

Ministry of Social Development And Poverty Reduction

Estimate Notes 2021



Ministry of Social Development and Poverty Reduction

Program Notes 2021/2022

Table of Contents

Note #	Title	Division
Ministry Information		
1	Annual Service Plan Report 2019-20	CSD
2	Ministry 2021-22 Service Plan	CSD
3	Organizational Chart	CSD
Budget		
4	Blue Book Pages	CSD
5	Minister's Mandate Letter	CSD
6	Minister's Office Budget	CSD
7	Ministry Budget – CLBC	CSD
8	Ministry Budget and FTE Overview	CSD
9	Ministry Budget – Income Assistance	CSD
10	Ministry Budget – Sustainable Services Mandate	CSD
11	Ministry Budget – WorkBC	CSD
COVID		
12	Supporting People with Disabilities in Response to COVID-19	ACC SEC
13	COVID-19 Crisis Supplement vs. BC Recovery Benefit	RIPD
14	Treatment of Federal COVID Benefits	RIPD
15	COVID-19 SDPR Temporary Supports	RIPD
16	COVID-19 Caseload Impacts	RIPD
17	COVID-19 Indigenous Engagement	RIPD
18	COVID-19 Funerals	SDD
19	COVID-19 Recovery	RIPD
20	COVID-19 Service Delivery – Clients	SDD
21	COVID-19 Service Delivery - Staff	SDD
22	COVID-19 ELMSD	ELMSD
23	COVID-19 Staff – Work from Home	CSD
24	COVID-19 Confirmed Case Response	CSD
Community Living British Columbia (CLBC)		
25	CLBC 2021-22 Service Plan	CSD
26	CLBC – 2019-20 Annual Report	CSD
27	CLBC – Budget and Programs (FTEs)	CLBC
28	CLBC – COVID-19 Impacts and Response	CLBC
29	CLBC – Executive Compensation	CLBC
30	CLBC – Home Sharing	CLBC
31	CLBC – Mandate Letter	CLBC
32	CLBC – Organization Chart	CLBC

33	CLBC – Re-Imagining Community Inclusion	CLBC
Key Topics		
Corporate Services Division		
34	Social Service Sector – Low Wage Redress	CSD
35	Social Service Sector Roundtable	CSD
Service Delivery Division		
36	Service Delivery – Budget and FTE overview	SDD
37	Service Delivery – Community Services	SDD
38	Service Delivery – Contact Centres	SDD
39	Intake and Eligibility	SDD
40	Ombudsperson Report – Holding Patterns (Phone lines)	SDD
41	Ombudsperson Report – Working Within the Rules	SDD/RIPD
Accessibility Secretariat		
42	Accessibility Legislation	Acc Sec
43	Accessibility Legislation Funding	Acc Sec
44	Building a Better BC for People with Disabilities	Acc Sec
45	Parliamentary Secretary for Accessibility	Acc Sec
Research, Policy and Innovation Division		
46	Basic Income: Report and Recommendations	RIPD
47	Federal Programs: CPP & CPP-D	RIPD
48	Supplements: General, Health & Crisis	RIPD
49	Earnings Exemptions	RIPD
50	Income and Disability Assistance Rates	RIPD
51	Reconciliation: On Reserve Supports, DRIPA, UNDRIP, TRC, Principles	RIPD
52	Poverty Reduction: Legislation, Policy, Stats	RIPD
53	Overdose Crisis	RIPD
54	Mandate Letter Commitments: Parliamentary Secretary for Community Development and Non-Profits	RIPD
55	Residential Facilities	RIPD/SDD
Employment and Labour Market Services Division		
56	Community and Employer Partnerships (CEP)	ELMSD
57	Labour Market Development Agreement (LMDA) General	ELMSD
58	Services to Indigenous Peoples	ELMSD
59	Services to Persons with Disabilities (PWD)	ELMSD
60	Single Parent Employment Initiative	ELMSD
61	WorkBC Overview and Results	ELMSD
62	WorkBC Renewal	ELMSD
63	WorkBC Assistive Technology Services	ELMSD

64	WorkBC Employment Services – Communities in Transition	ELMSD
65	Workforce Development Agreement	ELMSD
66	Work Experience Opportunities Grant	ELMSD
	Information Services Division	
67	ICM Systems' Performance	ISD
68	IT Procurement	ISD

Estimates Notes 2021

Ministry Information

Ministry of Social Development and Poverty Reduction

2019/20 Annual Service Plan Report

July 2020



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.

A handwritten signature in black ink that reads "Shane Simpson". The signature is written in a cursive, flowing style.

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

Table of Contents

Minister’s Accountability Statement	3
Letter from the Minister	5
Purpose of the Annual Service Plan Report.....	7
Purpose of the Ministry.....	7
Strategic Direction	8
Operating Environment.....	9
Report on Performance: Goals, Objectives, Measures and Targets.....	Error! Bookmark not defined.
Goal 1: Reduce Poverty in British Columbia	10
Objective 1.1: Release and implement the cross-government, province-wide poverty-reduction strategy	10
Discussion of Results	11
Goal 2: British Columbians in need have services, supports and opportunities that make life better	12
Objective 2.1: Deliver reliable, responsive, consistent, accessible and secure income and disability assistance services.....	12
Discussion of Results	12
Objective 2.2: WorkBC Employment Service clients achieve employment	13
Discussion of Results	14
Goal 3: Individuals with disabilities live, work and participate in their communities on an equal basis with all British Columbians.....	14
Objective 3.1: Support a comprehensive and integrated system of supports and services for individuals with disabilities	14
Discussion of Results	15
Financial Report.....	16
Discussion of Results	16
Financial Summary	17
Appendix A: Agencies, Boards, Commissions and Tribunals.....	19

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.

A handwritten signature in black ink, appearing to read "Shane Simpson". The signature is fluid and cursive, with the first name "Shane" written in a larger, more prominent script than the last name "Simpson".

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 Measure¹, 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](#).

