and mental health supports; overhead costs related to IT and infrastructure; and administrative costs including office redesign to ensure compliance with public health protocols;
5. A temporary change to the definition of 'EI participant' to allow B.C. to serve Service Canada EI-Emergency Response Benefit (ERB) recipients under the LMDA. This definition change will be in line with proposed changes under the *Employment Insurance Act* going forward. People who received the Canadian Emergency Response Benefit (CERB) through the CRA will not be eligible for services under the LMDA unless otherwise eligible under the *Employment Insurance Act*;
6. Under the WDA, a requirement to allocate and use an amount equal to the funding formula for spending toward Program Costs for programs for persons with disabilities using the additional funds received in 2020/21. There is no requirement to cost-match this amount.
7. Under the WDA, a requirement to use existing reporting mechanisms to report on the planned and actual use of the additional funding provided to support:
    - workers, especially those in the sectors hardest hit by the pandemic; and,

    - individuals from vulnerable and/or underrepresented groups that have been particularly disadvantaged as a result of the pandemic; and
8. An extension of 2020/21 reporting timelines:
    - Delivery of the 2020/21 Annual Plan, 2019/20 Audit, and 2019/20 Annual Report are revised under both agreements (Attachment 1 – BC Table)

Of the total $212.39M additional WDA funding, $59.4M is allocated to Persons with Disabilities (PWD); $112.88M is allocated to other programs; and $42.48M is allocated to administrative spending. Up to $67M could be carried forward for use in 2021/22.

SDPR and AEST are working together to determine how to invest the additional WDA funding, with a focus on ensuring that both the PWD and non-PWD program amounts are used most effectively across the two ministries.

Annex A: British Columbia LMDA and WDA Due Dates for Deliverables

LMDA		
Deliverable	**Former Deadline**	**Revised Deadline**
2020/21 Annual Plan	Apr 15, 2020	Dec 31, 2020
2019/20 Audit	Jun 30, 2020	Nov 16, 2020
2019/20 Annual Report	Oct 1, 2020	On or about October 15

WDA		
Deliverable	**Former Deadline**	**Revised Deadline**
2020/21 Annual Plan	Apr 15, 2020	Dec 31, 2020
2019/20 Audit	Oct 1, 2020	Dec 31, 2020
2019/20 Annual Report	Oct 1, 2020	Dec 31, 2020

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

COVID-19 Recovery - Work Experience Opportunities Grant

Background:

The Work Experience Opportunities Grant (the Grant) is intended to support an inclusive labour market recovery by providing non-profit organizations grants to deliver time-limited work experience opportunities for vulnerable ministry clients impacted by COVID-19. Funding will support individuals qualified to receive disability assistance under the Persons with Disability designation and individuals qualified to receive income assistance as a Person with Persistent Multiple Barriers to employment.

The Grant has been approved by Cabinet and Treasury Board at $10M and will create up to 2,000 work experience placements across the province. Organizations will receive fixed-amount grants of $5,000 per participant, with a maximum cohort size of 5 participants per organization. Placements must be 12 weeks in duration.

Each participant will receive a stipend of $300 per week, which will be exempted as income for the purposes of income and disability assistance (OIC in progress). Hours of participation are based on participant ability and need, but must not result in compensation below minimum wage. The remaining $1,400 per participant will fund wraparound supports to participants and cover administrative costs.

Non-profit organizations (societies) incorporated under the *Societies Act* (British Columbia) are eligible to apply. Non-profit organizations that own, operate or administer a social enterprise are also eligible to apply.

Organizations will apply online to the Ministry of Social Development and Poverty Reduction through a three-stage process:

1. Organization applies and receives approval in principle
2. Organization provides a list of proposed participants to the ministry for verification
3. Ministry verifies participant eligibility and disburses funding

The Employment and Labour Market Services Division will administer the program internally. Support from the Corporate Services Division and the Service Delivery Division will be required for the disbursement of funds and verification of client eligibility.

Applications will be accepted and evaluated on a rolling basis during a defined application period of one month, with a targeted implementation of late-October for the initial intake. If the program is not fully subscribed after the first intake, a second intake could occur. Depending on available funds, parameters such as region, sector, organizational eligibility, participant eligibility and cohort size could be adjusted.

Organizations will report participant outcomes of the work experience placement. Near the conclusion of the placement, a referral to WorkBC Employment Services will be made to help clients leverage the work experience opportunity into a placement in competitive employment.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Work BC Wage Subsidy Service Enhancements

The WorkBC Wage Subsidy is a service funded through the Labour Market Development Agreement (LMDA) and delivered through WorkBC centres across the province. This service provides funding to eligible employers to subsidize a client's wage, as an incentive for the employer to hire and provide work experience to a client who has been identified as needing work experience. This service is currently available to a limited number of WorkBC clients.[1]

SDPR is working towards WorkBC Wage Subsidy enhancements, with the intent to expand employer and client eligibility, implement new Client Milestone Fees (CMFs) for contractors, increase wage subsidy rates, and reduce administration.

Background:

Wage Subsidy enhancements will expand eligibility of the existing WorkBC Wage Subsidy service to all unemployed individuals, as well as allow employers to fill new jobs and/or recall workers who were laid off due to COVID-19. The maximum number of subsidies per employer is 10 per year (five at a time) to help ensure broad but equitable distribution of the funding.

The enhanced Wage Subsidy service will include three streams with set maximum subsidy amounts to ensure flexibility and support to individuals and employers:

Client Type	First 8 Weeks*	Second 8 Weeks*	Final 8 Weeks*
WorkBC Clients	50% subsidy Up to a weekly maximum of $500, whichever is less	25% subsidy Up to a weekly maximum of $250, whichever is less	15% subsidy Up to a weekly maximum of $150, whichever is less
Priority Clients (Youth and persons with disabilities or PWD)	75% subsidy Up to a weekly maximum of $750, whichever is less	50% subsidy Up to a weekly maximum of $500, whichever is less	25% subsidy Up to a weekly maximum of $250, whichever is less
Client Type	**First third of work period***	**Second third of work period***	**Final third of work period***
Custom*	Negotiated - subsidy not to exceed 85% Up to a weekly maximum of $850, whichever is less	Negotiated - subsidy not to exceed 55% Up to a weekly maximum of $550, whichever is less	Negotiated - subsidy not to exceed 25% Up to a weekly maximum of $250, whichever is less

* Custom category work period can be up to 78 weeks in duration.

[1] Limited to Case Managed EI Clients and BC Employment and Assistance (BCEA) - Single Parent Employment Initiative (SPEI) Clients.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

The Wage Subsidy enhancement will not duplicate the Canada Emergency Wage Subsidy (CEWS) or other employer supports the B.C. government has announced for economic recovery.

WorkBC Employment Services contractors will qualify for a new $300 or $500 CMF for successful placements that can be combined with existing Sustained Outcome Fees and are intended to compensate contractors by level of effort required to administer the service. WorkBC contractors will be eligible for a $300 CMF where the employer has already identified the worker and a $500 CMF when the WorkBC contractor is involved in matching a client to an employer.

The additional costs incurred through the WorkBC Wage Subsidy enhancements will be managed within existing SDPR budget allocations, including any available surplus.

The Wage Subsidy enhancements will be administered by WorkBC Employment Services contractors and will be implemented in late fall 2020.

Decision required:

No decision is required at this time.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

ADM Responsible:

Sheila Robinson, Assistant Deputy Minister & Chief Information Officer, Information Services Division

Divisional Description:

Supporting both Ministry of Social Development and Poverty Reduction (SDPR) and the Ministry of Children and Family Development (MCFD), the Information Services Division (ISD) provides strong information management and information technology (IM/IT) resource planning, decision making, project and issues management, security and privacy functions and desktop support.

The division was created to serve the two ministries current and future IM/IT needs. Its Assistant Deputy Minister, Sheila Robinson, oversees the operation of four branches:

- Business Operations Branch
- Business Performance Branch (Mainframe Modernization Project)
- Chief Technology Office
- Sector Priorities Branch

Budget:

Government
Financial

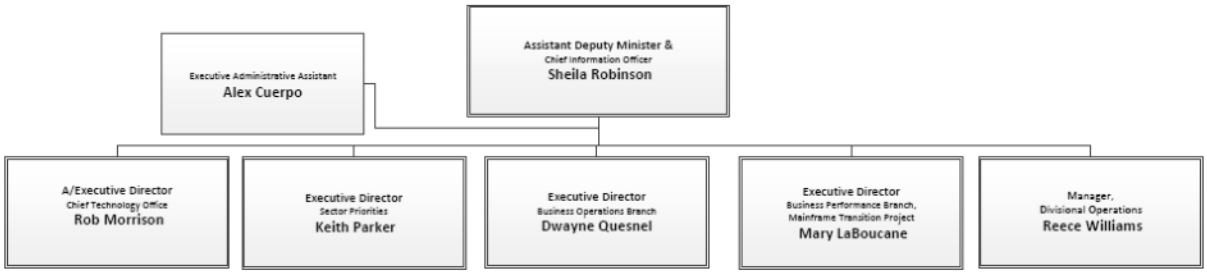
Full Time Equivalents (FTEs):
158

Related Legislation:

- *Freedom of Information and Protection of Privacy Act*
- *Employment and Assistance Act*
- *Employment and Assistance for Persons with Disabilities Act*
- *Adoption Act*
- *Federal Youth Criminal Justice Act*
- *Child, Family and Community Services Act*

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

Organizational Chart:



MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Information Services Division Business Plan

Program Description

Information Services Division's (ISD) Business Performance Branch oversees the development and maintenance of integrated business planning. The divisions' plans align to government's commitments and corporate strategies in addition to the Ministry of Social Development and Poverty (SDPR) strategic goals and Ministry of Children and Family Development strategic framework including;

- Where Ideas Work 2020, focused on a trusted, talented and modern public service
- The Office of the Chief Information Officers' (OCIO) Digital Framework for Government
- The 2020 MCFD Strategic Framework
- The vision and mission for SDPR as outlined in the service plan

ISD is developing a Digital framework for the two ministries, it puts people at the center, enabling modern technology to deliver services for the ministries. The framework has four key guiding principles on how ISD provides services:

- Service Excellence
- Digital experience
- Diversity, Inclusion and Accessibility
- Reconciliation

The annual ISD business plan puts people at the center of technology by linking day to day work with the strategic frameworks.

Key elements of the annual plan include:

- Report out on the divisions efforts to help achieve the vision and mission of the two ministries ISD supports through technology
- Areas of focus in the ISD plan:
    - People are highly engaged, innovative and client focused.
    - Services enable service delivery programs to achieve improved business outcomes
    - Citizens have simplified, secure and improved access to services
    - Investments deliver maximum value and adapt to the changing needs of our ministries

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Chief Technology Office

Program Description

The Chief Technology Office is responsible for managing a technology and service portfolio for the ministries of Social Development and Poverty Reduction and Children and Family Development that includes:

Business Intelligence and Data Quality Team
This team ensures the operation and ongoing evolution of technology for business intelligence and data analytics, ensures the quality of common data across the ministries, and supports multiple corporate data warehouses.

Product and Service Management Team
This team is responsible for the effective and efficient management of over 100 applications and the related infrastructure used to support the two ministries including 200+ servers and 92 terabytes of data. SharePoint and Application Development also fall under this team.

Security, Privacy and Compliance Management (SPCM) Team
SPCM manages security for the two ministries and privacy for SDPR. The team verifies security compliance for over 100 applications, leads the completion of security threat risk assessments (STRA) for sector applications and projects, reviews privacy impact assessments for all SDPR initiatives, and is responsible for the Sector's compliance strategy.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Business Operations Branch

Program Description

Business Alignment team identifies and delivers technology supported business value to the Social Sector:

- Collaborating to identify opportunities, problems, solutions and approaches
- Partnering to deliver technology projects and services
- Aligning IM/IT activities to achieve program objectives

Business Alignment team does this by:

- Managing partnerships with our key service delivery areas and caseload supporting teams
- Providing critical business supports for all the many applications used by the two ministries
- Identifying and guiding new solutions and enhancements from definition to stabilization and maintenance
- Managing many of the project and operational interactions with our service delivery areas and vendors

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Business Performance Branch

Program Description

The Business Performance Branch oversees the development and maintenance of an integrated business, capital and workforce planning framework. This includes developing collaborative relationships with stakeholders to ensure the successful implementation of strategic and operations activities. Programs include:

Application Modernization Project
A five year $27 million, capital project to fulfill OCIO corporate direction to reduce our dependency on the legacy technology and consolidate ministry applications on modern infrastructure.

Workplace Technology Team
This team is responsible for the workplace technology including device and software solutions, audio video conferencing tools, workstation equipment and peripherals as well as assistive technology and network solutions.

Finance and Administrative Supports Team
This team provides day-to-day oversight, processing and management of the division's financial services including budget and capital management, and reporting and forecasting to the division, the ministries and government.

Governance, Strategic Planning and Engagement Team
This team is responsible for information management and information technology (IM/IT) governance, development and management of the long-range Strategic Plan, divisional communications and staff engagement.

Project Management Office
This team is responsible for overseeing IM/IT projects, project management standards, and project reporting to all governance bodies including central government agencies.

Service and Request Management team
This team provides front line application systems and access support for close to 10,000 ministry staff in the Ministries of Social Development and Poverty Reduction (SDPR) and Children and Family Development (MCFD), over 6,000 staff within our service providers and various stakeholders. Day to day support includes responding and resolving application problems and service requests.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Sector Priorities Branch

Program Description

The Alliance Management Office (AMO) provides contracting and procurement support to the Ministries of Social Development and Poverty Reduction and Children and Family Development for all their information management and information technology (IM/IT) needs.

AMO facilitates positive relationships with; vendors, ministry program areas, provincial partners (i.e., Legal Services Branch, Procurement Services Branch, Corporate Software Branch, etc.), to provide consistent and timely support for all contracting activities. It ensures contracts and service level agreements are viable and comply with strategic vision, government policy and legislation.

IT Procurements
AMO is responsible for the execution of IT-related procurements for both ministries. This includes:

- The procurement of IT services for the Integrated Case Management System (ICM)
- The ministry's legacy systems. Including mission critical systems such as and caseload supporting and payment systems for both ministries
- Client-facing portals which are managed under two master agreements.

Contract Management

- AMO oversees all IM/IT contracts. This includes the contract management of two major Master Agreements:
    - The Avocette agreement commenced October 1, 2017 to September 30, 2022. The current contract budget is $59.33M.
    - The Deloitte agreement term is September 15, 2020 to September 14, 2025. The estimated contract value to be $87.16M
    - AMO managed 223 deliverables in 2019 that insured vendor accountability and project performance for these contracts.

Licensing

- Contractual agreements, including 25 license agreements which are renewed annually with a total annual budget of $4.58M.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Information Services Division (ISD) Procurement and New Contract

Background:

- ISD has had a contract with Deloitte to build, maintain and support the Integrated Case Management (ICM) System since February 2010, the contract expired in September 2020.
- An end of term assessment and business case were completed in 2018, assessing lessons learned and opportunities for improvement.
- ISD re-procured these services through a multistage process throughout 2019 and 2020.
- Two vendors were shortlisted to the final procurement stage in November 2019.
- Deloitte was awarded the new contract on September 14, 2020.

New Contract Details:

The new contract has the following features:

- The term of the contract is 5 years plus an optional 2-year extension.
- The value is $87.1M representing a 15% savings from previous contract.
- Dollar caps and a robust financial management framework has been designed to improve value for money for the Province.
- Applications supported under this contract include:
    - the ICM System which is used by close to 10,000 public servants and service providers; and
    - client facing web portals used by several hundred thousand citizens to access income assistance services and the affordable childcare benefit program.
- Mechanisms to allow the use of sub-contractors including local businesses in specialized niche areas have been included.

Strategic Alignment:

- The procurement strategy was designed in alignment with the Ministry of Citizen Services procurement mandate which includes items such as: shorter deal cycles, local supply chain, opportunities for small to medium sized businesses, and dollar caps on all deals.
- The contract supports ISD's strategic focus areas of: service excellence, user experience, diversity & inclusion, and reconciliation.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

TOPIC:

ICM – System Performance

Issue:

- In 2019, ICM was available 99.93% of the time. Outage time, when the system was not available to users, equates to 6.1 hours or 368 minutes over the course of 12 months.

- ICM users experienced three issues during the months of April and May 2019. The impacts included the ability to issue bus passes and delayed some payments to the public. These issues were quickly resolved and there have been no further impact to citizens.

- System availability since 2014. The outages that affect the system availability include scheduled maintenance:
  - 2014 – 99.00 %
  - 2015 – 99.68 %
  - 2016 – 99.83 %
  - 2017 – 99.73 %
  - 2018 – 99.94 %
  - 2019 – 99.93 %
  - 2020 – 99.79% (January – August 2020)

- There were, and continue to be, scheduled outages for system maintenance. These outages are planned outside of regular business hours and are communicated to staff that may be planning to use the system at those times.

- SDPR continues to work closely with staff in SDPR and MCFD ministries to monitor and adjust performance of the ICM system moving forward.

- ICM is classified as a Critical System and is supported 24x7 including by the Office of the Chief Information Officer and vendor partners like Deloitte and Advanced Solutions.

- Since the completion of the project in 2014, there have been 213 Change Advisory Board /emergency Change Advisory Board releases and 22 major releases to the ICM application, including a major upgrade to the Siebel application in June 2017 and a full infrastructure upgrade in 2019. The releases fix defects in the application,

enhance functionality for users as well as ensuring that the application remains secure and stable.

- Ministry of Citizens' Services have made and continue to make improvements to the broader government technical environment including upgrades to the government data centers that have helped to improve the availability of the ICM application.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Topic:

Digital Framework

Issue:

- With technology advances and unprecedented challenges posed by the COVID-19 pandemic, British Columbians need and expect a variety of ways to access government services, including online and virtual

- Staff need the right tools and support to work effectively and deliver service in new ways that work for everyone

- ISD is leading the development of a people-centered digital framework for the Ministries of Social Development and Poverty Reduction and Children and Family Development, to expand digital capabilities and support front line service delivery in ways that are inclusive, accessible and support progress toward reconciliation and cultural respect

Background:

The Ministries of Social Development and Poverty Reduction and Children and Family Development recognized that by making the transition to digital services and improving the overall usability of systems and services, staff and British Columbians would be positively impacted.

The shift to online systems and mobile ways of working was already underway when the COVID-19 pandemic accelerated the need to communicate and work in new ways. Building on this foundation, ISD developed a Digital Framework to:

- Focus on a people-centered approach to technology that contributes to the ministries visions and strategic plans

- Introduce principles that focus on Service Excellence, Digital Experience, Diversity, Accessibility & Inclusion, and Reconciliation

- Align across government, collaborating with partners and continuously learning from other jurisdictions

Using an agile approach, the framework will continue to evolve to meet changes in policy and to meet the needs of staff, partners, and British Columbians.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Topic:

Information Services Division (ISD) COVID-19 Response

Issue:

The COVID-19 crisis has prompted ISD support of critical services to the Ministries of Social Development and Poverty Reduction and Children and Family Development.

Background:

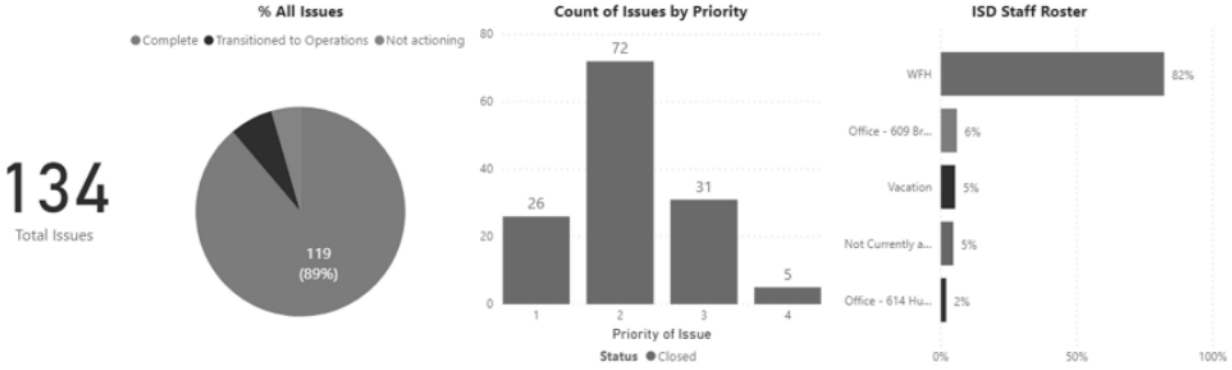
The COVID-19 crisis posed an unprecedented situation for the two ministries, therefore ISD focused on three key areas to support critical services: Working from Home, Virtual Service Delivery and Urgent Application Changes.

ISD has supported the sudden and mass transition to flexible work arrangements by accelerating Unified Communications (UC), expediting the provisioning of hardware and equipment, developing helpful videos and documentation to aid staff in efficiently getting set-up, and by working with Office of the Chief Information Officer (OCIO) to resolve infrastructure issues.

Virtual service delivery was enabled through conferencing platforms, developed guidelines, communications, practice changes and by providing support.

Urgent application changes were made to reduce unnecessary client traffic in offices and to support essential service workers deliver critical services to British Columbians. This has included the enabling of flexible emergency payments for childcare, service providers, seniors, and income and disability assistance recipients. Portal changes to streamline intake and other processes have been developed and implemented to support responsive service delivery.

ISD COVID Response Report



MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

ADM Responsible:

Jonathan Dubé, ADM and Executive Financial Officer, Corporate Services Division

Divisional Description:

The Corporate Services Division (CSD) is responsible for leading the provision of strategic business and corporate services in support of ministry programs, and leading multi-ministry initiatives in the social sector. The division is organized into three branches:

- The Financial and Administrative Services Branch is responsible for financial governance and control, compliance, budgets and forecasting, procurement, financial-related programs, banking, accounts receivable and payable, debt management, asset management including fleet and facilities, and records management services;

- Strategic Human Resources and Communications Branch is primarily responsible for workforce planning and engagement, corporate initiatives, learning and leadership development, workforce intelligence and research, inclusion, diversity and cultural safety, and corporate communications; and

- Corporate Planning and Strategic Initiatives Branch leads the delivery of ministry strategic and service planning and reporting, corporate performance management, risk management, occupational health and safety, business continuity management, and supports strategic initiatives in the social sector.

CSD is the primary ministry liaison for Community Living BC (CLBC), working closely to develop and implement Accountability and Performance Measurement Frameworks. The division helps to manage CLBC's budget, to ensure both fiscal discipline and maximum service delivery to individuals.

The Assistant Deputy Minister of CSD provides shared oversight of sector IM/IT with the Ministry of Children and Family Development, participating on the IM/IT Governance Committee. The position also leads multi-ministry initiatives and represents/advances government's interests within the social services sector, including the Social Services Sector Roundtable, the Re-imagining Community Inclusion initiative, the Community Social Services Employers' Association (CSSEA), and the Healthcare Benefits Trust (HBT).

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
DIVISIONAL OVERVIEW

Budget:

Government Financial Information

Full Time Equivalents (FTEs):

100

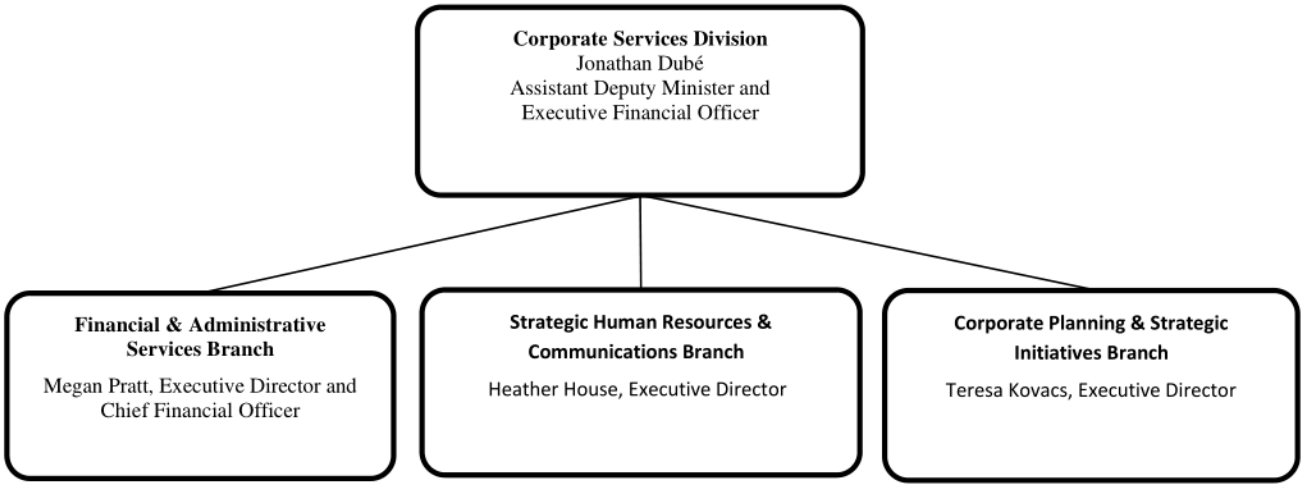
Related Legislation:

Budget Transparency and Accountability Act

Balanced Budget and Ministerial Accountability Act

Financial Administrative Act

Organizational Chart:



Corporate Services Division

Business Plan 2020/21

Vision

To be leaders in corporate service excellence so that our people and our ministry can reach their full potential.

Mission

We make a difference by providing valuable and accessible corporate services to support our people and our ministry's strategic objectives.

Goal 1: Our Team

A great place to work

- Exemplify a workplace culture of respect, empowerment, and recognition
- Embody inclusion, diversity, and cultural safety
- Support and develop our people
- Champion open, transparent, and merit-based staffing practices

Goal 2: Our Clients

A trusted partner

- Keep our clients at the centre
- Build open and supportive relationships
- Proactively learn, respond and adapt to client needs
- Demonstrate professionalism and expertise that clients can rely on

Goal 3: Our Services

An outstanding service provider

- Deliver high-quality, consistent and reliable services
- Align services with client needs and corporate priorities
- Continuously improve our services and processes
- Seek new ideas and creative solutions

Our people and services exemplify INTEGRITY and the Corporate Values of the BC Public Service:

Accountability	Courage	Curiosity	Passion	Service	Teamwork

Our work is also guided by three key principles:

Trust

We do what we say. We own problems and find solutions. We deliver results.

Collaboration

We prepare, listen and learn. We respond. We support each other. We succeed together.

Commitment

We do our job because it matters. We share responsibility for ministry results. We are *"Excellence at Work."*

BRITISH COLUMBIA

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Strategic Human Resources and Communications

Program Description:

This program supports ministry executive and divisional clients in the development and implementation of strategies to address human resource and workforce priorities as set out in *Where Ideas Work 2020, the Corporate Plan for the BC Public Service*, the ministry *People Plan*, BC Public Service Agency policy and direction, and strategic direction from ministry executive.

This program provides expertise in the areas of:

- Corporate communications and engagement, including strategies and tools that connect employees to the information they need to do their jobs;
- Inclusion, diversity and cultural safety initiatives;
- Strategic Human Resources including employee engagement and organizational development; and
- Workforce Intelligence and Research.

Active or pending initiatives and issues include:

- Supporting the COVID-19 response: Human Resources and Communications
- Implementing the People Plan: Year 2 action items
- Implementing the Inclusion, Diversity and Cultural Safety Strategy, that includes advancing The Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples: Year 1 action items
- Implementing the Communications Strategy 2020/2021
- Implementing Corporate Initiatives, including: Work Environment Survey (WES) 2020, Premiers Awards 2020, Public Service Week 2020 and PECSF 2020 (SDPR Deputy Minister is the honorary Chair)
- Implementing learning and leadership development programs, including: Leadership Development Program, Supervisor Development Strategy and Pacific Leaders administration
- Workforce planning and analytics, including: SDPR Exit Survey, HR Metrics reporting, training compliance reporting, and survey administration and analysis (e.g. Client Satisfaction Survey, WES)

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Financial and Administrative Services

Program Description:

This program supports ministry executive and divisional clients to meet financial, budgeting, accountability and administrative responsibilities as set out in the *Financial Administration Act*, the *Budget Transparency and Accountability Act*, Treasury Board Directives, Public Sector Accounting Standards, and government's Core Policy and Procedures.

The program provides expertise in the areas of:

- Financial governance including accounting, procurement, and financial policy advice, financial reporting, and financial management of banking, accounts payable/receivable, and debt collection;
- Budget development and forecasting, implementation and monitoring of financial controls, and support for Estimates debate;
- Oversight of Accountability and Performance Measurement Frameworks and budget development and monitoring with Community Living BC;
- Asset and facilities management including planning, procurement, upkeep and tenant improvements, moves, physical office security, and vehicle fleet management; and
- Delivery of the Senior Supplement benefit, Sponsorship Default Recovery, and the Canada Pension Plan (CPP) recovery programs.

Active or pending initiatives and issues include:

- Developing the ministry's post-election budget and providing CLBC with direction and support in the development of theirs;
- Planning for space (lease) and tenant improvements;
- Developing debt management initiatives in conjunction with other ministry divisions and the Ministry of Finance;
- Information Sharing Agreement with the Government of Canada on Old Age Security and Guaranteed Income Supplement (OAS/GIS) and CPP programs;
- Implementing the Temporary Pandemic Pay for eligible employees of Substance Use and Mental Health Registered and Licensed Operators;
- Use of remaining pandemic emergency funding for CLBC;
- Supporting the BC Bid Replacement Project; and
- Supporting design, build and implementation of the Application Modernization Project (AMP) – to replace the current mainframe system (Management Information System) for management of the Ministry's accounts receivable and monthly client assistance payments.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Corporate Planning and Strategic Initiatives

Program Description:

Aligned with the applicable legislation, core policy, central government direction and strategic direction from ministry executive, this program provides strategic corporate leadership to support the development and implementation of the following responsibilities, across divisions within the ministry, and with other ministries and external agencies, as needed:

- Strategic planning, reporting, and risk management;
- Corporate performance management and improvement;
- Business process and continuous improvement projects including advisory, facilitation and project management services;
- Occupational Health and Safety and Business Continuity planning, programming and reporting;
- Secretariat for the Minister's Social Services Sector Roundtable (SSSRT) and member of Re-Imagining Community Inclusion (RCI) Implementation Committee; and
- Lead on Community Living BC (CLBC) strategic corporate initiatives, including Board (re)appointments, mandate letter cabinet submissions, annual service plans and reports.

Active or pending initiatives and issues include:

- Development of Ministry and CLBC 2021/22 – 2023/24 Service Plans;
- Development of Ministry and CLBC 2021/22 Annual Service Plan Reports (ASPR);
- Development of the CLBC 2021/22 Mandate Letter and Cabinet Submission;
- Development of the Ministry's 2020/21 Risk Register;
- Development of the SSSRT's Sector Human Resources Framework and participating member of the RCI Health Working Group;
- 2 CLBC Board appointments (by December 2020);
- Oversight of Healthcare Benefits Trust (HBT) and Communication Assistance for Youth & Adults (CAYA); and
- Member of the Added Care Funding Roundtable, with the Ministry of Health, CLBC and Health Authorities.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Social Services Sector Roundtable

- The social services sector has voiced concerns over many years about the adequacy of funding to meet increasing demands for services, rising operating costs, and staffing concerns related to recruitment, retention, and training a skilled workforce.
- In May of 2019, the Minister of Social Development and Poverty Reduction convened a roundtable of representatives from the social services sector to discuss and work collaboratively on issues faced by the sector.
- The purpose of the Social Services Sector Roundtable (SSSRT) is to provide a forum for Ministers and senior executives in government and community social services sector representatives to:
    - maintain good relations through on-going communications;
    - discuss matters of importance within the sector; and
    - address issues in a coordinated and collaborative way.
- At the initial meeting, participants identified recruitment and retention as a priority. A small working group was established to develop a recruitment and retention strategy for the sector and an action plan for government consideration. Key areas of focus for this working group included compensation, recruitment and career pathing, training, and workplace safety.
- During the COVID-19 pandemic, the SSSRT started to meet on a weekly basis, alongside a Deputy Provincial Health Officer, to provide support and share information to navigate these challenging times together. As the Province moved into the COVID-19 recovery phase, SSSRT members agreed to reduce the frequency of meetings. A SSSRT meeting was held on July 20 and the meeting scheduled for September 21 was cancelled with the election announcement.
- The SSSRT terms of reference and a "year in review" document are located on the SSSRT website.

Funding:

- There was new funding provided to the social services sector for recruitment and retention.

- First, one-time funding of up to $10 million was made available in 2019/20 to support recruitment and retention across the sector. This included funding for training or occupational health and safety initiatives. See Appendix 1 for details.
- Second, $26.3 million was approved for non-union and hybrid agencies across the sector in 2020/21 for training and compensation to help address recruitment and retention challenges including approximately $8.2 million for CLBC. Funding is not to be directed towards compensation for excluded management positions. This funding is being implemented by several ministries having contracts with the community social services sector.
- Any future funding requests related to the approved initiatives is contingent on a report back highlighting progress towards Government's approval of a sectoral compensation plan. The Public Sector Employers' Council Secretariat is leading the development of the sectoral compensation plan, as one component of a broader Sector Human Resources Framework.
- As a part of government's StrongerBC economic recovery plan, $10 million was approved for non-profit and social enterprise employment support grants that will be administered through the ministry's employment program to provide work experience opportunities for people with disabilities and multiple barriers

Background:

Spring 2019

- Budget 2019 provided funding to support wage increases for all community social services employees that are in line with general wage increases across the broader public sector under the Sustainable Services Negotiating Mandate.
- Unionized community social services employees also benefit from low wage redress funding - this is targeted funding of approximately 4% per year to address wage disparities between similar unionized roles in the community social services and health sectors.
- Beginning April 1, 2019, non-union employees received wage increases of 2.25% (including the Service Improvement Allocation) consistent with the broader public sector but are not receiving the Low Wage Redress.
- In April 2019, the community social services sector expressed concerns about the government decision on Low Wage Redress funding for non-union employees as well as other recent decisions (e.g. changes in liability insurance, the Employer Health Tax, procurement processes like WorkBC, and in-housing of services) and

the potential collective impact these issues could have on the sector and its ability to deliver quality social services.

Social Services Sector Roundtable

- On May 10, 2019, government established the Social Services Sector Roundtable (SSSRT) with a broad representation of partners from the sector to discuss how to best address the sector's challenges, including employee recruitment and retention.
- The SSSRT is comprised of representatives from: the BC CEO Network, the BC Association of Aboriginal Friendship Centres, Board Voice, the Ending Violence Association of BC, the Federation of Community Social Services of BC, the Provincial Association of Residential and Community Agencies, Community Living BC, the Public Sector Employers' Council, and the ministries of Children and Family Development, Public Safety and Solicitor General, and Social Development and Poverty Reduction,
- There are a broad range of issues that can impact agencies, their operations, and ability to attract and retain staff.
- In the short term, the SSSRT focused on key recruitment and retention priorities identified by community social services sector representatives, including wages, training, and occupational health and safety.
- In the medium to long term, the SSSRT can support the development of more coordinated service delivery structures and sector-wide workforce strategies, similar to those found in the health and education sectors.
- A Social Sector HR Strategy could set out consistent, cross sector approaches for key matters such as: Indigenous-specific issues; remote and rural worker recruitment; training; classification; public awareness and marketing; compensation and benefits; and a centralized hiring/vetting platform.

Social Services Sector Forum – "Together for Social Change"

- As a first step to broader engagement, the Minister of Social Development and Poverty Reduction hosted a Social Services Sector "Together for Social Change" Forum on November 15, 2019 in Richmond.
- Over 130 participants from community-based agencies, advocates, and government attended the event to learn about the work of the Social Services Sector Roundtable and create a blueprint for on-going collaboration with the broader social services community.

- The Forum Report, which captured the discussions at the event, was released in February 2020. SSSRT members indicated interest in holding similar engagements in the future to continue the collaborative work across the sector.

APPENDIX 1 Summary of 2019/20 Funding for Recruitment and Retention Initiatives

Initiative (Funding Ministry)	Proposed Recipient (by March 31, 2020)	Amount ($ Millions)	Purpose
Indigenous Training (SDPR)	BC Association of Aboriginal Friendship Centres	3.000	Provide training and development for Indigenous organizations and employees to strengthen capacity and grow the pool of skilled Indigenous workers in the sector.
Sector Wide Training (SDPR)	Federation of Community Social Services of BC	3.000	Provide broad and inclusive supports to address foundational knowledge and core skill needs (including leadership and management) across the sector.
OH&S Employee Supports / Training (SDPR)	Federation of Community Social Services of BC	1.400	Provide increased support to the Community Social Services Health and Safety Council to work on initiatives to improve workplace health and safety.
Home Share & Microboard Training (SDPR)	BC CEO Network	1.075	Develop and provide standardized and specialized training for contracted Home Share providers, coordinators, supervisors and Microboards.
Victim Services / Anti-Violence Training (PSSG)	Ending Violence Association of BC BC Society of Transition Houses Police Victim Services BC	0.600	Develop and provide specialized training for employees working in victim services and anti-violence programming.
Housing Training (MAH)	BC Non-Profit Housing Association Aboriginal Housing Management Association	0.600	Develop and deliver training for community housing service provider employees. Develop educational and professional pathways into non-profit housing sector through partnerships with accredited bodies and post-secondary institutions.
Foundational Tools (SDPR)	Vela Canada Family Support Institute	0.125	Update and enhance the Support Worker Central web-based platform that connects individuals, families and person-centred societies providing direct services or administer self-directed services (2,000 support workers, 3,400 families, individuals, societies).
Non-Profit Board Training (SDPR)	Board Voice Society of BC	0.200	Provide regional training to board members of non-profit Social Care Agencies.
Total		**$10.000**	

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

The People Plan is the Ministry's strategy for supporting and developing our people over a three-year period: March 2019 to March 2022.

The plan outlines 15 specific actions for how the Ministry plans to: build our capacity, expand our capability and strengthen our commitment.

Background:

The concept of a People Plan was introduced in June 2018; the People Plan (see attachment 1) was formally launched on March 26, 2019. The Plan is the first of its kind across the BC Public Service.

The project was led by the Strategic Human Resources and Communications Branch and a working group of staff representatives from each of the Ministry's divisions. Input was gathered from staff at all levels through an extensive consultation process, which included in-person and virtual consultation sessions, as well as the option to complete an online survey. Over 800 staff provided feedback and directly influenced the objectives and action items in the plan.

The six Year 1 action items were completed in March 2020. The Year 2 items and Year 3 items are all on track for completion in March 2021 and March 2022 respectively (see attachment 2).

Key deliverables for Year 1 included:

- A new Ministry Exit Survey that launched July 2019
- Improvements to the existing New Employee Welcome program
- An implementation plan for the Public Service Agency's Hiring Manager Certification Program
- Improved career development resources
- A Supervisor Development Strategy
- An Inclusion, Diversity and Cultural Safety Strategy that includes advancing the Draft Principles
- Updating the Ministry's vision and mission

Key action items for Year 2 and 3 include:

- Promoting different options to fill positions such as co-ops and special hiring programs
- Making job postings geographically open
- Expanding experiential opportunities for staff
- Coordinating succession planning efforts
- Implementing a change management framework
- Improving resources for virtual teams and guidelines for alternate work arrangements
- Updating job profiles
- Establishing a list of mandatory and recommended training

Attachment 1 – People Plan
Attachment 2 – People Plan Progress Tracker

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Withheld pursuant to/removed as

Advice/Recommentations

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Withheld pursuant to/removed as

Advice/Recommentations; Personal Information

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Withheld pursuant to/removed as

Advice/Recommentations

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ACCESSIBILITY SECRETARIAT OVERVIEW

Executive Lead Responsible:

Sam Turcott, Executive Lead, Accessibility

Secretariat Description:

The Accessibility Secretariat works with government, community stakeholders, and the public to support, develop and implement accessibility and inclusion initiatives.

Core functions of the Accessibility Secretariat include:

1. Providing Secretariat support to Ministerial Advisory Committees including: Presidents Group, RDSP Action Group, and COVID Disability Working Group;
2. Supporting public and stakeholder engagement with the disability community. Previous public engagements have included accessibility consultations held in 2014 and accessibility legislation consultations held in 2019;
3. Conducting policy development for new accessibility initiatives including work to develop provincial accessibility legislation throughout 2019 and 2020; and
4. Providing cross-government advice and support to promote greater accessibility and inclusivity of policies and programs.

Responsibility for these functions is divided between a Stakeholder Engagement work unit and a Policy work unit. The Stakeholder Engagement work unit coordinates the secretariat and public and stakeholder engagement functions of the Accessibility Secretariat while the Policy work unit coordinates its policy and advisory functions

Budget:

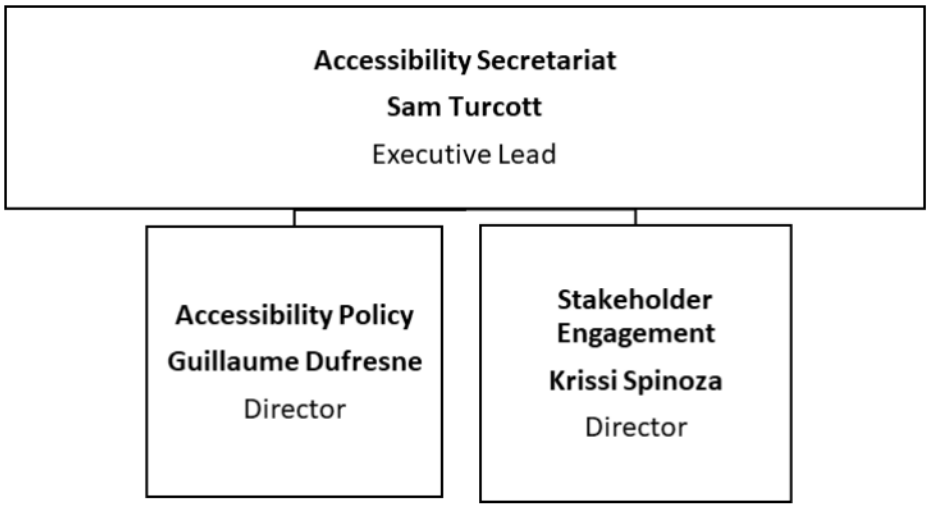
Government
Financial Information

Equivalent Full-Time Employees (FTE's):

8.5 FTE's

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ACCESSIBILITY SECRETARIAT OVERVIEW

Organizational Chart:



MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
INITIATIVE OVERVIEW

Initiative:

Provincial Accessibility Legislation

Initiative Description:

In 2019, the Ministry of Social Development and Poverty Reduction (SDPR) initiated work to develop accessibility legislation for BC. BC is the most populous province in Canada that has not enacted comprehensive accessibility legislation and the proposed legislation would seek to build upon the model developed in other provinces and federally. As proposed, accessibility legislation would create a framework to identify, prevent, and remove barriers experienced by persons with disabilities through the development and implementation of accessibility standards in a range of areas such as customer service, employment, built environment, and transportation.

SDPR led public consultations on the development of provincial accessibility legislation between September 16 and November 29, 2019. Citizens, organizations and interested parties were asked to comment on the proposed model and scope of the legislation, principles and governance structure needed to help ensure that the legislation's objectives are met.

To support the engagement, SDPR sought advice from an Accessibility Legislation Consultation Advisory Committee. The committee helped provide leadership and guidance to the minister during the consultation process. These organizations offered advice to ensure that as many British Columbians as possible had their voices heard during this process. This 14-member committee included representatives from the disability community, BC Chamber of Commerce, BC Federation of Labour, BC Aboriginal Network on Disability Society and the Union of BC Municipalities.

More than 7,000 people participated in the public consultations by filling in an online questionnaire, attending one of 10 public meetings around the province, or participating in a virtual townhall or one of 75 independent community conversations. The consultation process also included an Indigenous roundtable and thematic roundtable sessions with key sectors (business, built environment and transportation).

During the consultation, SDPR heard strong support for moving forward with accessibility legislation as outlined in the *Framework for Accessibility Legislation* document, which provides an outline for accessibility legislation in BC. An *Accessibility Legislation Consultation* Summary Report was released in February 2020.

Implications for businesses and the economy:

As proposed, the current model for legislation under development would not impact business or the broader economy prior to the development of accessibility standards which would require review and approval by Cabinet and Treasury Board prior to adoption. SDPR has

indicated its support for a phased approach to the development and implementation of accessibility standards that prioritizes cost-effective measures supporting incremental improvement to accessibility in accordance with government's fiscal outlook. Experience from other jurisdictions suggests that development of each accessibility standard will take at least two years.

There are significant potential benefits associated with the development and implementation of accessibility standards. Trends in ageing population and a higher risk of disability in older people are likely to lead to further needs for accessible infrastructure and services. Accessibility legislation has the potential to better enable people with disabilities to use their spending power which is estimated at $55 billion in Canada and is expected to rise from 14% of the total consumer market in 2018 to 21% in 2030.

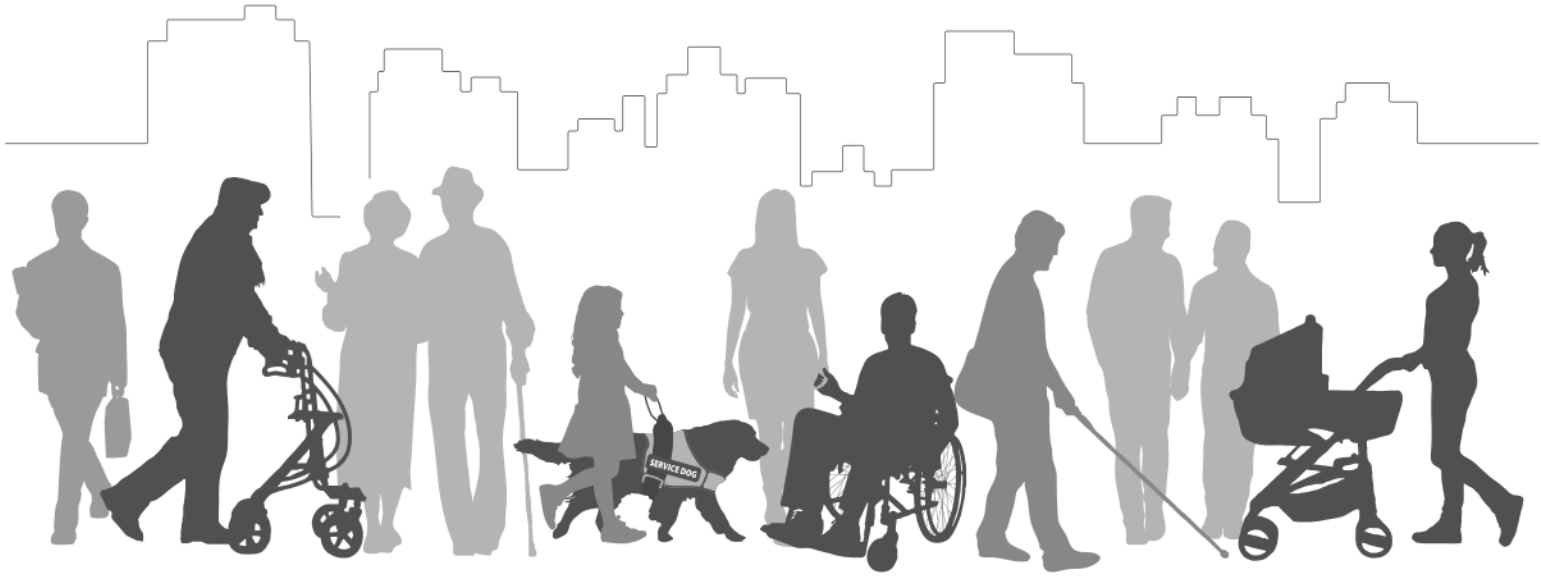
The enactment of legislation and subsequent regulations would also reduce barriers to participation and advancement of persons with disabilities in the workforce, thus expanding labour supply and supporting businesses to fulfill vital positions.

Accessibility Legislation in other jurisdictions:

Four provinces have passed accessibility legislation: Quebec, Ontario, Manitoba and Nova Scotia. Three provinces (Newfoundland and Labrador, New Brunswick and Saskatchewan) have indicated an intention to develop accessibility legislation. In addition, the federal *Accessible Canada Act* received Royal Assent in June 2019.

BC has an opportunity to learn from these jurisdictions to inform the development and implementation of provincial accessibility legislation.

British Columbia Framework for Accessibility Legislation



BRITISH COLUMBIA

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Message from the Premier

Our government is putting British Columbians first. We are focused on creating opportunities for people now, while also meeting the challenges of tomorrow.

Accessibility for all British Columbians, including persons with disabilities, means full and equal participation in our communities, with the physical, information, attitudinal and systemic barriers removed so people can participate in day-to-day activities, or take part in opportunities that are available to all citizens.

Accessibility legislation will help build an inclusive British Columbia that cares for and protects all British Columbians for generations to come.

Your feedback and input into the *Framework for Accessibility Legislation* will help our government develop laws, standards and policies, which will support people with disabilities to be truly included in the life of their communities.

By working together, we can address inequality and build a better B.C. while creating more opportunities for meaningful employment, supporting greater independence and fuller community participation for people with disabilities in our province.

Thank you for taking the time to participate in this important work.



John Horgan
Premier of British Columbia

Message from the Minister

An accessible and inclusive province benefits all of us. Our government is working to remove barriers for people with disabilities and creating a culture of inclusion. Developing accessibility legislation is an important step that will help B.C. reach this goal.

To inform accessibility legislation for B.C., we will be guided by the UN Convention on the Rights of Persons with Disabilities and the principle of 'nothing about us, without us.' In this spirit, the consultation framework we'll be using has been prepared in partnership with members of the disability community, their families and supporters, as well as Indigenous people and business.

The *Framework for Accessibility Legislation* outlines ideas for what accessibility legislation in B.C. could look like; but these ideas are not finalized. We need your input and feedback which will be vital in the development of this legislation.

We need your views, ideas and experiences as we shape the future of our province, with the goal of helping people reach their greatest potential and enjoying full participation in society.

I invite you to review the *Framework for Accessibility Legislation* and to provide your comments.

Thank you for participating in building a better B.C.



Shane Simpson
Minister of Social Development and Poverty Reduction

Introduction

Purpose

The purpose of this Framework for Accessibility Legislation is to begin a conversation about accessibility legislation for B.C. Currently, B.C. does not have comprehensive legislation to help identify, remove, and prevent barriers experienced by persons with disabilities. This document outlines ideas about what accessibility legislation in B.C. could look like. However, these ideas are not finalized. There are several accompanying questions in this document and your input and feedback will help guide the subsequent development of B.C.'s accessibility legislation.



Ideas that Guide this Document

A central idea that animates this Framework for Accessibility Legislation is that all persons, including persons with disabilities, have inherent worth and dignity and that it is a function of good government to safeguard and advance that dignity. Various sources have guided the development of this document, including:

1. **The principles** in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP);
2. **The voices** of people with disabilities expressed in previous consultations such as Canada's consultation on accessibility legislation in 2016/17 and British Columbia's consultation on disability in 2013/14;
3. **Canada's Bill C-81**, The *Accessible Canada Act* (*Accessible Canada Act*); and
4. **Accessibility legislation** from other provinces and countries.

How to get involved

You can get involved in several ways. Read this document, think about the questions, and let us know what you think about the proposed ideas:

Options to Participate

Find out about one of our in-person sessions taking place this fall across the province – information provided online at:
engage.gov.bc.ca/accessibility

Provide feedback by Friday, November 29, 2019 at 4:00 pm.
Online: engage.gov.bc.ca/accessibility
Email and ASL video:
engageaccessibility@gov.bc.ca
Telephone: 844 878-0640 (toll free)
Fax: 250 356-8182
Mail: PO Box 9929 STN, PROV GOVT, VICTORIA, BC, V8W 9R2

Why Accessibility Legislation Matters

Breaking Down Barriers

There are more than **926,100** British Columbians over the age of **15** with some form of disability. This represents **24.7%** of the population. As the population ages, the number of people with disabilities and the severity of their disabilities are likely to increase.

The Government of British Columbia is committed to developing laws, standards, and policies that support people with disabilities to live with dignity and to meaningfully participate in their communities. Accessibility legislation would empower government, persons with disabilities, and the broader community to work together to identify, remove, and prevent barriers.

How would accessibility legislation relate to laws and programs that already exist?

Accessibility legislation would be distinct from existing legislation and programs that support persons with disabilities. It would not directly affect programs that fall under other pieces of legislation, such as Worker's Compensation Benefits.

Advancing Human Rights

There are several laws in place already that help protect the human rights of British Columbians including the *Human Rights Code* (British Columbia) and the *Canadian Charter of Rights and Freedoms*. The Government of British Columbia intends for accessibility legislation to reinforce and strengthen the rights of persons with disabilities and not reduce or diminish any existing rights.

While existing human rights laws allow people to make individual complaints when their rights are violated, they often have limited ability to address systemic problems. Accessibility legislation would create mechanisms, such as accessibility standards, to address systemic barriers.

Promoting Fairness and Equality

The disability community is a diverse and vibrant community. The experiences of persons with disabilities varies according to the nature and severity of their disability as well as other individual characteristics. Social and economic factors as well as gender, sexuality, race, language, and religion can greatly impact how people experience and think about disability. In moving forward with the development of accessibility legislation for B.C., government is committed to legislation that seeks to address inequality and benefits all persons with disabilities.

Gender Based Analysis Plus

Did you know that the government of British Columbia has adopted Gender-Based Analysis Plus (GBA+) as an analytical tool to assess how diverse groups of women, men, and gender-diverse people may experience policies, programs, and initiatives differently? GBA+ considers many identity factors, such as gender, race, ethnicity, age, and disability. GBA+ is one way government is seeking to be more responsive to the diverse needs and circumstances of all British Columbians.

Complementing Federal Accessibility Legislation

The *Accessible Canada Act* came into effect June 2019 and sets accessibility requirements for sectors or organizations under federal jurisdiction, such as banking, broadcasting and cross-border transportation.

The *Accessible Canada Act* supports a wide range of proactive measures to promote accessibility including measures to develop accessibility standards, issue penalties and incentives, track progress on accessibility, and work with provinces and territories to coordinate efforts relating to accessibility.

Federal accessibility legislation cannot address barriers to accessibility within areas of provincial jurisdiction. Accessibility legislation for B.C. would complement federal efforts to promote inclusion and accessibility.

Learning from Accessibility Legislation in Other Provinces

Four provinces, Nova Scotia (An Act Respecting Accessibility Legislation in Nova Scotia, 2017), Manitoba (*The Accessibility for Manitobans Act*, 2013), Ontario (*Accessibility for Ontarians with Disabilities Act*, 2005), and Quebec (*An Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*, 2004) currently have accessibility legislation in place. In addition, Newfoundland and Labrador has carried out consultations to create new accessibility legislation.

The government of British Columbia is committed to accessibility legislation that meets the unique needs of British Columbians and will also seek to learn from the experiences of provinces that have legislation in place already.



Supporting International Commitments

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

Accessibility legislation will help advance the government of British Columbia's support for the UNCRPD and its Optional Protocol, which call for greater accessibility and opportunities for persons with disabilities on an equal basis with others.

The principles enshrined in the UNCRPD, including the values of inherent dignity, individual autonomy, non-discrimination, respect for difference, gender equality, and respect for the rights of children with disabilities will be fundamental to the development of accessibility legislation for B.C.

United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

The Government of British Columbia has endorsed the UNDRIP and is committed to its full adoption and implementation along with the Calls to Action of the Truth and Reconciliation Commission of Canada. Indigenous persons with disabilities face unique and serious accessibility challenges and are an important part of the disability community. Accessibility legislation will seek to support true and lasting reconciliation with Indigenous persons.

What Accessibility Legislation Could Look Like in British Columbia

What's Important to You?

In the sections that follow, you will find ideas about what accessibility legislation for B.C. could look like along with questions for you to consider. When you provide your feedback, you can respond to the ideas in the document, provide your own ideas, or both.

What is most important to you about accessibility legislation for B.C.?

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Model for Legislation

The Government of British Columbia envisions a broad alignment between federal and provincial accessibility legislation. It may provide people with disabilities, businesses, and members of the community greater clarity about how the legislation works and what to expect.

This would entail moving forward with enabling legislation that outlines objectives regarding accessibility and inclusion in British Columbia. The legislation would then provide the authority and tools necessary to achieve those objectives. Subsequently, accessibility standards and regulations would be developed in conjunction with persons with disabilities, experts, and other stakeholders.

Scope of Legislation

The Government of British Columbia is committed to accessibility legislation that is inclusive of all persons with disabilities and would support the adoption of a broad and inclusive definition of "disability" consistent with the UNCRPD and the *Accessible Canada Act*.

Definition of disability in the *Accessible Canada Act* and UNCRPD

Accessible Canada Act

Disability is defined as any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

United Nations Convention on the Rights of Persons with Disabilities

Disability is described as an evolving concept which results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.

What do you think about the suggested model for legislation and scope of legislation?

Do you have other ideas for the model for legislation and scope of legislation you would like considered?



Purposes

Accessibility legislation for B.C. could seek to achieve the following purposes:

1. **To support** Canada's ratification of the UNCRPD by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and by promoting respect for their inherent dignity.
2. **To identify,** remove, and prevent barriers encountered by people with disabilities in their daily lives through the development, implementation, and enforcement of accessibility standards.
3. **To allow** persons with disabilities and other impacted stakeholders in the public and private sectors to work collaboratively towards the timely development of accessibility standards.
4. **To ensure** there are adequate mechanisms in place to track progress on accessibility.
5. **To promote** compatibility with the *Accessible Canada Act* and between federal and provincial accessibility standards.

Principles

The principles that guide the development and implementation of accessibility legislation could include:

Inclusion: All British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities.

Adaptability: Accessibility legislation should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change. Ensuring that B.C. is an inclusive and accessible province will require ongoing commitment from government in partnership with the disability community and other stakeholders.

Diversity: Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. Accessibility legislation should acknowledge the principle of intersectionality and the diversity within the disability community.

Collaboration: Promoting accessible communities is a shared responsibility and everyone has a role to play. Legislation should create opportunities for government, community, and business to work together to promote access and inclusion.

Self-determination: Accessibility legislation should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.

What do you think about the suggested purposes and principles for legislation?

Do you have other ideas about the purposes and principles that should guide accessibility legislation?

Accessibility Standards

Consistent with the approach taken in other Canadian jurisdictions, the government of British Columbia envisions accessibility legislation that would support the development, implementation, and enforcement of accessibility standards.

Accessibility standards would provide guidance about best practices for accessibility including desired accessibility outcomes. Accessibility standards could cover a variety of areas including:

- Service Delivery
- Employment
- Built Environment
- Information and Communication
- Transportation

Accessibility standards would be developed collaboratively between persons with disabilities, experts and other stakeholders.

Government envisions accessibility legislation that allows for the creation of both voluntary accessibility standards as well as mandatory accessibility regulations. Accessibility legislation would allow the Government of British Columbia to adopt standards as binding regulations in part or in whole.

Timelines

To ensure progress, accessibility legislation could require timelines to achieve the timely development, implementation and revision of accessibility standards.

The Government of British Columbia could seek to expedite the development of accessibility standards by adopting or building on existing standards, policies and practices developed elsewhere in Canada or around the world.

What do you think about the suggested approach to accessibility standards?

What do you think about the suggested approach to timelines for accessibility legislation?

Do you have other ideas about the development of accessibility standards or timelines for accessibility standards?

Governance

What is Governance?

Governance refers to the entities, such as people or organizations, who would ensure effective implementation, compliance, and enforcement of accessibility legislation and standards.

An effective governance structure would be essential to the success of accessibility legislation and standards. For example, accessibility legislation could create the following responsibilities:

Accessibility Directorate: responsible to oversee progress and provide information and tools to help organizations comply with legislation and standards.

Standards Development Board: responsible for the development and revision of accessibility standards. The Standards Development Board could include significant representation of persons with disabilities and the discretion to create technical committees comprised of persons with disabilities, experts, and other stakeholders, or to develop standards with the Canadian Accessibility Standards Development Organization (CASDO) or a similar entity.

Accessibility Commissioner: responsible for ensuring compliance and enforcement with accessibility legislation and reporting compliance and enforcement outcomes.

What do you think about the suggested approach to governance for accessibility legislation?

Do you have other ideas about governance for accessibility legislation?



Incentives

Accessibility legislation could allow for the creation of incentives to help individuals and organizations comply with legislation and standards. Incentives could include:

- Creation of provincial accessibility awards program to share exemplary practices and celebrate the accomplishments of accessibility leaders.
- Funding programs to help individuals and organizations become accessibility leaders.
- Financial incentives for accessibility leaders.
- Reduced reporting requirements for individuals and organizations that show accessibility leadership.

Compliance

Accessibility legislation would introduce measures to ensure individuals and public and private organizations are compliant with the legislation. Measures that could be considered include:

- Accessibility plans and progress reports prepared in consultation with people with disabilities;

- Creation of new channels for employees, customers, or members of the public to provide feedback about accessibility; and/or,
- Creation of community hubs offering tools, resources and training to support accessibility.

Enforcement

Consistent with the approach taken elsewhere in Canada, the government of British Columbia would look to ensure there are appropriate measures in place to enforce accessibility legislation. Primary focus would be on providing supports and incentives and building awareness. Enforcement measures could be available in case of non-compliance and could include:

- Accessibility inspections;
- Mediation;
- Publication of information about known barriers to accessibility; and/or
- Monetary penalties.

Monetary penalties in other Canadian jurisdictions

Jurisdiction	Minimum	Maximum
Government of Canada	No minimum amount	$250,000
Manitoba	No minimum amount	$250,000
Nova Scotia	No minimum amount	$250,000 (penalties must be used for accessibility initiatives, public education and awareness)
Ontario	No minimum amount	$100,000 (for each day or part of a day on which the offence occurs or continues to occur)
Quebec	$500 (in the case of a second or subsequent offence, the fines are doubled)	$7,000 (in the case of a second or subsequent offence, the fines are doubled)

What do you think about the suggested approach to incentives, compliance, and enforcement for accessibility legislation?

Do you have other ideas about how to achieve the right mix of incentives and compliance/enforcement tools for accessibility legislation?



Legislative Reviews

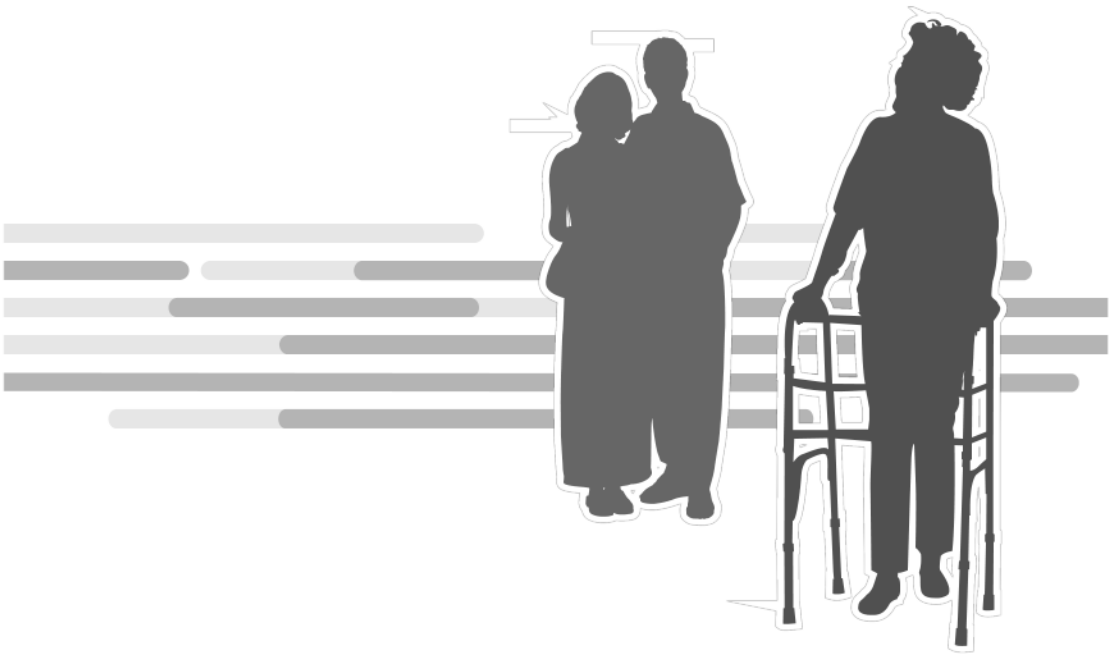
Accessibility legislation could require the preparation of periodic legislative reviews from an independent person outlining progress that has been made to implement the legislation and standards. Legislative reviews would help ensure legislation and standards are implemented transparently and accountably. However, if they are too frequent they may hinder substantive efforts to implement the legislation.

Frequency of legislative reviews in other jurisdictions

Jurisdiction	Initial Review (Years)	Subsequent Reviews (Years)
Government of Canada	5	10
Manitoba	4	5
Nova Scotia	4	5
Ontario	4	3
Quebec	5	5

What do you think about having reviews of accessibility legislation?

If you support legislative reviews, how often should they occur?



Looking Beyond Legislation – Seeking Cultural Change

Moving forward with accessibility legislation is an important step that will help B.C. to become a more inclusive and accessible province. However, legislation is just one piece of a larger effort to create a culture of accessibility.

The Government of British Columbia has made several key achievements through its Building a Better B.C. for people with disabilities strategy and will look at other ways to support a culture of accessibility in British Columbia.

Building a Better B.C. recent achievements

The Government of British Columbia has supported several key programs and initiatives which seek to promote a culture of inclusion. For example:

- The Rick Hansen Foundation received **$10 million** to continue its work to make communities more accessible and inclusive.
- Disability Alliance BC (DABC) received **$1.14 million** to expand Tax AID DABC to new communities.
- The Western Institute for the Deaf and Hard of Hearing received **$1 million** to support the new Centre of Excellence for the Deaf and Hard of Hearing.
- Government completed the first phase of its Barrier Free Accessibility Program, which increased accessibility in government owned buildings where the primary function is citizen-focused.
- Government introduced B.C.'s first poverty reduction plan which aims to reduce the overall poverty rate by **25%** and child poverty rate by **50%** in the next five years.

- Government provided **$1 million** over the last two years to support projects that promote greater accessibility and inclusivity for people with disabilities in B.C. communities, administered by Disability Alliance BC.
- The Presidents Group trained more than **250** people to raise awareness about inclusive employment.

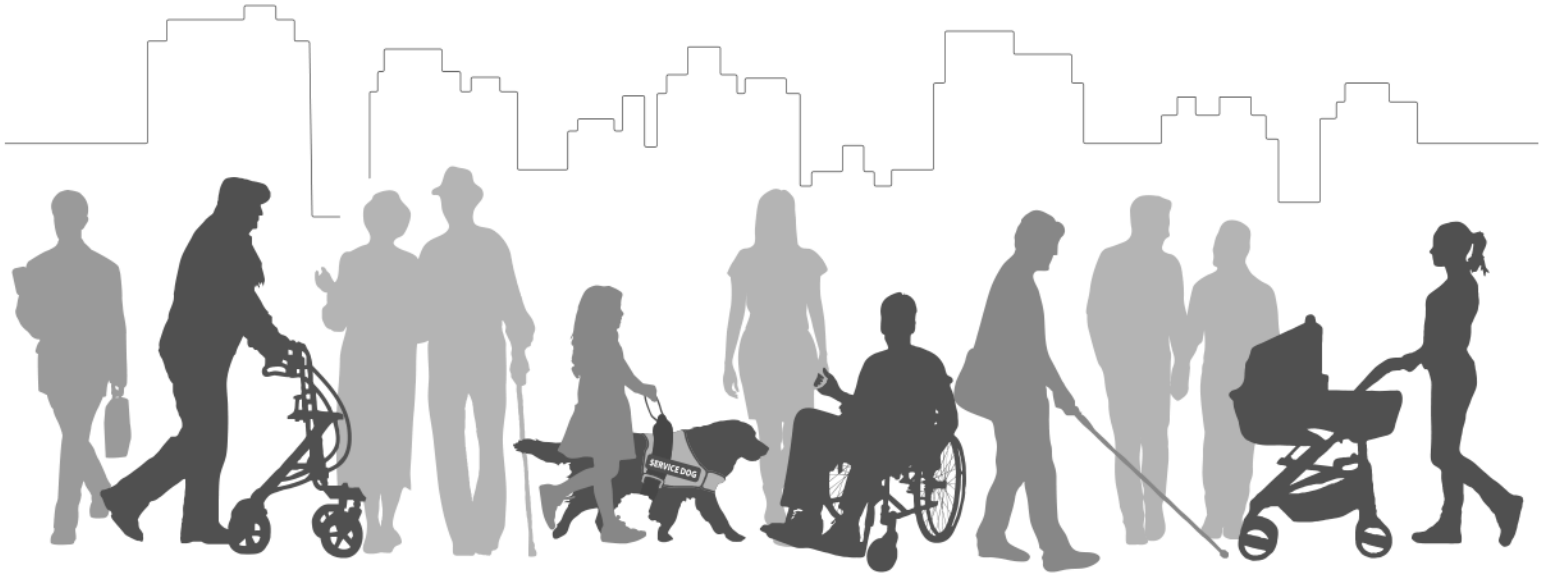
What other initiatives or actions would you recommend to promote a culture of accessibility?

How else can accessibility legislation support cultural change and vice-versa?

Conclusion

Thank you for taking the time to provide your thoughts about what accessibility legislation for B.C. should look like. The Government of British Columbia is proud to support efforts to make B.C. a truly accessible and inclusive place. A place where all persons, including persons with disabilities, have access to the supports they need to pursue their dreams.

After conducting public engagement and consultation, the Government of British Columbia will report out with an overview of the feedback and input that has been provided. This feedback and input will also be used to inform the subsequent development of accessibility legislation for B.C.



BRITISH COLUMBIA

Summary Report Accessibility Legislation Consultation



BRITISH COLUMBIA



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Minister's Message

I want to thank the 7,000 British Columbians who provided their input and feedback during our recent consultation on proposed accessibility legislation. We undertook public consultation with the United Nations principle of 'nothing about us, without us.'

For too long, I've heard from people with disabilities who feel disenfranchised by policies that are ineffective because they were not developed with a lens on accessibility. During the consultation period, I had the privilege of attending 10 community meetings around the province and one virtual townhall. The number one concern I heard in these meetings was the need to go beyond simply educating and raising awareness about people with disabilities and create a culture of inclusion where barriers are eliminated, and everyone feels welcome.

There are more than 926,000 British Columbians with some form of disability – representing almost 25% of the population (2017). As our population ages, the number of people with disabilities and the severity of their disabilities are likely to increase, underlining the need for British Columbia to develop its own accessibility legislation. We will be proceeding to draft legislation for introduction over the next year. The input received through the consultation process will be invaluable in shaping the B.C. legislation. It will also complement the recently passed Accessible Canada Act.

Again, I want to thank everyone who provided their ideas and input during the consultation period and look forward to introducing legislation that we can all be proud of.



Shane Simpson
Minister of Social Development and Poverty Reduction

Section 1: Introduction

The Government of British Columbia is committed to developing new accessibility and inclusion legislation that will work to identify, remove and prevent barriers that impede the full participation of people with disabilities in their communities. Province-wide public consultations on the development of proposed legislation were held between Sept. 16 and Nov. 29, 2019.

The ***British Columbia Framework for Accessibility Legislation*** served as a guiding document for these public consultations. The Framework proposes a legislative model informed by the principles in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and which complements the Accessible Canada Act (ACA). Additionally, the framework recognizes the importance of legislation based on the principles of inclusion, adaptability, diversity, collaboration and self-determination.

The proposed legislation would guide the development, implementation and enforcement of accessibility standards and would draw on the expertise and experience of people with disabilities. Accessibility standards could cover a variety of areas such as service delivery, education, employment, housing and the built environment, information and communication and transportation and would rely on having the appropriate mix of incentives, compliance and enforcement tools.

Citizens were asked to comment on the proposed model and scope of the legislation, principles and governance structures needed to help ensure that the legislation's objectives are met.

This report summarizes feedback received through community meetings, independent community conversations, a virtual townhall, the online questionnaire, phone calls and e-mails.

A copy of the online questionnaire is attached as Appendix 1.

Section 2: Engaging with British Columbians

Participation

Thousands of British Columbians shared their ideas, personal experiences, stories of struggles and successes living with disabilities and navigating barriers to access and inclusion. Family members and supporters of people with disabilities also shared their thoughts and ideas for a better B.C.

Feedback came from across the province and from people of all ages. In total, there were more than 23,700 visits to the accessibility engagement website ***Accessibility through Legislation*** between Sept. 16 – Nov. 29, 2019.

- Nearly **500** people attended 10 regional community meetings held in Prince George, Fort St. John, Terrace, Kamloops, Penticton, Nelson, Comox, Surrey, Vancouver and Victoria.
- **6,352** people filled out the online questionnaire with **3,776** identifying as having a disability
- **57** people attended a virtual town hall
- **765** emails and ASL video comments were sent to ***engageaccessibility@gov.bc.ca***
- **37** people called the Ministry's toll-free telephone number
- **75** independent community conversations were supported throughout the province



Accessibility Legislation Consultation Advisory Committee

To support the engagement, the Ministry of Social Development and Poverty Reduction also sought advice from the Accessibility Legislation Consultation Advisory Committee. This 14-member committee was formed with representatives from Barrier Free B.C., B.C. Aboriginal Network on Disability Society, B.C. Chamber of Commerce, B.C. Federation of Labour, B.C. Native Women's Association, Canadian Mental Health Association – B.C. Chapter, Communication Assistance for Youth and Adults, Council of Senior Citizens' Organizations of B.C., Disability Alliance of B.C., Greater Vancouver Association of the Deaf, Inclusion BC, Presidents Group, Rick Hansen Foundation, Spinal Cord Injury B.C., Union of B.C. Municipalities. The committee helped provide leadership and guidance during the consultation process. These organizations offered advice to ensure that as many British Columbians as possible had their voices heard during this process.

Section 3: Key Themes

Why Legislation Matters

Breaking Down Barriers

During the consultation, people shared stories about the challenges that they experienced and the barriers that they faced everyday including physical, social, environmental, attitudinal, financial and communication and information-related. People were on the need for universal design, and that the definition of "disability" needs to be broad and inclusive and consider the full range of disabilities people experience – whether short-term, episodic or chronic. People with invisible disabilities including those with brain injuries, learning disabilities, mental health challenges, on the autism spectrum, also expressed the challenges they face in having their accessibility needs met.

Over 60% of survey respondents stated that they faced barriers to accessibility and inclusion in their daily life. Barriers to accessibility often profoundly impacted the ability of people with disabilities to be full participants in their communities. We heard about the importance

of legislation designed to help to identify and remove barriers with the overriding goal being to ensure the participation of people with disabilities.

People described the positive benefits of creating more accessible communities for everyone including people with strollers, children and seniors. Removing barriers and creating accessibility for all was emphasized as an important goal in creating an inclusive B.C.

"I have invisible disabilities. Everything I do has a barrier but because no one can see my disabilities it's hard to get accommodations."

"I would like to see this government start a cultural change in youth who are now in school around hidden disabilities such as ADHD, anxiety and some forms of physical disabilities such as autoimmune disorders. As a culture, our conversation is focused on what someone's physical challenges are (i.e. needing an access ramp) but there is a growing need to accommodate neurodiversity (such as having quieter workplaces)."

Advancing Human Rights

People shared the importance of the legislation in building on the human rights of British Columbians to ensure respect for the inherent dignity of the individual. Participants were clear that it is critical for new legislation to reflect the commitments set out in the UNCRPD, the principle of "nothing about us, without us" and to advance the rights of people with disabilities. Participants also highlighted the importance of adopting a broad and comprehensive approach – one that recognizes and responds to individual needs and helps to ensure the necessary resources are available. The importance of the legislation in identifying and removing barriers in a systemic way rather than barriers being removed in response to individual complaints was also identified as a key priority by those who participated.

"There should also be a place where people with disabilities who are experiencing discrimination in the workplace can get help and guidance . . ."

Promoting Fairness and Equity

People with disabilities are diverse in terms of their experiences, backgrounds and needs. The importance of considering the diversity of people's experiences in developing standards and the expertise that people with disabilities bring to the table was highlighted by many during the consultation. People expressed that equity and equal access to opportunities is a key component of accessibility and a fundamental part of inclusion.

Through the community events, participants also talked about the importance of ensuring that geographic differences are considered including equitable access to resources. Participants in the virtual townhall stated that a strong understanding of the diversity of people with disabilities as well as the intersectionality of experiences needs to be considered in developing accessibility legislation. Participants noted that individuals with disabilities come from a broad range of backgrounds and experiences and that this can play a role in terms of their access to opportunities. Many of those who participated in the community meetings and/or provided feedback through the consultation process spoke to the sense of stigma or judgement they face and the challenges this creates in terms of inclusion and participation.

We heard from people about the importance of considering the diversity of people's experiences when developing committees and consulting to ensure that all British Columbians have an opportunity to participate in ways that are meaningful to them and their family members. This includes having representation from a broad cross-section of individuals and organizations from across the province to continue the conversation and to ensure that the voices of people with disabilities are heard. This means ensuring that people with disabilities from a wide-range of backgrounds and experiences are included in helping to shape the legislation and guide its implementation.

We heard that to achieve equitable inclusion the legislation needs to have a broad definition of disability. People identified many different types of limitations or challenges including physical, mental, intellectual, cognitive, learning, communication and sensory, as well as temporary, permanent or episodic. The full range of disabilities and experiences needs to be considered when developing the legislation and related governance structures.

"Disabled individuals MUST be in the forefront of creating and implementing change. Giving voice to marginalized individuals is truly the only way to become inclusive and accessible. Abled individuals can never have the full capacity to understand the various challenges faced on a daily basis. And the pool of disabled individuals needs to be intersectional and diverse as well, as there are so many complex factors and differences in need."

"As a racialized person and 1.5 generation immigrant it is key to me that anything developed be done so in an intersectional way, to include gender, race, class and sexual orientation in addition to ability. This may mean working with existing communities or organizations to model inclusion or discuss change."

What Accessibility Legislation Could Look Like

Standards Development

British Columbians were clear that standards needed to be developed collaboratively between persons with disabilities, other experts and key stakeholders and partners. More than 85% of people responding to the survey felt that it was important or very important for people with disabilities to have a voice in the process of legislation and standards development. We heard that the principles of universal and adaptive design should help guide and inform the development of accessibility standards with the principles of universal design helping to ensure that the structure of the built environment can be accessed and used to the greatest extent possible by as many people as possible regardless of their age or ability. We also heard from people across the province about the importance of making sure that people with disabilities are involved in the development of standards.

The Framework for Accessibility Legislation suggested that accessibility standards could be developed in a variety of areas including:

- **Service delivery such as health services, customer services, education and retail.** Lots of people noted that this was a large category and that it might work more effectively to break it into discrete areas of focus. For example, some participants suggested that it might be beneficial to have a separate area of focus for health and education. Within the area of service delivery, participants also noted that training for staff engaged in service delivery should be considered to help ensure positive communication and break down barriers. People also emphasized the importance of ensuring public events were delivered in an accessible way.

- **Employment including hiring and retention.** During the consultation process people noted that access to employment is integral to inclusion and that suitable employment opportunities are needed to ensure that people with disabilities have access to the types of jobs and opportunities that take advantage of their skills, talents and abilities and that are meaningful to them. Many people with disabilities described difficulties accessing opportunities for

meaningful employment as well as described difficulties in securing the accommodations that they needed in the workplace to ensure their success. People also described the importance of flexibility in terms of the different potential arrangements designed to meet the needs of the individual and the business including employers considering part-time options, job-carving (reassigning certain aspects of a job to modifying or creating a new job for a person with disabilities).

- **Built environment such as entranceways, parks, sidewalks, and parking.** There was a lot of discussion about the inaccessibility of the built environment and the need for universal design. People described "curb cuts" that don't line up with the sidewalk, ramps leading to doors without automatic openers as well as accessible washrooms that are not accessible. People emphasized the importance of working to remove barriers and to creating equitable access to spaces to ensure that they can be used by everyone. Participants talked about all of the different aspects of accessibility including the importance of on-going maintenance, signage and wayfinding as well as interior design. People shared stories of furniture that created barriers in otherwise accessible spaces and accessible washrooms blocked by maintenance supplies.

People also shared their difficulty in finding suitable affordable, accessible housing. Accessible parking was also an issue that was frequently identified both in terms of the quality and nature of the spaces available as well as the need for better enforcement.

- **Information and communication, for example websites, print materials, emergency information.** At many consultation events people shared their frustration with access to information and the fact that many websites are not accessible. This has created barriers for many people with disabilities in terms of their access to information and services. People also noted the importance of having information available in a range of formats to ensure accessibility for all users. For example, ASL users provided an insight into the difficulties they faced with accessing interpreters and having information in ASL. As well persons who were blind spoke to the importance of having access to information in braille or in an accessible word format. The complexity of the information was also highlighted as a barrier for some with participants at some of the community meetings suggesting that there is the need for additional resources to support people to gain access to the information and services that they need.

- **Transportation, for example buses, ferries and taxis.** People spoke to the importance of access to transportation services and shared their frustration with not being able to access the services that they need. This included the need for staff training as well as the need to book well in advance to have access to the services that they need. People also talked about the importance of access to transportation both in terms of getting to important appointments and services as well as in terms of the role that access to transportation plays in promoting and enabling true inclusion. Many participants also emphasized the importance of training, transportation providers so that they were able to safely secure wheelchairs or support individuals with communication barriers.

Most people (87%) responding to the survey said that all five of these areas were important.



"Individuals with intellectual disabilities and seniors are often asked to provide information or seek information on-line which is not always accessible because of barriers in the use of technology. This is especially an issue when trying to access health care communication."

"Elevator buttons should be lower so reachable by wheelchair users and also with braille for those sight impaired."

"Simplifying accommodations such as needing an interpreter or assistance device in order to be included in the work place or to access services. Less hoops to jump through, more streamlined processes to get what is needed."

"I feel that education shouldn't be lumped in to another category. Accessible education that is designed to help struggling students is so important. It sets the stage for children to grow into adults who can function independently."

Governance

People with disabilities, service organizations and businesses all highlighted the importance of having a single point of contact for questions, queries and complaints regarding the legislation. The need for oversight of the legislation was emphasized at the virtual townhall as well as in-person consultation events. Participants emphasized that any governance structure should draw on the expertise and include people with lived experience of disabilities. This includes ensuring that people with a diverse range of experience and different types of disabilities participate in the development of standards to support inclusion.

"We need a centralized group to provide oversight, governance and guidance, and the group MUST BE properly staffed and funded. You cannot expect us to adhere to accessibility standards and guidelines if the supports are not in place to help us address the uphill battles when they occur – and they always do."

"There needs to be diverse representation at the decision-making level."

Compliance, enforcement and incentives

During the engagement process, we heard about the importance of ensuring that the legislation could be implemented. We heard lots of great ideas about how to encourage and support individuals and organizations including ideas about the type of enforcement mechanisms. Ideas for potential incentives and measures included tax incentives or resource hubs where individuals and organizations could access appropriate information and support. There were also important discussions around possible training programs or certification programs as well as thoughts about ways to build on best practices and leading practices within government.



Over three-quarters of survey respondents stated that funding programs to support accessibility should be introduced to support compliance with new accessibility legislation. Survey respondents ranked the importance of suggestions for compliance in the following order:

1. Funding programs to improve accessibility (**77%** of respondents)
2. Creation of support, training, and/or resources for organizations (**67%** of respondents)
3. Accessibility inspections (**63%** of respondents)
4. Accessibility plans and progress reports (**58%** of respondents)
5. Monetary penalties (**43%** of respondents)
6. Creation of accessibility awards for people and organizations (**39%** of respondents)

During the in-person consultation meetings, we heard about the need for new accessibility legislation to provide support, training, education and public awareness to help to create a culture of inclusion. We also heard about the difficulty of enforcing current laws and some of the challenges that this has created for people with disabilities. People shared their personal stories about the type of stigma and judgement that they face as well as the challenges that they experience in having their rights respected. This included everything from access to employment and other opportunities through to gaps in the current legislative framework around accessible parking.



"The new legislation needs to have teeth."

"An approved accessibility certification/ membership for organizations/companies to join that promotes exceeding minimum standards, such as WorksafeBC's COR certification. Membership could be an advantage or requirement when applying for funding, bidding on contracts, or seeking permits."

"Ensure that legislation is supported by reasonable enforcement action for non compliance. There must be a framework to hold organizations accountable for failing to meet legislated accessibility requirements from day 1. It would start with education and opportunities to fix the issue, but must quickly proceed to enforcement/ penalties for non compliance. Financial penalties are appropriate given what is at stake by being non compliant (exclusion)."

Cultural Change

During the engagement process we heard that legislation needs to be an important part of a broader accessibility strategy and that the goal is to help to bring about and support cultural change. People shared their ideas about the types of measures needed to support a culture of inclusion.

Education and awareness building

Education and awareness were emphasized as an integral part of a broader approach to accessibility and inclusion. Suggestions to help to build increased awareness and understanding included:

- Increased visibility of people with disabilities in the media
- Public education campaigns
- Ensuring that people with disabilities are reflected in the government's priorities and have opportunities to participate in the development of the legislation
- The development of targeted education and training programs for different professions that provide service to the public

- Ensure opportunities for integration in schools and university education programs
- Celebrate accessibility champions
- Empathy and sensitivity training

"Many disabilities are invisible. Public education programs to change attitudes. There is a stigma against being disabled that perceives us as being a burden on tax payers especially if these are not visible."

"There needs to be a cultural change that starts with government."

Inclusion – beyond accessibility

Across B.C., people emphasized the need to go beyond just removing barriers to create meaningful inclusion. People emphasized the importance of universal design of public spaces as well as the development of cultural programs and sports and recreation activities that help to promote and support a true culture of inclusion and that help to ensure that our communities are accessible to all.

"I do not want people to continue being inspired and surprised that I take part in normal activities. Promote para sports or art ventures."

"It's about changing our culture to include people who have accessibility challenges as part of the core group, not as an add-on."

Government leading the way

People shared that government must lead the way in creating a culture of inclusion and should develop accessibility and inclusion strategies for employment. During the consultation, people shared the importance of government services and information being accessible. People described the importance of removing physical barriers to government offices and ensuring that BC Public Service staff understand accessibility and are aware of appropriate supports. People also emphasized the importance of continuing to work collaboratively with key community partners and stakeholders in a way that recognizes and reflects a commitment to the idea of "nothing about us, without us".

"I think change needs to come from the top. For example, I recently was in my local emergency room and there was no space for a wheelchair user to be positioned without impeding traffic. No chairs could be moved because they were bolted to the wall. It just highlighted to me how if government provided facilities are not accessible then it isn't surprising that there are still challenges in private sector facilities."

"I also wish that the government made an effort to increase employment opportunities for people with disabilities. I have been struggling to find an employment opportunity for the past five years despite having a degree and a post-baccalaureate diploma."

Consistency across jurisdictions

People emphasized the importance of collaboration in creating accessibility. We heard that all provincial government ministries need to work together, as well as working with federal and municipal partners, to make B.C. accessible. People shared with us their excitement at having provincial legislation to complement federal efforts (***Accessible Canada Act***) to promote inclusion and accessibility.

"Harmonization of legislation. Provincial and municipal legislation should not confound accessibility standards (i.e., the Strata Act, municipal parking by-laws)."



Section 4: Next Steps/Conclusion

Through the many meetings, in-person and virtual, as well as the feedback received from the independent community conversations, we heard that British Columbians strongly support the development of accessibility legislation as outlined in the Framework for Accessibility Legislation. We also heard that more needs to be done to move towards a province that is inclusive of all people. We want to thank everyone for taking the time to participate and for sharing their ideas, passion and commitment. Whether it's the need for more education and awareness about the challenges that people with disabilities face, or the need for more inclusive and universal design in the way we plan our communities or in the way that services are delivered the ideas and feedback are invaluable. To make this a reality however as a Province we must continue to work toward developing and adopting leading practices in the areas of employment, transportation, housing, health care, education, the built environment as well as in the area of service delivery (public and private).

The input and feedback we heard through the public consultation will be considered by the B.C. Government and help inform the development of new accessibility legislation. As well, the B.C. Government will continue to engage with persons with disabilities, local governments, Indigenous peoples and key stakeholder groups and organizations in developing standards and subsequent regulations.



Appendix 1: Accessibility Legislation Questionnaire

People had the opportunity to complete the online questionnaire during the consultation period – Sept. 16 to Nov. 29, 2019.

1. **Do you face barriers to accessibility and inclusion in your daily life?** [single select]

   - Yes
   - Someone who is close to me faces barriers on a regular basis.
   - No
   - Unsure

   1a. Optional: In a few sentences, please describe your experiences with accessibility and inclusion. Please do not include any information that would identify yourself or others. [1000 character open text box]

2. The province of British Columbia is developing new accessibility legislation that would allow for the creation of accessibility standards. These standards could cover a variety of areas including:

- Service delivery (e.g. health services, customer services, education)
- Employment (e.g. hiring and retention)
- Physical environment (e.g. entrance ways, parks, sidewalks, parking)
- Information and communication (e.g. websites, print materials, emergency information)
- Transportation (e.g. bus, ferries, taxis)

Please rank these areas in terms of their importance to you or those close to you. [rating, scaled response – Not at all Important to Very Important]

2a. Optional: Are there other areas of accessibility and inclusion that are important to you? Please tell us more. [500 character open text box]

3. Of the options below, which measures do you think should be introduced to ensure individuals, public and private organizations comply with new accessibility legislation? Select all that apply.
[multiple choice response – check all that apply]

- Accessibility plans, and progress reports
- Monetary penalties
- Accessibility inspections
- Creation of support, training, and/or resources for organizations
- Creation of accessibility awards for people and organizations
- Funding programs to improve accessibility
- Other, please specify: [1000 character open text box].

4. Please indicate how important you consider each of the following to be for this legislation to be effective: [rating, scaled response – Not at all Important to Very Important]

- Timelines (e.g. I would like new legislation and standards to happen quickly)
- Involvement of people with disabilities (e.g. I would like people with disabilities to have a voice in this process of legislation and standards development)
- Involvement of organizations who support accessibility and inclusion (e.g. I would like accessibility experts and community organizations to be consulted as part of this process of legislation and standards development)
- Alignment with accessibility legislation and standards outside of British Columbia
- Tools to support general culture change around accessibility

5. **In addition to creating accessibility legislation in B.C., what else can we do to support accessibility in our province? Do you have any additional comments?** [1000 character open text box response]

6. **Thank you for completing this survey. During this public consultation, the province of B.C. will be offering multiple ways for citizens to provide feedback. What other ways do you plan to participate in this process?** [multiple choice response – check all that apply]

- Attending the online virtual townhall on accessibility legislation
- Attending in-person community meeting on accessibility legislation
- Preparing a written submission on my preferences and how this legislation will affect me
- I am unsure whether I will participate further
- I do not plan to participate further

Appendix 2: List of Submissions

Submissions are available online at ***https://engage.gov.bc.ca/accessibility/written-submissions/***

The following organizations made formal written submissions during the public consultation period:

- Amalgamated Transit Union
- AODA Alliance
- B.C. Government Employees Union
- B.C. Housing Management Commission
- B.C. Hydro
- B.C. Public Service Employee Accessibility Advisory Council
- B.C. Schizophrenia Society
- B.C. School Trustees Association
- B.C. Spinal Cord Injury Network
- Beacon Community Services
- Broadbent Institute
- Canadian Association of Occupational Therapists B.C.
- Canadian Federation of the Blind
- Canadian Homebuilders Association

- Canadian Life and Health Insurance Association
- Canadian Mental Health Association B.C.
- Canadian National Institute for the Blind
- Centre for Accessible Post-Secondary Education Resources B.C.
- Community Legal Assistance Society
- Douglas College
- First Nations Health Authority
- Heritage BC
- Hidden Mobility Disabilities
- Huntington Society
- Inclusion B.C
- Information Technology Association of Canada and Information Technology Industry Council
- International Collaboration on Repair Discovery
- Lyft
- March of Dimes Canada/Stroke Recovery Association of B.C.
- Multiple Sclerosis Society of Canada
- Myalgic Encephalomyelitis and Fibromyalgia Society
- National Institute of Disability Management and Research
- Nidus
- North Shore Advisory Committee on Disability Issues
- Presidents Group
- Prisoners' Legal Services

- Provincial Resource Centre for the Visually Impaired and the Accessible Resource Centre B.C.
- Realwheels
- Rick Hansen Foundation
- School District 74
- Simon Fraser University Student Society
- Surrey Board of Trade
- The War Amps
- TransLink
- Travel For All
- Vancity
- VocalEye
- Voice of the Cerebral Palsied of Greater Vancouver
- Wavefront Centre for Communication Accessibility
- The following local governments made submissions:
- City of Vancouver
- City of Victoria
- Union of British Columbia Municipalities (UBCM)
- Village of Cumberland

Appendix 3: Organizations and local governments that received funding to host independent community conversations

The following organizations received funding to support the Independent Community Conversations and prepared submissions:

- Autistics United Canada - Neurodiversity Listening Society
- BC Coalition of Guide Dogs/Canadian Council of the Blind
- BC People First
- BC Poverty Reduction Coalition
- Beacon Community Services
- Beta Collective/Greater Vancouver Association
- Canadian Hard of Hearing Association – BC Chapter
- Campbell River and District Association for Community Living
- Capilano Students' Union
- Chilliwack Society for Community Living
- Citizens for Accessible Neighbourhoods (CAN)
- Community Connections
- Community Council CLBC (Community Living BC)
- Coquitlam Public Library

- Disability Alliance BC
- Embers Eastside Works
- Footprints Centre Neil Squire Society and Penticton Indian Band
- Fostering Change (First Call BC)
- Greater Victoria Coalition to End Homelessness
- Greater Vancouver Association of the Deaf
- Greenwood Board of Trade
- Hilary Marks (self advocate)
- Independent Living Centre (Vernon)
- Individualized Funding Resource Centre Society
- Inclusive Leadership Cooperative
- Kickstart Disability Arts and Culture
- Langley Community Services Society
- Lower Similkameen Community Services Society
- Lu'ma Native Housing and Health Society
- New Westminster and District Labour Council
- Mayne Island Assisted Living Society
- North Island Metis Association
- Okanagan Regional Library
- Osoyoos Accessibility Committee\ Pacific Autisum Family Network

- People in Motion (Kelowna)
- Pivot Legal Society
- Princeton & District Community Services Society
- Richmond Centre for Disability (RCD)
- Salt Spring Community Alliance Society
- Sooke Region Communities Health Network
- Sechelt Public Library
- Semiahmoo House Society (Uniti)
- Spectrum Society for Community Living
- Spring Hawes (self advocate)
- Square Peg Society
- Steps Forward
- The Disability Foundation
- UBC Faculty of Medicine Department of Occupational Science and Occupational Therapy
- University of the Fraser Valley Teaching and Learning Centre
- University of Victoria Students' Union
- Unique Get Together Society
- Unity Centre Association for Black Cultures (UCABC)
- West End Seniors Network

The following local governments hosted independent community conversations:

- Town of Gibsons
- District of Mackenzie
- City of Maple Ridge
- City of Powell River
- City of Surrey, Support Services and Accessibility





BRITISH COLUMBIA

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ADVISORY COMMITTEE OVERVIEW

Advisory Committee

Presidents Group and Community of Accessible Employers

Advisory Committee Description:

Presidents Group is a network of 25 BC business leaders who are champions for more accessible and inclusive workplaces. Members are suggested by the co-chairs of Presidents Group and appointed by the Minister of Social Development and Poverty Reduction. Collectively Presidents Group members employ nearly 60,000 British Columbians. In 2019, Presidents Group members pledged to measure and publicly report the number of employees and executives who self-identify as having a disability.

Presidents Group has established a Community of Accessible Employers which provides a forum for employers and business leaders throughout the province to learn, share and innovate around how to truly create inclusive, accessible workplaces. The Community of Accessible Employers now has nearly 200 community members representing numerous organizations.

Presidents Group has identified a goal for all employers in BC to employ 51,000 more people with disabilities by 2030 so that the province will have the highest employment for people with disabilities in Canada. To support their work, the Presidents Group has two Accessibility and Inclusion Consultants on contract, via funding from the Vancouver Foundation. Presidents Group provides training and resources to employers as well as engaging employers through social media.

For consideration:

- The 2020/2021 meeting schedule is provided below, locations TBD:
  - Friday, November 27th, 2020 9:00am - 12:00pm.
  - Friday, February 26th, 2021 9:00am - 12:00pm
  - Friday, May 28th, 2021 9:00am - 12:00pm
  - Friday, September 17th, 2021 9:00am - 12:00pm
  - Friday, December 3rd, 2021 9:00am - 12:00pm

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ADVISORY COMMITTEE OVERVIEW

Advisory Committee

RDSP Action Group

Advisory Committee Description:

The **Registered Disability Savings Plan (RDSP) Action Group** was established as a part of a commitment to increase long-term financial security for British Columbians with disabilities. The Action Group is comprised of representatives from the financial sector, legal sector and organizations that serve people with disabilities who are dedicated to promoting the benefits of RDSP in their sectors. The group is chaired by Norah Flaherty. Nationally, BC has maintained its position as a leader in RDSP uptake. Recently the group has drafted policy recommendations with the intention to present to the Federal Government measures to promote access, uptake and awareness of the RDSP.

RDSP Action group members: British Columbia Aboriginal Network on Disability Society (BCANDS), Disability Alliance BC (DABC) and Plan Institute have received a grant of $590,000 to provide outreach, support and individualized guidance until March 31st, 2022.

For consideration:

- The 2021 meeting dates are scheduled below with location TBD.
    - Friday, January 15 9:00 am – 11:00 am
    - Friday, April 16 9:00 am - 11:00 am
    - Friday, July 9 9:00 am - 11:00 am
    - Friday, October 15 9:00 am - 11:00 am

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ADVISORY COMMITTEE OVERVIEW

Advisory Committee

COVID-19 Disability Working Group and COVID-19 Disability Stakeholder Call

Advisory Committee Description:

The COVID-19 Disability Working Group was established by the Minister of Social Development and Poverty Reduction in April 2020 as a measure to understand and respond to the impacts of COVID-19 on persons with disabilities. The 16-person committee is co-chaired by the Deputy Minister of Social Development and Poverty Reduction and Chris McBride of B.C. Spinal Cord Injury and includes members from disability serving organizations and people with disabilities from around BC.

The functions of this group include:

- Providing advice and guidance to government about how people with disabilities are being impacted by COVID-19 and helping to identify solutions;
- Increasing awareness within the disability community of available supports to address COVID-19 related challenges;
- Supporting the dissemination of relevant and accurate information about COVID-19 to the disability community.

The COVID-19 Disability Working Group has provided advice on communications including website content for BCCDC and Ministry of Social Development and Poverty Reduction websites. Additionally, the Group has supported the Presidents Group in the development of advice for businesses in accessible safety practices during COVID-19. The Group members provide regular updates on their activities and highlight emerging needs such as accessible communication, safe transportation and supports to assist people with disabilities in returning to the workplace.

In addition to the COVID-19 Disability Working Group, the Ministry has also convened a regular COVID-19 Disability Stakeholder call. This teleconference provides information to people with disabilities and organizations that serve people with disabilities. The call has included updates from the Minister of Social Development and Poverty Reduction, updates from the Provincial Health Office, and a question and answer session in which the Minister and senior staff respond to questions submitted by participants. The call is translated into American Sign Language and captioned to ensure that all participants can access the information.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

PROGRAM:

Community Living BC (CLBC) Overview

PROGRAM DESCRIPTION:

- Community Living British Columbia (CLBC) is a Crown agency mandated to provide supports and services that adults with developmental disabilities can count on to meet their personal goals and disability-related needs. CLBC's work supports people to reach their full potential and live lives filled with possibilities in welcoming communities.

- CLBC is subject to government policy and reports to the Minister of Social Development and Poverty Reduction through a dedicated Board of Directors.

- The *Community Living Authority Act* and *Community Living Authority Regulation* outline eligibility criteria for two groups of individuals for CLBC services:

    - Adults with a developmental disability; and
    - Adults diagnosed with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and who have significant limitations in adaptive functioning.

- CLBC serves approximately 23,400 individuals with developmental disabilities across the province through a network of more than 3,500 service providers. A range of home support, employment, community inclusion, and respite services are delivered through contracted service providers and individualized funding arrangements. CLBC ensures reliable third-party service delivery through various quality assurance, contracting and financial mechanisms.

- CLBC's total operating budget (from all funding sources) is $1.16 billion in 2020/21. SDPR's budgeted contribution to CLBC is $1.14 billion.

- For 2020/21, total provincial contributions to CLBC increased by $74.9M or 7% from the original 2019/20 budget and by $40.3M or 4% from 2019/20 actuals, which includes additional funding for the compensation costs of contracted service providers.

- The annual rate of caseload growth was 5.2 per cent in 2019/20, bringing the total at end of the fiscal year to 23,389 - approximately 32.2 per cent growth over the past five years. CLBC forecasts further growth of 5.2 per cent in 2020/21 due to population growth, advances in health care, increased life expectancy, increased referral rates from the school system and aging families who need more support to provide care for loved ones.

- Beyond funding services, CLBC supports individuals and families to plan and to connect with resources in their communities and engages communities to be more welcoming and inclusive places in which people with developmental disabilities can be fully contributing citizens and is responsible for developing and monitoring services.

- Additional background on CLBC can be found in Appendix 1.

COVID-19 Impacts

- During the COVID-19 pandemic, CLBC has been supporting providers to continue to deliver essential residential services, including group homes, home sharing and supported independent living, which over 9,000 adults with developmental disabilities count on.

- Some of CLBC funded services, such as community inclusion or day programs, employment and respite services, were disrupted by the pandemic, increasing stress on families and caregivers who were required to take on extra caregiving duties.

- Government and CLBC increased communications and information sharing to support individuals receiving CLBC services, their families, and service providers.

- In April 2020, government announced up to $35.6 million over three months (through June 2020) for CLBC's Emergency Funding Program to provide additional funding to providers for continued delivery of residential services, including group homes, later extended to August 31, 2020, with an updated funding allocation of $33.2 million due to projected uptake.

- CLBC continues to follow its emergency response plan and to reach out to support individuals, families and service providers to stay connected and to follow the advice and guidance of the Provincial Health Office (PHO) to reduce the transmission of COVID-19 and take additional precautions for those who have chronic health conditions (See CLBC COVID-19 Update for more information).

Service Implementation

- Community Living British Columbia (CLBC) is committed to continual improvements in the delivery of services to individuals with developmental disabilities and their families across B.C.

- The government has increased funding to CLBC to meet the caseload growth for those eligible for services, from about 13,000 in 2010 to 23,389 as of March 31, 2020.

- The majority of newly eligible individuals and families receive some form of funding support within six months.

- Service requests that are not yet funded are tracked through the Request for Service List (RFSL). CLBC offices track and prioritize outstanding service requests to ensure individuals and families with the most urgent and highest priority needs are assisted as soon as possible.

- The Ministry and CLBC continue to work together to find solutions to address ongoing service demand in a measured, responsible and sustainable manner.

- CLBC works with individuals and families to help them to live as independently as possible in the community, which may include referring them to other services in their community, in addition to CLBC's services.

- A comprehensive service demand assessment is completed prior to the start of each fiscal year which assists in prioritizing the provision of service to new clients. CLBC prioritizes according to the urgency and level of need, while ensuring that all transitioning youth have access to at least basic respite funding of $3,050 per year.

- In 2019/20, CLBC used this process to allocate new services and supports to over 3,200 individuals and families.

Individualized Funding (IF)

- CLBC services include supports to help families care for individuals in their family home. These families may receive supports through contracted services or through individualized funding to purchase services themselves.

- Individualized Funding provides individuals and families with flexible, person-centered, self-directed payment options for arranging, managing and paying for supports and services. Any adult who is eligible for CLBC-funded services is eligible for Individualized Funding. Individuals and families have two payment options: Direct Funding or Host Agency Funding.

- Direct Funding is when funds are paid directly by CLBC to an agent (the individual, their family member or a representative acting on their behalf) for the purchase of supports and services. The agent manages the funds, arranges for supports, pays employees, takes on the legal responsibility as employers, and reports to CLBC on how they spent the funds.

- In a Host Agency Funding payment option, funds are paid by CLBC to a Host Agency that has been approved by CLBC and selected by the individual and family. The Host Agency administers the funds and works with the individual and family to arrange and manage the supports required. This option provides the benefits of Individualized

Funding, but with less responsibility for paperwork and record keeping. The agent or the Host Agency is the employer or contractor who provides the direct support.

- The number of families using Individualized Funding agreements over $6,000 annually has increased from 1,088 in 2017/18 to 1,152 in 2018/19 and 1,183 as of March 31, 2020.

Person-Centred Societies (Microboards)

- Microboards or person-centered societies are non-profit organizations set up solely for the benefit of the supported individual. These societies are made up of that person's family members and/or friends, acting as society directors to make decisions on the individual's behalf.

- CLBC contracts with the person-centered society or microboard, which has the responsibility to arrange and manage the required supports.

- As of March 31, 2020, 339 individuals were accessing services in this manner.

Provincial Assessment Centre

- The Provincial Assessment Centre (PAC), operated by CLBC, is a designated Mental Health Facility currently serving up to eight people at a time with admission ranges from two weeks to three months.

- The PAC provides multi-disciplinary assessments, diagnosis, medication reviews and recommendations for individuals aged 14 and over, who are experiencing mental illness and/or other severe behaviour challenges.

- After years of public, stakeholder and First Nations consultation, the PAC moved to the Valleyview Pavilion site (the former Riverview Hospital lands) on February 26, 2019. At the new location, PAC shares a brand-new purpose-built building with the Ministry of Children and Family Development's Maples Adolescent Treatment Centre. PAC is part of a mixed-use community that includes market and supportive housing and a health care district. This new facility is called Healing Spirit House.

Re-imagining Community Inclusion

- The Re-imagining Community Inclusion Report (RCI), released on May 31, 2019, is a community-driven vision rooted in the lived experience of persons with diverse abilities. It represents the shared goals and aspirations that people with lived experience, their families, and the people, organizations and systems around them have for a more inclusive British Columbia.

- An RCI Implementation Steering Committee was established and met on February 14, 2020 to begin working on governance and the initial organization of the work ahead.

This Steering Committee is co-chaired by the Ministry of Social Development and Poverty Reduction, CLBC, and Inclusion BC. CLBC provides secretariat support for RCI (See RCI issues note for more information).

BUDGET:

- Community Living British Columbia's (CLBC) budget includes an SDPR contribution of $1.14 billion for 2020/21, an increase of $40.3 million as compared to 2019/20 actuals. This increase takes into account the cumulative impact of Budget 2020 and previous budgets (See Tables 1 and 2 below).

- CLBC's total 2020/21 operating budget is $1.16 billion, an increase of $43.1 million compared to 2019/20 actuals. The operating budget reflects the impact of restricted contributions and additional revenues beyond what CLBC receives from SDPR, such as recoveries from health authorities, other cost recoveries and interest income.

Table 1: CLBC – Operating Revenue and Expenditures 2018/19 to 2020/21

All figures in millions	**2018/19 Actual**	**2019/20 Actual**	**2020/21 Budget**
Operating Contributions			
Government Transfers	$998.2	$1,099.4	$1,139.7
Restricted Contributions – Operating[1]	$6.1	$(3.3)	$0
Restricted Contributions – Capital[2]	$(4.0)	$(5.6)	$(5.9)
Net Operating Contributions	**$1,000.3**	**$1,090.5**	**$1,133.8**
Other Revenue[3]	$24.7	$26.7	$26.5
Total Revenues	**$1,025.0**	**$1,117.2**	**$1,160.3**
Supports and Services			
Developmental Disabilities Program (DD)	$926.3	$1,008.1	$1,046.2
Personalized Supports Initiatives (PSI)	$29.3	$34.1	$36.3
Provincial Services (including PAC)	$5.6	$5.5	$6.4
Regional Operations and Administration	$59.9	$65.8	$67.2
Capital Asset Amortization	$3.9	$3.7	$4.2
Total Expenditures	**$1,025.0**	**$1,117.2**	**$1,160.3**

Note 1 Restricted operating funding is recognized in the year the related expenditures are incurred.
Note 2 Funding restricted for capital expenditures is amortized over the life of the related tangible capital assets.
Note 3 Other revenue includes cost-share agreements with Health Authorities, interest and amortization of capital grants

TABLE 2: CLBC – Cumulative budget changes 2020/21 to 2022/23

Prior Year Budgets				
($ millions)	**2020/21**	**2021/22**	**2022/23**	**TOTAL**
Caseload	19.6	38.8	38.8	**97.2**
Home Sharing Rates	9.5	9.5	9.5	**28.5**
Total - Prior Year Budgets	**29.1**	**48.3**	**48.3**	**125.7**
Budget 2020				
($ millions)	**2020/21**	**2021/22**	**2022/23**	**TOTAL**
Sustainable Services Negotiating Mandate – Service Providers	15.0	26.5	26.5	**68.0**
Sustainable Services Negotiating Mandate – CLBC Staff	1.8	2.7	2.7	**7.2**
Caseload	28.0	30.0	60.0	**118.0**
Respite Rate Increase	1.0	1.0	1.0	**3.0**
Total - Budget 2020	**45.8**	**60.2**	**90.2**	**196.2**
CLBC Total	**74.9**	**108.5**	**138.5**	**321.9**

- CLBC invests over 93 per cent of its budget in providing services and supports to individuals and families to assist them to live as independently as possible and have lives filled with possibilities in welcoming communities.

- CLBC's base budget does not include additional funding to implement its Emergency Funding Program related to the COVID-19 pandemic, which is being funded through the Pandemic Response and Economic Recovery Contingencies Vote.

- Additional funding from Budget 2020 includes access to Contingencies for caseload pressures ($4.9 million), service provider compensation related costs ($30.6 million), as well as recruitment and retention support for non-union employees in community social service agencies ($8.2 million).

- Supports provided to individuals and their families through contractual arrangements with service providers are ongoing financial commitments. When supports are introduced partway through a fiscal year, these costs are annualized in subsequent years, resulting in ongoing financial commitments.

- CLBC monitors budgetary commitments on a continuous basis and works with service providers to ensure that supports provided are appropriate to each person's disability-related needs and are delivered in cost-effective ways. There are a variety of formal paid supports available to the adults CLBC serves such as residential services, community inclusion programs, employment support, family and professional support services.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

FTEs:

- The projected number of internal CLBC full-time equivalent (FTE) staff for 2020/21 is 625.

STATISTICS:

Caseload by Type (as of March 31, 2020)

Caseload	Staffed Residential Resources	Shared Living Arrangements[1]	Supports for Independent Living	Planning, Family Support, Community Inclusion	Total
Developmental Disabilities Program	2,678	3,937	1,839	12,706	21,160
Personalized Supports Initiative	12	285	270	1,662	2,229
Total	2,690	4,222	2,109	14,368	23,389

Note 1 Most shared living arrangements are home sharing.

APPENDIX 1 – Additional Background on CLBC

History and Governance

- CLBC was established in 2005 as a provincial Crown Corporation.
- CLBC was set up by the provincial government in consultation with individuals, families and self-advocates who wanted a government funded organization to provide focused support to people with developmental disabilities and their unique needs.
- CLBC is mandated under the *Community Living Authority Act*, is subject to government policy and reports to the Minister of Social Development and Poverty Reduction through a dedicated Board of Directors.
- Board Members are appointed by the Minister of Social Development and Poverty Reduction, for a term not to exceed three years. The Minister may renew a Board Member for one additional term, also not to exceed three years. There are currently 11 Board members and 7 executive team members plus an Executive Director, Indigenous Relations position coming soon. (See Program Note: CLBC Executive and Board Bios).
- CLBC's mandate is to not only build inclusion and provide opportunities for individuals and families, but to help create communities in which people with developmental disabilities have more choices in how they live, work and contribute.
- CLBC's Strategic Plan and Service Plan support government's commitments as identified in CLBC's annual Mandate Letter. The Mandate Letter provides strategic direction and outlines specific priorities for the current year.

About CLBC – Key Facts

- CLBC Vision: "*Lives filled with possibilities in welcoming communities"*
- 2020/21 total operating budget (from all funding sources) is $1.16 billion.
- CLBC provides approximately 24,000 people with individualized programs and services ranging from residential care and respite, to skills development and employment.
- More than 3,500 service providers ranging in size from a person-centred society to providers serving hundreds of individuals.

- 5 CLBC regions:
    - Vancouver Coastal
    - South Fraser
    - Southern Interior
    - Vancouver Island
    - North & Thompson Cariboo

- The Provincial Assessment Centre, operated by CLBC, is a designated Mental Health Facility that provides specialized, mental health services for short-term assessment and treatment plans, intervention and stabilization for eligible individuals aged 14+, with admission ranging from two weeks to three months.

Stakeholder Engagement

- 13 Community Councils located throughout B.C.

- The Provincial Advisory Committee provides information and advice to the Board to assist with its governance and decision making. Members of the Provincial Advisory Committee are made up of individuals/family members from each community council.

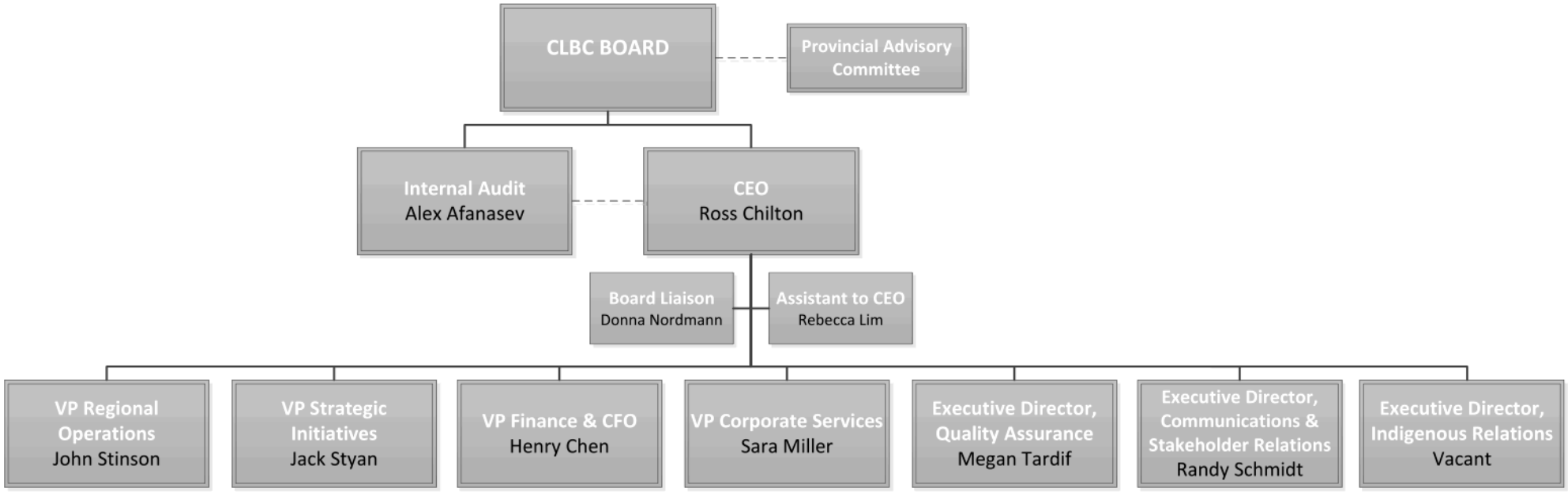
- CLBC's Editorial Board is made up of self advocates and community living leaders from across the province. The Editorial Board works with CLBC to improve communication with the people we serve and produces the *DiverseAbilities* Quarterly magazine.

- CLBC's 2020/21 – 2022/23 Service Plan includes strategies to "build trusting relationships with Indigenous communities by improving awareness of CLBC and available supports and services among Indigenous people and communities and by increasing CLBC staff understanding about Indigenous Peoples' history and culture".

- CLBC has an Indigenous Advisory Committee (IAC) with representatives from across the province to provide information and advice to CLBC staff from an Indigenous perspective and worldview.

- CLBC has been providing services to eligible individuals in First Nations communities since 2014 so that services are accessible in their home communities.

- Following consultations with the IAC, CLBC's CEO announced in June 2020 the creation of a new executive director role to oversee the establishment of a new Indigenous team that will inform CLBC policies, improve service standards about cultural safety and sensitivity, and lead Indigenous community engagement.



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Org Chart - CLBC EXEC TEAM 2020 10 01.vsd

CLBC Executive – October 2020

Biographies

Ross Chilton – Chief Executive Officer



Ross is a long-time leader in B.C.'s community living sector and brings extensive experience advancing inclusion in social service agencies and on sector boards. From 2007 until joining CLBC in 2019, Ross served as CEO of Community Living Society (CLS), which provides services to individuals with developmental disabilities and families across Metro Vancouver and the Fraser Valley.

At CLS, he helped expand employment and support options, and formed the Community Living Housing Society to support innovative, inclusive housing solutions. He has previously served on several boards including the Family Support Institute, the BC Non-Profit Housing Association, the BC CEO Network, and Steps Forward.

Ross holds a Master's degree in Counselling Psychology from the University of British Columbia and has worked as a counsellor and vice president for the Interlock Employee Assistance Program. Ross is also the parent of an adult son with developmental disabilities.

John Stinson – Vice President of Regional Operations



John joined CLBC in June 2020 having previously served as Assistant Deputy Minister for the Disabilities, Inclusion and Accessibility Division of Alberta Community and Social Services.

John's past roles include Chief Executive Officer of Manitoba Liquor and Lotteries, CEO of the Interlake-Eastern Regional Health Authority, Vice-President of Acute Care and Planning with South Eastman Health, as well as senior positions within Manitoba Health and Manitoba's Treasury Board Secretariat.

John started his career as an outreach worker in Winnipeg's community services sector and spent 17 years working in the fight against HIV/AIDS. John takes pride in being transparent, accountable and authentic in his communication style and is committed to

working collaboratively with individuals, families, service providers and community groups.

He has a Bachelor of Arts in Social History from the University of Manitoba and a Certificate in Executive Leadership from Queen's University School of Business. John is a lifelong learner and has also completed course work in journalism, adult education, human resource management and wine and spirits education.

Henry Chen – Vice President of Finance & Chief Financial Officer



Henry joined CLBC in February 2019 bringing extensive financial leadership skills and experience, and a commitment to supporting CLBC's ongoing efforts to strengthen services for individuals and families.

Henry comes to CLBC from TRIUMF, Canada's particle accelerator centre, where he served since 2011 as CFO and Secretary to the Board of Management's Finance and Audit committees. Prior to that, he served as Treasurer and Controller of the Alma Mater Society of the University of British Columbia, and Comptroller, Financial Planning and Reporting for the Liquor Distribution Branch of BC (LDB).

Henry has more than 30 years of financial experience including retail, wholesale distribution, and national international hospitality management. He is a member of the Chartered Professional Accountants of British Columbia, and holds a Bachelor of Commerce, Accounting and Management Information Systems, from the University of British Columbia.

Jack Styan – Vice President of Strategic Initiatives



Jack joined Community Living BC in 2012 after working with people with disabilities and their families for 30 years. In 2011, Jack launched the Registered Disability Savings Plan (RDSP) Resource Centre – a social purpose venture committed to advancing financial security for Canadians with disabilities.

Previously Jack worked at Planned Lifetime Advocacy Network (PLAN), where he led advocacy efforts to get the Federal

Government to implement the Registered Disability Savings Plan and to get provincial governments to modify their disability assistance to encourage people to utilize the RDSP. Prior to joining PLAN, Jack was the Executive Director of Burnaby Association for Community Inclusion.

Jack is a former member of the Will & Estate Planning Council of Vancouver, is a former Board Member of Family Support Institute of BC and holds an M.S.W. from UBC.

Sara Miller – Vice President of Corporate Services



Sara joined CLBC in June 2015 in her role as Vice President, Corporate Services, responsible for Human Resources, Information Technology, Facilities and Administrative Services.

Prior to joining CLBC, Sara served as Director, Business Transformation Operations and Director, Organizational Development at Insurance Corporation of British Columbia (ICBC). She also served in leadership roles in organizational development and Human Resources at Citizens Bank/VanCity, Accenture Business Services for Utilities and Westech Information Systems, a former subsidiary of BC Hydro.

Sara is an accomplished leader with extensive experience in bringing people together around positive organizational change. She holds a Master's Degree in Human Resource Management from the University of Westminster, London.

Megan Tardif – Executive Director, Quality Assurance



Megan has been Director of Quality Assurance at CLBC since February 2015 and previously served as Manager of Quality Assurance since April 2012. In these positions, she held a leadership role in ensuring that supports and services are delivered in ways that are respectful, fair, responsive and enhance quality of life outcomes for individuals and families served.

Megan has been a manager with CLBC since November 2005 and has held various management positions in the field and with head office during that time.

Randy Schmidt – Executive Director, Communications and Stakeholder Relations



Randy joined CLBC in November 2014. Prior to his joining CLBC, he served as Associate Director of Public Affairs at the University of British Columbia for ten years, and as a communications professional in a range of other university, non-profit and government settings in Canada and abroad.

Randy has a passion for strengthening organizational communications to build positive relationships in support of CLBC's vision for lives filled with possibilities in welcoming communities. He has a BA Honours in Economics from Carleton University, an MBA from the University of Ottawa and is an Accredited Business Communicator (ABC) with the International Association of Business Communicators.

Executive Director, Indigenous Relations – TBD (coming soon)

CLBC is currently recruiting for this newly created position with an expected start date of January 2021.

CLBC Board of Directors – October 2020

Overview

CLBC's Board Members are appointed by the Minister of Social Development and Poverty Reduction, for a term not to exceed three years. The Minister may renew a Board Member for one additional term, also not to exceed three years. Among other things, the Board is responsible for:

- overseeing the organization within the overall policy, mandate and budget set by the provincial government;
- working with management to establish an overall strategic direction for the organization, approving the strategic plan and ensuring appropriate community consultation;
- regularly reviewing the organization's short- and long-term plans and significant issues affecting the organization; and
- evaluating organizational results.

In normal times, the CLBC Board welcomes members of the public to attend meetings and has set aside time at the beginning of each board meeting to hear public presentations or answer questions from the public. CLBC is researching options for providing safe access during the COVID-19 pandemic, such as posting a recording of the open board meetings held by MS Teams. The CLBC Board's next scheduled meeting for 2020 will take place virtually via MS Teams and teleconference on November 25.

The Board meets in June of every year with the Provincial Advisory Committee (PAC), the Indigenous Advisory Committee (IAC) and Community Council Chairs from across B.C. The June meeting is an opportunity for an exchange of information and ideas between family members, self-advocates and service providers, Councils, PAC, IAC, CLBC staff and the CLBC Board – and to create increased engagement and shared understanding around common objectives.

Board members would typically be visiting communities throughout the province to meet with service providers, CLBC staff and CLBC Community Councils. The in-person Board Tours for 2020 were cancelled due to the COVID-19 pandemic. CLBC is exploring options for virtual tours in November or December 2020.

The maximum size of the Board is 11 members, including the Chair. A list of current Board members follows, with a short summary of each of their backgrounds.

CLBC Board Members

There are 2 board members whose appointments are set to expire in 2020. Those members are bolded. Nelson Chan has indicated he will not be seeking reappointment.

The CLBC Board Recruitment package, requesting Expressions of Interest from prospective candidates, is currently with the Crown Agencies and Board Resource Office for posting. Both the new appointment and a reappointment candidates information package will be submitted for consideration and approval by the incoming Minister in December 2020 to ensure deadlines are met.

Name	Position	Appointed	Expiry
Michael J. Prince	Chair	1 Jul 2018	30 Jun 2021
Onkar S. Biring	Director	20 Oct 2014 re-appointed: 12 Apr 2018 – 13 Apr, 2021	13 Apr 2021
Barbara Carle-Thiesson	Director	14 Aug 2016 re-appointed: 14 Aug 2019 – 13 Apr, 2022	14 Aug 2022
Katherine Bright	**Director**	**31 Dec 2018**	**31 Dec 2020**
Nelson Chan	**Director**	**31 Dec 2018**	**31 Dec 2020**
Jake Anthony	Director	31 Dec 2018	31 Dec 2021
Marnie Larson	Director	31 Dec 2018	31 Dec 2021
Julia Payson	Director	31 Dec 2018	31 Dec 2021
Simon Philp	Director	31 Dec 2018	31 Dec 2021
Patti Sullivan	Director	31 Dec 2018	31 Dec 2021
Joely Viveiros	Director	31 Dec 2019	31 Dec 2022

COMMUNITY LIVING
BRITISH COLUMBIA

Biographies

Michael J. Prince – Chair

Dr. Michael Prince, who lives in Victoria, is the Lansdowne Professor of Social Policy at the University of Victoria in the Faculty of Human and Social Development. His current research interests include trends in Canadian social policy; federal- provincial relations; trauma of veterans; pension reform; aboriginal governance; and disability politics and policy issues.

Michael is also a disability rights advocate, media commentator and award-winning author of over 250 publications. As a policy consultant, Michael has been an advisor to various federal, provincial, territorial, and municipal government agencies; four Royal commissions; and to a number of parliamentary committees federally and provincially.

In 2007, Michael received a President's Award from the Canadian Association for Community Living, in recognition of "exceptional contribution to Canadians' understanding of public policy that builds an inclusive and accessible Canada." In 2011, he received the University of Victoria Community Leadership Award. In 2012, Michael was presented a Queen Elizabeth II Diamond Jubilee Medal for his public services. Michael was named Academic of the Year in 2014 by the Confederation of Faculty Associations of British Columbia.

Jake Anthony

Jake Anthony has lived experience with a disability, is an advocate for persons with disabilities and lives in Burnaby. As an advocate, his main focus has been around community inclusion, raising disability awareness, as well as inclusive education and employment. Previously, Jake was a Media Arts Correspondent for *pos*Abilities Association of BC, promoting inclusion and diversity in the arts community. He's been a motivational speaker at various conferences, a guest lecturer for Capilano University's Applied Behaviour Analysis Program and had the honour of being the keynote speaker for Dr. Temple Grandin during her last lecture in Vancouver.

Jake has served on the Boards and committees of non-profit organisations such as Inclusion BC, Planned Lifetime Advocacy Network, Burnaby Association for Community Inclusion, Kickstart Disability Arts and Culture and the BC Council for Families. He also sat on the City of Burnaby Access Advisory Committee and is a past member and chair of the TransLink Access Transit Users' Advisory Committee.

COMMUNITY LIVING
BRITISH COLUMBIA



Onkar S. Biring

Mr. Onkar Biring is a self-advocate and lives in Surrey. He is a certified motivational speaker who empowers others like himself who are living with a disability. His goal is to demonstrate that people of all abilities can live full and rich lives in community.

Onkar attended Kwantlen Polytechnic University in 2008, an experience that assisted him to gain employment in a variety of fields. He is fluent in both English and Punjabi.

From 2013 to 2014, Onkar was a member of one of CLBC's Lower Mainland Community Councils where he gave voice to the perspectives, goals and ideals of self advocates.

Katherine Bright

Ms. Katherine Bright is a family member (aunt) and lives in North Vancouver. She is a consultant, executive and board director with two decades of experience in working with privately held enterprises, non-profit organizations, public companies and Crown corporations. She has taught courses across the globe in areas of strategy, succession planning, organizational development, governance and business growth.

Starting with a career in social work, her roots are in community and child services. Throughout her career, she has continued her commitment to public policy, governance and stewardship. In addition to running her consulting practice, she serves in a federal appointment as the vice-chair of the Pacific Pilotage Authority board of directors and as an independent director on a private family enterprise board.

Katherine holds a Bachelor of Arts from the University of Puget Sound and a Master of Business Administration from the University of British Columbia.

Barbara Carle-Thiesson

Ms. Barbara Carle-Thiesson lives in Lantzville. She is a Chartered Professional Accountant (FCPA, FCA) in Nanaimo, B.C. Since 2012, Barbara has been a Partner at MNP LLP, Chartered Professional Accountants. Prior to joining MNP, she was a partner at Tyce Carle-Thiesson Chartered Accountants and in predecessor firms. From 1981-1991, she practised as a sole practitioner in Grande Prairie, Alberta.

Barbara graduated from Brandon University in 1976 with Bachelor of Science degree in Math. She received her CA designation in Alberta in 1982 and became a Fellow in BC

in 2000 and in Alberta in 2001. Active in her community and her profession, Barbara served on a number of boards ranging from Chartered Professional Accountants of Canada, Vancouver Island University, the First People's Cultural Foundation Investment Committee, and the Nanaimo and District Hospital Foundation. She was awarded the Queen's Diamond Jubilee medal in 2012 in recognition of her significant service to her profession and her community.

Nelson Chan

Mr. Nelson Chan is a family member (cousin) and lives in Victoria. He is the chief financial officer for the Capital Regional District, Capital Regional Hospital District and Capital Region Housing Corporation. He has extensive experience in strategic investment and business transformation in both public and private sectors. He serves on the boards of the Government Finance Officers Associations of B.C. and Royal Roads University.

Nelson holds a Master of Business Administration from Florida Metropolitan University and a Bachelor of Commerce from McMaster University. Nelson is a chartered professional accountant and certified management accountant in Ontario and British Columbia.

Marnie B. Larson

Ms. Marnie B. Larson lives in Richmond. She is the chief executive officer at StarGarden Corporation, responsible for operations in Canada, the U.S. and New Zealand. She has over 20 years of experience in the software industry, specializing in human capital management, human resources, payroll and time and attendance software solutions. Active in her community, she serves on the board of the Better Business Bureau Lower Mainland and served on the boards of Wired Woman and the Simon Fraser University (SFU) MBA Alumni Association.

Marnie holds a Bachelor of Commerce from the University of British Columbia and a Master of Business Administration from SFU Beedie Graduate School of Business.



Julia Louise Payson

Ms. Julia Louise Payson lives in Vernon. She is the executive director of Canadian Mental Health Association (Vernon and District Branch), where she works with a team to improve mental health for all. Previously, she was secretariat director of the Community Action Initiative and executive director of the John Howard Society of British Columbia. She is a board director for the BC Non-Profit Housing Association, where she promotes safe and affordable housing throughout the province. She has worked internationally in emergency medical aid in Sudan, Bangladesh and Papua New Guinea.

Julia volunteers as a board consultant with Vantage Point and as a board development committee member for the BC SPCA. She holds a Bachelor of Arts from the University of British Columbia.

Simon Andrew Philp

Mr. Simon Andrew Philp is a family member (father) and lives in Victoria. He is a market vice-president of commercial banking, leading teams on Vancouver Island and throughout the B.C. central Interior, northern B.C. and the Yukon for CIBC. He has spent over 20 years in financial services working with private and public companies, public sector entities, First Nations governments and non-profit organizations.

Simon has served on a number of boards, most recently as a co-chair of the governance board for the unification of the B.C. accounting profession. He has volunteered as a representative and board member for technology industry organizations, universities, business associations, arts groups and land trusts in both Canada and the U.S. Simon obtained the CFP designation in 2000 and CMA (now CPA) designation in 2002.

Patti Sullivan

Ms. Patti Sullivan lives in Victoria. She began her career in child care with children with developmental challenges in Montreal and in northern Manitoba as director of a youth centre. She has worked in CEO/ED roles in diverse sectors that include community health, youth development, social housing, business and cultural amenities development.

She is currently a management consultant and Chair of the Capital Regional District's Arts Advisory Council in Victoria. Patti has served on boards that include Volunteer Victoria, BCALM, Law Society of Manitoba, CPHA, CMHA and as Board Chair of the Winnipeg Regional Health Authority, Child and Family Services of Central Winnipeg and the Winnipeg Symphony Orchestra. She is a YWCA Woman of Distinction (Business and the Professions category). Appointed Complaints Review Commissioner by the Law Society of Manitoba, Ms. Sullivan served as the first non-lawyer chair of its Complaints Investigations Committee. She holds a BA from the University of Winnipeg and Social Work Diploma from Dawson College.

Joely Viveiros-Novik

Ms. Joely Viveiros-Novik is a family member (cousin) and lives in Terrace. She is a private practice Audiologist whose clinic, which she has owned and operated since 1997, serves Terrace and surrounding communities. In addition to working out of hospitals and community health centres in surrounding towns and cities, she also visits and provides hearing services to several Indigenous communities when invited. She embraces the adventure of new workspaces in the ever-evolving hospital and healthcare environments through her visits to the communities in her area.

Joely is an indigenous woman of Gitxsan and Haisla heritage. She enjoys the challenge of raising her three daughters into responsible adults who contribute positively in their communities through music and volunteer work as well as in their future careers. She has considered raising her family her primary job while also working full time in her career.

Joely holds a Master's degree in Audiology from the University of British Columbia, a Bachelor of Science degree from the University of Victoria and is currently working on a Doctoral degree in Audiology from A.T. Still University.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

PROGRAM:

Community Living BC's Strategic Plan

PROGRAM DESCRIPTION:

- After consultation and input from communities across the province, Community Living BC (CLBC) developed a strategic plan for 2017-2020 to better serve adults with developmental disabilities, their families and to improve the quality of life of individuals.

- This plan fulfils CLBC's legislated mandate and supports the government's directions as provided in the mandate letter and service plan.

- The plan includes CLBC's current vision statement: "Lives filled with possibilities in welcoming communities".

- The plan has four improvement areas:
    - Better outcomes for individuals;
    - Improved individual and family experiences;
    - More efficient operations; and;
    - Enhanced service provider partnerships.

  The plan's 12 goals were updated in CLBC's *Strategic Plan on a Page* document after the April 2019 consultation with Indigenous individuals and families to add a focus on strengthening relationships and to increase access to a range of housing support options. These revised goals are posted on CLBC's website here: https://www.communitylivingbc.ca/about-us/clbc-strategic-plan/

- CLBC's plan to develop a new Strategic Plan during Fiscal 2020-21 has been delayed as a result of barriers to stakeholder engagement and additional workload pressures resulting from the COVID-19 pandemic. CLBC is currently evaluating options for proceeding with strategic planning.

Impact of COVID-19

- A number of projects, such as the Individualized Funding Reporting project, were completed prior to the declaration of a state of emergency responding to the COVID-19 pandemic in March 2020. Other project timelines have been extended, for example the Learning, Inclusion, Friendships and Employment (L.I.F.E)-based service pilot, and some developmental projects, such as the home sharing referral and crisis response project, were able to continue despite the pandemic.

- The additional workload resulting from managing the pandemic across the organization and service delivery network, has reduced project capacity. CLBC continues to evaluate what additional project work is feasible while the pandemic continues.

BACKGROUND:

- In 2016 and 2017, CLBC received input from stakeholders including individuals and families, service providers, advocacy groups, and government to identify priorities for a new strategic plan. The input was gathered through stakeholder interviews, CLBC's Provincial Advisory Committee, a service provider survey, and presentations in 15 communities across the province.

- This consultation helped CLBC to identify specific issues that, when addressed, will enable CLBC to better fulfill its mandate and serve the people eligible for CLBC support.

- Stakeholders indicated that CLBC needed to better serve people with multiple complex needs, to strengthen its relationships with families, and to improve its business processes to enable CLBC to better serve more people. This has been CLBC`s focus in the first three years of the plan.

- The plan also lays out CLBC's values:
    - Our interactions are respectful and transparent;

  - We use an equitable approach that is person-centered and effective;
  - We use consistent processes and tools; and
  - We adopt proven new methods that align to our goals.

- Significant effort was made to focus the plan on enabling CLBC staff and contracted service providers to be more efficient, provide better experiences and enable better quality of life outcomes for individuals.

- Several projects have been completed, including improved planning processes and tools for individuals and families; rebuilding CLBC's website and improving web-based reporting tools for those using Individualized Funding (IF).

- Additional projects focus on efforts to better serve individuals with multiple complex needs, increase employment, strengthen home sharing, increasing access to inclusive housing, streamlining internal processes and strengthening performance reporting and forecasting.

Impact of COVID-19 on Strategic Plan Projects

- In mid-March 2020, CLBC informed staff and service providers that CLBC was pausing or slowing some Strategic Plan projects to enable agencies to focus on care and people's needs during the pandemic. The projects set out below will resume as soon as possible, depending on the status of the pandemic:
  - Launching new IT tools and processes for negotiating budgets with service providers;
  - Launching IT tools and process for on-site monitoring;
  - Meeting the reporting requirements for the new Federal-Provincial Workforce Development Agreement;
  - Learning, Inclusion, Friendships and Employment (L.I.F.E)-based Pilot and provincial roll out; and
  - Improving critical incident reporting.

Community Living British Columbia

2020/21 – 2022/23
SERVICE PLAN

February 2020





For more information on the Community Living British Columbia contact:

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V6P 6G5

Phone: (604) 664-0101 / Toll Free: 1-877-660-2522

Email: CLBCinfo@gov.bc.ca

Or visit our website

at https://www.communitylivingbc.ca/

Board Chair Accountability Statement



The 2020/21 - 2022/23 Community Living British Columbia (CLBC) Service Plan was prepared under the Board's direction in accordance with the *Budget Transparency and Accountability Act*. The plan is consistent with government's strategic priorities and fiscal plan. The Board is accountable for the contents of the plan, including what has been included in the plan and how it has been reported. The Board is responsible for the validity and reliability of the information included in the plan.

All significant assumptions, policy decisions, events and identified risks, as of February 2020 have been considered in preparing the plan. The performance measures presented are consistent with the *Budget Transparency and Accountability Act*, CLBC' s mandate and goals, and focus on aspects critical to the organization's performance. The targets in this plan have been determined based on an assessment of CLBC's operating environment, forecast conditions, risk assessment and past performance.

Michael J. Prince
Board Chair

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Strategic Direction and Alignment with Government Priorities

The Government of British Columbia remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy. Crowns are essential to achieving these priorities by providing quality, cost-effective services to British Columbia families and businesses.

Additionally, where appropriate, the operations of Crowns will contribute to:

- The objectives outlined in the government's newly released A Framework for Improving British Columbians' Standard of Living,
- Implementation of the *Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission Calls to Action, demonstrating support for true and lasting reconciliation, and
- Putting B.C. on the path to a cleaner, better future – with a low carbon economy that creates opportunities while protecting our clean air, land and water as described in the CleanBC plan.

By adopting the Gender-Based Analysis Plus (GBA+) lens to budgeting and policy development, Crowns will ensure that equity is reflected in their budgets, policies and programs.

Community Living British Columbia (CLBC) is a crown agency mandated to provide supports and services that adults with developmental disabilities can count on to meet their personal goals and disability-related needs. CLBC's work supports people to reach their full potential and live lives filled with possibilities in welcoming communities. Beyond funding services, CLBC supports individuals and families to plan and to connect with resources in their communities and engages communities to be more welcoming and inclusive places in which people with developmental disabilities can be fully contributing citizens.

CLBC is accountable to the Legislature through the Ministry of Social Development and Poverty Reduction (SDPR). CLBC's Strategic Plan and Service Plan support government's commitments as identified in CLBC's Mandate Letter. CLBC regularly engages individuals, families, service providers and their representatives to continuously improve business processes and services. CLBC will work with government and community partners to develop and implement an action plan for the 10-year Re-Imagining Community Inclusion (RCI) Road Map.

CLBC is aligned with the Government's key priorities:

Government Priorities	**CLBC Aligns with These Priorities By:**
Making life more affordable	• Working collaboratively with key stakeholders to include individuals in new and existing affordable, inclusive housing. (Objective 1.1) • Working collaboratively with key stakeholders to increase availability of inclusive housing. (Objective 1.1) • Increasing individuals' access to employment opportunities. (Objective 1.2)
Delivering the services people count on	• Working collaboratively with individuals, families and community and government partners to implement a long-term vision for community inclusion. (Objective 2.1) • Strengthening relationships with individuals and families to better respond to their needs and improve their experience. (Goal 2) • Improve business processes and tools to enable staff to be both consistent and

Government Priorities	CLBC Aligns with These Priorities By:
	timely in delivering services (Objective 3.1) • Responding to individuals and families' needs and concerns in a timely manner and ensuring quality and responsive services. (Goals 2 and 3) • Enhance partnerships with service providers to ensure quality services are delivered and aligned with service and support needs. (Goal 4)
A strong, sustainable economy	• Individuals have greater access to employment opportunities (Objective 1.2)

Operating Environment

The *Community Living Authority Act* and *Community Living Authority Regulation* outline eligibility criteria for two groups of individuals for CLBC services:

- Adults with a developmental disability, and
- Adults diagnosed with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and who have significant limitations in adaptive functioning.

CLBC employees support individuals and their families to plan, connect to community and services, and are responsible for developing and monitoring services. A range of home support, employment, community inclusion, and respite services are delivered through contracted service providers and individualized funding arrangements. CLBC ensures reliable third-party service delivery through various quality assurance, contracting and financial mechanisms. A formal complaints resolution process, a *Whistleblower Policy,* and an internal audit function provide further assurances of accountability and transparency in operations.

Caseload Growth and Demographic Trends

CLBC estimates that at March 31, 2020 about 23,389 adults will be registered for CLBC services. This is an increase of 5.2 percent from 22,224 at March 31, 2019, and 32.2 percent over the prior five years with an average increase of 6.3 percent each year. CLBC expects the growth rate to continue to be about 5 percent annually in the short and medium term.

In 2019, CLBC revised its forecasting model to increase accuracy of predicting its caseload further into the future. The model predicts significant growth in CLBC's caseload over the next 20 years, leading to an estimated caseload of 49,651 eligible individuals by March 2039—an increase of 123% or 27,427 individuals.

Three factors drive caseload growth: general population increases; advances in health care and extended life expectancy; and increased referral rates of youth to CLBC. The increased demand for CLBC services, however, is driven by more than caseload growth. Most young individuals live with their parents who continue to play the role of primary caregiver. Over time their parents will require more support to continue in this role and as parents age, individuals will increasingly require home support services. Projections show that the increase in the number of individuals in this situation will grow dramatically over the next 20 years. Additionally, as individuals age, they require different and often more intense supports. Forecasts indicate that the number of individuals registered for CLBC services who are older than 50 will more than double by March 2039.

Performance Planning

CLBC's Performance Plan describes what it intends to accomplish over the next three years. The organization seeks a balance between funded services and natural supports to assist individuals in achieving meaningful inclusion in their community and an enhanced quality of life. CLBC works closely with SDPR to monitor priorities, progress and alignment with government commitments through regular engagement at Board Chair, Minister, senior executive and staff levels. CLBC also regularly reports to SDPR against a set of performance measures.

Goal 1: Support individuals to achieve better outcomes.

CLBC works to improve individuals' quality of life outcomes and create opportunities for them to reach their full potential through an array of supports and services, which include planning supports, connecting individuals with community resources and funding of services to meet disability related needs. Focused work in areas of employment, housing, and better supporting individuals with multiple, complex needs will continue for the term of this plan along with a focus on better serving Indigenous individuals.

This goal reflects the importance that CLBC places on supporting individuals to achieve their personal goals while also meeting their disability-related needs. It supports the B.C. government's commitment to deliver high quality services that British Columbians can count on, and to build a strong, innovative economy that works for everyone by improving individuals' participation in employment.

Objective 1.1: Individuals have increased access to a range of home support options.

During 2019, CLBC consulted with stakeholders and updated its Strategic Plan. This objective has subsequently been updated to reflect a focus on increasing access to a broader range of home support options.

Key Strategies:

- Increase access to affordable, inclusive housing by collaborating with BC Housing, Aboriginal Housing Management Association, and the non-profit and cooperative housing sectors.
- Increase the availability of housing by collaborating with Inclusion BC, service providers, municipalities and other stakeholders to support the development of inclusive housing.
- Implement improvements to shared living by collaborating with members of the Home Sharing Working Group and other key stakeholders.

Performance Measure		2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
1.1	Percentage of individuals who are living in their own home through supports for independent living[1]	8.8%	8.9%	9.4%	10.0%	11.0%

[1] Data Source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

Linking Performance Measures to Objectives:

1.1 The percentage of individuals who live in their own homes with supported living services for help with daily living, demonstrates success in meeting the needs of individuals who want to live more

independently, rather than in home sharing or staffed home support services. CLBC's *include Me!* initiative[1] has shown that people who live on their own through supported living, believe that they have a higher quality of life in the areas of self-determination, rights, personal development and social inclusion relative to those living in other types of services.

Discussion:

Measure 1.1 has been revised to reflect the proportion of CLBC's total population who live in their own home with supports for independent living rather than the proportion of those living in residential services using supports for independent living. CLBC has revised the measure to more accurately represent growth of individuals using independent living. Future targets are based on projections from data collected over the last few years, as well as expected results of increasing access to inclusive, affordable housing.

The availability of inclusive, affordable housing impacts individuals' ability to live in their own homes with supports for independent living.

Objective 1.2: Individuals have greater access to employment opportunities.

Key Strategies:

- Complete testing and begin a phased implementation of a new CLBC service option that supports individuals to find employment as well as pursuing goals in learning, developing friendships, and inclusion.
- Continue to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens to increase effectiveness.
- Increase access to employment services by making measured investments in services and proactively seeking opportunities to partner with WorkBC to support people to access WorkBC where appropriate.

Performance Measure		2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
1.2a	Percentage of individuals younger than 65 reporting current employment income[1]	24.2%	25.3%	26.0%	27.5%	29.0%
1.2b	Percentage of individuals supported by CLBC-funded employment services reporting current employment that retained employment for a period of one year or more[2]	78%	77%	76%	76%	76%

[1] Data Source: ICM, BC Disability Assistance.
[2] Data Source: The CLBC Periodic Report for Employment Services.

Linking Performance Measures to Objectives:

1.2a This measure accounts for the percentage of working-aged individuals who are successful in finding employment and who report employment income through BC Disability Assistance[2]. Most individuals are supported in either CLBC-funded employment services or WorkBC services but some find work with support from community inclusion services or with the assistance of family. This performance measure

[1] CLBC's *include Me!* initiative, which includes a quality of life framework and survey instrument, measures and aims to improve individuals' quality of life.
[2] Note that this measure may exclude individuals who have exited BC Disability Assistance or who may not be reporting their employment income. It is also subject to variation resulting from changes in administrative practices related to BC Disability Assistance.

reflects the extent to which individuals reach their full potential, participate more fully in their community, and contribute to a strong, sustainable economy through employment.

1.2b This measure tracks the percentage of individuals supported by CLBC-funded employment services who have been employed for a period of one year or more. Retaining employment is a key driver in advancing employment; when employees retain work, employment services can be focused on assisting new job seekers. It further reflects the quality of CLBC's employment services as job retention reflects satisfaction by both the job seeker and the employer.

Discussion:

1.2a Supporting individuals to participate more fully in their community through employment enhances their quality of life in several areas such as social inclusion, self-determination, personal development and financial well-being. Good progress has been made – more than 5,000 individuals reported employment income last year compared to 2,200 in 2013.

To further this objective, CLBC will focus on two initiatives: improving access to employment services and implementing a new service that supports individuals to pursue work as well as other personal goals. To improve access, CLBC will continue to invest in employment services to minimize wait times. The new employment service, "L.I.F.E.-based", which stands for "Learning, Inclusion, Friendships and Employment," was developed in response to individuals' and families' requests for a service that supports employment and assists people in achieving their goals, as well as other support-related needs.

1.2b CLBC always expects that there will be some turnover among job seekers for several reasons: placements are not always satisfactory for both the job seeker and employer; individuals may want to move on to other jobs over time; and employer's needs may change. Historically, the strength of the economy also has an impact on this measure, although the unemployment rate has been low for some time.

CLBC is focused increasing participation in employment services. Increased numbers of individuals entering employment services lowers the proportion of individuals that have been in a job for more than one year, thus explaining the small decrease in the forecast number and rational for lower targets.

Goal 2: Strengthen relationships with individuals and families to better respond to their needs and improve their experience.

CLBC values the importance of building strong relationships with individuals and families to better respond to their changing needs and concerns. CLBC recognizes the importance of strengthening relationships with, and raising awareness of CLBC services among Indigenous individuals and families.

CLBC is committed to ensuring transitioning youth, older adults and their families have positive experiences; are well informed about CLBC; and are supported to access both CLBC-funded services and other services available to all citizens through the planning process. This goal supports the B.C. government's commitment to deliver quality services that British Columbians can count on.

Objective 2.1: Individuals have stronger relationships with CLBC.

Key Strategies:

- Continue to improve transitions for individuals and their families by working collaboratively with individuals, families, Ministry of Children and Family Development, and other partners to understand transition-related challenges and identify further improvements.
- Utilize the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.
- Build trusting relationships with Indigenous communities by improving awareness of CLBC and

available supports and services among Indigenous people and communities and by increasing CLBC staff understanding about Indigenous peoples' history and culture.

- Collaborate with Indigenous people and communities to implement the goals and objectives related to services for Indigenous peoples outlined in the document Re-Imagining Community Inclusion (RCI) Road Map .

Performance Measure	2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
2.1 Percentage of families of transitioning youth who feel they understand what services and supports they can expect from CLBC.[1]	58%	64%	67%	69%	70%

[1] Data Source: Targeted consumer surveys completed annually. The survey sample is made up of individuals and families who turned 19 years of age and completed a Guide to Support Allocation.

Linking Performance Measures to Objectives:

2.1 This measure demonstrates CLBC's effectiveness in informing individuals and families about what funded services and natural supports are available to them during the planning process. Individuals and families have told CLBC that the transparency of individuals and families knowing what they can expect from CLBC is a determinant of positive transitions and stronger relationships with CLBC. When people are fully informed, they are better equipped to make choices. This is particularly important for transitioning youth who are new to CLBC and have not yet accessed CLBC services.

Discussion:

2.1 Since the measure was first introduced in 2017/18, the survey methodology was changed to increase survey response rates. CLBC expects gradual improvement in this indicator as more youth and their families experience CLBC's new planning approach.

Objective 2.2: CLBC's planning process is useful for individuals and families.

Key Strategies:

- Support youth who are transitioning to adulthood, and their families by: helping them to understand the adult landscape; providing access to a range of planning supports; and assisting them to understand services and supports that are available in the community and through CLBC.

Performance Measure	2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
2.2 Percentage of individuals and families who rate the quality of CLBC's planning support as good or above.[1]	75%	76%	77%	78%	78%

[1] Data source: Targeted consumer surveys completed annually.

Linking Performance Measures to Objectives:

2.2 Effective planning is a key contributor towards better transitions and stronger relationships. This performance measure indicates how satisfied individuals and families are with the quality of CLBC's planning, the effectiveness of recent changes to CLBC's planning process and the extent to which further changes are required.

Discussion:

CLBC completed implementation of a new planning approach in 2019/20. Changes in planning practice were made with extensive input from individuals and families, who emphasized that they wanted ownership of their plans, that they have different planning needs at different times and that the information they first receive about CLBC sets the tone for the future relationship.

Since the new approach was introduced, more than 600 individuals and family members have participated in it. Many of these participants, however, are younger than 19 years old. As a result, CLBC anticipates steady progress over the next three years as the updated approach to planning improves the way individuals and families are introduced to CLBC, enhances their knowledge about support options and opportunities, and increases individuals' and families' trust and confidence in CLBC.

Goal 3: Develop tools and streamline internal processes to support more efficient operations.

CLBC's tools and processes enable staff and service providers to plan, deliver and monitor supports and services to individuals and their families. Streamlined internal processes and effective information technology tools and systems enable staff to effectively and efficiently fulfill these roles thus improving individuals and families' service experiences, while at the same time increasing staff satisfaction.

This goal contributes to the BC government's commitment to deliver quality services that British Columbians can count on.

Objective 3.1: Improve business processes and tools to enable staff to be both consistent and timely in delivering services.

Key Strategies:

- Implement recommendations from the resource allocation process review that will streamline the process and increase consistency across the province. Implement IT solutions to increase the efficiency of negotiating program budgets with service providers and of monitoring service providers.
- Plan for the replacement of CLBC's individual management system by conducting a business process review, selecting a new product and beginning implementation planning.

Performance Measure	2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
3.1 The average number of individuals who have a priority ranking score of 50 or greater that have made a service request and have not received any CLBC services the past six months or longer.[1]	107	102	90	90	90

[1] Data Source: The Request for Service List through the PARIS information management system.

Linking Performance Measures to Objectives:

This measure indicates CLBC's ability to meet people's disability-related needs and deliver services in a timely and responsive manner. It identifies the average number of individuals who have a priority ranking score of 50 or greater, that have not received any CLBC services in at least six months, and who have an outstanding request for services. The priority ranking score is derived from the Request for Service Priority Tool, an instrument which considers an individual's current support needs in the context of their current support system (family, services, community, etc.) to gauge their relative priority for services. While not every individual will always require services, CLBC anticipates that most individuals with a score of 50 or

more will need services. Note that many individuals with priority ranking scores of less than 50 receive services each year. When a service or support is necessary, CLBC expects the process of allocating funding and implementing the services will be complete within less than six months of requesting services.

Discussion:

Targets were established based on historical data when the measure was introduced and have been maintained despite population growth to demonstrate CLBC's commitment to service responsiveness. Fluctuations are attributable to the variables impacting this measure, which include: the number of individuals presenting themselves to CLBC, the level of service need of those people presenting, the amount of funding available for new services and CLBC's effectiveness in delivering services.

CLBC expects that improving the tools and processes used to allocate resources and contract for services will increase staff efficiency and reduce time from a request for service being made and, where funding is available, to the service being delivered.

Objective 3.2: Respond to individuals and families' needs and concerns in a timely manner and ensure quality and responsive services.

Key Strategies:

- Continue to receive and address concerns from individuals and families through CLBC's complaints process in a timely manner.

Performance Measure	2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
3.2 Percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC *Complaints Resolution Policy*[1]	75%	80%	85%	87%	88%

[1] Data Source: CLBC Complaints Tracking System.

Linking Performance Measures to Objectives:

3.2 This performance measure indicates how well CLBC responds to concerns by tracking whether formal complaints are managed within the required timeframes set in CLBC's *Complaints Resolution Policy*. This performance measure demonstrates CLBC's ability to respond to individuals and families' needs and concerns in an efficient and timely manner and contributes to continuous quality improvement of services.

Discussion:

3.2 One of the characteristics of responsive organizations is the way in which they respond to those who are not satisfied with administrative decisions. CLBC's *Complaints Resolution Policy* outlines the process that is available to individuals and families when they would like a decision reviewed. The Policy also outlines CLBC's expectations with respect to timeliness. CLBC tracks, learns from and reports on complaints. CLBC is committed to improving accountability and response rates to ensure individuals and families receive a timely and adequate response to their concerns. Targets have been revised based on performance in recent years, and preliminary assessment of operational challenges in meeting policy timelines.

Goal 4: Enhance partnerships with service providers to ensure delivery of quality services that are aligned with service and support needs.

CLBC contracts with a network of qualified service providers to deliver disability related services that enable individuals to live lives filled with possibilities in welcoming communities. CLBC continues to improve the comprehensive framework of procurement, funding, contracting, reporting and monitoring processes, and uses information gathered from service providers through various reporting mechanisms to adjust services based on individuals' changing needs.

This goal contributes to the B.C. government's commitment to deliver quality services that British Columbians can count on.

Objective 4.1: Maintain a responsive and resilient service network to deliver services that advance people's quality of life and are aligned with CLBC's goals.

Key Strategies:

- Use *include Me!* to measure the quality of life of individuals and to support service providers in their efforts to deliver service in a manner that promotes outcomes for those they serve.
- Collaborate with service providers to increase compensation for home sharing providers and make improvements to policies and practice to increase the quality and sustainability of home sharing.
- Use the revised forecasting model to predict caseload changes, understand future impacts on service demand and, in partnership with stakeholders, develop strategies to prepare or a growing and aging caseload.

Performance Measure		2018/19 Actual	2019/20 Forecast	2020/21 Target	2021/22 Target	2022/23 Target
4.1a	Change over time in composite Quality of Life Scores of surveyed individuals accessing CLBC-funded services[1]	7.43	7.44	7.45	7.46	7.47
4.1b	Change over time of personal development domain scores of surveyed individuals accessing CLBC-funded services[2]	7.26	7.32	7.38	7.44	7.48

[1,2] Data Source: *include Me!* survey results. The number is a three-year rolling average of a composite score of each of the eight domains of the Quality of Life Framework used in the *include Me!* project.

Linking Performance Measures to Objectives:

4.1a This performance measure gauges the quality of life of individuals accessing CLBC-funded services. The Quality of Life Scores are based on a validated survey that reflects an individual's view of their quality of life out of a score of ten. It is a key measure of the effectiveness of CLBC's service providers in advancing CLBC's vision of lives filled with possibilities in welcoming communities.

4.1b Personal development is one of the eight domains in CLBC's Quality of Life framework and measurement tool and is highly correlated to overall quality of life. Personal development relates to an individual's ability to pursue their interests, have opportunities for personal growth and skills development and have access to necessary information and support. It is an area where CLBC expects its strategic activities will have greater impact compared to the other domains. This performance measure reflects the effectiveness of CLBC's services providers to deliver supports and services that meet individual's personal development growth needs.

Discussion:

4.1a and b Since the *include Me!* project was initiated in 2012/13, CLBC has built awareness and understanding of the Quality of Life framework. Quality of life data will continue to be used as a catalyst to improve services and, subsequently, individuals' quality of life. Service providers participating in the *include Me!* initiative use the data to evaluate the impact of continuous quality improvement efforts on the quality of life of those they serve.

As the project expands across the province, CLBC expects some variability in the data. Some agencies will be participating in the survey for the first time, others will have previously received their survey scores and have introduced changes to improve individual's quality of life.

CLBC anticipates a slow but steady increase in the composite quality of life score over the long term as a result of *include Me!* and other key initiatives. CLBC anticipates that personal development scores will increase slightly faster than composite scores over the next three years. This is because initiatives such as employment, inclusive housing and multiple complex needs are expected to have a relatively greater impact on personal development results.

Financial Plan

Summary Financial Outlook

($m)	2019/20 Forecast	2020/21 Budget	2021/22 Plan	2022/23 Plan
Total Revenue				
Contributions from the Province				
Government Transfers	1,099.4	1,139.7	1,173.2	1,203.2
Restricted – Operating	1.2	-	-	-
Restricted – Capital	(5.9)	(5.9)	(5.4)	(5.3)
Net Operating Contributions	1,094.7	1,133.8	1,167.8	1,197.9
Recoveries from Health Authorities	17.0	17.5	18.0	18.5
Interest and Other Income	5.6	5.7	5.7	5.8
Amortization of Deferred Capital Contributions	3.2	3.3	4.4	4.9
Total Revenue	**1,120.5**	**1,160.3**	**1,195.9**	**1,227.1**
Total Expenses				
Supports and Services				
Developmental Disabilities Program	1,010.1	1,046.2	1,076.3	1,105.3
Personalized Supports Initiative	35.1	36.3	37.5	38.1
Provincial Services	6.2	6.4	6.4	6.4
Total Supports and Services	1,051.4	1,088.9	1,120.2	1,149.8
Regional Operations and Administration	65.3	67.2	70.1	70.8
Amortization of Tangible Capital Assets	3.8	4.2	5.6	6.5
Total Expenses	**1,120.5**	**1,160.3**	**1,195.9**	**1,227.1**
Annual Surplus (Deficit)	**-**	**-**	**-**	**-**

($m)	2019/20 Forecast	2020/21 Budget	2021/22 Plan	2022/23 Plan
Total Liabilities	**35.7**	**38.3**	**39.3**	**40.2**
Accumulated Surpluses	**3.7**	**3.7**	**3.7**	**3.7**
Capital Expenditures	**7.0**	**7.7**	**7.7**	**6.7**
Dividends/Other Transfers	**-**	**-**	**-**	**-**

Key Forecast Assumptions, Risks and Sensitivities

Contributions from the Province

The Provincial Government provides contributions to CLBC through transfers made under a Voted Appropriation within the Ministry of Social Development and Poverty Reduction. These transfers increase by $40.3 million in 2020/21.

Contributions from the Province consist of funding for operating expenditures and funding restricted for capital expenditures. Funding for operating expenditures is, in part, restricted for specific purposes. Restricted operating funding is recognized as revenue when the related expenditures are incurred.

Recoveries from Health Authorities

B.C. Health Authorities contribute to the costs of providing services to individuals who are eligible for Extended Care Supports.

Supports and Services

Developmental Disabilities and Personalized Supports Initiative

Supports and services are provided to individuals and their families through contractual arrangements with service providers across the province.

CLBC estimates that at March 31, 2020 about 23,389 adults will be registered for CLBC services. This is an increase of 5.2 percent from 22,224 at March 31, 2019, and 32.2 percent over the prior five years with an average increase of 6.3 percent each year. The caseload growth rate is forecast to be 5.2 percent in 2019/20, reducing to 5.1 percent in 2020/21. CLBC will sustain existing supports, while providing new services within the funding available for 2020/21.

CLBC's regional management monitors budgetary commitments on a multi-year basis, taking into account the impact of support commitments in both the current and future years. Contracted services are monitored by CLBC staff members, who work with service providers to ensure that the supports provided are appropriate to each person's disability-related needs and are delivered in a cost-effective manner. Savings arising from these processes supplement the funding available to address service demand.

Despite inflationary pressures on the cost of service provision, through changes in service mix, prudent service monitoring, and contract management, CLBC's overall average cost of supports and services per supported individual has been reduced from $46,000 in 2011/12 to a forecast $45,800 in 2019/20 and a similar level in 2020/21.

Provincial Services

CLBC operates the Provincial Assessment Centre and some minor centralized programs, the budgets for which are expected to be stable going forward.

Regional Operations and Administration

Regional Operations and Administration costs include regional facilitators who work directly with individuals and families to connect them to their communities, provide planning assistance and facilitate access to community services. Other regional staff are responsible for the procurement and monitoring processes that are pivotal to cost effective service provision and the monitoring of outcomes for individuals.

Management's Perspective on the Financial Outlook

CLBC continues to work with the Ministry on strategies to ensure CLBC services remain sustainable. The identified risks related to the financial plan are summarized below.

Responding to Financial and Operational Risk	
Identified Risks	**Mitigation Strategies**
CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.	CLBC responds to service demand through informed, fair and consistent decision-making. CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.
CLBC demographic forecasts predict that the need for home support services will grow more rapidly than CLBC caseload growth.	CLBC works with sector partners and BC Housing to increase access to housing for people who want to live in their own homes. CLBC is investing in home sharing to improve recruitment and retention.
There is increasing pressure on families who care for their adult children at home, as care-givers age and care requirements increase.	CLBC provides respite and other services for families to enhance their resilience.
Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.	CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.

Appendix A: Hyperlinks to Additional Information

Corporate Governance

The CLBC Board of Directors ensures that CLBC complies with government's mandate and policy direction, financial and other policies, and applicable legislation. Its responsibilities include functions around: strategic planning, risk management, monitoring organizational and management capacity, controls, ethical frameworks, values and communications. For more information on CLBC's corporate governance, visit the website.

Organizational Overview

CLBC is committed to changing and improving what we do to ensure eligible individuals have the support they need, when they need it, to lead full lives. CLBC is a learning organization committed to listening to and learning from community stakeholders, in addition to transparency. CLBC values the perspectives and concerns of individuals and their families, Community Councils, service providers, government and community partners. Learn more about CLBC online.

January 21, 2020

Ref: 202113

Michael Prince
Chair, Board of Directors
Community Living British Columbia
1200 West 73rd Avenue, 7th Floor
Vancouver BC V6P 6G5

Dear Dr. Prince:

I would like to extend appreciation on behalf of Premier Horgan and the Executive Council for your dedication, and that of your board members, in leading your organization and helping government deliver on our priorities to British Columbians.

Government remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy.

Every public sector organization is accountable to the citizens of British Columbia. The expectations of BC citizens are identified through their elected representatives, the members of the Legislative Assembly.

This mandate letter, which I am sending in my capacity as Minister responsible for Social Development and Poverty Reduction, on behalf of the Executive Council, communicates those expectations for your agency. It sets out overarching government priorities that will inform your agency's policies and programs, as well as specific direction on priorities and expectations for the coming fiscal year.

Our goal is to build a strong, sustainable economy that works for everyone. We are committed to working with you and other Crown Agencies to provide quality, cost-effective services to BC families and businesses. By adopting the Gender-Based Analysis Plus (GBA+) lens and Framework for Improving British Columbians' Standard of Living to policy development, we will ensure that equity is reflected in government budgets, policies, and programs.

…2

Ministry of Social Development and Poverty Reduction

Office of the Minister

Mailing Address:
PO Box 9058 Stn Prov Govt
Victoria BC V8W 9E2

Location:
Parliament Buildings
Victoria BC V8V 1X4

You are encouraged to apply the GBA+ lens in your Crown Agency operations and programs. In the same vein, appointments to agencies, boards, and commissions reflect government's direction to promote equity and leadership at senior levels in the public and private sectors, with a view to building strong public sector boards that reflect the diversity of BC.

Two key priorities that will underpin lasting prosperity are advancing reconciliation with Indigenous Peoples and moving towards a low-carbon economy.

In November 2019, government passed the *Declaration on the Rights of Indigenous Peoples Act* which represents a crucial step towards true and lasting reconciliation. In keeping with the Calls to Action of the Truth and Reconciliation Commission, the Act was developed in collaboration with the First Nations Leadership Council to create a framework for reconciliation in BC. All Crown Agencies are expected to incorporate the *Declaration on the Rights of Indigenous Peoples Act* and Calls to Action of the Truth and Reconciliation Commission within their specific mandate and context.

Announced in December 2018, the CleanBC plan puts our province on the path to a cleaner, better future—with a low-carbon economy that creates opportunities while protecting our clean air, land, and water. As part of the new accountability framework established in CleanBC, and consistent with the *Climate Change Accountability Act*, please ensure your organization plans to align operations with targets and strategies for minimizing greenhouse gas emissions and managing climate change risk. Please be prepared to work with government to report out on these plans and activities.

The Crown Agencies and Board Resourcing Office (CABRO), with the Ministry of Finance, will continue to support you and your board on recruitment and appointments as needed and will be expanding professional development opportunities in 2020/21. This will include online training modules and in-person conferences, as government works to support strong public sector boards that reflect the diversity of BC.

As the Minister Responsible for Community Living BC (CLBC), I expect that you will make substantive progress on the following priorities and incorporate them in the goals, objectives, and performance measures in your 2020/21 Service Plan:

…3

1. Meet regularly with individuals, families, service providers, and advocacy groups, including People First of BC, Family Support Institute, Inclusion BC, Representative for Children and Youth, Advocate for Service Quality, the BC CEO Network, Provincial Association of Residential and Community Agencies, and the Federation of Child and Family Services to identify issues and solutions and to continue to improve collaboration, by:
    a) Co-leading the engagement with Re-imagining Community Inclusion (RCI) partners to develop an implementation plan for the 10-year RCI Vision and Road Map;
    b) Supporting a network of Community Living Councils that connect CLBC with individuals, families, service providers, and community members at a local level and provide opportunities for Community Living Councils to participate in provincial initiatives; and
    c) Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted.

2. Improve transitions for individuals and their families by:
    a) Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports;
    b) Working collaboratively with individuals, families, the Ministry of Children and Family Development, and other partners to understand transition-related challenges and identify further improvements; and
    c) Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.

3. Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:
    a) Continuing to implement new Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services supporting individuals with all abilities to find employment that fits an individual's goals while meeting their other support needs;
    b) Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness; and
    c) Increasing access to employment services by making measured investments in services and proactively seek opportunities to partner with WorkBC to support people to access WorkBC where appropriate.

…4

4. An increased emphasis on working with the Ministry of Health and Health Authorities to identify interests, issues, and an action plan to address challenges in managing Added Care which will lead to:
    a) A consistent, standardized, and joint approach to high intensity care needs and goals for care for CLBC clients with complex functional and medical issues;
    a) The provision of appropriate services and supports for CLBC clients with complex functional and medical issues; and
    b) Consistent alignment with Ministry of Health policies.

5. Improve services to people with multiple complex needs by:
    a) Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels;
    b) Continuing to build Trauma informed Practice (TIP) into policy and practice with CLBC staff and external partners; and
    c) Developing solutions to improve service provision and planning for implementation.

6. Increasing opportunities for individuals to live as independently as they are able by:
    a) Working collaboratively with BC Housing, Aboriginal Housing Management Association, BC Non-Profit Housing Association, Cooperative Housing Federation of BC, and the non-profit and cooperative housing sectors to include individuals in new and existing affordable, inclusive housing; and
    b) Working collaboratively with Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities.

Each board member is required to sign the Mandate Letter to acknowledge government's direction to your organization. The signed Mandate Letter is to be posted publicly on your organization's website in spring 2020.

I look forward to continuing to work with you and your Board colleagues to build a better BC.

Sincerely,



Shane Simpson
Minister

Date: January, 21, 2020

…5

Enclosure

cc: Honourable John Horgan, Premier
Don Wright, Deputy Minister to the Premier and Cabinet Secretary
David Galbraith, Deputy Minister, Ministry of Social Development and Poverty Reduction
Lori Wanamaker, Deputy Minister, Ministry of Finance
Heather Wood, Associate Deputy Minister and Secretary to Treasury Board Ministry of Finance
Jake Anthony, Board Member, Community Living BC
Onkar S. Biring, Board Member, Community Living BC
Katherine Bright, Board Member, Community Living BC
Barbara Carle-Thiesson, Board Member, Community Living BC
Nelson Chan, Board Member, Community Living BC
Marnie Larson, Board Member, Community Living BC
Julia Payson, Board Member, Community Living BC
Simon Philp, Board Member, Community Living BC
Patty Sullivan, Board Member, Community Living BC
Joely Emily Viveiros, Board Member, Community Living BC
Ross Chilton, Chief Executive Officer, Community Living BC

Community Living British Columbia

2019/20
Annual Service Plan Report



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Published by the Community Living British Columbia

Board Chair's Accountability Statement



The *Community Living British Columbia 2019/20 Annual Service Plan Report* compares the corporation's actual results to the expected results identified in the *2019/20 – 2021/22 Service Plan* created in February 2019. The Board is accountable for those results as reported.

Michael J. Prince
Board Chair
July 24, 2020

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Letter from the Board Chair & CEO

We are pleased to present the Community Living BC 2019/20 Annual Service Plan Report, summarizing our performance and highlighting our achievements.

Community Living BC (CLBC) worked with the Ministry of Social Development and Poverty Reduction and community partners to begin planning for implementation of a ten-year vision for B.C.'s community living sector based on the 2019 Re-Imagining Community Inclusion report. We expect that this work will influence goals and objectives of future service plans.

We want to support individuals to live good lives: lives where they have a place that they can call home, are connected to friends and family, and contribute to their communities, often by working. We are committed to improvement so that more people feel that they have good lives, as reflected in our Strategic Plan 2017-2020.

Delivering quality services to individuals with developmental disabilities and their families remains our highest priority. Last year CLBC assisted more than 1,300 individuals establish eligibility, and at year end, 23,389 individuals were eligible to receive services funded by CLBC. During the year, CLBC provided new or additional services to more than 3,200 individuals across British Columbia.

In addition, we made progress on our strategic priorities. We increased compensation to home sharing providers and launched projects to improve home sharing. We worked collaboratively with Inclusion BC and other partners to advance the recommendations in "Home is Where Our Story Begins", a plan to increase access to inclusive housing.

CLBC also ensured alignment with the government's 2019/20 Mandate Letter, through the work of the CLBC Indigenous Advisory Committee to set a direction to support reconciliation and improve services to Indigenous individuals. CLBC assisted more people to find and keep a job by continuing to invest in employment services, launched a pilot to test the new L.I.F.E.-based services and supported service providers to get ready to offer this new service.

Finally, we must acknowledge the COVID-19 pandemic that enveloped the world, resulting in the declaration of provincial state of emergency in British Columbia. Even though the pandemic impacted the province only in March 2019, its impacts are evident in this report. CLBC is appreciative of the many efforts of individuals, families, home sharing providers, service providers, community groups and CLBC staff to maintain essential services and keep people safe during this difficult time.

With this report, we affirm our ongoing commitment to our vision and mandate, and to high standards of public accountability. We are grateful to all those who are supporting CLBC to achieve these goals.

Michael J. Prince



Board Chair, Community Living BC
July 24, 2020

Ross Chilton



Ross Chilton

CEO, Community Living BC
July 24, 2020

Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the *Budget Transparency and Accountability Act* (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Crown Corporation's Board is required to report on the actual results of the Crown's performance related to the forecasted targets documented in the previous year's Service Plan.

Purpose of the Organization

Community Living British Columbia (CLBC) is a Crown Corporation whose mandate is to support eligible individuals to meet their disability-related needs and participate in their communities in meaningful ways. CLBC's work supports people to reach their full potential and live lives filled with possibilities in welcoming communities.

CLBC is accountable to the Legislature through the Ministry of Social Development and Poverty Reduction (SDPR). The *Community Living Authority Act* and Community Living Authority Regulation define two groups of individuals who are eligible for CLBC services:

- Adults with a developmental disability, and
- Adults who are diagnosed with fetal alcohol spectrum disorder or an autism spectrum disorder, and who have significant limitations in adaptive functioning.

CLBC's Board of Directors provides strategic, planning and budgetary oversight in accordance with the *Community Living Authority Act*, and establishes the corporation's vision, mission and values. Transparency in governance and operations is provided through the board's Strategic Plan, Service Plan and Annual Service Plan Report, which are prepared for government and are available to the public. The Provincial Advisory Committee and regional Community Councils ensure two-way communication with the communities we serve.

CLBC employees support individuals and families to plan and connect to community and services and are responsible for developing and monitoring services. A range of residential, employment, community inclusion and respite services are delivered through contracts with service providers and person-centred societies, or through individualized funding agreements. The quality of services is maintained through various quality assurance, contracting and financial reporting requirements.

Strategic Direction

The strategic direction set by Government in 2019/20 and expanded upon in the Board Chair's Mandate Letter from the Minister Responsible in 2019 shaped the 2019/20 CLBC Service Plan and results reported in this annual report.

CLBC is aligned with the Government's key priorities:

Government Priorities	CLBC aligns with these priorities by:
Delivering the services people count on	• Working collaboratively with individuals, families and community and government partners to develop a long-term vision for community inclusion. • Strengthening relationships with individuals and families to better respond to their needs and improve their experience. (Goal 2) • Continually improving business processes and tools to enable staff to provide timely and responsive services. (Goal 3) • Responding to individuals and families' needs and concerns in a timely manner and ensuring quality and responsive services. (Goal 3) • Enhance partnerships with service providers to ensure quality services are delivered and align with individuals' needs. (Goal 4)
A strong, sustainable economy	• Supporting individuals to achieve better outcomes. (Goal 1)

Operating Environment

Caseload Growth and Demographic Trends

The most significant drivers impacting CLBC's operations continue to be the number of new people establishing eligibility and increasing requests for services. By March 31, 2020, 23,389 adults were registered for CLBC services, a net increase of 1,165 individuals, which represents an increase of 5.2 percent over the previous year and 32.2 percent over five years. This growth rate is a result of several factors, including: general population growth; advances in health care and extended life expectancy; and increased identification and referral rates of youth to CLBC.

The increase in demand for services is driven by: young adults wanting support to live full lives and leave their family homes; better identification of the support needs of adults with complex needs; increasing support requirements of individuals who are aging; and families, including those who are aging, who need greater assistance in caring for their adult family member. To assist CLBC in meeting the growth in demand for services, the provincial government increased funding commitments to CLBC by $101.2 million in 2019/20.

COVID-19 Pandemic

On March 6, 2020, the Government of BC activated an advanced COVID-19 response to protect British Columbians. The World Health Organization (WHO) declared COVID-19 a pandemic on March 11, 2020. CLBC began to implement its Emergency and Business Continuity Plan on March 15, 2020. CLBC worked with service providers to respond to increased and changing needs resulting from the emergency and to ensure the ongoing health and safety of the individuals and families served by CLBC, as well as the people who support them. In response to guidance and directives from the Office of the Provincial Health Officer, most services were modified to enable individuals to stay home and limit their contacts. Community-based services and supports were modified and scaled back and residential services were enhanced to support individuals on a 24-7 basis.

While representing only a short part of the 2019-20 year, COVID-19 had a notable impact on

some of the results in this report. CLBC suspended some aspects of its normal business operations, including some data collection, as CLBC and service providers needed to focus on implementing business continuity plans to manage the COVID-19 pandemic, while continuing to provide essential services. The gaps in reporting data are identified in discussions of results.

Report on Performance: Goals, Objectives, Measures and Targets

CLBC worked with the Ministry of Social Development and Poverty Reduction and community partners to begin planning for the implementation of a ten-year vision for BC's community living sector, based on the 2019 Re-Imagining Community Inclusion (RCI) report. Implementation of the RCI report will progress CLBC's mandate to support eligible individuals to meet their disability-related needs and participate in their communities in meaningful ways. CLBC expects that this work will influence goals and objectives of future service plans.

CLBC reports on annual performance against targets established in its 2019/20 Service Plan, using ten performance measures assigned to four goals. In some instances, such as those related to employment supports, these measures will apply to more than one goal.

The performance measures align with government direction and our organizational objectives and are linked to the context and priorities in the 2017-20 Strategic Plan.

Goal 1: Support individuals to achieve better outcomes.

This goal reflects the importance that CLBC places on supporting individuals to achieve their personal goals, while also meeting their disability-related needs. It supports the BC government's commitment to deliver high quality services that British Columbians can count on, and to build a strong, innovative economy that works for everyone, by improving individuals' participation in employment.

CLBC works to improve individuals' quality of life outcomes and create opportunities for them to reach their full potential by funding and overseeing the delivery of a broad range of services.

CLBC's most recent Strategic Plan prioritizes two areas for improving outcomes for individuals: increasing access to a range of housing support options and increasing the number of individuals who are employed, reflected in the objectives below.

Objective 1.1: Individuals have increased access to independent living.

Key Highlights

- CLBC, jointly with Inclusion BC and other stakeholders, began to implement the recommendations of Home is Where our Story Begins[1], by undertaking three projects: conducting research to improve demand predictions for inclusive housing; developing tools to support community living stakeholders to engage with housing planners, developers and providers; and developing tools to support families to plan for future housing needs.
- With key partners, BC Housing, BC Non-Profit Housing Association, the Co-

[1] A report developed by the Inclusive Housing Task Force, co-chaired by CLBC and Inclusion BC, and released in November 2018.

operative Housing Federation of BC and not-for-profit housing providers, CLBC undertook activities to increase awareness of the housing needs of CLBC-eligible individuals and ultimately access to inclusive and affordable housing.

- Collaborating with the CEO Network, agencies and home sharing providers, CLBC began work on a three-year plan to improve home sharing by launching two projects: first, to improve the referral process to agencies and home sharing providers and second, to improve responses to crises experienced by individuals living in home sharing and home sharing providers.
- CLBC revised the fee schedule and allocated an additional $8.8 million to increase compensation to home sharing providers.

Performance Measure	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
1.1 Percentage of individuals living in their own home through supports for independent living	22.3%	22.7%	23.4%	24.2%	25.7%

Data source: the PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

Discussion of Results

Results from the *include Me!* Initiative[2], CLBC's quality of life survey, show that people who live on their own through supports for independent living, have a higher quality of life in the areas of self-determination, rights, personal development and social inclusion, than do those living in other types of residential services. The steady increase in the percentage of individuals who live in their own homes with supports for independent living services demonstrates progress in meeting the needs of individuals who want to live more independently. The 1.1% increase in this performance measure over the last year represents 146 new individuals receiving supports for independent living, for a total of 2,109.

While individuals continue to indicate a desire to live more independently, the availability of inclusive, affordable housing limits individuals' ability to live in their own homes with supports for independent living. In 2019/20, CLBC continued to work collaboratively with Inclusion BC and other key partners to implement the recommendations outlined in Home is Where our Story Begins to increase access to inclusive and affordable housing in BC.

Objective 1.2: Individuals have greater access to employment opportunities.

Key Highlights

- CLBC launched a pilot to evaluate the new L.I.F.E.-based service, which is designed to support people in achieving their goals in learning, inclusion, friendship and employment. This service is meant to respond to individuals and families who have indicated an interest in pursuing employment and need a more holistic service approach.

[2] CLBC's *include Me!* initiative, which includes a quality of life framework and survey instrument, measures and aims to improve individuals' quality of life.

- To increase readiness to deliver the new L.I.F.E.-based service outside the Lower Mainland, CLBC delivered six regional events and hosted one province-wide event to increase understanding of the new L.I.F.E.-based service among service providers.
- CLBC continued to invest in employment by increasing funding to employment services by $2.2 million, and to support training for service provider employees in customized and supported employment.
- CLBC continued to use employment data to monitor progress and to plan increased effectiveness of CLBC toward improving employment outcomes.
- Inclusive post secondary education was expanded to more CLBC-eligible students through the Trinity Western University in the South Fraser Region.

Performance Measure	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
1.2a Percentage of individuals younger than 65 reporting current employment income	24.2%	24.7%	23.9%	26.0%	27.5%

Data source: ICM, BC Disability Assistance

Performance Measure	2018/19 Actuals	2019/20 Target	2019/20 Actuals[1]	2020/21 Target	2021/22 Target
1.2b Percentage of individuals supported by CLBC- funded employment services reporting current employment that retained employment for a period of one year or more	78%	76%	N/A	76%	76%

Data Source: The CLBC periodic report for employment services.

[1] Actuals are not included as quarter four data was not available as a result of the COVID-19 emergency. Actuals will be reported in the 2021/22 – 2023/24 Service Plan and Annual Service Plan Report.

Discussion of Results

1.2a: The number of CLBC- eligible individuals working has increased steadily from about 15% when the Community Action Employment Plan was launched in 2012/13 to 23.9% in 2019/20. The long-term increases reflect the strong desire of many individuals to participate in employment "just like everyone else"; the ongoing efforts of CLBC staff, service providers, families and individuals to support employment opportunities; the willingness of employers to diversify their workforces; and a sustained strong economy.

In the fourth quarter of 2019/20, the COVID-19 pandemic had a significant impact on employment rates in British Columbia. Individuals supported by CLBC are disproportionately impacted by this, as job loss rates are highest for those in lower-wage jobs, which largely includes the individuals served by CLBC. As the COVID-19 pandemic is limited to the end of the fiscal year period, the impact on the 2019/20 actual results is relatively small. The effect of the pandemic will only be fully captured in the 2020/21 results.

1.2 b: Quarter-four data was not available for this performance measure because CLBC delayed submission of periodic reports for employment services during the early stages of the COVID-19 pandemic so that service providers could prioritize implementing business continuity plans and maintain essential services.

Quarter-three results showed 77% of individuals retaining employment for a period of one year or more. CLBC expects that significant job loss as a result of the COVID-19 pandemic will impact the final 2019/20 actuals, which will be reported in the 2021/22 – 2023/24 Service Plan and Annual Report.

Goal 2: Strengthen relationships with individuals and families to better respond to their needs and improve their experience.

CLBC values the importance of building strong relationships with individuals and families to better respond to their changing needs and concerns. CLBC recognizes the importance of strengthening relationships with Indigenous individuals and families and works to raise awareness of CLBC services among Indigenous individuals and families.

CLBC is committed to ensuring transitioning youth, older adults and their families have positive experiences; are well informed about CLBC; and are supported to access both CLBC-funded services and other services available to all citizens. This goal supports the BC government's commitment to deliver quality services that British Columbians can count on.

Objective 2.1: Individuals have stronger relationships with CLBC.

Key Highlights

- CLBC worked collaboratively with the Indigenous Advisory Committee in developing a plan to improve relationships with Indigenous Peoples and their communities, and to align policy and practice with the B.C. Declaration on the Rights of Indigenous Peoples Act and the Truth and Reconciliation Commission of Canada: Calls to Action.
- CLBC continued to build relationships with Indigenous communities by improving awareness of CLBC and delivering supports and services to indigenous individuals both within and outside of First Nations communities. Service delivery in First Nations communities increased by $1.16 million in 2019/20.
- Individuals, families and their representatives were continually involved in evaluating, designing and implementing new policy, practice and services.
- An improved web-based platform was rolled out to make reporting financial information easier for individuals and families that use direct funding.
- CLBC continued to provide funding to the Family Support Institute to operate its family resource network providing family-to-family support.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals[1]	2020/21 Target	2021/22 Target
2.1 Percentage of families of transitioning youth who feel they understand what services and supports they can expect from CLBC	58%	65%	N/A	67%	69%

Data Source: Targeted consumer surveys completed in 2019/20. The survey sample is made up of individuals and families who turned 19 years of age and completed a Guide to Support Allocation.

[1] Actuals are not included as quarter four data was not available as a result of the COVID-19 emergency. Actuals will be reported in the 2021/22 – 2023/24 Service Plan and Annual Service Plan Report.

Discussion of Results

Data for this performance measure is not available for the fourth quarter because the targeted consumer surveys were suspended in the fourth quarter of 2019/20 in recognition of the situations that families were managing; the requirement to continue to care for their sons and daughters while dealing with the turmoil and change that the COVID-19 emergency imparted on all British Columbians.

Data collected through three quarters show 65% of families of transitioning youth feel they understand what services and supports they can expect from CLBC. This represents 75% of the total sample and thus is a reasonable representation of the full data set. These results suggest that CLBC is on track to achieve this performance measure and indicate that CLBC's new welcome and planning approach is having a positive impact. Individuals and families have identified that the transparency of ensuring individuals and families know what they can expect from CLBC is a determinant of positive transitions and stronger relationships with CLBC. When people are fully informed, they are better equipped to make choices. This is particularly important for transitioning youth new to CLBC who have not yet accessed CLBC services.

Year end actuals will be reported out in the 2021/22 – 2023/24 Service Plan and Annual Report.

Objective 2.2: CLBC's planning process is useful for individuals and families.

Key Highlights

- CLBC collaborated with the Ministry of Children and Family Development and other partners to provide positive planning experiences and outcomes for transitioning youth and their families by: helping them to understand the adult services landscape; providing access to a range of planning supports; and assisting them to understand services and supports available in the community and through CLBC.
- Knowing how import information and planning is to individuals and families, CLBC began to evaluate the effectiveness of the new planning approach, including the creation of a community of practice to improve the quality of planning supports provided.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals[1]	2020/21 Target	2021/22 Target
2.2 Percentage of individuals and families who rate the quality of CLBC's planning support as good or above	75%	76%	N/A	77%	78%

Data Source: Targeted surveys completed in 2019/20.

[1] Actuals are not included as quarter four data was not available as a result of the COVID-19 emergency. Actuals will be reported in the 2021/22 – 2023/24 Service Plan and Annual Service Plan Report.

Discussion of Results

CLBC's new planning approach was developed in response to individuals and families who emphasized that they want ownership of their plans, that they have different planning needs at different times and that the information that they first receive about CLBC sets the tone for the future relationship.

Data for this performance measure is not available for the fourth quarter as the targeted consumer surveys were suspended in the fourth quarter of 2019/20 as noted above. Survey results through three quarters showed 78% of individuals and families felt that the quality of CLBC's planning support was good or better. This suggests that CLBC was on track to exceed this performance measure, a result attributed to the new planning approach that CLBC has implemented. Year end actuals will be reported out in the 2021/22 – 2023/24 Service Plan and Annual Report.

CLBC anticipated this upward trend as the updated approach to planning: improves the way individuals and families are introduced to CLBC; enhances their knowledge about support options and opportunities in a timely manner; and increases individuals and families trust and confidence in CLBC.

Goal 3: Streamline internal processes and increase strategic alignment to support more efficient operations.

CLBC's processes enable staff and service providers to plan, deliver and monitor person-centred supports and services to best meet individuals' needs and circumstances. CLBC continually seeks to improve the timeliness, efficiency and consistency of supports and services to individuals and their families by reviewing and streamlining internal processes and information technology systems.

This goal contributes to the BC government's commitment to deliver quality services that British Columbians can count on.

Objective 3.1: Continually improve business processes and tools to enable staff to be efficient and consistent in providing timely and responsive services.

Key Highlights

- Work to create and improve IT tools and processes used by CLBC staff and service providers to negotiate program costs and service levels was substantially completed.

While planning for the implementation of this improved technology was underway, the COVID-19 emergency was declared, and implementation postponed.

- IT tools to support CLBC staff in performing on-site monitoring of services were developed to increase staff efficiency and consistency in reporting and tracking

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
3.1 The average number of individuals who have a priority ranking score of 50 or greater that have made a service request and have not received any CLBC services the past six months or longer	107	90	101	90	90

Data source: The Request for Service List through the PARIS information management system.

Discussion of Results

This indicator combines an estimation of relative service priority and time without service and measures the number of people for whom the criteria are met. Several variables impact this measure, including the number of individuals presenting themselves to CLBC, the level of service need of those people, the amount of funding available for new services and CLBC's effectiveness in delivering services.

As the first three variables are relatively stable, maintenance of, or a decrease in the number, suggests that CLBC is improving its ability to effectively manage resources and meet most people's support needs. CLBC is committed to optimizing the impact of available funding and delivering quality services to individuals.

Individuals are continuously added to and removed from the request for services list as CLBC responds to their support needs. CLBC expects that there are always some individuals who meet the criteria due to the lead time involved in procurement and service implementation. The benchmark of 90 for this measure has been maintained despite population growth to demonstrate CLBC's commitment to service responsiveness.

CLBC has begun research and analysis of current tools and processes used to allocate resources and contract for services. Development and implementation planned over the next two to three years is expected to impact efficiency and reduce the time between a request for service being made and, where funding is available, to the service being delivered.

Objective 3.2: Respond to individuals and families' needs and concerns in a timely manner and ensure quality and responsive services.

Key Highlights

- Each year demand for CLBC services increases, with more individuals requesting services who are eligible. In 2019/20, CLBC assisted 1,330 individuals to become eligible for CLBC services and provided new or additional services to 3,211 individuals with developmental disabilities and their families.

- Significant improvements to how service providers report critical incident ensure that incidents are appropriately reported, enabling CLBC to identify and follow up on any relevant service delivery issues.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
3.2 Percentage of complaints resolved within the timeframes set out in the CLBC *Complaints Resolution Policy*	75%	85%	71%	87%	89%

Data source: CLBC Complaints Tracking system.

Discussion of Results

This performance measure provides information on how well CLBC responds to concerns by tracking whether formal complaints are resolved within the required timeframes set in CLBC's Complaints Resolution Policy. This performance measure is intended to demonstrate CLBC's ability to respond to the needs of individuals and families and their concerns in an efficient and timely manner. CLBC's commitment to continuous quality improvement of services is supported by monitoring and learning from reports on complaints.

CLBC attributes the shortfall in meeting the 2019/20 target to an increase in overall complaints from last year, and the concentration of a large portion of complaints in one region, where the administrative capacity was being stretched.

As part of its commitment to improving accountability and responsiveness to address complaints adequately, CLBC implemented recent changes to improve capacity, including the addition of another manager position in the heavily affected region.

Objective 3.3: Sustain an engaged workforce.

Key Highlights

- CLBC updated and aligned its Performance Management System with commitments identified in the Strategic Plan, CLBC's Mandate Letter and Service Plan.
- CLBC continued to engage employees in determining CLBC priorities and initiatives that directly impact their work utilizing user-driven design, change management tools and other methods of engagement.
- In response to the COVID-19 pandemic, CLBC staff moved quickly to work remotely, to maintain essential services to individuals and families, while contributing to provincial efforts to reduce the spread of the virus and keep people safe.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
3.3 Overall employee engagement measure	69	N/A	N/A	70	N/A

Data source: The Employee Engagement Survey. Since 2016-17, CLBC surveys for employee engagement bi-annually.

Discussion of Results

Employee engagement is an indication of job and organizational satisfaction and overall commitment. CLBC believes that employee engagement is a key element of responsiveness to individuals and families. As this survey is bi-annual, and was not conducted in 2019/20, there is neither a target nor actual number for 2019/20.

Goal 4: Enhance partnerships with service providers to ensure quality services are delivered and align with individuals and families' needs.

CLBC contracts with a network of qualified service providers to deliver effective, cost-efficient and high-quality services that enable individuals to achieve maximum self-determination, while living full lives in their communities. CLBC continues to improve a comprehensive framework of funding, contracting, reporting and monitoring processes, and uses information gathered from service providers through various reporting mechanisms to adjust services, based on individuals' changing needs.

This goal contributes to the BC government's commitment to deliver quality services that British Columbians can count on.

Objective 4.1: Service providers deliver services that advance people's quality of life and are aligned with CLBC's goals.

Key Highlights

- The *include Me!* initiative surveyed 1,131 individuals, providing quality of life information to 15 service providers supporting their efforts to deliver service in a manner that promotes improvement in quality of life outcomes.
- Collaborating with the CEO Network and other partners, CLBC implemented strategies that promote employment and independent living to meet the personal development growth needs of individuals.
- During the COVID-19 pandemic, CLBC service providers and home sharing providers quickly modified services to keep people safe, while continuing to deliver essential services to individuals and families.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
4.1a Change over time in Quality of Life scores of surveyed individuals accessing CLBC-funded services	7.43	7.44	7.41	7.45	7.46
4.1b Change over time of personal development domain scores of surveyed individuals accessing CLBC-funded services	7.26	7.32	7.30	7.38	7.44

Data source: *include Me!* survey results.

Discussion of Results

4.1a: This performance measure is an indicator of the quality of life of individuals who access CLBC-funded services. The measure is a three-year rolling average of a combined score of each of the eight domains of the Quality of Life framework, used in the *include Me!* initiative. Quality of Life scores indicate an individual's view of their quality of life, on a score out of ten. This score is used as a catalyst to improve services and, subsequently, individuals' quality of life.

Agencies that participate in the *include Me!* initiative use this data to evaluate the impact of their continuous quality improvement efforts on the quality of life of those they serve.

In 2019/20, the *include Me!* initiative expanded to more areas of the province but has not been implemented to include all service providers or areas of the province yet. Until expansion of this initiative is completed, CLBC expects there will be some variability in Quality of Life outcomes, as some service providers will not have had the opportunity to adopt the Quality of Life Framework.

4.1b: Personal development is one of the eight domains in CLBC's Quality of Life Framework and measurement tool. It is highly correlated with overall quality of life and an individual's ability to pursue their interests, have opportunities for personal growth and skills development and access to necessary information and support.

CLBC expects its strategic activities will have greater impact on personal development compared to the other domains. While the 2019/20 actual is an increase from last year, the target was not achieved. CLBC expects steady, incremental growth of this performance measure over time, reflecting the effectiveness of CLBC's service providers to deliver supports and services that meet individual's personal development growth needs.

Financial Report

Discussion of Results

The discussion and analysis of the financial results from operations and financial position for the year ended March 31, 2020, should be read in conjunction with the audited financial statements and accompanying notes.

CLBC provides supports and services to eligible individuals through contractual arrangements with non-profit and private agencies throughout the province, through direct funding to families, and through the operation of the Provincial Assessment Centre. Management of CLBC's contractual relationships and the planning and support for individuals and their families is conducted through offices distributed around the province, supported by a corporate office in Vancouver. The *Community Living Authority Act* mandates that CLBC not operate at a deficit without the prior approval of the responsible Minister.

Highlights

CLBC closed the year ended March 31, 2020, with a balanced budget, while providing new or increased supports and services improving the lives of 3,211 individuals and costing $46.7 million in the year, $43.3 million for the Developmental Disabilities program and $3.4 million for the Personalized Supports Initiative, as shown in Table 2 and Table 3. The financial results for the year are summarized in the Financial Summary table below and are further explained in the subsequent sections.

Financial Summary

$ millions	2018/19 Actual	2019/20 Budget	2019/20 Actual	2019/20 Budget Variance
Revenue				
Contributions from the Province				
Government transfers	998.2	1,064.7	1,099.4	34.7
Restricted – operating	6.1	1.2	(3.3)	(4.5)
Restricted – capital	(4.0)	(5.0)	(5.6)	(0.6)
Net operating contributions	**1,000.3**	**1,060.9**	**1,090.5**	**29.6**
Other income	21.3	21.0	23.5	2.5
Amortization of deferred capital contributions	3.4	3.7	3.2	(0.5)
Total Revenue	**1,025.0**	**1,085.6**	**1,117.2**	**31.6**
Expenses				
Supports and Services				
Developmental Disabilities Program	926.3	979.4	1,008.1	28.7
Personalized Supports Initiative	29.3	33.9	34.1	0.2
Provincial services	5.6	6.3	5.5	(0.8)
Total Supports and Services	**961.2**	**1,019.6**	**1,047.7**	**28.1**
Regional operations & administration	59.9	61.5	65.8	4.3
Amortization of tangible capital assets	3.9	4.5	3.7	(0.8)
Total Expenses	**1,025.0**	**1,085.6**	**1,117.2**	**31.6**
Annual Surplus	**-**	**-**	**-**	**-**
Supports and services compared to total expense	93.8%	93.9%	93.8%	(0.1%)
Total Liabilities	**34.8**	**37.5**	**36.1**	**(1.4)**
Capital Expenditures	**4.7**	**6.1**	**6.7**	**0.6**
Accumulated Surplus	**3.7**	**3.7**	**3.7**	**-**

Note 1: The above financial information was prepared based on current Generally Accepted Accounting Principles.

Variance and Trend Analysis

Service Demand Growth

The number of individuals identified as eligible for CLBC services continues to grow at a higher rate than the overall provincial population. As of March 31, 2020, that number reached 23,389, a 5.2 percent increase within the year and a 32 percent increase over five years. As in prior years, transitioning youth make up the bulk of the growth, with 1,039 of the 1,399 new individuals in 2019/20 aged 19.

Table 1 – Adults Eligible for CLBC Services

	2018/19	2019/20
Number of individuals with open files at year end		
Developmental Disabilities Program	20,279	21,160
Personalized Supports Initiative	1,945	2,229
Total number of individuals with open files at year end	**22,224**	**23,389**
Increase within the year[1]		
Developmental Disabilities Program	856	881
Personalized Supports Initiative	240	284
Total increase within the year	**1,096**	**1,165**
Annual rate of increase	**5.2%**	**5.2%**

Note 1: The increase within each year reflects the number of new individuals less the number who are no longer with CLBC, substantially due to mortality (2019/20 – 234 individuals).

In addition to the service demand generated by the increase in the number of eligible individuals, demand is also generated by the increasing disability-related support needs of those already with CLBC as they and their care-givers age and additional supports and services are required. CLBC continues to address the impact of its increasing service demand through:

- effective planning and prioritizing of services to avoid crisis whenever possible,
- prudent procurement and contract management processes,
- respectful consultations with its contracted service providers, and
- ongoing refinements to its business processes to achieve efficiencies.

Revenue

Funding for CLBC operations is provided by contributions from the Province, cost sharing arrangements with health authorities relating to individuals who also have health-related issues, and other income including cost recoveries.

Contributions from the Province consist of funding for operating expenditures and funding restricted for capital expenditures. Some of the funding for operating expenditures may be restricted for specific purposes. Restricted operating funding is recognized as revenue when related

expenditures are incurred. $101.2 million in additional contributions were made available by the Province in 2019/20. After considering year-to-year changes in restricted funds, this translates to a $90.2 million increase in net operating contributions, which was $29.6 million more than budgeted.

Other income was up from 2018/19, due predominantly to higher recoveries from Indigenous Services Canada and Health Authorities. This change, together with fluctuations in amortization costs, brought the total operating revenue to $1,117.2 million, which was $31.6 million more than budgeted and $92.2 million higher than 2018/19.

Expenses

a) Supports and Services

Almost all individuals served by CLBC have life-long support requirements. As a result, most supports implemented represent ongoing commitments and expenditures. CLBC carefully manages its available resources over multiple years, monitoring the impact of the current year's commitments as they annualize into the following year. Annualization costs and the costs of new service implementation are funded by increases in operating revenue and offset by contract recoveries realized on existing contracted supports.

In 2019/20, CLBC provided new and incremental services through the Developmental Disabilities program benefitting 2,830 individuals and costing $43.3 million within the year, while addressing $26.2 million in annualization costs for services implemented in the prior year, and $43.1 million for service provider costs related to the Economic Stability Mandate and the Sustainable Services Negotiating Mandate. These outlays were partially offset by higher contract recoveries, resulting in a $81.8 million increase in spending from 2018/19 and $28.7 million more than budgeted. See Table 2 below for further information, including prior year comparisons.

Table 2 – Supports and Services for Adults with Developmental Disabilities

	2018/19	2019/20
Total Number of Supported Individuals at Year End	**20,279**	**21,160**
% increase from prior year	4.4%	4.3%
New Services Implemented		
Number of new services	4,691	4,249
Number of individuals provided new services	3,051	2,830
Cost within the fiscal year ($ millions)	44.1	43.3
Annual cost of service ($ millions)	70.3	71.7
Average annual cost of new services per individual ($ thousands)	23.0	25.3
Contracted Service Recoveries		
Recoveries within the fiscal year ($ millions)	25.4	29.3
Annual ongoing service recoveries ($ millions)	35.5	47.2
Average Total Annual Cost per Individual ($ thousands)	**46.7**	**48.7**

Through the Personalized Supports Initiative, CLBC incurred $5.0 million in service annualization costs and implemented new and incremental services benefitting 381 individuals and costing $3.4 million in the year.

Table 3 – Supports and Services - Personalized Supports Initiative

	2018/19	2019/20
Total Number of Supported Individuals at Year End	**1,945**	**2,229**
New Services Implemented		
Number of new services	656	551
Number of individuals provided new services	440	381
Cost within the fiscal year ($ millions)	3.0	3.4
Annual cost of service ($ millions)	5.7	5.0
Average annual cost of new services per individual ($ thousands)	13.0	13.1
Contracted Service Recoveries		
Recoveries within the fiscal year ($ millions)	1.8	2.4
Annual ongoing service recoveries ($ millions)	2.2	2.7
Average Total Annual Cost per Individual ($ thousands)	**16.1**	**16.4**

Provincial Services includes the Provincial Assessment Centre, which accounted for $4.5 million in 2019/20, and a provincial travel subsidy program managed by the Ministry for individuals who are eligible for CLBC supports and services. Spending for these services were $0.8 million lower than the budget.

b) Regional Operations and Administration

CLBC's priority is the delivery of supports and services to the supported individuals and families, with at least 93 percent of the budget being directed for that purpose. Costs related to CLBC regional staff working directly with supported individuals are funded through the remaining seven percent. This includes administrative personnel who carry out the procurement, contracting and monitoring processes required to maintain service quality, safeguard the health and safety of those supported, manage the financial and information systems, and overall stewardship of the organization. In 2019/20, spending on regional operations and administration was $5.9 million higher than in 2018/19, and $4.3 million higher than budget (see Financial Summary table) due to greater caseload volumes and operational requirements.

Accumulated Surplus

Accumulated surplus was unchanged at $3.7 million and includes $1.3 million of contributed surplus arising from assets transferred to CLBC on its incorporation in 2005.

Risks and Uncertainties

CLBC continues to work with the Ministry on strategies to ensure CLBC services remain sustainable. The identified risks are summarized below.

Table 4 – Responding to Financial and Operational Risk

Identified Risks	Mitigation Strategies
CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.	CLBC responds to service demand through informed, fair and consistent decision-making. CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.
CLBC demographic forecasts predict that the need for home support services will grow more rapidly than CLBC caseload growth.	CLBC works with sector partners and BC Housing to increase access to housing for people who want to live in their own homes. CLBC is investing in home sharing to improve recruitment and retention.
There is increasing pressure on families who care for their adult children at home, as care-givers age and care requirements increase.	CLBC provides respite and other services for families to enhance their resilience.
Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.	CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.

Auditor's Report and Audited Financial Statements

COMMUNITY LIVING BRITISH COLUMBIA

Audited Financial Statements

March 31, 2020

COMMUNITY LIVING BRITISH COLUMBIA

Management's Report

Management's Responsibility for the Financial Statements

The financial statements of Community Living British Columbia as at March 31, 2020, and for the year then ended, have been prepared by management in accordance with the basis of accounting described in Note 2(a). Other significant accounting policies are described in Notes 2(b)-(e) to the financial statements.

Management is responsible for the integrity and objectivity of these financial statements, and for ensuring that the notes to the financial statements are consistent with the information contained in the financial statements. The preparation of financial statements necessarily involves the use of estimates based on management's judgment, particularly when transactions affecting the current accounting period cannot be finalized with certainty until future periods.

Management is also responsible for implementing and maintaining a system of internal controls to provide reasonable assurance that the financial information produced is reliable. The internal controls are designed to provide reasonable assurance that assets are safeguarded, transactions are properly authorized and recorded in compliance with legislative and regulatory requirements, and reliable financial information is available on a timely basis for the preparation and review of the financial statements.

The Board of Directors ("Board") is responsible for ensuring that management fulfills its responsibilities for financial reporting and internal control. The Board reviews internal financial statements on a regular basis and external audited financial statements annually. The Board also discusses any significant financial reporting or internal control matters prior to its approval of the financial statements.

The external auditors, PricewaterhouseCoopers LLP, conduct an independent examination, in accordance with Canadian generally accepted auditing standards, and express their opinion on the financial statements. The accompanying Independent Auditor's Report outlines their responsibilities, the scope of their examination, and their opinion on these financial statements. The external auditors have full and free access to management and the Board.

On behalf of Community Living British Columbia



Ross Chilton
Chief Executive Officer



Henry Chen
Vice President, Finance & Chief Financial Officer



Independent auditor's report

To the Board of Directors of Community Living British Columbia and the Minister of Social Development and Poverty Reduction, Province of British Columbia

Our opinion

In our opinion, the accompanying financial statements of Community Living British Columbia (CLBC) as at March 31, 2020 and for the year then ended are prepared, in all material respects, in accordance with the accounting requirements of Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia.

What we have audited
CLBC's financial statements comprise:

- the statement of financial position as at March 31, 2020;
- the statement of operations and accumulated surplus for the year then ended;
- the statement of changes in net debt for the year then ended;
- the statement of cash flows for the year then ended;
- the notes to the financial statements, which include a summary of significant accounting policies.

Basis for opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence
We are independent of CLBC in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada. We have fulfilled our other ethical responsibilities in accordance with these requirements.

Emphasis of matter - basis of accounting

We draw attention to note 2 to the financial statements, which describes the basis of accounting and the significant differences between such basis of accounting and Canadian public sector accounting standards. Note 2 to the financial statements discloses the impact of these differences. Our opinion is not modified in respect of this matter.

PricewaterhouseCoopers LLP
PricewaterhouseCoopers Place, 250 Howe Street, Suite 1400, Vancouver, British Columbia, Canada V6C 3S7
T: +1 604 806 7000, F: +1 604 806 7806

"PwC" refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership.



Responsibilities of management and those charged with governance for the financial statements

Management is responsible for the preparation of the financial statements in accordance with the accounting requirements of Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing CLBC's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate CLBC or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing CLBC's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of CLBC's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.



- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on CLBC's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause CLBC to cease to continue as a going concern.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PricewaterhouseCoopers LLP

Chartered Professional Accountants

Vancouver, British Columbia
May 13, 2020

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Financial Position

(Expressed in thousands of dollars)

As at March 31

	2020	2019
Financial assets		
Cash	$ 16,780	$ 20,783
Accounts receivable (note 4)	5,079	2,663
Employee retiring allowance amounts receivable (note 5a)	716	756
	22,575	24,202
Liabilities		
Accounts payable and accrued liabilities	15,431	19,986
Employee retiring allowance liabilities (note 5a)	1,922	1,679
Deferred operating contributions (note 6)	4,384	1,173
Deferred capital contributions (note 7)	14,374	11,944
	36,111	34,782
Net debt	(13,536)	(10,580)
Non-financial assets		
Tangible capital assets (notes 7 & 8)		
Funded by capital contributions	14,357	11,934
Unfunded	2,457	1,879
	16,814	13,813
Prepaid expenses	470	515
	17,284	14,328
Accumulated surplus (note 9)	$ 3,748	$ 3,748

Commitments, contractual obligations and contingencies (note 15)

Subsequent event (note 18)

Approved on behalf of the Board:

Dr. Michael J. Prince
Chair

Barbara Carle-Thiesson
Finance & Audit Committee Chair

The accompanying notes are an integral part of these financial statements.

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Operations and Accumulated Surplus

(Expressed in thousands of dollars)

For year ended March 31

	2020 Budget	2020 Actual	2019 Actual
	(note 16)		
Revenues			
Operating contributions from the Province of British Columbia	$ 1,060,900	$ 1,090,549	$ 1,000,333
Cost sharing agreements with regional health authorities	16,500	17,116	16,129
Interest income	1,420	1,232	1,406
Other income	3,080	5,131	3,735
Capital contributions (note 7)	3,700	3,193	3,440
	1,085,600	1,117,221	1,025,043
Expenses (note 14)			
Supports and services:			
Developmental Disabilities Program	979,400	1,008,072	926,331
Personalized Supports Initiative	33,900	34,130	29,311
Provincial Services	6,300	5,510	5,588
Regional operations & administration	61,500	65,820	59,944
Amortization of tangible capital assets (note 8)	4,500	3,689	3,869
	1,085,600	1,117,221	1,025,043
Annual surplus	$ -	-	-
Accumulated surplus at beginning of year		3,748	3,748
Accumulated surplus at end of year		$ 3,748	$ 3,748

The accompanying notes are an integral part of these financial statements.

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Changes in Net Debt

(Expressed in thousands of dollars)

For year ended March 31

	2020 Budget (note16)	2020 Actual	2019 Actual
Annual surplus	$ -	$ -	$ -
Acquisition of tangible capital assets	(6,100)	(6,690)	(4,733)
Amortization of tangible capital assets	4,500	3,689	3,869
	(1,600)	(3,001)	(864)
Decrease (increase) in prepaid expenses		45	(129)
Increase in net debt		(2,956)	(993)
Net debt at beginning of year		(10,580)	(9,587)
Net debt at end of year		$ (13,536)	$ (10,580)

The accompanying notes are an integral part of these financial statements.

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Cash Flows

(Expressed in thousands of dollars)

For year ended March 31

	2020	2019
Cash provided by (used in):		
Operating activities		
Annual surplus	$ -	$ -
Items not involving cash:		
Recognition of deferred capital contributions	(3,193)	(3,440)
Amortization of tangible capital assets	3,689	3,869
	496	429
Changes in non-cash working capital (note 11)	(3,432)	(6,083)
	(2,936)	(5,654)
Financing activities		
Additions to deferred capital contributions	5,623	3,989
	5,623	3,989
Capital activities		
Purchase of tangible capital assets	(6,690)	(4,733)
	(6,690)	(4,733)
Decrease in cash	(4,003)	(6,398)
Cash, beginning of year	20,783	27,181
Cash, end of year	$ 16,780	$ 20,783
Supplemental information:		
Interest received	$ 1,232	$ 1,406

The accompanying notes are an integral part of these financial statements.

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2020

1. Authority and purpose

Community Living British Columbia ("CLBC") was established on July 1, 2005 under the Community Living Authority Act as a Crown Corporation of the Province of British Columbia. CLBC is accountable to the provincial government through the Minister of Social Development and Poverty Reduction.

CLBC provides supports and services throughout the province of British Columbia for adults with either a developmental disability or a significant limitation in adaptive functioning along with a diagnosis of Fetal Alcohol Spectrum Disorder or Pervasive Developmental Disorder.

CLBC is exempt from income taxes.

2. Significant accounting policies

a) Basis of accounting

These financial statements have been prepared in accordance with section 23.1 of the Budget Transparency and Accountability Act of British Columbia.

In accordance with that Act, CLBC's accounting policies and practices conform to Canadian public sector accounting standards ("PSAS") as modified by the accounting policy for government transfers that are restricted for tangible capital assets ("capital contributions") described in Note 2(b).

This modified basis of accounting is different from PSAS with respect to the timing of revenue recognition for capital contributions. PSAS requires that capital contributions are recognized as revenue when the related expenditures are incurred. If CLBC had recorded capital contributions under PSAS rather than the accounting policy described in Note 2(b), capital contributions recognized as revenue and the annual surplus for the year ended March 31, 2020 would have increased by $2,423 (2019 – increased by $615). As at March 31, 2020, deferred capital contributions used to purchase tangible capital assets would have decreased and the accumulated surplus would have increased by $14,357 (2019 – $11,934). Under PSAS, the total cash flows from operating, financing, and capital activities for the years ended March 31, 2020 and 2019 would have been the same as reported in these financial statements.

b) Revenue recognition

Operating contributions are accounted for in accordance with PS 3410 – *Government Transfers*. Under PS 3410, contributions without stipulations are recognized as revenue in the period the transfer is authorized, and all eligibility criteria have been met, and contributions that are subject to stipulations are recognized as revenue in the period when such stipulations are met.

Capital contributions are deferred and recognized as revenue at the same rate as the amortization, and any impairment, of the tangible capital asset.

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

2. Significant accounting policies (continued)

b) Revenue recognition (continued)

Cost sharing agreements with the Province of British Columbia and related entities, interest income and other income are recognized as revenue in the period the transactions or events giving rise to the revenues occur.

c) Financial instruments

Financial instruments include cash, accounts receivable, and accounts payable and accrued liabilities.

Financial instruments are accounted for in accordance with PS 3450 – *Financial Instruments*. Accounts receivable are carried at cost less a valuation allowance. Accounts payable and accrued liabilities are carried at cost or an estimate thereof.

d) Tangible capital assets

Tangible capital assets are initially recorded at cost. When a tangible capital asset no longer contributes to CLBC's ability to provide services, or the future economic benefit to be provided by a tangible capital asset has permanently declined below its book value, the carrying value of the asset is reduced to reflect the decline in value. Amortization is calculated on a straight-line basis over the assets' estimated useful lives or lease terms at the following rates:

Leasehold improvements	Lease term to a maximum of 5 years
Vehicles	7 years
Furniture and equipment	5 years
Information systems	3-5 years

Information systems work-in-progress represents the unamortized costs incurred for the development of information technology which is not substantially complete. On completion, the work-in-progress balance is transferred to the completed assets account and amortized over its estimated useful life.

e) Employee future benefits

Liabilities are recorded for employee retiring allowance benefits as employees render services to earn those benefits. The actuarial determination of the accrued benefit obligations uses the projected benefit method pro-rated on service. That method incorporates management's best estimate of future salary levels, retirement ages of employees, and other actuarial factors.

Defined contribution plan accounting is applied to the multi-employer defined benefit pension plan because sufficient information is not available to apply defined benefit accounting. Accordingly, contributions are expensed as they become payable.

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

3. Measurement uncertainty

In preparing these financial statements, management has made estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses and the disclosure of contingent assets and liabilities. Significant areas requiring the use of management estimates include the determination of accrued liabilities. Actual results could differ from these estimates.

4. Accounts receivable

	2020	2019
Due from the Province of British Columbia	$ 2,695	$ 1,411
GST recoverable	742	667
Due from health authorities	48	13
Other receivables	2,077	1,290
	5,562	3,381
Valuation allowance	(483)	(718)
	$ 5,079	$ 2,663

5. Employee future benefits

a) Employee retiring allowance benefits

Employees with 20 years of service and having reached a certain age are entitled to receive certain lump sum payments upon retirement. These retiring allowance benefit payments are based upon final salary levels and the number of years of service.

Where employees of CLBC have accrued service with other British Columbia government organizations, under an agreement between CLBC and the BC Public Service Agency (“PSA”), the portion of retiring allowance benefits attributable to periods of employee service other than at CLBC is recoverable from the PSA.

Retiring allowance liabilities and the related receivable from PSA as of March 31, 2020 and 2019 are based on an actuarial valuation as at March 31, 2020. The next actuarial valuation will be as at March 31, 2023.

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

5. Employee future benefits (continued)

a) Employee retiring allowance benefits (continued)

	2020	2019
Benefit obligation, beginning of year	$ 1,679	$ 1,698
Service cost	141	119
Interest cost	52	58
Benefit payments	(42)	(127)
Actuarial loss/(gain)	92	(69)
Benefit obligation, end of year	$ 1,922	$ 1,679
Amount recoverable from PSA	716	756
Assumed discount rate	2.90%	3.10%
Assumed rate of compensation increase	3.00%	3.75%

Service cost	$ 141	$ 119
Interest cost	52	58
Actuarial loss/(gain)	92	(69)
Benefits expense	$ 285	$ 108

b) Employee pension benefits

CLBC and its employees contribute to the Public Service Pension Plan (the "Plan"), a multi-employer defined benefit plan administered by the British Columbia Pension Corporation. The Plan has approximately 64,000 active members, of which 634 (2019 – 582) are employees of CLBC.

CLBC's contributions to the Plan were $4,051 (2019 – $3,642).

The most recent actuarial valuation, as at March 31, 2017, indicated a funding surplus of $1,896 for basic pension benefits. The next actuarial valuation will be as at March 31, 2020 with results available in 2021.

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

6. Deferred operating contributions

Deferred operating contributions represent unspent amounts received from the Province of British Columbia that are restricted for specific operating purposes. Amounts recognized as revenue in the Statement of Operations are recorded as operating contributions from the Province of British Columbia.

	2020	2019
Deferred operating contributions, beginning of year	$ 1,173	$ 7,334
Restricted operating contributions received	77,280	54,000
Amounts recognized as revenue	(74,069)	(60,161)
Deferred operating contributions, end of year	$ 4,384	$ 1,173

7. Deferred capital contributions

Deferred capital contributions represent amounts received from the Province of British Columbia, restricted for the purposes of acquiring tangible capital assets, which have not been recognized as revenue.

Deferred capital contributions:	2020			
	Spent	Unspent	Total	2019
Balance, beginning of year	$ 11,934	$ 10	$ 11,944	$ 11,395
Contributions received	-	5,623	5,623	3,989
Contributions used to purchase tangible capital assets	5,616	(5,616)	-	-
Amounts recognized as revenue	(3,193)	-	(3,193)	(3,440)
Balance, end of year	$ 14,357	$ 17	$ 14,374	$ 11,944

Funded and unfunded tangible capital assets at net book value:	2020			
	Funded	Unfunded	Total	2019
Balance, beginning of year	$ 11,934	$ 1,879	$ 13,813	$ 12,949
Purchases	5,616	1,074	6,690	4,733
Amortization	(3,193)	(496)	(3,689)	(3,869)
Balance, end of year	$ 14,357	$ 2,457	$ 16,814	$ 13,813

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2020

8. Tangible capital assets

	Leasehold improve-ments	Vehicles	Furniture and equipment	Information systems	Information systems work-in-progress	Total
Cost:						
March 31, 2018	$ 4,684	$ 1,175	$ 1,693	$ 17,068	$ 2,984	$ 27,604
Additions	678	129	376	-	3,550	4,733
Disposals	(1,315)	(80)	(51)	(1,683)	-	(3,129)
Transfers	-	-	-	1,779	(1,779)	-
March 31, 2019	$ 4,047	$ 1,224	$ 2,018	$ 17,164	$ 4,755	$ 29,208
Additions	1,074	-	98	-	5,518	6,690
Disposals	-	(68)	(5)	(348)	-	(421)
Transfers	-	-	-	1,555	(1,555)	-
March 31, 2020	$ 5,121	$ 1,156	$ 2,111	$ 18,371	$ 8,718	$ 35,477
Accumulated Amortization:						
March 31, 2018	$ 2,467	$ 828	$ 1,110	$ 10,250	$ -	$ 14,655
Additions	681	96	175	2,917	-	3,869
Disposals	(1,315)	(80)	(51)	(1,683)	-	(3,129)
Transfers	-	-	-	-	-	-
March 31, 2019	$ 1,833	$ 844	$ 1,234	$ 11,484	$ -	$ 15,395
Additions	748	91	229	2,621	-	3,689
Disposals	-	(68)	(5)	(348)	-	(421)
Transfers	-	-	-	-	-	-
March 31, 2020	$ 2,581	$ 867	$ 1,458	$ 13,757	$ -	$ 18,663
Net Book Value:						
March 31, 2019	$ 2,214	$ 380	$ 784	$ 5,680	$ 4,755	$ 13,813
March 31, 2020	$ 2,540	$ 289	$ 653	$ 4,614	$ 8,718	$ 16,814

9. Accumulated surplus

The accumulated surplus of $3,748 at March 31, 2020 and 2019 includes $1,272 resulting from the transfer of the net assets of the Interim Authority for Community Living British Columbia to CLBC on October 7, 2005. CLBC has issued and registered to the Minister of Finance one share with a par value of ten dollars, which is also included in accumulated surplus.

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

10. Financial instruments

In management's opinion, CLBC is not exposed to significant credit, currency, interest rate, liquidity and market risks relating to the valuation of financial instruments.

Cash is held in a savings account and is insured by the Credit Union Deposit Insurance Corporation. CLBC routinely monitors receivables for credit risk through analysis of the nature, terms and aging of receivables. CLBC's maximum exposure to credit risk at March 31, 2020 is $21,859 (2019 – $23,446), of which $20,265 (2019 – $22,874) is insured by the Credit Union Deposit Insurance Corporation, or is due from the Province of British Columbia, its health authorities or the Government of Canada.

Accounts payable and accrued liabilities are payable within one year.

11. Supplementary cash flow information

Changes in non-cash working capital:

		2020		2019
Accounts receivable	$	(2,416)	$	(6)
Employee retiring allowance amounts receivable		40		5
Accounts payable and accrued liabilities		(4,555)		227
Employee retiring allowance liabilities		243		(19)
Deferred operating contributions		3,211		(6,161)
Prepaid expenses		45		(129)
	$	(3,432)	$	(6,083)

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

12. Related party transactions

CLBC is related to various British Columbia public sector entities through common control by the Province of British Columbia. Transactions with these entities and the Province of British Columbia are recorded at fair value.

The financial statements include transactions and balances with related parties as follows:

	2020		2019	
	Province of BC	BC public sector entities	Province of BC	BC public sector entities
For the year ended March 31:				
Operating contributions from the Province of Britsh Columbia	$1,090,549	$ -	$1,000,333	$ -
Supports and services:				
Developmental Disabilities Program	-	18	-	-
As at March 31:				
Deferred operating contributions	4,384	-	1,173	-
Deferred capital contibutions	14,374	-	11,944	-

13. Segment reporting

CLBC operates in one business segment as described in Note 1.

14. Expenses by object

	2020	2019
Contracted supports and services	$ 1,043,929	$ 957,335
Compensation and benefits	53,489	47,131
Facilities	5,432	5,448
Communications and information technology	5,106	4,716
General expenses	3,728	4,377
Administration	1,848	2,167
Amortization of tangible capital assets	3,689	3,869
	$ 1,117,221	$ 1,025,043

COMMUNITY LIVING BRITISH COLUMBIA
Notes to the Financial Statements
(Expressed in thousands of dollars)

March 31, 2020

15. Commitments, contractual obligations and contingencies

a) Operating lease commitments

CLBC has entered into various operating leases with the Province of British Columbia. Minimum payments under these leases as at March 31, 2020 are as follows:

Year ending March 31,	
2021	$ 5,151
2022	3,741
2023	2,320
2024	1,845
2025	1,775
2026 and beyond	23,724

b) Contractual obligations

Contracted supports and services are primarily delivered by independent service providers under the terms of contracts which have termination notice periods of between 30 and 90 days.

c) Litigation

The nature of CLBC's activities is such that there is occasional litigation where CLBC is named as a defendant. With respect to known claims, management is of the opinion that CLBC has valid defences and appropriate insurance or other coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on CLBC's financial position and results of operations. Where it is determined that a liability is likely to exist, and the amount can be reasonably determined, the amount is recorded as an accrued liability and an expense.

16. Budgeted figures

Budgeted figures are provided for comparison purposes and represent the approved budget as disclosed in the Community Living British Columbia 2019/20 to 2021/22 Service Plan.

17. Economic dependence

These financial statements have been prepared on a going concern basis. The operations of CLBC are dependent on continued funding from the Province of British Columbia.

18. Subsequent event

In March 2020, the World Health Organization declared a global pandemic related to Coronavirus disease 2019 (COVID-19). The broader impacts to the economy and to the public sector are expected to be far reaching. Subsequent to year end, the Province of British Columbia provided approval for CLBC to access Pandemic Response and Economic Recovery contingency funding up to $35,594 for the period of April 2020 to June 2020 in order to implement temporary emergency measures that prioritize the needs of staffed residential services, shared living arrangements and home share providers.

Appendix A: Additional Information

Organizational Overview

CLBC is committed to changing and improving what we do to ensure individuals eligible for CLBC have the support they need, when they need it, to lead full lives. We are a learning organization committed to being transparent and listening to and learning from our community stakeholders. We value the perspectives and concerns of individuals and their families, Community Councils, service providers, and our government and community partners. An overview of CLBC can be found online at the website listed below.

Corporate Governance

The CLBC Board of Directors ensures that CLBC complies with government's mandate and policy direction, with financial and other policies, and applicable legislation. Its responsibilities include strategic planning, risk management, monitoring organizational and management capacity, internal controls, ethics and values and communication. An overview of CLBC's corporate governance can be found online at the website listed below.

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MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CLBC TRANSITION NOTE

TOPIC:

CLBC COVID-19 IMPACTS

BACKGROUND:

- CLBC serves approximately 23,400 individuals with developmental disabilities across the province through a network of more than 3,500 service providers. Many of those who CLBC serves have related health conditions that make them more vulnerable to serious complications from COVID-19.

- CLBC's top priority is to support the safety of those it serves and the workers and home sharing providers delivering front line services. During the COVID-19 pandemic, CLBC has been supporting agencies and home sharing providers to continue to deliver essential residential services, including group homes, home sharing and supported independent living, which over 9,000 adults with developmental disabilities count on.

- Individuals who CLBC serve generally also have access to a wide range of community supports funded through other sources. During the pandemic most of these supports have not been operating or at reduced levels, putting additional pressure on CLBC caregivers.

- Some home sharing providers expressed concerns about the lack of plans should they or their supported individuals become sick, and the level of extra supports they are being required to provide due to the pandemic. During Phase 2 recovery, CLBC has been supporting agencies restore as many services as safely possible, although large congregated day services are still not possible.

- CLBC continues to liaise with a Deputy Provincial Health Officer (PHO) on guidance for the sector. The new Essential Visitors Policy seems to be working for the majority of individuals requiring family or worker support while in hospital.

- On April 21, 2020 the Minister of Social Development and Poverty Reduction announced that, as part of the B.C. Government's $5-billion COVID-19 Action Plan, government was providing up to $35.6 million in emergency funding from April 1 to June 30, 2020 to adjust the delivery of residential services, to uphold the guidance from the Public Health Office and to ensure front-line workers and people with developmental disabilities stay supported and safe during the pandemic, including

modifications to the supports provided in group homes, home sharing and supported independent living.

- CLBC has been working with funded agencies to administer the emergency funding. CLBC developed a new section on its website with emergency funding information for:
    - service providers;
    - directly funded agents and person-centered societies; and
    - direct home sharing providers:

https://www.communitylivingbc.ca/for-service-providers/clbc-emergency-funding-information/

- On July 21, CLBC informed stakeholders that the temporary emergency funding to address COVID-19 impacts to CLBC funded residential services had been extended to August 31, 2020.

- The COVID-19 emergency fund helped CLBC service providers cover the following costs:
    - staff overtime and additional staffing required to adapt service delivery and maintain services;
    - cleaning and personal protective equipment-related costs; and
    - modest facilities and/or equipment modifications to meet Provincial Health Officer orders.

- CLBC funds three kinds of residential supports:
    - Staffed residential (group homes): 240 service providers support about 2,700 people living in 900 group homes (which usually house up to four people) throughout B.C. People who choose this option generally need substantial support for daily living. Staff are available throughout the day and night;
    - Home sharing: 470 coordinating agencies provide support for about 4,500 home-sharing arrangements, where a person shares a home with an individual, couple or family contracted to provide supports for daily living; and
    - Supported living: About 2,100 people live independently in their own home and get supports for daily living from about 300 service providers.

- Home sharing providers that delivered additional services or supports during the pandemic were eligible for emergency funding, unless the supported individual had gone to live elsewhere during the pandemic.

- The emergency funding was administered to home sharing providers either through their coordinating agencies or directly through CLBC.

- Home sharing providers eligible for emergency funding received a flat rate additional payment for each supported individual. This ranged between $500 and $1,500 per individual per month, depending on the level of disability-related support needs. Home sharing providers received $15.5 million in total in emergency funding between April 1 to August 31.

- In some cases, these residential services are managed through individualized funding arrangements or person-centered societies, also eligible for emergency funding to maintain residential services. Those who receive residential services through individualized funding arrangements under standard agreements were able to request emergency funding through Vela Microboard Association of B.C (Vela).

PANDEMIC COMMUNICATIONS:

- CLBC has sent numerous Information Bulletins to service providers, home sharing providers, and individuals and families throughout the pandemic to provide updates and direction as new information became available.

- CLBC has hosted numerous teleconferences for the above audiences with CLBC's CEO, the Deputy Provincial Health Officer, the Minister and Deputy Minister from Social Development and Poverty Reduction, the BC CEO Network and the Community Social Service Employers' Association to answer questions.

- Other concerns raised during the COVID-19 weekly calls with the Deputy Provincial Health Officer included issues regarding equitable access to health care, ensuring family members or support workers had access to hospitals, when required to support an individual, and access to Personal Protective Equipment.

- The Re-imagining Community Inclusion (RCI) Steering Committee conducted weekly COVID-19 support calls attended by the Minister of Social Development and Poverty Reduction, a Deputy Provincial Health Officer and an Assistant Deputy Minister from the Ministry of Mental Health and Addictions. These calls provided information, guidance and support for service providers, self-advocates and family members, which made publicly available through the distribution of communiques. There have also been regular meetings with a group brought together by the Accessibility

Secretariat. The RCI meetings have now moved on to focus on planning for implementation of the ten-year roadmap for community inclusion.

- Service providers have been using virtual technologies to help individuals maintain connections and CLBC has been sharing information about virtual events and resources through its e-newsletter to individuals and families.

- In March 2020, CLBC informed staff and service providers that CLBC was pausing or slowing Strategic Plan projects to give agencies space to respond to people's needs during the pandemic and that the projects will resume as soon as possible.

    - These projects included:
        - Periodic Reports for Employment and Workforce Development Agreement
        - Employment Survey for Labour Market Agreement for Persons with Disabilities
        - Program Negotiations - Program Budget Exchange – implementation delayed for one year
        - Learning, Inclusion, Friendships and Employment (L.I.F.E.)-based Pilots -- Pilot sites will continue but staggered approach to readiness for provincial roll-out.

CLBC OPERATIONS:

- CLBC offices initially moved to minimal on-site staffing and staff were supported to work remotely from home. Staff continued to be available to individuals, families and service providers remotely. CLBC has now implemented the gradual return of staff to the office where required as part of Phase 2 and 3 of the provincial recovery plan and introduced additional health and safety measures in accordance with WorkSafeBC and PHO guidance.

- CLBC is collaborating with Inclusion BC, the Family Support Institute, Vela and the BC CEO Network on a project focused on individual and family resiliency. CLBC conducted sector needs assessment surveys and will work with partners to identify initiatives to provide support to individuals and families as the pandemic continues.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ISSUES NOTE

Issue:

Re-Imagining Community Inclusion

- The Re-imagining Community Inclusion Report (RCI) (Appendix I) was released on May 31, 2019, following extensive consultation about what the future should look like for supports and services for people with diverse abilities.
- The ten-year vision outlined in the RCI report is a community-driven vision rooted in the lived experience of persons with diverse abilities. It represents the shared goals and aspirations that people with lived experience, their families, and the people, organizations and systems around them have for a more inclusive British Columbia.
- This report reflects the work undertaken by a Partnership Table of over 50 representatives from across the community living sector and will serve as a guide on our journey towards implementation.
- An RCI Implementation Steering Committee was established and met on February 14, 2020 to begin working on governance and the initial organization of the work ahead. This Steering Committee is co-chaired by the Ministry of Social Development and Poverty Reduction, Community Living BC (CLBC), and Inclusion BC.
- The purpose of the RCI Implementation Steering Committee is to establish goals and priorities for implementation of RCI's ten-year vision through a coordinated, inclusive, and collaborative process.
- People with diverse abilities and their families must have a voice at the table to ensure our work together is meaningful and based on their needs.
- Ensuring an inclusive process as we move forward on RCI implementation planning is critical to the long-term success of this initiative.
- That is why engagement and consultation with a broad range of stakeholders will continue to be a key consideration and discussion for the Steering Committee as it moves forward – including the membership of the Committee.
- During the COVID-19 pandemic, the RCI Steering Committee met on a weekly basis, including with a Deputy Provincial Health Officer and a representative from the Ministry of Mental Health and Addictions, to provide support and share information to service providers, self-advocates and families to navigate these challenging times together.

- As the Province moved into the COVID-19 recovery phase, RCI members agreed to reduce the frequency of meetings as needed, with CLBC taking the lead on supporting the Committee. The last meeting was held on June 14, with members agreeing to four priorities for the coming year: inclusive housing, Indigenous issues, linkages to health and employment opportunities for people with disabilities. Working Groups will be established to lead the work for each priority.

Budget:

- In the original Terms of Reference for the report, RCI was limited to working within existing authorities, structures and financial realities of the community living system and budget requests were specifically out of scope.
- The topics of disability assistance rates, accessibility legislation, and the poverty reduction strategy were expected to form part of the discussions; however, it was noted that they were being addressed by other means and largely exceeded the scope of the RCI initiative.
- The RCI Implementation Steering Committee has no mandate to direct funding or funding priorities – but could inform proposals for government consideration in the future.
- As a part of government's StrongerBC economic recovery plan, $10 million will be invested in 2020/21 for:
    - CLBC employment services to prepare and support approximately 1,100 CLBC clients, who lost employment due to COVID-19, to re-enter the workforce (through a $9.7 million grant to Inclusion BC); and
    - Digital literacy support to approximately 600 CLBC clients to enable them to work from home, increase independence and stay socially connected remotely during the pandemic ($0.3 million).

Background:

- In May 2018, the Minister of Social Development and Poverty Reduction (SDPR) announced RCI. This initiative engaged people with lived experience, their families, and other stakeholders to develop and propose a new vision for community inclusion.
- RCI development involved a Partnership Table comprised of over 50 representatives, including self-advocates, families, service provider networks,

home-share providers, Indigenous organizations, CLBC and government Ministries (MCFD, SDPR, Health). The Partnership Table held monthly working sessions from October 2018 to May 2019.

- In late 2018 and early 2019, the RCI partnered with community living agencies across the province to host a series of community consultation sessions, including: Vernon, Nanaimo, Victoria, Fort St. John, Smithers, Prince George, Castlegar, Surrey, Burnaby, and Richmond.
- Input gathered was considered alongside the work of the Partnership Table in the development of the RCI report for the Minister.
- Emerging themes around what a good future looks like for people with intellectual disabilities included:
    - Services that center on the support needs, preferences and aspirations of individuals with diverse abilities and their families;
    - Individuals with diverse abilities having every opportunity to live a full and satisfying life;
    - Communities that are welcoming, accessible and inclusive;
    - Services for community living that respond more appropriately to the needs of Indigenous Peoples; and
    - The community living sector having stronger capacity for research, innovation and continuous improvement.
- In March 2019, the Minister of Social Development and Poverty Reduction received the Re-imagining Community Inclusion (RCI) report, which was released publicly in May 2019.
- The RCI Implementation Steering Committee is comprised of representatives from BC People First, Community Living BC, Inclusion BC, Family Support Institute, BC Family Net, BC Aboriginal Network on Disability Society, BC CEO Network, Advocate for Service Quality, Self Advocate Leadership Network, self-advocates and family members, and staff from the Ministry of Children and Family Development and SDPR and held its first meeting on February 14, 2020.
- The RCI Implementation Steering Committee will:
    - Identify a collaborative approach to developing the goals and priorities for implementing the RCI Roadmap;
    - Work with RCI Stakeholders as appropriate to develop the goals and priorities for the implementation of the RCI Roadmap;

  - Establish sub-committees and working groups with associated governance and scope, as needed (e.g. Indigenous-Led Planning Working Group); and
  - Serve as a conduit and liaising body to RCI Stakeholders to promote collaboration in the completion of the above objectives.

- Engagement will extend beyond the Steering Committee as the work of planning for implementation proceeds, with supporting working groups / committees being established over time.

APPENDIX I – RE-IMAGINING COMMUNITY INCLUSION REPORT

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Re-Imagining Community Inclusion

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Introduction

The Honourable Shane Simpson, Minister of Social Development and Poverty Reduction (SDPR) announced the Re-Imagining Community Inclusion Initiative (RCI) in May 2018. It was to focus on how we envision services for adults with intellectual and developmental disabilities in 10 years, the pathway forward, and how we work together to get there. The Terms of Reference are in **Appendix 1**.

A Partnership Table was established; it includes self-advocates, families, community service providers, Indigenous organizations, advocacy organizations and government. The Partnership Table represents a unique mix of perspectives and a significant opportunity for collaboration across the community living sector. A facilitator was appointed, assisted by a ministry team. Participants are listed in **Appendix 2**.

This document is our consensus report. We confirm our intention to continue working together to give life to our proposed vision and road map for community inclusion.

Purpose

Every person with an intellectual or developmental disability has the right and should have the opportunity to live a good life to the best of each person's unique abilities and interests. We asked what more complete, more fulfilled lives might look like. We asked how the system of services and supports, in communities and across government, might evolve to achieve those aspirations within the context of the existing authorities, structures and financial realities.

We addressed the following objectives:

- To re-affirm and update our shared vision for community inclusion
- To achieve consensus on a road map to guide detailed planning for the evolution of supports and services over the next ten years
- To improve collaboration and trust, and to build robust and durable partnerships amongst the key stakeholders

Use of Terms

The Partnership Table demonstrated the power and challenges of language in discussing disability and those who live with disability. There were differing perspectives among self-advocates, family members, and service providers. There was discussion whether the term "individual(s)" or "person (people)" was most appropriate, and discussion whether "with intellectual disability", "with developmental disability", "with diverse ability" or "with a disability" were the better ways to refer to the people we are doing this work for and with. There were many important points made: people are people so why use any other term? And, we don't want to lose sight of the people that RCI is specifically about.

Some of the topics in this paper relate directly to people who have a diagnosis of intellectual or developmental disability, Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD); some relate to people with disabilities more generally; and some relate broadly to all people, with and without disabilities, who are economically and socially vulnerable.

CLBC's first Celebrating diverseABILITY newsletter has this to say from the people on its editorial board:

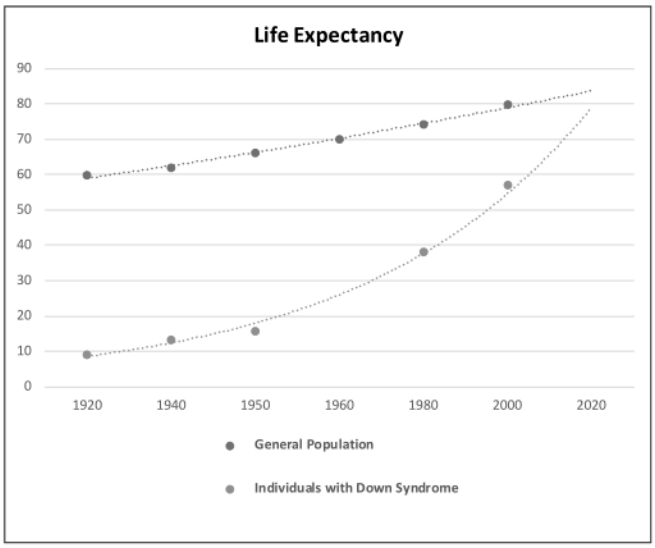
> "We would like to bring your attention to two terms you will hear often in this newsletter: self advocate and diverse abilities. These words mean different things to different people. To us, the word self advocate is about having a voice and having a say about your life no matter what you have been labelled. Many of us are part of the Self Advocacy Movement and are working hard for equal rights and opportunities in our communities. Many of us are also challenging language and the use of labels. We use the term diverse abilities because it can be used for everyone. Diverse abilities focuses on all of us being different, but able."

This is our guide in this paper—understanding that there will be context-specific needs to use terms like "individuals with an intellectual or developmental disability". The language will continue to evolve over time, moving beyond the stigmatizing language of the past.

In this paper, "families" include the parents of adult children, as well as siblings, extended and chosen family members. Families are often, but not always, the primary care givers.

Background

This report sets out the results of the RCI, including potential next steps in the journey of British Columbians with disabilities towards full community inclusion. It is important to say that this continues a long journey with many steps already taken.



DIVERSE ABILITY

In psychological terms, people with diverse abilities are labelled as people with intellectual or developmental disabilities. Depending on the definition, it is estimated that between .05% and 1.55% of people have an intellectual disability, with 1% being the number used most often.[1]

Adults with developmental disabilities are living longer, healthier lives and can now expect to live about as long as most other people[2] For example, the graph shows how long individuals with Down Syndrome lived at different times in the past.[3] In the United States, the number of adults with an intellectual disability aged 60 and older was projected to nearly double between 2000 and 2030.[4]

HISTORICAL CONTEXT

Until as late as the 1980s, it was practice in B.C. to place people with diverse abilities into institutions if their families could not cope. In the institutions, they were isolated and separated from their families and communities. They had no rights, had no choice in where they lived and were mostly told what to do.

Shifts toward greater community inclusion began in the 1950s when parents and families began to speak out more strongly and took an increasingly active role in shaping better options for their family members. By the 1980s, B.C. parents and advocacy groups had developed community-based alternatives to institutional placements. By 1981, the B.C. government committed to close the institutions and support people with diverse abilities to live at home and in community settings.

In 1996, B.C. became the first province to close all its institutions. Community living services emphasized support for people with diverse abilities to live, learn, participate, and contribute in their communities.

The self-advocacy movement has also been growing since the 1970s. In part, self-advocacy involves people with diverse abilities asserting their rights as full citizens, speaking for themselves and making decisions about their own lives without undue influence. In part, it reflects their growing expectations to have choices, to live in community and to have inclusive educational, employment, and other opportunities.

1 McKenzie, Katherine, Milton, Meagan, Smith, Glenys, Ouellette-Kuntz, Hélène. Systematic Review of the Prevalence and Incidence of Intellectual Disabilities: Current Trends and Issues. Current Developmental Disorder Reports, 3, 2016, p. 104–115.

2 Crawford, Cameron. The Employment of People with Intellectual Disabilities in Canada: A Statistical Profile, Institute for Research and Development on Inclusion and Society, 2011.

3 Adapted from Lane, A. M., Hirst, S. Growing Old with a Developmental Disability, International Federation on Ageing, May 2012

4 Tinglin, Carolyn C. Adults With Intellectual and Developmental Disabilities: A Unique Population, Today's Geriatric Medicine, 6 No. 3, p. 22.

By 2001, the B.C. government was concerned with increasing pressures on community living services such as rapid growth; reduced availability of funds; the Munroe settlement and corresponding labour accords; changing economic priorities; and the evolving expectations of families and communities with respect to the design of and access to services.[5] There were also concerns that the service system focused too much on funding and placing people in programs, and not enough on meeting the unique needs of individuals. Services were criticized for restricting access; limiting self-determination; reducing opportunities to develop personal relationships; and reducing people's ability to participate in their citizenship.[6]

After extensive public consultation, government established the **Community Living Transition Steering Committee** to explore potential service changes. The Steering Committee put forward 59 recommendations that resulted in Community Living BC (CLBC) being formed in 2004. The Steering Committee envisioned a system of community living supports that:[7]

- Sees individuals with a disability as full citizens in their community
- Honours and encourages their contributions
- Places trust in the capacity of individuals and families to lead their own lives effectively…to meet the challenges they face…and to develop their own support systems
- Builds the strength of individuals and the resilience of families to move away from dependence on government services
- Is built upon the premise of respecting the decisions of individuals and families
- Builds capacity in communities that recognizes and values the contribution of people with diverse abilities
- Provides support to individuals and families when they need that support

CLBC Vision – Service Plan 2005

Children and adults with developmental disabilities, supported by family members and friends, will have the opportunities and supports needed to pursue their own goals and participate as full and valued citizens in their communities.

The Steering Committee also spoke about an approach in which services are just one means by which people are supported to contribute as citizens; that shifts away from the supply of programs to more flexible supports; that ensures individuals and families have choice in how they meet their unique challenges, including individualized funding; and that represents the highest and best use of government funds with greater accountability and increased value for money.

Building out of these principles, CLBC's first Service Plan talked about the development of innovative supports and services that are better tailored to meet the needs of individuals and families, including:[8]

- Greater community involvement in shaping and carrying out public policy, including governance
- Increased flexibility and accountability in how personal support plans that identify individual and family goals and support requirements are developed and implemented

Since the establishment of CLBC, there have been many advances made and lessons learned. Some of the original thinking proved not to work as expected. For example, while CLBC offers individualized funding as an option, many families found the work involved in hiring and managing staff was onerous, and many preferred using agency-funded supports.

In 2016 CLBC undertook a stakeholder engagement process in order to develop its new Strategic Plan. Groups consulted included self-advocates, families, advocacy groups, service providers, staff, and many others. A new vision was established based on significant input from self-advocates.

[5] Discussion Paper on Community Living Services, MCFD, 2001.
[6] Community Living BC Service Plan, 2005/06 – 2008/09, p. 8.
[7] A New Vision for Community Living…a vision of choice and change, Community Living Transition Steering Committee, 2002, p. 2.
[8] Community Living BC Service Plan, 2005/06 – 2008/09, p. 12.

CLBC Vision – Service Plan 2016

"Lives filled with possibilities in welcoming communities."

Some of the priorities within the current strategic plan include:[9]

- Better serve individuals with multiple complex needs
- Increase access to independent living
- Increase employment
- Strengthen relationships with families and individuals
- Enhance the planning experience
- Strengthen collaboration across government
- Streamline our processes
- Improve performance reporting and forecasting
- Align services offered to the current needs of individuals

In addition to CLBC, government programs specifically for people with diverse abilities include the Ministry of Children and Family Development's (MCFD) Child and Youth with Special Needs (CYSN), the Ministry of Health's Developmental Disability Mental Health Services (DDMHS) and Health Supports for Community Living (HSCL), and SDPR's Services to Adult with Developmental Disabilities (STADD) transition services for youth, which is presently available in roughly half of the province. Other government programs, such as the Ministry of Education's K-12 and Disability Assistance through SDPR, provide services for people with disabilities broadly; while others, such as the ministries of Transportation and Municipal Affairs and Housing provide services to all citizens that need to accommodate people with disabilities.

The community living system touches all parts of peoples' lives—across the life span, from employment and education to health and housing. It touches families, service providers, advocacy and self-advocacy organizations, ministries and government crown agencies.

Leading into RCI, stakeholders identified issues and opportunities—organizational, financial, service models, human resources, innovation potential, amongst many others—that require exploration. Together, stakeholders offer a rich mix of perspectives. Working together collegially and effectively, stakeholders are well positioned to create a pathway for the future of community inclusion. This was the starting point for RCI.

Summary of the Process

On May 18, 2018 the Minister met with a group of organizations engaged with community living services and supports. He advised participants of his intention to establish the RCI and invited written submissions on the proposed Terms of Reference. A number were received and carefully considered.

The initiative partnered with community agencies to host consultations in Vernon, Nanaimo, Surrey, Fort St John, Smithers, Prince George, Richmond, Castlegar, Burnaby and Victoria. Invitations to participate were broadly circulated through the Partnership Table organizations. Individuals who were unable to attend in person were able to contribute in writing or by phone. Between 20 and 60 people attended each session, including self-advocates, families and service providers. They spoke about current services as well as their longer-term aspirations. While many themes were shared across these sessions, we also heard about regional differences and received many ideas. This input helped to inform the work of the Partnership Table and this paper.

"Working together for six months straight has been great. I've learned a lot from this group. I'm hoping this work will create a brighter outlook and more positivity for the ones we need to support."

Self Advocate Member of the Partnership Table

"My husband and I give workshops and we have a saying -- we are stronger when we sing together!"

Self Advocate Member of the Partnership Table

[9] Community Living BC Strategic Plan 2017-2020, p.2.

The Partnership Table met for six full-day sessions, from October 2018 through March 2019. The sessions were hosted by the facilitation team. The table had over 50 members plus alternates, including 14 self-advocates, and 12 family members. A Steering Committee advised the facilitator.[10]

Several working groups took on tasks between sessions. They contributed to the Partnership Table conversations and provided additional input into drafts of the report. The topic areas were:

- Housing
- Self-advocacy and family leadership
- Community engagement and development
- Workforce training and development
- Truth and reconciliation
- Eligibility for services and supports
- Healthcare
- Affordability and financial security

The facilitation team prepared draft documents for review and ultimate approval.

Building on Past Success

The Partnership Table started its work with a discussion of what has been accomplished since the institutions closed, and of some of the newer developments in community inclusion. Additional observations were made by community consultation participants and representatives of organizations represented at the Partnership Table.

This initiative is well-timed. Supports and services have come a long way since the institutions closed—a community-based service network has grown. CLBC has established itself and progress continues in such areas as: opportunities for employment, transitions planning, inclusive education at the post-secondary level; new service offerings including employment, learning, friendship and inclusion; and support for more independent living options.

The self-advocacy movement, established forty years ago, grew and matured. An additional support service for youth in transition, STADD, was established by SDPR in 2013. Legislative achievements include Adult Guardianship, Representation Agreements and, more recently, the Poverty Reduction Act and TogetherBC plan. The province has endorsed the UN Convention on the Rights of Persons with Disabilities.

People with diverse abilities are more visible in communities, and stigma is being challenged. They are marrying and having families. Financial resources, such as the Disability Tax Credit and the Registered Disability Savings Plan, have been created. The treatment of income and assets has improved.

A variety of changes are underway. To cite only a few examples: there is a focus on Trauma Informed Practice. CLBC has begun to provide services on reserve. CLBC and Inclusion BC have developed a housing strategy. Participation in employment has increased. In addition, there are broader government initiatives, related to poverty reduction, homelessness, housing and potential accessibility legislation that will help support this sector.

We can build on many accomplishments, applying a contemporary understanding of disability and responding to the evolving needs and aspirations of people with diverse abilities and their families. There are new opportunities and much yet to do.

RCI Scope

The initiative is…intended to work within the existing authorities, structures and financial realities. The topics of disability assistance rates, accessibility legislation, and the upcoming poverty reduction plan may form part of the discussions; however, as they are being addressed by other means, they largely exceed the scope of this initiative. Budget requests are out of scope.

[10] Members of the Steering Committee: Michael McLellan, president, BC People First; Seonag Macrae, CEO, Community Living BC; Karla Verschoor, executive director, Inclusion BC; Angela Clancy, executive director, Family Support Institute; Neil Belanger, executive director, BC Aboriginal Network on Disability Society; Janice Barr, board member, BC CEO Network; Michael Lord, then Jonathan Dubé, assistant deputy minister, SDPR.

Out of scope financial and structural matters

Many families, self-advocates and service providers expressed concerns that touch a wide range of British Columbians in need, but that largely exceed the scope of the RCI. Although these issues are beyond RCI's scope, they were mentioned often enough to indicate they are important parts of a 10-year vision for community inclusion.

The B.C. government has several broad initiatives underway that touch on these concerns, including: the Poverty Reduction Strategy; the Homelessness Action Plan; a team of accomplished academics to apply a guaranteed income lens in the B.C. context; a housing strategy; and exploring options for provincial accessibility legislation.

RCI shares these concerns with SDPR to be shared with other ministries as needed. This will ensure that they are considered within these broader initiatives, and as policy evolves to continuously reduce barriers and increase opportunities by:

- Increasing disability assistance rates and health supports provided through SDPR
- Increasing or eliminating the disability assistance earnings exemption
- Increasing funding for families who are the first line of care and providing funding at the same level as home share providers. Families in every community raised this request, as did members of the Partnership Table. It would support individuals better to stay at home if that is their preferred living arrangement, and would relieve pressures on families themselves. They also note this would help to relieve pressure on other residential options
- Increasing funding for affordable, inclusive housing
- Increasing home care, specialized mental health and addictions treatment, and specialized assessment and diagnosis
- Increasing transportation options
- Expanding the eligibility criteria for CLBC and other services
- Testing the concept of a living wage or guaranteed basic income
- Benchmarking, analyzing market competitiveness and indexing CLBC funding levels against cost-of-living (e.g., for supported living and home-share supports)

In line with the scope of the RCI, we have not examined whether the existing authorities or structures are adequate or appropriate. We have focused on ways for all parts of the system of services and supports to work better together.

While some of the comments and ideas we heard had significant funding implications, we also heard there is scope and opportunity to adapt and evolve policies, supports and services and make meaningful progress in the direction envisioned.

Vision for 2028

People with diverse abilities thrive fully and equally with everyone.

Guiding Principles

At its most basic, community inclusion means that people with diverse abilities live and participate in their communities.

The UN Convention on the Rights of Persons with Disabilities (UNCRDP) was ratified by Canada with B.C.'s support in 2010 and takes community inclusion a step further.

The UNCRPD is about the right of every person with a disability to equality and non-discrimination. It calls on countries to ensure non-discrimination in areas such as respect for home and family, education, health, employment and access to services. It also sets out things countries should do to make sure that people with disabilities fully enjoy their rights under the UNCRPD.

Article 19 of the UNCRPD, that specifically addresses community inclusion, creates the right of all people with disabilities to live independently and be included in the community.

Building on the UNCRPD, the United Nations Declaration on the Rights of Indigenous Peoples, the Canadian Charter of Rights and Freedoms, Federal Human Rights Act and the BC Human Rights Act, the Partnership Table adopted the following principles to guide its work. The Partnership Table recommends that they guide the work that follows to give life to this vision.

Exemplify human rights

Inclusion recognizes and supports the rights of people with diverse abilities.

Relationship and trust building across partners with Indigenous peoples

Inclusion means that we recognize and honour the diverse history, traditions and cultures of Indigenous peoples, and address the profound impacts of past and current harms.

UNCRPD Article 19

Living independently and being included in the community

States Parties to this Convention recognize the equal right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community, incluing by ensuring that:

(a) Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;

(b) Persons with disabilities have access to a range of in-home, residential and other community support services, including personal assistance necessary to support living and inclusion in the community, and to prevent isolation or segregation from the community;

(c) Community services and facilities for the general population are available on an equal basis to persons with disabilities and are responsive to their needs.

We acknowledge the UN Declaration on the Rights of Indigenous Peoples (UNDRIP), Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, and the final report and Calls to Action of the Truth and Reconciliation Commission of Canada.

Respect the lived experience of individuals and families

Inclusion means that people with diverse abilities and their families participate in the governance, service design, planning, and policy decisions that affect the services upon which they depend. Services and supports respect and incorporate their cultures.

Support quality of life

Inclusion means having a good quality of life, which is more than providing for basic needs and safety. It includes belonging, a focus on relationships, and opportunities for meaningful contributions by everyone. All aspects of public policy incorporate a commitment to inclusion and quality of life.

Focus on the person

Inclusion means that people with diverse abilities and their families can select the help that they need to have a good quality of life. There are enough of the right services. Services continue to adapt to evolving requirements and expectations.

Engage Community

Inclusion calls for changes in community to embrace disability as a welcome form of diversity instead of a stigmatizing difference.

RCI Roadmap: Destinations, Milestones and Steps

Destination 1 (page 12)
Services are person-centred and focus on the support needs, preferences and aspirations of people with diverse abilities and their families.

Milestone 1.1 – Better services for individuals

(a) Provide simple and dignified access to supports
(b) Enhance person centred planning and services
(c) Strengthen natural support networks
(d) Develop flexible housing options

Milestone 1.2 – Better supports for families as caregivers

(a) Reduce barriers to services
(b) Provide tools and supports

Milestone 1.3 – Better coordination of services across ministries and the life-span

(a) Added care
(b) Seamless life transitions
(c) Complex needs

Destination 2 (page 18)
Individuals with diverse abilities have every opportunity to live a full and satisfying life

Milestone 2.1 – People with diverse abilities are prepared for an inclusive adult life

(a) Increase disability content in the K-12 curriculum
(b) Increase K-12 capacity to accommodate people with diverse abilities

Milestone 2.2 – People with diverse abilities have more and better opportunities for employment

(a) Continue efforts to improve education and awareness on the benefits of employment
(b) Improve linkages and access to employment programming
(c) Prepare individuals for the work force

Milestone 2.3 – People with diverse abilities have better opportunities for post-secondary education and life-long learning

Destination 3 (page 20)
Communities are welcoming, accessible and inclusive

Milestone 3.1 – Supports and services recognize the importance of preserving relationships and community connections in a person's life

(a) Better support engagement with friends and community
(b) Better support intimate relationships
(c) Recognize the importance of relationships in service delivery
(d) Be there for people who do not have natural supports

Milestone 3.2 – The needs of people with diverse abilities are reflected in broader government initiatives and policies

(a) Encourage BC Transit and regional and local transit authorities to consider transit options
(b) Improve access to health services
(c) Improve access to mental health services
(d) Leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities
(e) Support community development and broader engagement in community inclusion

Milestone 3.3 – People with diverse abilities exercise their full rights and citizenship

(a) Support self-advocacy
(b) Improve awareness and access to services by diverse communities
(c) Better support equitable participation in the justice system

Destination 4 (page 24)
Services for Indigenous peoples are self-defined and self-determined

Milestone 4.1 – Services for Indigenous peoples are evaluated from an Indigenous led perspective

Milestone 4.2 – Culturally safe services are available for Indigenous peoples

Milestone 4.3 – Non-Indigenous services are more culturally responsive and appropriate when accessed by Indigenous peoples

Milestone 4.4 – Coordination is improved

Destination 5 (page 25)
The community living sector has strong capacity for research, innovation, and continuous improvement

Milestone 5.1 – There are more opportunities for research and evaluation

Milestone 5.2 – The people and organizations involved in community living are better able to innovate, adapt and deliver

Road Map

Participants in the RCI Partnership Table and community consultations envisioned several specific outcomes that will indicate success in achieving the overarching RCI vision. People with diverse abilities:

- Enjoy living in welcoming communities, including rural and remote, with enriching friendships and relationships, and with engagement in all aspects of life
- Are as self-determined and independent as they need and wish
- Have full opportunities for learning, life transitions, access to healthcare, work, and engagement in the social, cultural and spiritual life of the community
- Have incomes that can afford a good quality of life, including housing choices, and adequate supports for their families and caregivers
- Can choose from among flexible, accessible, timely and appropriate supports and services

Indigenous peoples and communities will also shape the services and supports they need, and services are provided in a culturally appropriate way.

Here are the key milestones and destinations that RCI participants believe need to be reached over the next ten years in support of these outcomes and the RCI vision.

Destination 1: Services are person centred and focus on the support needs, preferences and aspirations of people with diverse abilities and their families.

Demographic changes are both increasing and changing the need for services. There are more people heading towards adulthood. More adults are living into their senior years; they need appropriate care that does not disrupt the relationships and community connections that have developed over a lifetime. Aging families want clarity and certainty about what will happen when they can no longer provide care.

The mix of disability is changing. The number of children diagnosed with ASD in Canada is growing from 3.5 to 5.0 cases per 1,000 people in 2003 to 15.7 to 19.6 in 2015, depending on the province. In B.C., the overall prevalence of ASD in 2015 was 14.7 per 1,000 children aged 5-17.[11] The numbers of people with a diagnosis of FASD are underreported, for example, because of stigma around alcohol consumption, lack of access to assessments and parents not wanting to reveal that a condition may be alcohol related.[12] Increasing numbers of people are aging and experiencing changing support needs. Increasing numbers of young adults with complex needs are entering the system.

Generational changes are placing new demands on services. Youth graduating from high school have experienced inclusion in their school and community. Their aspirations for adult life include broader and more typical expectations. Young adults expect and have the right to live independently and to work, like anyone else. They are actively pushing their own boundaries, driving the need for an inclusive environment and services that better support them.

Self-advocates and families hope that we move away from the experience of receiving services as carrying stigma, and from policy that sometimes seems grudging or punitive. They are frustrated by bureaucratic complexity. They would welcome administrative systems that are simpler, respectful, more personal and helpful.

We heard about changes that both people with diverse abilities and their families would like to see in the services themselves, as well as the need for changes in service delivery culture that would support a more flexible, responsive and person-centred approach.

[11] Autism Spectrum Disorder among Children and Youth in Canada 2018, A Report of the National Autism Spectrum Disorder Surveillance System. Public Health Agency Canada, 2018.
Provinces and territories that report historical data: Newfoundland and Labrador, Nova Scotia, New Brunswick, Prince Edward Island, Quebec, British Columbia, and the Yukon.

[12] **https://www.vchri.ca/stories/articles/2018/05/01/fetal-alcohol-syndrome-sometimes-misdiagnosed-and-under-reported-due**

MILESTONE 1.1: BETTER SERVICES FOR INDIVIDUALS

People with diverse abilities and their families want services to be more person-centred.

A central aspect of person-centred services entails involving people with diverse abilities and their families as equal partners in planning and decision-making processes, so that services reflect their individual goals and needs. We heard the expectation that government and service delivery organizations be required to include them. These expectations are increasingly seen through the lens of rights and citizenship.

Person-centred services provide flexibility in the range of available supports, how they are allocated and how they are funded, so they can be best shaped to meet individual needs. For example, more flexible residential options would help to better meet independence goals. People with diverse abilities and their families want a more holistic approach to services.

Service providers are thinking about how to design new support models and develop new skills to adapt to changing needs and expectations, and they need to invest in change. They want to be recognized and supported to participate in community engagement and development work that will improve the lives of people with diverse abilities in their communities. They desire new strategies to address chronic challenges, such as attracting and retaining employees and home share providers and developing housing options.

While CLBC reports positive feedback in recent surveys, families and service providers in the community consultations expressed the wish that the allocation of supports become less crisis-driven and more proactive.

Families and individuals report scarcity and difficulty in accessing specialized health care supports and experience the delivery of these services as disjointed and inconsistent across health authorities.

They need timelier and less costly access to assessment and diagnosis, which is often the first step in accessing the services they need.

People with diverse abilities and their families want planning and supports to become more proactive, timely, flexible, responsive to personal needs and interests, adaptable to changing circumstances, and seamless across life transitions. They said planning should be continuous and adaptable over a lifetime, not a one-time exercise. They also see a plan not as an administrative instrument, but a foundational support to a good life. Self-advocates and families said plans should consider:

- Is it best for the person?
- Is it voluntary?
- Are the right supports in place?
- How will the "right" supports change over time?

Some individuals do not have families or natural networks and may rely heavily on services. The system needs to improve its support and advocacy for them and to assist them to create natural supports.

Some families and service providers express concern that the principle of "least intrusive services" can be a rationale for offering minimal service. Its purpose is better understood to minimize unnecessary limitations on self-determination and personal freedom. Services may range from "a light touch" to very intensive; it is important to get "the right touch."

There was a call for greater certainty, consistency and transparency with respect to the services and funding that is available to families, and to ensure equity and parity in the system.

a. Provide simple and dignified access to supports

- "Map the journey," including core services for people with diverse abilities, disability assistance, and health services related to living with diverse abilities. Apply trauma-informed and intersectional lenses. Use this work to inform other actions under this destination
- Coordinate and reduce duplication across government in eligibility processes and requirements and avoid people having to retell their story
- Better align eligibility requirements, simplify reporting, reduce administration, increase choice, ensure the process is respectful of individuals, and reduce stigma, across all ministries and authorities

- Make it easier for people to obtain the information they need to access assessments, supports and services
- Develop a "no wrong door" approach: all parts of the service system throughout B.C. are aware of services, know how and where to make referrals, and have the time to do so
- Complement electronic application and reporting by providing more direct and supportive in-person interactions and offer outreach strategies that would help individuals and families access services
- Explore forms of expedited access, including auto-enrollment, to as many benefits as possible to reduce complexity
- Create certainty with respect to what supports and funding will be available and when.

b. Enhance person-centred planning and services

- Include people with diverse abilities and families more extensively in service and system planning. A person-led approach is essential to ensuring that needs, goals and outcomes are individual.
- Ensure that individuals themselves are full participants in their own planning.
- Ensure that the planning process is easy, reducing the need to repeat their story; that plans are as comprehensive as needed; and that plans change over time. Recognize that plans may not be needed or desirable for all aspects of life.
- Ensure that the individual's family and community context is considered.
- Ensure that services support engagement and participation and maximize self-determination and independence. Ensure that services shift from custodial to participatory.
- Ensure that privacy policy does not create unnecessary barriers to information sharing.
- Develop proactive and collaborative protocols, planning and problem-solving.
- Ensure smooth transitions as they occur.
- Provide service providers increased mandates and flexibility to develop and deliver more skilled, holistic and effective services; evaluate and reduce barriers to flexibility and innovation (e.g., in contracting and funding models, etc.)
- Build on existing good practice in the system, including those of CLBC, MCFD and STADD; and ensure that effective and supportive planning occurs across the life span and anticipates transitions wherever possible.

c. Strengthen natural support networks

People with diverse abilities should have a natural network of support around them. This can reduce the services needed, increase capacity and the overall quality of life, and provide the individual with greater safety and financial security.

- Encourage, empower and support people with diverse abilities to create or broaden informal networks, including friendships, social relationships and community connections.
- Encourage, empower and support families to broaden their informal networks.

d. Develop flexible housing options

"I live in an apartment that is safe, modern, accessible, and affordable. I know my neighbours and we spend time together. I can ask them for help if I need it. I believe we need more affordable housing, so people can live on their own, the way they want and in a safe place."

– Surrey consultation attendee and self-advocate

"In small communities, families and care providers burn out due to lack of respite; there is nowhere for individuals to live with supports. The lack of housing and supports mean that people lose their community networks. When there's nowhere to go in your own community, you're moved on to a new community like furniture."

– Castlegar consultation attendee

We heard, in every community, urban and rural, that housing is a foundational concern without which other development potential is constrained. We heard that affordable and safe housing stock is inadequate, as is the range of housing options. Self-advocates and families expressed strong interest in new housing developments that are mixed-income, which support community inclusion. The gap between the disability assistance housing allowance and market rents was seen to severely limit housing availability and options. RCI participants felt that increased home ownership options would also help. Some of the solutions to these issues require funding and are out of scope for RCI. The suggestions below rely more on policy and practice changes within existing resources.

- Pursue opportunities outlined in the CLBC/ Inclusion BC report, "Home is Where Our Story Begins."
- Explore options for increasing affordability, including potential for public/private partnerships to develop home ownership options.
- Explore potential for an expanded portable rental subsidy program.
- Allow funding to follow the individual to their optimal living situation.
- Promote a more diverse housing mix, wherever possible, ensuring a mix of incomes and backgrounds.
- Apply an inclusive design lens in the location and design of housing, while ensuring that housing options are affordable.
- Provide flexibility in residential services policy to better respond to individual goals and needs as they change over the life span, including supported independent, home share, group home, and complex needs.
- Encourage and support community agencies and families to participate as investors in non-profit housing projects; develop policies and agreements that support and assist agencies to leverage assets.
- Address housing challenges for individuals aging out of MCFD youth services (e.g. availability of housing, appropriate and safe settings, acquiring references and deposits.)
- Work with community councils and agencies to build support for local housing options.
- Explore with the federal government to better enable people to use RDSPs for housing options, and on shared funding models.

MILESTONE 1.2: BETTER SUPPORTS FOR FAMILIES AS CAREGIVERS

"Families are exhausted and isolated. there aren't enough supports, so families can't pursue their own goals, dreams, or social needs."

– Prince George consultation attendee

"As a single mother, I rely on my elderly mother to care for my family member, which obviously is not sustainable. I have no idea what I will do when she is no longer able to provide care. Having people in home share costs the government more than it would to just offer supports to families."

– Victoria consultation attendee

Families take seriously their responsibility for the care and support of family members with a disability. They express gratitude when supports fall into place. They also say they are exhausted for lack of sufficient respite, and by the constant need to search and advocate for services. They talk about exhaustion, losing jobs and not being able to attend to other family responsibilities.

There are sources of family supports and information to build upon, such as the Family Support Institute's web-based system, STADD, and CLBC planning processes. In every community, families identified the need for even more accessible information and help to access services, especially at transition points along the life span. They want supports that are planned in advance and available when needed. Their individual expectations as expressed in the community consultations appear modest, though they say they need more than what is generally available.

There were especially strong calls for reducing cultural and geographic barriers, and for improved access to services from rural and remote communities. "Make inclusion the easy choice, not the uphill battle."

There were calls to replace the current "deficits-based" approach to assessing need and allocating services with a "strengths-based" approach that can focus on abilities and respect for the individual's contribution to society. Families say the current approach is demeaning and requires recipients to focus on what they cannot do.

People with diverse abilities experience significant cost and delay in obtaining assessments if these are not done before reaching adulthood. It is critical that assessments be completed during the school years, or while in MCFD care, and that the assessments follow the person.

a. Reduce barriers to services

- Improve timely access to assessments and diagnosis, and therefore to supports.
- Improve assessment access and remove barriers to those not assessed as children.
- Shift processes to allocate services to include strengths and gifts, and not solely deficits.
- Diagnoses, assessments and other records follow the person.
- Provide families with better access to information and people who can assist to make it easier to find and connect with the services and supports available to them.
- Improve advance planning and transition supports across the lifespan, including standard and respectful policies in place to support transitions.
- Develop protocols that clarify cross-government understanding of roles and responsibilities, and commitment and accountability to deliver on these.
- Increase access to the service system outside usual business hours and provide better access to 24/7 emergency supports.

b. Provide tools and supports

- Provide supports for financial planning so individuals may access all the benefits available to them (e.g. the Disability Tax Credit, Registered Disability Savings Plan [RDSP] and Registered Education Savings Plan [RESP]); support the increasing number of individuals who are expected to be inheriting estates and provide support for estate planning.
- Provide for communications and correspondence in an accessible way (e.g. text to voice, Braille, plain language, pictures.)

MILESTONE 1.3: BETTER COORDINATION OF SERVICES ACROSS MINISTRIES AND THE LIFE-SPAN.

"I have to introduce my son and re-tell his story every time we make contact with a new government service, or transition to a new worker. I don't understand why this should be the case. There needs to be better information sharing to reduce stress on families. Families are looking to the government for help, not for a test."

– Nanaimo consultation attendee

"My brother with Alzheimer's and Down syndrome got caught in a system that could not help him or understand him, and he died without dignity as a result. Nobody is collaborating. We need to get organizations talking more effectively in order to solve these kinds of problems."

– Victoria Regional consultation attendee

Within government, cross-system collaboration and coordination in the provision of services to people with intellectual and developmental disabilities needs strengthening at all levels, from provincial level policy to practice in communities. Similarly, the community service network needs to forge stronger partnerships amongst themselves, with CLBC and with other ministries and authorities. Community-based agencies also have the potential to provide even better integration of services across funders and government silos.

The transition between services for children and youth and services for adults was frequently described as "falling off a cliff." Families describe long gaps in access to ongoing education and daytime supports, resulting in lost motivation and learning. They have to fight to secure any support beyond minimal respite. Some RCI consultation participants reported having to leave the workforce in order to provide in-home care.

Both STADD and CLBC's planning (including recent enhancements) are aiding many people in this transition. However, self-advocates and families were experiencing gaps both geographically and across the life-span.

Self-advocates and families strongly support advance planning, more seamless transitions and greater availability of timely and appropriate adult supports. Improved youth-adult transitions to timely post-secondary education and other adult supports are necessary to support increased work force participation.

Families identified service areas where it is unclear which government body is responsible, where transitional issues are uncoordinated across government agencies, or where an individual needs services from multiple government bodies which are not coordinated around the individual's needs.

BUILD CAPACITY FOR COORDINATION BY RESOLVING LONG-STANDING, CONCRETE CHALLENGES

"Many people with complex needs are ending up in the emergency room because if there isn't a charge being laid, they don't fit into the corrections system. Youth with complex needs are ending up in shelters even though they are not the right fit for a shelter environment. Government and community partners pass the buck and won't take responsibility for these individuals."

– Fort St. John consultation attendee

"There needs to be way better support for transitions. There is an enormous decrease in support during the transition from school and MCFD services to CLBC. Parents can't work and be home to care for their young adults with disabilities; there can be gaps in support and our kids end up being isolated at home. There needs to be better collaboration between government agencies and a better bridge between childhood and adulthood."

– Vernon consultation attendee

There are divisions in the way that government funds and delivers services for people with diverse abilities (e.g., youth versus adult services, services delivered by different ministries and government agencies, and services delivered by community.) Structural recommendations are beyond RCI's scope. Nevertheless, RCI participants identified challenges with services that involve complex coordination of transitions or services among multiple ministries and service providers. They report gaps in service delivery due to fragmentation or lack of coordination.

Rather than recommending out-of-scope structural change, RCI is recommending an approach in which government provides explicit direction and deadlines to resolve certain long-standing coordination issues, both to build better capacity for coordination and to achieve results in these areas.

At a minimum, key deliverables in each area would include ministries and agencies:

- Clarifying and documenting roles, responsibilities and accountabilities
- Developing or strengthening protocols to ensure coordinated service delivery and practice, provincially, regionally and locally
- Improving knowledge and expertise
- Providing flexibility as needed to deliver more skilled and holistic services

Individuals with "Complex needs" include individuals with diverse abilities who may also struggle with a combination of mental health concerns, behavioural issues, addictions, and/or involvement with the criminal justice system. Individuals with complex needs tend to be highly self-determined, can pose a risk to themselves or others, and tend to have limited or no positive natural supports.

These areas include:

a. Added care

- Including home and community care and health services for community living.

b. Seamless life transitions

- Starting with transition from youth to CLBC services and continuing with transitions across the lifespan.

c. Complex needs

- Leveraging CLBC's current plan, including enlisting partners in the plan's development and implementation.

Destination 2: Individuals with diverse abilities have every opportunity to live a full and satisfying life

MILESTONE 2.1: PEOPLE WITH DIVERSE ABILITIES ARE PREPARED FOR AN INCLUSIVE ADULT LIFE

Services for children and youth with diverse abilities, for example MCFD CYSN services, were largely out of scope for RCI. Participants did not comment extensively on these services except for transitions. In every community, families spoke about the importance of the K-12 system in preparing people with diverse abilities for an inclusive adult life. Families had varying experiences.

"In secondary school, inclusion is lacking in terms of options for work experiences and pre-employment supports. Different organizational mandates create silos and gaps related to youth employment readiness. Employment supports need to be available in grade 10 or 11; it would benefit everyone. If we wait until 19 or later, it's too late and we are not being inclusive."

– Richmond consultation attendee

Families hope that the K-12 system can achieve greater consistency in preparing youth for continuing education, employment, and other aspects of adult life. They also identified a need for a stronger emphasis on life-long learning.

Families saw an opportunity to more consistently focus special needs funding on special needs. Along with other matters, this is the subject of a current review by the Ministry of Education.

a. Increase disability content in the K-12 curriculum

- Increase the emphasis on diversity and inclusion in the K-12 curriculum. Include the story of people with diverse abilities, the history of residential and institutional schools, bullying, leadership and the confidence of our groups, and include people with lived experience in delivery.
- Provide education and establish early norms of inclusion, in ways that help to foster friendships.
- Provide access to employment readiness in the K-12 curriculum for individuals with disabilities.
- Ensure that learning supports successful transitions to school completion and adulthood.

b. Increase K-12 capacity to accommodate people with diverse abilities

- Improve recruitment, retention, training and mentorship strategies for K-12 teaching teams and leadership who are qualified to work with intellectual and developmental disabilities.
- Ensure that K-12 funding that is allocated for individuals with special needs is spent for that purpose.
- Continue work to fully include people with diverse abilities into schools and ensure they are not marginalized.
- Consider accessibility improvements to structures and outdoor space and accommodation to the varied styles of learning.

MILESTONE 2.2: PEOPLE WITH DIVERSE ABILITIES HAVE MORE AND BETTER OPPORTUNITIES FOR EMPLOYMENT

"Having a good job is important to me because it allows me to have my own money. It is important for me to have financial independence so that I can have freedom to make my own choices on what I need and want in my life. Whether it be paying off my cell phone bill, or going to the movies with my boyfriend. When I'm working I feel a part of my community and I really enjoy contributing."

– Surrey consultation attendee and self-advocate

RCI participants emphasized the importance of employment, and that employment is about real work and equal pay on real jobs. "Provide real opportunities for really rewarding work," said one self-advocate.

CLBC and WorkBC both provide employment supports for people with diverse abilities. In many communities we heard about the good work done by service providers to connect with local employers, increase the choice of jobs and build social enterprises that provide a community benefit as well as employment.

We heard there is increasing potential for and interest in employment. In addition to the economic and personal value that individuals and families attach to work, the workplace also supports community inclusion, through building friendships and social lives.

We heard there is an opportunity to increase employment. This would be supported by stronger coordination of CLBC, Work BC and service providers throughout B.C.

a. Continue efforts to improve education and awareness on the benefits of employment

- Continue awareness efforts with families regarding the benefits of employment to people with diverse abilities, and their capacity for employment.
- Continue to encourage businesses and public-sector employers to hire people with diverse abilities.
- Continue to work with employers to promote the social benefits of employment of persons with disabilities, reduce stigma, and increase the number and diversity of job opportunities. Create easy-to-use information resources. Use and adapt proven strategies and resources.
- Continue to support people with diverse abilities through employment services provide by CLBC, WorkBC and community service providers.
- Ask the broad B.C. public sector to lead by example, including leveraging the BC Public Service Agency's disability hiring initiative.
- Leverage learning from communities and organizations that strongly embrace this work culture.
- Ensure that employment is a choice for people with diverse abilities, and is not coerced or forced.
- Research the barriers that leave employers not acting to hire people with diverse abilities.
- Support the work of the Presidents' Group by encouraging community agencies to build similar relationships with local chambers of commerce and similar business networks.
- Acknowledge and support employers that exemplify best policies and practices.

b. Improve linkages and access to employment programming

- Clarify, communicate, coordinate and streamline access to the employment supports available through CLBC and WorkBC.
- Ensure WorkBC programs have the specialized skills and approaches to assist people with diverse abilities.

- Increase the use of specialized employment supports for individuals, including customized employment and post-employment supports.
- Leverage government's Social Impact Purchasing Guidelines (BC Bid) to promote inclusive employment.
- Support social enterprises in their roles to provide training and employment.
- Ensure employment is integrated and inclusive, not congregate in nature.

c. Preparing individuals for the work force

- Provide opportunities for people with diverse abilities to learn basic employment and workplace skills in school and in inclusive post-secondary education.
- Aim for early (16 years) exposure to work opportunities, to improve the likelihood of success in adulthood.
- Ensure the transition to CLBC services is seamless with respect to employment.
- Explore opportunities to make internships and summer jobs inclusive.

MILESTONE 2.3: PEOPLE WITH DIVERSE ABILITIES HAVE BETTER OPPORTUNITIES FOR POST-SECONDARY EDUCATION AND LIFE-LONG LEARNING

We heard about growing interest in education after high school. More individuals with disabilities are accessing post-secondary education. There were also calls for an increased emphasis on life-long learning.

- Work with the post-secondary sector to increase support for people with diverse abilities to access post-secondary education.
- Work with service providers, the post-secondary sector and others to promote and support life-long learning for people with diverse abilities.
- Provide people with diverse abilities with support past age 19 to accomplish the goals in their Individual Education Plan (IEP).
- Increase access and readiness to inclusive post-secondary education.

Destination 3: Communities are welcoming, accessible and inclusive

People with diverse abilities and their families look forward to when disability is fully accepted as part of human diversity and humanity. They told us they want to have friends, community networks, and social lives no different from any other person. Supports remain important, but RCI participants want to see a continuing cultural shift from services as an end in themselves to services that help to overcome barriers and support choice and independence. A whole and active life is understood to be larger than services.

RCI participants with diverse abilities shared joy about close friendships, going out to shop or to a movie of their own choice, living in their own apartments and working with their colleagues at local businesses. They and their family members also talked about stereotypes, prejudices, attitudes and stigma that still can get in the way of these things. They talked about how services sometimes only kept a person occupied instead of supporting them to engage in activities of their own choosing.

Some Partnership Table members talked about a simple but telling and natural milestone for adults with diverse abilities…

"…they are out at eight in the evening having a drink with friends."

RCI participants would like to see active development and support for welcoming and inclusive communities in all aspects of decision making. They encourage governments at all levels and service providers to intentionally promote inclusion and foster welcoming communities. There was also a call for greater collaboration amongst community living organizations to promote inclusion in the greater community.

Families and individuals want supports and services to help support and sustain relationships and community connections. They also talked about how important it is to understand and plan for relationship impacts during transitions; for example, from one service provider to another or one living arrangement

to another. This includes preserving important relationships in the former environment and building relationships in a new environment. They noted that relationship impacts can differ depending on whether the change was chosen by the individual, imposed or the result of a crisis.

People with diverse abilities want education about, and opportunity for, intimate relationships and parenthood. They talked about how disability assistance policies can discourage people from marrying; for example, lower rates for two people with the "Persons with Disabilities" (PWD) designation versus two individuals living together, and lower earnings exemptions for a couple where only one person has the PWD designation versus two individuals.

RCI participants observed that some people with diverse abilities have very limited or no natural supports. They felt that a lack of natural supports should not disadvantage a person's access to services or life opportunities.

At the same time, one self-advocate provided a cautionary reminder about how important it is to respect individual choice and self-determination: "This [support for developing friendships] needs to be person-led, e.g., if someone wants to make friends. Not all people do because of differences in ability or preference. For example, some individuals on the autism spectrum may not have a desire to create friendships or are very particular about their friends. The emphasis also needs to be on the friends people choose, not those chosen by service providers or families."

MILESTONE 3.1: SUPPORTS AND SERVICES RECOGNIZE THE IMPORTANCE OF PRESERVING RELATIONSHIPS AND COMMUNITY CONNECTIONS IN A PERSON'S LIFE.

a. Better support engagement with friends and community

- Create opportunities to develop and sustain friendships and social engagement, including cultural and spiritual participation.
- Support participation in recreational, spiritual, occupational, educational, cultural, arts, and other natural opportunities in the community at large to help develop friendships and support networks.

b. Better support intimate relationships

Self-advocates and others call for better support respecting sexuality, intimate relationships, parenting, and involvement with the child protection system.

- Provide better family supports for intimate and couple relationships (e.g., financial, residential, support for parenting, sustaining custody of children.) Improve strategies to prevent and address potential child protection concerns, including the provision of supports.
- Provide better education and supports to people with diverse abilities (from K-12 to adult) and their parents and families, including understanding and supporting:
  - » Sexuality, family planning, and intimate relationships
  - » People with diverse abilities who identify as members of the LGBTQ2S community
- Reduce barriers in the disability assistance system that discourage couples.

c. Service delivery better supports relationships.

- Proactively plan for relationship and community connection impacts in transitions.
- Emphasize individual choice and natural engagement with friends and community over rigid programs and keeping people occupied in service delivery.
- Support service providers to learn more about how to support relationship building and network development.
- Develop options to better support intimate relationships and friend visits in home share and group home policy.
- Provide advance notice and supports to families and others in the person's support network during transitions.

d. Be there for people who do not have natural supports

- Person-centred plans need to fully account for the needs of people who do not have natural supports in terms of the type and quality of supports provided, their reliance on support personnel, and their need for proactive assistance to develop natural support networks.

MILESTONE 3.2: THE NEEDS OF PEOPLE WITH DIVERSE ABILITIES ARE REFLECTED IN BROADER GOVERNMENT INITIATIVES AND POLICIES.

RCI participants felt there were many opportunities to improve government policies to better support accessibility and other aspects of a good, healthy life.

We heard that health and social service professionals often assumed that CLBC provides services that are, in fact, beyond its mandate.

Families were often unsure which government body provides services for various health care needs, including mental health. They talked about a scarcity of practitioners with disability expertise, as well as accessibility barriers, especially outside of the major urban centres. Participants in some communities had experienced some success accessing services through tele-health, though some Partnership Table members cautioned tele-health may not be suitable in all cases.

Families spoke about gaps in access to health services for people with complex health care needs, general practitioner services, dental services, and assistive technology supports. Some families and service providers felt that there were gaps in mental health services for people in CLBC's Personalized Supports Initiative who do not have a diagnosis of intellectual disability.

Among the most frequently mentioned was transportation, where people with diverse abilities identified very limited options in smaller communities, and, in all communities, saw availability, schedules and cost as barriers to employment and social engagement.

More generally, most government services and policies could benefit from a stronger accessibility and disability lens.

a. Encourage BC Transit and regional and local transit authorities to consider transit options

- Reduce the cost of transit for individuals with disabilities.
- Increase the availability and responsiveness of HandyDART Services.
- Increase transit coverage and frequency (e.g., where no public transit exists, and where existing schedules and routes do not accommodate work and social activity outside conventional work hours.)
- Consider the needs of people with diverse abilities in ride share policy.

"In Fort St. John, buses stop by 7pm and HandyDART stops at 4 or 5pm. There is no service for HandyDART on the weekends, and limited service for busses. Accessible transportation is a huge challenge – families have to buy their own wheelchair accessible vans at $40,000 or more because there aren't wheelchair accessible taxis available."

– Fort St. John consultation attendee

"In our community, some bus stops are not accessible for people in wheelchairs. As we have many community members who have mobility issues, this can make it difficult to get from place to place. I believe the community we live in needs to be for everyone. To be a part of the community, we have to be able to get there and to get there we need safe access points."

– Surrey consultation attendee and self-advocate

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b. Improve access to health services

- Foster and develop practitioner expertise to work with individuals, both to determine eligibility for supports and services and to provide suitable specialized care. Recognize that some disabilities are "invisible."
- Market the need/opportunity to learn about working with people with disabilities to prospective practitioners.

- Consider innovative service delivery models to support remote access to care (e.g., tele-health, where appropriate.)
- Engage with opportunities for health promotion.

c. Improve access to mental health services

- Build greater capacity for community mental health services, and better link them with families, home share providers and agencies.
- Increase focus on resilience, mental wellness, strengths-based practice, and trauma-informed practice; and, ensure we are using best practices.
- Consider including people served under PSI in Developmental Disability Mental Health Services.

d. Leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities

- Ensure that the needs and interests of people with diverse abilities are accommodated within government initiatives, including the accessibility legislation now under consideration, the Poverty Reduction Plan, the homelessness strategy, and others.
- Develop an inclusive lens in the design of safe, secure and accessible public space (e.g., street lighting, transit, etc.)
- Establish an inclusive design policy lens for B.C. government initiatives.
- Consider incorporating inclusive design requirements into legislation, codes, procurement, and other policies (e.g., housing, municipal planning, infrastructure development, etc.)

e. Support community development and broader engagement in community inclusion

- Support efforts to advance disability education and awareness within the community living system, in the government and business sectors, and with the public.
- Support volunteer-led community development work.
- Support the sector to build organizational and financial capacity to undertake and support ongoing community outreach and engagement work.
- Explore the potential for partnerships with community facilities (such as libraries, community centres, community schools, and neighbourhood houses) to establish "hubs" where people with diverse abilities can connect and interact with each other, and with the community.

MILESTONE 3.3: PEOPLE WITH DIVERSE ABILITIES EXERCISE THEIR FULL RIGHTS AND CITIZENSHIP

RCI participants spoke about citizenship as capacity for self-determination; political participation; exercising consent; being supported in making one's own decisions; taking responsibility; and self-advocacy.

a. Support self-advocacy

- Support people with diverse abilities to register, and to exercise, their rights to vote and to participate in political life.
- Provide advocacy support and the involvement of advocates, including self-advocates, should be expected and welcomed by decision-makers and planners.
- Provide leadership training and education on sources of help and recourse. Include self-advocates in quality assurance processes. Support families to understand self-advocacy.
- Build capacity of people with diverse abilities, including increased opportunities to learn from one another; to widely share information and experience; and to ensure that their expertise helps to inform and teach professionals. Build similar capacity with families.

b. Improve awareness and access to services by diverse communities

- Assess the awareness and uptake of available supports and services by multi-cultural communities and assess the need for additional outreach (e.g., to recent immigrants and refugees.)
- Apply an intersectional lens to better understand how social constructs such as race, gender and class have a compound impact on people with diverse abilities.

c. Better support equitable participation in the justice system

- Ensure that police, Crown and victim services have, or have access to, specialized expertise in working with victims with intellectual and developmental disabilities (during victim interviews, witness statements, testimony, etc.)
- Ensure that police, Crown, legal aid and corrections have or have access to specialized expertise in working with offenders with intellectual and developmental disabilities (such as capacity to instruct counsel, capacity to plead, issues regarding custody, etc.)
- Ensure that people with diverse abilities have access to supported decision making.

Destination 4: Services for Indigenous peoples are self-defined and self-determined

"As workers, meeting cultural inclusion needs is a challenge. Many programs for Indigenous populations aren't set up to support people with intellectual disabilities. Here in smaller communities, funding to Indigenous programming is often inconsistent, so some programs only run on a short-term basis. We rely on friendship centres for resources. Could there be staff training that is mandatory for everyone? Training needs to be locally available province-wide."

– Smithers Consultation attendee

An Indigenous-led initiative is needed to build stronger supports that reflect Indigenous cultures and needs and must be designed to serve the diverse populations both in their communities and away from home.

Networks and partnerships must be further developed and strengthened with the disability community at large, First Nations, Metis and Inuit governments and organizations, and the federal government, for increased awareness and engagement potential on improving supports and services for Indigenous people with diverse abilities. The guidance and leadership of Indigenous people and communities will support work flowing from this roadmap to address the Truth and Reconciliation Calls to Action.

It is vital to recognize and work with Indigenous people with diverse abilities, family networks, and communities to advance the work of improving supports and services.

RCI participants spoke to a need for the existing service system to be informed by the Truth and Reconciliation Commission of Canada's Calls to Action, the UN Declaration on the Rights of Indigenous Peoples, and Draft Pinciples that Guide the Province of British Columbia's Relationship with Indigenous Peoples.

MILESTONE 4.1: SERVICES FOR INDIGENOUS PEOPLES ARE EVALUATED FROM AN INDIGENOUS LED PERSPECTIVE

- Engage Indigenous communities to improve services both on and off reserve, and to create sustainable service delivery models.
- Develop Indigenous models for CLBC services, including financial models, that assist Indigenous communities and organizations to participate in service delivery.
- Support Indigenous-led planning, delivery and evaluation using models based on Indigenous cultures and traditions.
- Support Indigenous-led mapping of services for Indigenous people with diverse abilities and development of baseline information to support planning.
- Support relationship building between Indigenous and non-Indigenous organizations.

MILESTONE 4.2: CULTURALLY SAFE SERVICES ARE AVAILABLE FOR INDIGENOUS PEOPLES

- Nations and communities determine for themselves what "culturally appropriate and safe" means.
- Recognize the unique needs and barriers of Indigenous people and communities, through increased awareness of the historical and ongoing impacts of colonialism, Indian residential schools, and Indian hospitals.

- Expand awareness of Indigenous issues in service planning and provision for CLBC services that are available at home and away from home.
- Expand awareness of CLBC services available at-home and away-from-home and improve avenues for First Nations Health Centers to become CLBC service providers.
- Provide more information to professionals and Indigenous organizations on screening and assessment processes and procedures.
- Support the promotion of cultural safety and humility training (e.g., the San'yas Indigenous Cultural Safety Training) for organizations engaged in community living services. Refer to First Nations Health Authority policy on cultural safety and humility.
- Evaluate how CLBC procurement processes may better accommodate Indigenous-led services.

MILESTONE 4.3: NON-INDIGENOUS SERVICES ARE MORE CULTURALLY RESPONSIVE AND APPROPRIATE WHEN ACCESSED BY INDIGENOUS PEOPLES

Non-Indigenous RCI participants identified measures they believe are needed to improve their knowledge and services:

- Educate everyone who provides services on the Principles of the Truth and Reconciliation Commission and its Calls to Action.
- Invest time and commitment in relationship building.
- Invest in education on Indigenous history and aspirations and learn to ensure that supports and services are safe and culturally appropriate.
- Ensure that planning includes culturally appropriate and safe services for Indigenous youth who are leaving MCFD care and accessing CLBC services.
- Explore ways to improve the alignment of assessment instruments and processes with Indigenous cultures and traditions. Ensure that B.C. is aligned with emerging research and knowledge in this area.
- Respect traditional approaches to health care, wellness, mental health, defining services and different types of interventions.
- Encourage increasing the number of Indigenous caregivers.
- Train service providers in resilience and the intergenerational impacts of trauma.

MILESTONE 4.4: COORDINATION IS IMPROVED

- SDPR and CLBC fall outside the tripartite health governance agreements between First Nations in B.C., the Province of BC (Ministry of Health) and the Government of Canada (First Nations and Inuit Health Branch, Indigenous Services Canada), which complicates coordination.

Destination 5: The community living sector has strong capacity for research, innovation and continuous improvement

The timing and scope of this initiative did not allow for a research phase or for consultation with other jurisdictions. We were struck by how little basic data is available; for example, in compiling the contextual information included in this report. The Partnership Table sees a need for a stronger focus on data collection, research partnerships, and evaluation to support future changes and innovation.

The community living sector is called upon to be innovative and creative but does not have a foundational capacity for research and development to guide its work. Not only is there a lack of primary data in Canada and B.C., there is also a lack of a framework to guide the collection and use of data in support of research and development. Where data is gathered, it is often not the data the sector needs, and is inconsistent across the sector. Current funding structures are perceived by many service providers as not offering the flexibility or incentive to innovate, and in some ways to actively discourage it.

If we are truly to reimagine and achieve greater community inclusion, we must increase the capacity of government, community organizations, post-secondary institutions, and researchers to both gather and evaluate data, and test new ideas and programs.

CLBC collects important data on quality of life for individuals and this can be measured over time. The Centre for Inclusion and Citizenship has recently received a major federal research grant that is targeted at transitioning youth and employment. Further opportunities for collaborative research, development and exploration of wise or best practice should be pursued.

MILESTONE 5.1: THERE ARE MORE OPPORTUNITIES FOR RESEARCH AND EVALUATION

All partners in the community living sector, including people with diverse abilities and their families, have a shared commitment to achieving the highest level of service and supports for people with diverse abilities. This includes a commitment to prudent and effective use of public resources, to an ongoing process of evaluation and improvement, to the recognition and adaptation to emerging needs and trends, and to learning from–and contributing to–research and policy development.

- Strengthen partnerships with universities and colleges and support targeted research and development as a foundation for improved practice and innovation.
- Strengthen policy-based research, including assessing what can be learned and adapted from other jurisdictions.
- Develop a holistic service and outcome framework including setting benchmarks, measurement, program evaluation and accountability frameworks. Develop a strategy for Indigenous approaches to program evaluation.
- Collect, share and publish data that monitors outcomes, aligned with the social determinants of health. Include assessments of the economic benefits of supports and services.
- Collect and publish service utilization data, including wait times for services, new applications, and complaints received and resolved; monitor against performance standards and targets.
- Support an Indigenous scholar to research Wise-Practice models to better understand First Nations peoples' needs and provide tools to support First Nations implementation of CLBC services.

MILESTONE 5.2: THE PEOPLE AND ORGANIZATIONS INVOLVED IN COMMUNITY LIVING ARE BETTER ABLE TO INNOVATE, ADAPT AND DELIVER

The RCI was structured, in part, to strengthen partnerships across government and within the community living sector. That process should continue and should include building the strength of the organizations as well as the knowledge and skills of the people who serve in and are served by the sector. While all organizations in the system need to "step up" in order to adapt and innovate, this work does not occur in a vacuum without resources or without continuing efforts to build and sustain a collaborative culture.

Capacity building includes ongoing community awareness, engagement, and development work by CLBC and its advisory committees, community agencies, and their boards and other volunteers. Numerous examples throughout this report also demonstrate the important value of CLBC's critical relationships with the rest of government, and of local service delivery organizations' relationships with their communities.

- Explore options to increase the role of CLBC as government's key source of expertise on intellectual and developmental disability.
- Explore options to build service provider capacity (including organizational capacity, appropriate skill sets, ability to adapt to changing needs, ability to take on new responsibilities.)
- Reflect community awareness, engagement and development roles in service delivery contracts and include them in service procurement processes.

Supporting the Next Ten Years of Success

ORGANIZING OURSELVES TO SUPPORT SUCCESS

The Partnership Table envisions this paper as the first step toward real change based on the considerations we have identified. We believe that, like any plan, the RCI Roadmap will not translate to action without there being follow up structures in place. Without commenting on how government might organize this, we believe that successful implementation and

change management will involve establishing basic structures to:

- Leverage and sustain the collaboration, diverse perspectives and new partnerships established through the Partnership Table
- Establish a clear lead for community inclusion policy, including leadership for RCI implementation, cross-government collaboration, and establishing solid linkages with wider government policy and initiatives
- Establish priorities, an accountability framework, and an implementation plan
- Plan, support, monitor, report, and evaluate implementation
- Convene an Indigenous led process to build on the work started under Destination 4.

IMPLEMENTATION

The Partnership Table was not asked to develop a full implementation plan. We observe that an effective implementation plan would consider priorities, as well as opportunity, readiness, and the need to demonstrate momentum through near-term wins.

Appendix 3 includes the results of a rough prioritization exercise done by the Partnership Table considering importance and timing. Looking at just the top ten priorities, an implementation plan would require parallel action on multiple fronts, such as:

- Removing barriers and better responding to emerging needs
- Building capacity for research and innovation cultural shifts and new capacity within people and organizations
- Outreach and service enhancement opportunities across government

> "I will be no one's token!"
>
> – Self Advocate Member of the Partnership Table

The Partnership Table sees RCI implementation as co-creation across the community living system. Crucially, this means that people with diverse abilities are engaged meaningfully as the first voice among equals.

ORGANIZING THE WORK

The following sections provide, at a high level, some ideas about how work (projects or initiatives) might be organized to implement the RCI Roadmap. In the tables below, milestones within each type of work are shown in priority order, understanding that the Partnership Table exercise offers only a rough guide.

SERVICE EXPERIENCE ENHANCEMENT

This type of work involves reviewing existing service delivery processes across the system, to identify opportunities and recommend enhancements that make accessing services simpler, easier and less stigmatizing. It focuses more on how the services are delivered than on the content. The scope will cross ministries and service providers depending on the service under review.

This work would be well informed by mapping the journey of people with diverse abilities across the service system, with parallel work in the near-term to look at focused areas for improvement identified in the RCI roadmap and building on initiatives already underway. The journey map would identify additional opportunities, including potentially larger scale options that involve longer-term considerations like budget, regulatory or legislative change, or substantial change management.

In general, a service experience enhancement project might start with reviewing existing processes, and then developing options to simplify, create efficiencies, align criteria and other measures. Enhancements could include better processes, as well as changes in service delivery culture.

This type of work relates primarily to:

Milestones
1.2 a) Reduce barriers to services
1.1 a) Provide simple and dignified access to supports
1.1 b) Enhance person-centred planning and services

Service content enhancement

This type of work involves shifting the focus of services and programs to better support the independence, self-determination and inclusion of people with diverse abilities. It focuses on the content of the services.

A service content enhancement project might include identifying how current services support these objectives, a gap analysis and the development of options to re-tool or replace content, or shift attitudes, priorities, and culture.

This type of work links with:

Milestones
3.1 d) Be there for people who do not have natural supports
3.2 e) Support community development and broader engagement in community inclusion
3.1 a) Better support engagement with friends and community
3.1 c) Recognize the importance of relationships in service delivery
1.1 c) Strengthen natural support networks
3.1 b) Better support intimate relationships

COORDINATION PRIORITIES

Specific challenges have been identified involving complex coordination or transitions among multiple ministries and service providers where there have been ongoing efforts to make improvements that have not brought resolution. The Partnership Table believes that progress in these areas could be supported by having a project plan with deliverables and deadlines approved by ministers or cabinet and by requiring regular progress reports back. Key deliverables would include:

- New or enhanced protocols to establish clear and documented service and funding roles, responsibilities and accountabilities.
- Service agreements, policies and procedures to ensure coordinated policy, service delivery and practice, locally, regionally, and provincially.

This type of work relates primarily to the milestones in the table below, and the approach will also come to bear on emerging priorities as the RCI progresses. These milestones were assumed among the highest priorities and were not part of the Partnership Table prioritization exercise:

Milestones
1.3 a) Added care
1.3 b) Seamless life transitions
1.3 c) Complex needs

Education, communication and awareness

This type of work involves the development of education, communication, and awareness strategies that better support RCI objectives. The work would rely on communications and engagement specialists working with service delivery and policy professionals. The work would identify key communications and/or learning objectives and target audiences, link with or enhance existing avenues or develop new ones as required.

This type of work relates primarily to:

Milestones
3.3 b) Improve awareness and access to services by diverse communities
2.2 a) Continue efforts to improve education and awareness on the benefits of employment
1.2 b) Provide tools and supports

Linking with broad government initiatives

Several RCI objectives touch mandates that may not have a specific focus on diverse abilities. Examples include services delivered by the ministries of Education, Municipal Affairs and Housing, MCFD, Attorney General and Health as well as school districts and the health authorities. In these cases, RCI follow up, as a first step, will need to engage with the relevant ministry and explore opportunities to enhance the interests of individuals with diverse abilities within the broader context.

This type of work relates primarily to:

Milestones

1.1 d) Develop flexible housing options
3.2 c) Improve access to mental health services
3.2 b) Improve access to health services
3.2 d) Recognize, leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities
2.3 People with diverse abilities have better opportunities for post-secondary education and life-long learning
3.2 a) Encourage BC Transit and regional and local transit authorities to consider transit options
2.1 a) Increase disability content in the K-12 system and 2.1.b) Increase K-12 Capacity to accommodate people with diverse abilities
2.2 c) Preparing individuals for the work force
2.2 b) Improve linkages and access to employment programming
3.3 c) Better support equitable participation in the justice system

Indigenous-led approaches

Indigenous-led work will require, as a first step, engagement with Indigenous leadership to determine the overall approach. It relates to the milestones in the table below. These were assumed among the highest priorities and were not part of the Partnership Table prioritization exercise.

Milestones

4.1 Services for Indigenous peoples are evaluated from an Indigenous-led perspective
4.2 Culturally safe services are available for Indigenous peoples
4.3 Non-Indigenous services are more culturally responsive and appropriate when accessed by Indigenous peoples
4.4 Coordination is improved

Building capacity

This type of work is less about enhancing existing services and is more about identifying new opportunities. It will involve research and evaluation–understanding the environmental factors, demographics, trends and emerging practices affecting community inclusion. It will involve trying new ways of doing things and scaling up successes. It will also involve enhancing the capacity of people with diverse abilities and sector organizations.

The work will require leadership to convene and it can build on the diverse perspectives established at the Partnership Table. It will also bring in new perspectives, be open to change, and take a forward-looking perspective. The work relates primarily to:

Milestones

5.2 The people and organizations involved in community living are better able to innovate, adapt and deliver
3.3 a Support self-advocacy
5.1 There are more opportunities for research and evaluation

Appendix 1

Terms of Reference Reimagining Community Inclusion

BACKGROUND

Community Living BC (CLBC) was established in 2005 to provide services and supports for adults with developmental disabilities. Subsequently, there have been a variety of reviews, initiatives and improvements, including recent work to address disability issues with Indigenous communities. The community living system has stabilized to a reasonable degree, but there is an opportunity to improve working relationships and trust. This is an appropriate time to look to its future development.

To that end, on May 18, 2018, the Hon. Shane Simpson, Minister of Social Development & Poverty Reduction convened a meeting of key organizations engaged with community living services to discuss what inclusion for adults with developmental disabilities should look like in 10 years. Participants included CLBC, self-advocates, families, service provider networks, home-share providers, and advocacy organizations.

The provision of supports and services for persons with intellectual or developmental disabilities must fundamentally support the unique lives of individual persons, each with their own aspirations, capacities and needs, and in relationship with their families, peers, caregivers and communities. At the same time, it is a complex system: that meets the tests of government-funded public service; that recognizes the roles of families and community-based service providers; and that engages self-advocates and advocacy structures as essential components.

All stakeholders, including CLBC, have identified issues – organizational, financial, service models, human resources, innovation potential, amongst many others – that require exploration. They offer a rich mix of perspectives and value propositions, research and innovation. They are well positioned, working together collegially and effectively, to create a pathway for the future of community inclusion.

PURPOSE AND OBJECTIVES

Minister Simpson has appointed a facilitator to lead a process of "Reimagining Community Inclusion." Starting from a shared belief that every person with an intellectual or developmental disability has the right and opportunity to live a good life, across all domains, and to the best of each person's unique abilities and interests, this process will engage stakeholders in discussions of what more complete, more fulfilled lives look like. How might the system evolve to make those aspirations a reality within the context of enabling social and economic environments?

TIMEFRAME AND REPORTING

By March 31, 2019, provide the Minister with a document reflecting a consensus and endorsed by the Partnership Table, that provides an updated vision statement on community inclusion; a shared road map to address the design, policy and operational work required across the system of community inclusion stakeholders and supports to give effect to that vision, including projected routes and milestones; and a commitment to collaborate with one another as the new vision for community inclusion is implemented.

ROLES, RESPONSIBILITIES AND ACCOUNTABILITY

The Ministry of Social Development & Poverty Reduction will provide advice and support to ensure the Initiative completes its work, and will advise the Minister as requested. The Ministry will be represented at the Partnership Table.

The Partnership Table will identify issues and concerns, look for areas of agreement, identify a shared vision and a road map for ongoing action, and agree to collaborate toward taking the individual and collective action needed to implement the road map.

The Steering Committee's role is advisory, supporting the chair/facilitator in the development and management of processes and agendas that support an efficient and effective Partnership Table.

The Partnership Table will report to the Minister through the Chair. Participants are expected to share the discussions with their constituencies / memberships, as well as to reflect their organizational views. They will need to determine how to ensure they have the authority to sign on to the report to the Minister.

APPROVED BY:



Honourable Shane Simpson
Minister of Social Development and Poverty Reduction

Date: August 29, 2018

Appendix 2

Reimagining Community Inclusion Initiative Partnership Table Members and Facilitation Team

Representation at the Table changed through the six-month period; this is a complete list of attendees for the entire process. The participants listed below include both regular Partnership Table members, and their alternates.

BC Aboriginal Network on Disability Society
- Neil Belanger
- Melissa Aird
- Evelyn Huntjens

BC Association of Aboriginal Friendship Centres
- Joanne Mills
- Leslie Varley
- Greg Anderson

BC CEO Network
- Doug Tennant
- Janice Barr
- Brenda Gillette

BC Family Net Society
- Linda Derkach
- Anita Dadson
- Susan Waldie
- Frank Reimer
- Marcella Baldwin

BC Government & Service Employees Union
- Andrea Duncan
- Selena Kongpreecha

BC Home Share Providers Association
- Mary-Lou Fedora
- Pat Cleave
- Michelle Holt

BC People First
- Michael McLellan
- Ariel Pavic
- Jo-Anne Gauthier

Centre for Inclusion and Citizenship, University of British Columbia
- Tim Stainton
- Rachelle Hole

Community Living BC
- Seonag Macrae
- Jack Styan
- Lynn Davies
- Alexander Magnussen

Family Support Institute
- Danielle Cross
- Angela Clancy
- Ernie Baatz
- Yuji Kajiwara
- Franceska Grantzidis
- Bob Kashyap

FASD Society for BC (The Asante Centre)
- Allison Pooley
- Robyn Matthews
- Myles Himmelreich
- Stephen Sykorsky

Federation of Community Social Services of BC
- Rebecca Lang
- Karyn Santiago

First Nations Health Authority
- Derina Peters

Inclusion BC
- Karla Verschoo
- Fiona Whittington-Walsh
- Kya Bezanson

PARCA [Provincial Association of Residential and Community Agencies]
- Caroline Bonesky
- Jen Hirsch
- Paul Barnett

PLAN Institute & PLAN
- Tim Ames
- Rebecca Pauls

Provincial Advisory Committee, Community Living BC (CLBC)
- John McCulloch
- Barbara Paciejewski
- Vicki Wang
- Victoria Stratton

Through an Aboriginal Lens (TAL) Program, Native Courtworker & Counselling Association of BC
- Darla Rasmussen
- Sean Russell

Vela Microboard Association
- Linda Perry
- Lori Cochrane

Services to Adults with Developmental Disabilities (STADD), Ministry of Social Development and Poverty Reduction
- Kelly McQuillen
- Via Evangelista
- Lauren Nackman
- Lori Parsons

Ministry of Health
- Kiersten Fisher
- Kelly Chirhart
- Sharon Stewart

Ministry of Children & Family Development
- Emily Horton
- Tamara Kulusic
- Danielle Smith

Ministry of Social Development and Poverty Reduction
- Jonathan Dube
- Michael Lord

Advocate for Service Quality
- Leanne Dospital

RCI Facilitation Team
- Timothy Agg
- Mark Medgyesi
- Megan Daly

Appendix 3

Prioritization Exercise Results

Type of Work	Destination	Milestone	Milestone Steps	Importance	Time	Total	Rank
Coordination Priority Projects	1	1.3	a) Added care	100	100	10000	1
Coordination Priority Projects	1	1.3	b) Seamless life transitions	100	100	10000	1
Coordination Priority Projects	1	1.3	c) Complex needs	100	100	10000	1
Indigenous Services	4	4.1	Services for Indigenous peoples are evaluated from an Indigenous led perspective	100	100	10000	1
Indigenous Services	4	4.2	Culturally safe services are available for Indigenous peoples	100	100	10000	1
Indigenous Services	4	4.3	Non-Indigenous services are more culturally responsive and appropriate when accessed by Indigenous peoples	100	100	10000	1
Indigenous Services	4	4.4	Coordination is improved	100	100	10000	1
Capacity Building	5	5.2	The people and organizations involved in community living are better able to innovate, adapt and deliver	25	31	775	4
Capacity Building	3	3.3	a) Support self-advocacy	16	21	336	9
Capacity Building	5	5.1	There are more opportunities for research and evaluation	16	21	336	9
Education, Communication and Awareness	3	3.3	b) Improve awareness and access to services by diverse communities	15	12	180	15
Education, Communication and Awareness	2	2.2	a) Continue efforts to improve education and awareness on the benefits of employment	10	11	110	20
Education, Communication and Awareness	1	1.2	b) Provide tools and supports	6	2	12	27
Linking with Broad Government Initiatives	1	1.1	d) Develop flexible housing options	24	21	504	6
Linking with Broad Government Initiatives	3	3.2	c) Improve access to mental health services	20	25	500	7
Linking with Broad Government Initiatives	3	3.2	b) Improve access to health services	16	20	320	11
Linking with Broad Government Initiatives	3	3.2	d) Leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities	16	19	304	12
Linking with Broad Government Initiatives	2	2.3	People with diverse abilities have better opportunities for post-secondary education and life-long learning	14	17	238	14
Linking with Broad Government Initiatives	3	3.2	a) Encourage BC Transit and regional and local transit authorities to consider transit options	12	10	120	17
Linking with Broad Government Initiatives	2	2.1	a) Increase disability content in the K-12 system; 2.1.b) Increase K-12 Capacity to accommodate people with diverse abilities	7	17	119	18
Linking with Broad Government Initiatives	2	2.2	c) Preparing individuals for the work force	9	7	63	22
Linking with Broad Government Initiatives	2	2.2	b) Improve linkages and access to employment programming	8	7	56	23
Linking with Broad Government Initiatives	3	3.3	c) Better support equitable participation in the justice system	8	5	40	25
Service Development	3	3.1	d) Be there for people who do not have natural supports	21	17	357	8
Service Development	3	3.2	e) Support community development and broader engagement in community inclusion	20	15	300	13

Type of Work	Destination	Milestone	Milestone Steps	Importance	Time	Total	Rank
Service Development	3	3.1	a) Better support engagement with friends and community	8	14	112	19
Service Development	3	3.1	c) Recognize the importance of relationships in service delivery	14	7	98	21
Service Development	1	1.1	c) Strengthen natural support networks	9	5	45	24
Service Development	3	3.1	b) Better support intimate relationships	4	7	28	26
Service Experience Enhancement	1	1.2	a) Reduce barriers to services	31	31	961	3
Service Experience Enhancement	1	1.1	a) Provide simple and dignified access to supports	20	26	520	5
Service Experience Enhancement	1	1.1	b) Enhance person centred planning and services	12	11	132	16


BRITISH
COLUMBIA

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
COMMUNITY LIVING BC
TRANSITION NOTE

PROGRAM:

Home Sharing Program

PROGRAM DESCRIPTION:

- Home Sharing is a residential service option in which an individual with a developmental disability shares a home with someone contracted to provide on-going supports. This usually involves a close relationship between providers and individuals.
- Home Sharing is an integral part of CLBC's residential supports which helps promote social inclusion and keeps people connected to their communities.
- Over 4,300 individuals live in Home Sharing, up from about 2,600 at the end of fiscal 2009/10. Home Sharing accounts for over 60% of all CLBC-funded residential settings.
- After 10 years of no increases, in 2019 government increased funding for the CLBC Home Sharing program by $18.3M over two years.
- The first round of rate increases took effect on April 1, 2019. All eligible CLBC Home Sharing Providers have received their 2019 increase. CLBC is now implementing the second year of rate increases effective April 1, 2020 (see Appendix A for home sharing rate table).
- In fiscal year 2020/21, all Home Sharing providers will receive a minimum increase of $100 per month, depending on the level of disability-related needs of the individual being cared for, as well as an additional 4.5% rate increase.
- This new fee structure aligns with CLBC's commitment to ensure that funding for all service providers, including Home Sharing providers, is determined in a fair, consistent and transparent manner.
- CLBC, and its coordination agencies, aim to complete all contract updates by October 2020, with increases retroactive to April 1, 2020.

Support for Home Sharing during COVID-19

- On April 21, 2020, government announced up to $35.6 million over three months

(through June 2020) for CLBC to provide additional funding to providers for continued delivery of residential services, including group homes, later extended to August 31, 2020, with an updated funding allocation of $33.2 million due to projected uptake.

- Home Sharing service providers, many of whom have taken on additional responsibilities during the pandemic, were eligible to receive between $500 and $1,500 per month in extra support from April 1 to August 31, 2020.
- CLBC has paid out about $16 million in emergency funding to support Home Sharing providers in managing additional responsibilities due to reduced availability of day services and community supports.
- Home Sharing providers continue to advocate for an extension of emergency funding, arguing that they have had to continue to take on extra caregiving duties due to the pandemic.

Rate Increase Implementation

- In 2019/20, CLBC added more levels to its rate structure to better reflect individual support needs, and increased rates at all levels.
    - Home Sharing providers paid at policy rates (about 3,200) received increases in the first year ranging from 7% and 29%
    - Some Home Sharing providers (about 1,000) were already paid above the new policy rates due to exceptional circumstances. In the first year, these providers did not receive an increase. No providers received a decrease in their overall funding.
- In 2020/21, CLBC is implementing year two of Home Sharing improvements. Effective April 1, 2020, all Home Sharing providers will receive a minimum increase of $100 per month and all rates will be increased a further 4.5%. CLBC and its coordinating agencies aim to complete all contract updates by October 2020 with increases retroactive to April 1.
- Once the two-year funding increases are fully implemented, all Home Sharing providers will have received an increase of at least $1,200 more per year, and those within policy rates receiving cumulative increases, will see between 15% and 42% lifts over 2 years.

- All of the new funding is going directly to Home Sharing providers.
- Home Sharing providers are not eligible for government's temporary pandemic pay program. Some Home Sharing providers wrote to the Minister and started an online petition calling for Home Sharing providers to be eligible for this funding.

Office of the Auditor General Audit

- The Office of the Auditor General (OAG) of BC is conducting a performance audit of CLBC's oversight of Home Sharing services. The OAG indicated they selected Home Sharing services due to the significant growth in this service in recent years.
- Over the summer of 2019, OAG interviewed CLBC's Executive Group, select senior management and staff, as well as a small number of service providers, sector groups, individuals and families.
- In October 2019, CLBC was informed that the OAG would focus its audit on CLBC oversight of Home Sharing providers and coordinating agencies. This was confirmed in March 2020 at the end of the planning phase of the audit.
- CLBC signed off on the Audit Plan Confirmation Letter on June 1, 2020
- CLBC has informed key stakeholder groups, including the BC CEO Network, Inclusion BC and the Family Support Institute and its service providers, about the audit.
- Initial findings and conclusions are expected by the end of 2020, with the public release of the audit findings due in April 2021.

BACKGROUND:

What is Home Sharing?

- Home Sharing is a residential service option in which an individual with a developmental disability shares a home with someone contracted to provide on-going supports. This usually involves a close relationship between providers and individuals.
- CLBC research and independent studies have shown that Home Sharing enhances overall quality of life.

- Home Sharing is the most common and fastest growing residential option funded by CLBC, which now accounts for 61% of all residential settings (compared to 51% in 2010). This is fueled, in part, by the high cost of housing and individuals' inability to afford to live more independently.
- Most CLBC-funded Home Sharing services are delivered through contracted community living agencies (90%), which are required to complete a formal qualification process and are responsible for hiring coordinators to recruit, monitor, and support a network of Home Sharing providers. Some Home Sharing providers still have direct contracts with CLBC (10%), and most of these direct contracts will be transitioned to qualified agencies over time.
- Home Sharing providers are independent contractors paid in three components:
    - a CLBC contracted rate which is based on the disability-related needs of the individual and includes an embedded amount for respite;
    - a contribution from the individual's income – most often provincial disability assistance or Old Age Security/Guaranteed Income Supplement, to cover rent, food and personal items; and
    - in some cases, additional CLBC funding if the individual has complex support needs.

Funding History

- Home Sharing providers had not seen rate increases since April 2009, causing concern among providers about increased difficulty in attracting and retaining new providers to meet CLBC's residential service needs.
- In early 2018, the Minister of Social Development and Poverty Reduction directed CLBC to engage Home Sharing providers to identify support needs and provide recommendations for improvement. The final report identified rates as the primary concern.
- Leading up to 2019, the BC Home Share Providers Association (BCHSPA) and the Central Okanagan Professional Caregivers Society (COPCS) wrote government officials to express concern over the lack of a rate increase including suggestions for improvements to the delivery and support of Home Sharing services.
- Other issues identified through consultation included: the high cost of housing,

growth in demand for the program, lack of respite, and regional variations in practice.

- CLBC is working with the BC CEO Network to co-chair a Home Sharing Working Group that has created a three-year plan to address non-financial matters.
- Budget 2019 committed to $8.8M in 2019/20, $18.3M in 2020/21, and $18.3M in 2021/2022 to increase funding for CLBC's Home Sharing Program, a total of $45.4M over three years.
- Several levels were added to the fee structure to better reflect the support needs of individuals, and all levels were increased as of April 1, 2019 and again on April 1, 2020. (See Appendix A)

APPENDIX A - CLBC Home Sharing Provider Rate Table – April 1, 2020

Home Share Rates (Monthly) Effective April 1, 2020

		April 1, 2018		April 1, 2019		April 1, 2020		Total Increase	
Level	Description	Total	CLBC Portion	Total	CLBC Portion	Total	CLBC Portion	$	%
1	GSA score of 1	1,433.00	717.00	1,548.00	832.00	1,716.00	1,000.00	283.00	39%
2	GSA score of 2	1,717.00	1,001.00	1,832.00	1,116.00	2,016.00	1,300.00	299.00	30%
3A	GSA score of 3 with no ongoing flags	1,988.00	1,272.00	2,109.00	1,393.00	2,301.00	1,585.00	313.00	25%
3B	GSA score of 3 with one or more ongoing flags	1,988.00	1,272.00	2,309.00	1,593.00	2,511.00	1,795.00	523.00	41%
4A	GSA score of 4 with no ongoing flags	2,495.00	1,779.00	2,661.00	1,945.00	2,876.00	2,160.00	381.00	21%
4B	GSA score of 4 with one or two ongoing flags	2,495.00	1,779.00	2,857.00	2,141.00	3,086.00	2,370.00	591.00	33%
4C	GSA score of 4 with three or more ongoing flags	2,495.00	1,779.00	3,007.00	2,291.00	3,241.00	2,525.00	746.00	42%
5A	GSA score of 5 with no ongoing flags	2,909.00	2,193.00	3,157.00	2,441.00	3,396.00	2,680.00	487.00	22%
5B	GSA score of 5 with one or two ongoing flags	3,460.00	2,744.00	3,697.00	2,981.00	3,961.00	3,245.00	501.00	18%
5C	GSA score of 5 with three or four ongoing flags	4,143.00	3,427.00	4,389.00	3,673.00	4,686.00	3,970.00	543.00	16%
5D	GSA score of 5 with five ongoing flags	5,000.00	4,284.00	5,307.00	4,591.00	5,641.00	4,925.00	641.00	15%

NOTES

1. April 1, 2020 rates reflect a flat increase of $100/month plus an additional 4.45% increase per GSA level.
2. Home sharing providers that are currently above the 2019-20 fee schedule without a justified exception will receive an increase of the greater of $100/month or 2020-21 policy increase over the exception amount.
3. 7% of individuals in homesharing are over 65 and CLBC contribution will be $289.80 less per individual as OAS contributions will offset.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Advocate for Service Quality (ASQ)

Description:

Leanne Dospital was appointed by an Order in Council in April 2016, and renewed in March 2020. She reports directly to the Minister of Social Development and Poverty Reduction (SDPR). As an independent advisor to the Minister, the Advocate meets with the Minister at least quarterly to review the activities of the office and submits an annual report. The Advocate has an administrative reporting relationship to the Deputy Minister of SDPR.

The ASQ works in cooperation with, but independently from, government and Community Living BC (CLBC). The ASQ helps adults and transitioning youth who have intellectual and developmental disabilities (IDD), their families, and service providers when they need a neutral third party to step in to help solve problems and find solutions to concerns and complaints. The ASQ's goal is to ensure that individuals and their families receive quality service from CLBC, government, and service providers. The role is ombuds-like in that the Advocate was appointed to facilitate the informal resolution of concerns of people with IDD. Its activities and functions mirror that of an organizational ombudsman.

Background

The ASQ position was established in 1992 to ensure that people with IDD and their families had an independent voice during the process of downsizing and closing institutions (e.g. Woodlands and Tranquille). Over the past 28 years the Advocate position has evolved to reflect the changing priorities and needs of people with IDD, changing systems, and constraints of government in meeting people's needs. The ASQ helps ensure that an accessible, transparent, and accountable approach to working with people with IDD is maintained. The ASQ works to promote positive change and an increased understanding of all partners. Pat Vickers was the first Advocate and Jane Holland was the longest serving. Jane Person | in 2015 after 18 years in the role.

Role of the Advocate for Service Quality

The ASQ acts as a neutral third party to help find common ground, assist people with IDD and their families to solve problems, and bring systemic concerns to attention of the Minister and CLBC. The ASQ's vision is to bring about positive outcomes and shine a light on systemic issues that impact services for people with IDD.

The Advocate is expected to form strong linkages with the Deputy Minister (SDPR), senior staff (SDPR), the Office of the Ombudsperson, the Office of the Representative for Children and Youth, the Ministry of Children and Family Development, Community Living BC, Health Authorities and the Ministry of Health, the Public Guardian and Trustee,

community organizations such as Inclusion BC and the Family Support Institute, and contracted service providers.

The Advocate operates a small independent office in Vancouver. Until June 2019, the office consisted of the Advocate and one program advisor. A second program advisor joined the office in summer 2019.

Scope of Responsibilities

The ASQ responds to and advises on a range of supports and services that impact the lives of people with IDD. This involves mediating disputes, negotiating, and problem-solving where the established processes are not satisfactorily addressing problems and an external, objective perspective is required. Support can range from direct involvement in case-specific issues to critical incident reviews and other actions that may be necessary to assist the Minister or Deputy Minister in decision-making.

Where an individual complaint identifies a broader systemic issue, it may become a catalyst for initiating a practice or policy review. The ASQ raises awareness of the systemic challenges facing people with IDD and provides professional expert advice and strategic support to the Minister, the Deputy Minister, and the Board, CEO, and senior management of CLBC; works collaboratively with individuals, families, policy makers, service providers and others to identify solutions to systemic issues; and makes recommendations for improvement or change to policies and practices.

Accountabilities & Authorities

In addition to the responsibilities cited above, the Advocate will:

- Maintain broad-based liaisons and effective strategic communications with SDPR and CLBC staff, service providers, and key stakeholders to ensure respective objectives and responsibilities associated with the position's scope are met;
- Participate on committees that are working to ensure equity and quality service for people with IDD;
- Speak and make presentations at conferences;
- Track and monitor engagement/issues/relevant statistics and feedback as basis for annual or ad hoc reports to the Minister and senior Ministry Executives;
- Consult with and make independent recommendations to the Minister on case, situational, or systemic issues;
- Conduct impartial reviews when necessary;

- Identify work priorities and develop plans;
- Travel regularly to host Town Halls, consult, educate, and support people with IDD, families, community representatives, and government staff;
- Participate in or organize training related to the interests of people with IDD and their families either directly or through increased understanding of dispute resolution and mediation practices.

2015 Program Review

When Jane Holland Personal Informati in early 2015 the Minister at the time, Michelle Stilwell, commissioned a review of the ASQ. Seven recommendations were made and adopted by the Minister that helped define the priorities of the ASQ.

Annual Reports

Here is the link to the last three annual reports.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
PROGRAM OVERVIEW

Program

Employment and Assistance Appeal Tribunal ("the Tribunal")

Program Description:

A person may request reconsideration of a ministry decision, and if dissatisfied with the outcome, they may appeal to the Tribunal.

The Tribunal is an independent quasi-judicial agency established in September 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 decisions related to income and disability assistance.

It operates at arm's length from the ministry to preserve administrative fairness. Although independent, the Tribunal falls within the responsibility of the Minister of Social Development and Poverty Reduction and is accountable to government through the Minister.

The Tribunal consists of a Tribunal Chair, a part time Vice-Chair, 11 staff members, and approximately 100 part-time Tribunal panel members who are distributed throughout the province. The Tribunal Chair and Vice-Chair are appointed by the Lieutenant Governor in Council after a merit-based process. The panel members are appointed by the Minister after a merit-based application process and in consultation with the Tribunal Chair.

Appointment term periods are not specified in the legislation. Tribunal panel members tend to be appointed for two to four years and serve up to six years. Skilled members and members in remote areas may be reappointed for more than six years, to provide mentorship and more opportunity for community-based hearings.

Remuneration for panel members is specified in the Employment and Assistance Regulation. For each appeal heard, a panel member receives $145 and the panel chair receives $225. If the Tribunal Chair determines the appeal is extraordinarily complex and requires an extraordinary amount of time to prepare for, hear and provide written reasons, the panel chair receives $450. Appeals before the Tribunal are generally heard before panels of three Tribunal members, one of whom serves as panel chair.

The Tribunal conducted 336 appeals in 2019/2020, and 13 per cent of reconsideration decisions were rescinded.

There are approximately 20 Tribunal panel members whose terms will expire on or before 01 February 2021.

COMMON ACRONYMS

AEE	Annual Earnings Exemption
AHOP	Aboriginal Homeless Outreach program
BCANDS	BC Aboriginal Network on Disability Society
BCCOB	BC Child Opportunity Benefit
BCEA	BC Employment and Assistance
BIP	Basic Income Panel
BSDW	Band Social Development Worker (EAW equivalent)
C & E	Compliance & Enforcement
CCB	Canada Child Benefit
CEP	Community and Employer Partnership
CERB	Canada Emergency Response Benefit
CFO	Chief Financial Officer
CIC	Citizenship & Immigration Canada
CIHR	Child in the Home of a Relative
CIO	Chief Information Officer
CIRNAC	Crown-Indigenous Relations and Northern Affairs Canada
CIS	Community Integration Specialist
CLBC	Community Living BC
CMHC	Canada Mortgage and Housing Corporation
CPP	Canada Pension Plan
CPPD	Canada Pension Plan Disability
CRB	Canada Recovery Benefit
CRSQ	Community Relations and Service Quality Manager
CRV	Compliance Review
CSD	Corporate Services Division
CSSEA	Community Social Services Employer's Association
CSW	Client Service Worker
CVS	Community Volunteer Supplement
DA	Disability Assistance
DIS	Directors of Income Support
DRIPA	Declaration on the Rights of Indigenous Peoples Act
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
EFT	Electronic Funds Transer (direc deposit)
EI	Employment Insurance

ELMSD	Employment and Labour Market Services Division
EP	Employment Plan
ETW	Expected to Work
FASB	Financial and Administrative Services Branch
FM	Family Maintenance
FMEP	Family Maintenance Enforcement Program
FNLG	First Nations Leadership Gathering
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
HAB	Health Assistance Branch
HITT	Housing Integrated Task Team
IA	Income Assistance
ICM	Integrated Case Management
IGR	Intergovernmental Relations
ILBC	Independent Living BC (BC Housing program)
IRT	Incident Reporting and Tracking
ISC	Indigenous Services Canada
ISD	Information Services Division
ISET	Indigenous Skills and Education Training
ITR	Intent to Rent (form)
LMDA	Labour Market Development Agreement
LMTA	Labour Market Transfer Agreement
LTHN	Life Threatening Health Needs
MBM	Market Basket Measure
MIS	Management Information System
MMIWG	Missing and Murdered Indigenous Women and Girls
MNS	Monthly Nutritional Supplement
MRSS	Minsters Responsible for Social Services
MSO	Medical Service Only
MSP	Medical Services Plan
MYSS	My Self Serve
NEO	No Employment Obligations
NFA	No Fixed Address
O/P	Overpayment
OAG	Office of the Auditor General
OAS	Old Age Security
OLR	Online Resource

PBC	Pacific Blue Cross
PGT	Public Guardian and Trustee
PLMS	Prevention and Loss Management Services
PPIM	Policy and Program Implementation Manager
PPM	Policy and Procedures Manual
PPMB	Persons with Persistent Multiple Barriers to Employment
PRAC	Poverty Reductio Advisory Committee
PWD	Persons with Disabilities
PWDAC	Persons with Disabilities Advisory Committee
QCS	Quality and Compliance Specialist
RAP	Rental Assistance Program
RCY	Representative for Children and Youth
RDSP	Registered Disability Savings Plan
RIPD	Research, Innovation and Policy Division
RO	Reconsideration Officer
SA	Supplementary Assistance
SAFER	Shelter Aid for Elderly Renters
SAS	Supervisor of Administrative Services
SDD	Service Delivery Division
SPEI	Single Parent Employment Initative
SR	Service Request
SRH	Supportive Recovery Home
SRO	Single Room Occupancy
SSSRT	Social Service Sector Roundtable
STS	Special Transportation Subsidy
TA	Temporary Assistance
THS	Transitional Health Services
TPA	Third Party Administered (Advocate)
TRR	Telephone Response Record
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples
WDA	Workforce Development Agreement
WES	Work Environment Survey
YTP	Youth Transition Protocol

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
KEY STAKEHOLDERS

Branch	Organization	Contact	Description	Key Issues
OHC	Aboriginal Coalition to End Homelessness	Name: Fran Hunt-Jinnouchi Title: Executive Director Email: director@ACEHsociety.com		
ACC SEC	Action Committee for People with Disabilities	Name: Christine Paisley Title: Inclusion Resource Person Email: acpdcoordinator@shaw.ca		
ACC SEC	AiMHi - Prince George Association for Community Living	Name: Lee Miners Title: Operations Director Email: lee.miners@aimhi.ca		

Branch	Organization	Contact	Description	Key Issues
ACC SEC	Alliance for Equality of Blind Canadians BC Affiliate	Name: Linda Bartram Email: lbartram@telus.net		
ELMSD	B.C. Aboriginal Training & Employment Alliance Member (BC A TEAM)	First Nations Advocate: Various Non Profit organizations (link provides contact information)	Various Non-Profit Organizations Focus is on creating thriving sustainable employment opportunities and practices for all Aboriginal people in the province of British Columbia	• Group is 'representative' of ISET holders but they do not represent *all* ISET holders
ACC SEC	Barrier Free BC	Name: Rob Sleath Title: Chair Phone: 604-241-7499 Email: rob.sleath@barrierfreebc.org / info@asicbc.ca	Calling on BC's Legislative Assembly to enact a strong, effective and enforceable British Columbians with Disabilities Act	• Member of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Consultation Advisory Committee

Branch	Organization	Contact	Description	Key Issues
RIPD	Basic Income Expert Panel Member	Name: David Green (Chair) Title: Vancouver School of Economics, UBC Phone: 604 822-8216 Email: David.Green@ubc.ca Name: Jonathan Rhys Kesselman Title: School of Public Policy, SFU Phone: 778-782-5035 Email: kesselman@sfu.ca Name: Lindsay Tedds Title: School of Public Policy, University of Calgary Phone: 403 210-3802 Email: Lindsay.tedds1@ucalgary.ca	Expert panel chair leading the basic income project (CASA related). Expert panel member leading the basic income project (CASA related).	• Final report on feasibility of a basic income, with recommendations on improving BC's income support system due December 2020.
ACC SEC/ RIPD/ELMSD /CSD	BC Aboriginal Network on Disability Society (BCANDS)	Name: Neil Belanger Title: Executive Director Phone: (250) 381–7303 Ext: 208 Email: exdir@bcands.bc.ca	Advancing the unique disability and health priorities of Indigenous persons through collaboration, consultation, and the delivery of comprehensive client services.	• Member of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Advisory Committee • Member of Re-imagining Community Inclusion Steering Committee

Branch	Organization	Contact	Description	Key Issues
RIPD/ELMSD /CSD	BC Association of Aboriginal Friendship Centres	Name: Leslie Varley Title: Executive Director Phone: 250-388-5522 Email: lvarley@bcaafc.com	BCAAFC is the umbrella association for the 25 Friendship Centres throughout the Province of British Columbia. Social Services Sector Roundtable Member	
OHC	BC Coalition to End Youth Homelessness	Name: Katherine McParland Title: Executive Director Phone: 250-320-7837 Email: katherine@awayhomekamloops.com	Youth conference	
CSD	BC Family Net	Name: Linda Derkach Title: President Email: lindaderkach@shaw.ca	Re-imaging Community Inclusion Steering Committee Member	
OHC	BC Housing	Name: Dominic Flanagan Title: Executive Director Phone: 604 433-2218 Email: DFlanagan@bchousing.org		• shelters, support Executive Director Housing

Branch	Organization	Contact	Description	Key Issues
OHC	BC Non-Profit Housing Association	Name: Jill Atkey Title: CEO Email: jill@bcnpha.ca Name: Marika Albert Title: Policy Director Phone: 778 945-2164 Email: marika@bcnpha.ca		
CSD	BC People First	Name: Roxci Bevis Title: Provincial Coordinator Email: bcpfcoordinator@gmail.com		
RIPD	BC Poverty Reduction Coalition	Name: Viveca Ellis Title: Interim Community Organizer and Leadership Development Coordinator Phone: (604) 877-4553 Email: viveca@bcpovertyreduction.ca	Introduction of a comprehensive poverty reduction plan for BC that would include legislated targets and timelines to significantly reduce poverty and homelessness.	
CSD	Board Voice	Name: Jody Paterson Title: Executive Director Email: jpaterson@boardvoice.ca	Social Services Sector Roundtable Member	

Branch	Organization	Contact	Description	Key Issues
ACC SEC/ ELMSD/SDD	Canadian Mental Health Association (CMHA)	Name: Jonathan (Jonny) Morris Title: Chief Executive Officer Phone: 604-688-3234 Email: ceobc@cmha.bc.ca Name: Kendra Milne Title: Senior Director Policy, Planning, and Government Relations Email: Kendra.Milne@cmha.bc.ca	CMHA provides advocacy, programs and resources that help to prevent mental health problems and illnesses, support recovery and resilience, and enable all Canadians to flourish and thrive. Disability Community and Advocates	• Policy advocacy on employment, income and disability assistance for people with mental health problems • Member of the Supporting Increased Participation (SIP) Group • Member of the COVID-19 Disability Working Group
ACC SEC	Communication Assistance for Youth and Adults (CAYA)	Name: Lois Turner Title: Program Manager Phone: 604-326-3505 Email: lturner@cayabc.org	CAYA is a province-wide service program that supports adults aged 19 years and older who require an augmentative/ alternative communication system due to a severe communication disability	• Member of the Accessibility Legislation Advisory Committee • Member of the COVID-19 Disability Working Group

Branch	Organization	Contact	Description	Key Issues
CSD	Community Social Services Employers' Association	Name: Gentil Mateus Title: CEO Email: gmateus@cssea.bc.ca	Social Services Sector Roundtable Member	
ACC SEC/ ELMSD/ /SDD	Disability Alliance BC (DABC)	Name: Justina Loh/Erin Pritchard Title: Executive Director Phone: 604-875-0188/604-872-1278 Email: jloh@disabilityalliancebc.org/epritchard@disabilityalliancebc.org Annette Murray attends MFSC on behalf of DABC	Supports and services for people with disabilities with a strong focus on low income and poverty.	• Member of the RDSP Action Group • Member of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Advisory Committee • Member of MFSC
OHC	DTES Women's Centre Association	Name: Kate Gibson Title: A/Executive Director Email: centre@dewc.ca	Shelter, support services for women	

Branch	Organization	Contact	Description	Key Issues
RIPD/CSD	Federation of Community Social Services of BC	Name: Rick FitzZaland Title: Executive Director Phone: 250 480-7387 Email: rick@fcssbc.ca Name: Rebecca Ataya Lang, Title: Associate Executive Director Email: rebecca@fcssbc.ca	Membership of over 140 agencies who offer a broad range of services to communities, people living with physical and mental challenges, vulnerable children, youth and seniors, new immigrants, people living with addictions or mental health issues, and those living in poverty. Members of the Community Social Services Roundtable	
RIPD/ELMSD	First Nations Summit	Name: Robert Phillips Title: FNS Political Executive Email: rphillips@fns.bc.ca Name: Cheryl Casimer Title: FNS Political Executive Phone: 778-875-2157 Email: ccasimer@fns.bc.ca Cheryl is also a Poverty Reduction Advisory Committee member and Steering Committee member for a proposed Tripartite Indigenous Skills Employment Training Committee	FNS representatives on the proposed Indigenous Skills Training and Employment Steering Committee.	

Branch	Organization	Contact	Description	Key Issues
OHC/ELMSD	Foundry	Name: Pamela Liversidge Title: Executive Director Email: info@foundrybc.ca	Foundry is a province-wide network of integrated health and social service centres for young people ages 12-24. Foundry centres provide a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports.	
OHC	Homelessness Services Association of BC	Name: Stephen D'Souza Title: CEO Phone: Personal Information Email: stephen.dsouza@hsa-bc.ca		

Branch	Organization	Contact	Description	Key Issues
ACC SEC/CSD	Inclusion BC	Name: Karla Verschoor Title: Executive Director Phone: 604 777-9100 ext. 516 Email: KVerschoor@inclusionbc.org Name: Kwaku Yeboah Title: Director of Employment Initiatives Email: kyeboah@inclusionbc.org	Inclusion BC provides support, education and advocacy. We advocate at a systems level for policy change and promote inclusion through public awareness initiatives and campaigns.	• Member of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Advisory Committee • Re-imagining Community Inclusion Steering Committee Co-Chair • Disability Employment • Member of the Supporting Increased Participation (SIP) Group
ELMSD	Industry Training Authority (ITA)	Name: Michelle Anderlini (McKinnon) Title: Manager of Completions Phone: t Personal Information Email: manderlini@itabc.ca #800 – 8100 Granville Avenue, Richmond, BC		

Branch	Organization	Contact	Description	Key Issues
ACC SEC	MS Society of Canada	Name: Tania Vrionis Title: President of BC and Yukon Email: tania.vrionis@mssociety.ca	Organization providing services to people with multiple sclerosis and families, funding research to find the cause and cure for MS. Disability Community and Advocates	• Member of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Advisory Committee
ACC SEC	Open Door Group	Name: Tom Burnell Title: CEO Phone: Personal Information Email: tom.burnell@opendoorgroup.org	Assists people to prepare, obtain, and sustain meaningful careers and to support people in the pursuit of lifelong learning.	

Branch	Organization	Contact	Description	Key Issues
RIPD	Poverty Reduction Advisory Committee	Name: Catherine Ludgate (Chair) Title: Senior Manager, Community Investment, Vancity Credit Union Phone: Personal Information Email: catherine_ludgate@vancity.com	The *Poverty Reduction Strategy Act* mandates the Minister to establish an advisory committee to advise on matters relating to poverty reduction and prevention. The Poverty Reduction Advisory Committee (PRAC) was appointed by the Minister of Social Development and Poverty Reduction in 2019. Membership includes 13 British Columbians with a range of backgrounds including advocates, stakeholders and people with lived experience of poverty.	
ACC SEC	Presidents Group	Name: Mr. Robin Silvester Title: President & CEO, Vancouver Fraser Port Authority Phone: Personal Email: Robin.silvester@portvancouver.com	A group of CEOs and business leaders improving access to inclusive workplace practices for people with disabilities.	• Co-Chair Presidents Group

Branch	Organization	Contact	Description	Key Issues
SDD	Prince Rupert Unemployed Action Centre	Name: Paul Lagace Title: Poverty Law Advocate Phone: 250 627 8776 Email: advocate.pruac@citywest.ca		• Member of MFSC
CSD	Provincial Association of Residential & Community Agencies (PARCA)	Name: Paul Barnett Title: President Email: Personal Information Name: Tim Agg Title: Board Member Email: Personal Information	Social Services Sector Roundtable Member Re-imaging Community Inclusion Steering Committee Member	
ACC SEC	RDSP Action Group	Name: Norah Flaherty Email: Personal Information		• RDSP Action Group Chair

Branch	Organization	Contact	Description	Key Issues
ACC SEC/ RIPD	Rick Hansen Foundation (RHF)	Name: Rick Hansen Title: Founder and Chief Executive Officer Email: Government Financial Information Name: Doramy Ehling Title: CEO Email: dehling@rickhansen.com	In order to create an inclusive world where people with disabilities are living to their full potential, the RHF strives to create and deliver innovative solutions that lead to a global movement to remove barriers and liberate the potential of people with disabilities. Removing barriers to inclusion and creating a world inclusive to people with disabilities.	• Accessibility certification program • Member of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Advisory Committee
RIPD/OHC/ACC SEC	Social Planning Action and Research Council of B.C. (SPARC)	Name: Lorraine Copas Title: Executive Director Email: lcopas@sparc.bc.ca	A leader in applied social research, social policy analysis and community development approaches to social justice.	
CLBC	Sources	Name: Kelly Ridding Title: Chief Operating Officer / Executive Director of Community Living Services Email: kridding@sourcesbc.ca		

Branch	Organization	Contact	Description	Key Issues
ACC SEC	Spinal Cord Injury BC	Name: Chris McBride Title: Executive Director Phone: 604-326-1226 Email: cmcbride@sci-bc.ca	Providing information and resources on Spinal Cord Injury for BC citizens, including an InfoLine and Peer meet-ups.	• Co-chair of the COVID-19 Disability Working Group • Member of the Accessibility Legislation Advisory Committee
RIPD	Together Against Poverty Society (TAPS)	Name: Doug King Title: Executive Director Phone: (250) 361-3521 Email: dking@tapsbc.ca Name: Caitlin Wright Phone: 250-361-3521 Email: cwright@tapsbc.ca Caitlin is also a Poverty Reduction Advisory Committee member Name: Thea McDonough Email: tadvocate@tapsbc.ca	Free, face-to-face legal advocacy for people with income assistance, disability benefits, employment standards, and tenancy issues.	• Reconsiderations and Appeals of service delivery decisions, Accessibility of ministry services, • Definition of "Spouse" for purpose of income/disability assistance • Member of MFSC
CSD	Vela Canada	Name: Linda Perry Title: Executive Director Email: lindaperry@velacanada.org		

Branch	Organization	Contact	Description	Key Issues
RIPD	Victoria Foundation	Name: Sandra Richardson Phone: 250-381-5532	Strengthening community wellbeing by investing in people, opportunities and solutions.	• Food security, Definition of "Spouse" as it relates to income and disability assistance
ACC SEC / ELMSD	Wavefront Centre for Community Accessibility	Name: Christopher Sutton Title: CEO Phone 604-736-7391 Email: Christopher.Sutton@wavefrontcentre.ca	Centre serving Deaf and Hard of Hearing individuals, families and the community.	• Member of the COVID-19 Disability Working Group
RIPD	West Coast LEAF	Name: Raji Mangat Title: Executive Director Phone: 604-684-8772	Organization uses the law as a strategy to work towards an equal and just society for all women and people who experience gender-based discrimination.	
OHC	WISH Drop In Centre	Name: Mebrat Beyene Title: Executive Director Email: executivedirector@wishdropincentre.org	WISH works to improve the health, safety and well-being of women who are involved in Vancouver's street-based sex trade.	

Branch	Organization	Contact	Description	Key Issues
ELMSD	YWCA Metro Vancouver	Name: Deb Bryant Title: CEO Phone: 604 895 5800 Email: dbryant@ywcavan.org	Our mission is to touch lives and build better futures for women and their families through advocacy and integrated services that foster economic independence, wellness and equal opportunities.	

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SUGGESTED BRIEFINGS

Suggested Briefings:

1. Ministry Overview – Deputy Minister and ADMs

2. Research, Innovation and Policy Division overview – DM, Suzanne Christensen and Molly Harrington
    - Income and Disability Assistance – How it All Works
    - COVID 19 response and upcoming issues
    - Basic Income
    - Poverty Reduction Strategy
    - Cheque Issue Days and Overdose Crisis

3. Service Delivery Division overview – DM and Debi Upton
    - Overview of the Service Delivery Division (SDD)
    - Community Integration Specialist (CIS) Program
    - Office of the Homelessness Coordination (OHC)

4. Employment and Labour Market Services Division – DM and Chris Brown
    - WorkBC Employment Services Overview
    - Work Experience Opportunities Grant
    - Tripartite discussions on employment and skills training for Indigenous Peoples
    - Workforce Development Agreement funding and related initiatives

5. Information Services Division – DM and Sheila Robinson
    - Division Overview
    - Integrated Case Management System (ICM) overview
    - New Contract with System Integrator Vendor
    - Digital Strategy for SDPR
    - Opportunities for Innovation

6. Corporate Services Division Overview – DM and Jonathan Dubé
    - Budget

7. Accessibility Secretariat – DM and Sam Turcott
    - Accessibility Legislation
    - Ministerial Advisory Committees (Presidents Group, RDSP Action Group, COVID Disability Working Group)

8. Community Living BC – Ross Chilton, CEO, Dr. Michael Prince, Board Chair, DM and Jonathan Dubé

9. Employment and Assistance Appeal Tribunal (EAAT) – Emily Drown, Chair and DM

10. Advocate for Service Quality – Leanne Dospital and DM