

Ministry of Social Development And Poverty Reduction

Estimate Notes 2021



Ministry of Social Development and Poverty Reduction

Program Notes 2021/2022

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Estimates Notes 2021

Ministry Information

Ministry of Social Development and Poverty Reduction

2019/20 Annual Service Plan Report

July 2020



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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

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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.

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](#).

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-total⁶	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 Services⁷	5,709	0,000	5,709	248	-5,461
Total	5,709	0,000	5,709	248	-5,461
Capital Plan² (\$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.

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Withheld pursuant to/removed as

Cabinet Confidences ; Advice/Recommendations

Ministry of Social Development and Poverty Reduction

2021/22 – 2023/24 Service Plan

April 2021



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

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Published by the Ministry of Social Development and Poverty Reduction.

Minister's Accountability Statement



The *Ministry of Social Development and Poverty Reduction 2021/22 – 2023/24 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.

A handwritten signature in dark ink, appearing to read 'N. Simons'.

Honourable Nicholas Simons
Minister of Social Development and Poverty Reduction
March 31, 2021

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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 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 Community Development and Non-Profits and the Parliamentary Secretary for Accessibility. The Ministry's key responsibilities include:

- Leading development and implementation of [TogetherBC: BC's Poverty Reduction Strategy](#);
- Supporting the work of the Attorney General and Minister responsible for Housing and other government initiatives to address the needs of people experiencing homelessness in British Columbia;
- Providing income, disability and supplemental assistance for people in need;
- Leading work to increase food security for all British Columbians;
- Creating a multi-sector Period Poverty Task Force to develop a long-term response to period poverty in B.C.;
- Providing an integrated system of employment programs, services and supports to all British Columbians through [WorkBC](#);
- 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;
- Working with community, business and government partners to increase accessibility, employment, independence and inclusion for individuals with disabilities;
- Working to advocate and ensure that charitable organizations and the non-profit sector are engaged and supported through the COVID-19 pandemic and into recovery;
- Leading collaborative engagement through the [Social Services Sector Roundtable](#) to help strengthen the important community social services that people count on every day; and
- Through [Community Living BC](#), continue working on the [Re-Imagining Community Inclusion Initiative](#) to improve services for adults with developmental disabilities and their families.

Strategic Direction

In 2021/22, British Columbians continue to face significant challenges as a result of the global COVID-19 pandemic. The Government of British Columbia is continually evolving to meet the changing needs of people in this province. Government has identified five foundational principles that will inform each ministry's work and contribute to COVID-19 recovery: putting people first, lasting and meaningful reconciliation, equity and anti-racism, a better future through fighting climate change and meeting our greenhouse gas reduction commitments, and a strong, sustainable economy that works for everyone.

The COVID-19 pandemic significantly reduced economic activity in B.C. in 2020. The ongoing evolution and economic cost of the pandemic on B.C. and its trading partners remains highly uncertain. The Economic Forecast Council (EFC) estimates a 5.1 per cent decline in B.C. real GDP in 2020 and expects growth of 4.9 per cent in 2021 and 4.3 per cent in 2022. Meanwhile for Canada, the EFC projects national real GDP growth of 4.7 per cent in 2021 and 4.2 per cent in 2022, following an estimated decline of 5.4 per cent in 2020. As such, B.C.'s economic growth is expected to outperform Canada's in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the timing of the global vaccination rollout, extended travel restrictions, a weaker global recovery, and the continued impact of a slower recovery in some sectors of the B.C. economy. Further risks include ongoing uncertainty regarding global trade policies and lower commodity prices.

This 2021/22 service plan outlines how the Ministry of Social Development and Poverty Reduction will support the government's priorities including the foundational principles listed above and selected action items identified in the November 2020 [Minister's Mandate Letter](#).

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 including the permanent rate increases [announced](#) in March 2021; and other 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;
- Review the basic income expert panel's 65 recommendations as outlined in their final report, [Covering All the Basics: Reforms for a More Just Society](#) (released January 28, 2021); and
- Lead work to increase food security for people in need and create a multi-sectoral Period Poverty Task Force to develop a comprehensive long-term response to period poverty in B.C.

Performance Measure(s)	2016 Baseline	2019 Actual	2020-2024 Target
1.1a Total Poverty Rate ¹	15.3%	10.8%	11.5%
1.1b Child Poverty Rate ¹	17.0%	7.2%	8.5%

Data source: Statistics Canada. [Table 11-10-0135-01 Low income statistics by age, sex and economic family type](#).

¹ The legislated targets are based on calendar years (not fiscal years) and reflect a 25% reduction for overall poverty and a 50% reduction in child poverty from 2016 data. The most recent federal data released in March 2021 provides low income statistics for 2019.

Linking Performance Measure to Objective

These measures reflect the official poverty statistics produced by Statistics Canada using the current Market Basket Measure, also referred to as Canada's Official Poverty Line. Lower poverty rates mean that government investments to help people living in low income and to improve the economy are reducing both poverty levels and rates. Monitoring poverty rates across vulnerable populations will lead to better targeting of investments and will help government achieve its poverty reduction targets.

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. The [first annual report](#) was released on December 10, 2020.

According to the most recent federal statistics on low income, British Columbia has already achieved both targets set out in the *Poverty Reduction Strategy Act* based on 2019 data. However, the impact of the COVID-19 pandemic on poverty rates is uncertain and will be reflected in data for 2020 and 2021 that will be reported out in future years.

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(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.1 Number of clients using My Self-Serve	87,109	96,000	99,000	101,000	103,000

Data source: Service Delivery Division, Ministry of Social Development and Poverty Reduction

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.

Discussion

The Ministry modified this performance measure to the percentage of clients using My Self-Serve, rather than the number of users and the updated measures 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.

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, employers and employer associations to ensure ministry employment programs and supports are aligned with the needs of individuals and the changing 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.; and
- 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.

Performance Measure(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.2 The number of clients who achieve employment ¹	18,000	12,700	28,300	28,300	28,300

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

¹ Employment is defined as 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 WorkBC services and/or supports.

Linking Performance Measure to Objective

This measure captures the number of British Columbians who achieve employment after receiving services and/or supports through WorkBC Employment Services (both self-serve and case managed). Since April 1, 2019, 57% of case managed clients obtained employment after receiving case managed services by WorkBC Employment Services and at least 23% of self-serve clients obtained employment after receiving assistance through WorkBC.

Discussion

As a result of the ongoing pandemic, fewer people are seeking employment services and supports, due to concern for personal safety arising from potential workplace exposure to COVID-19 as well as the availability of federal benefits such as the Canada Recovery Benefit. The 2020/21 forecast has been significantly reduced from prior years as a result of the impact of the COVID-19 pandemic on the provincial labour market, coupled with the extended federal government supports provided to citizens.

It has also been harder to achieve employment, with some industries such as tourism and hospitality needing to reduce capacity in order to adhere to public health restrictions, despite additional funding provided for the employment initiatives like the [Work Experience Opportunities Grant](#) as a part of [StrongerBC, B.C.'s Economic Recovery Plan](#). WorkBC continues to adapt its strategies to respond to the challenges related to COVID-19. While there is still much uncertainty that may impact the labour market, the target for future years has been maintained as it is expected that once vaccines are rolled out and the Public Health Orders become less restrictive, demand for WorkBC services will increase.

The performance measure has been updated to include all clients accessing WorkBC Employment Services (formerly just case managed) as better data has been made available on self-service clients and the services accessed by them.

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 improve employment outcomes for people with disabilities;
- Support the Re-Imagining Community Inclusion (RCI) Steering Committee in developing a work plan in response to the 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(s)	2019/20 Baseline	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
3.1 Total amount of earnings exemptions reported by Persons with Disabilities cases ¹	\$135 million	\$120 million	\$150 million	\$168 million	\$170 million

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

¹ The impact of COVID-19 on the labour market has reduced PWD earnings and has lowered the forecast for 2020/21 and the target for 2021/22.

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.

Discussion

COVID-19 resulted in a significant downturn in the economy, especially in the first three months of the pandemic. Although the labour market has improved, and despite additional funding provided for employment opportunities for Persons with Disabilities as a part of the [StrongerBC, B.C.'s Economic Recovery Plan](#), the service sector continues to experience challenges. The service sector is a main employer for people on income and disability assistance. The performance measure forecast for 2020/21 and future year targets were reduced to reflect the impacts of the pandemic on employment and a gradual recovery.

Financial Summary

Core Business Area	2020/21 Restated Estimates ¹	2021/22 Estimates	2022/23 Plan	2023/24 Plan
Operating Expenses (\$000)				
Income Assistance	2,500,272	3,026,572	3,091,245	3,099,347
Employment	29,169	29,169	29,169	29,169
Community Living Services	1,139,699	1,290,394	1,321,122	1,335,569
Employment and Assistance Appeal Tribunal	1,837	1,849	1,849	1,849
Executive and Support Services	10,858	11,817	11,827	11,838
Total	3,681,835	4,359,801	4,455,212	4,477,772
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Executive and Support Services	1,449	2,313	1,295	1,295
Total	1,449	2,313	1,295	1,295

¹ For comparative purposes, amounts shown for 2020/21 have been restated to be consistent with the presentation of the 2021/22 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

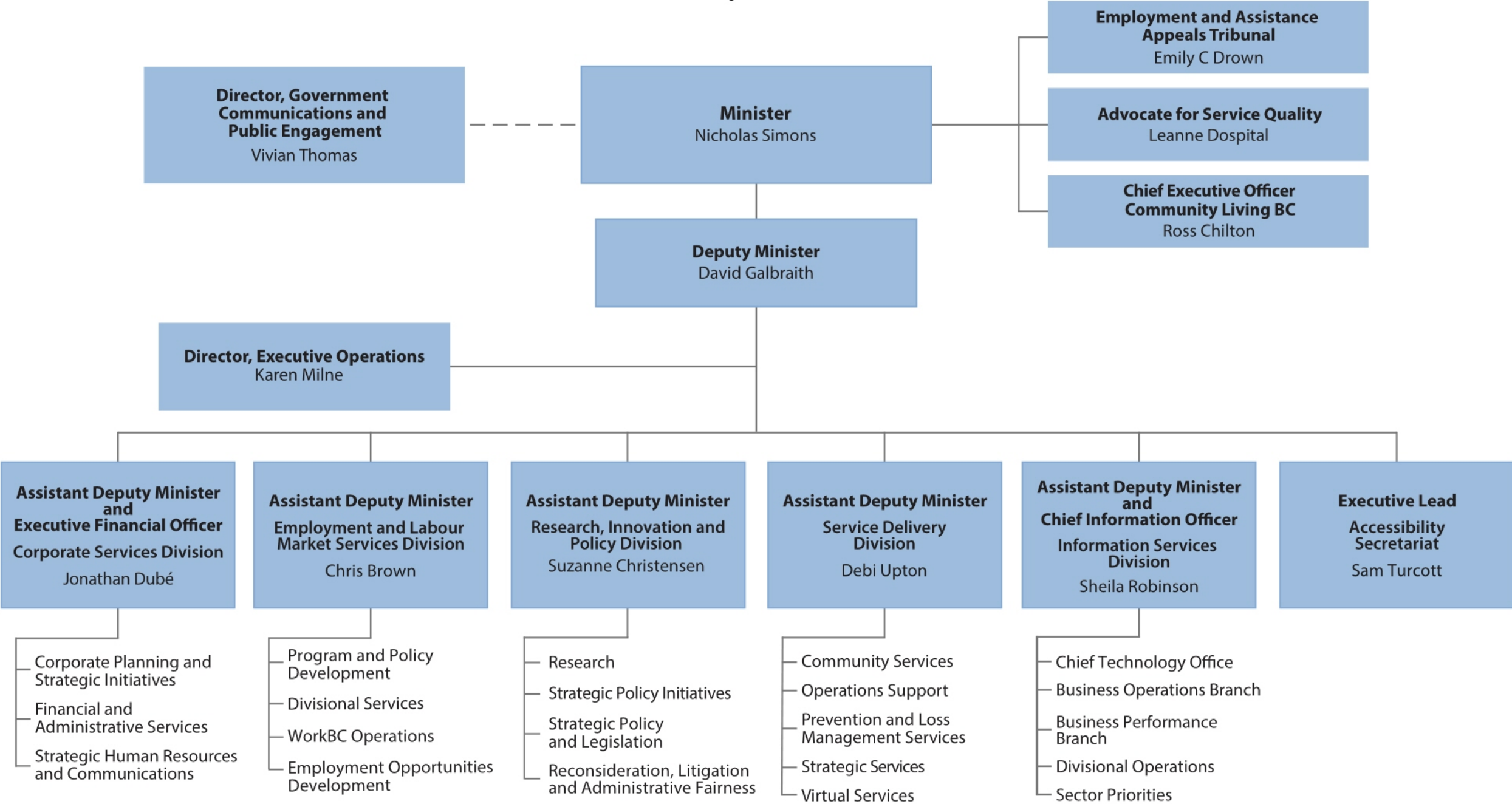
[Community Living BC](#)

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*.



Organizational Chart
January 2021



Estimates Notes 2021 Budget

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

The mission of the Ministry of Social Development and Poverty Reduction is to make a difference in the lives of British Columbians trying to overcome social and economic barriers by believing in their ability to realize their full potential and make meaningful contributions to their community; and by providing access to services to help them achieve their goals.

MINISTRY SUMMARY

(\$000)

	Estimates 2020/21 ¹	Estimates 2021/22
VOTED APPROPRIATION		
Vote 41 — Ministry Operations.....	3,681,835	4,359,801
OPERATING EXPENSES	<u>3,681,835</u>	<u>4,359,801</u>
CAPITAL EXPENDITURES ²	1,449	2,313
LOANS, INVESTMENTS AND OTHER REQUIREMENTS ³	—	—
REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES ⁴	—	—

NOTES

¹ For comparative purposes, figures shown for the 2020/21 operating expenses; capital expenditures; loans, investments and other requirements; and revenue collected for, and transferred to, other entities are restated to be consistent with the presentation of the 2021/22 *Estimates*. A reconciliation of restated operating expenses and capital expenditures resulting from transfers between ministries is presented in Schedule A.

² A listing of estimated capital expenditures by ministry is presented in Schedule C.

³ A summary of loans, investments and other requirements by ministry is presented in Schedule D.

⁴ A summary of revenue collected for, and transferred to, other entities by ministry is presented in Schedule E.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

SUMMARY BY CORE BUSINESS

(\$000)

	2020/21	2021/22 ESTIMATES		
	Net	Gross	External Recoveries	Net
OPERATING EXPENSES				
Core Business				
Income Assistance.....	2,500,272	3,047,486	(20,914)	3,026,572
Employment.....	29,169	368,179	(339,010)	29,169
Community Living Services.....	1,139,699	1,290,395	(1)	1,290,394
Employment and Assistance Appeal Tribunal.....	1,837	1,849	—	1,849
Executive and Support Services.....	10,858	11,857	(40)	11,817
TOTAL OPERATING EXPENSES	3,681,835	4,719,766	(359,965)	4,359,801
CAPITAL EXPENDITURES				
	Capital Expenditures	Capital Expenditures	Receipts and P3 Liabilities	Net
Core Business				
Executive and Support Services.....	1,449	2,313	—	2,313
TOTAL	1,449	2,313	—	2,313

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

VOTE DESCRIPTIONS

(\$000)

Estimates
2020/21Estimates
2021/22

VOTE 41 — MINISTRY OPERATIONS

This vote provides for the programs, operations, and other activities described in the voted appropriations under the following core businesses: Income Assistance, Employment, Community Living Services, Employment and Assistance Appeal Tribunal, and Executive and Support Services.

INCOME ASSISTANCE

Voted Appropriations

Income Assistance - Program Management.....	148,769	153,991
Temporary Assistance.....	429,851	547,417
Disability Assistance.....	1,531,691	1,871,895
Supplementary Assistance.....	389,961	453,269
	<u>2,500,272</u>	<u>3,026,572</u>

Voted Appropriations Description: This sub-vote provides for temporary assistance, disability assistance, and health and other supports for family units of eligible individuals in accordance with the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, and other supports consistent with the intent of the legislation. This sub-vote also provides for the operations and administration of employment-related programs to support eligible individuals in accordance with the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*. This sub-vote also provides for support services and direct operating costs. Costs may be recovered from the Bus Pass Program user fees, assignments authorized by the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, and from repayable assistance and overpayments of assistance described within this sub-vote. Costs may also be recovered from ministries, other levels of government, and parties external to government for activities described within this sub-vote.

EMPLOYMENT

Voted Appropriations

Employment Programs.....	29,168	29,168
Labour Market Development Agreement.....	1	1
	<u>29,169</u>	<u>29,169</u>

Voted Appropriations Description: This sub-vote provides for the operation and administration of programs to assist eligible individuals to find sustainable employment. This sub-vote also provides for the operations and administration of employment-related programs to support individuals with multiple barriers and disabilities. In addition, this sub-vote supports organizations that provide employment services to unemployed persons and provides for developing and implementing strategies for dealing with labour force adjustments and meeting human resource requirements. Costs may be recovered from ministries, other levels of government, and parties external to government under cost-sharing agreements for activities described within this sub-vote.

COMMUNITY LIVING SERVICES

Voted Appropriation

Community Living Services.....	1,139,699	1,290,394
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Voted Appropriation Description: This sub-vote provides for general support and advice to the minister regarding Adult Community Living Services and includes transfer payments to Community Living British Columbia for the governance, management, operations, and delivery of services and support to adults with developmental disabilities. Payments for the provision of these services are in accordance with the *Community Living Authority Act*. Costs may be recovered from other levels of government under cost-sharing agreements for activities described within this sub-vote.

EMPLOYMENT AND ASSISTANCE APPEAL TRIBUNAL

Voted Appropriation

Employment and Assistance Appeal Tribunal.....	1,837	1,849
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Voted Appropriation Description: This sub-vote provides for the operation and administration of the Employment and Assistance Appeal Tribunal, which provides for an independent and impartial appeal of the ministry's reconsideration decisions. The Employment and Assistance Appeal Tribunal is a single-level, community-based appeal system established under the *Employment and Assistance Act*. Ministry clients that are dissatisfied with the outcome of the ministry's reconsideration decisions may appeal to the Employment and Assistance Appeal Tribunal. Costs may be recovered from ministries for activities described within this sub-vote.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

VOTE DESCRIPTIONS

(\$000)

	Estimates 2020/21	Estimates 2021/22
EXECUTIVE AND SUPPORT SERVICES		
Voted Appropriations		
Minister's Office.....	611	739
Corporate Services.....	10,247	11,078
	<u>10,858</u>	<u>11,817</u>

Voted Appropriations Description: This sub-vote provides for the office of the Minister of Social Development and Poverty Reduction, for executive direction of the ministry and administrative services for the operating programs of the ministry, and for the Parliamentary Secretary for Accessibility and the Parliamentary Secretary for Community Development and Non-Profits. This includes strategic and business planning, financial administration and budget management, strategic human resource management, asset and risk management, and facilities. This sub-vote provides for strategic planning, research and development of accessibility legislation and associated initiatives, an Accessibility Directorate, and poverty reduction initiatives. This sub-vote also provides for corporate and community-based service delivery, including services provided by ministries and agencies on behalf of the ministry. Costs may be recovered from ministries, other levels of government, and parties external to government for activities described within this sub-vote.

VOTE 41 — MINISTRY OPERATIONS	3,681,835	4,359,801
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MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

GROUP ACCOUNT CLASSIFICATION

Salaries and Benefits	146,664	155,173
Operating Costs	64,179	62,875
Government Transfers	3,829,702	4,511,022
Other Expenses	20,438	20,581
Internal Recoveries	(29,885)	(29,885)
External Recoveries	(349,263)	(359,965)
TOTAL OPERATING EXPENSES.....	<u>3,681,835</u>	<u>4,359,801</u>

November 26, 2020

Honourable Nicholas Simons
Minister of Social Development and Poverty Reduction
Parliament Buildings
Victoria, British Columbia V8V 1X4

Dear Minister Simons:

Thank you for agreeing to serve British Columbians as Minister of Social Development and Poverty Reduction. You are taking on this responsibility at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic.

COVID-19 has turned the lives of British Columbians upside down. None of us expected to face the challenges of the past number of months, yet British Columbians have demonstrated incredible resilience, time and time again. We will get through the pandemic and its aftereffects by building on this resilience and focusing on what matters most to people.

British Columbians voted for a government focused on their priorities: fighting the COVID-19 pandemic, providing better health care for people and families, delivering affordability and security in our communities, and investing in good jobs and livelihoods in a clean-energy future.

I expect you – and the work of your ministry – to focus on the commitments detailed in our platform, *Working for You*, along with the following foundational principles:

- **Putting people first:** Since 2017, our government has focused on making decisions to meet people's needs. That focus drove our work in our first term and will continue to be our priority. British Columbians are counting on the government to keep them safe and to build an economic recovery that works for everyone, not just those at the top. Keeping people at the centre of everything we do means protecting and enhancing the public services people rely on and working to make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. The unanimous passage of the *Declaration on the Rights of Indigenous Peoples Act* was a significant step forward in this journey. True

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reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move toward self-determination. Our government – and every ministry – must remain focused on creating opportunities for Indigenous peoples to be full partners in our economy and providing a clear and sustainable path for everyone to work toward lasting reconciliation.

- **Equity and anti-racism:** Our province's history, identity and strength are rooted in its diverse population. Yet racialized and marginalized people face historic and present-day barriers that limit their full participation in their communities, workplaces, government and their lives. Our government has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every ministry has a role in this work. While our caucus elected a record number of women, more work remains to address gender equity. Delivering on our commitments to address racial discrimination will require a commitment by all of government to ensure increased IBPOC (Indigenous, Black and People of Colour) representation within the public service, including in government appointments. Our efforts to address systemic discrimination must also inform policy and budget decisions by reviewing all decisions through a Gender-Based Analysis Plus (GBA+) lens.
- **A better future through fighting climate change:** In 2018, our government launched our CleanBC climate action plan. CleanBC puts British Columbia on the path to a cleaner, better future by building a low-carbon economy with new clean-energy jobs and opportunities, protecting our air, land and water and supporting communities to prepare for climate impacts. It is every Minister's responsibility to ensure your ministry's work continues to achieve CleanBC's goals.
- **A strong, sustainable economy that works for everyone:** We will continue our work to support British Columbians through the pandemic and the economic recovery by investing in health care, getting people back to work, helping businesses and communities, and building the clean, innovative economy of the future. Our plan will train the workforce of tomorrow, help businesses hire and grow and invest in the infrastructure needed to build our province.

The pandemic has reminded us that we're strongest when we work together. Delivering on our commitments to people will require a coordinated effort with your cabinet and caucus colleagues, supported by the skilled professionals in the public service. You will also support your cabinet colleagues to do their work, particularly where commitments cross ministry lines.

British Columbians expect their elected representatives to work together to advance the broader public good despite their partisan perspectives. That means seeking out, fostering and championing good ideas, regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will build thoughtful and sustained relationships through public and stakeholder engagement plans that connect with people to incorporate their perspectives early in the policy development process. These plans must include measurable outcomes and ensure active dialogue and ongoing outreach in your ministry's actions and priorities.

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Over the course of our mandate, I expect you will make progress on the following items:

- Continue to be responsive to the challenges presented by COVID-19 and work with your cabinet colleagues to support an inclusive economic recovery.
- Build on our government's Poverty Reduction Plan, TogetherBC, and the recommendations of the Expert Panel on Basic Income to determine the best approach and path forward to reducing poverty long-term and providing opportunities for jobs and skills training.
- Continue to work with people across the province to develop and introduce comprehensive accessibility legislation in Spring 2021 to open doors to opportunity and participation.
- With support from the Minister of Agriculture, Food and Fisheries, lead work to increase food security for people in need by expanding government support to food banks and developing program partnerships with food producers, grocery stores and not-for-profits to develop discounted food market, food recovery and food redistribution programs.
- Build on the work of so many around the province to make B.C. a global leader in the fight to end period poverty by creating a multi-sectoral Period Poverty Task Force to develop a comprehensive, long-term response to period poverty in B.C.
- Continue work on the Reimagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities.
- Support the work of the Attorney General and Minister responsible for Housing to address the needs of people experiencing homelessness, including those living in encampments.

To assist you in meeting the commitments we have made to British Columbians, you are assigned a Parliamentary Secretary for Accessibility. You will work closely together and ensure your Parliamentary Secretary receives appropriate support to deliver on the following priorities, outlined in the mandate letter issued to them:

- Engage with advocates, communities and businesses to ensure the new accessibility legislation is effective and well-understood.
- Work with the Attorney General and Minister responsible for Housing to ensure the next iteration of the BC Building Code includes changes that will make new buildings more accessible for all people.

You are also assigned a Parliamentary Secretary for Community Development and Non-Profits. You will work closely together and ensure your Parliamentary Secretary receives appropriate support to deliver on the following priorities, outlined in the mandate letter issued to them:

- Work to ensure charitable organizations and the non-profit sector are engaged and supported through the COVID-19 pandemic and recovery.

.../4

- Support charitable organizations and the non-profit sector by acting as the advocate and key point of contact within government.

Our work as a government must continually evolve to meet the changing needs of people in this province. Issues not contemplated in this letter will come forward for government action and I ask you to bring such matters forward for consideration by the Planning and Priorities Committee of cabinet, with the expectation that any proposed initiatives will be subject to the usual cabinet and Treasury Board oversight. Your ministry's priorities must reflect our government's overall strategic plan as determined by cabinet.

All cabinet members are expected to review, understand, and act according to the *Members' Conflict of Interest Act* and conduct themselves with the highest level of integrity. As a minister of the Crown, your conduct will reflect not only on you but on cabinet and our government. You are responsible for providing strong, professional and ethical leadership within cabinet and your ministry. You will establish a collaborative working relationship with your deputy minister and the public servants under their direction who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. You must ensure your minister's office meets the highest standards for integrity and provides a respectful and rewarding environment for all staff.

My commitment to all British Columbians is to do my level best to make sure people's lives are better, safer and more affordable. I believe the challenges we face can and will be overcome by working together. By way of this letter, I am expressing my faith that people can expect the same commitment from you.

Sincerely,

A handwritten signature in blue ink, reading "John J. Horgan", with a long horizontal flourish extending to the right.

John Horgan
Premier

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ministry Budget - Minister's Office

KEY INFORMATION:

- The Minister's Office budget for 2021/22 is \$739,000, a \$128,000 (21%) increase from \$611,000 in 2020/21.
- The increase is due mainly to the additional Parliamentary Secretary and related supports, including an additional executive assistant.
- The budget for the SDPR Minister's office provides for 6 staff: a senior ministerial advisor, a ministerial advisor, two executive assistants (previously one), an administrative coordinator, and an administrative assistant.
- This government has an ambitious budgetary and legislative agenda aimed at improving affordability, services, and a sustainable economy, and this requires Ministers to have the appropriate assistance to ensure that the information flow with the public service is clear and timely.

BACKGROUND:

BUDGET:

Minister's Office: (\$ millions)	2020/21 Budget	2021/22 Budget	Change
Stob 50 – Salaries	0.339	0.425	0.086
Stob 52 – Benefits	0.107	0.144	0.037
Stob 54 – Legislative salaries/indemnities	0.054	0.089	0.035
Stob 57 – Travel	0.052	0.052	-
Stob 63 – IS – operating	0.010	0.010	-
Stob 65 – Office/business expenses	0.013	0.019	0.006
Stob 85 – Other expenses	0.036	0.000	(0.036)
TOTAL	0.611	0.739	0.128

Data Source: FASB

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ministry Budget - Community Living BC (CLBC)

KEY INFORMATION:

- The Community Living Services sub-vote budget for 2021/22 is **\$1.29 billion**, an incremental increase of **\$117.2 million** and a year over year increase of **\$150.7 million** from 2020/21. This represents the ministry's contribution to Community Living BC (CLBC).

Community Living BC Operating (\$ millions)	2020/21	2021/22	2022/23	2023/24
<i>Budget 2020</i>	1,139.699	1,173.202	1,203.202	1,203.202
<i>Budget 2021</i>	1,139.699	1,290.394	1,321.122	1,335.569
<i>Budget 2021 vs Budget 2020</i>				
Plan-over-Plan \$ Change - Increase (Decrease)		117.192	117.920	132.367
Plan-over-Plan % Change - Increase (Decrease)		10.0%	9.8%	11.0%
Year-over-Year Change - Increase (Decrease)		150.695	30.728	14.447
Year-over-Year % Change - Increase (Decrease)		13.2%	2.4%	1.1%

- Budget 2021 provides an incremental increase to CLBC of **\$367.5 million** over the three-year fiscal plan:
 - \$150.6 million increase over three years to address caseload growth.
 - \$187.9 million over three years to fund the wage increases negotiated under the Sustainable Services Negotiating Mandate (SSNM) for unionized staff and service providers.
 - \$29.0 million over three years to support recruitment and retention initiatives for non-union and partially certified community social service providers.

Community Living BC – Fiscal Plan Changes from Budget 2021 and Prior Year Budgets					
(\$ millions)		2021/22	2022/23	2023/24	TOTAL
Prior Year Budgets					
Caseload		21.2	51.2	51.2	123.6
Sustainable Services Negotiating Mandate (SSNM)		12.3	12.3	12.3	36.9
Total - Prior Year Budgets		33.5	63.5	63.5	160.5
Budget 2021					
Caseload		44.9	45.6	60.1	150.6
Sustainable Services Negotiating Mandate (SSNM)		62.6	62.6	62.6	187.9
Recruitment and Retention Funding		9.7	9.7	9.7	29.0
Total - Budget 2021		117.2	117.9	132.4	367.5
TOTAL - CLBC TRANSFER		150.7	181.4	195.9	528.0

Data Source: FASB

Background:

CLBC Caseload and Cost per Case	2020/21	2021/22	2022/23	2023/24
	Budget	Budget	Plan	Plan
Developmental Disabilities – Average caseload (#)	20,630	22,470	23,380	24,330
Developmental Disabilities – Average cost per client (\$)	48,400	52,800	52,000	50,600
Personal Supports Initiative – Average caseload (#)	2,360	2,690	3,040	3,400
Personal Supports Initiative – Average cost per client (\$)	15,400	15,100	13,600	12,200

Data Source: CLBC

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ministry Budget and Full-Time Equivalents (FTEs) Overview

KEY INFORMATION:

- The Ministry budget for 2021/22 is **\$4.36 billion**, an incremental increase of **\$611 million** from Budget 2020 and a year over year increase of **\$678 million** from 2020/21.

Operating (\$ millions)	2020/21	2021/22	2022/23	2023/24
Budget 2020	3,682.820	3,749.706	3,798.042	3,798.042
<i>Re-org*</i>	<i>(0.985)</i>	<i>(0.985)</i>	<i>(0.985)</i>	<i>(0.985)</i>
Budget 2020 Restated	3,681.835	3,748.721	3,797.057	3,797.057
Budget 2021	3,681.835	4,359.801	4,455.212	4,477.772
<u>Budget 2021 vs Budget 2020</u>				
Plan-over-Plan \$ Change - Increase (Decrease)		611.080	658.155	680.715
Plan-over-Plan % Change - Increase (Decrease)		16.3%	17.3%	17.9%
Year-over-Year Change - Increase (Decrease)		677.966	95.411	22.560
Year-over-Year % Change - Increase (Decrease)		18.4%	2.2%	0.5%
CRF Capital (\$ millions)	2020/21	2021/22	2022/23	2023/24
Budget 2020	1.449	1.449	1.449	1.449
Budget 2021		2.313	1.295	1.295
<u>Budget 2021 vs Budget 2020</u>				
Plan-over-Plan \$ Change - Increase (Decrease)		0.864	(0.154)	(0.154)
Plan-over-Plan % Change - Increase (Decrease)		59.6%	-10.6%	-10.6%

* Office of Homelessness Coordination (\$985,000) was transferred to AG as of April 1, 2020

- Budget 2021 provides new incremental funding of **\$1.95 billion** over the three-year fiscal plan.

Budget 2021 Fiscal Plan – New Incremental Funding by Sub-Vote

Operating (\$millions)	2021/22	2022/23	2023/24	Total
<i>Temporary Assistance</i>	124.9	138.9	136.7	400.6
<i>Disability Assistance</i>	310.3	339.8	345.1	995.3
<i>Supplementary Assistance</i>	57.6	60.6	65.3	183.6
<i>Program Management¹</i>	0.2	0.1	0.3	0.6
Total Income Assistance	493.1	539.4	547.5	1,580.0
Community Living	117.2	117.9	132.4	367.5
Executive and Support Services¹	0.8	0.8	0.8	2.5
Total	611.1	658.2	680.7	1,950.0

¹ Accessibility Directorate moved from Program Management to ESS in Budget 2021 (\$0.7M annually).

Data Source: FASB

Key Budget Highlights:

- \$1.6 billion over the fiscal plan to increase supports and address demand for income and disability assistance
 - \$1.3 billion over three years for a \$175 per month increase to income and disability rates, the largest ever permanent increase, and \$20 per month increase for income assistance clients in a special care facility and in receipt of the comforts allowance.
 - The \$20 per month increase is the first increase to the comforts allowance for income assistance clients since 2005.
 - \$112.6 million over three years for a \$50 increase in the maximum rate of the Senior's Supplement, the first increase since it was introduced in 1987. This increase will benefit up to 80,000 low-income seniors; and
 - \$168.8 million for income assistance caseload pressures.
- \$367.5 million in new funding for Community Living BC over three years
 - \$150.6 million for CLBC caseload pressures;
 - \$187.9 million for wage increases under the Sustainable Services Negotiating Mandate (SSNM) and;
 - \$29.0 million to support recruitment and retention initiatives for non-union and partially certified community social service providers.

Budget 2021 Fiscal Plan					
(\$ millions)	2020/21 Budget Restated¹	Change	2021/22 Budget	2022/23 Plan	2023/24 Plan
Income Assistance	2,500.3	526.3	3,026.6	3,091.2	3,099.3
Temporary Assistance	429.9	23.4	453.3	561.4	559.2
Disability Assistance	1,531.7	340.2	1,871.9	1,916.7	1,922.0
Supplementary Assistance	390.0	157.5	547.4	459.3	464.0
Program Management	148.8	5.2	154.0	153.8	154.1
Employment	29.2	0.0	29.2	29.2	29.2
Community Living Services	1,139.7	150.7	1,290.4	1,321.1	1,335.6
Employment and Assistance Appeal Tribunal (EAAT)	1.8	0.0	1.8	1.8	1.8
Executive and Support Services	10.9	1.0	11.8	11.8	11.8
Total	3,681.8	678.0	4,359.8	4,455.2	4,477.8

¹ Office of Homelessness Coordination (OHC) budget \$0.985 million moved to AG April 1, 2020.

BACKGROUND:

- Total year-over-year change from 2021/22 is **\$678 million**.
- **\$611.1 million** in Budget 2021 and **\$66.9 million** allocated in prior budgets.
- Changes from prior year budgets for 2021/22:
 - \$39.6 million – Caseload
 - \$15.0 million – Sustainable Services Negotiating Mandate (SSNM)
 - \$9.2 million – Earnings Exemptions increase January 1, 2021
 - \$2.1 million – Rate increase \$50 April 1, 2019
 - \$1.0 million – BCEA Enhancements

Ministry Budget 2021 - Capital

Core Business Area (\$ millions)	2020/21 Budget	2021/22 Budget	2022/23 Plan	2023/24 Plan
ESS - Vehicles ¹	0.4	0.2	0.2	0.2
ELMSD - IT Infrastructure	1.0	2.0	1.0	1.0
ELMSD - Furniture/Tenant Improvement	0.1	0.1	0.1	0.1

Total	1.4	2.3	1.3	1.3
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Data Source: FASB

¹ For fiscal year 2021/22, Treasury Board has notionally approved the replacement of approximately 7 vehicles at a maximum estimated cost of \$181,000 for traditional vehicles plus \$68,000 for zero emissions (ZEV).

FTE Key Messages:

- The number of FTEs that can be accommodated within the Ministry's budget depends on many factors including the staff mix throughout the year.
- Ministers have accountability to balance the budget to the bottom line.

BACKGROUND:

Ministry Staffing levels

Division	March 31, 2020		March 31, 2021	
	Headcount*	FTEs**	Headcount*	FTEs**
Deputy Minister and Minister Office	13	12	13	13
Corporate Services	111	105	114	107
Research, Innovation & Policy	48	46	54	52
Service Delivery ¹	1,579	1,497	1,521	1,408
Advocate for Service Quality	3	3	4	3
Accessibility	10	8	9	8
Employment and Assistance Appeal Tribunal	10	10	10	10
Employment and Labour Market Services	194	182	188	187
Information Services	148	145	150	145
Total	2,116	2,008	2,063	1,933

¹ Not including Office of Homelessness Coordination (9 FTEs) that was transferred to AG as of April 1, 2020. Previous year totals restated to reflect this change.

*Headcount = number of people

**FTE = 35 hours/week (note: these numbers are point in time – not an annual average) Includes auxiliary staff and overtime worked.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ministry Budget - Income Assistance

KEY INFORMATION:

- The Income Assistance sub-vote budget for 2021/22 is **\$3.03 billion**, a year over year increase of **\$526.3 million** and an incremental increase of **\$493.1 million** from Budget 2020.

Income Assistance - Budget 2021 Fiscal Plan					
(\$ millions)	2020/21 Budget Restated¹	Change	2021/22 Budget	2022/23 Plan	2023/24 Plan
Temporary Assistance	429.9	117.6	547.4	561.4	559.2
Disability Assistance	1,531.7	340.2	1,871.9	1,916.7	1,922.0
Supplementary Assistance	390.0	63.3	453.3	459.3	464.0
Program Management	148.8	5.2	154.0	153.8	154.1
Income Assistance	2,500.3	526.3	3,026.6	3,091.2	3,099.3

¹ Office of Homelessness Coordination (\$985,000) was transferred to AG as of April 1, 2020.

Data Source: FASB

- Budget 2021 provides an increase to Income Assistance of **\$1.58 billion** over the three-year fiscal plan. This increase includes **\$493.1 million** in incremental funding for 2021/22.

Income Assistance - Budget 2021 New Incremental Funding				
(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Temporary Assistance	124.9	138.9	136.7	400.6
Disability Assistance	310.3	339.8	345.1	995.3
Supplementary Assistance	57.6	60.6	65.3	183.6
Program Management	0.2	0.1	0.3	0.6
Income Assistance	493.1	539.4	547.5	1,580.0

Data Source: FASB

BACKGROUND:

Key Changes for Income Assistance in Budget 2021:

- Temporary Assistance – **\$400.6 million**

(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Caseload	5.5	5.5	5.5	16.5
Rate Increase	119.4	133.4	131.2	384.0
Total	124.9	138.9	136.7	400.6

- Disability Assistance – **\$995.3 million**

(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Caseload	18.0	27.0	34.0	79.0
Rate Increase	292.3	312.9	311.1	916.3
Total	310.3	339.9	345.1	995.3

- Supplementary Assistance – **\$183.6 million**

(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Caseload	20.0	23.0	28.0	71.0
Rate Increase - Senior's Supplement	37.6	37.6	37.3	112.6
Total	57.6	60.6	65.3	183.6

- Program Management – **\$0.6 million**

(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Security Costs - Front Line Offices	0.5	0.8	1.0	2.3
Rate Increase - Systems Costs	0.4	0.0	0.0	0.4
Accessibility Directorate moved under ESS	(0.7)	(0.7)	(0.7)	(2.1)
Total	0.2	0.1	0.3	0.6

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ministry Budget – Sustainable Services Negotiating Mandate

KEY MESSAGES:

- The Sustainable Services Negotiating Mandate (SSNM) applies to all public sector employers with unionized employees whose collective agreements expired on or after December 31, 2018.
- SSNM is about improving the delivery of services for people in B.C. and balancing the need for fair and reasonable wage increases with outcomes that are affordable and managed within the fiscal plan.
- Elements of the 2019 mandate include: Three-year term, general wage increases of 2% in each year, and ability to negotiate conditional and modest funding that can be used to drive tangible service improvements for British Columbians.
- The BC Government and Service Employees Union (BCGEU) agreement for Ministry employees came into effect on April 1, 2019 and will end on April 1, 2022. The agreement impacts wages, benefits, leave and more.
- Under SSNM, the Community Social Services Employers' Association (CSSEA) and Health Employers Association of BC (HEABC) employer associations have negotiated a series of wage increases covering the period of April 1, 2019 to March 31, 2022.
- In addition to general wage increases, unionized community social services employees will benefit from low wage redress funding - this is targeted funding to help address wage disparities with similar unionized positions in the health sector.

- Budget 2021 provides \$187.9 million over three years to fund the wage increases negotiated under the SSNM for the unionized employees of CLBC's contracted service providers.
- Budget 2021 also provides \$29 million over three years for Community Living BC's contracted non-union and hybrid service providers to support recruitment and retention.

BACKGROUND:

- Incremental SSNM/compensation funding for Community Living BC's contracted service providers in Budget 2021:

\$ millions	2020/21	2021/22	2022/23	TOTAL
Community Living Services*	72.3	72.3	72.3	216.9

*Includes Recruitment and Retention funding of \$9.7 million annually, total \$29 million over 3 years

CLBC Unionized Service Providers

- In addition to general wage increases of 2% in each year, the CSSEA agreements include significant "comparability/low wage redress" funding to address wage disparities between similar unionized roles in the community social services and health sectors
- The tentative collective agreement was settled on June 13, 2018 between CSSEA and Community Social Services Bargaining Association for a three-year term, from April 1, 2019 to March 31, 2022.

April 1, 2019	General Wage Increase	2.0%
April 1, 2019	Low Wage Redress ¹	3.3%
April 1, 2020	General Wage Increase	2.0%
April 1, 2020	Low Wage Redress ¹	3.5%
April 1, 2021	General Wage Increase	2.0%
April 1, 2021	Low Wage Redress ¹	3.8%

¹ The percentage increases to distribute three annual Low Wage Redress funding allocations were determined on an annual basis.

- The CSSEA – Community Living Services agreement was ratified on August 27, 2018.
- CSSEA is the accredited bargaining agent for approximately 200 employers in the social services sector.

Non-Union Service Providers (CLBC)

- Under SSNM, non-union and hybrid agencies received funding equivalent to the basic SSNM mandate applicable to the broader public sector (2% GWI plus 0.25% “Service Improvement Allocation” per year). Low Wage Redress was not extended to non-union employees.
- Under the 2014-2019 Economic Stability Mandate (ESM), the non-union agencies were provided funding to match the Low Wage Redress increases available to the unionized agencies. Non-union agencies did not receive the Economic Stability Dividends (1.95% total over the life of ESM).
- In Budget 2020, government provided Contingencies funding of \$8.2 million in 2020/21 to help address recruitment and retention challenges facing CLBC’s contracted non-union and hybrid service providers – funding that could be used to increase compensation and/or provide training.
- Budget 2021 includes \$9.7 million per year for Community Living BC’s contracted non-union and hybrid service providers to support recruitment and retention. This continues and builds on the Contingencies funding provided in 2020/21 (\$8.2 million plus \$1.5 million in new incremental funding).

See program note on “Low Wage Redress” for more information.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ministry Budget - WorkBC

KEY INFORMATION:

- The Ministry receives both provincial and federal funding to support all British Columbians in getting back to work as quickly as possible through WorkBC.
- The federal funding under the Labour Market Development Agreement (LMDA) is an ongoing agreement that has been in effect since February 2008 and will provide B.C. with \$1.98 billion over a six-year period from 2017/18 to 2022/2023.
- Federal funding is adjusted annually based on methodology established by Canada to allocate funds among provinces and territories.
- In 2021/22, the Ministry is budgeting \$368.2 million to support employment programming for the citizens of BC. The Ministry will receive:
 - \$339 million from the federal government under LMDA (this includes \$45 million in additional funding from a 2017 top-up); and
 - \$29.2 million in provincial funding.

BACKGROUND:

- The majority of the WorkBC program is funded federally through the LMDA and split into 2 categories:
 1. 2021/22 direct services to client funding (\$318.5M); and
 2. 2021/22 administrative funding (\$20.5M).

These amounts do not include LMDA carry forward funding from the previous fiscal year
- Provincial funding is prioritized towards serving unemployed BC Employment and Assistance clients and client inclusion groups. Additionally, clients with a disability who are working more than 20 hours a week or students with a disability who are leaving school in BC and are ready to transition from school to work, are provided the services

and supports primarily through the provincial component of the WorkBC Employment Services contract. Provincial funding also provides for the Family and Youth Partnerships, and WorkBC Assistive Technology Services.

- The Ministries of Social Development and Poverty Reduction (SDPR) and Advanced Education and Skills Training (AEST) are engaged through the Forum of Labour Market Ministers (FLMM) to modernize training and employment supports which will form the foundation for new labour market transfer agreements, including the LMDA. The federal government issued a formal offer letter in June 2017 which contained additional details about program changes such as being more flexible and responsive to the needs of Canadians – both individuals and employers – including those underrepresented in the workforce.
- Cabinet approved the Ministry's negotiating mandate on August 31st, 2017, and the Ministry was successful in achieving all elements outlined in the negotiating mandate (incremental funding, broadened eligibility, increased flexibility, simplified data/reporting, and focus on outcomes). The Amended LMDA was signed in March 2018.

BUDGET:

Employment Programs Budget Summary

\$millions	2019/20	2020/21	2021/22	2022/23	2023/24 ³
<u>Funding Source:</u>	Actuals	Budget¹	Budget²	Plan	Plan
Provincial	19.2	29.2	29.2	29.2	29.2
LMDA ^{1,2}	285.1	326.8	318.5	318.1	272.8
LMDA-Admin. ^{1,2}	19.9	21.2	20.5	20.5	20.5
Total	<u>324.2</u>	<u>377.2</u>	<u>368.2</u>	<u>367.8</u>	<u>322.5</u>
% change budget:	(8.21)%	16.3%	(2.4)%	(0.11)%	(12.3)%

¹ Budget 2020/21 includes an additional \$18.7 M due to LMDA carry forward from FY2019/20.

² Budget 2021/22 is anticipated to include additional funding as a result of unspent funds from FY20/21. Written confirmation, as well as any limitations on the amount have yet to be confirmed by the Federal Government.

³ Base funding only in 2023/24 as federal government's Budget 2017 top up will expire.

Estimates Notes 2021 COVID

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2021/2022**

**TOPIC: Supporting People with Disabilities in Response to
COVID-19**

KEY INFORMATION:

- 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) is offering additional support for British Columbians with disabilities during the COVID-19 pandemic.
- A COVID-19 Disability Working Group was established with representation from persons with disabilities and organizations serving and representing people with disabilities in B.C. The Group has been providing advice and finding solutions to help with the challenges people with disabilities are encountering during the pandemic.
- The Ministry convened a series of stakeholder calls with disability stakeholders to answer questions. Regular calls were held from April through September 2020.
- A Ministry webpage has been developed, providing key information in accessible formats.

BACKGROUND:

COVID-19 Pandemic

- People with disabilities were disproportionately impacted by the pandemic in a few key areas: their risk of unemployment, potential health risks and rising costs of necessities.
- Restrictions during the pandemic mean that recipients may be less able to visit grocery stores and pharmacies and may have to rely heavily on delivery services.

Stakeholder Engagement

- SDPR has engaged with stakeholders from the disability community through a number of channels including:
 - COVID-19 Disability Working Group
 - COVID-19 Disability stakeholder calls
 - Reimagining Community Inclusion

COVID-19 Disability Working Group

- The COVID-19 Disability Working Group membership includes persons with disabilities and disability organizations in B.C.:
 - Access for Sight-Impaired Consumers (ASIC)
 - BlindTech Training
 - B.C. Aboriginal Network on Disability Society (BCANDS)
 - Canadian Mental Health Association (CMHA-BC)
 - Communication Assistance for Youth & Adults (CAYA)
 - Community Living BC (CLBC)
 - Canadian Council of the Blind
 - Council of Senior Citizens' Organizations of BC (COSCO)
 - Disability Alliance BC (DABC)
 - Greater Vancouver Association of the Deaf (GVAD)
 - Inclusion BC
 - MS Society
 - Prince George Brain Injured Group
 - Rick Hansen Foundation
 - Spinal Cord Injury BC
 - University of BC
 - Wavefront Centre for Communication Accessibility
- The ongoing functions of this group includes:
 - 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.
 - Addressing questions/concerns about the vaccine roll-out.
 - Supporting the dissemination of relevant and accurate information about COVID-19 and vaccine strategy to the disability community.
- This committee has also transitioned to support the Accessibility Legislation development.
- A series of COVID-19 disability stakeholder calls were convened from April through Sep. 2020 to answer questions about COVID-19 and disability. Between 48 and 150 stakeholders participated in each call.

Communication

- Development of webpages to provide COVID-19 information to support clear communication regarding specific needs to persons with disabilities, and video translations in ASL (American Sign Language).
- Public health information on COVID-19 was provided to all ministry in-person offices to be posted at the front counter and available on the digital displays, as well as a one-page document was made available for offices to distribute to clients.
- External stakeholders and ministry contractors who work directly with ministry clients were sent links to access the public health information that was available.
- Provided suggestions to the Public Health Office to revise the policy around essential support visitors in hospitals during the COVID-19 pandemic to provide better care for people with disabilities.

TOPIC: COVID-19 Crisis Supplement vs. BC Recovery Benefit

KEY INFORMATION:

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

SDPR Financial Support

- From April to December 2020, we issued the \$300 monthly **COVID-19 Crisis Supplement** for recipients of income and disability assistance (including those receiving comforts allowance while in a special care facility), who are not eligible for the emergency federal support programs, and for people receiving the low-income Senior's Supplement.
- To continue to support recovery efforts, from January to March 2021, we issued the \$150 monthly **BC Recovery Supplement**.

Ministry of Finance Financial Support

- The **BC Recovery Benefit**, which provides a one-time payment of up to \$500 for an individual, or up to \$1,000 in the case of a family or a single parent, was made available to all British Columbians on December 18, 2020.
- In February 2021 this benefit was automatically provided to recipients of income assistance, hardship assistance, disability assistance or comforts allowance in December 2020 (for January benefit month) or January 2021 (for February benefit month) or the senior's supplement in December 2020 or January 2021 who hadn't already applied for and received the benefit.
- Recipients of income assistance, disability assistance, hardship assistance or comforts allowance and the Senior's Supplement who received assistance anytime in December 2020 or January 2021 were automatically issued the full Benefit amount in February 2021.

BACKGROUND:

- To support low-income people on assistance, our government introduced financial supports to address immediate needs and support our most vulnerable populations to ensure they do not fall deeper into poverty due to the pressures of the pandemic.

\$300 COVID-19 Crisis Supplement (issued April to December 2020)

- A \$300 per month COVID-19 Crisis Supplement was provided to recipients not receiving EI, CERB, or CESB, who are receiving:
 - income assistance; disability assistance; comforts allowance;
 - hardship assistance, except if awaiting EI or CERB income; and
 - the Senior's Supplement.

\$150 BC Recovery Supplement (issued January to March 2021)

- A \$150 per month BC Recovery Supplement was provided to recipients not receiving EI, CERB, or CESB who are receiving:
 - income assistance; disability assistance; comforts allowance;
 - hardship assistance, except if awaiting EI or CERB income; and
 - the Senior's Supplement.

BC Recovery Benefit

- Funded through the Ministry of Finance, the BC Recovery Benefit is a one-time, tax-free payment available to all British Columbians who:
 - were residents of BC, at least 19 years of age, on December 18, 2020;
 - filed a 2019 personal income tax return; and
 - have a valid social insurance number, or tax number.
- The maximum benefit amount is:
 - \$500 for eligible individuals with a net income of up to \$62,500.
 - \$1,000 for eligible families and single parents with a net income of up to \$125,000.
- Calculation of income is based on 2019 income tax data.
- In February 2021 this benefit was automatically provided to recipients of income assistance, hardship assistance, disability assistance or comforts allowance in December 2020 (for January benefit month) or January 2021 (for February benefit month) or the Senior's Supplement in December 2020 or January 2021.

INTERJURISDICTIONAL COMPARISON:

- Some other provinces and territories have provided monthly supports
- BC's monthly supports were among the most generous in terms of duration and amount

	Client Type – Income Assistance	Client Type – Disability Assistance
BC	\$300 COVID-19 Crisis Supplement (April to December 2020)	\$300 COVID-19 Crisis Supplement (April to December 2020)
ON	Ontario Works discretionary benefits expanded for March through July 2020 (\$100 singles, \$200 families)	One-time benefit for March through July 2020 for ODSP clients (up to \$50 singles, \$75 families) <i>*Also eligible for expanded Ontario Works discretionary benefits</i>
SK	Automatic one-time \$50 benefit to adult clients for April 2020	Automatic one-time \$50 benefit to adult clients for April 2020
NS	Automatic one-time \$50 benefit for individual household members in March 2020 (e.g. a family of four would receive \$200)	Automatic one-time \$50 benefit for individual household members in March 2020 (e.g. a family of four would receive \$200)
NWT	Automatic one-time benefit in March 2020 (\$500 singles, \$1000 families of two or more people)	Automatic one-time benefit in March 2020 (\$500 singles, \$1000 families of two or more people) <i>*NWT does not have a separate DA program, but the benefit would support IA clients with disabilities</i>
YK	None	\$400 per month from June-August 2020 (for families receiving Disability Services)
PEI	One-time top up payment of \$100 (Dec. 2020)	One-time top up payment of \$100 (Dec. 2020)
QB	None	None
NFL	None	None
NU	None	None
NB	None	None
MB	None	\$200 payment for June 2020
AB	None	None

BUDGET:

	Actuals Fiscal 2020/21¹
\$300 COVID-19 Crisis Supplement²	\$608.4M
\$150 COVID-19 BC Recovery Supplement³	\$101.5M
SDPR Sub-Total	\$709.9M
BC Recovery Benefit (FIN)*	\$73.4M
Total BC government	\$783.3M

¹ Preliminary Actuals as of March 31, 2021

² Senior's Supplement \$160.8 million, IA/DA adults \$447.6 million (includes Emergency/Disaster)

³ Senior's Supplement \$27.9 million, IA/DA adults \$73.6 million (includes Emergency/Disaster)

Data source: FASB

*Data source: Ministry of Finance (Automatic payments to SDPR clients)

STATISTICS:

	2020/2021 # Adults/Cases
\$300 COVID-19 Crisis Supplement	161,447/153,902
\$150 COVID-19 BC Recovery Supplement	160,801/153,789
*BC Recovery Benefit	128,671

Data source: Research Branch

*Data source: Ministry of Finance (Automatic payments to SDPR clients)

TOPIC: Treatment of Federal COVID-19 Benefits

KEY INFORMATION:

- Since March 2020, the federal government has introduced a range of benefits to provide financial supports to people impacted by COVID-19.
- The key benefits introduced were:
 - The Canada Emergency Response Benefit (CERB),
 - The Canada Recovery Benefit (CRB), and
 - Modifications to the Employment Insurance (EI) program.
- The ministry temporarily exempted these benefits as income and assets so there are no barriers for the most vulnerable populations to access them.
- The exemptions continue until the July cheque issue month and apply to people who were receiving assistance at the time the federal COVID-19 benefits were first introduced (as of April 2, 2020).
- The ministry also exempted the Canada Emergency Student Benefit (CESB), the one-time OAS/GIS COVID-19 relief payments for seniors, and the one-time payments for individuals eligible for the federal Disability Tax Credit (DTC).

BACKGROUND:

CERB Exemption

- CERB was available for up to 28 weeks and provided \$2,000 per 4-week period for a total maximum of \$14,000.
- CERB payments ended on September 26, 2020 and are taxable.
- For April – December 2020, the ministry established a temporary income and asset exemption for COVID-19 federal emergency benefits, including EI and CERB, for people eligible for assistance or who were designated as a Persons with Disabilities on April 2, 2020. The exemption did not apply to people eligible for repayable hardship assistance who were awaiting payment of EI or CERB.

CERB Eligibility Review

- In December 2020 The Canada Revenue Agency (CRA) undertook a preliminary scan to confirm whether CERB recipients met the \$5,000 net income requirement.
- The CRA sent out 441,000 letters to individuals across Canada where they could not confirm eligibility. The letter asked individuals to review the criteria and ensure their income tax filing was up to date. (CRA has not shared how many letters went to British Columbians and/or SDPR clients.)
- The CRA announced on February 12, 2021 that individuals who applied for CERB and qualified based on “gross” income but not “net” income will not be required to repay.
- If a client is required to repay CERB, the ministry has received questions on whether there would be a retroactive assessment of past ministry COVID-19 \$300 and \$150 supplements.
- Retroactive assessment is not being considered as the BCEA program is designed to provide support for present-day needs and support amounts are determined based on the extent to which client’s current resources fall below assistance thresholds.
- However, a client’s current circumstances for potential eligibility for crisis supplements would be considered if an unexpected need occurs due to the repayment of a federal COVID-19 supports.

CRB Exemption

- In September 2020, the federal government introduced three new recovery benefits to replace CERB:
 - 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 due 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.
- The recovery benefits are for people not eligible for EI.
- In October 2020, the ministry established an exemption for six months for payments received through June 30, 2021, which affects the July 2021 cheque issue.
- The federal government recently extended the maximum duration for the Canada Recovery Benefit and Canada Recovery Caregiving Benefit to 38 weeks, which will delay this group of individuals from exhausting benefits until June 19, 2021.
- The program is scheduled to expire on September 25, 2021. Depending upon when a person applies, they may receive these benefits up to October 12, 2021.
- Under the Ministry’s current regulations, CRB payments received in July 2021 onwards will no longer be exempt:
 - The regulations indicate the exemption applies to “the provision of assistance for a calendar month after April, 2020 and before September, 2021,”

- This means the last benefit month where the payments are exempt is August 2021 (“before September 2021”),
- Due to the 2-month reporting cycle, income received in June 2021 affects the August 2021 benefit month (July 2021 cheque issue month),
- Therefore, CRB received in July 2021 onwards will no longer be exempt.

Modifications to EI

- In September 2020, some CERB recipients transitioned to a more flexible and generous EI program that remains in force for one year.
- Those receiving EI are eligible for a taxable benefit rate of at least \$500 per week, or \$240 per week for extended parental benefits.
- Initially, the federal government set the minimum duration for EI benefits at 26 weeks. This meant that British Columbians who were transferred to EI benefits immediately upon the wind up of CERB would have exhausted their EI benefits on March 27, 2021.
- Under SDPR’s current regulations, EI received in July 2021 onwards will no longer be exempt:
 - The regulations indicate the exemption applies to “the provision of assistance for a calendar month after April 2020 and before September, 2021”
 - This means the last benefit month where the payments are exempt is August 2021 (“before September 2021”),
 - Due to the 2-month reporting cycle, income received in June 2021 affects the August 2021 benefit month (July 2021 cheque issue month),
 - Therefore, EI received in July 2021 onwards will no longer be exempt.

BUDGET:

The foregone savings in 2020/21 due to Exemptions approved during the COVID-19 pandemic was funded from within the ministry’s caseload budget.

STATISTICS:

Initiative	Clients / Cases 2018/19	Clients / Cases 2019/20	Clients / Cases 2020/21
Federal Exemptions (EI/CERB/CRB) – monthly	N/A	N/A	Est. 10,000/month (May – Aug); 7,500/month since

INTERJURISDICTIONAL COMPARISON:

- Only BC, Yukon and NWT fully exempted the CERB.
- Other Provinces, such as Alberta, Manitoba, Quebec, Ontario, and Nunavut provided partial exemptions for CERB.
- BC is the only province to temporarily exempt EI benefits.
- Most provinces treat CRB like EI and do not exempt it. Manitoba provides a partial CRB exemption.

TOPIC: COVID-19 Temporary Supports

KEY INFORMATION:

- To support ministry clients during COVID-19 we implemented measures to complement both provincial and federal crisis measures to ensure they did not fall deeper into poverty.
- Financial supports:
 - COVID-19 Crisis Supplement; \$300 monthly; April – December 2020
- Exemptions:
 - Employment Insurance (EI)
 - Canada Emergency Response Benefits (CERB)
 - Canada Recovery Benefits (CRB)
 - Pandemic Pay
 - Canada Emergency Student Benefits (CESB)
 - OAS/GIS COVID-19 Relief Payments
 - Disability Tax Credit
 - Relief payments from First Nations and Indigenous Organizations

BACKGROUND:

Financial Supports

\$300 COVID-19 Crisis Supplement

- \$300 per month was provided to clients not receiving EI, CERB or CESB, who were receiving the following supports on April 2, 2020:
 - income assistance.
 - disability assistance.
 - hardship assistance, except if awaiting EI or CERB income.
 - comforts allowance; and
 - the Senior's Supplement.
- This Supplement was provided from April to December 2020.

Exemptions

EI, CERB, CRB and Pandemic Pay

- All EI, CERB, CRB and Pandemic Pay income benefits were or are temporarily exempt as income and assets up to the July 2021 cheque issue.
- CERB was replaced by the CRB on September 27, 2020.
- These exemptions were or 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 income; or
 - applicants who received the Persons with a Disabilities (PWD) designation on or before April 2, 2020.

CESB Exemption

- The CESB provided a payment of \$1,250 to eligible students for each 4-week period or \$2,000 for each 4-week period, for those with dependents or a disability.
- These exemptions were for family units who were:
 - recipients on May 1, 2020 of:
 - income assistance,
 - disability assistance, or
 - hardship assistance, except if awaiting EI or CERB income; or
 - applicants who received the Persons with a Disabilities (PWD) designation on or before May 1, 2020.

Federal OAS/GIS COVID-19 relief payments for seniors

- This one-time, tax-free benefit issued by the federal government in July 2020 to support seniors during COVID-19 was exempted for applicants and recipients.
 - Seniors who qualify for OAS received \$300.
 - Those eligible for the GIS got an additional \$200.
 - Persons eligible for both OAS/GIS received \$500.

Federal Disability Tax Credit (DTC) COVID-19 relief payment for PWD

- This one-time benefit to support individuals eligible to receive the federal DTC was exempted for applicants and recipients.
- Seniors eligible for the DTC and who were also eligible for the federal COVID-19 OAS/GIS relief payment received a reduced DTC benefit amount (total maximum of \$600):
 - Seniors eligible for OAS received \$300 from the OAS/GIS relief payment, and an additional \$300 through the DTC relief payment.
 - Seniors eligible for both OAS and GIS will receive will \$500 from OAS/GIS relief payment, and an additional \$100 through the DTC relief payment.

BUDGET:

	Actuals Fiscal 2020/21
\$300 COVID-19 Crisis Supplement¹	\$608.4M
Federal Exemptions² (EI/CERB/CRB/CESB/Senior/PWD)	
Other Exemptions² (BC Recovery Benefit, Indigenous Band Relief Payments)	
Totals	\$608.4M

Source: Data source: FASB

Note: Table includes incremental funding for COVID-19 only. Funded from British Columbia's \$5 billion COVID-19 Action Plan

¹ Actuals April to December 2020

² Foregone savings due to Exemptions approved during COVID-19 was funded from within ministry's caseload budget

STATISTICS:

Initiative	Adults / Cases 2020/21
\$300 COVID-19 Crisis Supplement (adults) – monthly	165,400/157,900 IA/DA/Comforts 60,000 seniors
Federal Exemptions (EI/CERB/CRB/CESB/Senior/PWD) – monthly	Estimate 7,500 cases per month
Other Exemptions (BC Recovery Benefit, Indigenous Band Relief Payments)	N/A

Date source: SDPR RIPD Research Branch.

INTERJURISDICTIONAL COMPARISON:

- Most Provinces provided their clients with an additional COVID-19 monthly benefit.
- Only BC, Yukon and NWT fully exempted the Federal COVID-19 (e.g. CERB) benefits.
- Other Provinces, such as Alberta, Manitoba, Quebec, Ontario and Nunavut, provided partial exemptions for the Federal COVID-19 benefits.

TOPIC: COVID-19 Caseload Impacts

KEY INFORMATION:

- The income and disability assistance caseloads have been largely unaffected by the pandemic.
- The pandemic has resulted in fewer British Columbians working, however many of them were able to receive more in federal pandemic support payments than they would have received from IA/DA.
- These federal support programs have allowed workers impacted by the pandemic to avoid having to apply for income assistance.
- The ministry fully exempts federal pandemic support payments for all clients that were in receipt of income assistance, or who had the Persons with Disabilities designation, prior to April 2020.

BACKGROUND:

Income Assistance

- There are three client categories within Income Assistance:
 - Expected to Work
 - People with Persistent Multiple Barriers
 - Temporarily Excused
- The overall Income Assistance (IA) caseload was rising at an annual rate of 7.9% in the three months prior to the pandemic, then averaged 12.6% between March and June 2020, peaking at 14.7% in April.
- Since April 2020, the IA growth rate has declined steadily, and by March 2021 the IA caseload was 3,212 cases (6.6%) lower than March 2020.
- The decline is the result of federal benefits not being exempt for IA clients who were not in receipt of benefits prior to the pandemic starting (April 2020). Because of this, people who might be eligible for IA/DA during this time, don't apply, and take the federal benefits instead.
- Couples and two-parent families on IA have seen the biggest declines, down 13.0% and 10.7% respectively in March 2021 compared to March 2020.
- Single men have declined by 7.5%, followed by 5.7% for single parents and 5.2% for single women.

- In March 2020, the Expected to Work (ETW) caseload increased by 1,191 which was followed by an 1,806 case increase in April 2020. In April 2020, the ETW caseload was 19.3% higher than in April 2019.
- Since April 2020, the ETW annual growth rate has declined steadily before becoming negative in January 2021.
- By March 2021, the ETW caseload was 1,868 cases or 4.7% lower than in March 2020.

Disability Assistance

- In fiscal year 2020/21 the Disability Assistance (DA) caseload increased by 3.8% compared to 2019/20, but the growth rate was higher in the early months of 2020/21 because of the pandemic.
- The DA caseload grew at a faster rate from April to August 2020 than in the same months in 2019, but since September 2020 the growth rate has been lower than in the same period in 2019.
- In March 2021, the DA caseload was only 2.3% higher than in March 2020.
- The caseload has continued to grow because federal support benefits are exempt for clients with the Persons with Disabilities designation prior to April 2020, so unlike IA clients, people designated as PWD who lost their job after the pandemic started could apply for and collect both BC disability assistance and federal pandemic benefits.
- The lower growth rate in the DA caseload is the result of fewer cases transitioning into the caseload, down 242 cases (36%) during the months of October 2020 to March 2021 compared to October 2019 to March 2020.

Cases Reporting Earnings from Employment

- The pandemic has reduced the proportion of cases that are employed, for both IA and DA clients.
- Cases reporting earnings are lower because many clients work in the service sector, which has been hit exceptionally hard by the recession.
- Compared to before the pandemic, the proportion of IA clients reporting earnings each month has dropped from 6.8% to 5.1%, equivalent to 721 fewer cases each month.
- Over the 2020/21 fiscal year an average of 12,600 DA cases reported earned income each month, approximately 3,000 fewer than what would have been expected with no pandemic. The percentage of DA cases reporting income each month dropped from 13.9% before the pandemic to 11% during the pandemic.

Federal Support Payments

- Based on an analysis conducted in June 2020, 9,222 assistance clients reported receiving CERB, 5,930 (64.3%) of these were in receipt of disability assistance.

Change in BCEA Caseload – March 2021 vs March 2020

Month	Disability Assistance	Temporary Assistance	Total
March 2020	113,323	48,640	161,963
March 2021	115,944	45,428	161,372
Change	2,621	-3,212	-591
% Change	2.3%	-6.6%	-0.4%

INTERJURISDICTIONAL COMPARISON:

- Other provinces have experienced significant declines in their employable caseloads as they have either fully deducted federal support payments or exempted only up to existing earnings exemptions.

Percentage Change in Caseloads – February 2021 vs February 2020

Province	Temporary Assistance	Disability Assistance
British Columbia	-4.5 %	3.2 %
Alberta	-28.8 %	1.8 %
Ontario	-18.4 %	-0.9 %

TOPIC: COVID-19 Indigenous Engagement and Supports

KEY INFORMATION:

- Throughout the pandemic, SDPR implemented measures that complemented the federal crisis measures to address immediate needs and support vulnerable populations.
- This included exempting COVID-19 relief payments provided by Indigenous Services Canada (ISC), First Nations and Indigenous organizations for applicants and recipients.
- The ministry continues to share information and respond to questions from Indigenous partners on key issues including service delivery, accessibility legislation and employment supports.
- SDPR also works closely with other ministries on COVID-19 response coordination. This includes biweekly calls led by Emergency Management B.C. with the First Nations Leadership Council (FNLC) to discuss the unique and diverse challenges experienced by Indigenous peoples during the COVID-19 pandemic.
- The ministry works closely with ISC to share information on changes and implementation of policies related to COVID-19. ISC has mirrored all of the ministry COVID-19 supports for their on-reserve clients.

BACKGROUND:

Indigenous Emergency Assistance Exemption

- Throughout the pandemic, ISC has provided additional funding to Indigenous communities and organizations to prevent, prepare and respond to COVID-19 through the Indigenous Community Support Fund (ICSF).
- Funding was available to both on and off-reserve Indigenous organizations.
- These funds could be used for:
 - support for Elders and vulnerable community members,
 - measures to address food insecurity and
 - mental health assistance.

- Additionally, some First Nations distributed their own COVID-19 relief payments to their members.
- To ensure that Indigenous persons could fully benefit from these supports, the ministry fully exempted all COVID-19 Indigenous relief payments from ISC, First Nations and Indigenous Organizations.

Comparability with Indigenous Services Canada (ISC)

- ISC has mirrored all the Ministry's COVID-19 related policy changes for on-reserve income, disability, and hardship assistance clients. This means ISC provided the COVID-19 Crisis Supplement, the BC Recovery Supplement, and implemented all COVID-19 related exemptions on-reserve.
- ISC provided all on-reserve social assistance programs across Canada a unique "COVID-19 Income Assistance Benefit." This benefit provided First Nations with the equivalent of \$300 per month per family unit for the months of April – June 2020 and from January – March 2021. Off-reserve clients do not receive this payment.
- Bands had the flexibility to deliver the COVID-19 Income Assistance Benefit directly to recipients or provide alternative provisions, such as gift cards or food hampers.
- While there are many areas where there is comparability on and off-reserve, disparity still exists in some areas, such as shelter policy, health, and general supplements as well as employment programs.

Cross Government Work and Supports

- Accessibility Legislation and COVID-19 Advisory Committee (ALCAC)
 - The Ministry co-chairs this Committee with Spinal Cord Injury B.C.
 - Indigenous People with disabilities are represented by the Executive Director of the B.C. Aboriginal Network on Disability Society.
 - Amongst other functions, the committee has a deputy provincial health officer regularly participate in meetings to answer questions about public health orders and the vaccine roll-out.
- Employment Labour Market Services Division (ELMSD)
 - ELMSD is including Indigenous Skills Employment Training providers (ISETs) in virtual workshop calls related to the impact of COVID-19 on the labour market.
 - ELMSD is sharing relevant information on available financial supports, benefits, and services available with the First Nations Public Service Secretariat.
 - ELMSD will continue to engage with these partners, and others, to identify opportunities to work together, or refer them to potential COVID-19 response services and programs.
- COVID-19 Cross-Ministry Coordination with First Nations Leadership Council (FNLC)
 - Chaired by Emergency Management BC (EMBC), the calls provide a forum for dialogue between the FNLC and key provincial and federal leadership (including

SDPR executive) to discuss the unique challenges experienced by Indigenous people during the pandemic.

- FNLC has identified these calls as an ongoing priority, which have been unprecedented in terms of sustainment and frequency over the past year.
- Over 40 calls with the FNLC have taken place since the onset of COVID-19 and there are commitments to continue this forum for dialogue until the impacts to Indigenous Peoples and communities from the pandemic significantly subside.
- The Vulnerable Populations Working Group (VPWG)
 - Led by the Attorney General and Minister Responsible for Housing; SDPR participates.
 - Established as a COVID-19 response to identify, assess, and address key issues for vulnerable people who are unsheltered, in encampments, shelters, in social and supportive housing and single room occupancy hotels.
 - This is a cross-government provincial working group with agencies representation, including the: First Nations Health Authority; Health Authorities; Provincial Health Office; and B.C. Housing. There are no external stakeholders.
- Food Programs for Vulnerable Populations Working Group (FPVP Working Group)
 - SDPR chaired this group from April 2020 – February 2021.
 - The group was convened by EMBC and meetings focused on information sharing, identifying gaps where action was needed, and responding to emerging issues related to food security during the pandemic.
 - The FPVP Working Group identified First Nation communities with disrupted supply chains and Indigenous people living off-reserve as priority populations.
 - Membership included the First Nations Health Authority, the Ministry of Indigenous Relations and Reconciliation, and Indigenous Services Canada.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Access to Funeral Supplement during COVID-19

KEY INFORMATION:

- The Ministry may provide assistance when a person dies and there are no resources available through the individual's estate or family unit to cover necessary funeral costs.
- Eligibility for funeral assistance is income and asset tested and based on the decedent's income and assets.
- The Ministry will recover these costs whenever possible. Potential sources for payment or recovery of funeral costs include any assets of the deceased person and the Canada Pension Plan Death Benefit (CPPDB).
- The Ministry has made several changes to support families requesting funeral assistance during the COVID-19 pandemic.
 - Some Next of Kin are experiencing difficulty obtaining banking information for the deceased person. To prevent delays in service, the Ministry is temporarily approving requests for funeral assistance based on verbal confirmation from the Next of Kin. Financial verification may be pursued at a later date.
 - Additionally, due to COVID-19 limitations (e.g. physical distancing requirements and lack of ability to travel), some families are unable to have memorial services for deceased individuals or wish to have the memorial or burial of the remains at a future date.
 - To support these families, the Ministry will allow funeral service providers to submit a second invoice at a later date when services have been provided.
 - These changes are temporary and will remain only for the duration of the COVID-19 crisis.

BACKGROUND:

Funeral Supplement:

- The Ministry of Social Development and Poverty Reduction (SDPR) may provide a Funeral Supplement to pay necessary funeral costs for a person who dies in British Columbia when no financial resources are available.
- Neither the deceased nor family members need to be receiving income assistance to qualify for the supplement. In 67 percent of the instances where a supplement was issued, the deceased was a former Ministry recipient.
- Eligibility is determined by Ministry staff after confirming what resources are available for funeral costs, including the deceased person's assets, resources available from any of the responsible persons, and possible alternate sources of payment for funeral costs.
- Where there are other resources, the Ministry will pursue cost recovery. The primary source for cost recovery is the CPP Death Benefit (CPP-DB) of a maximum of \$2,500 where the deceased has met eligibility criteria. The secondary source is the estate of the deceased.
- Consideration to identify and address cultural sensitivities and timelines is applied for each unique situation. Ministry staff actively work with representatives from the cultural organization, Next of Kin and the Funeral Homes to determine services needed to address cultural requirements. This process allows for expediting services to align with cultural timelines.
- Eligible costs, such as the funeral service provider's basic service fee, are set out in the Employment and Assistance Regulation, as follows:

Funeral Service Fee	up to \$1,285
Other items	up to \$815
Transportation	Charges for transportation for distances greater than 32 km
Urn	up to \$200
Casket	Costs plus 20% on allowable casket type
Burial Plot	lowest price in local area

- When a responsible person wishes to upgrade goods and services covered by the Ministry, they can do so, but the cost of those upgrades will be deducted from the amount payable by the Ministry.
- There is no impact on eligibility when anyone, including the responsible person, purchases additional goods or services not covered by the Ministry.
- The typical funeral supplement amount paid by the Ministry is typically between \$5,000 to \$10,000 for a burial and averaging between \$1,500 to \$4,000 for a cremation. Costs vary due to geographic location as burial plots are inexpensive in some parts of the province and more expensive in the Lower Mainland and Victoria.
- Any Funeral Supplement paid by the Ministry is a debt due to government and may be recovered by the Ministry from the deceased's estate.

- The Ministry has funded the following number of burials:

Year	# of Burials
2016	3012
2017	3657
2018	3469
2019	3586
2020	3469

(Data Source: Analytics and Business Intelligence Team)

COVID-19 – Temporary Changes to the Funeral Supplement Process

- Due to COVID-19 limitations (e.g. physical distancing requirements, lack of ability to travel, difficulty obtaining documentation), the Ministry has implemented two temporary changes to accommodate families requesting funeral assistance.
 1. Accepting Verbal Confirmation of Financial Eligibility:
 - Ministry policy requires financial eligibility to be established before a Funeral Supplement is provided.
 - Banking documentation is required to confirm if the decedent has other resources that could be used to pay for necessary funeral costs.
 - Due to COVID-19, some Next of Kin are reporting difficulties obtaining banking information for the deceased person (e.g. due to staffing/capacity limitations banks are not able to respond to requests).
 - To avoid backlogs in funeral services during the COVID-19 pandemic, the Ministry has been temporarily approving requests for funeral services based on verbal confirmation from the Next of Kin.
 - Confirmation of financial eligibility and verification of bank documentation may be pursued as soon as viable.
 2. Invoicing and Accommodating Requests for Delayed Memorial Services:
 - Government's Core Policy and Procedures Manual states that SDPR cannot pay for services that have not been provided at the time of billing/invoice. The Ministry may only reimburse for services that have been provided.
 - The current process is for funeral service providers to submit a single invoice for reimbursement from the Ministry once services have been provided.
 - To accommodate situations where the memorial is delayed due to COVID-19, funeral service providers may submit invoices in two parts: The first for cremation/preparation of the body and second in the future when memorial services have been provided.
 - Current regulatory criteria and limits will continue to apply.
 - This temporary change only applies for deaths that have occurred during the

COVID-19 crisis, when size of gatherings and physical distancing restrictions are in place.

BUDGET:

	Net Budget	Payments	Recoveries	Net Expenditures
Fiscal Year 2017/2018	\$4.2M	\$8.1M	(\$3.3M)	\$4.9M
Fiscal Year 2018/2019	\$4.6M	\$8.4M	(\$3.9M)	\$4.5M
Fiscal Year 2019/2020	\$4.8M	\$8.3M	(\$4.1M)	\$4.2M
Fiscal Year 2020/2021*	\$4.9M	\$11.1M	(\$6.5M)	\$4.6M

*Preliminary unaudited year end Expenditures 2020/2021

Data Source: FASB

- The Ministry continues to pursue all sources for cost recovery, including applying for the Canada Pension Plan Death Benefit.

INTERJURISDICTIONAL COMPARISON:

- Most jurisdictions have implemented COVID-19 allowances to normal verification requirements. This may include deferring verification of documentation required to establish eligibility for funeral assistance.

TOPIC: SDPR COVID-19 Recovery

KEY INFORMATION:

- To support ministry clients during the COVID-19 recovery period measures have been introduced to ensure clients do not fall deeper into poverty.
- From January to March 2021, a temporary \$150 BC Recovery Supplement was provided to recipients of assistance (including those who received a comforts allowance while in a special care facility), and for people receiving the low-income Senior's Supplement.
- In February 2021 the BC Recovery Benefit was automatically provided to clients who had been receiving income assistance, hardship assistance, disability assistance, comforts allowance or the senior's supplement in December 2020 or January 2021.
- In March 2021, the largest ever permanent rate increase to income and disability assistance was announced (\$175/month) to support the transition from temporary crisis funding to recovery and permanent assistance changes.
- In March 2021, the first rate increase to the Senior's Supplement since it was introduced in 1987 (\$50/month) was introduced.
- In March 2021, an increase to the Comforts Allowance for those receiving Income Assistance was introduced (\$20/month).
- The temporary exemption of Employment Insurance, Canadian Emergency Response Benefit, Canada Recovery Benefit and Pandemic Pay implemented in 2020 continues to be effective up to the July 2021 cheque issue.

- The Federal 2021 Budget announced an extension of federal emergency benefits to September 2021, the ministry will most likely extend the exemptions of these benefits.
- Taken together, these increases will directly benefit over 300,000 people.

BACKGROUND:

BC Recovery Supplement

- \$150 BC Recovery Supplement provided automatically to clients Jan-March 2021.
- Same eligibility parameters as the \$300 COVID-19 Crisis Supplement that was provided from April to December 2020.

BC Recovery Benefit

- A one-time payment of up to \$500 for an individual, or up to \$1,000 in the case of a family or a single parent was automatically provided to ministry clients who qualified.
- The benefit was issued automatically, the same way a client received their regular benefit from the ministry:
 - Direct deposit
 - Mail
 - Or pick up from an in person office.

Rate Increases: IA/DA, Senior's Supplement & Comforts Allowance

- Starting April 2021, clients received the following increases:
 - Income, Disability and Hardship Assistance: + \$175 per month
 - Single IA: from \$760 to \$935 per month
 - Single DA: from \$1,183.42 to \$1,358.42 per month
 - Senior's Supplement: up to + \$50 per month
 - Comforts Allowance for IA: + \$20 per month
 - From \$95 to \$115 per month

EI, CERB, CRB and Pandemic Pay

- All EI, CERB, CRB and Pandemic Pay income benefits have been temporarily exempted as income and assets up to the July 2021 cheque issue.
- The Federal 2021 Budget announced an extension of federal emergency benefits to September 2021, the ministry will most likely extend the exemptions of these benefits.

- These exemptions were and 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 income; or
 - applicants who received the Persons with a Disabilities (PWD) designation on or before April 2, 2020.

BUDGET:

- BC Government committed \$5 billion province-wide in 2020/21 to respond to the COVID-19 pandemic. The BC Recovery Supplement was funded from the Contingencies (All Ministries): Pandemic Response and Economic Recovery Vote.
- Rate increases implemented in April 2021 are funded from lift to Ministry base budget in Budget 2021.

(\$million)	Actuals Fiscal 2020/21	Budget Fiscal 2021/22
BC Recovery Supplement (\$150/month Jan to Mar)	101.5	
Rate Increase (\$175 IA/DA/HA; \$50 Sen Sup; \$20 Comfort)		449.7
Total	101.5	449.7

Data source: FASB

STATISTICS:

	Adults/Cases 2019/20	Adults/Cases 2020/21
BC Recovery Supplement (Monthly)	N/A	160,801/153,789

Date source: Research Branch

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: COVID-19 Service Delivery - Clients

KEY INFORMATION:

- On March 18, 2020, BC declared a provincial state of emergency due to the COVID-19 pandemic.
- The Ministry focused on maintaining critical services while minimizing the barriers for citizens to access supports and services.
- To limit in-person visits at the 36 Ministry offices and 48 Service BC locations, the Ministry minimized holds on cheques, promoted the use of phone and online service channels, and promoted direct deposit or mail delivery for payments where possible. We continue to do so.
- Additional supports were implemented, that complemented the federal emergency benefits, to address immediate needs of clients including:
 - Providing a temporary COVID-19 Crisis Supplement of \$300/adult per month for April 2020 (May benefit month) through to December 2020 (January 2021 benefit month) to eligible clients;
 - Providing the BC Recovery Supplement (BCRS) of \$150/adult per month for January 2021 (February benefit month) through to March 2021 (April benefit month);
 - Temporarily exempting all Emergency Insurance (EI) and the Canada Emergency Response Benefit (CERB), Canada Response Benefit (CRB), Canada Response Sickness Benefit (CRSB) and Canada Response Caregiving Benefit (CRCB), from April 2020 (June benefit month) through to the end of June 2021 (August benefit month) for eligible clients;
 - Providing a \$52 Transportation Supplement in May 2020 for BC Bus Pass holders receiving disability assistance while bus transportation fares with TransLink and BC Transit were suspended;

- Exempting the other benefits, such as:
 - Canada Emergency Students Benefit (CESB) for existing clients;
 - One-time OAS/GIS federal COVID-19 relief payments for seniors;
 - One-time Federal Payment for Persons with Disabilities;
 - COVID-19 relief payments provided by First Nations and Indigenous organizations for applicants and recipients;
 - Temporary Pandemic Pay and/or Hero Pay; and
 - One time BC Recovery Payment (BCRB) administered by the Ministry of Finance.
- Temporarily activated the Emergency/Disaster Supplement to assist clients who have extraordinary costs associated with the pandemic, while continuing to provide crisis supplements for food, clothing, and shelter.

BACKGROUND:

ACCESS TO SERVICES:

- To maintain the safety of clients and staff through physical distancing while minimizing in-person interactions, the Ministry has provided various ways to accessing Ministry services.

Minimize In-Person Contact: Access services and information without visiting a Ministry office or Service BC locations. Options include:

- Requesting services, accessing information, requesting documentation/forms through 1-866-866-0800;
- Requesting services or providing information through My Self Serve;
- Receiving payments through Direct Deposit and/or mail;
- Accessing forms and information from the Ministry website; and
- Providing documentation through My Self Serve, mail or by dropping the document at a Ministry office, using the drop box.

In-Person Contact:

- Ministry offices have remained open during the pandemic, for those individuals who are not able to access Ministry services through other options.
- To protect clients and staff in our offices, the follow changes were made:
 - Limiting the number of people who can be in the office at one time;
 - Increased security in offices to support physical distancing for client flow in and out of the office;
 - Clear barriers have been installed in front office wickets;
 - Increased signage and changed office configuration to encourage physical distancing; and
 - Increased cleaning protocols as well as deep-cleaning procedures when a suspected or confirmed contamination has occurred at an office.
- Service BC Offices providing Ministry services continue to be open during the pandemic and have also made changes to their physical sites to accommodate the pandemic safety requirements of in-person services.
- To minimize the need for clients to attend a Ministry office or a Service BC location, Ministry staff proactively review all requests to minimize the hold on cheques (cheques signaled), promote the use of phone and online service channels, and use direct deposit or mail delivery for payments where possible.

Community Integration Services:

- Community Integration specialists have continued to work closely with local communities and other community stakeholders to support vulnerable citizens with access to isolation centres and suitable accommodation when self-isolation or quarantine has been necessary.

TEMPORARY CHANGES:

- The Ministry has adjusted our policies and processes to focus on providing critical services while minimizing the barriers for citizens to access supports and services.
- Temporary changes included:
 - Waived or deferred processes, such as the work search obligations and social insurance number verification process.
 - Waived third-party checks for some applicants to help expediate the application process between April and November 2020.
 - Ceased work on some non-priority areas such as employment plans and compliance programs and reassigned staff to priority work.
 - Mailed no-stub cheques between April 2020 (May benefit month) and June 2020 (June benefit month).
 - Proactively resolve hold requests for cheques to minimize the cheques on hold

during cheque issue time.

- Proactively reaching out to clients to encourage them to sign up for direct deposit and MySelfServe.
- Accepted verbal consents, rather than written signatures, to minimize office visits.
- Accepted verbal information to make an eligibility decision, with follow up later for the documentation.

TEMPORARY SUPPORTS:

Temporary COVID-19 Crisis Supplement

- Effective April 2, 2020, a \$300/client per month COVID-19 Crisis Supplement was provided to a recipient not receiving EI, CERB, CRB, CRSB, CRCB, or CESB, who are receiving:
 - income assistance;
 - disability assistance;
 - hardship assistance, except if awaiting EI or CERB income;
 - comforts allowance; and
 - the Senior's Supplement.
- The temporary COVID-19 Crisis Supplement was automatically issued to eligible clients starting in April 2020 (May benefit month) through to December 2020 (January 2021 benefit month).

BC Recovery Supplement

- Effective as of the January 20, 2021 cheque issue (February benefit month), a \$150/client per month payment was automatically issued through to March 2021 (April benefit month), to a recipient not receiving EI, CERB, CRB, CRSB, CRCB, or CESB, who are receiving:
 - income assistance;
 - disability assistance;
 - hardship assistance, except if awaiting EI, CERB, CRB, CRSB, or CRCB income;
 - comforts allowance; or
 - the Senior's Supplement.

Transportation Supplement (Bus Pass Recipients)

- For PWD clients who have chosen to receive the Transportation Supplement (TS) as an in-kind bus pass also received the cash value of the TS of \$52 for the May 2020 benefit month.

Benefits Exemptions

- These exemptions are for family units who are:
 - recipients as of April 2, 2020 of:
 - income assistance;
 - disability assistance; or
 - hardship assistance, except if awaiting EI or CERB income.
 - applicants who received the Persons with a Disabilities (PWD) designation on or before April 2, 2020.
- Effective April 2, 2020, all EI and CERB, CRS, CRCB and CRSB income benefits are temporarily exempt as income and assets. The exemption is in effect until June 2021 (August benefit month).
- Effective June 1, 2020 the CESB is temporarily exempt as income and assets.
- Effective December 1, 2020, Pandemic Pay (including wage top-ups under the BC Temporary Pandemic Pay Program and “Hero pay” wage top ups from the private sector, are exempt as income and assets.

Exempting Indigenous COVID-19 Relief Payments

- All COVID-19 indigenous relief payments from First Nations and Indigenous Organizations are temporarily exempt as income and assets for applicants and recipients of income assistance, disability assistance and hardship assistance.

Exempting Federal OAS/GIS COVID-19 relief payments for seniors

- The federal government announced a one-time benefit to support seniors during COVID-19. Seniors receiving OAS/ GIS receive the benefit automatically; they do not need to apply.

Exempting Federal Payment for Persons with Disabilities

- The federal government announced a one-time \$600 payment in recognition of the extraordinary expenses faced by persons with disabilities, to be issued starting April 23, 2021.

Exempting BC Recovery Benefits (BCRB) – administered by the Ministry of Finance

- The Province of BC announced on December 8, 2020 the introduction of the BC Recovery Benefit that is available to all Ministry clients.

BUDGET:

- The BC Government committed \$5.0 billion province-wide in 2020/21 contingencies to respond to the COVID-19 pandemic. SDPR measures are as follows:

	Actuals Fiscal 2020/21¹
\$300 COVID-19 Crisis Supplement²	\$608.4M
\$150 COVID-19 BC Recovery Supplement³	\$101.5M
Transportation Supplement (Bus Pass)	\$1.9M
Total⁴	\$711.8M

Note: Table includes incremental funding for Covid-19 only. Funded from British Columbia's \$5 billion *COVID-19 Action Plan*

¹ Preliminary Actuals as of March 31, 2021.

² Seniors \$160.8 million, IA/DA adults \$447.6 million (includes Emergency/Disaster)

³ Seniors \$27.9 million, IA/DA adults \$73.6 million (includes Emergency/Disaster)

⁴ Foregone savings due to Exemptions approved during COVID-19 was funded from within Ministry's caseload budget

Data source: FASB

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: COVID-19 Service Delivery - Staff

KEY INFORMATION:

- The World Health Organization (WHO) characterized the novel coronavirus outbreak as a pandemic in March 2020.
- On March 18, 2020, BC declared a provincial state of emergency due to the COVID-19 pandemic, which is ongoing.
- The COVID-19 pandemic has caused significant disruption to the economy, impacting the most vulnerable people in our province.
- Ministry 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.
- The Ministry reassigned staff to priority work, while temporarily stopping non-essential tasks, to ensure that clients received timely response to their requests for service.
- To maintain physical distancing and the safety of staff and clients the Ministry has provided various ways for clients to minimize in-person contact while accessing ministry services.
- The Ministry developed Document Handling Guidelines in line with the Ministry's Exposure Control Plan, to support staff in how to handle documents received from clients.
- The pandemic pay premium funded by the federal government has been provided to front-line positions within the Ministry.

BACKGROUND:

- Ministry staff are defined as essential services under *Emergency Program Act* orders since they provide access to income supports for people in need of food and shelter.
- The Ministry was able to keep all client-facing offices open by immediately assessing staffing levels and implementing service level protocols.
- The Ministry reassigned staff to priority work, while temporarily stopping non-essential tasks, to ensure that clients received timely responses to their requests for service.
- The Ministry closed all the Prevention and Loss Management Services in-person offices, and reassigned staff in April 2020 to support essential services for clients.
- The reassigned Prevention and Loss Management Services staff were returned back to their regular work in November 2020.
- Approximately 68 percent of staff continue to work from home with the appropriate tools and supports to provide services to clients virtually, either through the phone, online or Canada Post mail. Some tools/supports included:
 - Increased number of Contact Centre telephone profiles to accommodate the number of staff answering calls;
 - Training and support for staff who were assigned to do other work (e.g., answer calls, intakes, etc.);
 - Worked with staff working from home, by location, who were available to work in offices to support frontline client service;
 - Developed a centralized internal web page with all COVID-19 related changes and communication to help support staff in responding to client requests;
 - Printing Hub team in the office to print and mail documentation to clients, from staff who are working from home;
 - Updated Standard Operating Procedures and Job Aids to support policy and process changes; and
 - Increased virtual coaching/support from leadership and supervisors.
- The Ministry developed Document Handling Guidelines that were in line with the Ministry's Exposure Control Plan, to support staff in how to handle documents submitted from clients.
- The pandemic pay premium funded by the federal government has been provided to front-line positions within the Ministry, which includes:
 - Community Integration Specialists (CIS);
 - Employment and Assistance Workers (EAW);
 - Client Service Workers (CSW);
 - Quality Compliance Specialists (QCS) who were reassigned to essential work that is done by EAW position;
 - Assistant Supervisors;
 - Supervisors; an

- Supervisors of Administrative Services (SAS).
- To maintain the safety of staff through physical distancing, the Ministry has provided various ways for clients to minimize in-person contact while accessing Ministry services.

Minimize In-Person Contact:

- Clients can access services and information without visiting an office. Options include:
 - Requesting services, accessing information, requesting documentation/forms through 1-866-866-0800;
 - Requesting services or providing information through My Self Serve;
 - Receiving payments through Direct Deposit and/or mail;
 - Accessing forms and information from the Ministry website; and
 - Providing documentation through My Self Serve, mail or by dropping the document at a Ministry office, using the drop box.
- To minimize the need for clients to attend a Ministry office or a Service BC location, Ministry staff proactively review all requests to minimize the hold on cheques (cheques signaled), promote the use of phone and online service channels, and use direct deposit or mail delivery for payments where possible.

In-Person Contact:

- Ministry offices have remained open during the pandemic, for those individuals who are not able to access Ministry services through other options.
- To protect clients and staff in our offices, the follow changes were made:
 - Limiting the number of people who can be in the office at one time, including signage and floor markings to identify appropriate distancing;
 - Increased security in offices to support physical distancing for client flow in and out of the office;
 - Protective plexi-glass barriers have been installed at all face-to-face service counters;
 - Face masks are available for clients to access;
 - Increased signage and office configuration to encourage physical distancing; and
 - Increased cleaning protocols as well as deep-cleaning procedures when a suspected or confirmed contamination has occurred at an office.
- As per the Public Health Order issued in November 2020, Ministry office protocols were updated to include the completion of the daily health check form and the use of a face mask in all indoor common areas for all staff.

Community Integration Services (CIS):

- In order to support B.C.'s vulnerable citizens in partnership with community partners, CIS teams have shifted some services to a virtual model. They remain closely connected

with community partners, meeting virtually to ensure a continuum of care for citizens in need.

- CIS in many communities continue to provide direct services to citizens and are taking measures to ensure safety of citizens and themselves through following the guidance of the Public Health Officer. Specifically, about frequent hand washing, physical distancing, cough etiquette and staying home when ill.
- CIS workers were provided plexi-shields to use where appropriate when providing services out in the community.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: ELMSD WORKBC COVID-19 Response

KEY INFORMATION:

- In March 2020, WorkBC Employment Services moved to a virtual service delivery model due to COVID-19.
 - From April 1, 2020 to March 31, 2021, approximately 82,000 clients received services with almost 21,000 clients receiving virtual service delivery during this period.
 - WorkBC Centres offer in-person services by appointment where virtual services are not suitable or possible.
- All 102 WorkBC Centres are following the Provincial Health Officer orders and WorkSafeBC COVID-19 guidelines.
- The ministry is ensuring that British Columbians continue to have access to the services they need to prepare for jobs.
- The ministry has supported WorkBC Centres and clients through the pandemic and economic recovery by:
 - Launching the \$10-million Work Experience Opportunities Grant to support people with employment barriers gain work experience to prepare for jobs.
 - Providing wage subsidy supports during this critical time to help British Columbians get back to work while supporting businesses to hire, support operations and build capacity.
 - Expanding personal counselling access to all WorkBC clients for one year, to help them get and keep employment.
 - Targeting Community and Employer Partnerships funding towards projects that provide work experience and skills development to help unemployed individuals get and keep jobs and support businesses and communities through economic recovery.

- Guaranteeing funding levels to contractors operating WorkBC Centres to support continuity of WorkBC Employment Services.
 - Providing financial and living supports to ensure financial stability until clients could transition fully to federal benefits.
- Additional efforts include increasing public awareness about the continued availability of services including messaging of service changes on:
 - WorkBC.ca website
 - Each WorkBC Centre website
 - Information posted at entrances of WorkBC Centres
- WorkBC Employment Services are featured in government's advertising campaign Find Your Place, which promotes the range of employment programs and services available as part of economic recovery from COVID-19.
- The ministry is meeting regularly with WorkBC Centres to collaborate on ways of improving services and supports given the anticipated increase of individuals who may access WorkBC Employment Services.

KEY MESSAGES:

- WorkBC service providers are following guidance and orders from the Provincial Health Officer and WorkSafeBC guidelines.
- All 102 WorkBC Centres are providing services virtually and in-person by appointment where virtual services are not possible.
- The ministry will continue to ensure services are delivered to all British Columbians and adapt its approach as the situation evolves.
- Moving forward, we anticipate more clients will be accessing our services, and we are working closely with WorkBC Centres to best support clients in the changing labour market.

BACKGROUND:

- The transition from WorkBC in-person services to virtual service delivery started in the week of March 16, 2020, to align with orders and guidance by the Provincial Health Officer, and a commitment to health and safety of all WorkBC clients and

staff.

- In June 2020, WorkBC Centres resumed in-person services and began offering appointments to clients who require additional support or who and have barriers to using technology.
- As of January 27, 2021 WorkBC Centres moved back to primarily providing services virtually with reduced in-person services, when virtual services are not possible or suitable.
 - About 2,700 clients were receiving services virtually in April 2020 while the monthly number increased to over 16,000 by the end of March 2021.
 - From April 2020 to March 2021, over 23,000 new clients participated in WorkBC services with 41% receiving services virtually.

Key Messages:

- WorkBC Employment Services have remained available and accessible to clients throughout the pandemic.
- Service delivery changes included a shift to virtual services in March 2020, while maintaining face to face service delivery where virtual services are not suitable or possible.
- The federal government has implemented a range of programs and initiatives to support impacted workers and employers through the pandemic, such as the Canada Emergency Wage Subsidy (CEWS), the Canada Recovery Benefit (CRB), and expanded Employment Insurance.
- Through StrongerBC, the province has made major investments to support people, businesses, and communities, through access to training, work experience, tax incentives, rebates, recovery grants and the new \$500M strategic investment fund, called InBC.
- The ministry has implemented a range of complementary initiatives to support impacted workers, with a strong emphasis on creating opportunities for people that have been disproportionately impacted by the pandemic. These include:
 - Investing \$5.5M to provide grants to non-profits to support work experience opportunities for approx.. 1100 people with disabilities and barriers to employment
 - Expanding WorkBC Wage Subsidy eligibility to include all WorkBC clients, providing short term subsidies of up to 75% for youth and people with disabilities
 - Expanding access to mental health counselling to all WorkBC clients
 - Investing nearly \$20M in Workforce Development Agreement funding in grants to support people with disabilities, including:
 - \$5.96M to NIDMAR to support Disability Management and Return to Work initiatives
 - \$5.1M to Foundry Centres to support their Foundry Works Initiative for vulnerable youth
 - \$4.8M to Small Business BC to provide accessibility grants, information, and outreach to support employers to be more accessible
 - \$4M to CanAssist to develop longer term strategies to support all youth with disabilities in employment.
- The ministry continues to work with WorkBC Service Providers, Indigenous service providers, the disability community, and other groups to identify other initiatives and service delivery changes that may be needed to support an inclusive recovery in a rapidly changing labour market.

Appendix 1 - WorkBC COVID-19 Initiatives

Initiative	Description	Budget Commitment	Beneficiaries	Delivery Mechanism	Partners	Timeframe
Work Experience Opportunities Grant (WEOG)	Provide grants to non-profits and social enterprises to provide work experience opportunities to BCEA clients with a focus on PWD and PPMB clients.	\$10 M Budget \$5.5M Spent	People with Disabilities and Barriers to Employment Non-profits Social Enterprises Final Result: 1,100 people supported	Grant	N/A	November 2020 - March 2021 for grants Work experience to be completed by Dec. 31, 2021
Wage Subsidy Enhancement	Expand eligibility for the WorkBC Wage Subsidy Service to include a broader range of eligible people and employers to provide more unemployed people with opportunities.	N/A	Employers Workers Impacted by COVID-19 Targets TBD	WorkBC	N/A	November 2020 - TBD
Expansion of Mental Health Supports (personal counselling)	Expand eligibility for the Personal Counselling for Employment Readiness service to include a broader range of WorkBC clients	N/A	Aiming for: 4,000 – 5,000 WorkBC Clients 1,000 – 1,500 WorkBC Clients with disabilities	WorkBC	N/A	March 2021 - TBD

Appendix 1 - WorkBC COVID-19 Initiatives

Initiative	Description	Budget Commitment	Beneficiaries	Delivery Mechanism	Partners	Timeframe
Building a Workplace Culture of Accommodation	Support employers to maintain equitable employment for workers who are dealing with a mental or physical health impairment through: return to work and disability management education and program support initiatives.	\$5.96 M	Employers Students People with Disabilities Disability Management Professionals Targets: 2, 000 individuals trained 100 scholarships 240 employers assessed	Grant	National Institute of Disability Management and Research (NIDMAR)	March 2021 – March 2025
Employment Services for Youth	Deliver Foundry Works, using an Integrated Placement and Support (IPS) model, to support youth with mental health and substance use issues develop skills and gain paid work experience to successfully transition into the labour market.	\$5.1 M	Youth (ages 15-24) Target: 1,500 – 1,800	Grant	Foundry	April 1, 2021 - March 31, 2024
Employer Supports for Persons with Disabilities	Create awareness of and provide learning resources for employers to hire persons with a disability and to	\$4.8 M	Small businesses, Persons with Disabilities	Grant	Small Business BC	March 2021 – March 2023

Appendix 1 - WorkBC COVID-19 Initiatives

Initiative	Description	Budget Commitment	Beneficiaries	Delivery Mechanism	Partners	Timeframe
	provide direct supports to assist employers to work effectively with employees to meet their disability related needs (e.g. navigation, ergonomic furniture, accessibility).		Aiming to assist: 2,000 employers 10,000 employees		Presidents Group	
Employment Services for Youth with Disabilities	Create a Provincial Employment Strategy for Youth with Disabilities to address challenges, gaps, and duplication in access to services and supports for achieving sustained employment	\$4 M	Youth with a Disability (ages 15-29) Targets N/A	Grant	CanAssist	April 1, 2021 - March 31, 2024

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: COVID-19 Staff - Work From Home

KEY INFORMATION:

- When the COVID-19 pandemic began, the Ministry was well positioned to adjust to virtual working arrangements.
- Work-from-home guidelines have been temporarily modified to allow as many staff members as possible to work from home, including front-line staff, while balancing the need to keep offices open.
- Most staff have the technology, tools and equipment to work remotely, including the ability to take computer equipment and some office furniture home (with approval).
- Over the course of the pandemic, approximately 70% of Ministry staff have been working from home.
- As of May 7, 2021, 18% of staff were working onsite at least two days per week. This proportion increases to 52% among Community Services Branch staff, who primarily provide in-person services. See Appendix A.
- To ensure safety in the workplace, the Ministry increased cleaning, provided health and safety supplies (gloves, soap and hand sanitizer), installed engineering controls (e.g. plexi-glass barriers), requires physical distancing and mask usage (in common areas), and requires staff to complete a daily health check when attending the office.

BACKGROUND:

- During the COVID-19 pandemic, the Ministry of Social Development and Poverty Reduction continued to provide its essential services to over 300,000 British Columbians in need – including people with disabilities and some of our most vulnerable citizens.
- The Ministry balances delivery of essential services while also recognizing that having as many staff as possible working from home will support efforts to minimize COVID-19 transmission.
- Our workplace planning continues to be guided by the Provincial Health Officer, the BC Public Service Agency, the Ministry of Citizens' Services and WorkSafeBC.

APPENDIX A: Staff Working Onsite by Division (as of April 26 to May 7, 2021)

Division	Staff Count	Onsite (in office 2+ days)	% of staff onsite
TOTAL SDPR	1958	354	18%
DMO	11	3	27%
AS	8	0	0%
CSD	106	15	14%
ELMSD	177	8	5%
ISD	141	21	15%
RIPD	54	4	7%
SDD	1461	303	21%
SDD - Community Services Branch	575	299	52%

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: COVID-19 – Confirmed Case Response

KEY INFORMATION:

- The World Health Organization (WHO) declared COVID-19 a pandemic on March 11, 2020 and the Province followed in declaring a Provincial State of Emergency on March 18th, 2020.
- In response, Social Development and Poverty Reduction (SDPR) activated our Ministry Operations Centre (MOC) on March 18, 2020, which will continue to operate until the provincial State of Emergency ends or it is no longer operationally necessary for the Ministry. The MOC has allowed the Ministry to expedite policy and process changes needed to manage the health and safety of staff and the Ministry's vulnerable clients.
- Following the recommendations of the Provincial Health Officer (PHO), SDPR put in place measures to protect essential front-line workers and encouraged staff to work remotely where possible.
- Our offices continue to be safe due to the policies and measures we've put in place. Staff working in these offices that are operationally required to be there will continue to do so.
- In the event of a presumed or confirmed exposure case of COVID-19 involving an SDPR staff member or Ministry client, the Ministry responds using established procedures based on public health and workplace safety authorities.
- As part of those procedures, the Ministry immediately notifies government's facility maintenance to order an emergency cleaning.
- Health Authorities will conduct contact tracing and review where close contact may have occurred at the office location. Close contacts may be advised to self-isolate for 14 days, self-monitor for symptoms, and when they can return to the office.
- See Appendix A for more details on cleaning protocols and definitions.

BACKGROUND:

- SDPR follows the guidelines of the PHO, Public Service Agency (PSA) and other provincial entities to address the complex array of requirements needed to reduce infection exposure, spread of the disease and to respond, when necessary, to confirmed cases amongst staff or clients.

- The MOC activation allowed SDPR to work in coordination with Strategic Human Resources and Communications (SHRC), Ministry Facilities, the Research, Innovation and Policy Division (RIPD) and the various operational groups across the divisions to ensure the continuous service delivery to the provinces most vulnerable citizens and the safety of front-line staff.
- The MOC group coordinated the development of an COVID [Exposure Control Plan](#) to assist staff in reducing the risk of exposure and to provide guidance on safe document handling.
- In front-line offices, the Ministry implemented several measures, such as physical distancing requirements; installing poly and plexiglass barriers, the use of Personal Protective Equipment (PPE), information and directional signage and numerous temporary policy and procedural changes aimed to limit or reduce face-to-face interactions with clients.
- Due to the size and scope of our workforce, and the direct interactions with vulnerable populations we serve, exposure to COVID-19 remains a possibility, even with these extensive exposure controls in place.

DISCUSSION:

- Following guidelines introduced by the PSA and PHO, in conjunction with Real Property Division (RPD), WorkSafeBC and Ministry of Citizens' Services (CITZ), SDPR continues to develop specific procedures to help prevent the spread of COVID-19 including physical distancing, office signage and following protective measures related to cleaning provided by government building services Coldwell Banker Real Estate (CBRE).
- Definitions provided by RPD and CBRE breakdown the various procedures and cleaning levels for presumptive and confirmed cases. Steps are taken to ensure an increase in regular cleaning of all touchpoints, as well as daily preventive disinfection cleaning of public spaces.
- In the event of a presumed exposure, an additional disinfection clean will take place. SDPR links to the MyHR [frequently asked questions](#) (FAQ) documents that assist to answer questions staff may have about their workspace.
- RPD worked with SDPR to arrange for additional janitorial services for more frequent cleaning for spaces where, the nature of the work, public access, or days/hours of operation, demanded the increase.
- All relevant procedures and updates are provided on a dedicated section on the [Loop](#), shared through regular Deputy Minister messages, meetings with Ministry Executive Directors and Directors, and people leader communications.

- On June 8, 2020 the PSA posted [COVID-19 Workplace Guidelines for BCPS Managers and Supervisors](#). These guidelines were developed by the PSA Workplace Health and Safety team, in consultation with experts in other ministries, including CITZ.
- The approach is entirely consistent with WorkSafeBC guidance and the directions of the PHO and focuses on the following areas:
 - To assist ministries to make decisions on how to create and maintain a safe and healthy workplace (including completing work tasks involving clients in the community);
 - Each Ministry, based on each given workplace, will use a risk assessment approach to identify workplace adaptations and safe work procedures necessary to continue safe and effective operations during the coming months, and;
 - The guidelines will help several ministries confirm the effectiveness of the measures they have already put in place.
- In response, SDPR established a Return to the Workplace Steering Committee to help the Ministry follow and implement the safe work and return to work procedures outlined in the guidance from the PSA. Return to the workplace plans were suspended in November 2020 – but staff that have been in the workplace throughout the pandemic due to operational requirements will continue to do so.

Appendix A - CONFIRMED COVID-19 RESPONSE CLEANING PROTOCOLS AND DEFINITIONS

- Disinfection Cleaning – Presumptive COVID-19 Case
 - One-time preventative cleaning to address areas the person with the presumed case was in.
- Disinfection Cleaning – Confirmed COVID-19 Case
 - One-time cleaning done by a specially trained team of the entire site.
- The length of time to complete cleaning is dependent on the size of the space, of cleaning required and availability of cleaning staff. Direction is provided by CBRE on vacate and reentry requirements.
- As required by PHO, the staff member or client will be required to quarantine and will be advised by health authorities when they can return to regular activities.
- Debriefs will occur at any affected locations and supports provided to staff that require them.
- Clients will be advised to access services online or by phone for the duration of their self-isolation.
- Health Authorities will conduct contact tracing and review where close contact may have occurred in the office. Close contacts will be advised to self-isolate for 14 days and self-monitor symptoms. Staff who were in the office, but not in close contact, will be advised to self-monitor for symptoms.
- A disinfecting clean may not be required if the staff member or client has not attended the office.

Definitions

1. "Touchpoint Cleaning" (formerly "High Touchpoint Area Cleaning"): This could be a request for one-time service or re-occurring service, and would include touchpoint areas like light switches, door handles, washroom counters, washroom plunger handles, soap dispensers, faucets, public area counter tops, elevator push buttons, railings, etc.
2. "Disinfection Cleaning-Presumptive COVID-19 Case": This would include a one-time preventative cleaning to address areas the person with the presumptive case was in.
3. "Disinfection Cleaning-Confirmed COVID-19 Case": This would include a one-time broader clean of the sites with a team specially trained for this work. The resources/supplies of this team are limited, so ensure you are only requesting this service for confirmed cases. You can request this additional clean once a case has been confirmed, even if you have already requested a clean for a presumptive case.

4. "Bio-Clean" (revised scope): This request is for the clean-up of bodily fluids, and would include clean-up of blood, vomit, human excrement, needles, etc. – not for COVID-19 related incidents. The availability of the specially trained staff and equipment is very limited. Please note, clients ordering this level of service will be responsible for the cost.

Estimates Notes 2021 Community Living BC

Community Living British Columbia

2021/22 – 2023/24 Service Plan

April 2021



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Board Chair's Accountability Statement



The 2021/22 – 2023/24 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 2021 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.

A handwritten signature in black ink that reads "Michael Prince".

Michael J. Prince
Board Chair

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Strategic Direction and Alignment with Government Priorities

In 2021/22, British Columbians continue to face significant challenges as a result of the global COVID-19 pandemic. Recovering from the pandemic will require focused direction, strong alignment and ongoing engagement between public sector organizations and the Government of British Columbia. The government has identified five foundational principles that will inform each Crown agency's policies and programs and contribute to COVID recovery: putting people first, lasting and meaningful reconciliation, equity and anti-racism, a better future through fighting climate change and meeting our greenhouse gas commitments, and a strong, sustainable economy that works for everyone.

[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](#) supports government's commitments as identified in [CLBC's 2021 Mandate Letter](#). CLBC postponed work on a new Strategic Plan in 2020 due to the impacts of the ongoing COVID-19 pandemic. However, early in 2021 CLBC started to work on a new Strategic Plan. CLBC regularly engages individuals, families, service providers and their representatives to continuously improve business processes and services. CLBC will continue to work with government and community partners to develop and implement an action plan for the 10-year [Re-Imagining Community Inclusion](#) Road Map.

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.

The COVID-19 pandemic will continue to have a significant impact on the individuals CLBC supports and their families in 2021/22 and beyond. Disrupted services, job loss and reduced access to a range of community supports that are important to ones well-being and quality of life may continue for some time and will continue to result in feelings of social isolation and loneliness among the individuals CLBC supports. Due to the impact of the COVID-19 pandemic, many families will continue to experience additional challenges in caring for family members who may no longer be able to access employment or community inclusion supports, community-based activities, respite care, and other support programs. The potential implications are discussed in the Performance Planning section.

Caseload Growth and Demographic Trends

CLBC projected that approximately 24,530 adults registered for CLBC services as of March 31, 2021 and expects the growth rate to continue to be about five percent annually over the next five years.

CLBC recently revised its forecasting model to increase accuracy in predicting its caseload further into the future. The model predicts significant growth in CLBC's caseload with an increase of an estimated 27,500 individuals, or 118 percent, over the next 20 years.

Three factors drive caseload growth: CLBC population increases; advances in health care and extended life expectancy; and increased referral rates of youth to CLBC. This increased caseload will mean a continued growing demand for CLBC services in 2021/22 and into the future.

Non-Caseload Related Drivers

The increased demand for CLBC services, however, is driven by more than caseload growth. Youth transitioning to adulthood experience significant disruption as they leave school and other youth services. Young adults want to leave their family homes and gain increased independence. 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 2040. All these life transitions require different but intense planning and resources for services.

2021-22 Economic Statement

The COVID-19 pandemic significantly reduced economic activity in B.C. in 2020. The ongoing evolution and economic cost of the pandemic on B.C. and its trading partners remains highly uncertain. The Economic Forecast Council (EFC) estimates a 5.1 per cent decline in B.C. real GDP in 2020 and expects growth of 4.9 per cent in 2021 and 4.3 per cent in 2022. Meanwhile for Canada, the EFC projects national real GDP growth of 4.7 per cent in 2021 and 4.2 per cent in 2022, following an estimated decline of 5.4 per cent in 2020.

As such, B.C.'s economic growth is expected to outperform Canada's in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the timing of the global vaccination rollout, extended travel restrictions, a weaker global recovery, and the continued impact of a slower recovery in some sectors of the B.C. economy. Further risks include ongoing uncertainty regarding global trade policies and lower commodity prices.

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 support for 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 quality services to British Columbia families, and to build a sustainable economy by improving individuals' participation in employment.

Objective 1.1: Individuals have increased access to a 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, BC Housing, 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(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
1.1 Percentage of individuals who are living in their own home through supports for independent living	9.0%	9.1%	9.5%	10.0%	10.5%

Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

Linking Performance Measure to Objective

1.1 This measure tracks the percentage of CLBC's total population who live in their own homes with supported living services for help with daily living. It is an indicator of success in meeting the needs of individuals who want to live more independently, rather than in home sharing or staffed home support services. In recent years, individuals are increasingly asking for and choosing more independent, individualized options. CLBC's [include Me!](#) initiative¹ has shown that people who live on their own through supported living services

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.

experience 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

1.1 Future targets are based on projections from data collected over the last few years as well as expected results of increasing access to affordable, inclusive housing. This measure was revised in the [2020/21 -2022/23 Service Plan](#) to more accurately represent growth of individuals using supports for independent living. While there has been an increase in the proportion of individuals living in their own home with supports for independent living relative to other CLBC options (e.g. Staffed Residential, Home Sharing), there are a number of factors limiting this growth, including: the availability of inclusive, affordable housing to move into and people's mindsets that individuals CLBC supports cannot live more independently.

The revised targets better reflect current trends and anticipated growth while CLBC, service providers, and families work with key stakeholders in the community living and housing sectors to develop strategies that increase the availability of affordable, inclusive housing options.

Objective 1.2: Individuals have greater access to employment opportunities.

Key Strategies

- Begin a phased implementation of the new “L.I.F.E. based” employment service, a 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 impact of CLBC’s employment service delivery model, including the application of a GBA+ lens.
- Support individuals return to the workforce and increase their digital literacy over the next two years as part of the [Stronger BC Economic Recovery Plan](#).
- 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](#) services, where appropriate.

Performance Measure(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
1.2a Percentage of individuals younger than 65 reporting current employment income ¹	23.9%	19%	15%	17.5%	20%
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	81%	50%	60%	65%	70%

¹ Data Source: ICM, BC Disability Assistance.

² Data Source: The CLBC Periodic Report for Employment Services.

Linking Performance Measure to Objective

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 Assistance². 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 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. Prior to the COVID-19 pandemic, good progress was made – more than 5,000 individuals receiving CLBC services reported employment income last year compared to 2,200 in 2013. Approximately half of these individuals lost their jobs as a result of the economic impact of the COVID-19 pandemic.³ As a result, CLBC adjusted the performance measure targets to reflect a more realistic and gradual return to employment for individuals CLBC supports.

The B.C. Government has made investments through the [Stronger BC Economic Recovery Plan](#) to support CLBC individuals who have lost their jobs as a result of COVID-19 to regain employment. In addition, WorkBC services for people with disabilities and other barriers can further support CLBC individuals to access opportunities for employment supports. CLBC expects that these investments and opportunities to access employment supports will continue to have a positive impact into the term of this Service Plan.

Beyond the COVID-19 recovery measures, CLBC will continue to invest in employment services to minimize wait times. CLBC will also focus on implementing a new employment service that supports individuals to pursue work as well as other personal goals. 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.

The COVID-19 pandemic has had a significant impact on employment of individuals with developmental disabilities which is reflected in the updated forecast and future targets for this performance measure.

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.

³ CLBC survey of employment service providers to gauge the impact of COVID-19 in September 2021; CLBC Period Reporting to December 31, 2021.

The B.C. government investment of \$10 million to support CLBC individuals to re-enter the workforce over the next two years will help address the impact on employment. However, a return to the stability in employment seen prior to COVID-19 will be impacted by several factors including the overall economic recovery in BC. As a result, targets reflect CLBC's expectation of a gradual rather than immediate return to employment stability for individuals with developmental disabilities.

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 better, quality services to British Columbian families.

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.
- 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](#) Road Map.
- Utilize the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.

Performance Measure(s)	2019/20 Actual¹	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.1 Percentage of families of transitioning youth who feel they understand what services and supports they can expect from CLBC.	65%	65%	69%	70%	72%

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.

¹ Data was only collected from April through December 2019 because of the COVID-19 pandemic.

Linking Performance Measure to Objective

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 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 CLBC expects gradual improvement in this indicator as more youth and their families experience CLBC's planning approach. During the COVID-19 pandemic, CLBC adapted its approach in order to continue offering Welcome Workshops virtually to families and transitioning youth across the province. CLBC anticipates that this change will mitigate the impact of service changes and disruptions resulting from COVID-19. The extent to which some, or all of the Welcome Workshops will be delivered virtually once the COVID-19 pandemic ends is still to be determined.

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(s)	2019/20 Actual ¹	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.2 Percentage of individuals and families who rate the quality of CLBC's planning support as good or above.	78%	77%	78%	78%	78%

Data source: Targeted consumer surveys completed annually.

¹ Data was only collected from April through December 2019 because of the COVID-19 pandemic.

Linking Performance Measure to Objective

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

2.2 CLBC's updated planning approach is intended to strengthen the relationship with individuals and families by improving the way individuals and families are introduced to CLBC, enhancing their knowledge about support options, and increasing trust and confidence in CLBC.

This measure increased from 75% in 2018/19 to 78% in 2019/20 after the introduction of this new planning approach. CLBC forecasts a slight decrease in 2020/21 due to disruptions to the planning process for individuals and families caused by the COVID-19 pandemic before returning to pre-pandemic levels. Further analysis will be required to understand what improvements in CLBC's planning approach are necessary to maintain high levels of satisfaction with CLBC's planning process.

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, effective information technology tools and systems enable staff to effectively and efficiently fulfill these roles thus improving individuals and

families' service experiences, while increasing staff satisfaction. This goal contributes to the B.C. government's commitment to deliver quality services to British Columbian families.

Objective 3.1: Improve business processes and tools to enable staff to be both consistent and timely in delivering services.

Key Strategies

- Complete implementation of IT tools to increase the efficiency of negotiating budgets, putting contracts in place, and adjusting contracts.
- Explore opportunities to replace CLBC's individual management system to improve efficiencies of core business processes and increase responsiveness and support to individuals and families.

Performance Measure(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 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.	101	103	90	90	80

Data Source: The Request for Service List through the PARIS information management system.

Linking Performance Measure to Objective

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. Many factors can impact this measure, such as: the number of individuals presenting themselves to CLBC and the levels of services they need, the amount of funding available for new services and CLBC's effectiveness in delivering services.

Implementation of the strategies identified above were delayed during CLBC's response to the COVID-19 pandemic.

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(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
3.2 Percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC <i>Complaints Resolution Policy</i>	71%	73%	80%	81%	82%

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. In response to performance in recent years, CLBC has revised targets and enhanced support within the regions to address the operational challenges in meeting policy timelines. This is expected to improve CLBC's responsiveness and performance on this measure. CLBC's ability to meet the required timeframes in the last year has been affected by its response to the COVID-19 pandemic.

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 to British Columbian families.

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 home sharing providers and service providers to 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 for a growing and aging caseload.
- Work closely with B.C. Government throughout the COVID-19 pandemic to respond to the needs of individuals and families and to support and enhance their resiliency.

Performance Measure(s)	2019/20 Actual	2020/21 Forecast ³	2021/22 Target	2022/23 Target	2023/24 Target
4.1a Change over time in composite Quality of Life Scores of surveyed individuals accessing CLBC-funded services ¹	7.41	N/A	7.41	7.42	7.43
4.1b Change over time of personal development domain scores of surveyed individuals accessing CLBC-funded services ²	7.30	N/A	7.30	7.34	7.38

¹ 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.

² Data Source: *include Me!* survey results.

³ Forecasts for the 2020/21 fiscal are not included as data was not collected as a result of the COVID-19 pandemic.

Linking Performance Measures to Objectives

Since the *include Me!* initiative was introduced in 2012/13, CLBC has built awareness and understanding of the Quality of Life framework. The initiative has expanded into all regions across the province. 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.

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 service providers to deliver supports and services that meet individual's personal development growth needs.

Discussion

4.1a, 4.1b CLBC discontinued [*include Me!*](#) surveying and data collection during the COVID-19 pandemic in 2020/21. These activities are scheduled to begin again in 2021/22. CLBC is still learning how, and to what degree, the COVID-19 pandemic will impact someone's quality of life. However, based on information collected through research on resiliency during the pandemic, the targets for the upcoming years have been reduced to reflect the potential for negative impacts. CLBC anticipates the composite Quality of Life and personal development scores will reach a pre-pandemic state by 2021/22 as a result of the various response efforts of CLBC and our government and community partners.

After a stabilization period and ongoing support to service providers, 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)	2020/21 Forecast ¹	2021/22 Budget	2022/23 Plan	2023/24 Plan
Total Revenue				
Contributions from the Province				
Government Transfers	1,220.2	1,290.4	1,321.1	1,335.6
Restricted – Operating	1.4	-	-	-
Restricted – Capital	(5.5)	(5.5)	(5.4)	(5.0)
Net Operating Contributions	1,216.1	1,284.9	1,315.7	1,330.6
Recoveries from Health Authorities	17.7	18.2	18.5	18.8
Other Income	7.8	8.0	8.2	8.4
Amortization of Deferred Capital Contributions	2.3	3.2	4.5	5.1
Total Revenue	1,243.9	1,314.3	1,346.9	1,362.9
Total Expenses				
Supports and Services				
Developmental Disabilities Program	1,127.0	1,186.6	1,216.1	1,230.9
Personalized Supports Initiative	37.6	40.4	41.4	41.7
Provincial Services	5.8	5.9	5.9	5.9
Total Supports and Services	1,170.4	1,232.9	1,263.4	1,278.5
Regional Operations and Administration	70.4	77.0	77.2	77.0
Amortization of Tangible Capital Assets	3.1	4.4	6.3	7.4
Total Expenses	1,243.9	1,314.3	1,346.9	1,362.9
Annual Surplus (Deficit)	-	-	-	-

(\$m)	2020/21 Forecast	2021/22 Budget	2022/23 Plan	2023/24 Plan
Total Liabilities	40.8	43.1	44.0	43.9
Accumulated Surpluses	3.7	3.7	3.7	3.7
Capital Expenditures	4.9	10.2	7.6	6.3
Dividends/Other Transfers	-	-	-	-

¹ The 2020/21 forecast includes emergency funding provided to CLBC in response to the COVID-19 pandemic.

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 in 2021/22 will increase by \$150.7 million from the 2020/21 budget and by \$70.2 million from the 2020/21 forecast.

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 Added Care Funding.

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, 2021 about 24,530 adults will be registered for CLBC services. CLBC expects the growth rate to continue to be about five percent annually over the next five years. CLBC will sustain existing supports, while providing new services to individuals and families within the funding available for 2021/22.

CLBC's regional management monitors budgetary commitments on a multi-year basis, considering 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. Any savings that arise from these processes are deployed back into funding services, in effect supplementing the funding available to address service demand.

Despite inflationary pressures on the cost of service provision, through changes in service mix and diligent contract management, CLBC's overall average cost of supports and services per supported individual has been reduced from \$46,000 in 2011/12 to \$45,700 in 2019/20. However, a forecast of \$48,600 in 2020/21 is projected due to emergency supports and services and economic recovery initiatives (\$47,200 without) implemented in response to COVID-19, while \$48,800 is planned for 2021/22 based on confirmed funding. Government's wage commitments under the current Sustainable Services Negotiating Mandate (SSNM) have increased average cost of supported individuals over the past three fiscal years.

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.	<p>CLBC responds to service demand through informed, fair and consistent decision-making.</p> <p>CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.</p>

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: 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 such as: 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](#).

Community Living British Columbia

2019/20 Annual Service Plan Report

July 2020



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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.

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Michael J. Prince
Board Chair
July [##], 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

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Board Chair, Community Living BC
July [##], 2020

Ross Chilton

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CEO, Community Living BC
July [##], 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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!* Initiative², 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.

1.2b: 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 <i>Complaints Resolution Policy</i>	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 year¹		
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

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Audited Financial Statements



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Document

Audited Financial Statements

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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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Withheld pursuant to/removed as

Cabinet Confidences ; Advice/Recommendations

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY
REDUCTION
COMMUNITY LIVING BC
PROGRAM NOTES 2021/2022**

TOPIC: CLBC Budget and Programs

KEY INFORMATION:

- CLBC's total operating budget (from all funding sources) is \$1.31 billion in 2021/22, which includes a contribution of \$1.29 billion from SDPR.
- In 2021/22, SDPR's contribution to CLBC increased by \$150.7 million or 13.2% from the 2020/21 budget, including \$117.2 million in new Budget 2021 funding.
- Total provincial contribution increased by \$70.2 million or 5.8% from the 2020/21 forecast, which included COVID-19 emergency funding to service providers.
- SDPR and CLBC are working together to find solutions that address service demand in a measured, responsible, and sustainable manner. As per normal practice every fiscal year, CLBC completed a comprehensive, province-wide service demand assessment for 2020/21 to inform its decisions for the year.

BACKGROUND:

- CLBC's budget includes total contributions from the provincial government of \$1.29 billion for 2021/22, an increase of \$70.2 million in 2021/22 as compared to the 2020/21 forecast. This increase takes into account the cumulative impact of Budget 2021 and previous budgets.
- This \$70.2 million increase includes \$61.2 million for caseload growth and \$45.8 million for service provider compensation increases; net of \$36.8 million in 2020/21 to support CLBC's Pandemic Response and Economic Recovery initiatives.
- CLBC's total 2021/22 operating budget is \$1.31 billion, an increase of \$70.4 million compared to 2020/21 forecast. The operating budget reflects the impact of restricted contributions and additional revenues beyond what CLBC receives from the Province, such as recoveries from health authorities and other cost recoveries.

- The annual rate of caseload growth was 5.2 per cent in 2019/20, bringing the total at end of the year to 23,389. The annual rate of caseload growth was 4.8 per cent in 2020/21, bringing the total at end of the year to 24,520 - approximately 29.9 per cent growth over the past five years. CLBC forecasts further growth of 5.1 per cent in 2021/22.
- This continued caseload growth is 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.
- Supports provided to individuals and their families through contractual arrangements with service providers across the province represent ongoing commitments of financial resources. When supports are introduced partway through a fiscal year, there is an annualization of these costs rendering an ongoing financial commitment in subsequent years.
- 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, family support services and professional support services.
- The number of CLBC full time equivalent (FTE) staff for 2020/21 was 617.

Service Implementation

- 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.
- In 2020/21, CLBC used this process to allocate new services and supports to over 3,398 individuals and families.

Individualized Funding (IF)

- CLBC services include supports to help families care for individuals in their family home. 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 an Individualized Funding payment option where funds allocated by CLBC are paid directly by CLBC to an agent (the individual or their family member or representative acts as an agent for the agreement) 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 money.

- In a Host Agency Funding payment option, the funds allocated by CLBC for the purchase of individualized supports and services 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 recruiting and managing employees and for record keeping. The agent or the Host Agency is the employer or contractor of the people who provide the direct support.
- The number of families using Individualized Funding (where individuals or families opt to organize their own supports through Individualized Funding agreements over \$6,600 annually) increased to 878 in 2020/21, up from 747 in 2017/18.

Person-Centred Societies (Microboards)

- Microboards or person-centred societies are non-profit organizations set up solely for the benefit of the supported individual, with that person's family members and/or friends acting as society directors and making decisions on the individual's behalf.
- CLBC contracts with the person-centred society or Microboard, which has the responsibility to arrange and manage the required supports.
- As of March 31, 2021, 360 individuals were accessing services in this manner, which provides a level of flexibility and person-centred focus similar to that of IF.

Provincial Assessment Centre (PAC)

- The Provincial Assessment Centre, operated by CLBC, is a designated Mental Health Facility that currently serves up to eight people at one time with admission ranges from two weeks to three months.
- The Provincial Assessment Centre provides multi-disciplinary assessments, diagnosis, medication reviews and recommendations for individuals aged 14 and over experiencing mental illness and/or other significant behaviour challenges.
- After many years of public, stakeholder and First Nations consultation, the PAC has moved to the Valleyview Pavilion site (the former Riverview Hospital lands) and shares a new purpose-built building with the Ministry of Children and Family Development's Maples Adolescent Treatment Centre. The move took place on February 26, 2019, and the new location 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*.

BUDGET:**CLBC – Operating Revenue and Expenditures 2019/20 to 2021/22**

<i>All figures in millions</i>	2019/20 Actual	2020/21 Forecast	2020/21 Preliminary Actual	2021/22 Budget
Operating Contributions				
Government Transfers	\$1,099.4	\$1,220.2	\$1,217.6	\$1,290.4
Restricted Contributions – Operating ¹	\$(3.3)	\$1.4	\$(3.0)	\$0
Restricted Contributions – Capital ²	\$(5.6)	\$(5.5)	\$(5.5)	\$(5.5)
Net Operating Contributions	\$1,090.5	\$1,216.1	\$1,209.1	\$1,284.9
Other Revenue ³	\$26.7	\$27.8	\$28.5	\$29.4
Total Revenues	\$1,117.2	\$1,243.9	\$1,237.7	\$1,314.3
Supports and Services				
Developmental Disabilities Program (DD)	\$1,008.1	\$1,127.0	\$1,122.4	\$1,186.6
Personalized Supports Initiatives (PSI)	\$34.1	\$37.6	\$37.0	\$40.4
Provincial Services (including PAC)	\$5.5	\$5.8	\$5.8	\$5.9
Regional Operations and Administration	\$65.8	\$70.4	\$69.2	\$77.0
Amortization of Tangible Capital Assets	\$3.7	\$3.1	\$3.3	\$4.4
Total Expenditures	\$1,117.2	\$1,243.9	\$1,237.7	\$1,314.3

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, other income and amortization of deferred capital contributions

CLBC – Cumulative budget changes 2021/22 to 2023/24

Prior Year Budgets				
(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Caseload	21.2	51.2	51.2	123.6
Sustainable Services Negotiating Mandate	12.3	12.3	12.3	36.9
Total - Prior Year Budgets	33.5	63.5	63.5	160.5
Budget 2021				
(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Sustainable Services Negotiating Mandate*	72.3	72.3	72.3	216.9
Caseload	44.9	45.6	60.1	150.6
Total - Budget 2021	117.2	117.9	132.4	367.5
CLBC Total	150.7	181.4	195.9	528.0

*Includes annual \$9.655 million for Recruitment and Retention funding.

STATISTICS:**Caseload by Type (as of March 31, 2021)**

Caseload	Staffed Residential Resources	Shared Living Arrangements¹	Supports for Independent Living	Planning, Family Support, Community Inclusion	Total
Developmental Disabilities Program	2,681	3,973	1,990	13,366	22,010
Personalized Supports Initiative	13	306	286	1,905	2,510
Total	2,694	4,279	2,276	15,271	24,520

Note 1: Most shared living arrangements are home sharing.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
COMMUNITY LIVING BC
PROGRAM NOTES 2021/2022**

TOPIC: CLBC COVID-19 Impacts and Response

KEY INFORMATION:

- CLBC's top priority is to support the safety and well-being of those it serves and the workers providing front line services. During the pandemic, CLBC has supported agencies and Home Sharing providers to maintain and adjust services to ensure the safety and emotional well-being of individuals and workers.
- Many CLBC funded services such as community inclusion or day programs, employment, and respite services, have been impacted by the COVID-19 pandemic. The impacts of COVID-19 on CLBC services have resulted in added stress for many families, home sharing providers and other caregivers who have had to take on extra duties.
- People served by CLBC have needed to self-isolate due to increased vulnerability during the COVID-19 pandemic, which resulted in them experiencing the loss of regular social community connections.
- CLBC responded quickly by putting in place safety guidelines and deploying IT supports to allow staff to work from home, where possible, and to keep offices and services running. Some staff worked on a rotation basis between both their office and homes.
- CLBC continued to follow its emergency response plan and reach out to support individuals, families and service providers to stay connected, follow the advice and guidance of the Provincial Health Officer (PHO) to reduce the transmission of COVID-19, and take additional precautions for those who have chronic health conditions.
- The government provided approval-in-principle for an allocation of up to \$35.6 million in temporary emergency funding to provide additional support to residential services, including staffed residential (group homes), supported independent living, and Home Sharing. This emergency funding

was originally provided for three months (April-June) and then extended another two months (July-Aug). Of the \$35.6 million, only \$20.9 million was spent based on lower than expected uptake. Formal approval was provided for the spent amount in December 2020.

- Service providers, Home Sharing providers and families responded effectively by quickly adapting their services, redeploying their staff, caring for loved ones, and continuing to find innovative ways to provide supports. Their innovation and resilience responding to the pandemic has been remarkable.
- Throughout the pandemic, government and CLBC have been committed to providing information and support to prevent the transmission of the virus amongst the people CLBC supports, their families, agency staff, and Home Sharing providers.
- For example, in the initial phase of pandemic response, the Re-Imagining Community Inclusion Implementation Steering Committee (RCI Committee) conducted weekly COVID-19 support calls attended by the Minister of Social Development and Poverty Reduction, a Deputy Provincial Health Officer (DPHO) 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 were made publicly available through the distribution of communiques.
- CLBC held two teleconference calls per month with a DPHO to support and inform individuals and families, service providers and Home Sharing providers. CLBC distributes a bi-weekly update on COVID-19 resources for families and has provided more than 45 service updates to service providers in the past year.
- CLBC continues to provide the Office of the PHO with information about people and clients in the sector and to provide recommendations on how to implement vaccinations for CLBC clients. CLBC will continue to provide support and information to CLBC clients on the vaccination process, as it becomes available.

- The COVID-19 pandemic had a dramatic impact on employment for people that CLBC supports, with an estimated 50%, or 2,600 individuals losing their employment. In January 2021, the Province announced \$10 million in additional funding to CLBC to provide employment service providers with funding to help get people back to work and digital literacy training to help people stay connected remotely and become more employable.

BACKGROUND:

- CLBC serves approximately 24,530 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. The pandemic has had a significant impact on individuals, their families, and the delivery of services.
- 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 are open at reduced levels, putting additional pressure on caregivers.
- Service providers adjusted programs and services to follow safety guidelines. For example, center-based day programs moved to smaller groups or one-on-one supports, delivered safely outside in the community or virtually. This has created challenges, such as smaller ratios of staff to individuals, and added costs for cleaning supplies and personal protective equipment. Some agencies that experienced COVID incidents, resulting in staff needing to self-isolate, found it challenging to maintain staffing levels.
- At the onset of the COVID-19 pandemic some service providers expressed concerns that they didn't fully know what to do should they or their supported individuals become sick or what level of extra supports were required due to the pandemic.
- In response to these concerns, early in the COVID-19 pandemic, the RCI Committee, in collaboration with a Deputy Provincial Health Officer (DPHO), met with stakeholders on a weekly basis to provide support and information to self-advocates, families, and service providers during this critical time. Weekly communiques were drafted for distribution to share important information from the PHO and other sources.
- Concerns about equitable access to health care and allowing family members or support workers access to hospital when required by an individual to assist them were raised with the DPHO. In response to these serious concerns, the DPHO worked with Health Authorities to finalize an Essential Visitors Policy, which seems to be working for the majority of individuals requiring family or worker support while in hospital.

Emergency Funding

- 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 approved up to \$35.6 million in emergency funding for additional support to residential services, including staffed residential (group homes), supported independent living, and Home Sharing. This emergency funding was originally provided for three months (April-June) and then extended another two months (July-Aug). Actual spending of \$20.9 million was formally approved in December 2020 due to lower than expected uptake.
- CLBC worked 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.
- 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 essential services;
 - cleaning and personal protective equipment costs; and
 - modest facilities and/or equipment modifications to meet PHO orders.
- Home Sharing providers eligible for emergency funding received additional funding between \$500 and \$1,500 per individual per month, depending on the level of disability-related support needs. Home Sharing providers received a total of \$15.5 million in emergency funding between April 1 to August 31.
- In some cases, residential services are managed through individualized funding arrangements or person-centered societies, also eligible for emergency funding to maintain residential services.
- Throughout the pandemic, CLBC has continued to support agencies to adjust services to follow PHO guidance and restore as many services as safely possible, although large congregated day services are still not possible.
- CLBC continues to liaise with a DPHO on guidance for the sector.

Communications

- CLBC sent more than 45 Information Bulletins to service providers and Home Sharing providers, and a bi-weekly update to individuals and families throughout the pandemic providing updates and direction on new information as it became available.

- CLBC hosted numerous teleconferences for service providers and Home Sharing providers with the Minister and Deputy Minister of Social Development and Poverty Reduction, CLBC's CEO, a DPHO, the BC CEO Network, and the Community Social Service Employers' Association to answer questions related to the pandemic.
- In March 2020, CLBC provided information to service providers based on PHO guidance about redeploying supports from community inclusion programs to support people in their homes wherever possible. CLBC has provided subsequent information and guidance from the PHO as the sector moved to Phase 2 and 3 recovery.
- 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.
- CLBC has provided information to service providers about Personal Protective Equipment (PPE) available for purchase through the Provincial COVID-19 Supply Hub.
- CLBC hosted monthly community of practice sessions for service providers to share information with each other.

Resiliency Project

- Due to concerns about potential risk of infection, many families are experiencing additional challenges with taking care of their family member who may no longer be able to access regular respite care.
- CLBC is collaborating with Inclusion BC, the Family Support Institute, Vela Canada, and the BC CEO Network on a project focused on individual and family resiliency.
- CLBC conducted a sector needs assessment and worked with partners to identify initiatives to support individuals and families as the pandemic continues.

CLBC Operations

- CLBC staff were supported to work remotely from home, as CLBC offices initially moved to minimal on-site staffing.
 - Offices remained open and staff continued to be available to individuals, families, and service providers remotely as needed.
- CLBC continues to adjust a number of Strategic Plan projects in order to be sensitive to agency capacity during COVID-19:
 - Key projects on hold are: *include Me!* quality of life surveying; review of Guide to Support Allocation practice; and phase one of review of CLBC's catalogue of services.
 - Key projects on partial hold include: implementation of L.I.F.E.-based services;

improvements to referral and crisis response processes.

- A number of CLBC field staff positions were eligible for the government's Temporary Pandemic Pay program as CLBC was deemed an essential service.
 - CLBC distributed this funding to its employees in collaboration with the BC Public Service in the fall of 2020.

Vaccinations

- CLBC has been providing information to the Office of the PHO about the needs of individuals in our sector to aid in the planning for vaccinations.
 - Staffed residential homes were included in Phase 2 of the vaccine rollout.
 - Phase 3 includes clinically extremely vulnerable individuals, which includes people eligible for CLBC services.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
COMMUNITY LIVING BC
PROGRAM NOTES 2021/2022**

TOPIC: Executive Compensation

KEY INFORMATION:

- The government is committed to fiscal responsibility and believes in compensating excluded employees in the public sector for merit and hard work.
- Our objective is to ensure that total compensation paid to senior executives is fair, and that there is accountability and transparency for the public.
- B.C. is a national leader in reporting standards of executive compensation disclosure, which includes base pay, pensions, and an explanation of the compensation paid.
- Controlled compensation is essential to managing our fiscal plan and balancing our budget in the years ahead.
- Our approach balances compensation costs for the public with the ability for public sector employers in the Province to remain attractive in a competitive labour market.

BACKGROUND:

Executive Compensation Policy

- In July 2012, government established a new policy on executive compensation in Crown corporations that aimed to realign the approach to executive compensation throughout government.
- In September 2018, the Public Sector Employers' Council Secretariat (PSEC) implemented the BC Public Sector Employers' Accountable Compensation guidelines to ensure public sector employers' excluded compensation decisions are consistent with government direction.
- Community Living BC (CLBC) has fully complied with government requirements for executive salaries.
- CLBC's administrative costs are well below the average for both government and the service delivery Crown sector, with over 93% historically going to directly support the people CLBC serves.

- Executive compensation for 2020/21 will be released with the Public Accounts.
- Key changes in CLBC's 2019/20 executive compensation include:
 - Former CEO Seonag Macrae officially retired effective June 1, 2019 so 2019/20 compensation reflects a partial year's entitlement.
 - Personal Information
Personal Information
 - Lynn Davies, then VP Regional Operations, was acting CEO from April 1 to Aug. 9, 2019 so the actual base salary includes acting pay for this period.
 - The new CEO, Ross Chilton, began his employment on Aug. 12, 2019 with 2019/20 compensation reflecting a partial year's compensation.
- The following VP positions each received a performance-based salary increase of 5% for 2019/20:
 - VP, Regional Operations (effective Aug. 10 upon return from the Acting CEO position);
 - VP, Corporate Services (effective April 1, 2019); and,
 - VP, Strategic Initiatives (effective April 1, 2019).
- In 2016 and 2017, limited flexibility was allowed by PSEC to increase executive salaries based on performance after a four-year freeze. Retirement allowance payout is paid in accordance with the BC Public Service plan.
- CLBC has not provided salary holdbacks since 2012 and has never provided executive bonuses.

BUDGET:

Executive Compensation Reporting (as at March 31, 2020)

Summary Compensation Table

Name and Position	Salary	Holdback/Bonus/ Incentive Plan Compensation	Benefits	Pension	All Other Compensation (expanded below)	2019/2020 Total Compensation	Previous Two Years Totals Total Compensation	
							2018/2019	2017/2018
Ross Chilton, Chief Executive Officer	\$ 134,423	-	\$ 12,686	\$ 13,241	\$ 1,002	\$ 161,352		
Seonag Macrae, Chief Executive Officer	\$ 32,383	-	\$ 1,067	\$ 3,190	-	\$ 36,640	\$ 212,421	\$ 203,494
Henry (Chai Cheong) Chen, CFO/VP, Finance	\$ 190,806	-	\$ 12,035	\$ 18,794	\$ 1,503	\$ 223,138	\$ 25,287	
Lynn Davies, VP, Regional Operations	\$ 174,822	-	\$ 8,390	\$ 17,220	\$ 1,503	\$ 201,935	\$ 175,899	\$ 172,183
Sara Miller, VP, Corporate Services	\$ 160,017	-	\$ 8,852	\$ 15,762	-	\$ 184,631	\$ 173,512	\$ 170,781
Jack Styann, VP, Strategic Initiatives	\$ 152,743	-	\$ 8,411	\$ 15,045	\$ 1,503	\$ 177,702	\$ 167,272	\$ 160,164

Summary Other Compensation Table

Name And Position	All Other Compensation	Severance	Vacation Payout	Paid Leave	Vehicle / Transportation Allowance	Perquisites / Other Allowances	Other
Ross Chilton, Chief Executive Officer	\$ 1,002	-	-	-	-	-	\$ 1,002
Seonag Macrae, Chief Executive Officer	-	-	-	-	-	-	-
Henry (Chai Cheong) Chen, CFO/VP, Finance	\$ 1,503	-	-	-	-	-	\$ 1,503
Lynn Davies, VP, Regional Operations	\$ 1,503	-	-	-	-	-	\$ 1,503
Sara Miller, VP, Corporate Services	-	-	-	-	-	-	-
Jack Styan, VP, Strategic Initiatives	\$ 1,503	-	-	-	-	-	\$ 1,503

Notes

Ross Chilton, Chief Executive Officer	General Note: Employee was hired effective August 12, 2019 Other Note: "Other" compensation includes parking expenses
Seonag Macrae, Chief Executive Officer	General Note: Employee retired effective June 1, 2019
Henry (Chai Cheong) Chen, CFO/VP, Finance	Other Note: "Other" Compensation includes parking expenses
Lynn Davies, VP, Regional Operations	General Note: Employee received a 5% performance based salary increase for 2019/2020. Employee was temporarily assigned to the role of CEO effective 2019/04/01 to 2019/08/09. The actual base salary amount includes the acting pay for this period. Other Note: "Other" compensation includes parking expenses.
Sara Miller, VP, Corporate Services	General Note: Employee received a 5% performance based salary increase for 2019/2020.
Jack Styan, VP, Strategic Initiatives	General Note: Employee received a 5% performance based salary increase for 2019/2020. Other Note: "Other" compensation includes parking expenses.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
COMMUNITY LIVING BC
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TOPIC: Home Sharing Program

KEY INFORMATION:

- Home Sharing is an integral part of CLBC's residential supports that provides person-centered assistance, helps promote social inclusion and keeps people connected to their communities.
- Over 4,200 individuals live in Home Sharing, up from about 2,600 at the end of fiscal 2009/10, and accounts for over 60% of all CLBC-funded residential settings.
- In 2019, after 10 years of no increases, the government increased funding for the CLBC Home Sharing program by \$18.3 million over two years. The funding increases went directly to Home Sharing providers.
- CLBC increased Home Sharing rates over two consecutive years, the last of which took effect on April 1, 2020 (Appendix A).
- In fiscal year 2020/21, all Home Sharing providers received a minimum increase of \$100 per month, with many receiving more depending on the level of disability related needs.
- This new fee structure aligns with CLBC's commitment to ensure that funding for all service providers, including Home Sharing, is determined in a fair, consistent and transparent manner.

Support for Home Sharing during COVID-19

- Home Sharing service providers, that have taken on additional responsibilities due to the pandemic, were eligible to receive additional funding of between \$500 and \$1,500 per month from April 1 until August 31, 2020.
- CLBC paid out approximately \$16 million in emergency funding to support Home Sharing providers.

BACKGROUND:

- Home Sharing providers had not seen rate increases since April 2009, causing concern among providers and increased difficulty in attracting and retaining new providers to meet CLBC's residential service needs.
- In early 2018, the former Minister 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 and suggested improvements to the delivery and support of Home Sharing services.
- Other issues identified through consultation include: the high cost of housing, growth in demand for the program, lack of respite, and regional variations in practice (see "CLBC System Improvements" below for more details).
- 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 provided \$8.8 million in 2019/20, \$18.3 million in 2020/21, and \$18.3 million in 2021/2022 to increase funding for CLBC's Home Sharing Program, a total of \$45.4 million 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)

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 and that the service compares favorably with other residential services.
- 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).

- 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 two or 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;
 - These two components are expected to cover rent, food personal items and compensation for support; and
 - In some situations, additional CLBC funding if the individual has complex support needs.

Rate Increase Implementation

- In 2019/20, CLBC added more levels to its rate structure to better reflect individuals support needs, and increased rates at all levels.
 - Home Sharing providers paid at policy rates (about 3,200) received increases in the first year between 7% and 29%.
 - Some Home Sharing providers (about 1,000) are already paid above the new policy rates. In the first year, these providers did not receive an increase except in unique circumstances. (No providers received a decrease in their overall funding).
- In fiscal year 2020/21, all Home Sharing providers have received a minimum increase of \$100 per month. Many Home Sharing providers received more, depending on the level of disability-related needs of the individual being cared for.
- After two consecutive years of rate increases, all Home Sharing providers will have received an increase of at least \$1,200 more per year. Home Sharing providers who previously were compensated within policy rates, and did not have any exceptional circumstances, received increases of between 15% and 42% over two years.
- All of the new funding went directly to Home Sharing providers.

COVID-19 Response

- On April 21, 2020, government announced additional funding of up to \$35.6 million for CLBC supported providers to continue delivering residential services, including group homes, Home Sharing and supported independent living. This emergency funding was originally provided for three months (April-June) and then extended another two months (July-Aug). Actual spending of \$20.9 million was formally approved in December 2020 and reflected lower than projected uptake in April-August. CLBC's goal with this funding was to help service providers and Home Sharing providers to maintain services and keep individuals safe at home.
- All Home Sharing providers who were delivering more services or supports to individuals now as a result of COVID-19 were eligible for emergency supports for shared living.
- This funding was administered to agency-coordinated Home Sharing providers through their agency, and to direct Home Sharing providers through CLBC.
- Home Sharing providers who were eligible for the funding received a flat rate payment for each supported individual. This ranged between \$500 and \$1,500 per individual per month depending on the disability-related support needs as determined by the Guide to Support Allocation (GSA).
- CLBC paid out approximately \$16 million of the \$20.9 million in emergency funding to support Home Sharing providers in managing additional responsibilities due to reduced availability of day services and community supports during the pandemic.
- CLBC worked with agencies to restore as many services as possible by September 2020.
- Work is underway to find creative ways to support Home Share providers to gain access safe community inclusion supports, where previous options are still unavailable.
- Service provider agencies are required to have emergency plans in place to respond quickly in cases where a caregiver is sick and unable to support the individual.

Pandemic Pay

- In response to the Ministry of Finance's May 19, 2020 announcement of the joint federal/provincial pandemic pay funding for essential frontline workers, some Home Sharing providers wrote to the Minister and started an online petition calling for Home Sharing providers to be made eligible for this funding. As Home Sharing providers are contractors, they were not eligible for this funding.

Other CLBC System Improvements

- CLBC is working to put in place new service standards for agency coordinated Home Sharing.
- CLBC has formed a task force to explore the creation of an umbrella Home Sharing entity, similar in concept to the BC Federation of Foster Parent Associations.

Office of the Auditor General Audit

- The Office of the Auditor General (OAG) of BC has conducted a performance audit of CLBC's oversight of Home Sharing services and will release the findings and recommendations on June 15, 2021. The audit's focus was on CLBC oversight of Home Sharing providers and coordinating agencies for the 2018/19 fiscal year.
- CLBC has received the draft report with draft findings and recommendations and CLBC will complete its response by the end of May.

BUDGET:

- After 10 years of no increases, in 2019 government increased funding for the CLBC Home Sharing program by \$18.3 million annually (increased over two years), through 2021/22.

	2019/20	2020/21	2021/22
Home Sharing Funding increase Budget 2019	Budget	Budget	Budget
	\$8.8M	\$18.3M	\$18.3M

Data Source: FASB

- Total spending on Home Sharing was \$187.3 million in 2020/21 – including the \$16 million in COVID-19 emergency funding.

APPENDIX A - CLBC Home Sharing Provider Rate Table – April 1, 2020

Home Share Rates (Monthly) Effective April 1, 2020

Level	Description	April 1, 2018		April 1, 2019		April 1, 2020		Total Increase	
		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
COMMUNITY LIVING BC
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TOPIC: CLBC's 2021/22 Mandate Letter

KEY MESSAGES:

- The Province is well served by Community Living BC. CLBC provides critical supports and services for some of the province's most vulnerable people, and its Board and senior management are effective in leading the organization.
- Government provides strategic direction through an annual Mandate Letter, which outlines specific priorities for the current year.
- Priorities for 2021/22 include meeting regularly with families, individuals, service providers and their representatives to improve the lives of individuals with developmental disabilities; improving supports for transitioning individuals and their families; increasing community inclusion and making life more affordable for CLBC eligible individuals through employment; promoting the health and wellness of individuals; improving services to people with multiple complex needs; and coordinating with partners to increase access to a range of inclusive home support options and providing opportunities for individuals to live as independently as they are able.
- While CLBC shifted resources as needed to respond to the COVID-19 pandemic, CLBC made progress on deliverables in its prior year 2020/21 Mandate Letter (Appendix 1).

BACKGROUND:

CLBC 2021/22 Mandate Letter

- All six priorities for CLBC continue from 2020/21, with two minor changes:
 1. the third priority, to increase community inclusion and making life more affordable for CLBC eligible individuals through employment, includes the Re-Imagining Community Inclusion Steering Committee's work; and
 2. the fourth priority, to promote the health and wellness of individuals, has been expanded to monitor the impact of COVID-19 and continue to collaborate with the Office of the Provincial Health Officer, WorkSafe BC and service providers to maintain

and adjust appropriate essential services for the remainder of the COVID-19 pandemic and into recovery.

- The 2021/22 CLBC Mandate Letter includes six priorities:
 - 1) Meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by:
 - a. Advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map;
 - b. Supporting a network of Community Councils that connect CLBC with individuals, families, service providers and community members at a local level and provide opportunities for Community 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 (MCFD), 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. Collaborating through the RCI Committee;
 - b. Continuing to implement Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services to support individuals with all abilities to find employment that fits an individual's goals, while meeting their other support needs;
 - c. Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness; and
 - d. Increasing access to employment services by making measured investments in services, including supporting individuals who have lost their employment because of COVID-19, and proactively seeking opportunities to partner with WorkBC to support people in accessing WorkBC where appropriate.

- 4) Promote the health and wellness of individuals by:
 - a. Monitoring the impact of COVID-19 and collaborating with the Office of the Provincial Health Officer, WorkSafe BC and service providers to maintain and adjust appropriate essential services for the remainder of the COVID-19 pandemic and into recovery; and
 - b. Working with the Ministry of Health and Health Authorities, in collaboration with the RCI Committee to identify interests, issues, and an action plan to address challenges in managing Added Care, coordination of services to individuals with multiple complex needs, and to pursue other partnership opportunities.
- 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 into policy and practice with CLBC staff and external partners; and
 - c. Developing solutions to improve service provision and planning for implementation.
- 6) Coordinating with partners to increase access to a range of inclusive home support options and providing opportunities for individuals to live as independently as they are able:
 - a. Working with BC Housing (BCH), Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities and to include individuals in new and existing affordable, inclusive housing;
 - b. The RCI Committee has prioritized housing for its short-term work plan; and
 - c. Working with Home Sharing stakeholders to develop and implement improvements to improve the quality and sustainability of Home Sharing.

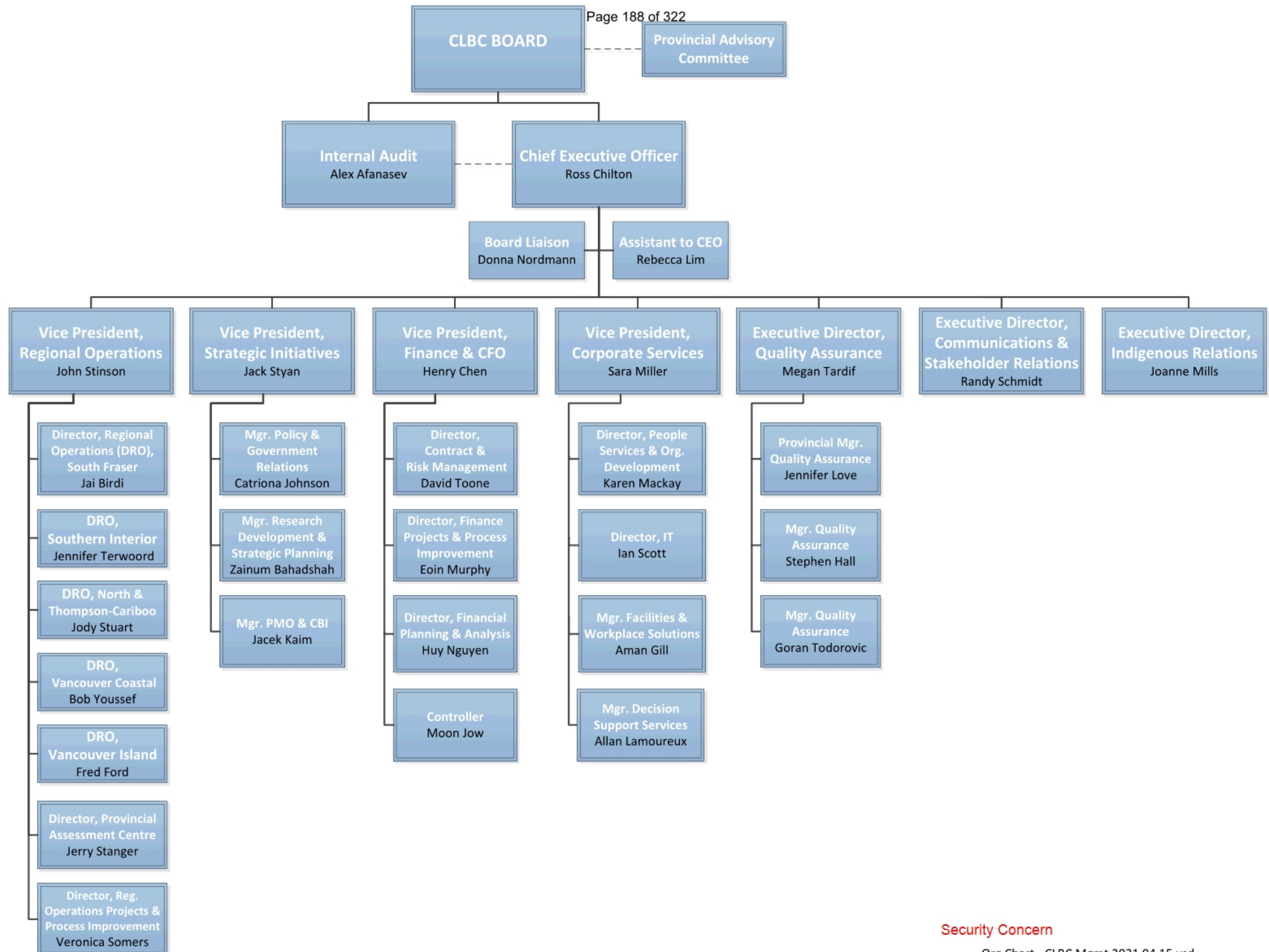
APPENDIX A – Prior Year 2020/21 CLBC Mandate Letter (UPDATE)

#	Direction	Sub-goal	Status
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:	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	<ul style="list-style-type: none"> The RCI Implementation Steering Committee has been meeting regularly, with a brief hiatus during the provincial election, and identified four priority areas of work including: health and wellness, employment, inclusive housing, and Indigenous strategies for community inclusion. Working groups have been established for each priority area with key stakeholders collaborating to understand issues, set goals, and identify strategies and indicators.
		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	<ul style="list-style-type: none"> Community Councils shifted to virtual meetings and continue to be engaged in a range of projects, including activities to engage and connect individuals and families during the pandemic. The CLBC Provincial Advisory Council continues to meet and advise the Board and management. Both Community Councils and the Provincial Advisory Council provided input and feedback on activities to support the resilience of individuals and families during the COVID-19 pandemic.
		Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted	<ul style="list-style-type: none"> Indigenous individuals, families and advocates continue to advise CLBC through the Indigenous Advisory Committee. Individuals, families, and service providers have advised on the development of plans, strategies, services, supports and policies for numerous projects. CLBC continues to engage with the BC CEO Network, BC People First, Inclusion BC, Family Support Institute, BC Aboriginal Network on Disability Society, and others regarding service delivery issues. As part of its work on resilience, CLBC is working with self-advocacy groups to help individuals who feel isolated as a result of the COVID-19 pandemic.
2	Improve transitions for individuals and families by:	Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports	<ul style="list-style-type: none"> CLBC successfully transitioned its in-person Welcome Workshops and content to a virtual platform and provided training to workshop presenters.

#	Direction	Sub-goal	Status
			<ul style="list-style-type: none"> CLBC facilitators continue to support individuals and families with transitions on a one-to-one basis. CLBC staff continue to work with the Ministry of Children and Family Development (MCFD) staff to support youth and family transitions, particularly those in the care or guardianship of MCFD.
		Working collaboratively with individuals, families, (MCFD, and other partners to understand transition related challenges and identify further improvements	<ul style="list-style-type: none"> At the provincial level, CLBC and MCFD staff continue to meet on a quarterly basis to share information, identify issues of shared concern, and discuss improvements. At a regional level, CLBC and MCFD offices continue to collaborate on transitioning youth, including youth in care.
		Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups	<ul style="list-style-type: none"> CLBC completed revisions to its forecasting model, improving caseload forecasting.
3	Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:	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	<ul style="list-style-type: none"> CLBC extended the L.I.F.E.-based service pilot through to December 31, 2020 instead of expanding it to more regions due to the COVID-19 pandemic. Based on the success of the pilot, planning for rollout of the new service has begun, including the development of information and training activities aimed at service providers interested in delivering the L.I.F.E.-based service.
		Continuing to monitor and evaluate the impacts of CLBC’s employment service delivery model, including application of a GBA+ lens, to increase effectiveness	<ul style="list-style-type: none"> CLBC continues to track and monitor employment rates which were significantly impacted by the COVID-19 pandemic. In response to pandemic-related job loss of CLBC service recipients, and as part of BC’s Recovery Plan, CLBC has partnered with Inclusion BC to provide employment services to assist those who lost employment due to the pandemic.
		Increasing access to employment services by making measured investments in services and	<ul style="list-style-type: none"> Despite the pandemic, CLBC continues to provide greater access to employment services and through its partnerships with WorkBC.

#	Direction	Sub-goal	Status
		proactively seek opportunities to partner with WorkBC to support people to access WorkBC where appropriate	
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 consistent, standardized, and joint approach to high intensity care needs and goals for care for CLBC clients with complex functional and medical issues	<ul style="list-style-type: none"> CLBC, the Ministry of Health, regional and provincial Health Authorities, are working together to update the <i>Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities</i>. Work on the Guidelines will articulate a more collaborative and consistent approach to supporting CLBC clients with complex functional and medical issues.
		The provision of appropriate services and supports for CLBC clients with complex functional and medical issues	<ul style="list-style-type: none"> At the regional level, CLBC and Health Authorities continue to work together to plan for and provide appropriate services and supports.
		Consistent alignment with Ministry of Health policies	<ul style="list-style-type: none"> CLBC has worked and continues to work closely with the Office of the Provincial Health Officer (PHO) to ensure CLBC alignment with public health guidance during the pandemic. CLBC, in consultation with the PHO, developed interim guidance on the re-opening of in-person services. CLBC and a Deputy Provincial Health Officer provided regular information sessions about COVID-19 for self-advocates, families, Home Sharing providers, and service providers. CLBC continues to monitor and review Ministry of Health policies to ensure policy and practice alignment.
5	Improve services to people with multiple complex needs, by:	Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels	<ul style="list-style-type: none"> CLBC continues to work at strengthening collaboration with external partners at both the local and regional levels to improve services to people with multiple complex needs. For example, the South Fraser CLBC and MCFD offices have created new processes for supporting youth with multiple complex needs through transition. CLBC continues to work with its partners to address the needs of vulnerable individuals during the pandemic.
		Continuing to build Trauma informed Practice (TIP) into policy and practice with	<ul style="list-style-type: none"> CLBC continued to facilitate a Community of Practice for CLBC staff and external partners

#	Direction	Sub-goal	Status
		CLBC staff and external partners	<p>building on previous training on Trauma Informed Practice.</p> <ul style="list-style-type: none"> The Community of Practice shifted its support to its members to address pandemic-related concerns over isolation, mental health, substance use, and other related issues.
		Developing solutions to improve service provision and planning for implementation	<ul style="list-style-type: none"> CLBC continues to work on developing solutions to improve service provision for individuals with multiple complex needs, including work on inclusive housing, Home Sharing, the new L.I.F.E.-based service, health, and wellness. As part of the work of the Re-Imagining Community Inclusion Committee, the Health and Wellness Working Group is developing strategies to reach report destinations and support individuals with multiple complex needs.
6	Increasing opportunities for individuals to live as independently as they are able by:	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	<ul style="list-style-type: none"> CLBC continues to work collaboratively with partners in the housing, community living, and broader public sectors to include individuals in new and existing affordable, inclusive housing. Partnerships at the regional and local levels resulted in the allocation of affordable housing units being designated to CLBC-eligible individuals with CLBC funding support services, CLBC and its partners, including Indigenous-led housing associations, continue to work together to identify opportunities for greater collaboration.
		Working collaboratively with Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities	<ul style="list-style-type: none"> In partnership with the BC Non-Profit Housing Association and Inclusion BC, CLBC completed its research and released a report on the housing needs of individuals with developmental disabilities. In partnership with Inclusion BC, CLBC launched the "Key to Home" website to encourage stakeholders to engage with municipalities on affordable inclusive housing. With Inclusion BC, CLBC engaged with individuals and families on the issue of inclusive housing to develop materials to help them plan for inclusive housing.



Security Concern

Org Chart - CLBC Mgmt 2021 04 15.vsd

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Re-Imagining Community Inclusion

KEY INFORMATION:

- The Re-imagining Community Inclusion (RCI) report was released on May 31, 2019, following extensive consultation about what the future should look like for supports and services for people who are CLBC eligible.
- 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.
- To ensure the information is available to all key stakeholders, CLBC has worked with SDPR and community partners to develop a plain language version of the RCI report.
- The RCI Implementation Steering Committee (RCI Committee) was established and met on February 14, 2020 to begin working on governance and the initial organization of the work ahead. The RCI Committee is co-chaired by the Ministry of Social Development and Poverty Reduction, Community Living BC, and Inclusion BC.
- The purpose of the RCI Committee is to establish goals and priorities for implementation of RCI's ten-year vision through a coordinated, inclusive, and collaborative process.
- Government is committed to continue working on the RCI Initiative to improve services for adults with intellectual and developmental disabilities as a key part of its mandate for SDPR.
- CLBC's 2021/22 Mandate Letter includes a requirement to: *meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by: advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map.*

COVID-19 Impacts

- During the COVID-19 pandemic, the RCI Committee met on a weekly basis, including the 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, the RCI Committee resumed its focus on implementation planning around the RCI Vision and 10-year plan. The RCI Committee met on June 14, 2020 and identified four priorities for the first stage of implementation: inclusive housing, self-determined and directed supports for Indigenous peoples, health and the well being, and employment opportunities for people with disabilities.
- Due to the provincial election, the RCI Committee did not meet again until January 2021, confirming the four priority areas based on consultation conducted with constituents over the summer. Working Groups have been established for each priority to develop implementation plans.

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 in 2020/21 was invested to support the following initiatives over the next two years:
 - CLBC employment services to prepare and support approximately 1,100 people CLBC serves, 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 people CLBC serves to enable them to work from home, increase independence and stay socially connected remotely during the pandemic (through a \$0.3 million grant to Immigrant Services Society of BC).

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 People; 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 ten-year vision outlined in the RCI report is a community-driven vision rooted in the lived experience of persons with developmental disabilities. 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.

- The current ministerial Mandate Letter includes a requirement to: *continue work on the Re-Imagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities.*
- CLBC's 2021/22 Mandate Letter includes a requirement to: *meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by: advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map.*
- The RCI 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 Health, Ministry of Children and Family Development, Ministry of Mental Health and Addictions and.
- People with developmental disabilities and their families 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.
- The RCI 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 RCI Committee as the work of planning for implementation proceeds, with supporting working groups / committees being established over time.

Estimates Notes 2021

Corporate Services Division

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Social Services Sector – Low Wage Redress

KEY INFORMATION:

- People who work in the community social services sector provide important services for thousands of British Columbians.
 - As part of government's commitment to improve the services and supports that people depend on every day, we are looking at ways to ensure that people in this priority sector are paid fairly.
 - Budget 2019 provided funding to support wage increases for agencies with non-unionized employees that are in line with general wage increases across the broader public sector.
 - Unionized community social services employees also benefit from low wage redress funding - this is targeted funding to help address wage disparity with similar unionized positions in the health sector.
 - Low wage redress funding provides an additional wage increase of approximately 3.5% increase per year for unionized Community Social Services employees throughout the Sustainable Services Negotiating Mandate from 2019/20 through 2021/22.
 - Low wage redress was not extended to non-union employees in the sector.
- [Advice/Recommendations; Government Financial Information](#)
- - In May 2019, the Minister of Social Development and Poverty Reduction convened the Social Services Sector Roundtable (SSSRT) to discuss and work collaboratively on broader issues facing the sector – including recruitment and retention. Since May 2019, the SSSRT has made significant progress in building trust and good working relationships between government and community social service organizations.

- 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.
- In March 2020, government provided \$10 million in one-time grants to various umbrella organizations in the sector for training as well as health and safety initiatives.
- Flowing from the work of the SSSRT, Budget 2020 committed additional funding in 2020/21 to help address recruitment and retention challenges facing non-union and hybrid agencies – funding that could be used to increase compensation and/or provide training. CLBC received \$8.2 million in Contingencies funding for recruitment and retention.
- Budget 2021 includes \$9.7 million per year for Community Living BC's contracted non-union and hybrid service providers - \$29 million total over the three-year fiscal plan – to support recruitment and retention. This continues and builds on the Contingencies funding provided in 2020/21 (\$8.2 million plus \$1.5 million in new incremental funding).
- Government will continue on-going discussions with the organizations that deliver these important services about how we can address challenges faced by the sector, including employee recruitment and retention.
- Priorities in the short to medium term for SSSRT include: a procurement and contracting review, the development of a sectoral compensation plan and supporting economic recovery in response to the COVID-19 pandemic.

BACKGROUND:

- There are over 2,000 agencies, of varying sizes, that provide an array of social services across the province and receive an estimated \$2.3 billion per year in provincial funding. These services support vulnerable people and families, including children with special needs, people who are homeless, adults with developmental disabilities, at risk children and youth, women and children experiencing family violence, immigrants and refugees, the LGBTQ2S+ community, and Indigenous communities.
- Provincially contracted social services are predominantly provided by non-profit agencies (over 80%) alongside private companies or businesses. Social service providers are both unionized (60%) and non-unionized (40%).

- The community social services sector employs over 42,000 people across the province – with women representing almost 80% of this workforce. On the whole, the community social services sector has the lowest paid employees among the broader B.C. public sector.
- Collective agreements covering unionized employees in the community social services sector were concluded in 2018 by the Community Social Services Employers' Association (CSSEA) under the mandate. In addition to general wage increases of 2% per year from fiscal 2019/20 through 2021/22, these agreements include significant low wage redress funding (approximately 3.5% per year) to address wage disparities between similar unionized roles in the community social services and health sectors.
- In 2019/20, funding for non-union agencies in the community social services sector increased consistent with the general wage mandate (2.25% per year) that is guiding negotiations across the broader provincial public sector under the Sustainable Services Negotiating Mandate. Low wage redress was not extended to non-union employees.
- Under the 2014-2019 Economic Stability Mandate (ESM), the non-union agencies were provided funding to match the comparability/low wage redress increases available to the unionized agencies. Non-union agencies did not receive the Economic Stability Dividends (1.95% total over the life of ESM).

- **Advice/Recommendations; Government Financial Information**

- On May 10, 2019, government established the SSSRT with a broad representation of partners from the sector to discuss how to best address the sector's anticipated challenges and opportunities, including employee recruitment and retention.
- More information about the SSSRT and Budget 2020 can be found in the "Social Services Sector – Roundtable" program note.
- Unlike the CSSEA agencies, there is greater variation in the wages and benefits across the non-union agencies. The community social services sector is also not guided by a sectoral compensation plan that ensures consistent and equitable compensation outcomes (salaries and benefits) for non-union employees.

- **Advice/Recommendations; Government Financial Information**

Advice/Recommendations; Government Financial Information Advocacy for wage and funding comparability has continued during the COVID-19 pandemic. Individual applicants and Equal Work Equal Pay BC (a registered lobbying organization) made an application to the Labour Relations Board in November 2020 seeking equal funding for compensation increases retroactive to April 1, 2019. This application is still in process and has not concluded.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Social Services Sector Roundtable

KEY INFORMATION:

- **Advice/Recommendations**
-
- Government agrees that recruitment and retention are a significant challenge across the social services sector, and takes these issues seriously.
- 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.
- During the COVID-19 pandemic, the SSSRT met on a weekly basis, alongside the Deputy Provincial Health Officer, to provide support and share information to navigate these challenging times together.
- The SSSRT resumed focus on the strategic work plan in December 2020 and have held monthly meetings met starting in February 2021. The main SSSRT priority projects in the short term are:
 - Contracting and Procurement Review (led by the Ministry of Children and Family Development (MCFD);
 - implementation of recruitment and retention training and development projects (\$10 million in grants provided to sector partners in March 2020);

- development of a Compensation Plan (led by the Public Sector Employers' Council Secretariat (PSEC) as part of a sectoral Human Resources (HR) Strategy; and
- ongoing support for economic recovery from the COVID-19 pandemic.
- The Roundtable has been recognized as a model for engagement between government and community organizations.
- Government is committed to continuing to work with the social services sector in order to find ways to strengthen services in our province and the vital role staff play in this important work.

Budget:

- In March 2020, Treasury Board approved \$10 million in one-time grants provided to various umbrella organizations in the sector for training development as well as health and safety initiatives (see Appendix 1).
- In Budget 2020, government provided Contingencies funding in 2020/21 to help address recruitment and retention challenges facing non-union and hybrid agencies – funding that could be used to increase compensation and/or provide training.
- There will be some new funding provided to the social services sector for recruitment and retention.
- Budget 2021 includes incremental funding of \$11.7 million and \$36.4 million total in the 2021/22 base budgets of social sector funding ministries to help address recruitment and retention challenges facing non-union and hybrid agencies. This continues and builds on the Contingencies funding provided in 2020/21 to support recruitment and retention.
- This includes \$9.7 million in 2021/22 and on-going for Community Living BC's contracted non-union and hybrid service providers - \$29 million total over the three-year fiscal plan.

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 3.5% 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.

• Advice/Recommendations

- More information about Low Wage Redress can be found in the “Social Services Sector – Low Wage Redress” program note.

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, BC Government Employees' Union, Canadian Union of Public Employees, BC Non-Profit Housing Association, Aboriginal Housing Management Association, BC Housing, Community Living BC, the Public Sector Employers' Council Secretariat, Office of Housing and Construction Standards, and the ministries of Children and Family Development, Mental Health and Addictions, Public Safety and Solicitor General, and Social Development and Poverty Reduction,

- 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.
- There are a broad range of issues that can impact agencies, their operations, and ability to attract and retain staff.
- 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 are committed to holding similar engagements in the future to continue the collaborative work across the sector.

APPENDIX 1 Summary of 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	0.600	Develop and provide specialized training for employees working in victim services and anti-violence programming.
Housing Training (MAH)	BC Society of Transition Houses Police Victim Services BC 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	

Estimates Notes 2021

Service Delivery Division

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Service Delivery – Budget and FTE Overview

KEY INFORMATION:

- Employment and Assistance Services are delivered through the Service Delivery Division (SDD), which is organized into five branches.
- The division's salaries and benefits budget supports approximately 1,430 FTEs.
- SDD staff deliver income assistance, disability assistance, and supplementary assistance to individuals and families in need. This includes supports such as health supplements and working with clients to create employment plans and referring clients when appropriate to WorkBC Centres.
- Citizens can access Ministry services online, by phone, or in person at 84 locations, including 37 Ministry offices and 47 Service BC locations.
- In addition, the Ministry provides after-hours access for urgent needs, outreach services in communities by Community Integration Specialists, and contracts with Third Party Administrators to provide services to clients.
- As part of the services provided, the division works collaboratively with local agencies and stakeholders, referring clients to other resources such as housing, mental health services, child care, and domestic violence counselling.

BACKGROUND:

- SDD's salary and benefits budget supports approximately 1,430 FTEs. The division is responsible for frontline service delivery for people applying for income assistance and providing service to employment and assistance program clients.
- The majority of frontline workers are Client Service Workers (CSWs) and Employment Assistance Workers (EAWs).
- To better serve the most vulnerable British Columbians, Community Integration Specialists (CISs) work in communities throughout the province.

- As of March 31, 2021, there are 158 frontline CSWs, 746 EAWs and 69 CIS for a total of 973 frontline staff. NOTE: These numbers do not include auxiliary staff.

BUDGET:

Service Delivery Division (SDD) Program Management Budget 2015/16 to 2020/21 (\$ millions)			
Fiscal Year	Salaries and Benefits	Operating Costs	Total
2020/21	106,586,948	7,041,002	113,627,950*
2019/20	105,615,000	7,156,000	112,771,000
2018/19	100,237,000	7,041,000	107,278,000
2017/18	96,500,000	6,941,000	103,441,000
2016/17	96,500,000	7,100,000	103,600,000
2015/16	95,985,000	7,649,000	103,634,000

Data Source: Operations Support, Service Delivery Division

Source: Corporate Data Warehouse; Annual Budget Amounts, Service Delivery Division

*2020/21 Budget allocation was originally \$114,612,950. \$985,000 was transferred when the Office of Homelessness Coordination (OHC) moved to the Attorney General in December 2020.

Service Delivery Division Staff Count Effective March 31, 2021

Branch	Active Staff	Attached Staff	FTE Burn Mar 27, 2021
Community Services (including F2F, Outreach and Profiling)	582	620	552.9
Virtual (including Contact Centre; Intake; Specialized Services; Specialized Intake and Health Assistance)	599	641	576.6
Total Provincial Service Delivery Staff	1,181	1,261	1129.5
Operations Support	86	89	84.7
Prevention and Loss Management Services	152	163	148.7
Strategic Services and ADMs office	40	42	39.7
Total Service Delivery Division	1,459	1,555	1402.6

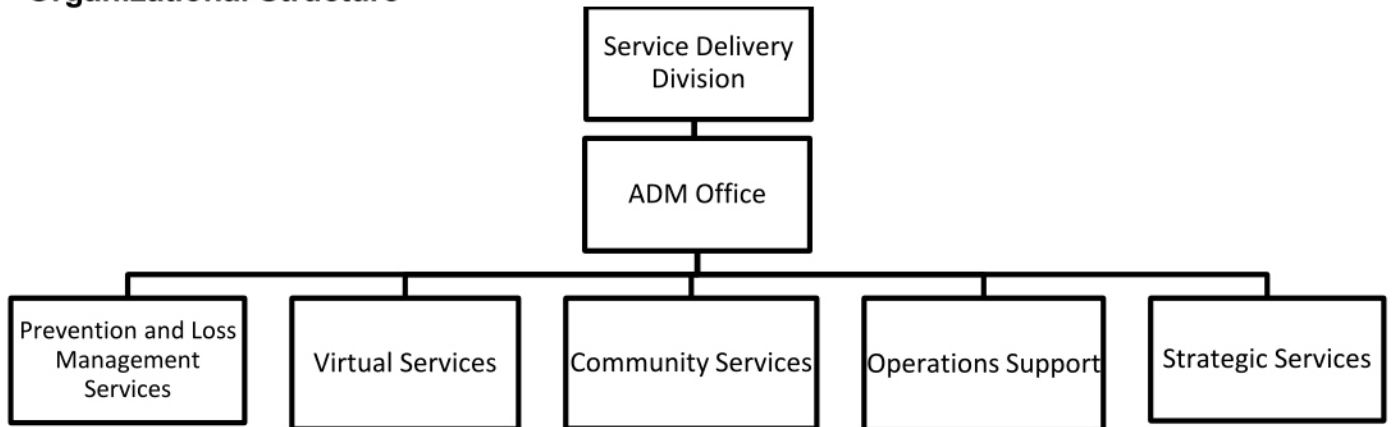
- * Active staff excludes staff on Temporary Assignments outside of SDD and those not on leave w/pay, leave w/out pay and long-term disability
- * Attached staff includes staff on Temporary Assignments, leave w/pay, leave w/out pay and long-term disability
- * Numbers do not match what is in ministry's overall FTE note, since these numbers do not include staff who are on pre-retirement leave, do not include overtime and do not include auxiliary staff.

- * OHC (Office of Homelessness Coordination) staff were transferred to the Ministry of Attorney General in December 2020 and are not included in any of the numbers above.
- * FTE Burn: Data from Time and Leave determined by the actual hours burned from all staff and divided by seventy (70) for a full-time equivalent (FTE) position.
- * Staff count can be higher or lower depending on illness, overtime, part-time employment and leave w/out pay

Data Source: Operations Support Branch, Service Delivery Division

- * Count of active and attached staff as of March 31, 2021 – Establishment Report
- * FTE Burn – Corporate Data Warehouse FTE Cube, March 27, 2021

Organizational Structure



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Service Delivery – Community Services

KEY INFORMATION:

- TogetherBC reflects the Ministry's commitment to providing people with supports they need to help break the cycle of poverty, and that's why the Ministry has made a number of service delivery improvements.
- Recent service delivery improvements include providing clients with more consistent and responsive service, no matter where they live, and with more choices in how they access those services.
- The Ministry has 84 locations around the province that offer in-person client services including 36 Ministry offices and 48 Service BC locations.
- Integrating ministry services with Service BC locations has made it easier for clients to access in-person service while maintaining anonymity in the community.
- Feedback from clients indicates a growing interest in services available over the phone and online. As more clients choose online services, Ministry frontline staff will have more time to help those who have complex issues or need extra assistance.
- During the COVID-19 Pandemic, Ministry offices and Service BC locations have remained open. Increased cleaning and physical distancing measures were introduced to keep clients and staff safe.

BACKGROUND:

In-Person Services:

- The Ministry has 84 locations around the province that offer in-person client services.
- The Ministry has 36 office locations and 48 Service BC offices located around the province that offer access to Ministry services during regular business hours.
- The partnership with the 48 Service BC locations provide Ministry service options to clients in rural areas of British Columbia.
 - 46 of the 48 locations provide a service model that mirrors the service provided in our SDPR offices.

- The Service BC offices in Kaslo and Mackenzie provide basic Ministry services that includes information on SDPR programs and services, access to a computer, My Self Service, internet, SDPR contact centre direct line phone, and the ability to pick up Ministry cheques from these locations.
- Line management strategies have effectively addressed line-ups in most locations, which were common around cheque issue week, resulting in better service for clients.
- Clients are encouraged to sign up for direct deposit in order to eliminate the need for office visits on cheque issue week and to ensure fast and reliable delivery of funds even in the event of postal disputes or natural disasters such as wild fires.
- The Ministry has dedicated Community Integration Specialists who focus on connecting BC's most vulnerable citizens with financial assistance and community supports.

Ministry offices providing In-Person Services COVID-19 Update:

- Ministry offices have remained open during the pandemic, for those individuals who are not able to access Ministry services through other options.
- To protect clients and staff in our offices, the following changes were made:
 - Limiting the number of people who can be in the office at one time;
 - Increased security in offices to support physical distancing for client flow in and out of the office;
 - Protective plexi-glass barriers have been installed at all face to face service counters;
 - Increased signage and office configuration to encourage physical distancing; and
 - Increased cleaning protocols as well as deep-cleaning procedures when a suspected or confirmed contamination has occurred at an office.
- The temporary pandemic pay premium (for essential workers from March 15 to July 4, 2020) funded by the federal government was provided to front-line positions within the Ministry and paid to them in Fall 2020.

Service BC locations COVID-19 Update:

- Service BC Office locations that provide SDPR services have remained open with adjusted hours of operations, as follows:
 - Hours of operation at Service BC locations have a specific time for seniors and vulnerable clients available.
 - Service BC has introduced an online option to book an in-person appointment at their locations for all citizens, using their BC Service Card or BCeID, to minimize having to wait in a line to access services; and
 - Occasionally a Service BC Office has closed for a short period of time due to staffing resources impacted by COVID-19 Pandemic situations. Service BC has been able to reassign staff resources from another area in order to re-open the office as quickly as they could.

BUDGET:

- For any questions regarding the overall costs of Service BC offices to provide SDPR services, please defer to the Ministry of Citizens' Services who hold the budget for Service BC offices.

Data Source: Community Services SBC Lead

NOTE: Cross Referenced with Service Delivery – Community Integration Specialist ADM's Note

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Service Delivery - Contact Centre

KEY INFORMATION:

- The Ministry operates a provincial contact centre that receives an average of 100,000 calls each month from citizens using the 1-866-866-0800 call line. This translates into about 1.2 million calls every year.
- The call line provides options for citizens including accessing client information through a self-serve process, or the option to speak to a Ministry worker.
- The option to speak directly with Ministry staff is available Monday to Friday, 9 am – 4 pm, and there are no time limits on calls. On Wednesdays and Thursdays of cheque issue weeks, clients can phone from 8:30 am to 4:30 pm.
- The Ministry has established a service standard target for the call centre – which is to answer 80 per cent of calls in 10 minutes or less.
- We have seen some significant improvements in overall wait times, consistently meeting the Ministry service standard especially during higher volume periods.
- To remain transparent, wait time and service level reports are published monthly on the Ministry's website.
- When the phone lines are particularly busy, the Ministry temporarily assigns non-client facing staff to answer calls to minimize wait times.
- During the COVID-19 Pandemic, the Ministry reassigned staff to focus on priority work, including answering the 1-866 line.

BACKGROUND:

- The Ministry of Social Development and Poverty Reduction tracks call data and trends for its toll-free line.
- Since 2020, the Ministry has consistently met the service standard of answering calls within 10 minutes or less, 80 per cent of the time; however, there are still peaks and valleys associated with wait times that happen naturally throughout the year.
 - There are high call volumes during cheque issue week, resulting in longer wait times.
 - Wait times also tend to be longer during peak staff vacation period, and on Mondays and Fridays.
 - Average wait times are typically quite short mid-week.
 - There are longer call wait times associated with increased call volume when changes to legislation happen, and during the BC Bus Pass renewal period (November through January).
- The contact centre provides service to individuals, families, service providers and advocates looking for information on Ministry programs and services.
- Through a continued focus on system enhancements the Ministry now offers:
 - An announcement to callers letting them know how long a wait they can expect when they choose the option to speak to a Ministry representative.
 - The option for callers to enter a callback number, including callback numbers with an extension. The callback option allows callers to maintain their place in the queue without the need to stay on the telephone line.
 - The ability to accept calls from outside of BC as well as most VoiceOver Internet Protocol (VoIP) services, (e.g. Skype, Google Talk, etc.). This change is a result of feedback from clients and advocates.
 - A 9:30 am to 5:30 pm staffing shift was implemented in March 2016. This ensures calls in the queue up to 4 pm will be answered the same day, rather than carrying over calls into the next day.
- The Ministry provides an Advocate Client Enquiries (ACE) process for advocates and the Public Guardian and Trustee (PGT) to discuss multiple client cases. All requests are managed within a 24-hour turnaround and has resulted in improved service outcomes for clients and advocates.

Phone Abandonment Rate

- There are a number of reasons people may abandon calls, including:
 - Hearing the notification of call wait time and the client chooses to hang up and call back another time or try another way to access services from the Ministry (e.g., My Self Serve);
 - Personal circumstances that may arise while on hold.
- Abandonment rates vary between 2 - 4% monthly.

(Data Source: Analytics and Business Intelligence FY20/21 Apr-Feb)

Contact: Debi Upton, Assistant Deputy Minister, SDD

Cell Phone: **Government**

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ICE Survey

- The Ministry implemented a simplified phone service survey for all callers to the Ministry's 1-866 line.
- The option to participate in the survey is offered at the beginning of the call and takes place once the call has ended.
- Callers who choose to participate are being asked two questions using a Yes/No rating scale:
- Results from the 22,938 surveys completed between April 1, 2020 – March 31, 2021 show the following results:
 - 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

(Data Source: Analytics and Business Intelligence)

COVID-19 Pandemic Update:

- To support the safety of clients and staff by minimizing in-person interactions, the Ministry promoted the option of accessing services through the 1-866 number.
- To ensure clients received a timely response, Ministry staff were reassigned to priority work.
- The Ministry has closely monitored the wait times and has been successful in meeting our services levels.
- Call volumes increased in March but were reduced once the Ministry provided the temporary COVID Crisis Benefit to clients.

	Calls Offered	Calls Handled	Average Handle Time	Service Level 1 %	Service Level 2%	Average Wait Time
2020	720,073	687,901	0:13:24	82%	79%	0:06:28
Jan	81,197	75,878	0:12:30	60%	57%	0:09:54
Feb	74,394	68,787	0:12:00	52%	50%	0:13:34
Mar	81,527	76,162	0:12:44	67%	64%	0:09:08
Apr	68,281	65,369	0:13:19	76%	75%	0:07:59
May	46,919	45,615	0:13:31	96%	95%	0:03:14
Jun	46,594	45,354	0:14:00	97%	95%	0:02:57
Jul	50,743	49,133	0:13:54	96%	93%	0:04:59
Aug	48,781	46,937	0:14:01	96%	92%	0:04:06
Sep	52,172	50,290	0:14:11	97%	94%	0:04:16
Oct	57,948	55,999	0:14:06	94%	90%	0:04:02
Nov	55,775	54,033	0:14:04	94%	91%	0:03:57
Dec	55,742	54,344	0:13:47	94%	91%	0:03:10
2021	115,715	112,223	0:14:28	91%	88%	0:04:12
Jan	57,643	56,255	0:14:02	98%	96%	0:02:53
Feb	58,072	55,968	0:14:53	84%	80%	0:05:31
Mar	67,093	64,859	0:14:49	93%	90%	0:04:11

(Data source: Analytics and Business Intelligence)

- The abandonment rate for incoming calls has reduced from 7% in March 2020, to 3% in May 2020 and 2% in January 2021. Results from the phone survey respondents from April 2020 to March 2021 show the following:
 - 84% were satisfied with the amount of time it took to get service
 - 91% found the Ministry worker was respectful

(Data Source: Analytics and Business Intelligence)

Contact: Debi Upton, Assistant Deputy Minister, SDD

Cell Phone: **Government**

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Contact Centre – Technology Budget

Contact Centre Software Costs	2016/17	2017/18	2018/19	2019/20	2020/21
Monthly licensing Costs for ICE/Teleopti Software	\$1,417,076	\$1,435,080	\$1,520,996	\$1,568,961	\$2,088,625
One-Time operating costs (e.g. Move-Add-Change, testing)	\$58,923	\$44,930	\$2,367	\$9,143	\$21,890
TOTAL	\$1,475,999	\$1,480,010	\$1,523,363	\$1,578,104	\$2,110,515

Data Source: Operations Support, Finance, Facilities and Assets

CONTACT CENTRE STATISTICS:

	2017	2018	2019	2020	2021 (Jan – Mar)
Calls Offered	842,720	750,038	807,465	720,073	182,808
Calls Handled	705,300 (84%)	659,873 (88%)	742,700 (92%)	687,901 (96%)	177,082 (97%)
Average Handle Time	0:10:38	0:11:21	0:12:23	0:13:24	0:14:35
Service Level 1*	4%	29%	45%	82%	92%
Service Level 2 **	4%	29%	42%	79%	89%

(Data Source: Operations Support - Analytics and Business Intelligence)

Service Level 1 (Ministry Target) - The percentage of calls answered, or abandoned, within 10 minutes

Service Level 2 (Ombudsperson Target) - The percentage of calls answered within 10 minutes

**The Difference between Offered calls and Handled calls is callers using self-serve option or abandoning the call before connected to a worker.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Intake and Eligibility

KEY INFORMATION:

- The Ministry has three main options available for individuals to apply for income assistance:
 - Online – Self Directed from anywhere;
 - Online – Staff Supported in an office, overriding the email address requirement; and
 - Staff Assisted – Staff complete the application with the applicant in an office or over the phone.
- All Ministry offices and Service BC locations have free, public Wi-Fi and computers available for applicants and clients to access My Self Serve during office hours.
- Community Integration Specialists provide support to B.C.'s vulnerable individuals by assisting them with completing the Ministry application process.
- Additional supports available to applicants include access to professionally trained language and American Sign Language interpreter or the applicant's interpreter of choice.
- The Ministry has specialized intake processes to assist in streamlining income assistance applications for youth transitioning from in-care and underage Persons with Disabilities applicants, as well as applicants leaving:
 - Correctional facilities;
 - Alcohol and drug facilities; and
 - Hospitals.

- Ministry applications are triaged and processed in the order they are received. Applicants who are fleeing abuse or have an immediate need for food, shelter, or urgent medical attention are contacted within 1 business day.
- As per Ministry service standards, once an applicant submits a completed application, the Ministry aims to contact the individual within 5 business days.
- The Ministry continues to explore opportunities to further simplify the application process.
- During the COVID-19 Pandemic period, the Ministry experienced an increase in applications only during the first three weeks after the Province declared a state of emergency.

BACKGROUND:

How to apply:

- 1) Online through My Self Serve (MySS) website
 - Available 7 days a week, 24 hours a day, including statutory holidays.
 - Setting up a MySS account and applying for assistance or accessing other services online, requires a mobile device/computer with Internet access and:
 - an email address;
 - Social Insurance Number (SIN); and
 - basic BCeID (a username and password users set-up while applying for their new MySS account).
- 2) Online at a Ministry office or and Service BC locations
 - All offices have free, public Wi-Fi and computers available for applicants and clients to access MySS during office hours.
 - Applicants who do not have access to an email account, can get assistance from staff in completing the application online in the office.
 - Alternatively, staff can assist the applicant in accessing MySS on the computer in the office to complete their application.
- 3) Staff assistance in completing the application, either in the office or on the phone.
 - For instance, the individual can meet with an intake worker by phone who will complete the application with the individual.

In addition, Community Integration Specialists work with B.C.'s vulnerable citizens, to assist them through the application process. If a citizen is not able to attend the office or call into

the Ministry, Community Integration Specialists will go to where the client is, or work through a community partner to assist the applicant.

Application Support through Interpretation:

- Applicants who require interpreters can request the service through the Ministry. The Ministry contracts with professionally trained interpreters. However, in cases where appropriate services are not available or client declines the interpreter offered by the Ministry, the applicant or recipient is permitted to use an interpreter of their choice.
- Contracted interpretation services are available via:
 - three-way call (applicant or recipient, interpreter and worker all in different locations);
 - telephone (applicant or recipient or interpreter in the office or at another location); and
 - in-person (on a case-by-case basis).

Application Process:

- When an application is submitted, the applicant is informed of what documentation is required to determine their eligibility and the next steps.
- Once clients have submitted their documents, staff review and determine eligibility for assistance.
- Applicants who are fleeing abuse or are assessed as having an immediate need for food, shelter, or urgent medical attention are provided with an expedited eligibility assessment, and the immediate need will be met, without delay, through vouchers, shelter referrals, bus tickets, etc.
- At any time, a client or applicant's circumstances change, they may contact the Ministry.
- The eligibility date for the applicant is the date the application is submitted to the Ministry. For example, if an application is submitted on May 1 and the application is approved on May 20, the amount of assistance will be back dated to May 1.
- The Ministry has specialized intake processes to assist in streamlining income assistance applications for youth transitioning from in-care and underage Persons with Disability applicants, as well as applicants leaving:
 - Correctional facilities;
 - Alcohol and drug facilities; and
 - Hospitals.

Service Standards:

- After applicants have applied for assistance, the Ministry will contact the applicant within **5** business days, at least 80 per cent of the time, except as follows:
 - if they are fleeing abuse **1** business day, or

- if they have an immediate need for food, shelter or urgent medical attention, 1 business day.

COVID-19 Update:

- During the COVID-19 Pandemic period, the Ministry experienced an increase in applications during the first three weeks only after the Province declared a state of emergency.
- By April 2020, the Canadian Emergency Response Benefit (CERB) became available to citizens, and the number of intake applications was reduced.

2020											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
5,402	4,523	6,652	4,331	2,295	2,321	2,359	2,602	3,253	3,776	3,247	2,858

2021		
Jan	Feb	Mar
3,047	3,111	3,603

Source: Service Delivery Division – Operations Support Branch

TOPIC: Ombudsperson's Report - Phone Lines

KEY INFORMATION:

- We appreciate the recommendations of the Ombudsperson's 2018 report on call wait times for income and disability assistance — and their progress update (February 14, 2020).
- We take the recommendations of the report very seriously. The progress report acknowledges there has been significant improvement in call wait times since 2018.
- Wait times fluctuate with longer wait times occurring Mondays and Fridays and during cheque issue week.
- While there is more work to do, the Ministry has significantly reduced wait times over the past couple of years.
- In 2020, the Ministry answered 82% of calls in 10 minutes or less, up from 46% in 2019.
- The Ministry saw improvements to the average speed of answer, which dropped from almost 17 minutes in 2019 to 6 minutes 28 seconds in 2020.
- We continue our commitment to answering 80% of calls in 10 minutes or less so people can receive the help they need in a timely manner.
- During the COVID-19 Pandemic, the Ministry reassigned some staff to focus on priority work, including answering the 1-866 line as an important measure to reduce the need for in-person office visits.
- During this time the Ministry continues to consistently meet and exceed the service standard. Data for February 2021 shows an average wait time of 5 minutes and 31 seconds.

BACKGROUND:

- The initial “Holding Pattern” report included nine key recommendations to improve wait times on SDPR’s 1-866 phone number.
(<https://www.bcombudsperson.ca/documents/holding-pattern-call-wait-times-income-and-disability-assistance>)
- The Ministry accepted six of the nine recommendations and agreed with the intent of the other three recommendations.
- The 2018 News Release from the Ombudsperson states, “The Ombudsperson initiated the systemic investigation in July 2017 in response to a range of complaints about long wait times, disconnected calls, call time limits, and other challenges recipients of income and disability assistance face in communicating with the ministry by telephone.”

Summary of the 2018 “Holding Pattern” Report recommendations and history of responses/updates

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
R1: By May 31, 2018, the ministry report the daily average speed of answer and the daily longest call wait time statistics on its website for each day in the previous month.	Accepted <ul style="list-style-type: none"> • As of May 31, 2018, the ministry has posted a monthly report, called the Daily Contact Centre Wait Time Report, on the website. The report includes average daily speed of answer, longest call wait time, and shortest call wait time. • As of October 1, 2018, the ministry added a new column to the Daily Contact Centre Wait Time Report to include, for each day in the previous month, the percent of calls answered in 10 minutes or less. 	Fully Implemented

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
<p>R2: By October 31, 2018, the ministry will hire sufficient additional employment and assistance workers to ensure that it has a minimum of 220 full time staff dedicated to answering calls to the centralized telephone line. The incremental staffing is not to be offset from elsewhere in the ministry's income and disability assistance programs.</p>	<p>Not Accepted, agreed with the intent of the recommendation</p> <p><u>Initial SDPR Response</u></p> <ul style="list-style-type: none"> • As of November 1, 2018 we had 203 EAWs dedicated to the Provincial Contact Centre. • When the phone lines are particularly busy the ministry also continues to temporarily assign non client facing staff to answers calls in order to provide timely service and minimizing the need for clients to travel to a local office. • We have seen some significant improvements in overall wait times experienced by people calling in, especially during higher volume periods. • The ministry is committed to continuing to look for ways to improve service quality and will report out future improvement to phone wait times under Recommendations 1 and 3. <p><u>2020 Ombudsperson Update</u></p> <ul style="list-style-type: none"> • The 2020 report recognizes the ministry's pilot project to support staff working from home. • The pilot is working to address higher call volumes on Mondays and Fridays. The report also acknowledges that the Ministry has hired 30 additional staff, with 20 staff dedicated to the centralized call centre for a total of 200 staff (original recommendation was for 220 full-time staff dedicated to answering calls). <p><u>2021 SDPR Update</u></p> <ul style="list-style-type: none"> • The ministry continues to monitor call volumes and adjust staffing levels to help ensure clients receive timely, quality service. 	<p>Ongoing</p>

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
<p>R3: By March 31, 2019, for 95% of the days of each month, the ministry answers calls to the centralized telephone line at a daily average speed of answer of 10 minutes or less and attain a longest call wait time for each day of 30 minutes or less.</p>	<p>Not Accepted, agreed with the intent of the recommendation</p> <p><u>Initial SDPR Response</u></p> <ul style="list-style-type: none"> • While significant improvements have been made in overall wait times, the ministry will continue to focus on improving call wait times with a goal of answering 80% calls within 10 minutes or less. • Public service standards were updated by September 30 to reflect this commitment. • The ministry will closely monitor wait time trends and focus on the recommendations to help meet this goal. <p><u>2020 Ombudsperson Update</u></p> <ul style="list-style-type: none"> • The 2020 report acknowledges “significant improvements in reducing overall call wait times compared to previous two years,” but states that there are ongoing challenges to meet the average answer speed for phones. • The report also states that some people are still experiencing wait times of over 30 minutes. <p><u>2021 SDPR Update</u></p> <ul style="list-style-type: none"> • Since May 2020, the ministry has consistently met the public service standard target of answering calls within 10 minutes or less, 80 percent of the time. The average wait time since then has fluctuated between three and five minutes. 	Ongoing
<p>R4: Beginning May 31, 2018, the ministry report when the provincial contact centre is operating in Tier 1 mode by including an announcement on its centralized telephone line and posting on its website.</p>	<p>Accepted</p> <ul style="list-style-type: none"> • By March 2018, the ministry updated the Tier 1 Process (taking messages only) and it was replaced with Triage (completing urgent requests and taking message for non-urgent requests). • By May 31, 2018, the ministry began posting a notification on phone and website when in Triage mode. 	Fully Implemented

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
<p>R5: By March 31, 2019, the ministry phase out and cease to use its Tier 1 call-sweeping strategy, and any other strategies for reducing call wait times that result in reduced service levels, except in unforeseen and extraordinary circumstances such as provincial emergencies.</p>	<p>Accepted</p> <ul style="list-style-type: none"> • The ministry was last in Triage mode July 3, 2018. This means staff process urgent/critical or time sensitive requests while speaking to the client or while working on file, where possible. • The ministry intends only to revisit this approach in unforeseen and extraordinary circumstances. 	<p>Fully Implemented</p>
<p>R6: By March 31, 2020, the ministry phase out its practice of resolving only one request per call when people contact the centralized telephone line with multiple requests, so that it is able to resolve multiple issues while continuing to achieve the timeliness standards in Recommendation #3.</p>	<p>Accepted</p> <p><u>Initial SDPR Response</u></p> <ul style="list-style-type: none"> • As of July 2018, the ministry ceased the practice of resolving only one request per call. The ministry now processes multiple requests while working on file, where possible. • The goal remains to complete Service Requests while speaking to the client or while working on the file. • When a Service Request is complex or requires additional attention, staff have the option to send the Service Request to a central contact centre queue where contact centre staff will process in order of due date. • Ministry re-advised the Ombudsperson of the status via email on Jan 23/20 – update report was adjusted to reflect “full implementation”. 	<p>Fully Implemented</p>
<p>R7: By September 30, 2018, the ministry establish and make public service standards for the timeliness of service delivery and monitor wait times for in person services at all local offices.</p>	<p>Accepted</p> <p><u>Initial SDPR Response</u></p> <ul style="list-style-type: none"> • The ministry has established and made public service standards for the timeliness of service delivery for many key areas including phone wait times, PWD applications, etc. • The ministry agrees in the importance of providing responsive service, and local office supervisors continue 	<p>Ongoing</p>

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
	<p>to monitor in-person wait times.</p> <ul style="list-style-type: none"> • The ministry has now installed display monitors into all ministry office waiting rooms to provide relevant and up-to-date information to citizens about government services, such as reminders on key dates and options to access service (in-person, by phone or online) • The ministry is currently exploring options to further monitoring wait times in local offices including the following: <ul style="list-style-type: none"> ○ Service BC's Queue Management System pilot that tracks service times (meaning the time from first contact with front counter to when the service is complete). ○ Piloting a manual wait time tracking mechanism for SDPR offices with security guards (wait time means the time from when a client joins a line until they make first contact with front counter staff). <p><u>2020 Ombudsperson Update</u></p> <ul style="list-style-type: none"> • The report states that the ministry has yet to establish a service standard for in-person wait times; however, it notes that the ministry has begun to pilot a queue management system to track service delivery items in several offices that will be completed in Fall 2020. • The ministry will share the results of this pilot with the Ombudsperson. <p><u>2021 SDPR Update</u></p> <ul style="list-style-type: none"> • The ministry has implemented the Queue Management System in all client facing offices as of March 2021. • The ministry will continue to explore options for a cost-effective IT solution that will provide citizens with potential wait times while they are in a client facing office. 	

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
<p>R8: By October 31, 2018, the ministry report on its website the average daily individual wait times for in person service at every local office for the previous month.</p>	<p>Not Accepted, agreed with the intent of the recommendation</p> <p><u>Initial SDPR Response</u></p> <ul style="list-style-type: none"> As per Recommendation 7, the Ministry is exploring strategies to monitor wait times for in-person services and exploring the potential of electronic client flow management software solutions. Exploring options for a cost effective IT solution that will consistently provide citizens with in person service wait time. <p><u>2020 Ombudsperson Update:</u></p> <ul style="list-style-type: none"> see R7 Update 	Not Accepted
<p>R9: By June 30, 2019, June 30, 2020* and June 30, 2021, the ministry makes public the report of an independent performance audit of the ministry's public reporting of the performance information in recommendations #1 and #3 for the prior fiscal year.</p> <p><u>Excerpt from Update Report:</u> For 2020 and 2021 the ministry ought to publish the full audit report publicly in order to comply with the recommendation.</p> <p>* The 2020 due date was extended to September 30, 2020, due to Covid-19.</p>	<p>Accepted</p> <p><u>Initial SDPR Response</u></p> <ul style="list-style-type: none"> The ministry publicly posted a summary overview of the first independent performance audit by June 30, 2019, a detailed report was provided to the Office of Ombudsperson. The ministry considers the 2019 public performance report recommendation to be fully met. The ministry is currently working on a June 2020 independent performance report which will be publicly posted. <p><u>2020 Ombudsperson Update</u></p> <ul style="list-style-type: none"> The report states that, while the ministry did publish a summary report of an independent audit of its "Call Wait Times Reports" for the fiscal year and provided the Ombudsperson with a copy, the full audit is not publicly available. The Ombudsperson expects the full audit report that is due for June 30, 2020 to be made public. 	Ongoing

Recommendation	Ministry Response and Update	Status in Ombuds Mar 2021 update
	<p>This year's due date was extended to September 30, 2020, due to Covid-19.</p> <p><u>SDPR Response to 2020 Report</u></p> <ul style="list-style-type: none"> The ministry believes it met the spirit and intent of the recommendation and notes that the Ombudsperson confirmed that the summary audit report is consistent with the findings in the full audit report (both reports were completed by MNP - an independent accounting and consulting firm). <p><u>2021 SDPR Update</u></p> <ul style="list-style-type: none"> The ministry publicly posted a summary overview of the second independent performance audit on September 20, 2020. The Ministry is on track to post the final independent performance audit by June 30, 2021, and then expects this recommendation to be fully implemented. 	

2020 "Holding Pattern Monitoring Update" report information:

- The "Holding Pattern Monitoring Update" report acknowledged the full implementation of four (R1; R4; R5; R6) out of the six recommendations accepted by the Ministry.
- The Ombudsperson has identified the balance of the two recommendations (R7; R9) accepted by the Ministry as ongoing monitoring.
- Two recommendations that the ministry did not accept (R2, R3) are being monitored ongoing by the Ombudsperson.
- The 2020 New Release for the "Holding Pattern Monitoring Update" report, states:

"People on income assistance are often using other peoples' phones to call or have very limited incomes to pay for cell service, so timeliness takes on a greater significance," Chalke said adding the government committed \$6 million over three years in the 2018 provincial budget to improve service at the provincial call centre.

- The Ministry continues to focus on timeliness to access the Ministry, and does provide the following options for clients:
 - An announcement to callers letting them know how long a wait they can expect when they choose the option to speak to a ministry representative.
 - The option for callers to enter a callback number, including callback numbers with an extension. The callback option allows callers to maintain their place in the queue without the need to stay on the telephone line.
- The Ministry has significantly reduced wait times as follows:
 - In 2018, the ministry met their Service Standard 43% of the time, in 2019 that increased to 46%, and in 2020 it increased to 82%
 - In 2018, the average speed of answer was 28 minutes and 12 seconds, in 2019 the average speed of answer decreased to 16 minutes and 54 seconds, and in 2020 it was 6 minutes 28 seconds.

(Data source: Analytics and Business Intelligence)

COVID-19 Pandemic Update:

- To support the safety of clients and staff by minimizing in-person interactions, the ministry promoted the option of accessing services through the 1-866 number.
- To ensure clients received a timely response, ministry staff were reassigned to priority work.
- The Ministry has closely monitored the wait times, and has been successful in meeting our services levels.
- Call volumes increased in March but were reduced once the Ministry provided the temporary COVID Crisis Benefit to clients.

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May	46,919	45,615	0:13:31	96%	95%	0:03:14
Jun	46,594	45,354	0:14:00	97%	95%	0:02:57
Jul	50,743	49,133	0:13:54	96%	93%	0:04:59
Aug	48,781	46,937	0:14:01	96%	92%	0:04:06
Sep	52,172	50,290	0:14:11	97%	94%	0:04:16
Oct	57,948	55,999	0:14:06	94%	90%	0:04:02
Nov	55,775	54,033	0:14:04	94%	91%	0:03:57

Dec	55,742	54,344	0:13:47	94%	91%	0:03:10
2021	115,715	112,223	0:14:28	91%	88%	0:04:12
Jan	57,643	56,255	0:14:02	98%	96%	0:02:53
Feb	58,072	55,968	0:14:53	84%	80%	0:05:31

(Data source: Analytics and Business Intelligence)

- The abandonment rate for incoming calls has reduced from 7% in March 2020, to 3% in May 2020 and 2% in January 2021

(Data source: Analytics and Business Intelligence)

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Ombudsperson Report: "*Working Within the Rules: Supporting Employment For Income Assistance Recipients (2018)*"

KEY INFORMATION:

- The Ministry values the significant efforts put forth by the Office of the Ombudsperson in preparing a report and proposing recommendations that are intended to improve fairness to BC's income assistance programs.
- The Ministry has fully implemented three of the four recommendations and the fourth recommendation is substantially implemented.
- The Ministry revised the Policy and Procedure manual to ensure eligibility decisions about the earnings exemptions are in compliance with the Employment and Assistance Regulation. Since this change, the Ministry has been making eligibility decisions about the earnings exemptions for recipients that are consistent with the Regulation and policy.
- The Ministry has also developed guidelines for responding to systemic or repetitive legal errors with the Ombudsperson office.
- The Ministry has made considerable efforts to compensate all 2,651 people who, since 2012, had earnings and did not receive the exemption.
- Since 2018, the Ministry reimbursed 2,087 (79%) individuals and has issued \$533,553.03 in underpayments.
- While considerable effort has already been made to locate the remaining 564 individuals, the Ministry has decided to conduct one final attempt in 2021 to locate the individuals who are no longer on assistance.
- In March 2021, the Ministry signed an Information Sharing Agreement with the Ministry of Health to update contact information for the remaining 564 individuals to send out final correspondence notifying

them of the reimbursement available.

BACKGROUND:

- In May 2018, the Office of the Ombudsperson released the report “*Working Within the Rules: Supporting Employment for Income Assistance Recipients*”. The Ombudsperson report concluded that: The Ministry’s application of its one-month waiting period policy for earnings exemptions after a short absence was contrary to law and unfair and that the Ministry was acting improperly and in breach of its duty to its clients by continuing to apply the policy at a time when it knew its interpretation of the Employment and Assistance Regulation was wrong.
- The Office of the Ombudsperson made four recommendations; and the Ministry accepted all four. The Ministry has implemented three of the four recommendations and the fourth recommendation is substantially implemented.
- On January 17, 2019, the Ombudsperson released an updated report to May 2018’s “Working Within the Rules” — a report on the one-month wait period for earnings exemptions imposed on people returning to assistance after a short absence. The update said that nearly 1,000 clients had not yet been reimbursed.
- The Ministry has made considerable efforts to identify the 997 individuals who were no longer on assistance. Letters were sent to the last known address on file, at least 2 attempts were made to contact former clients via phone and the Ministry completed quarterly reviews (January, April, July, and October 2019) to see if any individual returned to assistance.
- The result remaining from the 997 individuals is:
 - 433 individuals received the underpayment to date; and
 - 564 individuals remaining, including 40 individuals who are deceased.
- In August 2020, the Office of the Ombudsperson requested that the Ministry consider additional attempts to contact clients with reimbursements outstanding.
- The Ministry agreed to look at options for one last attempt to contact the remaining cases.
- After reviewing options available to the ministry, the only option that was attainable was to access the Ministry of Health’s system through an Information Sharing Agreement.
- In January 2021, three Ministry staff were granted access to the Ministry of Health’s system in order to update contact information for the remaining 524 individuals.
- The Ministry will be sending a final letter to the 524 closed cases to notify them of the reimbursement available.

Status of Underpayments

- The final number of cases entitled to an underpayment was 2,651, representing \$658,335.10 in estimated underpayments.

Process Taken	Number of Cases	Underpayment Amount Paid	Underpayment Amount Owing
Total Cases Entitled to underpayment	2,651		
Cases paid in 2018	1,654	\$426,917.02	
Cases Remaining	997		
Cases paid in 2019/2020	433	\$106,636.01	
Remaining Cases not yet Reimbursed	564		\$124,782.07
TOTAL		\$533,553.03	\$124,782.07

Recommendations and Status:

R1: Immediately begin making eligibility decisions about the earnings exemption that are consistent with the Employment and Assistance Regulation and cease finding recipients ineligible for the earnings exemption only because they did not receive income assistance in the previous month. **(Fully Implemented)**

R2: Immediately revise the section of the BCEA Policy & Procedure manual that relates to the earnings exemption to accord with and give effect to the language in the Employment and Assistance Regulation. **(Fully Implemented)**

R3: By October 1, 2018, identify all recipients who, from October 1, 2012 onward, were wrongly denied the earnings exemption because they did not receive income assistance in the previous month, and reimburse them for the amount of income assistance they were entitled to, but did not receive, under the Employment and Assistance Regulation. **(Substantially Implemented)**

R4: By October 1, 2018, the Ministry develop guidelines for responding to systemic or repetitive legal errors that the Reconsideration branch identifies regarding the ministry's application of its income and disability assistance legislation. **(Fully Implemented)**

Estimates Notes 2021
Accessibility Secretariat

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ACCESSIBILITY SECRETARIAT
PROGRAM NOTES 2021/2022**

TOPIC: Accessibility Legislation

KEY INFORMATION:

- Government is committed to improving the lives of people with disabilities and the *Accessible British Columbia Act* that was introduced on April 28, 2021, marks the next step in building an inclusive province that works for all of us.
- To be a truly inclusive province, we must integrate accessibility into all aspects of our lives so that people with disabilities can fully participate in their communities.
- The proposed legislation will support the development of new accessibility standards – in areas like employment, the built environment and delivery of services – by identifying, removing and preventing barriers.
- Guided by the principle of “nothing about us, without us”, our work will be aligned with the UN Convention on the Rights of Persons with Disabilities (UNCRPD).
- Through the work of Parliamentary Secretary Coulter, we will ensure this legislation is effective and well understood by advocates, businesses, and the broader community.
- Given the nature of this legislation and the timeline for development and implementation, it is not expected that substantial costs will be incurred in this budget year.
- As we move forward with adopting accessibility standards, appropriate funds will be allocated to support these initiatives.

BACKGROUND:

B.C. Commitments to Accessibility Legislation

- Government supports the UNCRPD and its Optional Protocol. As such, government has a responsibility to promote, protect and enable full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities. Full and effective participation and inclusion for people with disabilities is also one of the principles enshrined in the UNCRPD – “Nothing About Us Without Us”.
- During the 2020 provincial election, the BC NDP promised to develop and enact comprehensive accessibility legislation in their platform. Subsequently, Minister Simons was given a mandate to “continue to work with people across the province to develop and introduce comprehensive accessibility legislation in Spring 2021 to open doors to opportunity and participation.”
- Additionally, Dan Coulter, Parliamentary Secretary for Accessibility, was appointed and given a mandate to “engage with advocates, communities, and businesses to ensure the new accessibility legislation is effective and well-understood.”
- Accessibility is an area with multi-party support. During the 2020 election campaign, the BC Liberal Party promised to re-instate the Home Adaptations for Independence program, increase supply of fully-accessible units in multi-unit residential buildings, and modernize the BC Building Code to address accessibility in their platform. The BC Green Party promised to introduce accessibility legislation to break down barriers, advance human rights, and promote fairness and equality in their platform.

2019 Public Consultation on Accessibility

- The public consultation period for B.C.’s proposed accessibility legislation was conducted between Sept. 16-Nov. 29, 2019. A Summary Report of the consultation was released Feb. 5, 2020. The report is available in accessible formats (DAISY format, braille and ASL Video).
- The Social Planning and Research Council of BC (SPARC BC) was contracted to lead the public engagement sessions, including the regional community and stakeholder engagement.
- Citizens, organizations and interested parties 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.
- Nearly 500 people attended one of the 10 community meetings around the province or a virtual townhall, while 75 independent community consultations were held and over 50 formal submissions were received. Of the 6,352 people who filled out the online questionnaire, 3,776 identify as having a disability. There were more than 23,000 visits to the accessibility engagement website.

Indigenous Engagement

- The public engagement included multiple mechanisms and opportunities to engage with Indigenous peoples and partners from across the province. This has included:
 - Public meetings:
 - Elders and community representatives were invited to all 10 public meetings to try to create culturally safe spaces.
 - Some of the public meetings were held in Friendship Centres and Indigenous organizations to encourage Indigenous Peoples participation.
 - A variety of channels of feedback were provided to support people to engage in the ways that best suited their specific circumstance, including receiving feedback from phone, ASL video, email, surveys.
 - Meetings with First Nations leaders:
 - The previous Minister, Shane Simpson, talked about the accessibility legislation to the First Nations Summit in Fall 2019 and held a breakout session on the legislation during the BC Cabinet - First Nations Leaders Gathering in November 2019.
 - Minister Simons spoke at the First Nations Summit in Feb. 2021 about the status of the legislation.
 - Indigenous roundtable: On Nov. 26, 2019, 14 participants from First Nations, Métis-serving and Indigenous-serving organizations attended specific Indigenous engagement session to discuss the legislation with Minister Simpson.
 - Independent community conversations: The ministry distributed funds for independent community conversations where we hoped to encourage and support the conversations that communities felt were important to them and to honour and respect the different ways that people wished to come together to have these conversations.
 - Notification letters: In Feb. 2021, Minister Simons notified Treaty First Nations of the proposed Act.
 - Review of draft legislation: The Union of BC Indian Chiefs reviewed a consultation draft in March 2021.
- A key component of the alignment of laws commitment under the *Declaration on the Rights of Indigenous Peoples Act* is that this work is undertaken in consultation and cooperation with Indigenous peoples.
- As such, ongoing consultation and cooperation with Indigenous Peoples will be critical to ensure that regulations that are developed under the act align with the UN Declaration in accordance with the Declaration Act and reflect the input we receive from Indigenous Peoples.

Key Aspects of Proposed Legislation

- Legislation aims to identify, remove, and prevent barriers. Key features of legislation include:
 - **Standards development process** – allow the development of accessibility standards for potential enactment in regulation and in relation to specific areas of focus (e.g.: service delivery, employment, and built environment), ensuring a comprehensive and tailored approach appropriate to the sector in question.
 - **Duties of government** (and any prescribed organizations) – create three key obligations that apply over and above any subsequent accessibility standards: (a) develop a multi-year accessibility plan in consultation with people with disabilities and Indigenous Peoples, (b) create an accessible public-facing mechanism for feedback, and (c) establish an accessibility committee.
 - **Compliance and enforcement** – intended as a last resort if collaborative efforts fail, enable inspections and enforcement actions culminating in monetary penalties (up to \$250,000), together with provisions outlining a process for review and appeals.
 - **Annual report and independent review** – require the publication of an annual report on actions taken to implement the legislation, and the tabling of periodic independent reviews assessing the success of the legislation's implementation.
 - **Provincial Accessibility Committee** (similar to entities established with accessibility legislation in Ontario, Manitoba, and Nova Scotia) will work under the direction of the Minister to develop proposed accessibility standards. It will be composed of representatives from the disability community and can be supported by technical (sub)committees.

Implications for Businesses and the Economy

- The proposed legislation is enabling and will not impact businesses or the broader economy prior to the development of regulations. Engagement with the business community will be important during the implementation of the legislation.
- The legislation would result in significant benefits for businesses and the economy as working age Canadians with disabilities represent 22% of Canadian population (20.5% in B.C.) and remain an untapped talent pool while their spending power is estimated to rise from 14% of the total consumer market in 2018 to 21% (\$165 billion) in 2030.
- Economic impacts will be distributed gradually over time, as regulations to implement accessibility standards are enacted.

Federal Accessibility Legislation

- The *Accessible Canada Act* received Royal Assent on June 21, 2019.
- The *Accessible Canada Act* sets accessibility requirements to regulated entities under federal jurisdictions that can be achieved via a wide range of proactive compliance and enforcement mechanisms, providing accessibility standards and creating a transparent system for monitoring.
- The Province worked with the federal government to make sure that British Columbians with disabilities participated in the consultations and had their issues and concerns raised.
- To support the implementation of the proposed legislation, Government of Canada intends to lead by example by becoming a model for accessibility.
- On May 27, 2019, the Government of Canada launched its first accessibility strategy for the public service of Canada.
- The strategy is focused on 5 key objectives: improving recruitment, retention and promotion of persons with disabilities; enhancing the accessibility of the built environment; making communications technology usable by all; equipping public servants to design and deliver accessible programs and services; and building public service that is confidently accessible.
- In June 2018, the Government of Canada announced \$53 million of funding over six years to support the development and implementation of the new accessibility strategy.
- In June 2019, the Government of Canada established the Accessible Procurement Research Centre within Public Services and Procurement Canada, the Government's central purchaser.
- In Feb. 2021, the Government of Canada published the proposed regulations under the *Accessible Canada Act* which establish a foundation for federally regulated entities to incorporate accessibility measures into their operations and establishes framework for administrative monetary penalties
- First Nations Band Councils have an additional five years to implement the proposed Accessible Canada Regulations.

Accessibility Legislation in other Provinces and Territories

- Four provinces (Ontario, Manitoba, Nova Scotia, and Quebec) already have accessibility legislation in place.
- Newfoundland and Labrador held public consultations from Jan. to March 2019 to inform the development of new accessibility legislation.
- Saskatchewan has committed to developing accessibility legislation and a public consultation is being held until March 31, 2021.
- New Brunswick committed in their Throne Speech on Nov. 17, 2020 to engage with the public on developing accessibility legislation.
- B.C. has used the opportunity to learn from these jurisdictions as it developed provincial accessibility legislation.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ACCESSABILITY SECRETARIAT
PROGRAM NOTES 2021/22**

TOPIC: Accessibility Legislation Funding

KEY INFORMATION:

- Government initiated the development of provincial accessibility legislation in 2019.
- The *Accessible British Columbia Act* was introduced in the House on April 28, 2021.
- The proposed legislation is enabling and builds upon the model for legislation developed federally and in other provinces.
- The Ministry of Social Development and Poverty Reduction (SDPR) will lead the implementation of the proposed legislation and will work across government to develop a multi-year accessibility plan which will identify key initiatives to advance accessibility. We anticipate the first multi-year accessibility plan will be released in 2022.
- Given the nature of this legislation and the timeline for development and implementation, it is not expected that substantial costs will be incurred in this budget year.
- Costs associated with the first year of implementation of the proposed legislation will include:
 - Establishing government provincial Accessibility Committee;
 - Developing a mechanism for Accessibility feedback;
 - Beginning work to develop government's multi-year accessibility plan;
 - Developing initial regulations including recommendations for prescribed organizations; and
 - Initiating initial development of accessibility standards
- The initial costs of implementing the proposed legislation will be managed within current SDPR budgets. The costs of future implementation activities

of the proposed legislation will be considered in Budget 2022.

BACKGROUND:

- The Accessibility Directorate will be responsible for implementation of the legislation within SDPR. The Accessibility Directorate's operating budget for 2021/22 is \$700,000.
- This funding supports the administrative capacity needed to establish the provincial Accessibility Committee and undertake initial implementation activities.
- The initial new costs for implementing the accessibility legislation are modest in 2021/22, including an estimated \$50,000 for the Accessibility Committee.
- SDPR's vote descriptions were updated with the Accessibility Directorate and accessibility legislation and associated initiatives specifically included under the Executive and Support Services sub-vote.
- This is the detailed authority for accessibility related spending within the ministry and actual expenditures will now be tracked against the Executive and Support Services sub-vote.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ACCESSIBILITY SECRETARIAT
PROGRAM NOTES 2021/2022**

TOPIC: Building a Better B.C. for People with Disabilities (previously known as Accessibility 2024)

KEY INFORMATION:

- The BC Government is committed to building a better B.C. for people with disabilities and has a vision to make B.C a truly inclusive province.
- The Ministry of Social Development and Poverty Reduction (SDPR) is the lead on this initiative and is working together with the disability and business communities.
- The Accessibility Secretariat works closely with colleagues across government to support accessibility initiatives in all parts of the province.
- As part of accessibility legislation government will develop a multi-year accessibility plan.
- Publication of government's first accessibility plan is anticipated to occur around the time of the first annual report by September 2022.

BACKGROUND:

Accessibility 2024/Building a Better B.C. for People with Disabilities Updates

- In 2014, government released Accessibility 2024, which committed to "making B.C. the most progressive province for people with disabilities by 2024." Government committed to annual updates on progress on meeting goals.
- The last progress update was released in December 2018.
- The major focus in 2019/20 and 2020/21 has been on supporting the development of comprehensive accessibility legislation for B.C.
- In addition to working on the development of accessibility legislation for B.C., the Ministry wants to improve communication and engagement on accessibility initiatives.
- **Government Accessibility Plan** - As per proposed accessibility legislation, government will develop an accessibility plan to identify, remove and prevent barriers.
- Publication of government's first accessibility plan is anticipated to occur around the time of the first annual report by September 2022, together with the establishment of government's mechanism for receiving public feedback.

- To keep that work current, government will review and update the plan at least every three years.
- This plan will be broad in scope, addressing the identification, removal and prevention of barriers to individuals both within the BC public Service (such as employees), as well as people that otherwise have dealings with government (such as customers, clients, contractors and delivery people).
- The plan will be informed by the following principles — inclusion, adaptability, diversity, collaboration, self-determination, and universal design. These same principles inform the process to develop accessibility standards.
- Once legislation is passed, government will appoint a Provincial Accessibility Committee which would be involved in preparing, implementing and updating the plan. The underlying goal is to ensure the plan is directly informed by the perspectives of committee members, which will include the disability community and Indigenous persons, and should generally represent the diversity of British Columbians.
- The government plan will also be updated after three years based on comments received through the public feedback mechanism established under accessibility legislation.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
ACCESSIBILITY SECRETARIAT
PROGRAM NOTES 2021/2022**

TOPIC: Parliamentary Secretary for Accessibility

KEY INFORMATION:

- The Parliamentary Secretary for Accessibility is a new role to the B.C. Provincial Government as of 2020.
- The Parliamentary Secretary for Accessibility will assist the Minister of Social Development and Poverty Reduction to deliver speeches, attend events on Minister Simons' behalf, reach out to stakeholders, and ensure that British Columbians are made aware of government's priorities.
- The Parliamentary Secretary for Accessibility will engage with advocates, communities and businesses to ensure that new accessibility legislation is effective and well-understood.
- The Parliamentary Secretary for Accessibility is responsible for working with the Attorney General and Minister Responsible for Housing to identify potential policy and regulatory solutions to make new buildings more accessible for all people.

BACKGROUND

Mandate Letter Priorities

- The Parliamentary Secretary for Accessibility's priorities as outlined in the mandate letter are:
 - Engage with advocates, communities and businesses to ensure the new accessibility legislation is effective and well-understood.
 - Work with the Attorney General and Minister responsible for Housing to ensure the next iteration of the BC Building Code includes changes that will make new buildings more accessible for all people.

Accessibility Legislation Objectives

- Accessibility legislation was introduced April 28.
- The Parliamentary Secretary for Accessibility will:
 - Support BC's Accessibility Legislation to be effective and well-

understood by the disability community, businesses, and the broader community.

- Work to develop a coalition within the disability community and broader community that will help to facilitate future implementation of accessibility legislation.
- Represent the Minister in communicating government's values with respect to promoting accessibility and inclusion for all persons, and particularly persons with disabilities, across the province.
- Listen to the disability community and provide advice to the Minister respecting the implementation of BC's accessibility legislation and other opportunities to promote accessibility and inclusion in BC.
- During the implementation of accessibility legislation, it is expected that Parliamentary Secretary Coulter will:
 - Convene meetings, as required, with persons with disabilities, businesses, and other stakeholders to communicate information about BC's plan to implement accessibility legislation, and opportunities for further engagement.
 - Represent the Ministry during AccessAbility week and other occasions in which the province celebrates the contributions of people with disabilities such as Disability Employment Month, and Indigenous Disability Awareness Month.

Ministerial Advisory Committees

- The Parliamentary Secretary has met with and provided leadership on the following government advisory committees:
 - Registered Disability Savings Plan Action Group
 - Presidents Group
 - Accessibility Legislation and COVID-19 Advisory Committee
- The Parliamentary Secretary is sitting as co-chair of the new Minister's Advisory Council on Children and Youth with Special Needs alongside the Honourable Mitzi Dean, Minister of Children and Family Development (MCFD).
- The Council was created to improve lived experiences of families using MCFD's current system of family support for families raising children with disabilities.

Stakeholder Engagement

- The Parliamentary Secretary has engaged with the following groups to discuss their role in supporting people with disabilities and accessibility legislation:
 - Alzheimer Society of BC
 - BC Centre for Ability
 - Assistive Technology BC (AT-BC)
 - Centre for Accessibility Post-Secondary Resources BC (CAPER-BC)
 - Academic Communication Equity-BC (ACE-BC)
 - Praxis Institute
 - BC Alliance for Healthy Living
 - Disability Alliance BC
 - Individualized Funding Resource Centre/Choices in Support for Independent Living
 - BC Guide Dogs
 - BC Deaf accessibility representatives
 - BC Federation of Labour
 - Rick Hansen Foundation
 - BC Spinal Cord Injury Community Service Network

Provincial Building Code

- The Attorney General and Minister Responsible for Housing (MAG) is leading work on the next iteration of the BC Building Code, working with the Parliamentary Secretary for Accessibility to ensure that it includes changes that will make new buildings more accessible for all people.
- The Building and Safety Standards Branch (BSSB) under MAG is working with the National Research Council (NRC) to finalize the National Codes 2020 on which the next edition of the BC Codes will be based. The next edition of the BC Building Code will include changes that will make new buildings more accessible for all people.
- The Province is committed, through the Reconciliation Cooperation Table Agreement, which is part of the Canadian Free Trade Agreement to greater alignment of technical requirements in the BC Codes with Provincial and Territorial jurisdictions across Canada. The BSSB is collaborating with the NRC, Accessibility Standards Canada, and the Canadian Standards Association on new accessibility requirements for

adoption in future national and provincial codes.

- Together the Parliamentary Secretary for Accessibility, SDPR Accessibility Secretariat, and MAG will conduct coordinated and inclusive engagements on BC Code changes.
- In December 2020, an updated Building Accessibility Handbook was published online. This edition accompanies the current BC Building Code 2018 and provides explanatory text and illustrations to support users to apply code requirements to make buildings more accessible for people with disabilities.
- In December 2018, the Province adopted the current edition of the BC Building Code, substantially based on the model National Building Code 2015, which included significant updates to increase building accessibility requirements.

Estimates Notes 2021

Research, Innovation & Policy Division

TOPIC: Basic Income Report

KEY INFORMATION:

- The final report from the Basic Income expert panel, *Covering All the Basics: Reforms for a More Just Society*, was released on January 28, 2021.
- The expert panel recommended against both implementing a basic income in BC and conducting a pilot.
- Instead of a basic income, the expert panel made 65 recommendations to update BC's system of social supports and services.
- These recommendations cross multiple ministries and agencies and address the unique circumstances of vulnerable individual and families.
- Government is reviewing the expert panel's recommendations and will consider them as part of the post-pandemic economic recovery and as part of our poverty reduction strategy.

BACKGROUND:

- In 2018 an expert panel was established to determine the feasibility of a basic income in British Columbia. The panel was tasked with answering three questions:
 1. Should BC implement a basic income?
 2. Should BC establish a basic income pilot?
 3. Could BC implement reforms to the existing income and social support system using basic income principles?
- The expert panel consisted of three academics:
 - David Green (Chair), UBC School of Economics
 - Lindsay Tedds, University of Calgary
 - Jonathan Rhys Kesselman, SFU
- The project was budgeted \$4 million over two years, which was to fund the hiring of academics and research assistants, to purchase data, to conduct stakeholder meetings, and to produce the final report.
- The final cost of the project was \$3.554 million.

Findings

- The panel reports that even a modest basic income would cost up to \$52 billion per year, a significant proportion of the total provincial budget and out of scope for tax increases.
- The cost of implementing a basic income pilot would be up to \$50 million per year.
- The expert panel determined that implementing a basic income at this time was not the right thing to do, and cited the complexity and cost, impact on supplementary benefits and services currently offered, and relative inefficiency as a poverty reduction tool as factors in making their decision.
- They also did not recommend a pilot at this time.
- Their 65 recommendations are aimed at updating BC's system of social supports and services. The recommendations cross multiple ministries and agencies and address the unique circumstances of vulnerable individuals and families.
- The full cost of implementing all 65 recommendations is estimated to be between \$3.3B and \$5B, but more work needs to be done and extensive consultations are required.

First Nations Basic Income Research Project

- Research is underway to examine the current system of income supports available to First Nations in British Columbia to better understand barriers, gaps, and opportunities for improvement.
- Funded by the Province as part of the basic income project, the research is a collaboration between the First Nations Leadership Council and Simon Fraser University.
- The pandemic affected the progress of this research, but all parties are committed to completing the work.
- The project design places First Nations leadership at the forefront of all aspects of the project, including developing the research questions, methodologies, and involving First Nation communities across the province.
- Research is expected to be completed by the end of 2021.

Next Steps

- Government is reviewing the expert panel's recommendations and will consider them as part of its post-pandemic economic recovery plan and as part of the poverty reduction strategy.
- The research projects will be completed over the next year and will be sent to journals for publication.

BUDGET:

- The budget for the basic income project was \$2 million in each of 2018/19 and 2019/20.
- Because of COVID and data acquisition issues, the project was delayed into 2020/21, but additional expenditures in 2020/21 came from within the existing division budget.

ACTUALS			
2018-2019	2019-2020	2020-2021	Total
\$1,647,924	\$1,757,309	\$149,476	\$3,554,709

TOPIC: Canada Pension Plan and Canada Pension Plan Disability

KEY INFORMATION:

- Individuals are expected to access other forms of available income before accessing income assistance or disability assistance.
- This includes accessing Canada Pension Plan Disability (CPP-D) and, at age 65, Canada Pension Plan (CPP) retirement benefits. These programs provide contributors and their families with partial replacement of earnings in the case of disability or retirement.

BACKGROUND:

Canada Pension Plan (CPP) Retirement Benefits

- Once a person turns 60, they can apply for and receive CPP retirement benefits. Prior to age 65, this is referred to as “early CPP”.
- As of January 1, 2020, clients are no longer required to apply for early CPP to be eligible for income/disability assistance.
- The ministry will continue to treat amounts of early CPP received as non-exempt income, which will be considered in calculating the client’s benefit amount.
- There are currently 2,197 people on income and disability assistance receiving an average of \$231 a month in early CPP retirement benefits.
- Provided that they meet the 10-year Canadian residency requirement, at age 65, most clients transition to Old Age Security (OAS)/Guaranteed Income Supplement (GIS) benefits.
- Recent immigrants may still require support from income/disability assistance beyond age 65, until they satisfy the 10-year Canadian residency requirement for OAS/GIS. Unlike OAS/GIS, however, they may be eligible for CPP retirement benefits after making at least one contribution. These clients are still required to apply for CPP retirement benefits at age 65.
- Clients who do not apply for CPP retirement benefits at age 65 may be ineligible for income/disability assistance or they may be eligible at reduced rates.
- The maximum CPP retirement benefit in 2021 is \$1,203.75 per month. The amount of CPP a person receives is determined by how many years a person worked and how much they made.
- There are currently 477 people age 65+ on income and disability assistance receiving an average of \$218 a month in CPP retirement benefits.

Canada Pension Plan Disability (CPP-D) Benefits

- A person can apply for and receive CPP-D benefits if they are under the age of 65 and meet eligibility criteria.
- In September 2016, the ministry harmonized the disability assistance application process for people who are already in similar disability programs with the federal or provincial government, including CPP-D.
- People who receive CPP-D complete a two-page application form for a provincial Persons with Disabilities (PWD) designation.
- As well, people on PWD are screened for eligibility for CPP-D benefits and assisted to apply where financial eligibility is established.
- Clients can consent to use their PWD application in lieu of completing the CPP-D benefits medical report – saving time and effort for doctors and clients.
- The maximum monthly CPP-D benefit for a single person is \$1,413.66 in 2021.
- A client receiving disability assistance who also receives CPP-D will have their CPP-D payments considered when their disability assistance amounts are calculated.
- Clients who are no longer eligible for disability assistance due to their CPP-D benefits exceeding the disability assistance amount still receive Medical Services Only (MSO) coverage, if they continue to receive CPP-D benefits. At age 65, the CPP-D benefit automatically changes to a CPP retirement pension, which will be less than their CPP-D benefit. Individuals may be eligible for OAS and, depending on their income, GIS.
- Former PWD clients who are eligible to receive GIS retain their MSO benefits.
- There are currently 12,487 people on disability assistance receiving an average of \$785 a month in CPPD.

Canada Pension Plan Post-Retirement Disability Benefits

- The CPP Post-Retirement Disability Benefit (PRDB) became available January 1, 2019. It is intended for CPP retirement benefit recipients (under the age of 65) found to be disabled but are not eligible for a CPP-D benefit due to having received an early CPP retirement benefit for more than 15 months.
- The eligibility criteria for the PRDB is the same for CPP-D and uses the same application. The PRDB is provided in addition to CPP retirement benefits until the age of 65 where the PRDB stops payments and the recipient continues to receive CPP retirement benefits.
- The PRDB in 2021 is \$510.85 per month.
- Like CPP-D benefits, the PRDB is considered non-exempt income and considered in calculating a client's benefits.

Impact of Federal Indexing

- When the federal government increases the CPP or CPP-D due to cost of living, the amount of income assistance or disability assistance a client receives decreases accordingly.

- For clients with the PWD designation, if their higher income exceeds their disability assistance, they will still maintain eligibility for certain ministry health supplements.

INTERJURISDICTIONAL COMPARISON:

- Consistent with other provinces/ territories, B.C. requires clients to pursue CPPD as a source of income.
- As of January 1, 2020, BC is aligned with Alberta (AISH), Ontario, Nova Scotia, Newfoundland and Labrador, Yukon, Nunavut, and the Northwest Territories which do not require clients to apply for early CPP retirement benefits.

Province	Requires CPPD application as a condition of eligibility ¹	Requires CPP early retirement application as a condition of eligibility
BC	Yes	No (as of January 1, 2020)
AB – Alberta Works	Yes	Yes
AB – AISH	Yes	No
SK	Yes	Yes
MB	Yes	Yes
ON – Ontario Works	Yes	No
ON – ODSP	Yes	No
PQ	Social Assistance – Yes Disability Benefits – N/A ²	Social Assistance – Yes Disability Pension - N/A ²
NB	Yes	Yes
NFLD	Yes	No
PEI	Yes	Yes
Nova Scotia	Yes	No
NWT	Yes	No
NU	Yes	No
Yukon	Yes	No

¹ CPP Post-Retirement Disability benefits are treated in the same manner as CPPD benefits across Canada.

² Quebec's provincial disability assistance program is part of the Quebec Pension Plan and is therefore not applicable to this comparison.

TOPIC: Supplements: General, Health & Crisis

KEY INFORMATION:

- Supplementary Assistance provides people on income, disability, and hardship assistance 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.
- Under general supplements, clients can access supports related to employment, housing, moving and transportation.
- Under health supplements, clients can access basic medical and dental coverage, numerous types of medical equipment, supplies and nutritional supports.
- Crisis supplements are also available for clients to address unforeseen emergency situations.
- A limited number of general and health supplements are also available to people and families with low incomes who are not receiving income or disability assistance.

BACKGROUND:

General Supplements

- Ministry staff determine eligibility based on specific criteria and documentation requirements outlined in policy and regulation.
- A limited number of general supplements are also available to people and families who meet income thresholds or are determined to be in financial need, but are not clients:
 - Senior's Bus Pass Program
 - Senior's Supplement, and
 - Funeral Supplement.

Health Supplements

- Eligibility for health supplements varies depending on family type, client category (i.e. expected-to-work, persons with persistent multiple barriers or persons with disabilities, age, or individual needs).
- Most eligibility decisions are made by ministry staff based on criteria and documentation requirements outlined in policy and regulation; however, a small number of supplements are administered under contract by Pacific Blue Cross.
- Health supplements may be issued as either a monetary or in-kind supplement, depending on the specific supplement.
- Low-income British Columbians who have a life-threatening health need may also qualify for assistance with specific medical equipment, supplies and medical transportation needs if no other resources are available.
- Some former clients, such as those who get Medical Services Only (MSO) coverage or families with children eligible for Transitional Health Services (THS), may still access specific health supplements after they leave assistance for employment or federal income benefits.
- The ministry also provides access to basic dental, optical and hearing benefits to children in low income families through the Healthy Kids Program.

Crisis Supplements

- Crisis supplements are available to people receiving income assistance, disability assistance, or hardship assistance who have no other resources available:
 - to pay for an unexpected expense or item of need; and,
 - if the expense or item is necessary to address an imminent danger to the physical health of a person in the family unit, or to prevent the risk of removal of a child.
- Crisis supplements are available for Food, Shelter, Clothing and Utilities.
- Other crisis supplement items or expenses may include furniture, home repairs, household items, transportation, and fuel for heating and cooking.

Emergency/Disaster Crisis Supplements

- The Emergency/Disaster Crisis Supplement is only activated when an identified local, regional, or provincial emergency or disaster occurs.
- The use of the Emergency/Disaster Crisis Supplement is very situational, and the supports provided depends on the type of emergency or disaster that occurs – flood, fires, most recently the pandemic.

Temporary COVID-19 Crisis Supplement

- The ministry provided a temporary \$300 per adult monthly COVID-19 Crisis Supplement to support clients impacted by COVID-19.

- This automatic monthly payment was provided to eligible clients from April 2020 – December 2020.
- This temporary supplement was replaced by the \$150 per adult monthly BC Recovery Supplement for January – March 2021.

BUDGET:

- Table includes costs allocated for services to clients receiving income, disability, or hardship assistance and clients not receiving assistance.

Assistance Type (\$ millions)	2019/20		2020/21		2021/22 Budget
	Budget	Actuals	Budget	Actuals ¹	
General Supplements ²	157.2	158.9	165.7	351.5	165.7
Health Supplements ³	172.3	169.5	170.7	146.6	176.5
Crisis Supplements ⁴	5.8	12.1	10.3	531.8	10.5

¹ Preliminary Actuals as of March 31, 2021

² Actuals 2020/21 include \$188.6 million in COVID-19 support paid out to individuals receiving the Senior's Supplement (\$300 from April-December 2020, \$150 from January-March 2021)

³ Due to Covid-19, fewer clients accessed Health Services in 2020/21 than projected

⁴ Actuals 2020/21 include \$523.1 million paid out in COVID-19 support to adults on temporary and disability assistance (\$300 from April-December 2020, \$150 from January-March 2021)

Source: FASB

Note: Clothing supplement for clients in special care facilities, pre-natal shelter supplement, and lost or stolen cheques are not reflected in the budget table as these are paid out under Income and Disability Assistance.

TOPIC: Earnings Exemptions

KEY INFORMATION:

- Earnings exemptions allow people receiving income assistance or disability assistance to earn money from working in addition to the shelter and support allowances they receive from the ministry.
- Earnings exemptions offer people a chance to increase their household income, remain connected to the workforce and community, and build valuable work experience.
- Exemptions for income assistance clients are determined monthly.
- Exemptions for disability assistance clients are calculated on an annual earnings exemption (AEE). Hardship assistance clients are not eligible for earnings exemptions.
- Any earnings that fall under monthly or annual earnings exemption limits will not affect the amount of income or disability assistance provided. Any amounts that exceed these limits are taken into account when the amount of income or disability assistance is calculated.
- Budget 2020 provided \$20 million over three years to increase earnings exemptions for income and disability assistance clients. These changes became effective January 2021.
- Current monthly exemption limit for a single person on income assistance: \$500
- Current annual exemption limit for a single person on disability assistance: \$15,000

BACKGROUND:

Budget 2020 Increase (effective January 2021)

- Expanding earnings exemptions help to reduce the depth of poverty.
- An estimated 4,800 disability assistance cases (5,900 individuals, 1,100 children) or 4.2% of the disability assistance caseload will benefit from the increase in earnings exemptions.
- Approximately 4,500 singles and families on temporary assistance, or 7% of the caseload, will benefit from the increase.
- Overall, about 5.3% of BCEA cases will benefit from the increase in earnings exemptions.

STATISTICS:

- In 2020/21, 11.9% of expected to work cases declared income in at least one month over the year. The average amount declared was \$547 per month.
- In 2020/21, 19.6% of disability assistance cases declared income at some time in the year. The average amount declared was \$5,771 per year.
- Earnings exemptions have had a positive impact on client incomes, especially families with children:
 - In 2020/21, \$140.3 million of earnings was declared by disability assistance clients, compared to \$92 million in 2015/16.
 - In 2020/21, \$129.4 million of earnings was exempted for disability assistance clients, or 92% of total earned income, compared to \$90 million in 2015/16.
 - Earnings exemptions increased the total income for families with children by \$27 million in 2020/21.

INTERJURISDICTIONAL COMPARISON:

Expected to Work (Income Assistance)

- BC's Expected to Work flat rate earnings exemption for singles, couples and families is the highest in Canada. Most other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions.
- See rate comparison in Appendix A.

Persons with Disabilities

- BC is one of the first jurisdictions to offer annual earnings exemptions.
- The Yukon and Saskatchewan are the only other Canadian jurisdictions that provide an annual income exemption for persons with disabilities.
- BC's Persons with Disabilities flat rate annual earnings exemption is the highest for singles and couples (where both adults are PWD) in Canada.
- BC and Alberta have considerably higher exemptions than the other provinces. Most

other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions.

- See rate comparison in Appendix B.

BUDGET:

	2018/19	2019/20	2020/21*
	Actuals	Actuals	Actuals
Temporary Assistance	\$12.6M	\$13.5M	\$10.9M
Disability Assistance	\$135.4M	\$149.3M	\$129.4M
Totals	\$148M	\$162.8M	\$140.3M

*Preliminary Actuals as of March 31, 2021

Source: Research Branch

Appendix A: Expected to Work

BC	Single: \$500 per month. Couple (no children): \$500 per month. Parents (with children): \$750 per month.
AB	Single: \$230 per month + 25% of remaining net earnings. Couple: \$115 per adult per month + 25% of remaining net earnings.
SK	Single: \$325 per month. Couple (no children): \$425 per month. Families: \$500 per month.
MB	\$200 per adult per month + 30% of remaining net earnings.
ON	\$200 per adult per month + 50% of remaining net earnings.
QU	Single: \$200 per month. Couple: \$300 per month.
NB	Singles: \$150 per month + 30%. More than one person: \$200 per month + 30%.
NS	100% on the first \$250; 75% on the next \$250; 50% on the next \$250; 25% on amount over \$750.
PEI	Singles: \$250 per month + 30% of remaining net earnings. Families: \$400 per month + 30% of remaining net earnings.
NF	Single: \$75 per month + 20% of remaining net earnings. More than one person: \$150 per month + 20 % of remaining net earnings.

Appendix B: Persons with Disability

BC	Single: \$15,000 per year. Couple, 1 PWD: \$18,000 per year. Couple, 2 PWDs: \$30,000 per year.
AB	Single: \$1,072 per month + 50% up to \$2,009 (\$1,541 maximum). Couple (both adults AISH eligible): \$1,072 per month + 50% up to \$2,009 (\$1,541 maximum) per adult. Family/ Couple (One adult AISH eligible): \$2,612 per month + 50% up to \$3,349 (\$2,981 maximum). Family (2 adults both AISH eligible): One adult receives the single exemption; one adult receives the family exemption.
SK	Single: \$6,000 per year Couple: \$7,200 per year Families: \$8,500 per year
MB	\$200 per adult per month + 30% of remaining net earnings.
ON	\$200 per adult per month + 50% of remaining net earnings.
QU	Single: \$200 per month. Couple: \$300 per month.
NB	Singles: \$500 per month + 30% of remaining net earnings. More than one person: \$500 + 30% of remaining net earnings.
NS	100% on the first \$350; 75% on the next \$150; 50% on the next \$250; 25% on amount over \$750.
PEI	Single and Families: \$500 per month + 30% of remaining net wages.
NF	Single: \$150 per month + 20% of remaining net earnings. More than one person: \$250 per month + 20% of remaining net earnings.

TOPIC: Income and Disability Assistance Rates

KEY INFORMATION:

- Government has provided the largest-ever permanent increase to income assistance and disability assistance rates, benefitting over 240,000 people, including 49,000 children.
- Starting with payments issued in April 2021, monthly income and disability assistance support rates increased by \$175 per adult– the largest single increase in B.C.’s history and third increase since October 2017.
- Government has allocated an additional \$449.7M in 2021/22, \$483.8M in 22/23, and \$479.7M in 2023/24 to support the April 2021 rate increase..
- This measure increases the monthly rate up to \$935 for a single person on income assistance and up to \$1,358 for a single person on disability assistance.
- BC’s income and disability assistance rates are now among the highest in the country.
- People who receive income assistance or disability assistance may also receive other supports and benefits such as subsidized housing, dental and optical care for children, free Pharmacare, and employment services through WorkBC Employment Services.

BACKGROUND

Cumulative Rate Increase

- The rate for a single individual has increased by \$325 per month since September 2017.
 - An increase of 53% for income assistance and of 38% for disability assistance.

2021 Rate Increases

- Effective May 1, 2021, monthly income and disability assistance rates increased by \$175 per eligible adult in the household.

2019 Rate Increases

- Effective April 1, 2019, monthly income and disability assistance rates increased by \$50 per eligible adult in the household.

2017 Rate Increases

- Effective October 2017, monthly income assistance rates increased by \$100 and disability assistance rates were increased by \$100 per PWD.

Shelter rates

- To ensure maximum flexibility for clients, rate increases have been targeted towards the support allowance. This enables clients to use funds towards shelter, food, clothing, or other essentials.
- The current Shelter Rate is up to \$375 per month for sheltered clients.

BUDGET:

- Budget 2021 provides new incremental funding for rate increases of \$1.4 billion over 3 years:

(\$ millions)	2021/22	2022/23	2023/24	TOTAL
Income Assistance/ Disability Assistance ¹	363.7	368.4	370.8	1,102.9
Comforts Allowance	0.2	0.2	0.2	0.6
Senior's Supplement ²	37.6	37.6	37.3	112.6
Rate Rationalization	2.2	2.2	2.2	6.5

Advice/Recommendations; Government Financial Information

IT Systems Costs	0.4	-	-	0.4
Total	Advice/Recommendations; Government Financial Information			

Source: FASB ¹ The \$175 rate increase will benefit over 240,000 people, including 49,000 children, on income and disability assistance.

² This is the first increase to the Senior's Supplement in over 30 years and the increase will support an additional 20,000 low-income seniors (80,000 total).

Advice/Recommendations; Government Financial Information

INTERJURISDICTIONAL COMPARISON:**Total Benefits - Single Individuals**

Effective May 1, 2021

Province	Employable	PPMB	PWD
Alberta	745.00	866.00	1,685.00
Saskatchewan ¹	860.00	860.00	1,391.00
British Columbia	935.00	982.92	1,358.42
Ontario	733.00	733.00	1,169.00
Quebec ³	808.00	1,161.00	1,161.00
Manitoba ²	771.00	1,068.00	1,068.00
Prince Edward Island ⁵	771.00	964.00	964.00
Nova Scotia ⁶	586.00	850.00	850.00
New Brunswick ⁴	564.00	605.00	797.00
Newfoundland & Labrador ⁷	754.00	754.00	754.00
BC RANK	1	3	3

¹Saskatchewan launched a new assistance program in July 2019 called Saskatchewan Income Supports (SIS) for employable and PPMB clients. Utility costs are included in shelter rates for SIS. The Saskatchewan Assured Income for Disability (SAID) program has fixed rates for utilities or clients may receive actual costs.

² Manitoba will also pay for actual utility costs if they are not included in rent. In May 2019, Manitoba eliminated the Job Seekers Allowance available to all employable singles and couples without children.

³ Employable rate includes Allowance for Single Employable individuals. Quebec also has the Shelter Allowance Program and may provide up to \$80/month for persons aged 50 or over living alone if their rent is more than or equal to \$308/month (not included). Quebec is increasing basic benefits by \$10 per month in 2021.

⁴ Disability rate includes monthly Disability Supplement.

⁵ Rates include Travel Allowance.

⁶ Nova Scotia also provides a Poverty Reduction Credit (introduced in July 2010) for those on IA who have no children and were on IA for the whole of the previous tax year (not included).

⁷ Rates include Island Fuel Supplement. Those living in Labrador receive a separate, higher Fuel Supplement. Rates for employable singles are for those over age 30 years. Lower rates apply to employable singles without barriers to employment that are under age 30.

TOPIC: Reconciliation - On Reserve Supports, DRIPA, UNDRIP, TRC, Draft Principles

KEY INFORMATION:

On Reserve Supports

- The ministry provides income assistance and disability assistance for eligible British Columbians who live off-reserve while Indigenous Services Canada (ISC) provides funding to First Nations bands who deliver for eligible British Columbians who live on-reserve. ISC's practice has been to mirror BC's rates for clients on reserve.

Reconciliation

- The ministry recognizes that reconciliation is an ongoing commitment and will continue to engage with partners in ways that respect the rights of Indigenous Peoples.
- One of the guiding principles of TogetherBC is reconciliation. Government recognizes the lasting, harmful effect of colonial practices and policies on Indigenous Peoples.
- The Minister's Poverty Reduction Advisory Committee includes Indigenous representatives from the First Nations Summit, Friendship Centres, and Métis Nation BC.

DRIPA / UNDRIP / TRC / Draft Principles

- The ministry has made progress on the following four themes identified in the SDPR Draft Principle implementation plan:
 1. Engagement - Building Relationships
 2. Shifting Ministry Culture towards Reconciliation with Indigenous Peoples
 3. Legislation, Programs and Policy to Support the Draft Principles
 4. Service Delivery to Support the Draft Principles
- The ministry is working with Ministry of Indigenous Relations and

Reconciliation to support the development of the *Declaration Act's* Action Plan, Annual Report and to support alignment of laws efforts.

BACKGROUND:

Indigenous Peoples and SDPR

- Indigenous people are overrepresented on the SDPR income and disability assistance caseload. In 2020, 20.1% of new employable cases self-identified as Indigenous, which is over 3 times the percentage of Indigenous people in BC.
- The 2016 census shows that in comparison with the entire BC population, Indigenous people had lower rates of employment (64% vs. 76%), lower levels of education (10% vs. 31% having a Bachelor's or higher degree), and lower incomes (based on 2015 data-median income of \$24,000 vs. \$34,000).
- SDPR internal staff demographic data collected from the 2020 Work Environment Survey indicates that 5% of SDPR's employees identify as an Indigenous person; this is an increase from 4.5% in 2018.

Income and Disability Assistance On and Off-Reserve

- SDPR is responsible for providing income assistance and disability assistance to eligible British Columbians who live off-reserve.
- The federal department of Indigenous Services Canada (ISC) provides funding and policy direction to First Nations bands that deliver income assistance and disability assistance to eligible British Columbians who live on-reserve.
- First Nations who have treaties design and deliver assistance on Treaty Settlement Lands.
- ISC's on-reserve income and disability assistance program is currently designed to be reasonably comparable to provincial programs and standards. Since 2002, ISC and the ministry have had an ongoing relationship to support ISC's requirement for policy comparability with BC. This includes clarifying legislation, regulations, and policy, providing information on new programs, supporting implementation, and working together to address issues.
- While there are many areas where there is comparability on and off-reserve, disparity still exists in some areas, such as shelter policy, health, and general supplements as well as employment programs

Draft Principles

- In May 2018, the province released the Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples (Draft Principles).
- The Draft Principles were created to support a whole-of-government commitment to the full adoption and implementation of the UN Declaration of the Rights of Indigenous

People UNDRIP and the Truth and Reconciliation Committee (TRC) Calls to Action.

- The ministry has made progress on the following four themes identified in the SDPR implementation plan:
 1. Engagement - Building Relationships
 2. Shifting Ministry Culture towards Reconciliation with Indigenous Peoples
 3. Legislation, Programs and Policy to Support the Draft Principles
 4. Service Delivery to Support the Draft Principles

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.
- To inform the strategy, between October 2017 and March 2018, government engaged significantly with First Nations and Métis groups around the province.
- 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.

WorkBC Employment Services

- In 2020/21, about 7,000 clients who identify as Indigenous participated in WorkBC.
- From April 1, 2020 to December 31, 2021, the ministry provided almost \$8.2M from Community and Employer Partnerships to support 38 projects for Indigenous Peoples and communities.

Accessibility Legislation - Indigenous Engagement

- The BC government concluded public consultations for accessibility legislation in fall 2019. Accessibility legislation was introduced April 28, 2021.
- During the design of the engagement process, representatives from the Accessibility Secretariat met with the Ministry of Indigenous Relations and Reconciliation, Métis Nation BC, BCANDS, and Naut'sa Mawt Tribal Council to seek advice and best practice.
- The legislation enables standards development in areas that are consistent with those areas identified during engagement with Indigenous Peoples, such as built environment, employment, service delivery and health.
- Because accessibility standards will be enacted in regulation, government must ensure, in consultation and cooperation with Indigenous peoples, that the standards (and any other regulations) are consistent with the UN Declaration. This duty is enshrined in the Declaration Act.
- Representatives of Indigenous peoples must be consulted when the independent review of the Act is conducted.
- Accessibility committees established under Part 3 of the legislation must, to the greatest extent possible, have at least one member who is an Indigenous person.

TOPIC: Poverty Reduction Strategy, Legislation & Statistics

KEY INFORMATION:

- Through the *Poverty Reduction Strategy Act* (2018), B.C. committed to reducing the poverty rate from 2016 benchmarks: by 25% for all persons and 50% for children by 2024.
- *TogetherBC* was released on March 18, 2019 and outlines a cross-government approach to achieving those goals.
- Using the most up to date Market Basket Measure (MBM) of Canada's Official Poverty Line (stats for 2019 were released March 2021), BC has met its targets.
 - Overall poverty rate. Goal: 25% reduction. Achieved: 29.4% reduction. From 15.3% in 2016 to 10.8 % in 2019
 - Child poverty rate. Goal: 50% reduction. Achieved: 57.6% reduction. From 17% in 2016 to 7.2% in 2019.
- However, the COVID-19 pandemic may change that. We will know how the COVID-19 pandemic has impacted progress starting in 2022.
- More work needs to be done including reducing the depth of poverty for those still living in poverty and addressing specific populations who face high rates of poverty, including persons with disabilities and Indigenous peoples.

BACKGROUND:

Strategy

- B.C. was the last province in Canada to introduce a poverty reduction strategy. The federal government released its strategy in August 2018.

Legislation – *Poverty Reduction Strategy Act*

- The *Act* (2018) sets the framework for B.C.'s strategy including principles, priority areas, population groups, consultation and reporting requirements.
- It requires government to prepare an annual report by each October 1 that describes actions to implement the strategy and effects on poverty reduction, and present to the

legislative assembly “as soon as practicable.”

- The 2019 Report was prepared ahead of the 2020 election and was tabled in the Legislature on December 10, 2021.

Poverty Reduction Advisory Committee (PRAC)

- As required by the *Act*, PRAC was formed in 2019 to advise the minister on poverty reduction and prevention.
- It has 13 members, including Indigenous organizations, unions, persons with lived experience or poverty, local government, rural and remote communities, and persons living with disabilities, among others.
- In 2021, six of the thirteen members had terms that were expiring; all six were reappointed to the committee.

More on Targets and Statistics

- B.C.’s poverty reduction targets use 2016 as the baseline year. That was the most current data available at the time (poverty statistics have a two-year data lag).
- Progress from 2016 to 2019:
 - 185,000 fewer people living in poverty including 81,000 fewer children.
 - Overall poverty rate dropped from 15.3% to 10.8%.
 - Child poverty rate went from 17% to 7.2%.
- The decline in poverty since 2016 is related to provincial investments and a strong economy, however, the largest contributor was the federal Canada Child Benefit.
- This progress has been steady, between 2018 and 2019 the overall poverty rate dropped from 12.1% to 10.8% and the child poverty rate dropped from 10.9% to 7.2%.

INTERJURISDICTIONAL COMPARISON:

- BC undertook the most extensive poverty reduction consultations (in 2017 and 2018) to date to inform TogetherBC and has some of the most ambitious legislated poverty reduction targets.
- When consultations began in 2017, BC had the 2nd highest rate of overall poverty in the country, and the 5th highest rate of child poverty.
- In 2019, BC had the 6th highest rate of total poverty and the 2nd lowest rate of child poverty.

Percentage of Persons and Children Below the Market Basket Measure

By Province, 2019

	All Persons		Children	
	Percentage	Rank	Percentage	Rank
Canada	10.1		9.7	
AB	8.2	10	7.2	9
BC	10.8	6	7.2	9
MB	11.4	3	14.4	2
NB	9.4	8	12.4	5
NL	10.7	7	14.6	1
NS	12.1	2	11.7	7
ON	10.9	4	12.1	6
PEI	10.9	4	13.7	3
QC	8.7	9	6.2	10
SK	12.4	1	12.6	4

Note: For ranking, higher is better.

TOPIC: Overdose Crisis

KEY INFORMATION:

- The ministry recognizes that income and disability assistance clients are at increased risk of suffering an illicit drug overdose.
- The overdose crisis has worsened during the pandemic as illicit drugs are increasingly containing higher concentrations of more toxic drugs, notably fentanyl.
- In addition, COVID restrictions increases the chance of people using drugs while alone, which also increases the chances of an overdose.
- The ministry has processes to help clients who may be at greater risk of overdose, including direct deposit of funds, paying landlords directly, and administering cheques to avoid large sums of money being provided at once.
- To support people on assistance in residential alcohol and drug treatment, the ministry will pay daily user fees (per diems) directly to licensed residential treatment facilities and registered supportive recovery homes where people are receiving treatment.
- Clients are also provided a drug and alcohol supplement to support access to drug and alcohol treatment counselling or related services.
- The ministry has been monitoring illicit drug overdose data to make sure that the temporary COVID supplements provided to clients have not resulted in more overdoses and deaths.
- The ministry is also working with academics to identify ways to reduce the increase in illicit drug overdoses associated with cheque distribution days, but interim findings suggest that there is no simple solution.
- The Ministry of Mental Health and Addictions is the lead ministry in coordinating government's response to the overdose crisis.

BACKGROUND:

- In 2020 1,724 British Columbians died from an illicit drug overdose, 739 (75%) more than in 2019 (985).
- There were more overdose deaths in 2020 than in any other year, reversing the decline of 565 deaths experienced in 2019.
- Fentanyl was detected in 86 percent of illicit drug overdose deaths in 2020, and the number of cases where extreme fentanyl was detected increased from 8 percent in 2019 to 13 percent in 2020.

Cheque Distribution Study

- In 2015 Professor Lindsey Richardson from UBC/Providence Health began a research study looking at the impact of alternative income assistance cheque distribution models on Downtown Eastside clients with severe substance abuse problems.
- The aim of the research project was to determine if moving away from a single cheque distribution day for all clients can reduce the frequency and intensity of drug overdoses as well as other negative outcomes.
- In April 2021 Professor Richardson published an article in The Lancet which showed mixed results from her study:

Positive Findings:

1. Spikes in drug use on government payment days (when regular assistance clients receive their cheques) are less likely among people whose payment schedule is staggered from the government payment schedules.
2. Spikes in drug use on government payment days and individual payment days (where different) are less likely when people receive split and staggered cheques.
3. Individuals receiving staggered cheques showed significant decreases in the value of substances used per month overall.

Negative Findings:

1. Significantly increased odds of a serious overdose by participants receiving either treatment compared to the control group.
 2. Increased exposure to violence among participants receiving staggered cheques.
 3. A greater likelihood of perpetrating violence by participants receiving the split and staggered cheques.
 4. Significantly higher negative interactions with police by participants in the split and staggered group.
- The ministry has procedures in place to help reduce the cheque effect. For example, the ministry encourages clients to use direct deposit and direct payment of rent to landlords, and clients that demonstrate that they have difficulty managing their money can have

their payments administered by a third-party.

Advice/Recommendations

BUDGET:

- N/A

INTERJURISDICTIONAL COMPARISON:

- Alberta reported that 1,128 people died of opioid overdoses in 2020, up from 623 deaths in 2019 and well above the previous record of 806 in 2018.
- Final numbers have not been released but Ontario estimates over 2,200 illicit drug overdose deaths occurred in 2020, a 38 percent increase over 2019.
- Saskatchewan recorded 233 overdose deaths in 2020 beating the previous record of 177 in 2019.
- Manitoba experienced a 39 percent increase in overdose deaths in 2020 compared to 2019.

TOPIC: Mandate Letter Commitments: Parliamentary Secretary for Community Development and Non-Profits

KEY INFORMATION:

- There are over 29,000 non-profits throughout the province, employing over 86,000 British Columbians, 74% of whom are women.
- Non profits provide many services and activities that enrich and support the physical, cultural, recreational, and spiritual lives of British Columbians.
- All ministries work with non-profits to deliver on government programs, from employment programs and childcare, to food security and mental health supports.
- The sector contributes around \$6.7 billion (2017) to the GDP and contributes \$6 billion in volunteer hours, the equivalent of 146,711 jobs.
- Throughout COVID-19, non-profits have provided critical services and supports to British Columbians despite challenging circumstances.
- In November 2020, Niki Sharma was appointed Parliamentary Secretary for Community Development and Non-Profits with two mandate commitments:
 1. Work to ensure charitable organizations and the non-profit sector are engaged and supported through the pandemic and recovery.
 2. Support charitable organizations and the non-profit sector by acting as the advocate and key point of contact within government.

BACKGROUND

Non-Profit Sector

- Non-profits deliver a wide range of services and supports including housing, childcare, healthcare, food programs, legal services, and community development, among others.
- The non-profit sector is facing a range of issues – both long term and COVID-19 related – and has expressed a strong interest in establishing formal communication channels with government and increasing cross-sectoral collaboration.

Parliamentary Secretary Role

- This new position was created to ensure the non-profit sector is represented and supported within government.
- This role is focused on sector-wide issues that tend to affect many or most non-profits, as opposed to specific topics that may be specific to other ministries.
- A large part of the role initially is to meet with non-profit stakeholders “in listening mode” to better understand their key needs and issues.
- Short-term focus:
 - Engagement & relationship building
 - Understanding key issues related to COVID-19 recovery
 - Internal advocacy to ensure interests of the sector are reflected in COVID-19 recovery decision-making
- Medium to long-term:
 - Establish advisory committee to address issues and support key government priorities
 - Identify strategic actions to support sector over the longer-term

Impact of COVID-19

- COVID-19 has impacted non-profits in several different ways, including:
 - higher operating costs to deliver services;
 - a decline in volunteers;
 - an increased demand for services;
 - a decreased ability to fundraise from non-government sources;
 - an inability to run revenue generating aspects of their operations;
 - limited investment in technological infrastructure for a virtual transition; and
 - limited retained earnings to bridge through COVID-19 impacts.
- To better understand the experiences of non-profits, an external survey undertaken by Vantage Point, a B.C. umbrella organization in December 2020, found that of the organizations that responded:
 - 48% expect to shut down their operations if the current situation continues.
 - 52% have developed new programs, services, and activities to respond to emerging needs during the pandemic;
 - 71% are expecting budget shortfalls in 2021;
 - 61% have less revenue from special events; and
 - 50% are spending more time reporting to funders.

INTERJURISDICTIONAL COMPARISON

- This Parliamentary Secretary role is the first of its kind in Canada.
- Although provincial equivalents of this PS role do not appear to exist, other provinces such as Alberta and New Brunswick integrate the non-profit sector into provincial ministries responsible for community services. In the 1990s, B.C. had a Ministry of Community Development, Cooperatives and Volunteers.

TOPIC: Residential Facilities

KEY INFORMATION:

- The Ministry of Social Development and Poverty Reduction (SDPR) provides support to people on assistance living in residential care facilities and assisted living residences based on user fee rates set by the Ministry of Health (MoH).
- These facilities provide service under three categories:
 - Community Care (seniors, persons with disabilities);
 - Mental Health; and
 - Substance Use.
- For people receiving assistance, SDPR pays user fees directly to facilities licensed or registered under the *Community Care and Assisted Living Act* administered by the Ministry of Health (MoH).
- The user fees for these facilities are:
 - Licensed community care facilities: \$1,204.90 per month (approx. \$40 per day)
 - Licensed mental health and substance use facilities: \$45 per day
 - Registered mental health and substance use facilities, including Supportive Recovery Homes (SRH): \$35.90 per day
- In addition, SDPR provides recipients with a monthly comforts allowance to help pay for sundry items.
 - Recipients with the Persons with Disabilities (PWD) Designation: \$222/month + transportation supplement (bus pass or extra \$52 per month).
 - Recipients who do not have the PWD designation: \$115/month
 - In March 2021, this rate increased from \$95 to \$115 to reflect the rising costs of goods since the last increase in 2005.
- To support additional costs related to the COVID-19 pandemic, we provided eligible clients receiving the comforts allowance with:
 - COVID-19 Crisis Supplement: \$300 monthly, April- December 2020
 - BC Recovery Supplement: \$150 monthly, January- March 2021

BACKGROUND:

- The Ministry provides user fees to facilities on behalf of eligible clients residing in licensed residential care facilities or registered assisted living homes.
- The Ministry pays different user fees based on the type of facility or home, as per the rate structures set by Ministry of Health (MoH). User fees are based on three broad categories:
 - Community care (seniors and persons with disabilities),
 - Mental health, and
 - Substance use.
- The user fees are paid directly to the facilities on behalf of our clients.
- Clients also receive a monthly comforts allowance to cover pay for sundry items:
 - Recipients with the Persons with Disabilities Designation (PWD): \$222/month + transportation supplement (bus pass or extra \$52 per month).
 - Recipients who do not have the PWD designation: \$115/month
 - In March 2021, this rate increased from \$95 to \$115 to reflect the rising costs of goods since the last increase in 2005.

Community Care

- MoH has an individualized income-based rate structure that requires residential care clients to pay a monthly charge of 80% of their after-tax income.
- SDPR rates are aligned with the monthly structure and pays the MoH minimum rate (\$1,204.90 per month for 2021) for clients residing in licensed community care residential care facilities or family care homes and \$631 per month for clients residing in registered assisted living residences.
- The minimum rate for licensed community care facilities is adjusted on January 1 annually based on the maximum monthly total amount of Old Age Security (OAS) and Guaranteed Income Supplements (GIS) as of July 1, the previous year.

Mental Health and Substance Use

- As of October 1, 2019, user fee rates were increased for Mental Health and Substance Use facilities for the first time in 10 years.
 - Licensed facilities were increased from \$40 to \$45 per day (12.5%).
 - Registered facilities were increased from \$30.90 to \$35.90 per day, including supportive recovery homes (16%).
- The Ministry pays user fees direct to approximately 185 substance use facilities/homes, for up to approximately 1,900 individuals across the province each month.

Supportive Recovery Homes (SRH)

- SRH are a housing option that emerged for persons with substance use issues that provide less service than the licensed facilities, but more supports than rental housing.

- An SRH must be registered through the MoH's Assisted Living Registry, under the *Community Care and Assisted Living Act (CCALA)*, to be eligible for a daily rate user fee, as set by MoH and paid by SDPR.
- The SRH sector continues to advocate for the daily rate user fee to increase from \$35.90 to \$50 per day. As stated above, user fees rates were last increased on October 1, 2019.
- SDPR continues to collaborate with MoH and the Ministry of Mental Health and Addictions to improve supports and services for people experiencing mental health and substance use issues.

Maintaining Stable Shelter

- To help maintain stable housing while receiving treatment in a licensed residential care facility, a client may be eligible for the shelter allowance for their usual place of residence for up to three months.
- This may become an issue as clients' shelter costs are often higher than the amount of the shelter allowance. By providing only the shelter allowance allowed by regulation, clients are at risk of eviction for unpaid rent.
- In order to minimize this risk, clients are assessed on a case-by-case basis to determine if the shelter allowance alone will be sufficient to retain their permanent residence. If not, by policy exception, SDPR may also provide a partial support allowance to "top up" the shelter allowance.

COVID-19 Pandemic

- To support additional costs related to the COVID-19 pandemic, between April 2020 and March 2021, eligible Ministry clients receiving the comforts allowance were provided with the COVID-19 Crisis Supplement (Apr-Dec 2020) and BC Recovery Supplement (Jan-Mar 2021).
- These supplements were provided directly to the individual client, and not the facility. [See notes: COVID-19 Temporary Supports and COVID-19 Recovery]
- SDPR continues to pay invoices from Supportive Recovery Homes (SRH) in a timely manner throughout the pandemic. Based on these invoices, the number of clients receiving services from SRH has remained relatively constant to date.
- In July 2020, the province announced a Temporary Pandemic Pay Program that provided eligible SRH with additional funding to provide a temporary wage top-up funding to eligible staff who worked during March 15, 2020 and July 4, 2020. 108 SRH received a total of \$13.2 million in temporary pandemic pay under this program.

BUDGET:**All Residential Care Facilities**

	2018/19		2019/20		2020/21	
	Budget	Actuals	Budget	Actuals	Budget	Actuals*
All Residential Care Facilities	\$25.2M	\$24.7M	\$25.7M	\$27.6M	\$30.2M	\$31.7M

Preliminary Actuals as of March 31, 2021 Data Source: FASB

Registered Mental Health and Substance Use Facilities, including Supportive Recovery Homes

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Standard Rate \$30.90 (to Sept 30/19) \$35.90 (from Oct 1/19)	\$7.5M	\$10.8M	\$10.6M	\$10.6M	\$11.6M	\$10.8M
Grandparented Rate ¹ \$40.00	\$2.3M	\$3.2M	\$2.5M	\$2.2M	\$1.7M	\$1.2M

Data Source: Operations Support, Finance Team: Corporate Data Warehouse (Financial and Budgets/Financials/GL Transactions)

Project codes 4607023, 4607024 & 4607029 NB: Project Code 4607024 was decommissioned as of Dec 2, 2019.

All expenditures figures include: \$30.90 / \$35.90 and \$40.00 user fee payments to registered Supportive Recovery Homes

STATISTICS:**Clients in Registered SRH and Licensed SU Facilities, as of March 2021:**

Registered SRH User Fee Provided	Number of Facilities	Number of Clients
\$35.90 (Standard rate)	132	1,239
\$40.00 (Grandparented rate) ¹	26	132
Total	158	1,371
Licensed SU User Fee Provided		
\$45.00 Standard Rate	32	459

¹SRH Grandparented Rate - prior to inclusion of SRHs under the CCALE in 2012, agreements were in place with a small number of then-health authority funded SRHs to pay a per diem rate of \$40.00. These homes continue to be grandparented at this rate.

Estimates Notes 2021
Employment and Labour Market
Services Division

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY
REDUCTION EMPLOYMENT AND LABOUR MARKET SERVICES
DIVISION PROGRAM NOTES 2021/2022**

TOPIC: Community and Employer Partnerships (CEP)

KEY INFORMATION:

- The CEP investment target for 2020/21 was \$15 million.
- As of March 31, 2021, over \$25 million has been committed, to fund 141 projects including:
 - 38 Job Creation Partnerships (JCP) agreements
 - 23 Labour Market Partnerships (LMP) agreements
 - 74 Project Based Labour Market Training (PBLMT) agreements
 - 6 Research and Innovation (R&I) agreements
- In 2020/21, CEP experienced a significant increase in application volume and as a result, surpassed its investment target in 2020/21 and is substantially committed into 2021/22.
- At the onset of COVID-19 the ministry paused 28 projects to provide time for organizations to plan and develop strategies for the resumption of activities adhering to Provincial Health Officer Orders and WorkSafe BC guidance.
- Participant living supports were provided while projects were paused in an effort to minimize financial hardship.
- In response to the rapidly changing labour market and to support recovery efforts, CEP is funding projects that:
 - Create work experience and training opportunities to prepare job seekers for available jobs; and,
 - Support an inclusive economic recovery in B.C. communities

KEY MESSAGES:

- CEP projects are community-driven, increasing employment and work experience opportunities in communities across B.C. through partnerships, shared information and technology and innovation.
- With the help of this fund, communities see job creation, positive social impacts, economic growth, and more employment opportunities.

- Projects help reduce poverty while strengthening the labour market and supporting communities experiencing impacts because of economic change.

BACKGROUND:

- Since the implementation of CEP in 2012:
 - 569 CEP agreements have been funded.
 - 4,649 job seekers gained work experience and employment training.
- There are four CEP streams:
 - JCP support local projects that provide work experience and skills enhancement to eligible job seekers to help them obtain sustainable employment.
 - LMP support and facilitate strategies and activities to address local labour market or human resources issues.
 - 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.
 - R&I supports exploration to find better ways of delivering programming to help individuals find or return to work.

CEP Investment Targets & Actuals:

CEP Stream	2020/21 Target (Millions)	2020/21 Actuals (Millions)	2021/22 Target (Millions)
Job Creation Partnership	\$2.0	\$4.2	\$2.0
Labour Market Partnership	\$1.0	\$2.6	\$1.0
Project Based Labour Market Training	\$10.0	\$16.3	\$10.0
Research & Innovation	\$2.0	\$2.0	\$2.0
Total:	\$15.0	\$25.1	\$15.0

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Labour Market Development Agreement General

KEY INFORMATION:

- The Labour Market Development Agreement (LMDA) is a funding agreement between the Government of Canada and the Province of British Columbia.
- The funding agreement provides B.C. with over \$300 million annually to deliver employment programming and supports to unemployed and underemployed British Columbians.

KEY MESSAGES:

- The LMDA is an ongoing agreement that has been in effect since February 2008 and is providing B.C. with \$1.98 billion over a six-year period from 2017/2018 to 2022/2023.
- The Ministry of Social Development and Poverty Reduction (SDPR) is responsible for administering the LMDA.
- LMDA funding is primarily used for SDPR's WorkBC Employment Services, WorkBC Apprentice Services, and the Community and Employer Partnerships funding program.
- LMDA funding also supports the Ministry of Advanced Education, Skills and Training (AEST) sector labour market partnerships, research and innovation for labour market information, and online Job Bank.
- SDPR is committed to ensuring LMDA funding is used to provide inclusive and flexible employment services and supports, increase access for vulnerable British Columbians, focus on outcomes rather than outputs, and continuously improve programs.
- In 2020-2021, the Ministry continued to implement ongoing improvements to WorkBC Employment Services, WorkBC Apprentice Services and

Community and Employer Partnerships, including:

- Offering targeted contractor training to optimize their ability to provide client-centered services;
- Expanding SDPR's employer outreach initiatives to create more employment opportunities for WorkBC clients; and
- Strengthening relationships with organizations serving mutual clients, with a dedicated focus on Indigenous partnerships.
- Supported service delivery partners to maintain operations and serve clients through the COVID-19 pandemic

BACKGROUND:

- Under the LMDA, B.C. assumed Canada's responsibility for providing programs and services intended primarily to help Employment Insurance (EI) eligible clients prepare for and re-enter the workforce.
- The LMDA funds general employment services for unemployed British Columbians, including those receiving income assistance and the working poor, as well as employment-related services for apprentices and employers.
- From 2017/18 to 2019/20, Canada provided targeted LMDA funding to assist workers impacted by reduction in forestry activities, seasonal workers, and steel and aluminum trade dispute.
- The LMDA requires B.C. to submit annual plans as well as quarterly and annual reports to Canada.
- To support ongoing labour market recovery the Government of Canada has allowed unspent funds in FY2019/20 and FY2020/21 to be carried forward to the following fiscal year. Historically, any unspent funds were returned to the federal government.

BUDGET: (\$ millions)

Fiscal	Base Program Funding	New Funding	Targeted Funding*	Admin Funding	Total Funding
2017/18	278.354	13.576	6.874	20.535	319.339
2018/19	276.944	24.437	7.504	20.535	329.420
2019/20	275.522	25.185	2.549	20.535	323.791
2020/21	273.894	34.826	N/A	20.535	329.254
2021/22	273.505	44.970	N/A	20.535	339.010
2022/23	273.156	44.970	N/A	20.535	338.661
Subtotal	1,651.375	187.964	16.927	123.210	1,979.476

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Services to Indigenous Peoples

KEY INFORMATION:

- In 2020/21, the number of Indigenous clients being served were lower than prior years, mainly due to the COVID-19 pandemic:
 - over 7,000 clients who identify as Indigenous participated in WorkBC, compared to the previous year with over 9,000 Indigenous clients
 - Indigenous clients represent about 9% of all WorkBC clients, about 2% lower than previous year
 - over 900 Indigenous clients achieved employment in 2020/21 and over 3,000 Indigenous clients were being supported through their first year of employment
 - the employment rate was 35%, compared to 54% for the previous year
- In 2020/21, the Ministry provided over \$8M from Community and Employer Partnerships to support Indigenous Peoples and communities.

KEY MESSAGES:

- The government is committed to building opportunities, creating inclusive communities, making life more affordable and reconciliation.
- We understand that Indigenous people need better social service supports and training opportunities to get good jobs to support themselves and their families.
- Indigenous organizations and governments share a goal of working in partnership to enhance economic participation and to achieve sustainable and higher paying jobs for Indigenous people.
- There is more work to do and we are committed to working with Indigenous organizations and rights holders in the spirit and intent of Reconciliation and the *Declaration on the Rights of Indigenous Peoples Act*.

- The Ministry is working with provincial colleagues, the federal government, and Indigenous governments as well as both Indigenous and non-Indigenous service providers, in addition to WorkBC Centres, to build relationships and enhance services to Indigenous Peoples.

BACKGROUND:

- WorkBC Employment Services offers programs and services for underemployed or unemployed people to get support to find and maintain work.
- Indigenous people have access to the full suite of WorkBC Employment Services.
- Over the past year, the Ministry has focused on relationships and engagement with Indigenous communities and organizations to find new opportunities.
- Ministry staff will continue to meet with Indigenous organizations and governments throughout the province in 2021 to hear their concerns and needs and discuss opportunities for partnerships and referrals in a coordinated and client-centered way.
- Over 2,000 Indigenous clients have actively participated in Skills Enhancement, including competency-based learning, occupational skills training, short-term training, and workshops.
- Lack of a driver's license has been identified as a leading barrier to employment for Indigenous individuals. WorkBC has been supporting Indigenous clients participating in LNG Canada sponsored free driver training in Kitimat and Terrace.
- Over 400 Indigenous clients were supported in partnership between WorkBC and other agencies to better support client needs and culture. This includes external referrals to federal employment service, community service, or other employment agencies.
- 53% of new Indigenous clients who started with WorkBC were self-identified as youth or survivors of violence and/or abuse.

Treaty Holders

- The Nisga'a Lisims Government has sent a proposal to the Ministry to devolve provincial employment services funded through the LMDA, WDA and provincial investments.
- The Ministry is in early discussions with the nation to identify short, medium, and long-term opportunities. Nisga'a is also in discussions with AEST and the Government of Canada.
- 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.
- Non-treaty Indigenous communities and organizations have also made requests for the B.C. government to devolve employment services.

Indigenous Skills and Employment Training Strategy (ISETS)

- ISETS is a federally funded program. In B.C., Indigenous organizations receive funding (approximately \$50M annually) from Employment and Social Development Canada (ESDC) to provide programming for Indigenous Peoples who are looking to improve their job skills and find employment.
- The agreements are for 10 years and communities (rights holders) can now request direct funding rather than be a part of the established agreement holders.
- Since 2018/19, seven Nations (Sechelt, Lil'wat, Musqueam, Doig River, Lillooet, N'Quatqua and Scw'emx Tribal Council) finalized their own agreements in discussions with the current ISET agreement holder and the federal government.
- Following the distinctions-based approach, Métis Nation B.C. holds the ISET agreement for services to Métis citizens throughout the province.
- In B.C. there are 23 ISET agreement holders in total (21 representing First Nations, 1 representing Métis and 1 representing urban/unaffiliated Indigenous people)
- Opportunities for further discussion and action in 2021 include:
 - Continuing to invite ISETs to regional forums on labour market opportunities with other employment services colleagues including WorkBC contractors
 - Working together to provide client-centered services
 - Enabling Indigenous clients to work with their preferred case-management organization.
 - Improving referrals, cost-share, and information sharing between service providers to help the individual access available supports they are eligible for.
 - Exploring pilot opportunities to test out new ways of serving Indigenous Peoples.
- Refreshing a 2007 tripartite MOU that identifies how the governments will work with BC ISETs.

Intergovernmental Relations

- Continued discussions are underway between representatives from Service Canada, First Nations Leadership Council (Union of BC Indian Chiefs, First Nations Summit and B.C. Assembly of First Nations), and the provincial government (SDPR and AEST) in forming a B.C. Tripartite Indigenous Skills Training and Employment committee.
- Opportunities to improve the coordination and delivery of employment services and outcomes of Indigenous Peoples is included in strategic discussions with the Forum of Labour Market Ministers.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Services to Persons with Disabilities

KEY INFORMATION:

- In 2020/2021, WorkBC: as of March 31, 2021:
 - Served 14,770 people with disabilities who have completed a Disability Related Employment Needs Assessment in WorkBC (see Appendix 1 for self-identified clients).
 - 46% of clients who self-identified as people with disabilities have an employment outcome or community attachment (volunteer opportunity), compared to 55% from the previous year and 46% from 2018/19
- Since April 2012, WorkBC has served over 144,700 people with disabilities.

KEY MESSAGES:

- WorkBC supports British Columbians in accessing a range of services and supports to help achieve sustainable employment.
- WorkBC provides individualized services and support to all case-managed clients to support them in achieving their employment goals, including those specialized supports for people with disabilities.
- WorkBC supports government's accessibility strategy and goals to build a better B.C. for people with disabilities by making B.C. a truly inclusive province.
- Initiatives that support this goal:
 - Declaring September as Disability Employment Month;
 - Community and Employer Partnerships (CEP) projects focused on improved employment outcomes:
 - As of March 31, 2021, over \$1.8M for over 300 clients with disabilities has been provided through CEP projects.
 - Supporting individuals that need assistive technology to overcome disability-related barriers in the workplace through the WorkBC Assistive Technology Services contract, and;

- Provided marketing materials for employers and service providers to promote hiring people with disabilities to help fill the human resource needs of business.

BACKGROUND:

- WorkBC Employment Services thoroughly assesses a client's needs to provide the appropriate services and supports for clients to gain sustainable employment.
- WorkBC is delivered through a network of service providers who provide direct service, or sub-contracted expertise, offering specialized employment services to clients with disabilities.
- WorkBC ensures that employment supports are available to people with disabilities when assessed as needed, including:
 - Employment planning, case management and disability/employment focused workshops, which may be provided one-on-one or on the job;
 - Specialized assessments and employment related disability supports such as assistive devices; equipment and technology; ergonomic/restorative supports, attendant services; interpreting services and workplace access and modification;
 - Placement services including individualized and customized job development support, job coaching and extended on the job follow up support when needed;
 - Access to skills training, self-employment and work experience;
 - Access to supports if employed but at risk of losing employment due to their disability including access to individualized services and supports to retain employment; and
 - Services to students with disabilities who require support to successfully transition from school to the labour market.
- Clients with disabilities include:
 - British Columbia Employment Assistance (BCEA), Persons with Disabilities (PWD) designation;
 - BCEA clients with disabilities;
 - Employment Insurance (EI) clients with disabilities; and
 - General clients with disabilities (individuals who are not receiving any level of government support).

STATISTICS

- In fiscal year 2020/21, as a result of the ongoing pandemic, fewer people have been seeking employment services and supports due to concern for personal safety arising from workplace exposure to COVID-19 as well as the availability of federal benefits such as the Canada Recovery Benefit.
- It has also been harder to achieve employment, with some industries such as tourism and hospitality needing to reduce capacity in order to adhere to public health restrictions, despite additional funding provided for employment initiatives like the Work Experience Opportunities Grant as a part of StrongerBC, B.C.'s Economic Recovery Plan. 46% of clients who self-identified as people with disabilities have an employment outcome or

community attachment (volunteer opportunity), compared to 55% from the previous year and 46% from 2018/19.

Appendix 1: Clients who self-identified as people with disabilities

	Total self-identified clients served	Employment outcome or community attachment
FY2017/18	33,000	53%
FY2018/19	31,000	46%
FY 2019/20	29,000	55%
FY 2020/21	25,442	46%

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Single Parent Employment Initiative (SPEI)

KEY INFORMATION:

- SPEI supports eligible single parents on income and disability assistance who want to pursue employment and move towards financial independence.
- As of March 31, 2021, 2,288 single parents, who participated in SPEI since 2015, received additional services such as:
 - 12 months of training for in-demand jobs or a paid work experience placement while remaining eligible for assistance.
 - Child care costs were covered while participating in SPEI and throughout the first year of employment.
 - Assistance with transportation costs while participating in SPEI.
- Since the implementation of SPEI, the Ministry introduced increased earnings exemptions for families receiving income assistance.
- Budget 2020 provided for a further increase in earnings exemptions for all cases on Temporary and Disability Assistance. Effective January 2021 for cheques issued in February:
 - All families with children will have a \$750 per month earnings exemption, increased from \$600.
 - Families who care for a child with a severe disability will have a \$900 earnings exemption, increased from \$700.
 - The increase to earning exemptions with income earned in the new year (January 2021).
 - People will have seen the exemption applied on their February 2021 cheque.
- Transitional Health Services (THS) coverage was introduced with the implementation of SPEI and provides continued access to certain health supplements for up to one year to all families with children who leave income assistance for employment.
- Under THS, single parents who obtain and maintain employment can retain their no-deductible PharmaCare coverage, as well as other health

supplements such as basic optical and dental services while transitioning from income assistance to financial independence.

- As of March 2021, 1,509 single parents found employment in a variety of in-demand occupations within sectors such as retail, health, construction and community service.
- Just over 65% of SPEI participants had an employment outcome compared to 24.5% for those¹ who did not participate.
- SPEI participants with an employment outcome are also more likely to be in full-time employment.
- SPEI participants are more likely to be employed in occupations typically requiring college education or apprenticeship training.
- SPEI has been shown to be effective in supporting single parents into independence.
- Feedback from advocates and WorkBC contractors indicates that expanding the range of programs allowed under SPEI and making training available to other income assistance clients would be beneficial to help people for the post-pandemic labour market.

The Ministry is currently reviewing the SPEI program and other services and will bring forward recommendations for possible improvements.

BACKGROUND:

- As of March 2021, there were almost 19,600 single-parent families with 33,487 children on income and disability assistance in B.C.
- The purpose of the Single Parent Employment Initiative (SPEI) is to remove barriers for single parents on income and disability assistance to secure long-term employment.
- The SPEI provides single parents with increased access to WorkBC Employment Services and supports through 102 WorkBC Centres across the province.

¹ Single parent clients who have participated in WorkBC Employment Services but have not received any SPEI-like services, such as wage subsidy services and supports, Occupational skills training and supports, or Dependent Care support during the first year of employment.

- The SPEI objectives include:
 - Improve the long-term outcomes for single parents and their children by breaking the cycle of inter-generational welfare dependency;
 - Increase the number of single parents who leave BCEA for employment;
 - Increase the earnings of single parents who leave BCEA for employment;
 - Reduce duration on BCEA, especially long-term dependence; and
 - Target training to in-demand jobs that enable single parents to help address skills shortage in B.C.

STATISTICS:

- As of March 2021, there were 352 Transitional Health Services single parent cases covering 954 individuals.
- As of March 2021, approximately 98% of the SPEI participants are single mothers
- Average wage is \$17.00/hour.
- Average cost per SPEI participant is approximately \$5,000/participant annually.
- The top three jobs participants are pursuing in their training:
 - Nurse Aide / Orderly
 - Social / Community Service Worker
 - Elementary/Secondary School Teacher Assistant

Public Reporting – SPEI Monthly Report

As of (end of the month)	Single parents who participated in SPEI since program began in 2015	Of those, have found employment since program began in 2015
October 2018	1,962	1,021
November 2018	1,988	1,049
December 2018	2,024	1,085
December 2019	2,153	1,346
March 2020	2,188	1,404
December 2020	2,258	1,473
March 2021	2,288	1,509

BUDGET:

- The Ministry committed \$24.5 million over five years for SPEI. The Ministry leverages the Federal Labour Market Development Agreement (LMDA) funding where appropriate and uses the existing WorkBC infrastructure to deliver SPEI supports and services. Over \$31.6² million has been spent on the Single Parent Employment Initiative (up to

² Program to date expenditure reporting methodology has recently been updated, and as such these figures may differ from previous reports

March 2021), comprised of \$21.4M in provincial funds and \$10.2M in the federal funding received through the LMDA.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: WorkBC Overview & Results

KEY INFORMATION:

- The new WorkBC model focuses on providing more customized services to individuals to improve the support clients receive to help them to find good, stable jobs.
- 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.
- 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 4, 24 and 52 weeks.
- As a result of the ongoing pandemic, in 2020/21, fewer people have been seeking employment services and supports due to concern for personal safety arising from workplace exposure to COVID-19 as well as the availability of federal benefits such as the Canada Recovery Benefit.
 - As of March 31, 2021, over 82,000 were actively receiving services, with 71,000 being case managed, compared to the previous year with 86,000 clients of which 75,000 were case managed
- It has also been harder for clients to achieve employment, with some industries such as tourism and hospitality needing to reduce capacity in order to adhere to public health restrictions. As of March 31, 2021:
 - over 34,000 clients are being supported through their first year of employment, compared to the previous year with 41,000 being supported
 - the employment rate was 47%, compared to 58% for the previous year
 - about 66% of clients have self-identified as belonging to at least one Client Inclusion group (see Appendix 1)

- for clients that are part of a client inclusion group, the employment rate was lower (-4%) than those who are not
- In addition to WorkBC Employment Services two other WorkBC programs are offered provincially, providing consistent, reliable services for people, no matter where they live.
 - Assistive Technology Services offers adaptive technology to help people with disabilities pursue employment opportunities.
 - Apprentice Services, includes processing financial support applications and help for apprentices to collect employment insurance benefits while in school.
- In 2020/21, as of March 31, 2021:
 - About 1,600 clients have been served by the WorkBC Assistive Technology Services program.
 - Over 13,000 apprentices have participated in the WorkBC Apprentice Services program, with 9,200 completing a level of apprentice training since April 2020.
- In 2020/21 as of March 31, 2021, spending totaled \$292M (See Appendix 2), including:
 - \$264.3M under LMDA (includes Administration funding)
 - \$27.7M in provincial funding
- \$83.7M in unspent funds is being carried forward to 2021/22 as per an amendment the Federal Government is making to the LMDA agreement to allow up to 60 percent of 2020/21 allocations to be spent in the 2021/22 fiscal year.
- In 2020/21 LMDA Funding totaled \$358M including:
 - \$329M under LMDA (including \$20.5M in LMDA Administration funding)
 - \$29.2M in provincial funding
- In addition to 2020/21 funding, \$18.7M was also available from previous year carry forward.
- Of the total funding, \$292M is committed to WorkBC Programs while the remainder covers administration of the program and transfers to the Ministry of Advanced Education and Skills Training.

BACKGROUND:

- The program provides comprehensive services and supports based on individual client needs ranging from independent self-serve services to intensive case management. These services and supports help the client become employment-ready.
- 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.
- Assistive Technology Services and Apprentices Services are offered provincially, providing consistent, reliable services for people, no matter where they live. There is early indication that changes made to the program are resulting in improved outcomes for clients. Despite the pandemic impact, outcomes are consistent year over year.
 - o As of March 31, 2021, clients who gained employment this year had a similar success rate in retaining the employment, compared to the previous year and a better success rate than in the previous EPBC program.
 - At 4 weeks post-employment 95% versus last year 96%, and EPBC 66%
 - At 12 weeks post-employment 77% versus last year 80%, and EPBC 57%
 - At 24 weeks post-employment 51% versus last year 50%, and EPBC 29%
 - At 52 weeks post-employment 66% for employment achieved during last year (clients were not tracked to 52 weeks post-employment under EPBC).
 - o On average, within 15 weeks, clients in the WorkBC Program are attaining employment, including part-time job, full-time job, or self-employment.
 - o About 19 weeks of time after participating in WorkBC, clients reach sustainability in labour market; and after that, it normally takes about 54 weeks of time to accumulate 52 weeks of sustainable employment, meaning nearly no breaks in employment after reaching sustainability.
 - o This year, only 1% of new clients have returned to case management as a result of continuous job sustainment support with clients throughout their journey to address potential risk of job loss early.
 - o On average, 10% -15% of clients in the previous program returned to case management due to change of circumstance.
- The Service Plan Performance Measure for WorkBC (see Appendix 3) assesses the number of clients who achieve employment (i.e. clients attain a full-time or part-time job or self-employment).
 - o For 2020/21, the number of clients who achieved employment was forecasted at 12,700 as of December 2020, which is lower than the targeted number of 27,800.
 - o Overall, about 57% of case managed clients obtain employment after receiving case managed services by WorkBC Employment Services; at least 23% of self-serve clients obtain employment after receiving assistance.

- o Reasons for the lower forecast include:
 - The labour market challenges related to the ongoing pandemic led to less people seeking employment services and supports, as well as making it harder to achieve employment.
 - Future year targets have remained the same, as there are focused strategies to increase the number of clients served and better support those to achieve employment outcomes during pandemic. Examples of these strategies include:
 - 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.; and
 - 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.
- Examples of supports and services offered through WorkBC include:

<ul style="list-style-type: none"> o Resume preparation o Assistance with job searches o Employment counselling and support o Interview preparation o Employment related workshops o Employment needs assessments o Financial needs assessments o Short-term certification 	<ul style="list-style-type: none"> o Assistive technology & devices o Skills training (funding for tuition and living supports) o Living supports during apprentice training o Preparation for self-employment o Customized employment o Wage subsidy o Job development o Job coaching o Follow-up support for job maintenance & retention
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- The total commitment for the WorkBC Programs is \$292M and includes:
 - o \$249M for WorkBC Employment Services contracts
 - o \$13.5M in centralized funding for Apprentice Services
 - o \$5.8M in centralized funding for Assistive Technology Services
 - o \$20M for Community and Employer Partnerships (CEP) contracts
 - o \$4M in centralized funding for clients participating in CEP projects

APPENDICIES:

Appendix 1: 2020/21 Client Inclusion Groups and Employment

Appendix 2: Employment Programs Budget Summary

Appendix 3: Ministry 2021/22 – 2023/24 Service Plan

Appendix 1: 2020/21 Client Inclusion Groups and Employment

Table 1: Clients in Inclusion Groups as of March 31, 2021 (not mutually exclusive)

	Total Clients Served	In Sustainment	Achieved Sustainable Employment
Youth	23,983	9,907	3,447
Immigrants	19,088	9,330	3,524
Persons with Disabilities	14,770	5,650	1,508
Survivors of Violence and/or Abuse	8,376	3,160	977
Indigenous Peoples	7,329	3,247	931
Multi-Barriered	5,791	2,324	724
Francophones	1,810	796	338
All Inclusion Clients	54,948	23,427	8,045
All WorkBC Clients	82,770	34,435	12,111

Appendix 2: Employment Programs Budget Summary

\$millions Funding Source:	2019/20 Actuals	2020/21¹ Budget	2020/21 Actuals	2021/22 Plan	2022/23 Plan
Provincial	\$19,174,733	\$29,168,000	\$27,698,000	\$29,168,000	\$29,168,000
LMDA ^{1,2}	\$285,148,490	\$326,827,318	\$248,855,902	\$396,446,972	\$318,126,000
LMDA-Admin ^{1,2}	\$ 19,903,830	\$21,166,170	\$15,458,512	\$26,242,659	\$20,535,000
Total	\$324,227,053	\$377,161,488	\$292,012,414	\$451,857,631	\$367,829,000
% change budget:	-8.21%	16.3% ¹	-	19.8% ²	-18.6%

¹ Budget 2020/21 includes an additional \$18.7 M due to LMDA carry forward from FY2019/20.

² Plan 2021/22 includes additional funding of \$83.7M as a result of unspent funds from FY20/21.

Appendix 3: Ministry 2021/22 – 2023/24 Service Plan

Objective 2.2: WorkBC Employment Services clients achieve employment

Performance Measure(s)	2019/20 Actual	2020/21 Forecast	2021/22 Target	2022/23 Target	2023/24 Target
2.2 Number of clients ¹ who achieve employment ²	18,000	12,700	28,300	28,300	28,300

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

¹ Clients are self-serve and case managed participants who receive WorkBC services and/or supports.

² 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 receiving WorkBC services and/or supports.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: WorkBC – Renewal

KEY INFORMATION:

- WorkBC program re-design began in 2015 following an independent review that included interviews with over 5,000 clients and over 260 key participants, such as: service providers, ministry and federal staff, employers and other community stakeholders, including over 100 non-profit organizations.
- As a result of this work, the ministry made significant changes with the introduction of WorkBC Employment Services:
 - introduced an outcomes-based funding model for contractors
 - gained contract delivery efficiencies by amalgamating catchment areas to 45 (from 73) and creating two new provincial contracts for Assistive Technology Services and Apprentice Services
 - introduced a standardized client assessment process
 - improved performance measures and reporting
 - streamlined program governance and administration
- Under the new program, clients are eligible for a more flexible range of employment programming and supports based on their individual needs and there is a greater emphasis on results – focused on finding individuals sustainable jobs. This ensures WorkBC is meeting the needs of British Columbians and our labour market now and into the future.
- Throughout 2019, the ministry engaged WorkBC contractors and other key stakeholders to foster relationships, share information and support clients to achieve success in the labour market.
- WorkBC Employment Services is delivered through 102 WorkBC Centres (including 74 full-time and 28 part-time service centres) and two province-wide contracts for Assistive Technology Services and Apprentice Services.
- \$292M is committed to delivery of WorkBC programs in 2020/21, with funding through the Labour Market Development Agreement, and \$29M from the Province.

BACKGROUND:

- A request for proposals was completed in 2018 and new WorkBC contracts took effect on April 1, 2019.
 - The ministry procured 47 new contracts with 28 organizations.
 - WorkBC contractors retained 121 unique sub-contracts to provide services. Most (77%) of these sub-contracted organizations are non-profit agencies.
 - The opportunity was advertised on BC Bid and it was open to all interested parties, including former contractors.
 - The ministry followed all government procurement rules, provincial legislation and core policy in executing the procurement process, as overseen by the Ministry of Citizens' Services and the Ministry of the Attorney General.
- WorkBC offers employment services to British Columbians in person at WorkBC Centres throughout the province and online through WorkBC.ca. The program specializes in helping people who face barriers to employment find their first job, or the next one.
- Services range from local, provincial and national job listings, workshops and skills assessment to targeted programs for those needing additional help, such as training, job placement support, work experience programs and wage subsidy placements.
- With in-depth knowledge of the local economy, contractors and sub-contractors who operate WorkBC can provide advice and guidance to job seekers.

Catchment Details:

- The number of catchments were consolidated to 45 (from 73) in order to:
 - Create better economies of scale and re-direct \$9M directly to client financial supports
 - Allow for specialized service delivery to be more widely offered
 - Allow for more targeted funding directed to client services
 - Align with Health Authority boundaries and economic regions used by federal and provincial governments
- Apprentice Services and Assistive Technology Services are provided through two contracts for province-wide delivery.

Budget Details:

- WorkBC is funded through federal and provincial investments. Over \$300M is provided by the federal government through the Labour Market Development Agreement and \$29M from provincial funding annually.
 - Under the former government, employment programming was cut by over \$25M. The new contract values are aligned with revised provincial funding levels.

- The WorkBC financial model has changed significantly to support client outcomes, as well as to create administrative efficiencies for WorkBC Employment Services contractors. Average payments are composed of:
 - 35% fixed payment
 - 37% performance payments
 - 28% client financial supports
- The total commitment for the new WorkBC Employment Services contracts is \$254M compared to historical average spending of \$239.1M and the 2012/13 contract commitment of \$276.6M
 - The total WorkBC Program commitment in FY2019/20 was \$297M and includes:
 - \$254M for WorkBC Employment Services contracts
 - \$13.5M in centralized funding for Apprentice Services
 - \$5.8M in centralized funding for Assistive Technology Services
 - \$20M for Community and Employer Partnerships (CEP) contracts
 - \$4M in centralized funding for clients participating in CEP projects
 - It is difficult to compare all components of the historical model to total new contract amounts for WorkBC Employment Services as historical actuals include spending for services and supports that were centralized and removed from the new WorkBC Employment Services contracts.
 - While centralized funds are still available to all catchments, those funds are not reflected in the total WorkBC Employment Services contract values.
- Total program investment for WorkBC, including centralized funding, is over \$33M higher than historical expenditures.
- Budgets for direct client financial supports for services like training and wage subsidy were increased or maintained in all communities.

Regional Budgets:

- The Vancouver Island, Coastal, and Fraser regions have seen an increase in budgets when compared to historical average expenditures.
- The Interior and Northern regions have seen a decrease in budgets when compared to historical average expenditures.
- Distribution of funding in each region takes into account population changes, unemployment rates in each community, as well as updated facility and corporate and administrative costs around the province.

Catchment Budgets:

- 33 of 45 catchments have seen budget increases under the new contracts as compared to their historical average spending (see Appendix 1).
- 12 of 45 catchments have seen budget reductions under the new contracts as compared to their historical average spending (see Appendix 1). This number increases to 16 when including spending for CEP supports and Apprentice supports that have been centralized in the new model.

- Total budget for the new WorkBC Employment Services contracts in rural catchments (all catchments outside of Greater Victoria and the Lower Mainland) is \$81.1M compared to historical average spending of \$90.8M and the 2012/13 contract commitment of \$106M.
- Budgets will meet the needs of each of the 45 catchments. In addition, to ensure that everyone has access to services, the ministry has processes in place to provide contractors with additional funding if required to address client needs.
- BC Assessment and Statistics Canada data were used to determine accurate facility and corporate and administrative costs around the province. Historical administrative fees were not considered when developing these budgets.
- The ministry conducted thorough client volume modeling for each catchment to ensure service funding is allocated to communities in need. This was based on the estimated unemployed labour force in each catchment, 2016 census data of the working population, and Census Sub-Division specific unemployment rates.

WorkBC Engagement:

- Since April 2019, the ministry engaged WorkBC contractors, community organizations, employers, and other employment service providers to foster relationships, share information and support clients to achieve success in the labour market. Activities undertaken include:
 - Monthly governance meetings: individual contractors
 - 2019 Fall WorkBC tour: Nanaimo, Kelowna, Prince George, Surrey, Vancouver
 - 2019 Spring WorkBC tour: Nanaimo, Surrey, Vancouver, Prince George, Kamloops, Williams Lake, Nelson
 - Annual WorkBC Day: all WorkBC contractors across the Province
 - Since March 2020, monthly calls with all contractors to discuss timely topics related to the WorkBC program and support ongoing relationship building opportunities
 - Regional Virtual Spring and Fall Labour Market Forums with ISETs providers to foster relationships and discuss local labour market challenges and opportunities
 - Over fourteen face-to-face meetings with Indigenous service providers
 - Connecting with employer and employer associations to drive employers to WorkBC Centres as a source of talent
 - Working with communities affected by mill closures and curtailments in eight designated communities in transition
 - Significant consultation with large provincial footprint employers and industry associations to better connect them to WorkBC as a source of talent.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
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TOPIC: WorkBC Assistive Technology Services

KEY INFORMATION:

- In 2018, the Ministry undertook a competitive procurement process for Assistive Technology Services (ATS). A new service contract began in April 2019 and was designed to complement WorkBC Employment Services by providing specialized services to assess client needs, then obtain and support assistive technology that will enable clients to get and maintain employment.
- The Assistive Technology Services contractor is the Neil Squire Society, an agency that has been providing assistive technologies to people with disabilities in B.C. and across Canada for over 30 years.
- 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).
- From April 1, 2020 to March 31, 2021, the ATS contract has:
 - Provided services and supports to 1,629 clients;
 - Conducted Specialized Assessments for 847 individuals (see Table 1);
 - Supplied 557 individual clients with over \$2,386,000 of assistive devices, equipment or technology (see Table 2);
 - Completed 2,088 external engagements by attending job fairs, networking opportunities, presentations and connected with each WorkBC Employment Service provider to increase awareness of the ATS agreement (see Table 3).

BACKGROUND:

- As part of the program design, the ministry consulted with:
 - Minister's Council on Employment and Accessibility;
 - 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
 - A public engagement session with users of assistive technology.
- In April 2016, it was agreed that the Assistive Technology Services contract would encompass both the WorkBC assistive technology services and supports, and the scope of the Technology @ Work contract, to ensure efficiencies from a single contractor delivering the majority of assistive technology services.
- Having one contract with a specialized provider ensures consistent service delivery across the Province.
- In June 2018, the Ministry posted a formal Request for Proposal for WorkBC ATS on the BC Bid site. The successful applicant was the Neil Squire Society, an agency 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 ATS supports the goals of Building a Better B.C. for People with Disabilities and enables all clients who require assistive technology services to access the services they require to achieve or maintain sustainable employment.
- Prior to the launch of WorkBC ATS, 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.

BUDGET:

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

Table 1: FY 2020/21 ATS Specialized Assessments, as of March 31, 2021

ATS Specialized Assessments	Total Clients Served YTD
Medical Assessment Report	20
Physical/Functional Capacity Assessment	37
Speech and Language Assessment	1
Audiological Assessment	559
Ergonomic Assessment	138
Assistive Technology Assessment	178
Other Specialized Assessment Types	1
Total	934 assessments for 847 individual clients
<i>934 assessments were completed for 847 individual clients as some clients received more than one assessment type</i>	

Table 2: FY 2020/21 ATS Disability Supports, as of March 31, 2021

ATS Disability Supports Types	Total Clients Served YTD	Transaction Amounts YTD
Assistive Devices/Equipment/Technology	95	\$172,629.67
Communication/Hearing Devices	377	\$1,528,191.47
Ergonomic Supports - Program Participation	96	\$228,090.06
Restorative Supports	16	\$13,952.16
Interpreting/Captioning – Program Participation	4	\$5,470.50
Vehicle Modification	18	\$347,911.37
Workplace Access/Modification	0	\$0.00
Other	19	90,495.29
Language Interpretation Service	0	\$0.00
Total	557*	\$2,386,740.52
<i>* 557 individual clients were supplied with 625 assistive devices, equipment or technology supports (over \$2,386,750 value). Some individual clients received more than one disability support type.</i>		

Table 3: FY 2020/21 ATS Engagement Opportunities, as of March 31, 2021

	Q1	Q2	Q3	Q4	20-21 TOTALS
Informal Meeting	24	10	30	38	102
Attend Corporate Booth	0	0	2	0	2
Attend Job Fair	0	1	0	0	1
Attend Networking Opportunity	91	118	127	156	492
Formal Group Presentations	258	194	106	119	677
Formal Company Presentation	42	36	22	52	152
Resource Centre Visits (in person or virtual)	257	147	123	135	662
Total	672	506	410	500	2,088

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
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TOPIC: WorkBC Employment Services Communities in Transition

KEY INFORMATION:

- WorkBC Centres and ministry staff are responding in communities to meet the needs of impacted forestry workers.
 - The Community Transition Program facilitated by the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRORD), provides a coordinated response to rural communities facing significant job loss and a one-window access to government programs.
 - Social Development and Poverty Reduction (SDPR) has a protocol in place with FLNRORD to support coordinated response to economic dislocations in rural communities.
 - SDPR and FLNRORD recognize the need for a rapid response to impacted communities.
- In 2019, there were eight FLNRORD designated “Communities in Transition” (CIT):
 - 100 Mile House, Williams Lake, Fort St. John, Fort St. James, Quesnel, Clearwater, Mackenzie, and Merritt.
 - Two remain active today: Mackenzie and Fort St. James
- Ministries, including Advanced Education and Skills Training, and Labour, are working together to achieve efficiencies and identify opportunities to expedite the delivery of programs and services.
- SDPR leveraged the WorkBC Community and Employer Partnerships (CEP) to increase employment and work experience opportunities in impacted communities through partnerships, shared information and technology and innovation.
 - In response, CEP supported communities in transition through

funding 33 CEP projects totalling \$7.4M from November 2018 to March 31, 2021.

- Projects include community labour market studies that help impacted communities identify ways to diversify the local economy and support employers to grow.

KEY MESSAGES:

- WorkBC service providers are responding in their communities to support impacted workers and the broader community.
- Dedicated Ministry staff are in place to support impacted workers, WorkBC service providers, and to coordinate with all other involved Ministries.
- Ministry staff are also participating in Economic Development tables in impacted communities.

Ministry of Labour - Job Placement Offices Coordination

- The Ministry of Labour opened Job Placement Offices in the following 5 communities:
 - 100 Mile House, Fort St. John, Fort St. James, Clearwater, and Mackenzie.
- Ministry staff are coordinating with Ministry of Labour to support the Job Placement Coordination offices and to efficiently coordinate services for clients.

BACKGROUND:

- The downturn in the forestry sector began in the Fall of 2018.
- The number of impacted workers varied throughout 2019-2020, at the peak there were 45 mills in closure or curtailment status as of April 30, 2021, affecting approximately 7,000 workers and 25 communities.

As of May 2021, there are currently a total of 19 mills in active (current and planned) curtailment or closure status.

- In response to the significant impacts in the forestry sector in 2019, FLNRORD committed \$69M to support impacted communities and workers.

- CIT responses are limited to rural communities as larger urban communities have more services available and the local government has capacity to respond to the situation.
- The primary driver of the significant job loss is mill closures and curtailments (both permanent and temporary).

APPENDICES:

- APPENDIX 1 - Impacted Worker Volumes at WorkBC Centres

APPENDIX 1

- Impacted worker client volumes at WorkBC Centres

April 1, 2019 to March 31, 2021

Community	WorkBC Clients	Sustainable Employment Achieved
Clearwater	67	41
Fort St James	25	13
Mackenzie	125	63
Merritt	6	1
Williams Lake	2	2
100 Mile House (Chasm)	87	56
Fort St John	49	30
Quesnel	46	19
Total	407	225

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
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TOPIC: Workforce Development Agreement

KEY INFORMATION:

- The Government of Canada provides B.C. with approximately \$700 million over a six-year period through the Workforce Development Agreement (WDA).
- In 2021/22, approximately \$66 million will be invested in WDA programming for persons with disabilities.
 - Of this, \$38 million is provided by Canada and \$27.7 million is provided by the Province.
- SDPR is responsible for the persons with disabilities component of the WDA, which supports a range of employment supports, services and skills training to people who self identify as having a disability.
- In September 2020 in response to COVID-19, Canada offered B.C. additional one-time funding of \$212 million under the WDA. This funding included the ability to carry forward up to 20% for use in 2021/22, which was then increased to 60% in April 2021.
 - \$59 million must be invested in programs and services for persons with disabilities.
- SDPR and AEST co-developed a spending plan for the additional one-time funding to provide employment services and skills training to support people and sectors most impacted by COVID-19, including dedicated funding to support persons with disabilities.

KEY MESSAGES:

- In March 2018, British Columbia entered into the Workforce Development Agreement (WDA) with the Government of Canada providing over \$700 million in funding over six years.
- While the Ministry of Advanced Education, Skills and Training (AEST) is the lead ministry and signatory on the WDA, the Ministry of Social Development and Poverty Reduction (SDPR) is responsible for

programming to support employment of persons with disabilities.

- In 2021/22, approximately \$66 million will be invested for programming for persons with disabilities.
- The Ministry delivers the WDA persons with disabilities programs and supports through WorkBC Employment Services, Community and Employer Partnerships (CEP), the Annual Earnings Exemption (AEE), Community Living British Columbia (CLBC) and the Ministry of Health (MoH).
- In addition, SDPR and AEST have planned to invest the one-time funding of \$212 million over 20/21 and 21/22 to further support COVID-impacted people and sectors, complementing the Province's StrongerBC economic recovery plan.
- Other questions related to the WDA fall under the responsibility of the Honourable Anne Kang, Minister of Advanced Education and Skills Training.

BACKGROUND:

- The WDA provides B.C. with approximately \$700 million over a six-year period: total base funding of \$581 million plus additional incremental funding of \$119 million over six years (through to 2022/23) to provide additional employment supports, services and skills training.
- Canada is represented by Employment and Social Development Canada (ESDC).
- AEST is responsible for the overall WDA and other labour market programs formerly under the Canada Job Fund/Targeted Initiative for Older Workers (CJF/TIOW).
- SDPR is responsible for the persons with disabilities component of the WDA.
- Since March 2004, B.C. has had an agreement with Canada to improve employment opportunities for people with disabilities (previously under the Labour Market Agreement for persons with disabilities prior to the WDA).
- The WDA program is a cost match arrangement, whereby Canada contributes 50% of the annual program costs up to a maximum of \$27.7 million per year.
- WDA-funded persons with disabilities programs are delivered by SDPR (WorkBC, CEP, and annual Earning Exemptions); CLBC; and MOH.
- The WDA contains five accountability components, including an Annual Report, an Audited Financial Statement, an Annual Plan, a Quarterly Data Report including personal information about each participant, and an Evaluation.
- To support B.C.'s economic recovery, in September 2020 Canada offered B.C. additional one-time funding totaling \$212 million, of which \$59 million must be allocated to

programs and services for persons with disabilities.

- SDPR and AEST co-developed a spending plan to guide the investment of the additional \$212 million. Up to 60% of the total 2020/21 WDA allocation can be carried forward for use in 2021/22.

WDA persons with disabilities – delivery partners:

- WorkBC Employment Services provides self-serve resources, job search, case management, skills enhancement training, competency-based learning, work experience, customized employment, employment-related disability supports and services for students with disabilities transitioning from school to the labour market.
- Annual Earnings Exemption (AEE) - provides persons with disabilities on social assistance the opportunity to build job skills and experience via part-time or temporary work. It assists individuals whose ability to earn fluctuates during the year due to disability to medical conditions.
- Community and Employer Partnerships (CEP) - Project Based Labour Market Training (PBLMT) is a CEP program that funds projects benefitting both individuals and the community, enhancing participants' skills and employability by providing a combination of on and off the job training and supports in a group environment. In 20/21, SDPR launched an initiative to provide training and work experience to participants with a persons with disabilities (PWD) designation through PBLMT.
- Community Living BC (CLBC) provides supports to CLBC-eligible adults to enter the workforce alongside employees without disabilities for wages at the industry standard. Employment can be accessed through a competitive process or through customized job development where a job is created that meets the needs of the job seeker and the employer. Self-employment supports are also available.
- Mental Health and Substance Use (MHSU) programs, administered by the Ministry of Health, assists clients with severe mental health and/or substance use disorders to prepare for and succeed in education, training and employment. The MHSU program streams include:
 - Pre-Employment Supports to improve basic work habits, skills and behaviors;
 - Supported Education helps clients prepare for, enter and complete education and training programs; and,
 - Supported Employment helps clients obtain and maintain employment opportunities through ongoing individualized supports.

WDA Funding Allocation:

Funding (\$ millions)	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	Total years 1-6	2023-24 and following years
Base includes 10% admin funding	96.0	97.7	97.3	96.9	96.9	96.9	581.7	96.7
Incremental includes 10% admin funding	9.6	9.7	20.0	26.8	26.8	26.8	119.7	0.0
TOTAL WDA	105.5	107.4	117.3	123.7	123.7	123.7	701.4	96.7
PWD (base)	27.7	27.7	27.7	27.7	27.7	27.7	166.2	27.7
Incremental PWD	2.54	2.54	5.1	6.9*	6.9*	6.9*	30.88*	0.0
Admin (10%)	3.36	3.36	3.28	3.85	3.85	3.85	21.55	TBC
TOTAL PWD	33.6	33.6	36.08	38.55	38.55	38.55	218.93	TBC

*estimated

AEST-SDPR Additional One-Time Funding Spending Plan:

WDA Spending Plan – Key Areas	2020/21	2021/22	Total
1. Services & Supports for Vulnerable Populations	\$52.15M	\$26.30M	\$78.45M
2. Services & Supports for Indigenous Peoples	\$6.00M	\$2.00M	\$8.00M
3. Services & Supports for Hardest-hit Sectors and Impacted Workers/Youth	\$33.10M	\$18.80M	\$51.90M
4. Services & Supports for Persons with Disabilities	\$50.09M	\$16.25M	\$66.34M
5. Research and Administration	\$4.02M	\$3.66M	\$7.68M
TOTAL:	\$145.36M	\$67.01M	\$212.37M

Appendix 1

Questions and Answers

1. What is the difference between the Labour Market Development Agreement (LMDA) and the Workforce Development Agreement (WDA)?

The primary difference pertains to client eligibility for services:

- The LMDA consists of EI dollars, and usage is governed by Part II of the federal *Employment Insurance Act*, and therefore can serve primarily EI eligible clients.
- The WDA is less restrictive, enabling a broader client group to be provided with a wider range of services and supports (Canadian citizens, permanent residents, immigrants and refugees, employers).

The two agreements share a common objective of building an integrated, client-centered, outcomes-driven employment and training model in British Columbia.

My Ministry works closely with the Ministry of Advanced Education and Skills Training to ensure funding is aligned and meets the needs of British Columbians.

2. How does the WDA help persons with disabilities access and get sustainable employment?

The WDA supports a range of employment services and supports for persons self identifying as having a disability.

WDA-funded programs for persons with disabilities are delivered through SDPR (WorkBC Employment Services and the Annual Earnings Exemption); Community Living British Columbia; and the Ministry of Health.

3. What services are available to persons with disabilities at the WorkBC Centres?

WorkBC Employment Services include self-serve resources, job search, case management, skills enhancement training, competency-based learning, work experience, customized employment and employment-related disability supports. Services are also available for students with disabilities transitioning from the school system to the labour market.

WorkBC Employment Services supports all unemployed British Columbians in achieving sustainable employment as quickly as possible through an integrated system of employment services and supports.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Work Experience Opportunities Grant

KEY INFORMATION:

- As part of Stronger BC, Work Experience Opportunity Grants (WEOG) were made available through an application process for eligible organizations to provide 12-week work experience opportunities for vulnerable individuals impacted by COVID-19.
- \$5.5M in grants was issued in FY2020/21 to support just over 1,100 participants.
- The amount of the grant was \$5,000 per participant (\$3,600 minimum stipend, \$1,400 for administration and supports) to a maximum of \$50,000 per organization.
 - The stipend has been exempted as income for people receiving income or disability assistance.

BACKGROUND:

- Grant applications were received in three successive periods to allow for learning-based improvements to the program with each new intake.
 - Pilot Intake Period: November 3, 2020 - December 7, 2020
 - 2nd Intake Period: January 18, 2021 - February 16, 2021
 - 3rd Intake Period: February 22, 2021 - March 8, 2021
- Improvements made in response to learnings include:
 - an extension to how long organizations had to find eligible participants and complete the work placements from June 30, 2021 to December 31, 2021
 - an expansion to eligible organizations
 - an expansion to eligible participants
 - an increase in the number of participants an organization could apply for across all grant intakes from 5 to 10
- Eligible participants include:
 - Disability assistance under the Persons with Disability (PWD) designation
 - Income assistance through the Person with Persistent Multiple Barriers to Employment (PPMB) benefit
 - Participant eligibility was expanded in the 3rd intake to all BCEA clients
 - Indigenous individuals on reserve receiving equivalent federal supports

- Eligible organizations include any business or organization operating in BC that can provide a successful work experience opportunity for participants, including:
 - Non-profit organizations or societies
 - Charities
 - Social enterprise businesses (added for 3rd intake)
 - Businesses (added for 3rd intake)
 - Work experience partnerships between an eligible organization and another organization were also supported.
 - Ineligible organizations include:
 - Federal, Provincial, Municipal governments
 - Other public sector organizations, e.g., Crown Corporations
- Over 300 applications were received from about 250 organizations
 - About 60 organizations applied in more than 1 intake (to max of 10 participants)
 - Applications were received from organizations in every region of the province with the higher concentration in the Lower Mainland and Vancouver Island
 - A wide variety of organizations applied:
 - about 40% were a NFP in the Social Services sector
 - about 17% were businesses
 - about 12% were a NFP in the Culture and Recreation sector

BUDGET:

- \$10M in funding was available in FY2020/21 for the WEOG program as part of Stronger BC.

Estimates Notes 2021

Information Services Division

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
INFORMATION SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: ICM – System Performance

KEY INFORMATION:

- ICM's planned availability target and business service level is designed to be 99.7%, exclusive of planned maintenance activities.
- The Ministry has exceeded the 99.7% target every year since 2016.
- The Ministry works with its vendors and corporate partners, including government's Office of the Chief Information Officer, to continually maximize the availability and reliability of the system.
- Like any other complex system, changes in the broader environment may affect the performance of government's computer programs and applications — including ICM.

BACKGROUND:

- Calendar year to date (March 31, 2021) ICM system availability was 100% exclusive of planned maintenance activities. Total system availability, inclusive of planned activities, was 99.42% due to planned software releases.
- Throughout 2020, total ICM availability was 99.78%. Outage time, when the system was not available to users, was 12.8 hours or 767 minutes over the course of 12 months.
- 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 DXC (formerly HP Advanced Solutions).
- The Ministry has continuously made operational improvements since ICM's inception in 2014.

- Ministry of Citizens' Services continues 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
INFORMATION SERVICES DIVISION
PROGRAM NOTES 2021/2022**

TOPIC: Information Technology (IT) Procurement and New Contract

KEY INFORMATION:

- The Ministry developed an Information Management (IM) and Information Technology (IT) procurement strategy to strengthen:
 - Value for money.
 - Social Sector's ability to integrate evolving technologies to support service delivery.
 - Alignment with Government procurement standards and policies.
- The strategy included a phased approach to plan and execute major IT support services to meet the business needs of the Social Sector.
- The Ministry re-procured the primary IM/IT services which included support for the Integrated Case Management (ICM) System and several client facing web applications.
- To ensure fairness during all government procurement processes, ministry staff undertook a multi-stage process and followed strict procurement protocols set by the Ministry of Citizens' Services.
- Deloitte was awarded the new contract on September 14, 2020. The term of the new contract is 5 years, plus an optional 2-year extension.

BACKGROUND:

- The contract 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.

- The contract supports Information Services Division's strategic focus areas of: service excellence, user experience, diversity & inclusion, and reconciliation.