

# Ministry of Social Development and Poverty Reduction

## Program Notes 2022/2023

### Table of Contents

Note #	Title	Division
Ministry Information		
1	Annual Service Plan Report 2020-21	CSD
2	Ministry 2022-23 Service Plan	CSD
3	Organizational Chart	CSD
Budget		
4	Blue Book Pages	CSD
5	Minister's Mandate Letter	CSD
6	Minister's Office Budget	CSD
7	Ministry Budget – CLBC	CSD
8	Ministry Budget and FTE Overview	CSD
9	Ministry Budget – Income Assistance	CSD
10	Ministry Budget – Sustainable Services Mandate	CSD
11	Ministry Budget – WorkBC	CSD
COVID		
12	COVID-19 Disability Working Group & Engagement	ACC DIR
13	Treatment of Federal COVID Benefits	RIPD/CSD
14	COVID-19 Caseload Impacts	RIPD
15	COVID-19 Supports to Indigenous Peoples	RIPD
16	COVID-19 Recovery	RIPD
17	COVID-19 Service Delivery – Clients	SDD
18	COVID-19 Service Delivery - Staff	SDD
19	COVID-19 ELMSD	ELMSD
20	COVID-19 Workforce Impact and Vaccination Mandate	CSD
21	COVID-19 Seniors, Federal Benefits and impacts to GIS/Senior's Supplement	CSD /RIPD
22	Extreme Weather Emergency Response	CSD/SDD
23	COVID-19 Staff – Work from Home	CSD
24	COVID-19 Confirmed Case Response	CSD
Community Living British Columbia (CLBC)		
25	CLBC 2022-23 Service Plan	CSD
26	CLBC – 2020-21 Annual Report	CSD
27	CLBC – Budget and Programs (FTEs)	CLBC
28	CLBC – COVID-19 Impacts and Response	CLBC
29	CLBC – Executive Compensation	CLBC
30	Home Sharing Program – Response to the Office of the Auditor General (OAG) Audit and other service issues	CLBC
31	CLBC – Mandate Letter	CLBC

32	CLBC – Organization Chart	CLBC
33	CLBC – Re-Imagining Community Inclusion Work Plan	CLBC
34	CLBC - Impact of new MCFD Funding Model	CLBC
<b>Key Topics</b>		
<b>Corporate Services Division</b>		
35	Social Service Sector – Low Wage Redress	CSD
36	Equal Pay Equal Work	CSD
37	Social Service Sector Roundtable	CSD
38	Year-End Grants	CSD
<b>Service Delivery Division</b>		
39	Service Delivery – Budget and FTE overview	SDD
40	Service Delivery – Community Services	SDD
41	Service Delivery – Contact Centres	SDD
42	Homelessness – Community Integration Services	SDD
43	Intake and Eligibility	SDD
44	Office Location of Concern – Prince George	SDD
45	Ukraine	SDD
<b>Accessibility Directorate</b>		
46	Accessibility Legislation Implementation	Acc Dir
47	Provincial Accessibility Committee	Acc Dir
48	Parliamentary Secretary for Accessibility	Acc Dir
<b>Research, Innovation and Policy Division</b>		
49	Basic Income: Report and Recommendations	RIPD
50	Federal Programs: CPP & CPP-D	RIPD
51	Supplements: General, Health & Crisis	RIPD
52	Earnings Exemptions	RIPD
53	Income and Disability Assistance Rates	RIPD
54	Declaration Act and Reconciliation Overview	RIPD
55	Poverty Reduction Overview	RIPD
56	Overdose Crisis	RIPD
57	Mandate Letter Commitments: Parliamentary Secretary for Community Development and Non-Profits	RIPD
58	Residential Facilities	RIPD/SDD
59	On Reserve Supports	RIPD
60	Homelessness Initiatives	RIPD
<b>Employment and Labour Market Services Division</b>		
61	Community and Employer Partnerships (CEP)	ELMSD
62	Labour Market Development Agreement (LMDA)	ELMSD
63	Services to Indigenous Peoples	ELMSD
64	Services to Persons with Disabilities (PWD)	ELMSD
65	Service Parity	ELMSD
66	Single Parent Employment Initiative	ELMSD
67	WorkBC Overview and Results	ELMSD
68	WorkBC Renewal	ELMSD
69	WorkBC Assistive Technology Services	ELMSD



70	WorkBC Employment Services – Communities in Transition	ELMSD
71	Workforce Development Agreement	ELMSD
72	Work Experience Opportunities Grant	ELMSD
	<b>Information Services Division</b>	
73	ICM Systems' Performance	ISD
74	Social Sector Technology Roadmap 2030	ISD

# **Ministry of Social Development and Poverty Reduction**

## **2020/21 Annual Service Plan Report**

**August 2021**



For more information on the Ministry of Social Services 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 2020/21 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2020/21 – 2022/23 Service Plan* created in February 2020. I am accountable for those results as reported.

A handwritten signature in dark ink, appearing to read 'N. Simons', written in a cursive style.

Honourable Nicholas Simons  
Minister of Social Development and Poverty Reduction  
August 9, 2021

## Table of Contents

Minister's Accountability Statement .....	3
Letter from the Minister.....	5
Purpose of the Annual Service Plan Report.....	7
Purpose of the Ministry.....	7
Strategic Direction .....	7
Operating Environment.....	8
Report on Performance: Goals, Objectives, Measures and Targets.....	10
Financial Report.....	14
Discussion of Results .....	14
Financial Summary .....	15
Appendix A: Agencies, Boards, Commissions and Tribunals.....	16

## 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 2020/21 Annual Service Plan Report*, which summarizes our work and highlights achievements from April 1, 2020 to March 31, 2021.

The past 18 months have challenged the people of British Columbia like no other, and in many ways the people most affected were also our most vulnerable. The pandemic impacted housing, food security, and access to supports. It also made clear the inequities that remain for too many in our society.

The Ministry quickly pivoted to address immediate challenges by implementing a monthly crisis supplement in 2020, followed by a recovery supplement in 2021, for Ministry clients who were ineligible for the Canada Emergency Response and Canada Recovery Benefits. B.C. was the only province to fully exempt the emergency federal support programs to ensure people receiving income assistance or disability assistance got the full benefit of that support. Additionally, Ministry staff worked closely with Ministry of Finance staff to ensure that people who were receiving income or disability assistance automatically received the BC Recovery Benefit.

To provide stability for people and families, we announced the largest-ever permanent increase to income assistance and disability assistance rates, effective April 2021. This increase in rates was the third since July 2017, putting B.C.'s income and disability assistance rates among the highest in the country. At the same time, the Senior's Supplement was increased for the first time since 1987, benefitting up to 80,000 low-income seniors.

Our work continues to be guided by [TogetherBC](#), B.C.'s poverty reduction strategy. While the impact of the pandemic on poverty rates is not yet fully understood, as part of the Ministry's mandates of poverty reduction and reconciliation, we introduced the First Nations Well Being Fund, a \$2.7 million investment directed at First Nations to promote well-being, improve quality of life for community members, and find solutions to poverty in their communities.

In order to ensure B.C.'s economic recovery is inclusive, we invested \$10 million in employment services for people with developmental disabilities and invested \$5.5 million in the Work Experience Opportunity Grant. The Work Experience Opportunity Grant is helping organizations provide work experience opportunities to people with disabilities, Indigenous people and people facing multiple barriers to employment.

We are also making significant progress toward a more accessible and inclusive province with the introduction and passing of the *Accessible British Columbia Act*. This act allows government to establish accessibility standards and identify, remove, and prevent barriers to accessibility and inclusion. The Parliamentary Secretary for Accessibility will work to ensure the act is well understood and is effective.

The appointment of a Parliamentary Secretary for Community Development and Non-Profits – a role unique in Canada – created a new area of focus for the Ministry and our government; it signals the importance of the non-profit sector as we recover from the pandemic.

We're committed to making life better for all British Columbians and will continue to work across government to ensure that those most in need have support and access to the services they need.

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

Honourable Nicholas Simons  
Minister of Social Development and Poverty Reduction  
August 9, 2021

## 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 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 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 a cross-government, province-wide poverty-reduction strategy - *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;
- Leading development and implementation of cross-government, province-wide accessibility legislation to identify and remove barriers and prevent the creation of new barriers for people with disabilities;
- Providing income, disability, and supplemental assistance for people in need;
- Providing an integrated system of employment programs, services and supports to all British Columbians through *WorkBC*;
- Working with community, business, and government partners to increase accessibility, employment, independence, and inclusion for individuals with disabilities;
- Leading 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*, supporting community living services for adults with developmental disabilities and their families.

## Strategic Direction

The strategic direction set by Government in 2017, and expanded upon in Minister Shane Simpson's 2017 *Mandate Letter* shaped the goals, objectives, performance measures and



financial plan outlined in the [2020/21 Ministry of Social Development and Poverty Reduction Service Plan](#) and the actual results reported on in this annual report.

The global pandemic resulted in many shifts in priorities, structures, and operations across the public sector. Any changes to Ministry of Social Development and Poverty Reduction goals, objectives, performance measures or financial plan to align with the strategic direction established by Government in late 2020 are presented in the 2021/22 Service Plan.

## Operating Environment

With 522,000 British Columbians living in poverty according to the Market Basket Measure<sup>1</sup>, BC currently has the sixth highest poverty rate in the country. This number includes 60,000 children in low-income families and about 54,000 seniors.

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. The Office of Homelessness Coordination (OHC) was formed at SDPR to work across government and with external partners for a coordinated approach in preventing and responding to homelessness. This program was transferred to the Ministry of Attorney General on November 26, 2020.

The Ministry offered employment services and supports for unemployed or precariously employed British Columbians to help them achieve sustainable employment. Serving over 82,000 people annually, WorkBC Employment Services offered programs ranging from customized supports for people with disabilities to funding for communities and organizations to increase employment and work experience. WorkBC Employment Services were 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 for clients to choose what works best for them. 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

BC Employment and Assistance (BCEA) program caseloads are affected by demographic and economic factors. The income assistance caseload is very sensitive to the state of the labour market and increased quickly at the start of the pandemic. However, federal income support programs implemented in 2020 to support Canadians impacted by the pandemic, such as the Canada Emergency Response Benefit and the Canada Recovery Benefit, reduced the caseload growth rate. In 2020/21, the income assistance caseload increased by 3.1 per cent, down from a 5.5 per cent increase the previous year.

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 pandemic had a small impact on the disability assistance caseload as pandemic-related federal

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<sup>1</sup> 2019 Markey Basket Measure. Statistics Canada. [Table 11-10-0135-01 Low income statistics by age, sex and economic family type](#)

support benefits were exempt for existing disability assistance clients. The disability assistance caseload increased by 3.8 per cent in 2020/21.

British Columbia's economy declined in 2020, as the negative impacts from the COVID-19 pandemic pushed economies all over the world into deep recessions. B.C.'s real GDP contraction of 3.8 per cent was the fourth smallest among provinces (behind Prince Edward Island, Nova Scotia, and New Brunswick). The decline in B.C.'s real GDP was almost entirely driven by service-producing industries, while goods-producing industries had modest declines. Output in the arts, entertainment and recreation, accommodation and food services and transportation were some of the main drivers of the decrease in the service sector. In B.C.'s goods producing sector declines in manufacturing and natural resources were partially offset by increases in the construction sector. Employment in BC decreased by 6.6 per cent in 2020. However, wages and salaries remained relatively stable compared to 2019 as low wage workers accounted for the majority of job losses. Retail trade increased by 1.3 per cent in 2020, while consumer prices increased by 0.8 per cent. Residential construction activity slowed but remained relatively strong, with housing starts declining in 2020 after experiencing all-time highs in 2019. In contrast, after declining for three consecutive years home sales reached record levels in late 2020. On the external front, global international trade experienced significant disruptions as the pandemic unfolded. B.C.'s international merchandise exports contracted in 2020 reflecting a combination of weaker global demand and lower commodity prices.

## Report on Performance: Goals, Objectives, Measures and Targets

### Goal 1: Reduce Poverty in British Columbia

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

##### Key Highlights

- The BC Child Opportunity Benefit was implemented in October 2020, providing families with up to \$1,600 per year for the first child, \$1,000 for the second child, and \$800 for each additional child under the age of 18.
- The Ministry provided temporary income supports to income and disability assistance clients and low-income seniors to help them meet the additional costs arising from the pandemic.
- The Ministry exempted all pandemic-related federal income support benefits from the determination of eligibility and assistance amounts for income and disability assistance clients
- The minimum wage was increased to \$14.60 from \$13.85 on June 1, 2020.
- The Province provided two one-time benefits to support British Columbians through the pandemic: the BC Emergency Benefit for Workers provided a tax-free \$1,000 payment to BC residents, excluding Ministry clients, whose ability to work was affected due to the pandemic and the BC Recovery Benefit provided a tax-free payment of up to \$1,000 for eligible families and single parents and up to \$500 for eligible individuals.

Performance Measure(s)	2016 Baseline	2019 Actuals	2020-2024 Target
1.1a Total Poverty Rate <sup>1</sup>	15.3%	10.8%	11.5%
1.1b Child Poverty Rate <sup>1</sup>	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](#).

<sup>1</sup> 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.

### Discussion of Results

British Columbia has met both poverty reduction targets ahead of 2024 but must now work to maintain this progress in response to the pandemic. The province will not receive information on how the pandemic and federal and provincial income supports provided in response to the COVID-19 pandemic have impacted poverty statistics until March 2022. BC's Child Opportunity Benefit was implemented in October 2020 so the province will not see the full impact until 2021 data released in 2023.

The province's post-pandemic economic recovery strategy seeks to benefit all British Columbians, including those who work in sectors severely impacted by the COVID-19 pandemic and who are often living in low-income.

## 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 and consistent service with a focus on reliability, responsiveness, and relationship building has been a key priority. The Ministry continues to expand and improve online self-service options which increases accessibility of services for clients regardless of their location in British Columbia. The Ministry increased safety measures and implemented additional strategies to support responsive services for our clients during the pandemic.

#### Key Highlights

- Implemented temporary program measures to support staff and clients in response to the pandemic, including a temporary monthly crisis supplement in 2020, followed by a recovery supplement in 2021.
- Rolled out the Queue Management System to all Community Services offices to support in-person service delivery and enhance point of contact services.
- Extended the cut-off date for submitting monthly reports in My Self Serve.
- Improved accessibility of disability applications by temporarily providing electronic versions online for health professionals.
- Provided comprehensive training on Administrative Fairness, Discretionary Decision-Making, and the Decision-Making Model to front-line staff.

Performance Measure(s)	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target <sup>1</sup>	2022/23 Target <sup>1</sup>
2.1 Number of clients using My Self-Serve	87,109	96,000	97,543	99,000	101,000

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

<sup>1</sup> The targets for 2021/22 and 2022/23 were adjusted (increased) in the [2021/22 Service Plan](#).

#### Discussion of Results

This performance measure reflects the percentage of Ministry clients using online services. An increase to this number means that more clients are accessing income assistance services by the most flexible and efficient means available.

The target for 2020/21 has been achieved, and there has been a steady increase of clients leveraging this service since its implementation in fall of 2014. The Ministry's response to the pandemic included additional promotion of using My Self Serve to further support physical distancing and ensure the health and safety of clients and Ministry employees.

## Objective 2.2: WorkBC Employment Services clients achieve employment

### Key Highlights

- WorkBC Employment Services moved to a virtual service delivery model due to the pandemic. Over 82,000 clients received services virtually or in-person by appointment when virtual services were not suitable or possible. This included personalized case management services to more than: 14,700 clients with disabilities, 7,300 Indigenous clients, and 19,000 immigrant clients.
- As part of the [StrongerBC](#) economic recovery plan, [Work Experience Opportunity Grants](#) (WEOG) were made available for eligible organizations to provide 12-week work experience opportunities for vulnerable individuals impacted by the pandemic. \$5.5 million in grants were issued in 2020/21 to support just over 1,100 participants.
- In response to the rapidly changing labour market and to support recovery efforts, the Ministry committed over \$25 million to fund 141 projects that create work experience and training opportunities to prepare job seekers for available jobs and support an inclusive economic recovery in BC communities.
- WorkBC Apprentice Services and WorkBC Assistive Technology Services supported over 13,000 apprentices to complete classroom apprenticeship training and provided almost \$2.4 million for assistive technology for over 550 individuals with disabilities to overcome work-related barriers and thrive in the workplace.

Performance Measure(s) <sup>3</sup>	2018/19 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
2.2 The number of clients <sup>1</sup> who achieve employment <sup>2</sup>	24,400	18,000	27,800	12,900	28,300	28,300

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

<sup>1</sup> Clients are self-serve and case managed participants who received WorkBC services and/or supports.

<sup>2</sup> 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 optional), after receiving WorkBC services and/or supports.

<sup>3</sup> The performance measure was updated in the [2021/22 Service Plan](#) to include self-serve clients as well as case managed clients because many new Employment Insurance clients are expected to be employment-ready after the pandemic. New and existing WorkBC services can help these clients become re-employed without case management.

### Discussion of Results

The results for 2020/21 did not meet the target, as the number of clients employed was lower than anticipated as a result of the pandemic. Fewer people have been seeking employment services and supports due to health and safety concerns as well as the availability of federal and provincial income supports. The availability of federal benefits such as the Canada Recovery Benefit contributed to the ability of individuals to delay seeking re-entry into the labour market during the pandemic. It has also been harder for clients to achieve employment, within industries such as retail, construction, food services and hospitality, as these industries needed to reduce capacity in adherence with public health restrictions.

### 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

- Increased the annualized earnings exemption maximum amounts in January 2021. For a single person with the Persons with Disabilities designation, the maximum amount of exempted income increased from \$12,000 to \$15,000, and for a family with two adults with the Persons with Disabilities designation, the maximum amount of exempted income increased from \$24,000 to \$30,000.

Performance Measure(s)	2018/19 Baseline	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target <sup>2</sup>	2022/23 Target
3.1 Total amount of earnings exemptions reported by Persons with Disabilities cases <sup>1</sup>	\$135 million	\$149 million	\$153 million	\$129 million	\$160 million	\$168 million

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

<sup>1</sup> The impact of the pandemic on the labour market has reduced PWD earnings and has lowered the actuals for 2020/21.

<sup>2</sup> The target for 2021/22 was adjusted (lowered) in the 2021/22 Service Plan.

### Discussion of Results

The results for 2020/21 did not meet the target. The COVID-19 pandemic significantly impacted the employment of disability assistance clients, causing the actual amount of earned income to be lower than predicted. Service industry jobs that disability assistance clients often work in, such as accommodation and food services, were hit especially hard by the pandemic. Also, the increased risk for a serious outcome from COVID-19, as well as reduced transportation options early in the pandemic, resulted in many disability assistance clients having to cut back on their work effort.

Government worked hard to ensure that the post-pandemic economic recovery benefits support all British Columbians, including people in receipt of income and disability assistance. Additional employment programming funding has been targeted to help disability assistance clients impacted by the pandemic find employment. This includes grants to help employers make their businesses more inclusive, funding to support individuals who are dealing with a mental or physical health impairment to safely return to work and funds to supplement CLBC-funded employment support services to assist people with disabilities who lost their jobs during the COVID-19 pandemic.

## Financial Report

### Discussion of Results

For 2020/21, 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 \$3.23 billion in 2020/21, including the \$300 temporary monthly COVID-19 Crisis Supplement from April through December 2020 and the \$150 temporary monthly BC Recovery Supplement from January through March 2021. The Ministry's Income Assistance budget included the following four categories:

- \$600 million for Temporary Assistance.
- \$1.9 billion for Disability Assistance.
- \$568 million for supplementary assistance which includes supplements for low income seniors, medical supplies and equipment, and dental and optical care.
- \$155 million for program management (front-line staff).

Funding for Employment Programs is mostly provided by the federal government through the Labour Market Development Agreement. Federal contributions in 2020/21 totaled \$292 million while the Province spent \$28 million for employment programs and services.

Funding of over \$1.2 billion was provided for services to adults with developmental disabilities, delivered through the Ministry's service delivery crown agency, Community Living BC.

In line with government's goal of prudent fiscal management, expenditures for Executive and Support Services were limited to \$11 million.

## Financial Summary

	Estimated	Other Authorizations <sup>1</sup>	Total Estimated	Actual	Variance
<b>Operating Expenses (\$000)</b>					
Income Assistance <sup>2</sup>	2,501,257	722,160	3,223,417	3,225,683	2,266
Employment <sup>3</sup>	29,169	0	29,169	27,698	-1,471
Community Living Services <sup>4</sup>	1,139,699	76,989	1,216,688	1,216,688	0
Employment and Assistance Appeal Tribunal	1,837	0	1,837	1,184	-653
Executive and Support Services	10,858	0	10,858	10,759	-99
<b>Sub-total</b>	<b>3,682,820</b>	<b>799,149</b>	<b>4,481,969</b>	<b>4,482,012</b>	<b>44</b>
Adjustment of Prior Year Accrual <sup>5</sup>	0	0	0	-756	-756
<b>Total</b>	<b>3,682,820</b>	<b>799,149</b>	<b>4,481,969</b>	<b>4,481,256</b>	<b>-713</b>
<b>Ministry Capital Expenditures (\$000)</b>					
<b>Executive and Support Services<sup>6</sup></b>	<b>1,449</b>	<b>0</b>	<b>1,449</b>	<b>354</b>	<b>-1,095</b>
<b>Total</b>	<b>1,449</b>	<b>0</b>	<b>1,449</b>	<b>354</b>	<b>-1,095</b>

<sup>1</sup> "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the *Balanced Budget and Ministerial Accountability Act* for ministerial accountability for operating expenses under the Act.

<sup>2</sup> Included in total spend of \$3.23 billion on Income Assistance is approved access to \$721.5 million from Contingencies: Pandemic Response and Economic Recovery.

<sup>3</sup> Reflects WorkBC costs, net of recoveries from the federal government. Total spend in 2020/21 was \$320 million, which included \$28 million in provincial spending and \$292 million recovered from the federal government.

<sup>4</sup> Direct transfers to Community Living British Columbia (CLBC). Included in total spend of \$1.2 billion is approved access to \$33.3 million from Contingencies: Pandemic Response and Economic Recovery.

<sup>5</sup> The Adjustment of Prior Year Accrual of \$0.756 million is a reversal of accruals in the previous year.

<sup>6</sup> 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 August 9, 2021, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following:

- Community Living BC
- Employment and Assistance Appeal Tribunal
- Poverty Reduction Advisory Committee

# **Ministry of Social Development and Poverty Reduction**

## **2022/23 – 2024/25 Service Plan**

**February 2022**



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 2022/23 – 2024/25 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 cursive script, reading "N. Simons".

Honourable Nicholas Simons  
Minister of Social Development and Poverty Reduction  
February 22, 2022

## Table of Contents

Minister's Accountability Statement .....	3
Purpose of the Ministry .....	5
Strategic Direction .....	5
Economic Statement .....	6
Performance Planning .....	7
Financial Summary .....	14
Appendix A: Agencies, Boards, Commissions and Tribunals.....	15

## 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, to ensure that everyone has the opportunity to participate fully in their community and to reach their full potential.

SDPR is guided by five pieces of legislation: the Accessible British Columbia Act, 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 the Crown corporation 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 to people in need;
- Creating and implementing strategies to increase food security for people in need;
- 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 implementation of the Accessible B.C. Act with the goal to identify, remove and prevent barriers for people with disabilities in B.C.;
- Working with community, business and government partners to increase accessibility, employment, independence and inclusion for individuals with disabilities;
- Working to advocate for the charitable and non-profit sector and ensure that it is 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 2022/2023, the Government of British Columbia will continue its whole-of-government response to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians. Building on our economic, environmental, and social strengths while looking to seize opportunities to improve outcomes for all British Columbians will be an important aspect of each ministry's work as we respond to COVID-19 and recover from devastating floods and wildfires. The policies, programs and projects developed over the

course of this service plan period will align with the five foundational principles established by Government in 2020: putting people first; working toward lasting and meaningful reconciliation; supporting equity and anti-racism; ensuring a better future through fighting climate change and meeting our greenhouse gas reduction targets; and supporting a strong, sustainable economy that works for everyone.

This 2022/23 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](#).

## **Economic Statement**

B.C.'s economy has rebounded from the impacts of the COVID-19 pandemic that began in 2020, despite significant pandemic variant and climate-related events. A strong health response, high vaccination rates, increased infrastructure investments and supports for British Columbians struggling through the pandemic has helped the province rebound. While the recovery has broadened over the past year, it remains uneven with sectors like tourism, hospitality and live recreation events not fully recovered. The path of the ongoing economic recovery in B.C. and its trading partners remains highly uncertain. However, rebuild efforts from the November 2021 floods are expected to provide some support to economic activity in the province. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 5.1 per cent in 2021 and expects growth of 4.2 per cent in 2022 and 2.7 per cent in 2023. Meanwhile for Canada, the EFC projects national real GDP growth of 4.1 per cent in 2022 and 2.8 per cent in 2023, following an estimated gain of 4.7 per cent in 2021. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the emergence of further variants of concern, inflationary supply chain disruptions, extended travel restrictions, and the continued impact of the 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

### Goal 1: Reduce Poverty in British Columbia

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

##### Key Strategies

- Implement [TogetherBC](#), the comprehensive, cross-government Poverty Reduction Strategy addressing key areas of need including housing, families, children and youth, education, employment, income supports, and 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;
- Create and implement initiatives 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.; and
- Review existing government income support programs for opportunities to improve access and delivery, guided by feedback from users and the basic income panel's recommendations as outlined in their final report [Covering all the Basics: Reforms for a More Just Society](#) (released January 28, 2021).

Performance Measure(s)	2016 Baseline	2019 Actual	2020-24 Target
1.1a Total Poverty Reduction <sup>1</sup>	15.3%	10.8%	11.5%
1.1b Child Poverty Rate <sup>1</sup>	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](#).

<sup>1</sup> The legislated targets are based on calendar years (not fiscal years) and reflect a 25% reduction in the rate of overall poverty and a 50% reduction in the rate of 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 [second annual report](#) was released on October 4, 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 COVID crisis funding to recovery and permanent assistance changes. B.C. also introduced the first rate increase to the Senior's Supplement since its creation in 1987 (\$50/month) as well as a \$20/month increase to the Comforts Allowance for those on income assistance living in special care facilities.

According to the most recent federal statistics on low income, British Columbia has achieved both targets set out in the *Poverty Reduction Strategy Act* based on 2019 data. However, British Columbia must maintain this success to 2024 to meet the requirements as set out in the *Poverty Reduction Strategy Act*. The COVID-19 pandemic has caused a significant shock to the labour market, and the long-term impact of the pandemic on poverty rates is currently uncertain. These impacts are expected to be better understood with the release of the 2020 low-income statistics in 2022.

## 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;
- Increase community presence through expanded outreach by Community Integration Specialists, working collaboratively with community partners including expanding the use of mobile technology to support service delivery;
- Continue to expand and improve digital self-service options including usability improvements and better client accessibility;
- 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)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.1 Number of clients using My Self-Serve	97,543	103,300	104,000 <sup>1</sup>	105,000 <sup>1</sup>	106,000

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

<sup>1</sup> The 2022/23 and 2023/24 targets have been updated from the 2021/21 Service Plan

#### 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 continued to promote My Self Serve during the pandemic and extreme weather events that occurred in 2021/2022, which resulted in more clients using this online service portal than forecasted. The ministry has updated the future year targets to reflect this higher usage in 2021/22 and continuing efforts to improve digital self-service options.

## Objective 2.2: WorkBC Employment Services clients achieve employment

### Key Strategies

- Adapt programming and service delivery to maximize access to employment services and supports for British Columbians with diverse needs while protecting the health and safety of clients and staff during the COVID-19 crisis and economic recovery;
- 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, especially sectors and employers hardest-hit by COVID-19;
- 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
- Promote awareness of the [Community and Employer Partnerships](#) (CEP) program to support inclusive economic recovery in B.C. communities following COVID-19, wildfires, floods and other labour market events to improve employment outcomes for unemployed British Columbians.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.1 Number of clients who achieve employment <sup>1</sup>	12,900	13,500 <sup>2</sup>	20,000	24,000	28,300

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

<sup>1</sup> 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.

<sup>2</sup> The 2021/22 forecast has changed significantly compared to the target identified in the 2019/20 Service Plan. The original target was set with the expectation of an expeditious labour market recovery in a period of economic uncertainty.

### 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, 55% 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

In fiscal 2021/22 there continues to be uncertainty regarding the evolution of the COVID-19 pandemic, including the need for ongoing provincial health measures, and the resulting impacts to the labour market. Overall employment in B.C. has recovered, with the 61.4% employment rate in December 2021 just shy of the 61.7% experienced in February 2020 prior to the

pandemic. However, high-contact service industries are expected to take longer to recover and there are fewer jobs in lower skilled occupations. Over the last year employment in lower skilled occupations (requiring high school or less) was 57,000 below levels seen pre-pandemic. This creates challenges for income assistance clients as almost 75% of new starting Expected-to-Work cases have high school or less as their highest level of educational attainment.

Many unemployed individuals have been out of the labour market for an extended period of time. In December 2021, 26.4% of all unemployed in British Columbia had been unemployed for 27 or more weeks, double the rate of 12.8% in February 2020. This can lead to people needing more support and taking longer to acquire the necessary skills and experience to find new sustainable employment. In response, WorkBC adapted its strategies including expanding eligibility for services such as wage subsidy and skills enhancement.

An additional challenge is that there is a high number of job vacancies and people unemployed in B.C., indicating that there is a disconnect between employers who are wanting to hire and people wanting to work. In the third quarter of 2021 there were 158,000 job vacancies and 178,000 unemployed British Columbians. Over half of the job vacancies were in the sales and service sector and trade sectors, sectors where employment was also over 75,000 lower in December 2021 than before the recession.

Due to continued challenges presented by the COVID-19 pandemic, and the remaining uncertainty on the timing of recovery for some sectors, the targets for 2022/23 and 2023/24 have been adjusted to reflect a gradual return to pre-pandemic expectations. Targets are based on a blended forecast of future caseloads, historical trends of achieving employment, service duration and labour market changes. Adjustments are a result of the economic disruption, changes in Employment Insurance recipient caseloads, BC Employment and Assistance referral and acceptance rates, and current labour market conditions.

### 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 and engage stakeholders and the public to identify barriers and solutions to improving employment outcomes for people with disabilities;
- Support the Re-imagining Community Inclusion (RCI) Steering Committee in implementing the work plan in response to the [10-Year Re-imagining Community Inclusion Roadmap](#) to help improve the lives of people with developmental disabilities;
- 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; and
- Support the implementation of the [Accessible British Columbia Act](#) to ensure people with disabilities can meaningfully participate in their communities, including in employment.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.1a Total amount of earnings exemptions reported by Persons with Disabilities cases	\$129 million	\$150 million	\$168 million	\$170 million	\$173 million

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

##### Linking Performance Measure to Objective

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

##### Discussion

COVID-19 resulted in a significant economic downturn early in the pandemic but improvements in the economy have returned employment to pre-pandemic levels in many sectors. Additional funding provided for employment opportunities for Persons with Disabilities as a part of [StrongerBC](#), B.C.'s Economic Recovery Plan, has helped many people impacted by the downturn to return to employment. However, the service sector continues to experience challenges, and this sector is a main employer for people on income and disability assistance.

While the improvement in the labour market has contributed to increased earnings and exempted amounts for Persons with Disabilities, some of the growth experienced in 2021/22 is the result of the increase in earnings exemptions. For a single person, the annualized earnings exemption was increased from \$12,000 to \$15,000 per year.

## Financial Summary

Core Business Area	2021/22 Restated Estimates <sup>1</sup>	2022/23 Estimates	2023/24 Plan	2024/25 Plan
<b>Operating Expenses (\$000)</b>				
Income Assistance	3,027,205	3,079,080	3,093,986	3,109,577
Employment	29,169	29,169	29,169	29,169
Community Living Services	1,290,394	1,333,102	1,352,549	1,357,549
Employment and Assistance Appeal Tribunal	1,849	1,849	1,849	1,849
Executive and Support Services	11,817	12,833	12,550	12,802
<b>Total</b>	<b>4,360,434</b>	<b>4,456,033</b>	<b>4,490,103</b>	<b>4,510,946</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Executive and Support Services	2,313	1,822	1,555	1,555
<b>Total</b>	<b>2,313</b>	<b>1,822</b>	<b>1,555</b>	<b>1,555</b>

<sup>1</sup> For comparative purposes, amounts shown for 2021/22 have been restated to be consistent with the presentation of the 2022/23 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**

As of January 22, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following:

### Community Living BC

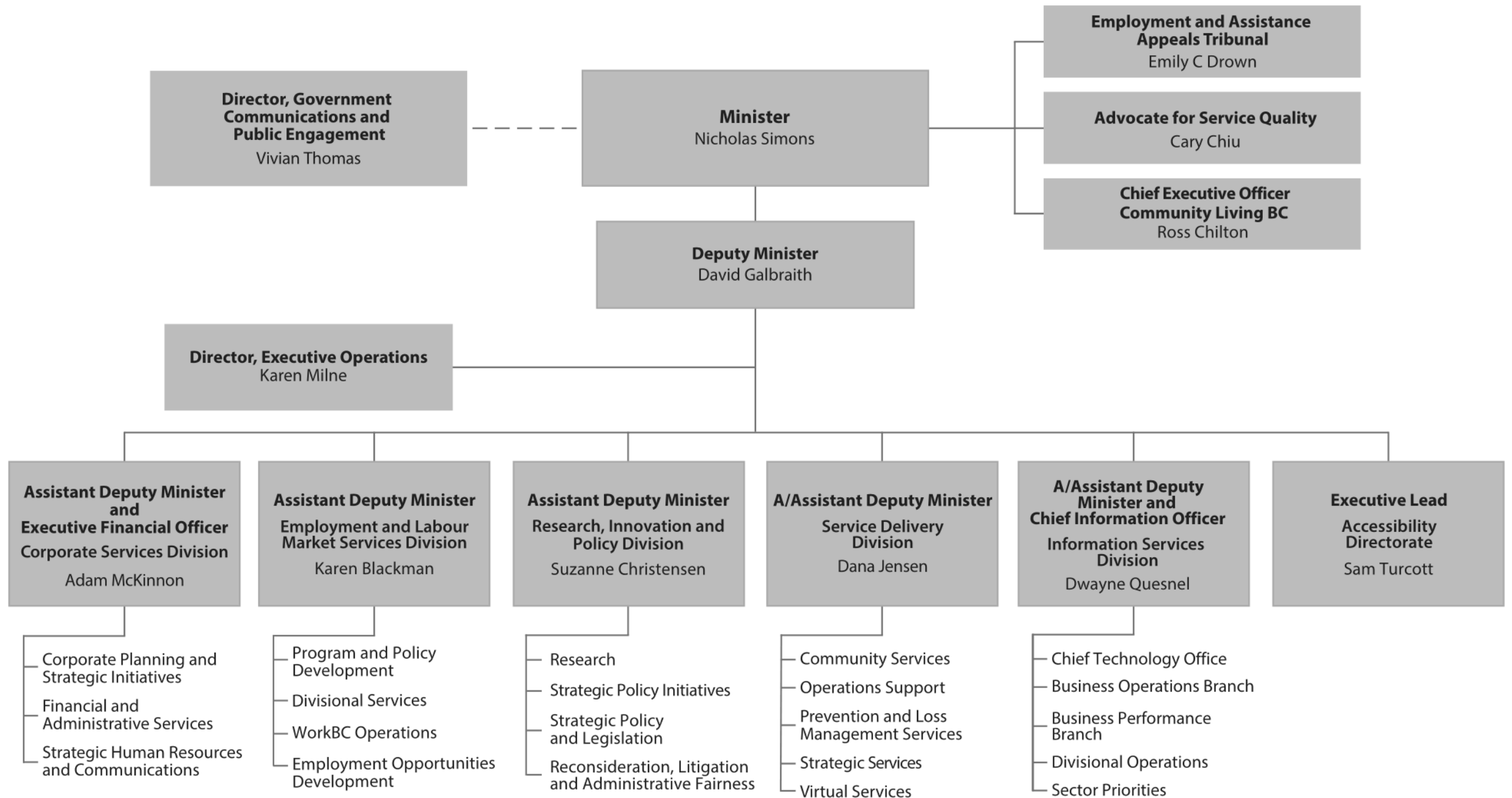
Community Living British Columbia (CLBC) is a Crown agency that provides supports and services to meet the disability-related needs of two groups of eligible individuals and their families in British Columbia:

- 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

February 2022



Ministry of  
Social Development  
and Poverty Reduction

## 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 2021/22 <sup>1</sup>	Estimates 2022/23
<b>VOTED APPROPRIATION</b>		
Vote 43 — Ministry Operations.....	4,360,434	4,456,033
<b>OPERATING EXPENSES</b>	<u>4,360,434</u>	<u>4,456,033</u>
<b>CAPITAL EXPENDITURES <sup>2</sup></b>	2,313	1,822
<b>LOANS, INVESTMENTS AND OTHER REQUIREMENTS <sup>3</sup></b>	—	—
<b>REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES <sup>4</sup></b>	—	—

#### NOTES

<sup>1</sup> For comparative purposes, figures shown for the 2021/22 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 2022/23 *Estimates*. A reconciliation of restated operating expenses and capital expenditures is presented in Schedule A.

<sup>2</sup> A listing of estimated capital expenditures by ministry is presented in Schedule C.

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

<sup>4</sup> 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)

	2021/22	2022/23 ESTIMATES		
OPERATING EXPENSES	Net	Gross	External Recoveries	Net
<b>Core Business</b>				
Income Assistance.....	3,027,205	3,099,994	(20,914)	3,079,080
Employment.....	29,169	374,334	(345,165)	29,169
Community Living Services.....	1,290,394	1,333,103	(1)	1,333,102
Employment and Assistance Appeal Tribunal.....	1,849	1,849	—	1,849
Executive and Support Services.....	11,817	12,873	(40)	12,833
<b>TOTAL OPERATING EXPENSES .....</b>	<b>4,360,434</b>	<b>4,822,153</b>	<b>(366,120)</b>	<b>4,456,033</b>
<b>CAPITAL EXPENDITURES</b>	Capital Expenditures	Capital Expenditures	Receipts and P3 Liabilities	Net
<b>Core Business</b>				
Executive and Support Services.....	2,313	1,822	—	1,822
<b>TOTAL .....</b>	<b>2,313</b>	<b>1,822</b>	<b>—</b>	<b>1,822</b>

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## VOTE DESCRIPTIONS

(\$000)

Estimates  
2021/22Estimates  
2022/23

## VOTE 43 — 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.....	154,624	172,087
Temporary Assistance.....	547,417	559,921
Disability Assistance.....	1,871,895	1,895,915
Supplementary Assistance.....	453,269	451,157
	<u>3,027,205</u>	<u>3,079,080</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.....	1,290,394	1,333,102
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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.....	1,849	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 2021/22	Estimates 2022/23
<b>EXECUTIVE AND SUPPORT SERVICES</b>		
<b>Voted Appropriations</b>		
Minister's Office.....	739	749
Corporate Services.....	11,078	12,084
	<u>11,817</u>	<u>12,833</u>
<p><b>Voted Appropriations Description:</b> 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.</p>		
<b>VOTE 43 — MINISTRY OPERATIONS</b>	<b>4,360,434</b>	<b>4,456,033</b>

## MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

## GROUP ACCOUNT CLASSIFICATION

Salaries and Benefits .....	155,795	174,483
Operating Costs .....	62,886	63,880
Government Transfers .....	4,511,022	4,594,297
Other Expenses .....	20,581	20,581
Internal Recoveries .....	(29,885)	(31,088)
External Recoveries .....	(359,965)	(366,120)
<b>TOTAL OPERATING EXPENSES.....</b>	<b>4,360,434</b>	<b>4,456,033</b>

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
(\$000)

**VOTE 43 Ministry Operations**

Description	Total 2021/22 Operating Expenses	50	51	52	54	Total Salaries and Benefits	55	57	59	60	63	65	67	68	69
<b>Income Assistance</b>	<b>3,027,205</b>	<b>117,015</b>	—	<b>29,722</b>	—	<b>146,737</b>	—	<b>811</b>	<b>1,648</b>	<b>2,750</b>	<b>34,791</b>	<b>3,141</b>	—	—	—
Income Assistance - Program Management	154,624	115,515	—	29,341	—	144,856	—	811	1,648	2,750	34,791	3,131	—	—	—
Temporary Assistance	547,417	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Disability Assistance	1,871,895	1,500	—	381	—	1,881	—	—	—	—	—	—	—	—	—
Supplementary Assistance	453,269	—	—	—	—	—	—	—	—	—	—	10	—	—	—
<b>Employment</b>	<b>29,169</b>	<b>14,000</b>	—	<b>3,556</b>	—	<b>17,556</b>	—	<b>331</b>	<b>30</b>	<b>72</b>	<b>1,209</b>	<b>217</b>	—	—	—
Employment Programs	29,168	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Labour Market Development Agreement	1	14,000	—	3,556	—	17,556	—	331	30	72	1,209	217	—	—	—
<b>Community Living Services</b>	<b>1,290,394</b>	—	—	—	—	—	—	—	—	—	—	—	—	—	—
<b>Employment and Assistance Appeal Tribunal</b>	<b>1,849</b>	<b>788</b>	<b>23</b>	<b>200</b>	—	<b>1,011</b>	<b>519</b>	<b>22</b>	—	<b>150</b>	<b>12</b>	<b>130</b>	—	<b>5</b>	—
<b>Executive and Support Services</b>	<b>11,817</b>	<b>7,133</b>	<b>110</b>	<b>1,847</b>	<b>89</b>	<b>9,179</b>	<b>233</b>	<b>198</b>	<b>2</b>	<b>60</b>	<b>352</b>	<b>778</b>	—	—	—
Minister's Office	739	433	—	146	89	668	—	52	—	—	10	19	—	—	—
Corporate Services	11,078	6,700	110	1,701	—	8,511	233	146	2	60	342	759	—	—	—
<b>Total</b>	<b>4,360,434</b>	<b>138,936</b>	<b>133</b>	<b>35,325</b>	<b>89</b>	<b>174,483</b>	<b>752</b>	<b>1,362</b>	<b>1,680</b>	<b>3,032</b>	<b>36,364</b>	<b>4,266</b>	—	<b>5</b>	—

70	72	73	75	Total Operating Costs	77	79	80	Total Govt Transfers	81	83	85	Total Other Expenses	86	88	Total Internal Recoveries	89	90	Total External Recoveries	Total 2022/23 Operating Expenses
312	—	13,615	68	57,136	4,504	2,761,052	156,207	2,921,763	—	—	4,240	4,240	—	(29,882)	(29,882)	—	(20,914)	(20,914)	3,079,080
312	—	13,615	68	57,126	—	—	35	35	—	—	100	100	—	(29,880)	(29,880)	—	(150)	(150)	172,087
—	—	—	—	—	—	559,371	—	559,371	—	—	1,101	1,101	—	(1)	(1)	—	(550)	(550)	559,921
—	—	—	—	—	—	1,907,047	—	1,907,047	—	—	1	1	—	—	—	—	(13,014)	(13,014)	1,895,915
—	—	—	—	10	4,504	294,634	156,172	455,310	—	—	3,038	3,038	—	(1)	(1)	—	(7,200)	(7,200)	451,157
48	—	18	1,758	3,683	—	—	339,432	339,432	—	—	14,867	14,867	—	(1,204)	(1,204)	—	(345,165)	(345,165)	29,169
—	—	—	—	—	—	—	29,168	29,168	—	—	—	—	—	—	—	—	—	—	29,168
48	—	18	1,758	3,683	—	—	310,264	310,264	—	—	14,867	14,867	—	(1,204)	(1,204)	—	(345,165)	(345,165)	1
—	—	—	—	—	—	—	1,333,102	1,333,102	—	—	1	1	—	—	—	—	(1)	(1)	1,333,102
—	—	—	—	838	—	—	—	—	—	—	1	1	—	(1)	(1)	—	—	—	1,849
200	—	200	200	2,223	—	—	—	—	—	—	1,472	1,472	—	(1)	(1)	—	(40)	(40)	12,833
—	—	—	—	81	—	—	—	—	—	—	—	—	—	—	—	—	—	—	749
200	—	200	200	2,142	—	—	—	—	—	—	1,472	1,472	—	(1)	(1)	—	(40)	(40)	12,084
560	—	13,833	2,026	63,880	4,504	2,761,052	1,828,741	4,594,297	—	—	20,581	20,581	—	(31,088)	(31,088)	—	(366,120)	(366,120)	4,456,033



February 25, 2022

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.

In this past year, as a member of Cabinet, your work has contributed to this government's efforts to support British Columbians as they face the impacts of COVID-19. People throughout the province continue to work together to stay safe and rebuild their lives and communities from the effects of the pandemic. Our government remains committed to getting through the pandemic and its after effects by building on this resilience and focusing on what matters most to people.

British Columbians voted for a government focused on their priorities: 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 –with support 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.

.../2

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**Office of the  
Premier**

**Web Site:**  
[www.gov.bc.ca](http://www.gov.bc.ca)

**Mailing Address:**  
PO Box 9041 Stn Prov Govt  
Victoria BC V8W 9E1

**Location:**  
Parliament Buildings  
Victoria



- **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 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.

.../3

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.

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 and Food, 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 BC 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 BC.
- Continue work on the Re-Imagining 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

.../4

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:

- Build on efforts to date to ensure charitable organizations and the non-profit sector are engaged and supported through the COVID-19 pandemic and recovery.
- Continue to support and engage charitable organizations and the non-profit sector by acting as the advocate and key point of contact within government.
- Support the Ministry of Social Development and Poverty Reduction's food security mandate by engaging with organizations across BC to support the development of vital partnerships and programs necessary to improve household food security.
- Advocate to the federal government for adoption and implementation of regulatory changes and funding programs announced in 2021 to enable non-profit organizations to better serve their communities.
- Share with the Ministry of Finance feedback and input heard from the co-operative sector on targeted improvements to support sector modernization
- Work with the Attorney General and minister responsible for Housing to help clarify obligations for non-profit organizations under the Lobbyist Transparency Act.

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.

.../5

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 dark ink, reading "John J. Horgan". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

John Horgan  
Premier

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Ministry Budget - Minister's Office**

**KEY INFORMATION:**

- The Minister's Office budget for 2022/23 is \$749,000, a \$10,000 increase for an expected salary growth, from \$739,000 in 2021/22.
- The budget for the SDPR Minister's office provides for 6 staff: a senior ministerial advisor, two ministerial advisors, one executive assistant, 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 (and Parliamentary Secretaries) to have the appropriate assistance to ensure that the information flow with the public service is clear and timely.

**BACKGROUND:**

**BUDGET:**

<b>Minister's Office: (\$ millions)</b>	<b>2021/22 Budget</b>	<b>2022/23 Budget</b>	<b>Change</b>
Stob 50 – Salaries	0.425	0.433	0.008
Stob 52 – Benefits	0.144	0.146	0.002
Stob 54 – Legislative salaries/indemnities	0.089	0.089	-
Stob 57 – Travel	0.052	0.052	-
Stob 63 – IS – operating	0.010	0.010	-
Stob 65 – Office/business expenses	0.019	0.019	-
<b>TOTAL</b>	<b>0.739</b>	<b>0.749</b>	<b>0.010</b>

Data Source: FASB

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Ministry Budget - Community Living BC (CLBC)**

**KEY INFORMATION:**

- The Community Living Services sub-vote budget for 2022/23 is **\$1.33 billion**, an incremental increase of **\$12.0 million** and a year over year increase of **\$42.7 million** from 2021/22. This represents the ministry's contribution to Community Living BC (CLBC).

Operating (\$ millions)	2021/22	2022/23	2023/24	2024/25
<b>Budget 2021</b>	<b>1,290.394</b>	<b>1,321.122</b>	<b>1,335.569</b>	<b>1,335.569</b>
<b>Budget 2022</b>	<b>1,290.394</b>	<b>1,333.102</b>	<b>1,352.549</b>	<b>1,357.549</b>
<u>Budget 2022 vs Budget 2021</u>				
Plan-over-Plan \$ Change - Increase (Decrease)		<b>11.980</b>	<b>16.980</b>	<b>21.980</b>
Plan-over-Plan % Change - Increase (Decrease)		0.9%	1.3%	1.6%
Year-over-Year Change - Increase (Decrease)		42.708	19.447	5.000
Year-over-Year % Change - Increase (Decrease)		3.3%	1.5%	0.4%

- Budget 2022 provides an incremental increase to CLBC of **\$50.9 million** over the three-year fiscal plan. This increment is partially funded from allocation to SDPR in Budget 2021 for Income Assistance programs, over and above the ministry's revised funding requirements:
  - \$45 million increase over three years to address caseload growth,
  - \$5.7 million over three years to further improve existing Home Sharing Monitoring Framework,

- \$0.3 million over three years for Sustainable Services Negotiating Mandate (SSNM) funding CLBC staff.

<b>Community Living BC – Fiscal Plan Changes from Budget 2021 and Prior Year Budgets</b>				
<b>(\$ millions)</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/23</b>	<b>TOTAL</b>
<b>Prior Year Budgets</b>				
Caseload	30.7	45.2	45.2	121.1
<b>Total - Prior Year Budgets</b>	<b>30.7</b>	<b>45.2</b>	<b>45.2</b>	<b>121.1</b>
<b>Budget 2022</b>				
Caseload	10.0	15.0	20.0	45.0
Home Sharing Monitoring	1.9	1.9	1.9	5.7
SSNM CLBC Staff	0.1	0.1	0.1	0.3
<b>Total - Budget 2022</b>	<b>12.0</b>	<b>17.0</b>	<b>22.0</b>	<b>50.9</b>
<b>TOTAL - CLBC TRANSFER</b>	<b>42.7</b>	<b>62.2</b>	<b>67.2</b>	<b>172.0</b>

Data Source: FASB

## Background:

<b>CLBC Caseload and Cost per Case</b>	<b>21/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
	<b>Budget</b>	<b>Budget</b>	<b>Plan</b>	<b>Plan</b>
Developmental Disabilities – Average caseload (#)	22,470	23,370	24,330	25,300
Developmental Disabilities – Average cost per client (\$)	52,800	52,400	51,100	49,300
Personal Supports Initiative – Average caseload (#)	2,690	2,960	3,290	3,620
Personal Supports Initiative – Average cost per client (\$)	15,100	14,700	13,300	12,100

Data Source: CLBC

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

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

**KEY INFORMATION:**

- The Ministry budget for 2022/23 is **\$4.46 billion**, an incremental increase of **\$0.2 million** from Budget 2021 and a year over year increase of **\$95.6 million** from 2021/22.

Operating (\$ millions)	2021/22	2022/23	2023/24	2024/25
<b>Budget 2021</b>	<b>4,359.801</b>	<b>4,455.212</b>	<b>4,477.772</b>	<b>4,477.772</b>
<i>Re-org*</i>	0.633	0.633	0.633	0.633
<b>Budget 2021 Restated</b>	<b>4,360.434</b>	<b>4,455.845</b>	<b>4,478.405</b>	<b>4,478.405</b>
<b>Budget 2022</b>	<b>4,360.434</b>	<b>4,456.033</b>	<b>4,490.103</b>	<b>4,510.946</b>
<u>Budget 2022 vs Budget 2021</u>				
Plan-over-Plan \$ Change - Increase (Decrease)		<b>0.188</b>	<b>11.698</b>	<b>32.541</b>
Plan-over-Plan % Change - Increase (Decrease)		0.0%	0.3%	0.7%
Year-over-Year Change - Increase (Decrease)		95.599	34.070	20.843
Year-over-Year % Change - Increase (Decrease)		2.2%	0.8%	0.5%
CRF Capital (\$ millions)	2021/22	2022/23	2023/24	2024/25
<b>Budget 2021</b>	2.313	1.295	1.295	1.295
<b>Budget 2022</b>		1.822	1.555	1.555
<u>Budget 2022 vs Budget 2021</u>				
Plan-over-Plan \$ Change - Increase (Decrease)		<b>0.527</b>	<b>0.260</b>	<b>0.260</b>
Plan-over-Plan % Change - Increase (Decrease)		40.7%	20.1%	20.1%
* Funding Provincial Director of Child welfare (PDCW) and Modelling and Information Management (MAIM) Privacy Function moved from MCFD. Total 6 FTE, \$633,000.				

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
Cell Phone: 250-217-4377



<b>Budget 2022 Fiscal Plan</b>					
<b>(\$ millions)</b>	<b>2021/22 Budget Restated<sup>1</sup></b>	<b>Change</b>	<b>2022/23 Budget</b>	<b>2023/24 Plan</b>	<b>2024/25 Plan</b>
Income Assistance	3,027.2	51.9	<b>3,079.1</b>	3,094.0	3,109.6
Temporary Assistance	547.4	12.5	<b>559.9</b>	544.9	544.9
Disability Assistance	1,871.9	24.0	<b>1,895.9</b>	1,908.0	1,916.0
Supplementary Assistance	453.3	(2.1)	<b>451.2</b>	457.5	465.1
Program Management	154.6	17.5	<b>172.1</b>	183.5	183.5
Employment	29.2	0.0	<b>29.2</b>	29.2	29.2
Community Living Services	1,290.4	42.7	<b>1,333.1</b>	1,352.5	1,357.5
Employment and Assistance Appeal Tribunal (EAAT)	1.8	0.0	<b>1.8</b>	1.8	1.8
Executive and Support Services	11.8	1.0	<b>12.8</b>	12.6	12.8
<b>Total</b>	<b>4,360.4</b>	<b>95.6</b>	<b>4,456.0</b>	<b>4,490.1</b>	<b>4,510.9</b>

Budget 2022 provides new incremental funding of **\$44.4 million** over the three-year fiscal plan.

#### **Budget 2022 Fiscal Plan – New Incremental Funding by Sub-Vote**

<b>Operating (\$millions)</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>Total</b>
<i>Temporary Assistance</i>	(1.5)	(14.3)	(14.3)	(30.1)
<i>Disability Assistance</i>	(20.8)	(14.0)	(6.0)	(40.7)
<i>Supplementary Assistance</i>	(8.1)	3.9	11.5	7.3
<i>Program Management<sup>1</sup></i>	17.6	18.3	18.3	54.3
<b>Total Income Assistance</b>	<b>(12.8)</b>	<b>(6.0)</b>	<b>9.6</b>	<b>(9.2)</b>
<b>Community Living</b>	<b>12.0</b>	<b>17.0</b>	<b>22.0</b>	<b>50.9</b>
<b>Executive and Support Services<sup>1</sup></b>	<b>0.1</b>	<b>0.7</b>	<b>1.0</b>	<b>2.7</b>
<b>Total</b>	<b>0.2</b>	<b>11.7</b>	<b>32.5</b>	<b>44.4</b>

<sup>1</sup> Funding PDCW and MAIM Privacy Function moved from MCFD. Total 6 FTE, \$633,000.

#### **Key Budget Highlights:**

- \$44.4 million new incremental funding over the fiscal plan
  - \$43.9 million over three years to address caseload pressures;
  - \$0.3 million over three years to address increased Legal Costs;

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
 Cell Phone: 250-217-4377

- \$0.2 million over three years for SSNM funding adjustment CLBC staff
- \$213.9 million from Budget 2021 reallocated in Budget 2022 over the three-year plan.
- The reallocation is occurring through funding allocated to SDPR in Budget 2021 for Income Assistance programs, over and above the ministry's revised funding requirements. This approach ensures the ministry is best positioned to support the Province's Homelessness Strategy and advance implementation of the Accessible BC Act, while continuing to provide support for individuals requiring temporary and/or disability assistance. Highlights of the ministry's investment in the Homelessness Strategy include:
  - *expansion of the Community Integration Specialist (CIS) program,*
  - *increase of \$75 to the shelter rate allowance, and*
  - *policy revisions to support individuals facing, or at risk of, homelessness.*

#### **Budget 2022 Fiscal Plan – Reallocated funding Budget 2022**

<b>(\$ millions)</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>TOTAL</b>
Reallocated Caseload	(45.9)	(55.3)	(55.6)	(156.7)
CIS* Expansion	14.4	24.2	24.2	62.8
Front Line Staff	5.0	5.0	5.0	15.0
Minimum Shelter Rate Homelessness	11.0	11.0	11.0	33.0
Homelessness Policy Revisions <sup>1</sup>	12.0	12.0	12.0	36.0
Accessibility Directorate	1.9	1.9	1.9	5.7
CLBC Home Sharing	1.5	1.2	1.5	4.2
<b>Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

\* CIS: Community Integration Specialists

#### **BACKGROUND:**

- Total year-over-year change from 2021/22 is **\$95.6 million**.
- **\$0.2 million** in Budget 2021 and **\$95.4 million** allocated in prior budgets.
- Changes from prior year budgets for 2022/23:
  - \$61.0 million – Caseload
  - \$34.1 million – Rate increase \$175 per month April 1, 2021
  - \$0.3 million – Earnings Exemptions increase January 1, 2021

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
 Cell Phone: 250-217-4377

## Ministry Budget 2022 - Capital

Core Business Area (\$ millions)	2021/22 Budget	2022/23 Budget	2023/24 Plan	2024/25 Plan
ESS - Vehicles <sup>1</sup>	0.2	0.3	0.1	0.1
ELMSD - IT Infrastructure	2.0	1.4	1.4	1.4
ELMSD - Furniture/Tenant Improvement	0.1	0.1	0.1	0.1
<b>Total</b>	<b>2.3</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>

Data Source: FASB

<sup>1</sup> No new vehicles were purchased in 2021/22. For fiscal year 2022/23, Treasury Board has approved unused vehicle funding from 2021/22 to be re-profiled to 2022/23.

Budget for 2022/23 for replacement of vehicles is a maximum estimated cost of \$232,000 for traditional vehicles plus \$86,000 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, 2021		March 31, 2022	
	Headcount*	FTEs**	Headcount*	FTEs**
Deputy Minister and Minister's Office	13	13	15	15
Corporate Services	114	106	114	106
Research, Innovation & Policy	54	52	54	50
Service Delivery	1,521	1,404	1,588	1,491
Advocate for Service Quality	4	3	4	3
Accessibility	9	8	10	9
Employment and Assistance Appeal Tribunal	10	10	11	10
Employment and Labour Market Services	188	186	176	168
Information Services	150	144	170	160
<b>Total</b>	<b>2,063</b>	<b>1,926</b>	<b>2,142</b>	<b>2,012</b>

\*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 2022/2023**

**TOPIC: Ministry Budget - Income Assistance**

**KEY INFORMATION:**

- The Income Assistance sub-vote budget for 2022/23 is **\$3.08 billion**, a year over year increase of **\$51.9 million** and an incremental reduction of **\$12.9 million** from Budget 2021.

<b>Income Assistance - Budget 2022 Fiscal Plan</b>					
<b>(\$ millions)</b>	<b>2021/22 Budget Restated<sup>1</sup></b>	<b>Change</b>	<b>2022/23 Budget</b>	<b>2023/24 Plan</b>	<b>2024/25 Plan</b>
Temporary Assistance	547.4	12.5	<b>559.9</b>	544.9	544.9
Disability Assistance	1,871.9	24.0	<b>1,895.9</b>	1,908.0	1,916.0
Supplementary Assistance	453.3	(2.1)	<b>451.2</b>	457.5	465.1
Program Management	154.6	17.5	<b>172.1</b>	183.5	183.5
<b>Income Assistance</b>	<b>3,027.2</b>	<b>51.9</b>	<b>3,079.1</b>	<b>3,094.0</b>	<b>3,109.6</b>

<sup>1</sup> Funding Provincial Director of Child welfare (PDCW) and Modelling and Information Management (MAIM) Privacy Function moved from MCFD. Total 6 FTE, \$633,000.

- Budget 2022 shows an overall reduction to Income Assistance of **\$9.2 million** over the three-year fiscal plan.

<b>Income Assistance - Budget 2022 Incremental Funding</b>				
<b>(\$ millions)</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>TOTAL</b>
Temporary Assistance	(1.5)	(14.3)	(14.3)	<b>(30.1)</b>
Disability Assistance	(20.8)	(14.0)	(6.0)	<b>(40.7)</b>
Supplementary Assistance	(8.1)	3.9	11.5	<b>7.3</b>
Program Management	17.6	18.3	18.3	<b>54.3</b>
<b>Income Assistance</b>	<b>(12.8)</b>	<b>(6.0)</b>	<b>9.6</b>	<b>(9.2)</b>

Data Source: FASB

## BACKGROUND:

### Key Changes for Income Assistance in Budget 2022:

- \$213.9 million funding allocated to SDPR in Budget 2021 for Income Assistance programs, over and above the ministry's revised funding requirements, has been reallocated in the current budget.
- This approach ensures the ministry is best positioned to support the Province's Homelessness Strategy and advance implementation of the Accessible BC Act, while continuing to provide support for individuals requiring temporary and/or disability assistance. Highlights of the ministry's investment in the Homelessness Strategy include:
  - *expansion of the Community Integration Specialists (CIS) program,*
  - *providing a minimum \$75 shelter rate allowance to help persons experiencing homelessness, and*
  - *policy revisions to support individuals facing, or at risk of, homelessness.*
- Temporary Assistance – **(\$30.1) million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Reallocated Caseload	(11.4)	(24.3)	(24.3)	<b>(60.0)</b>
CIS Program Expansion	0.9	0.9	0.9	<b>2.8</b>
Policy Revisions Homelessness	4.1	4.1	4.1	<b>12.4</b>
\$75 Shelter allowance for homeless	4.9	4.9	4.9	<b>14.7</b>
<b>Total</b>	<b>(1.5)</b>	<b>(14.3)</b>	<b>(14.3)</b>	<b>(30.1)</b>

- Disability Assistance – **(\$40.7) million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Reallocated Caseload	(33.8)	(26.9)	(18.9)	<b>(79.6)</b>
CIS Program Expansion	1.0	1.0	1.0	<b>3.0</b>
Policy Revisions Homelessness	5.9	5.9	5.9	<b>17.6</b>
\$75 Shelter allowance for homeless	6.1	6.1	6.1	<b>18.2</b>
<b>Total</b>	<b>(20.8)</b>	<b>(14.0)</b>	<b>(6.0)</b>	<b>(40.7)</b>

- Supplementary Assistance – **\$7.3 million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Reallocated Caseload	(10.6)	(7.6)	0.0	<b>(18.2)</b>
CIS Program Expansion	0.0	9.0	9.0	<b>18.0</b>
Policy Revisions Homelessness	2.0	2.0	2.0	<b>3.0</b>
Accessibility Directorate	0.5	0.5	0.5	<b>1.5</b>
<b>Total</b>	<b>(8.1)</b>	<b>3.9</b>	<b>11.5</b>	<b>7.3</b>

- Program Management – **\$54.3 million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
CIS Program Expansion	12.5	13.2	13.2	<b>39.0</b>
Front Line Staff	5.0	5.0	5.0	<b>15.0</b>
Legal Services	0.1	0.1	0.1	<b>0.3</b>
<b>Total</b>	<b>17.6</b>	<b>18.3</b>	<b>18.3</b>	<b>54.3</b>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Ministry Budget – 2019 Sustainable Services Negotiating Mandate & 2022 Negotiations**

**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.
- The SSNM was 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.
- The agreement reached with the BC General Employees Union (BCGEU) covering Public Service/Ministry employees came into effect on April 1, 2019 and will expire on March 31, 2022. The agreement includes the terms and conditions of employment such as wages, benefits, leave and more.
- Under 2019 SSNM, the Community Social Services Employers' Association (CSSEA) and Health Employers Association of BC (HEABC) negotiated a series of wage increases for the term of the agreement - April 1, 2019, to March 31, 2022.
- Collective bargaining is currently underway in the community social services sector under the 2022 mandate.
- Government has heard from the sector about their recruitment and retention challenges and the need to support wage increases across union and non-union agencies.

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Page 1

- In addition, Government is aware of the sector's request for funding to support front line managers in the system and to alleviate associated wage inversion and wage compression issues.
- These matters have been considered by Government in the broader context of funding for provincial public sector compensation. In addition, work will continue towards the development of a detailed compensation framework for the sector.
- Government will not be in a position to confirm any compensation allocations or funding details until bargaining in the sector has been completed.

## BACKGROUND:

### Community Living BC (CLBC) Unionized Service Providers

- In addition to general wage increases of 2% in each year, the CSSEA agreements included significant "comparability/low wage redress" funding to address wage disparities between similar unionized roles in the community social services and health sectors under the 2019 mandate.
- The collective agreements were ratified on August 27, 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 <sup>1</sup>	3.3%
April 1, 2020	General Wage Increase	2.0%
April 1, 2020	Low Wage Redress <sup>1</sup>	3.5%
April 1, 2021	General Wage Increase	2.0%
April 1, 2021	Low Wage Redress <sup>1</sup>	3.8%

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

- 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 included \$9.7 million per year for CLBC’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).

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 provides 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 2022/23, the Ministry is budgeting \$442.1 million to support employment programming for the citizens of BC. The Ministry will receive:
  - \$345.1 million from the federal government under LMDA (this includes \$49.4 million in additional funding from a 2017 top-up);
  - \$67.8 million carry over from 2021/22 and
  - \$29.2 million in provincial funding.
- On March 28, 2022, ESDC served notice to terminate the LMDA in its present form as of April 1, 2024 as required by the Federal Court of Appeal (FCA) decision of January 28, 2022. This decision related to the complaints filed by the Fédération des francophones de la Colombie-Britannique (FFCB) alleging that the federal government did not meet their obligations to the Francophone linguistic minority when they entered into and implemented the LMDA.
  - ESDC's LMDA termination notice effectively means Canada and the Province will negotiate a new agreement that considers the FCA order regarding Francophone services.

## BACKGROUND:

- The majority of the WorkBC program is funded federally through the LMDA and split into 2 categories:
  1. 2022/23 direct services to client funding (\$324.6M); and
  2. 2022/23 administrative funding (\$20.5M).

*These amounts do not include LMDA carry forward funding from the previous fiscal year of \$67.8M*
- 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

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Page 2

<b>\$millions</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	
<b>Funding Source:</b>	<b>Actuals</b>	<b>Actuals</b>	<b>Budget<sup>1</sup></b>	<b>Plan<sup>2</sup></b>	<b>Plan<sup>2</sup></b>	
Provincial	27.7	29.2	29.2	29.2	29.2	
LMDA <sup>1,2</sup>	248.9	324.5	388.3 <sup>1</sup>	276.7 <sup>2</sup>	278.1 <sup>2</sup>	
LMDA-Admin. <sup>1</sup>	15.5	19.4	24.6 <sup>1</sup>	20.5	20.5	
<b>Total</b>	<b><u>292.1</u></b>	<b><u>373.1</u></b>	<b><u>442.1</u></b>	<b><u>326.4</u></b>	<b><u>327.8</u></b>	
<b>% change budget:</b>	<b>(9.9)%</b>	<b>27.7%</b>	<b>18.5%</b>	<b>(26.2)%</b>	<b>0.4%</b>	

<sup>1</sup> Budget 2022/23 includes an additional \$67.8M due to LMDA carry forward from FY2021/22.

<sup>2</sup> Base funding only in 2023/24 and 2024/25 as federal government's Budget 2017 top up will expire.

**TOPIC: COVID-19 Disability Working Group & Engagement**

**KEY INFORMATION:**

- The Accessibility Directorate organized the COVID-19 Disability Working Group from April 2020 to July 2021.
- The Working Group had representation from both persons with lived experience of a disability and organizations which support people with disabilities in B.C.
- The Working Group provided advice to the Minister and provided input to help identify the specific challenges people with disabilities encountered during the COVID-19 pandemic.
- In addition to the Working Group, SDPR hosted a series of broader stakeholder calls from April – September 2020. Calls were hosted by Minister Shane Simpson and senior Ministry staff. Community members and representatives of disability serving organizations participated.

**BACKGROUND:**

- To better understand the impacts that the pandemic was having on people with disabilities, the ministry established new lines of direct engagement to understand how government decisions (e.g., restrictions, Public Health Orders, financial supports, etc.) were impacting individuals.
- The ministry had three main points of engagement:
  - COVID-19 Disability Working Group
  - COVID-19 Stakeholder Calls
  - Reimagining Community Inclusion Steering Committee

COVID-19 Disability Working Group

- The Working Group included persons with disabilities and organizations which support persons with disabilities.
- The function of the group included:
  - 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; and
  - Supporting the dissemination of relevant and accurate information about COVID-19 and vaccine strategy to the disability community.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
ACCESSIBILITY DIRECTORATE  
PROGRAM NOTES 2022/2023**

- In 2021, the province introduced the *Accessible B.C. Act* which requires the ministry to establish a Provincial Accessibility Committee. As a result of the new committee, the final meeting of the Working Group was held in July 2021.

COVID-19 Stakeholder Calls

- From April to September 2020, the ministry hosted seven calls with a variety of stakeholders.
- Between 48 to 150 stakeholders participated in each call.
- In addition to meeting with the Minister, stakeholders had an opportunity to speak directly to representatives from the Ministry of Health, Provincial Health Officers, and other COVID-19 subject matter experts.

Reimagining Community Inclusion Steering Committee

- The Steering Committee provided a direct line of communication for self-advocates, families, stakeholders, and agencies to speak to the province about the pandemic.
- The Steering Committee met weekly to discuss matters related to COVID-19 and the effect on people with disabilities and their families.
- The committee was co-chaired by the Deputy Minister, CEO of Community Living BC, and the Executive Director of Inclusion BC.

Other Engagement

- The Directorate helped central government develop accessible webpages to support clear and communication to persons with disabilities, including video translations in American Sign Language (ASL).
- The Directorate supported the Public Health Office refine policies around essential support visitors in hospitals to ensure better care and support for people with disabilities.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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),
  - Canada Recovery Benefit (CRB),
  - Modifications to the Employment Insurance (EI) program, and
  - Canada Worker Lockdown Benefit (CWLB).
- The ministry temporarily exempted CERB and CRB benefits for clients who were eligible for income and disability assistance or had a Persons with Disabilities (PWD) designation on April 2, 2020, until they ended in September 2020 and October 2021, respectively. Modified EI benefits were exempted until the federal government restored the EI program to its original purpose in November 2021.
- The ministry continues to exempt, as income and assets, the Canada Recovery Sickness Benefit (CRSB), the Canada Recovery Caregiving Benefit (CRCB) and the CWLB for clients who were eligible for income and disability assistance or had a Persons with Disabilities (PWD) designation on April 2, 2020.
- These exemptions will continue until remaining federal supports wind down and continue to apply to clients who were receiving assistance or had a Person with Disabilities (PWD) designation at the time federal COVID-19 benefits were first introduced (April 2, 2020).
- The ministry also exempted the Canada Emergency Student Benefit (CESB), one-time OAS/GIS COVID-19 relief payments for seniors, the one-time payments for individuals eligible for the federal Disability Tax Credit (DTC), and most recently, the one-time ESDC grant payments for seniors whose GIS was impacted as a result of the CERB/CRB income.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**BACKGROUND:**

**Timeline of Key Federal COVID-19 Benefits**

- As part of their COVID-19 response, in March 2020, the federal government introduced CERB.
  - CERB was available for up to 28 weeks and provided \$2,000 per 4-week period.
  - CERB payments ended in September 2020.
- Coinciding with the end of CERB, modifications to EI were put in place to make them more flexible. Qualifying CERB recipients were transitioned to EI benefits.
- Coinciding with the end of CERB, the federal government introduced the CRB, CRSB, and the CRCB in September 2020 to account for those that may not have been eligible for EI.
  - The Canada Recovery Benefit provided \$300-\$500 per week for up to 54 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 CRB ended in October 2021.
  - The Canada Recovery Sickness Benefit provides \$500 per week for up to six weeks, for workers who are sick or must self-isolate due to COVID-19. The CRSB is available until May 7, 2022.
  - The Canada Recovery Caregiving Benefit provides \$500 per week for up to 44 weeks per household, for eligible Canadians unable to work because they must care for a child or family member due to COVID-19. The CRCB is available until May 7, 2022.
- In October 2021, the federal government introduced the CWLB to replace the CRB.
  - The CWLB provides \$300 per week for up to 60 days to employed and self-employed people who cannot work due to a COVID-19 lockdown.
  - In December 2021, the definition of a COVID-19 lockdown was expanded to include provincial orders involving capacity restrictions of 50% or more and would reduce the minimum number of days a lockdown needed to be in place from 14 days to 7 days. In addition, an individual would need to have their income reduced by 50% or more. This amended definition is effective from December 19, 2021 to February 12, 2022.
  - The CWLB is available until May 7, 2022.

**Ministry Exemptions**

- In April 2020, the ministry established temporary exemptions for CERB and EI for those who were eligible for income and disability assistance or had a Persons with Disabilities (PWD) designation on April 2, 2020.
- Further exemptions were added for these clients to account for additional federal COVID-19 supports and duration extensions.
- The exemption for EI was extended multiple times until the federal government signaled an end to broad-based supports with changes to EI eligibility in November 2021. The

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

main change was a return to the regular method of calculating benefits based on earnings.

- Beginning in December 2021, EI payments received were no longer exempt.
- The ministry continues to maintain exemptions for the CRSB, CRCB, and CWLB for eligible clients until they wind down.

**Repayment of Federal Benefits**

- Some ministry clients may have received federal COVID-19 supports when they were ineligible and may be required to repay the federal government.
- If clients are required to repay these federal benefits, they may inquire about a retroactive assessment of their provincial benefits.
- 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.
- A client's current circumstances for potential eligibility for crisis supplements would be considered if an unexpected need occurs due to the repayment of federal COVID-19 supports.

**BUDGET:**

The foregone savings in 2021/22 due to exemptions approved during the COVID-19 pandemic was funded from within the ministry's caseload budget.

**STATISTICS:**

Initiative	Clients / Cases 2020/21	Clients / Cases 2021/22
<b>Federal Exemptions (EI/CERB/CRB/CRSB/CRCB/CWLB) – monthly</b>	Est. 10,000/month (May – Aug); 7,500/month since	Est. 7,500/month to October.

**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 was the only province to fully exempt EI benefits temporarily during the pandemic.
- Most provinces treat CRB like EI and do not exempt it. Manitoba provided a partial CRB exemption.
- Most provinces consider CWLB as not exempt or partially exempt it.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: COVID-19 Caseload Impacts**

**KEY INFORMATION:**

- The income and disability assistance caseloads have not increased significantly despite the significant loss of jobs caused by the pandemic. Caseloads have been lower than they would have been without 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 provincial income assistance.

**BACKGROUND:**

**Income Assistance**

- The Income Assistance (IA) caseload was rising before the pandemic hit, but the growth rate accelerated between March and June 2020, peaking at a year-over-year increase of 14.7% in April.
- By August 2020 the caseload dropped to levels seen in late 2019, and then remained relatively flat until starting to rise again in October 2021.
- 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), so there was no benefit to new clients signing on to IA while receiving federal benefits.
- The caseload has been increasing since September 2021 when federal benefits expired, almost exclusively in the Expected-to-Work caseload.
- There were 2,710 (5.6%) more cases in March 2022 than in March 2020.
- Singles have experienced the largest relative increase in cases during the pandemic, up 7.3% in March 2022 compared to March 2020, followed by couples and two-parent families at 4.3%. The caseload of single parent families has increased by 0.8% over this period.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Changes in Income Assistance Caseload During Pandemic**

<b>Period</b>	<b>Monthly Cases*</b>	<b>% Change</b>
Dec. 2019 - Feb. 2020	46,536	Up 7.9% from Dec. 2018 - Feb. 2019
Mar. 2020 - Jun. 2020	49,218	Up 12.6% from Mar. 2019 - Jun. 2019 Up 5.8% from Dec. 2019 - Feb. 2020
Jul. 2020 - Aug. 2021	45,505	Down 7.5% from Mar. 2020 - Jun. 2020
Sep. 2021 - Mar. 2022	48,126	Up 5.6% from Jul. 2020 - Aug. 2021
Apr. 2020 (peak)	50,057	Up 14.7% from Apr. 2019
<b>March 2022 Statistics</b>	<b>Caseload</b>	<b>% Change from March 2020</b>
Total IA Caseload	51,350	5.6%
Expected to Work	42,410	6.9%
Singles	37,170	7.3%
Couples/Two Parents	1,981	4.3%
Single Parents	12,199	0.8%

\*case is defined as a family unit (i.e. single, parents with children, single parents)

**Disability Assistance**

- The Disability Assistance (DA) caseload was largely unaffected by the pandemic in 2020 as clients with the PWD designation prior to April 2020 had federal COVID support benefits fully exempted.
- Since 2021 the DA caseload growth rate has been slowing as fewer people on IA transferred into DA.
- The year-over-year caseload increase in March 2022 was 1.0%, the lowest growth rate in over 30 years.

**Changes in Disability Assistance Caseload During Pandemic**

<b>Period</b>	<b>Average Monthly Caseload</b>	<b>% Change</b>
Apr. 2019 - Mar. 2020	109,919	4.5%
Apr. 2020 - Mar. 2021	114,108	3.8%
Apr. 2021 - Mar. 2022	115,813	1.5%
<b>March 2022 Statistics</b>	<b>Caseload</b>	<b>% Change from March 2020</b>
Total IA Caseload	117,077	1.0%

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Cases Reporting Earnings from Employment**

- The pandemic has reduced the proportion of IA and DA clients that are employed:

**Percentage of Cases Reporting Income in At Least One Month**

<b>Period</b>	<b>Income Assistance</b>	<b>Disability Assistance</b>
Apr. 2019 - Mar. 2020	13.3%	21.2%
Apr. 2020 - Mar. 2021	11.9%	19.6%
Apr. 2021 - Mar. 2022	10.8%	18.5%

**INTERJURISDICTIONAL COMPARISON:**

- Other provinces have experienced significant declines in their employable caseloads since the pandemic started, compared to an increase in BC. However, this was because they did not exempt federal benefits and experienced caseload declines during the pandemic, but recently have seen their caseloads rise:
  - Alberta's caseload is up 28% since September 2021.
  - Ontario's caseload is up 12% since September 2021.
  - BC's caseload is up 13% since September 2021.
- Disability assistance caseload growth rates have slowed in Alberta and Ontario.

**Percentage Change in Caseloads – February 2022 vs February 2020**

<b>Province</b>	<b>Income Assistance</b>	<b>Disability Assistance</b>
British Columbia	6.6%	3.5%
Alberta	-23.6%	0.5%
Ontario	-16.5%	0.6%

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: COVID-19 Supports to Indigenous Peoples**

**KEY INFORMATION:**

- Throughout the pandemic, SDPR implemented measures that complemented the federal crisis measures to address immediate needs and support vulnerable populations.
- The ministry provided the COVID-19 Crisis Supplement, the BC Recovery Supplement and exempted numerous federal benefits such as the Canada Emergency Response Benefit and Canada Recovery Benefit to support eligible low-income Indigenous and non-Indigenous people during the pandemic.
- The ministry worked closely with Indigenous Services Canada (ISC) to share information and encourage the adoption of BC's COVID-19 income support benefits and exemptions for on-reserve clients. ISC implemented all of BC's COVID-19 benefits and exemptions on-reserve so that Indigenous people received similar benefits regardless of where they live in BC.
- In addition, the ministry exempts COVID-19 relief payments provided by ISC, First Nations and Indigenous organizations for applicants and recipients. This ensured that Indigenous income and disability assistance clients could receive the full benefit of their relief payments.
- 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 has also worked closely with other ministries on COVID-19 response coordination to address other challenges that Indigenous people face such as food security and accessibility.

**BACKGROUND:**

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Exemption of Indigenous Emergency Assistance**

- 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 is available to both on and off-reserve Indigenous organizations.
- These funds could be used as:
  - support for Elders and vulnerable community members,
  - measures to address food insecurity
  - mental health assistance and
  - preparedness measures to prevent the spread of COVID-19.
- Additionally, some First Nations distributed their own COVID-19 relief payments to their members.
- To ensure that Indigenous persons fully benefit from these supports, the ministry is exempting all COVID-19 Indigenous relief payments from ISC, First Nations and Indigenous Organizations.

**COVID-19 Supports On and Off-Reserve**

- The ministry provided the COVID-19 Crisis Supplement and the BC Recovery Supplement to income assistance, hardship assistance, disability assistance and Senior's Supplement recipients (see COVID-19 Recovery note).
- The ministry also exempted a wide range of federal COVID-19 financial supports (see Treatment of Federal COVID Benefits note).
- Throughout the pandemic, the ministry has worked closely with ISC to share information, clarify policy and answer questions about implementation of COVID-19 supports.
- As a result, 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 federal benefit provided First Nations with the equivalent of \$300 per month per family unit for the months of April – June 2020, January – March 2021 and November 2021 – March 2022. 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.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Active Cross Government Work and Supports**

- Employment Labour Market Services Division (ELMSD)
  - ELMSD is including Indigenous Skills Employment and Training providers (ISETs) in virtual workshop calls related to the impact of COVID-19 on the labour market.
  - ELMSD is including ISETs providers in a new Access to Technology program which provides laptops to clients in online training programs.
  - 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.
- The Vulnerable Populations Working Group (VPWG)
  - Led by the Ministry of 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 agency representation, including the: First Nations Health Authority; Health Authorities; Provincial Health Office; and B.C. Housing. There are no external stakeholders.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: SDPR COVID-19 Recovery**

**KEY INFORMATION:**

- Measures were introduced to ensure clients did not fall deeper into poverty during the COVID-19 recovery period.
- Following the availability of a \$300 COVID-19 Crisis Supplement from April to December 2020, 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. This was in effect from January to March 2021.
- 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 assistance and disability assistance was announced (\$175/month) to support the transition from temporary crisis funding to permanent assistance changes to support recovery from the pandemic.
- This change also included the first rate increase to the Senior's Supplement since it was introduced in 1987 (up to \$50/month) and an increase to the comforts allowance for those receiving income assistance (\$20/month).
- In October and November 2021, the federal government began replacing broad emergency supports with targeted ones, the Canada Recovery Benefit ended and the EI program was restored to its original purpose.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

- To align with these changes, the ministry returned to its regular treatment of EI, meaning the temporary exemption of EI continued until the January 2022 cheque issue and then ended.
- The ministry continues to exempt the remaining COVID-19 federal benefits: the Canada Recovery Sickness Benefit (CRSB), the Canada Recovery Caregiving Benefit (CRCB) and the new Canada Worker Lockdown Benefit (CWLB).
- All together, the supports mentioned\_ above directly benefited over 300,000 people.

## **BACKGROUND:**

### **BC Recovery Supplement**

- \$150 BC Recovery Supplement provided automatically to clients Jan-March 2021.
- It replaced and continued with the same eligibility criteria as the \$300 COVID-19 Crisis Supplement that was provided from April to December 2020.

### **BC Recovery Benefit**

- Funded through the Ministry of Finance, 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 in the same way a client would receive their regular benefit from the ministry (direct deposit, mail or pick up in an office).

### **Rate Increase for IA/DA, Senior's Supplement & the IA 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 \$1,358.50 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 Canada Worker Lockdown Benefit (CWLB)**

- All EI income benefits were temporarily exempted as income and assets until the January 2022 cheque issue.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

- The ministry continues to exempt the remaining COVID-19 federal benefits: the Canada Recovery Sickness Benefit (CRSB), the Canada Recovery Caregiving Benefit (CRCB) and the new Canada Worker Lockdown Benefit (CWLB).
- These exemptions apply to 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.
- BC was the only province to fully exempt EI temporarily during the pandemic.

**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 the Ministry's base budget in Budget 2021.

	<b>Actuals Fiscal 2020/21 (\$million)</b>	<b>Budget Fiscal 2021/22 (\$million)</b>	<b>Actuals Fiscal 2021/22 (\$million)</b>
<b>BC Recovery Supplement</b> (\$150/month Jan to Mar)	101.5		n/a
<b>Rate Increase</b> (\$175 IA/DA/HA; \$50 Sen Sup; \$20 Comfort)		404.0	269.0
<b>Total</b>	<b>101.5</b>	<b>404.0</b>	<b>269.0</b>

Data source: FASB

\*Note flat rate funding not included in this table as it has not yet been implemented

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**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 provincial state of emergency ended June 20, 2021.
- During the pandemic, the Ministry focused on maintaining critical services while minimizing the barriers for citizens to access supports and services.
- The ministry continues to limit in-person visits at the 36 Ministry offices and 48 Service BC locations, by proactively resolving holds on cheques, promoting the use of phone and online service channels, and promoting direct deposit or mail delivery for payments where possible.
- From April 2020 to December 2021, additional supports were implemented, that complemented the federal emergency benefits, to address immediate needs of clients including:
  - April 2020 (May benefit month) to December 2020 (January 2021 benefit month), provided a temporary COVID-19 Crisis Supplement of \$300/adult per month to eligible clients;
  - May 2020, provided a \$52 per month Transportation Supplement for BC Bus Pass holders receiving disability assistance while bus transportation fares with TransLink and BC Transit were suspended;
  - January 2021 (February benefit month) to March 2021 (April benefit month), provided a temporary BC Recovery Supplement (BCRS) of \$150/adult per month for January 2021 (February benefit month) through to March 2021 (April benefit month);
  - 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. This supplement ended when the State of Emergency ended on June 30<sup>th</sup>, 2021.

- In April 2020, the ministry established temporary exemptions for ministry clients who were eligible for income and disability assistance or who had Persons with Disabilities (PWD) designation on April 2, 2020, for the following federal benefits:
  - Canada Emergency Response Benefit (CERB) which ended in September 2020
  - Canada Recovery Benefit (CRB), which ended in October 2021
  - Modified Employment Insurance (EI) until the federal government restored the EI program to its original purpose in November 2021
  - Canada Emergency Students Benefit (CESB) distributed in 2020;
- In addition, the ministry also exempted the following one-time payments:
  - OAS/GIS federal COVID-19 relief payments for seniors;
  - 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;
  - BC Recovery Benefit (BCRB) administered by the Ministry of Finance; and
  - Canada Child Benefit (CCB) increase.
- Currently the ministry continues with temporary exemptions for ministry clients who were eligible for income and disability assistance or who had Persons with Disabilities (PWD) designation on April 2, 2020, for the following federal benefits:
  - Canada Recovery Sickness Benefit (CRSB)
  - Canada Recovery Caregiving Benefit (CRCB), and
  - Canada Worker Lockdown Benefit (CWLB) Exempted the other benefits, such as:

## 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 and completing a monthly report 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 and Service BC 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 waiting room 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, if needed;
  - Increased signage and reconfigured waiting room seating to encourage physical distancing;
  - Providing hand sanitizer in waiting rooms; and
  - Increased cleaning protocols as well as deep-cleaning procedures when a suspected or confirmed contamination has occurred at an office.
- To minimize the need for clients to attend a Ministry office or a Service BC location, Ministry staff continue to 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 continued to work closely with local communities and other community partners to support underserved individuals with access to isolation centres and suitable accommodation when self-isolation or quarantine has been necessary.

### **TEMPORARY CHANGES:**

- The Ministry adjusted policies and processes to focus on providing critical services while minimizing the barriers for citizens to access supports and services.
- Temporary changes included:
  - Temporarily waived the three week work search and employment planning obligations. This temporary waiver ended on March 7, 2022.
  - Waived third-party checks for some applicants to help expediate the application process between April and November 2020.
  - Mailed cheques to clients even if they did not submit their monthly report between April 2020 (May benefit month) and June 2020 (June benefit month).
  - Accepted verbal consents, rather than written signatures, to minimize office visits between April 2020 and December 2021.
  - Accepted verbal information to make an eligibility decision, with follow up later for the documentation between April 2020 and December 2021.

Some temporary changes have transitioned into regular processes that continue, such as:

- Proactively resolve hold requests for cheques to minimize the number of cheques going to an office for resolution prior to releasing the payment at cheque issue time.
- Promoting the use of direct deposit and accessing ministry services online through MySelfServe.

### **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 Employment Insurance (EI) was temporarily exempted until November 2021.
- Effective April 2, 2020, all Canada Emergency Response Benefit (CERB), Canada Recovery Supplement (CRS), Canada Recovery Child Benefit (CRCB), Canada Recovery Sickness Benefit (CRSB) and Canada Lockdown Benefit (CLB) income benefits were temporarily exempted as income and assets until December 2022 (January 2023 benefit month).
- Effective June 1, 2020 the Canada Emergency Student Benefit (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 Benefit (BCRB) – administered by the Ministry of Finance**

- The Province of BC announced on December 8, 2020 the introduction of the BC Recovery Benefit that was available to all Ministry clients. Each adult was eligible for a one-time payment of \$500 until June 30, 2021.

### **Exempting One-time payment of Canada Child Benefit (CCB) increase**

- The federal government announced a one-time payment increase of an extra \$300 for each child with the May 20, 2020, payment for eligible Canada Child Benefit recipients automatically, parents do not need to apply.

### **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:

	<b>Actuals Fiscal 2020/21<sup>1</sup></b>
<b>\$300 COVID-19 Crisis Supplement<sup>2</sup></b>	\$608.4M
<b>\$150 COVID-19 BC Recovery Supplement<sup>3</sup></b>	\$101.5M
<b>Transportation Supplement (Bus Pass)</b>	\$1.9M
<b>Total<sup>4</sup></b>	<b>\$711.8M</b>

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

<sup>1</sup> Recovery funding ended March 31, 2021. No Covid-19 recovery funding 2021/22. Adults on IA/DA caseload received \$175 monthly increase, comforts \$20 and Seniors up to \$50, starting April 1, 2021.

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

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

<sup>4</sup> 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 2022/2023**

**TOPIC: COVID-19 Service Delivery - Staff**

**KEY INFORMATION:**

- On March 18, 2020, BC declared a provincial state of emergency due to the COVID-19 pandemic, which ended on June 30<sup>th</sup>, 2021. Ministry staff continue to follow all Provincial Health Officer orders and maintain COVID-19 safety measures.
- Ministry staff were defined as essential services under the 2020 *Emergency Program Act* orders.
- All Ministry client-facing offices remain open and staff continue to be supported to work from home.
- During the initial pandemic period of March 2020 to November 2020, Ministry staff were reassigned to priority work, while temporarily stopping non-essential tasks, to ensure that clients received timely response to their requests for service.
- Throughout the pandemic period, a variety of ministry staff were temporarily reassigned to focus on specific work for a short period of time, to help support service delivery of benefits to clients.
- To maintain physical distancing and the safety of staff and clients the Ministry continues to provide various ways for clients to access ministry services without having to attend an in-person office.
- 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 was provided in 2020 to front-line positions within the Ministry.

## BACKGROUND:

- Ministry staff were defined as essential services under the 2020 *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.
- Between March 2020 and November 2020, 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 paused in-person services at all Prevention and Loss Management Services Branch locations, and reassigned the majority of its 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 continue as follows:
  - 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 and maintain 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; 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 was provided to front-line positions within the Ministry, which includes:
  - Community Integration Specialists
  - 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; and
  - Supervisors of Administrative Services (SAS).
- To maintain the safety of staff through physical distancing, the Ministry continues to provide 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 and completing a monthly report 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 continue to 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 following changes were made:
  - Limiting the number of people who can be in the waiting room 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 reconfigured waiting room seating to encourage physical distancing;
  - Providing hand sanitizer in waiting rooms; 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:**

- To ensure a continuum of care for underserved individuals, some Community Integration Specialist team services shifted to a more virtual model to support social-distancing in community partner locations. Community Integration Specialists remain closely connected with community partners, meeting virtually where required to ensure a continuum of care for underserved individuals.
- Where direct face-to-face services continue/have returned, Community Integration Specialists are taking measures to ensure safety of individuals and themselves through following the guidance of the Provincial Health Officer. Specifically, this involves wearing masks and face shields when serving clients directly, frequent hand washing, physical distancing, and staying home when ill.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: ELMSD WORKBC COVID-19 Response**

**KEY INFORMATION:**

- With the lifting of COVID-19 province-wide restrictions and Provincial Health Officer Orders, all 102 WorkBC Centres are following WorkSafeBC communicable disease prevention guidance.
- Services are available in-person and virtually at all WorkBC Centres.
- All WorkBC Centres have implemented a full return to in-person services during all operational hours to ensure services are welcoming, accessible, responsive and meet clients' needs.
- The ministry is ensuring that all individuals have access to the services they need to prepare for jobs. The ministry has supported clients and WorkBC service providers through the pandemic and economic recovery by:
  - Launching the Work Experience Opportunities Grant with three application intakes in FY2020/21 and another intake during FY2021/22 in February 2022, an additional \$4.2 million to support people with employment barriers gain work experience to prepare for jobs.
  - Providing expanded wage subsidy supports during this critical time to help job seekers get back to work while supporting businesses to hire, support stable operations and build capacity.
  - Expanding personal counselling access to all WorkBC clients for one year, to help them get and keep employment.
  - Expanding eligibility to all WorkBC clients to access skills training so that clients who need skills training to prepare for good jobs are supported to do so.
  - Targeting Community and Employer Partnerships funding towards projects that provide work experience and skills development to

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help unemployed individuals get and keep jobs and support businesses and communities through economic recovery.

- Guaranteeing funding levels to service providers operating WorkBC Centres to support continuity of WorkBC services.
- Providing financial and living supports to ensure financial stability until clients could transition fully to federal benefits.
- Launching the Access to Technology (A2T) Program that provides free laptops to support client participation in skills building activities and success with virtual or blended training.
- Additional efforts include increasing public awareness about the continued availability of services on:
  - WorkBC.ca website
  - Each WorkBC Centre website
  - WorkBC App launched in February 2022
- WorkBC Employment Services featured in government advertising campaigns, which promote the range of employment programs and services available as part of economic recovery from COVID-19.
- The ministry continues to engage with WorkBC service providers to collaborate on ways of improving services and supports.

## **KEY MESSAGES:**

- WorkBC service providers are following WorkSafeBC communicable disease prevention guidelines.
- All 102 WorkBC Centres are providing services in-person and virtually ensuring that all clients have their needs met.
- The ministry will continue to ensure services are delivered to all British Columbians and adapt its approach as the situation evolves.

## **BACKGROUND:**

- In March 2020, WorkBC Employment Services transitioned from in-person services to a virtual service delivery model due to COVID-19.
- In May 2020, services transitioned from virtual service delivery to a hybrid model, providing both virtual and in-person services by appointment to meet client needs.

- 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.
- In July 2021, as the province moved to Step 3 of B.C.'s Restart Plan, WorkBC Centres increased availability of in-person services. New communicable disease plans were implemented with COVID-19 safety plans recently implemented in alignment with Provincial Health Office orders.
- In January 2022, in response to the Omicron variant, WorkBC Centres reactivated COVID-19 safety plan protocols. This included measures such as staggering client appointments, scheduling resource room access to maintain safety and providing group workshops virtually wherever possible.
- As of April 8, 2022, all WorkBC Centres are following WorkSafeBC communicable disease prevention guidance and have expanded the availability of in-person services during all regular operational hours.
  - From April 1, 2021, to March 31, 2022, around 70,000 clients received services with about 23,500 clients receiving virtual service delivery during this period.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: COVID-19 Workforce Impact and Vaccination Mandate**

**KEY INFORMATION:**

- In accordance with British Columbia's Provincial Health Office (PHO), being fully vaccinated against COVID-19 is the most effective way to safeguard employee health and reduce the risk of transmission
- **October 5, 2021:** the Deputy Minister to the Premier announced the requirement for BC Public Service employees to provide proof of vaccination
- **November 8, 2021:** New BC Public Service employees are required to be fully vaccinated
- **November 22, 2021:** Existing BC Public Service employees are required to be fully vaccinated
- **December 13, 2021:** Contractors and other parties entering public service workplaces (except to access a government service) are required to be fully vaccinated
- Employees may request an exemption from the vaccine requirement based on a medical condition or other protected ground as defined under B.C.'s Human Rights Code
- SDPR continues to verify proof of vaccination as employees return from long-term leave and as new employees are hired
- There have been minimal workforce or service impacts; no offices were closed as a direct result of the policy
- Temporary office closures have occurred due to staff shortages resulting from COVID-19 or COVID-19 exposure and isolation requirements
- As of April 22, 2022, 88% of the ministry workforce are fully vaccinated, 5% are on leave (not yet verified), 6% have left the organization since the policy came into effect, and the remaining 1% are unvaccinated, refused to disclose, or are seeking accommodation

Personal Information

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Phone Number: Government  
Financial



- The outcomes of accommodation requests currently being adjudicated may also impact the number of terminations as a result of not complying with the vaccination policy

	22-Apr-2022	%
Fully Vaccinated	Personal Information	88%
On Leave		5%
Accommodation requested		1%
Refuse to Disclose / Unvaccinated		0.4%
Left the ministry since policy came into effect		6%
<b>Total</b>		<b>100%</b>

Personal Information

## BACKGROUND:

- We are doing our part to support provincial vaccination efforts and ensure our workplaces are as safe as possible for staff and the people we serve
- HR Policy 25- COVID-19 Vaccination was put into effect on November 1, 2021, and will be reviewed and updated as needed based on guidance and directives from the PHO
- The policy will be in effect until general public health concerns regarding COVID-19 are reduced to a level, prescribed by government, to enable workplaces to operate without COVID-19 related restrictions
- This policy applies to any government organization with BC Public Service employees that are hired under the Public Service Act, including any Board, Commission, Agency or other organization to which the Public Service Act applies or whose employees are hired in accordance with the Public Service Act
- Employees who have telework arrangements are not exempt from this policy
- HR Policy #4 – Occupational Safety and Health was put into effect on December 13, 2021 and requires all contractors and other parties entering a staff-only area of an indoor public workplace to be fully vaccinated. This requirement includes, but is not limited to, contractors, statutory appointees, meeting attendees, interns, students, staff from other employers and visitors.

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**BUDGET:**

- N/A

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: COVID-19 Federal Seniors' Benefits, and Impacts to GIS/Seniors' Supplement**

**KEY INFORMATION:**

- In response to the COVID-19 pandemic, the federal government provided monthly income support payments to those impacted with a loss of income. The Canada Emergency Response Benefit (CERB) and Canada Recovery Benefit (CRB) were treated as taxable income for income tax filing purposes.
- The Guaranteed Income Supplement (GIS) is an income tested benefit paid to seniors aged 65+ with low income. The Federal Spouse's Allowance is an income tested benefit paid to seniors aged 60-64, married to a GIS recipient.
- As a result of applying for and receiving CERB/CRB, approximately 12,400 seniors in BC lost entitlement to GIS for the period from July 2021 to June 2022 because of the additional income reported on their 2020 tax returns.
- On Aug 13, 2021, the Minister sent a letter to The Honourable Carla Qualtrough, Minister of Employment, Workforce Development and Disability Inclusion, raising concerns about how the federal government calculated Guaranteed Income Supplement (GIS) benefits for low-income seniors who received the Canada Emergency Response Benefit (CERB) or the Canada Recovery Benefit (CRB).
- In January 2022, the federal government announced a one-time grant payment to be paid to seniors impacted by increased income on their 2020 tax returns. This one-time payment will roughly correspond to the senior's annualized loss of GIS/Allowance in the July 2021 – June 2022 period and will be paid to eligible seniors starting in April 2022.
- The ministry is exempting the one-time grant income for Income Assistance and Disability Assistance clients

- The Senior's Supplement is an income tested monthly support supplement made by the Ministry to eligible low-income seniors. The ministry uses OAS/GIS data obtained from the federal government to determine eligibility for the Senior's Supplement, effectively using the federal government's OAS/GIS program to perform the income test on behalf of the ministry.
- The Senior's Supplement is a monthly supplement of between \$1 and \$110.25 paid to approximately 74,000 low-income seniors in BC.
- Given the income thresholds for CERB/CRB and those for the Senior's Supplement, it is unlikely that any Senior's Supplement recipients would have qualified for CERB/CRB, and therefore Senior's Supplement recipients were likely unaffected by the federal decision to make CERB/CRB taxable income.

## **BACKGROUND:**

- To qualify for CERB/CRB, applicants must have earned at least \$5,000 in 2019, or in the 12 months prior to the date of their application.
- To qualify for the Senior's Supplement in July 2021 (based on 2020 tax filing), seniors' net taxable income (i.e., not including OAS/GIS) must have been below:
  - \$2,280/yr for single seniors
  - \$4,896/yr for senior couples (both over age 65)
  - \$8,112/yr for seniors couples (one over age 65, one between 60-64)
- The ministry is exempting the one-time grant income for Income Assistance and Disability Assistance clients
- It is unlikely that any Senior's Supplement recipients would have qualified for CERB/CRB, so they are unlikely to have been affected by the federal decision to make CERB/CRB taxable income.

## **BUDGET:**

- No significant impacts to budget due to the CERB/CRB and the subsequent one-time grant payment to seniors from the federal government.



August 13, 2021

The Honourable Carla Qualtrough  
Minister of Employment, Workforce Development  
and Disability Inclusion  
House of Commons  
Ottawa ON K1A 0A6

[carla.qualtrough@parl.gc.ca](mailto:carla.qualtrough@parl.gc.ca)

Dear Minister:

I'm writing to raise concerns about how the federal government is calculating Guaranteed Income Supplement (GIS) benefits for low-income seniors who received the Canada Emergency Response Benefit (CERB) or the Canada Recovery Benefit (CRB).

We are hearing from some seniors that they were unaware that these emergency federal benefit payments would not be exempted and thus affect future GIS payments. An elimination or reduction of GIS will place seniors in a precarious financial position and will result in more seniors living below the poverty line.

In British Columbia we have earning exemptions but during COVID we have been exempting CERB and CRB payments and not counting them as income due to the extraordinary times we find ourselves in.

Intergovernmental Communications

Both of our governments are focused on reducing poverty and have made a number of valuable investments to achieve poverty reduction to date. This approach to reducing/eliminating GIS is a step in the other direction.

In British Columbia, we provide a Senior's Supplement for low-income seniors who receive GIS. As it currently stands, any reduction to a senior's GIS will result in a reduction of the B.C. Senior's Supplement and can result in ineligibility for the provincial benefit.

I am aware that other provinces also have programs for low-income seniors tied to GIS.

I propose that staff from our respective ministries work together to better understand the impact of this through increased data sharing. To this end, my deputy minister will be reaching out to his counterparts.

Sincerely,

A handwritten signature in dark ink, appearing to read 'N. Simons', written in a cursive style.

Nicholas Simons  
Minister of Social Development and Poverty Reduction

cc: The Honourable Deb Schulte, Minister of Seniors

Honourable Adrian Dix, Minister of Health

Honourable Selina Robinson, Minister of Finance

Isobel Mackenzie, BC Seniors Advocate

David Galbraith, Deputy Minister, Ministry of Social Development and Poverty Reduction

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:           Extreme Weather Emergency Response**

**KEY INFORMATION:**

- The Ministry has an emergency planning team that is activated to mitigate emergency issues that impact service delivery.
- Since 2019, the Ministry has mitigated service delivery issues in relation to extreme emergency events such as the COVID-19 pandemic emergency, extreme hot weather (heat domes), wildfires, flooding (atmospheric rivers) in 2021 and most recently extreme cold weather.
- The Ministry is experienced in adjusting regular processes during an emergency to ensure that clients continue to receive their monthly payments during an emergency and continues to improve and adjust processes as needed.
- Although there are challenges (e.g., Canada Post delays during weather events), the Ministry works very hard to ensure that clients receive their monthly cheques on time.
- The Ministry continues to work with communities in coordinating resources for clients to access as needed during any emergency event.

## BACKGROUND:

When significant emergencies occur, the SDD Emergency Planning Team is activated. This team collects and defines the issues for the specific emergency, who might be impacted, and what plans are needed to mitigate.

The SDD Emergency Planning Team is chaired by the SDD Strategic Services Branch Director and includes representation from across Service Delivery Division and the Ministry as follows:

Positions	Area of Expertise
SDD - Community Services Branch Directors, Managers, and Supervisors	<ul style="list-style-type: none"><li>• Community Services Offices</li><li>• Service BC Offices</li><li>• Community Integration Services</li><li>• On Demand Cheque Production</li></ul>
SDD - Virtual Services Branch Directors, Managers	<ul style="list-style-type: none"><li>• Contact Centre</li><li>• All other virtual services (e.g., Intake)</li><li>• On Demand Cheque Production</li></ul>
SDD - Strategic Services Branch Executive Director, Managers and Analysts	<ul style="list-style-type: none"><li>• SDD Emergency Monitoring Reporting</li><li>• SDD Communication</li><li>• SDD Policy Interpretation support</li><li>• Community Relations and Service Quality support</li></ul>
SDD - Operations Support Branch Managers	<ul style="list-style-type: none"><li>• Analytics and Business Intelligence reporting</li><li>• Intranet Management</li><li>• Digital Display Management</li></ul>
SDD – ADM Office Issue Manager	<ul style="list-style-type: none"><li>• Manage incoming issues</li></ul>
CSD – Financial and Administrative Services Branch Executive Director, Managers and Analysts	<ul style="list-style-type: none"><li>• Computer Cheque Production</li><li>• Liaison with BC Mail Plus (link to Canada Post)</li></ul>
Ministry of Citizens Services – BC Mail Plus Production Director, Manager, Coordinator	<ul style="list-style-type: none"><li>• Canada Post Mail Delivery</li><li>• Couriers Delivery</li></ul>

Considerations in planning include:

- Monthly payment distribution of client and supplier payments, including those made via Canada Post, couriered to Ministry offices, and direct deposit.
- Staff resource planning that considers changes in service needs and staff impacted by the emergency event, including use of virtual, community services, community integration services staff.
- Impacts to offices that may be closed or impacted due to the emergency event.
- Emergency Management BC resources available for citizens and links to evacuation centres.
- Ministry resources available for clients.



- Communication needs to be targeted to internal and external stakeholders.

As part of the process, the following is activated:

- Reporting:
  - Ministry staff compile information from Emergency Management BC reports, anecdotal information from front line staff representation, and analytics to provide an SDD Emergency Management Monitoring Update report of the event that includes where the event is located, number of clients impacted, and number of offices/staff impacted.
  - The SDD Emergency planning team provide regular updates on planning, impacts, risks and mitigations to ministry executive.
  - The frequency of reporting is determined based on the need and emergency event.
- Communication:
  - Details on the event and service delivery adjustments required is sent to all front line staff and stakeholders (if needed), so that they can adjust how they support clients who may be impacted by the emergency event.
  - Activation of an internal website for that specific emergency and service delivery support is used to provide ongoing and regular updates/changes to ministry staff.
  - Provision of updates to the Ministry 1-866 phone line incoming message, creation of office posters/signage, additional information on office Digital Displays, and additional online information on the My Self Serve site on how clients can access emergency supports if they are impacted by the event.
- Partnerships:
  - Work with BC Mail Plus to monitor delivery of payments to offices and clients to identify communities where payments are delayed and need to be cancelled and reissued should the event cross over into cheque issue week.
  - Work with local Emergency Management BC, Provincial Emergency Coordination Centres (PECC), Provincial Regional Emergency Operation Centres (PREOC) and local community Reception Centres to provide outreach support in the community for those ministry clients and/or individuals who may need to apply for ministry assistance.
  - Staff maintain good working relationships in all communities across the province so they can work with community partners and MLA offices to assist individuals in need of Ministry services during an emergency event.
- Emergency/Disaster Crisis Supplement:
  - 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 support provided depends on the type of emergency or disaster that occurs – flood, fires, most recently the pandemic.
  - If the extreme event requires this supplement, the SDD ADM can approve the use of this supplement to address the specific situation. In most cases, Emergency Social Services (ESS) funding is available, and most large-scale events do not require the additional SDPR supplement being activated.

As the ministry experiences more of these extreme events, staff continue to improve processes and partnerships based on lessons learned. There are some future service enhancements that would support clients better in an emergency event that the ministry is exploring, such as:

- the use of reloadable payment cards; and
- the ability to print the monthly cheques within each office for communities that can be most impacted by disruptions in cheque delivery.

#### **BUDGET:**

- There is no specific budget set aside for an extreme emergency response.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 were 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 had the technology, tools and equipment to work remotely, including the ability to take computer equipment and some office furniture home (with approval).
- As of April 8, 2022, 26% of staff were working onsite at least two days per week. This proportion increases to 48% 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), implemented physical distancing and mask usage (in common areas) protocols, and established requirements for staff to complete a daily health check when attending the office.
- On April 4, 2022, telework agreements came into effect for SDPR.
- Based on data collected in September 2021, 81% of staff have a telework agreement (with 43% planning on full-time work from home, and 38% working between 1-4 days at home). The remaining 19% of staff planned to return to the office on a full-time basis.

**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 March 28 to April 8, 2022)**

<b>Division</b>	<b>Staff Count</b>	<b>Onsite (in office 2+ days)</b>	<b>% of staff onsite</b>
TOTAL SDPR	2024	530	26%
DMO	12	2	17%
AD	9	4	44%
CSD	103	21	20%
ELMSD	171	21	12%
ISD	158	21	13%
RIPD	51	13	25%
SDD	1520	448	29%
SDD - Community Services Branch	592	284	48%

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 18, 2020.
- In response, Social Development and Poverty Reduction (SDPR) activated our Ministry Operations Centre (MOC) on March 18, 2020, which operated until May 2021. The MOC 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.
- In 2021, following the requirements of the PHO, SDPR established Communicable Disease Prevention Plans for each office location.
- Our offices continue to be safe due to the policies and measures we've put in place. Staff working in these offices who are operationally required to be there can continue to do so safely.
- 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. 51 such orders have been made since the beginning of the pandemic.
- Health Authorities will conduct contact tracing (subject to availability) and review where close contact may have occurred at the office location. Close contacts may be advised to self-isolate or self-monitor for symptoms, and when they can return to the office.
- See Appendix A for more details on cleaning protocols and definitions.

Contact:     Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
Cellphone:   250-217-4377

## **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.
- Following the deactivation of the MOC group, the Ministry implemented a Communicable Disease Prevention Plan for each worksite, outlining the workplace controls that must be in place to comply with the PHO verbal order and WorkSafeBC guidance.
- In front-line offices, the Ministry implemented several measures, such as physical distancing requirements; installing poly and plexiglass barriers, enhanced touchpoint cleaning of all interior public areas, additional hand sanitizer, 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

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
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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 in answering 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 ministry's intranet ([Loop](#)), shared through regular Deputy Minister messages, meetings with Ministry Executive Directors and Directors, and people leader communications.
- In response, SDPR established a COVID 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.

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## **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.

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
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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.

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# **Community Living British Columbia**

## **2022/23 – 2024/25 Service Plan**

**February 2022**



For more information on the Community Living British Columbia contact:

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<https://www.communitylivingbc.ca/>

Published by Community Living British Columbia

## Board Chair's Accountability Statement



The 2022/23 – 2024/25 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 2022 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

## Table of Contents

Board Chair's Accountability Statement .....	3
Strategic Direction and Alignment with Government Priorities.....	5
Operating Environment.....	5
Financial Plan.....	20
Financial Summary .....	20
Key Forecast Assumptions, Risks and Sensitivities .....	21
Management's Perspective on the Financial Outlook .....	22
Appendix A: Additional Information.....	23
Appendix B: Crown Mandate Letter from the Minister Responsible.....	24

## Strategic Direction and Alignment with Government Priorities

In 2022/2023, public sector organizations will continue to align with and support the Government of British Columbia efforts in responding to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians. Building on our economic, environmental, and social strengths while looking to seize opportunities to improve outcomes for all British Columbians will be an important aspect of each Crown Agency's work as we respond to COVID-19 and recover from devastating floods and wildfires. The policies, programs and projects developed over the course of this service plan period will align with the five foundational principles established by Government in 2020: putting people first, working toward lasting and meaningful reconciliation, supporting equity and anti-racism, ensuring a better future through fighting climate change, and meeting our greenhouse gas reduction targets, and supporting a strong, sustainable economy that works for everyone.

This 2022/23 service plan outlines how Community Living British Columbia will support the government's priorities including the foundational principles listed above and selected action items identified in the most recent [CLBC Mandate Letter](#).

[Community Living British Columbia](#) (CLBC) is a crown agency mandated to provide supports and services to eligible individuals to participate fully in their communities in meaningful ways. CLBC's work supports people to 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 the Government's commitments as identified in [CLBC's Mandate Letter](#). Following a delay in its development due to the COVID-19 pandemic, CLBC recently completed a new Strategic Plan which will be published and become operational in 2022.

CLBC regularly engages individuals, families, service providers and their representatives to improve continuously business processes and services. CLBC will continue to work with Government and community partners to implement the [10-Year Re-Imagining Community Inclusion Vision and Road Map](#), and to incorporate the [B.C. Declaration on the Rights of Indigenous Peoples Act](#) and the [Truth and Reconciliation Commission of Canada: Calls to Action](#) into CLBC operations.

## 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 impact the individuals CLBC supports and their families in 2022/23 and beyond. The implementation of the [Provincial Health Orders](#) will provide greater assurance that those who are supporting vulnerable people are fully vaccinated. CLBC's contracted service providers will continue to face recruitment and retention issues, as a result of the COVID-19 pandemic, impacting many individuals and families who receive services.

CLBC anticipates that the increased frequency of extreme weather events will impact CLBC services and the role of CLBC staff and contracted service providers in responding to emergencies going forward.

Individuals that CLBC supports will continue to be challenged with access to affordable housing and exposure to the toxic drug supply. Individuals with complex care needs and a history of substance use often need to make difficult choices when they cannot find affordable housing. Many individuals CLBC supports, including those with complex care needs, must choose to live with aging parents or moving into home sharing even when it is not their preferred option.

On the more positive side, many individuals will continue to seek greater self-determination and opportunities to participate fully in community life, including employment. The labour shortage that many sectors of the economy are currently facing presents an opportunity for these individuals.

## **Caseload Growth and Demographic Trends**

CLBC projected that approximately 25,695 individuals will be eligible for CLBC services as of March 31, 2022 and expects the growth rate to continue to be about five percent annually over the next five years. CLBC 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 27,600 individuals, or 113 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, coupled with non-caseload drivers such as an aging population, will result in growing demand for CLBC services in 2022/23 and into the future.

## **Non-Caseload Related Drivers**

The increased demand for CLBC services is driven by more than caseload growth. Youth transitioning to adulthood experience significant disruption as they leave school and other youth services. Most young individuals live with their parents who continue to play the role of primary

caregiver. Over time their aging parents will require more support to continue in this role and individuals will increasingly require home support services, projected to grow dramatically in the next 20 years. Young adults want to leave their family homes and gain increased independence.

Pressures to find inclusive, affordable housing for individuals CLBC supports will continue and will need to align with the availability of services. 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 2041. All these life transitions require different but intense planning and resources for services.

## **2022/23 Economic Statement**

B.C.'s economy has rebounded from the impacts of the COVID-19 pandemic that began in 2020, despite significant pandemic variant and climate-related events. A strong health response, high vaccination rates, increased infrastructure investments and supports for British Columbians struggling through the pandemic has helped the province rebound. While the recovery has broadened over the past year, it remains uneven with sectors like tourism, hospitality and live recreation events not fully recovered. The path of the ongoing economic recovery in B.C. and its trading partners remains highly uncertain. However, rebuild efforts from the November 2021 floods are expected to provide some support to economic activity in the province. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 5.1 per cent in 2021 and expects growth of 4.2 per cent in 2022 and 2.7 per cent in 2023. Meanwhile for Canada, the EFC projects national real GDP growth of 4.1 per cent in 2022 and 2.8 per cent in 2023, following an estimated gain of 4.7 per cent in 2021. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The pandemic has increased risks to B.C.'s economic outlook, such as the emergence of further variants of concern, inflationary supply chain disruptions, extended travel restrictions, and the continued impact of the 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 communities and an enhanced quality of life. CLBC works closely with SDPR to monitor priorities, progress, and alignment with government commitments through regular engagement at Minister, Board Chair, 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, including; planning supports, connecting individuals with community resources and funding of services to meet their disability-related needs. Strategic focus areas of employment, housing, home sharing, and better supporting Indigenous individuals and individuals with complex needs will continue for the term of this plan.

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**

- Improve access to affordable, inclusive housing by collaborating with BC Housing, Aboriginal Housing Management Association, the non-profit and cooperative housing sectors.
- Increase access to affordable, inclusive housing by establishing regional housing leads, producing more accurate data on housing needs by region, and establishing communities of practice to engage key housing partners.
- Work with Indigenous partners to develop and deliver training resources to increase access to culturally safe housing.
- Implement improvements to shared living by responding to the recommendations from the Office of the Auditor General's audit on monitoring of home sharing.
- Increase the sustainability of home sharing by; supporting the development of an independent resource in support of home sharing, creating new services for individuals requiring emergency placements, and increasing the ability to match individuals with home sharing providers.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.1a Number of individuals who are living in their own home through supports for independent living <sup>1</sup>	2,276	2,414	2,700	3,100	3,600
1.1b Number of individuals who are supported in shared living arrangements <sup>2</sup>	4,279	4,339	4,500	4,700	5,000

<sup>1</sup>Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

<sup>2</sup>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

**1.1a** This updated measure tracks the number of individuals who live in their own homes with supported living services for help with daily living. The measure indicates CLBC's success to meet increasingly the needs of those who want to live more independently rather than in home sharing or a staffed home support service. CLBC's *include Me!* initiative<sup>1</sup> shows that people who live on their own through supported living services, experience a higher quality of life in the areas of self-determination, rights, personal development, and social inclusion.

**1.1b** This new measure tracks the number of individuals who are supported in shared living arrangements. Shared living is an inclusive, person-centred, individualized model where an individual shares a home with someone contracted to provide ongoing support and includes home sharing and live-in support.

## Discussion

**1.1a** This measure was revised to report on what CLBC feels is a more meaningful representation of the total number of individuals living in their own home with supports for independent living and the number of people moving into their own homes.

CLBC projects an increase in the number of individuals moving into their own home with supports for independent living with an additional 300, 400 and 500 individuals in each of the next three years. This will result in a 10 percent, 10.9 percent, and 12.2 percent increase of CLBC's population living on their own with supports for independent living respectively.

Future targets are consistent with the growth projected in last year's plan and represent CLBC's population independently living with supports.

CLBC anticipates greater access to affordable, inclusive housing resulting from the following:

- [CLBC and Inclusion BC's three-year housing plan](#);
- Collaboration with BC Housing, Aboriginal Housing Management Association, the non-profit and cooperative housing sectors; and
- Activities planned in the Re-imagining Community Inclusion Work Plan.

**1.1b** This new measure shows the significant growth in the number of individuals residing in shared living arrangement, particularly home sharing. Home sharing now supports more people

<sup>1</sup> CLBC's include Me! initiative, which includes a Quality of Life framework and survey instrument, measures, and aims to improve individuals' quality of life.

than any other CLBC home support service. Individuals moving into home sharing will continue to increase, with an additional 160, 200 and 300 individuals needing home sharing placements in each of the next three years. This increase means that about 17 percent of CLBC's population continue to live in shared living arrangements. While the long-term impact of the pandemic on home sharing is unclear, the immediate impact is reflected in the 2021-22 forecast, which is lower than CLBC's original target.

In response to the recommendations from the Office of the Auditor General's audit, CLBC is undertaking significant improvements to assure the quality and monitoring of home sharing in order to support the growth of home sharing. Improvements to quality and sustainability of home sharing are expected from other activities, including:

- The development of Indigenous home sharing;
- The creation of a new entity to support home sharing; and
- The creation of a new service to support individuals requiring emergency placement.

## Objective 1.2: Individuals have greater access to employment opportunities.

### Key Strategies

- Complete the implementation of the “L.I.F.E” (Learning, Inclusion, Friendship and Employment) based employment service, a CLBC service option that supports individuals to find employment as well as pursuing goals in learning, developing friendship, and inclusion.
- Increase access to employment services by measured investments in services and proactively seeking opportunities with WorkBC to support people to access WorkBC services, where appropriate.
- Increase access to culturally safe employment services by working with an Indigenous Partner to design, develop and deliver cultural safety training to employment service providers.
- Support employment service providers to deliver effective services by evaluating current training and investing in training Employment Counsellors.
- Continue to support individuals return to the workforce and increase their digital literacy as part of the Stronger BC Economic Recovery Plan.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
1.2a Percentage of individuals younger than 65 reporting current employment income <sup>1</sup>	22.9%	18.9%	20% <sup>3</sup>	22% <sup>4</sup>	24%
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 <sup>2</sup>	75%	50%	60%	65%	70%

<sup>1</sup> Data Source: ICM, BC Disability Assistance.

<sup>2</sup> Data Source: The CLBC Periodic Report for Employment Services.

<sup>3 & 4</sup> The 2022/23 and 2023/24 targets have been updated from the 2021/22 Service Plan.

## 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 Assistance<sup>2</sup>. Most individuals are supported in either CLBC-funded employment services or WorkBC services, but some find work with support from community inclusion services, L.I.F.E.-based services, or with the assistance of family. The 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. The COVID-19 pandemic has had a significant impact on employment for many of the individuals CLBC supports, reflected in the 2021/22 forecast. Targets for 2022/23 and 2023/24 have been adjusted to reflect CLBC's expectation of a gradual return to employment for individuals CLBC supports, supported by: WorkBC, the B.C. Government's investments through the Stronger BC Economic Recovery Plan, the Re-imagining Community Inclusion Work Plan, and implementing the "L.I.F.E.-based" employment service.

1.2b CLBC expects some turnover among job seekers but the impact of the COVID-19 pandemic over the last two years on individuals CLBC supports has been significant and was reflected in the lower 2021/22 forecast. While the 2020/21 actual result (75%) was higher than the forecast (50%) in last year's plan, that result may be related to the timing of data collection. CLBC is forecasting a delayed decrease in results in 2021/22 related to the cumulative impact of the continued pandemic on individuals' employment

These negative impacts to employment are reflected in the adjusted forecast and revised future targets for this performance measure. Targets have been adjusted to reflect CLBC's expectation of a gradual rather than immediate return to employment stability for individuals CLBC supports. The B.C. Government investment of \$10 million in 2021/22 and 2022/23 to support CLBC individuals to re-enter the workforce will continue to address the impact on employment.

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<sup>2</sup> 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.

## Goal 2: Strengthen relationships with individuals and families to better respond to their needs and improve their experience.

CLBC values the importance of strong, long-term relationships with individuals and families to effectively support and meet their needs. CLBC recognizes the requirements under the *Declaration of the Rights of Indigenous Peoples Act* and the *Truth and Reconciliation Commission of Canada: Calls to Action* and its responsibility to provide culturally safe services to 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 community-based services available to all citizens. 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 work collaboratively with the Indigenous Advisory Committee to improve relationships with Indigenous peoples and their communities as outlined in the *Re-Imagining Community Inclusion Work Plan* and to align policies and practices with the *B.C. Declaration on the Rights of Indigenous Peoples Act* and the *Truth and Reconciliation Commission of Canada: Calls to Action*.
- Develop and strengthen relationships with Indigenous Partners by improving connections to First Nations through Wisdom Keepers, the implementation of space recognition and safety strategies.
- Improve transitions for individuals and their families. Work collaboratively with, Ministry of Children and Family Development, Delegated Aboriginal Agencies, and other partners to understand and identify improvement opportunities to transition-related challenges.
- Support self-determination by investing in leadership development for individuals with lived experience, self-advocate groups and by increasing availability of training around Representation Agreements.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.1 Percentage of families of transitioning youth who feel they understand what services and supports they can expect from CLBC.	66%	69%	70%	72%	74%

Data source: Targeted consumer surveys completed annually. The survey sample is made up of individuals and families who turned 19 years of age and completed a Guide to Support Allocation

#### Linking Performance 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. To support CLBC's new Strategic Plan, new performance measures will be developed to enable CLBC to report on strategies that specifically target strengthening relationships with Indigenous communities.

## Discussion

2.1 CLBC anticipates gradual improvement to this measure as more youth and their families experience CLBC's welcome and planning approach and relationships with Indigenous communities are improved through awareness and delivery of supports and services, to Indigenous individuals both on and off reserve. Since the beginning of the COVID-19 pandemic CLBC offered Welcome Workshops virtually to individuals and families and plans to continue to offer Welcome Workshops virtually as an effective way to assist families.

## 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 available through CLBC and the community.
- Provide culturally safe services to Indigenous individuals and families by identifying and delivering training and launching a community of practice to support staff in integrating culturally safe practices.
- Use feedback from satisfaction surveys to improve experiences and build trust with individuals and families.
- Review engagement activities with individuals, families, and their representatives to improve tools, and practices to better track future needs.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
2.2 Percentage of individuals and families who rate the quality of CLBC's planning support as good or above.	85%	78%	79% <sup>5</sup>	80% <sup>6</sup>	81%

Data source: Targeted consumer surveys completed annually.

<sup>5</sup> & <sup>6</sup> The 2022/23 and 2023/24 targets have been updated from the 2021/22 Service Plan.

## **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 CLBC's enhanced planning process and the extent to which further changes are required.

### **Discussion**

2.2 CLBC's enhanced 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. While the 2020/21 actual exceeded the target of 77 percent in last year's Service Plan, CLBC considers the result to be an anomaly. A number of factors play into the 2020/21 result, including, the COVID-19 pandemic, the effects of which may have had a differing impact on individuals and families over time. CLBC has set the 2021/22 forecast to align with historical and current trends for this measure. Targets for the next three years have been revised slightly from last year's Service Plan to reflect current trends and the expectation that improvements to CLBC's planning will continue to be well received by individuals and families and that the pandemic will gradually subside.

CLBC will be applying an Indigenous lens to its planning approach to ensure the delivery of culturally safe and respectful services.

### **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 fulfill effectively and efficiently these roles to improve individuals and families' service experiences, while increasing staff satisfaction. This goal is aligned with the significant improvements CLBC is undertaking response to the recommendations from the [Office of the Auditor General's audit](#) on the monitoring of home sharing. It also 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**

- Increase business efficiency by replacing the current resource-intensive process for increasing program budgets with an integrated tool that automatically applies systemic rate updates.
- Improve business processes and tools to support staff fulfill their monitoring responsibilities.

- Improve IT efficiency, flexibility, and security by completing the transition to cloud-based software and data storage.
- Complete business analysis and documentation in preparation for replacing CLBC's individual management system, improving core business processes, staff's ability to respond to individuals and families.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 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.	98	80	80 <sup>7</sup>	80	80

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

<sup>7</sup> The 2022/23 target has been updated from the 2021/22 Service Plan.

## Linking Performance Measure to Objective

3.1 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

3.1 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.

In 2021/22 CLBC introduced enhanced minimum funding for individuals with significant disability-related needs who were on the "Request for Service" list and receiving only minimum funding. In 2022/23, the initiative will be fully operationalized, providing bridge funding to individuals and their families until their service requests are fulfilled. CLBC has revised the 2022/23 target from 90 to 80 to reflect the positive impact that this new funding will have on this measure. This adjustment also reflects CLBC's current performance of exceeding the 2021/22 target from the previous year's plan.



## 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.
- Explore what community inclusion means to Indigenous individuals and families and develop Indigenous specific indicators to share with Indigenous communities and service providers.
- Improve home sharing services by developing and implementing contractual requirements that support quality of life outcomes that are incorporated into the Standards for Home Sharing.
- Develop and implement standards for agencies co-ordinating shared living and ensure staff can verify compliance with the standards and contractual requirements.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
3.2a Percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC <i>Complaints Resolution Policy</i> <sup>8</sup>	70%	79%	80% <sup>9</sup>	82%	82%
3.2b Percentage of on-site visits completed at least once per fiscal year as set out in the CLBC <i>Monitoring Policy</i> <sup>10</sup>	92%	92%	100%	100%	100%

<sup>8</sup>Data source: CLBC Complaints Tracking System.

<sup>9</sup> The 2022/23 target has been updated from the 2021/22 Service Plan.

<sup>10</sup>Data source: The My Workspace Contract Management System and CLBC's Annual Monitoring Management Tool.

### Linking Performance Measure to Objective

3.2a 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.

3.2b This new performance measure is an indicator of CLBC's ability to evaluate the quality-of-service delivery by service providers, address issues of concern, and support service provider improvements.

## Discussion

3.2a One of the characteristics of responsive organizations is the way in which they respond to those who are not satisfied with administrative decisions. CLBC is updating the [\*Complaints Resolution Policy\*](#) which 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, which will be shortened to expedite the review process. CLBC tracks, learns from and reports on complaints. Along with these revised targets and enhanced support within the regions, the revised timelines are expected to improve CLBC's responsiveness and performance on this measure. CLBC's ability to meet the required timeframes was affected by its response to the COVID-19 pandemic in 2020/21 and 2021/22, and therefore the 2022/23 target has been adjusted to reflect a more gradual improvement to the performance of this measure.

3.2b In June 2021, the Office of the Auditor General released [\*its report\*](#) that included recommendations related to the monitoring of home sharing. CLBC is improving its home sharing Monitoring Framework to ensure that service providers are meeting contractual requirements, including service and related standards, and supporting positive quality of life outcomes.

This new measure reflects CLBC's focus over the next three years on improving the effectiveness of monitoring the quality of 100% of CLBC-funded supports and services to ensure that CLBC staff achieve full compliance with its [\*Monitoring Policy\*](#).

CLBC's full response to the [\*Office of the Auditor General's audit\*](#) on the monitoring of home sharing is outlined in its [\*Home Sharing Plan 2021-24\*](#) for improving the quality and sustainability of home sharing.

## **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**

- Work to meet individuals' support needs through the remainder of the COVID-19 pandemic by working closely with service providers to mitigate issues with recruitment and retention and to meet Public Health requirements to keep individuals safe.

- Support Self Advocacy groups so that individuals are informed, connected and can play an increasing role in directing their lives, supports and informing CLBC's direction and policies.
- Continue to work collaboratively with Government partners to promote access to services outside of CLBC's mandate, such as health, mental health, and housing.
- Increase the number of Indigenous service providers by modifying procurement policies, procedures, and practices.
- 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.

Performance Measure(s)	2020/21 Baseline	2021/22 Forecast	2022/23 Target	2023/24 Target	2024/25 Target
4.1a Change over time in composite Quality of Life Scores of surveyed individuals accessing CLBC-funded services <sup>11</sup>	N/A <sup>12</sup>	7.41	7.42	7.43	7.43
4.1b Change over time of personal development domain scores of surveyed individuals accessing CLBC-funded services <sup>13</sup>	N/A <sup>14</sup>	7.30	7.34	7.38	7.38

<sup>11 & 13</sup> 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.

<sup>12 & 14</sup> The 2020/21 actual data was not collected as a result of the COVID-19 pandemic.

## Linking Performance Measure to Objective

Since the *include Me!* initiative was introduced in 2012/13, CLBC has built awareness and understanding of the Quality-of-Life framework. Quality of Life data will continue to be used as a catalyst to improve services and, subsequently, individuals' quality of life. Service providers participating in the *include Me!* initiative use the data in the framework to evaluate the impact of continuous quality improvement efforts on the quality of life and personal outcomes of those they serve.

Working collectively with individuals, their families and service providers, CLBC aspires for individuals to have quality lives. CLBC acknowledges that many factors beyond CLBC-funded services affect individuals' quality of life and the quality of life of British Columbians is not uniform across all domains, further complicating the establishment of goals and targets.

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 (such as completing the implementation of “L.I.F.E” - Learning, Inclusion, Friendship and Employment - based service) 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 postponed *include Me!* surveying and data collection during the COVID-19 pandemic in 2020/21 and 2021/22. These activities are scheduled to begin again in 2022/23.

The trend that the overall quality of life numbers represents is more important than the numbers themselves. That is, the goal is not a composite score of say nine out of ten but rather the overall composite of thousands of individuals rating their quality of life in a validated survey that increases year over year, particularly where the quality of life of individuals lags behind that of the general population.

CLBC expects that, like other British Columbians, its supported individuals’ quality of life is being negatively impacted by the pandemic. The affect on these individuals is likely to be compounded by the impact on services, particularly the recruitment and retention challenges faced by service providers. The forecasted targets remain consistent with last years’ plan as they were proactively reduced to reflect the expected impact of COVID-19 pandemic.

CLBC is projecting increases in both composite and personal development scores over the next three years. However, while services are expected to recover much remains unknown about the progression of the pandemic and its continued effects. As such targets are anything but certain until CLBC can review post-pandemic measurements.

CLBC plans to undertake two additional pieces of work over the course of the Service Plan that are relevant to quality of life. A project to identify service specific indicators of quality of life for those living in home sharing is underway as part of CLBC’s response the to the Audit of the Office of the Auditor General. CLBC will also review the indicators through an Indigenous lens to understand better the validity of the framework for Indigenous individuals.

## Financial Plan

### Financial Summary

(\$m)	2021/22 Forecast	2022/23 Budget	2023/24 Plan	2024/25 Plan
<b>Total Revenue</b>				
<b>Contributions from the Province</b>				
<b>Government Transfers</b>	1,290.4	1,333.1	1,352.6	1,357.6
<b>Restricted – Operating</b>	-	-	-	-
<b>Restricted – Capital</b>	(4.5)	(4.3)	(5.2)	(5.4)
<b>Net Operating Contributions</b>	1,285.9	1,328.8	1,347.4	1,352.2
<b>Recoveries from Health Authorities</b>	18.8	19.1	19.4	19.7
<b>Other Income</b>	8.6	8.6	8.8	9.1
<b>Amortization of Deferred Capital Contributions</b>	3.1	4.4	5.0	5.6
<b>Total Revenue</b>	<b>1,316.4</b>	<b>1,360.9</b>	<b>1,380.6</b>	<b>1,386.5</b>
<b>Total Expenses</b>				
<b>Supports and Services</b>				
<b>Developmental Disabilities Program</b>	1,189.1	1,225.7	1,243.7	1,248.3
<b>Personalized Supports Initiative</b>	41.7	43.5	43.7	43.8
<b>Provincial Services</b>	6.1	5.9	5.9	5.9
<b>Total Supports and Services</b>	1,236.9	1,275.1	1,293.3	1,298.0
<b>Regional Operations and Administration</b>	75.5	79.9	80.3	80.7
<b>Amortization of Tangible Capital Assets</b>	4.0	5.9	7.0	7.9
<b>Total Expenses</b>	<b>1,316.4</b>	<b>1,360.9</b>	<b>1,380.6</b>	<b>1,386.6</b>
<b>Annual Surplus (Deficit)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

(\$m)	2021/22 Forecast	2022/23 Budget	2023/24 Plan	2024/25 Plan
<b>Total Liabilities</b>	<b>47.4</b>	<b>47.3</b>	<b>47.5</b>	<b>47.2</b>
<b>Accumulated Surpluses</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>
<b>Capital Expenditures</b>	<b>5.4</b>	<b>11.2</b>	<b>8.4</b>	<b>6.2</b>
<b>Dividends/Other Transfers</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## Key Forecast Assumptions, Risks and Sensitivities

### Contributions from the Province

The Provincial Government provides contributions to CLBC through transfers made under a Voted Appropriation within the Ministry of Social Development and Poverty Reduction. These transfers increase by \$42.7 million in 2022/23.

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 as of March 31, 2022 about 25,695 adults will be registered for CLBC services. CLBC expects the growth rate to continue to be about five per cent annually over the next five years. CLBC will sustain existing supports while providing new services to individuals and families within the funding available for 2022/23.

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 who work with service providers to ensure that the supports 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 added back into the funding for services, in effect supplementing the funding available to address service demand.

CLBC's overall average cost of supports and services per supported individual has increased from \$46,000 in 2011/12 to \$48,400 in 2020/21 (including emergency supports and services and economic recovery initiatives implemented in response to COVID-19 pandemic). In 2021/22, the projected average cost is \$49,000 resulting in an average annual increase of 0.65 percent over the 10

years despite inflationary pressures and government's wage and benefit increases provided to the sector. Based on confirmed funding, a projected average cost of \$48,200 is planned for 2022/23. Government's three-year wage commitment under the current Sustainable Services Negotiating Mandate ends March 31, 2022. A new negotiating mandate is anticipated for 2022/23.

### **Provincial Services**

CLBC operates the Provincial Assessment Centre and some minor centralized programs, for which the budgets are projected 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 individuals' outcomes.

### **Management's Perspective on the Financial Outlook**

CLBC continues to work with the Ministry of Social Development and Poverty Reduction on strategies to ensure CLBC services remain sustainable. The identified risks related to the financial plan are summarized below.

<b>Responding to Financial and Operational Risk</b>	
<b>Identified Risks</b>	<b>Mitigation Strategies</b>
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 include streamlining processes, use of technology, workload efficiencies, and staff training.
Service provider and home sharing provider sectors face recruitment and retention challenges that may impact the sustainment of current and new service demands.	CLBC is working more closely with service provider and home sharing provider sectors to develop recruitment and retention strategies.

## **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.](#)



## **Appendix B: Crown Mandate Letter from the Minister Responsible**



April 16, 2021

Michael Prince  
Chair, Board of Directors  
Community Living British Columbia  
1200 West 73rd Avenue, 7th Floor  
Vancouver BC V6P 6G5

Dear Dr. Prince:

On behalf of Premier Horgan and the Executive Council, I would like to extend my thanks to you and your board members for the dedication, expertise and skills with which you serve the people of British Columbia.

Every public sector organization is accountable to the citizens of British Columbia. The expectations of British Columbians are identified through their elected representatives, the members of the Legislative Assembly. Your contributions advance and protect the public interest of all British Columbians and through your work, you are supporting a society in which the people of this province can exercise their democratic rights, trust and feel protected by their public institutions.

You are serving British Columbians at a time when people in our province 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 government. It will require all Crowns to adapt to changing circumstances and follow Public Health orders and guidelines as you find ways to deliver your services to citizens.

This mandate letter, which I am sending in my capacity as Minister responsible for Social Development and Poverty Reduction, on behalf of the Executive Council, communicates expectations for your organization. It sets out overarching principles relevant to the entire public sector and provides specific direction to your agency about priorities and expectations for the coming fiscal year.

I expect that the following five foundational principles will inform your agency's policies and programs:

- **Putting people first:** We are committed to working with you to put people first. You and your board are uniquely positioned to advance and protect the public interest and I expect that you will consider how your board's decisions maintain, protect, and enhance the public services people rely on and make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. Government's unanimous passage of the *Declaration of the Rights of Indigenous Peoples Act* was a significant step forward in this journey – one that all Crown Agencies are expected to support as we work in cooperation with Indigenous peoples to establish a clear and sustainable path to lasting reconciliation. True reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move towards self-determination. Guiding these efforts, Crown agencies must also remain focused on creating opportunities that implement the Truth and Reconciliation Commission through your mandate.
- **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. The public sector has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every public sector organization has a role in this work. All Crowns are expected to adopt the Gender-Based Analysis Plus (GBA+) lens to ensure equity is reflected in your operations and programs. Similarly, appointments resulting in strong public sector boards that reflect the diversity of British Columbia will help achieve effective and citizen-centred governance.
- **A better future through fighting climate change:** Announced in December 2018, the CleanBC climate action plan puts our province on the path to a cleaner, better future by building a low-carbon economy with new clean energy jobs and opportunities, protecting our clean air, land and water, and supporting communities to prepare for carbon impacts. As part of the accountability framework established in CleanBC, and consistent with the *Climate Change Accountability Act*, please ensure your organization aligns operations with targets and strategies for minimizing greenhouse gas emissions and managing climate change risk, including the CleanBC target of a 50% reduction in public sector building emissions and a 40% reduction in public sector fleet emissions by 2030. Your organization is expected to work with government to report out on these plans and activities as required by legislation.

- **A strong, sustainable economy that works for everyone:** I expect that you will identify new and flexible ways to achieve your mandate and serve the citizens of British Columbia within the guidelines established by the Provincial Health Officer and considering best practices for conducting business during the pandemic. Collectively, our public sector will continue to support British Columbians through the pandemic and 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. As a public sector organization, I expect that you will consider how your decisions and operations reflect environmental, social and governance factors and contribute to this future.

The Crown Agencies and Board Resourcing Office (CABRO), with the Ministry of Finance, will continue to support you and your board on recruitment and appointments as needed, and will be expanding professional development opportunities in 2021/22. The Governing in the Public Interest online certificate program is now available, and all board members are encouraged to complete this new offering.

As the Minister Responsible for Community Living BC (CLBC), I expect that you will make substantive progress on the following priorities and incorporate them in the goals, objectives, and performance measures in your 2021/22 Service Plan:

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 Implementation Steering 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 Implementation Steering 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 Implementation Steering 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.

Each board member is required to sign the Mandate Letter to acknowledge government's direction to your organization. The signed Mandate Letter is to be posted publicly on your organization's website in spring 2021.

I look forward to continuing to work with you and your Board colleagues to build a better B.C.

Sincerely,



Nicholas Simons  
Minister

April 16, 2021

Enclosure

cc: Honourable John Horgan  
Premier

Lori Wanamaker  
Deputy Minister to the Premier, Cabinet Secretary and Head of the BC Public Service

Heather Wood  
Deputy Minister and Secretary to Treasury Board  
Ministry of Finance

Douglas S. Scott  
Deputy Minister, Crown Agencies Secretariat  
Ministry of Finance

David Galbraith  
Deputy Minister  
Ministry of Social Development and Poverty Reduction  
Jake Anthony, Board Member, Community Living BC  
Katherine Bright, Board Member, Community Living BC  
Barbara Carle-Thiesson, Board Member, Community Living BC  
Nelson Chan, Board Member, Community Living BC  
Marnie Larson, Board Member, Community Living BC  
Julia Payson, Board Member, Community Living BC  
Simon Philp, Board Member, Community Living BC

Patti Sullivan, Board Member, Community Living BC  
Joely Viveiros, Board Member, Community Living BC  
Ross Chilton, Chief Executive Officer, Community Living BC



April 19, 2021

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Michael Prince  
Chair, Board of Directors,  
Community Living BC

Date



April 19, 2021

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Barbara Carle-Thiesson  
Board Member,  
Community Living BC

Date



April 19, 2021

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Katherine Bright  
Board Member,  
Community Living BC

Date



April 19, 2021

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Nelson Chan  
Board Member,  
Community Living BC

Date



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Jake Anthony  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Marnie Larson  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Julia Payson  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Simon Philp  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Patti Sullivan  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Joely Viveiros  
Board Member,  
Community Living BC

April 19, 2021

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Date



# **Community Living British Columbia**

## **2020/21 Annual Service Plan Report**

**August 2021**



For more information on Community Living British Columbia contact:

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Or visit our website at

[www.communitylivingbc.ca](http://www.communitylivingbc.ca)

Published by Community Living British Columbia

## Board Chair's Accountability Statement



The *Community Living British Columbia 2020/21 Annual Service Plan Report* compares the corporation's actual results to the expected results identified in the *2020/21 – 2022/23 Service Plan* created in February 2020. The board is accountable for those results as reported.

[Michael J. Prince]

A handwritten signature in cursive script that reads "Michael Prince".

Board Chair  
August 6, 2021

## Table of Contents

Board Chair's Accountability Statement .....	3
Letter from the Board Chair & CEO.....	5
Purpose of the Annual Service Plan Report.....	6
Purpose of the Organization.....	6
Strategic Direction .....	6
Operating Environment.....	7
Report on Performance: Goals, Objectives, Measures and Targets.....	8
Financial Report.....	19
Discussion of Results .....	19
Highlights.....	19
Financial Summary .....	20
Variance and Trend Analysis.....	21
Risks and Uncertainties.....	25
Appendix A: Additional Information.....	26
Appendix B: Auditor's Report and Audited Financial Statements.....	27

## Letter from the Board Chair & CEO

We are pleased to present the Community Living BC 2020/21 Annual Service Plan Report summarizing the accomplishments of the past year.

We must begin our report by acknowledging the extraordinary circumstances presented by the world-wide COVID-19 pandemic. The pandemic has impacted those we serve in significant ways and presented challenges for continuing services. Thanks to the determination of staff and service providers, and unprecedented collaboration with individuals, families, provincial partners, and government, CLBC successfully prioritized service continuity, family resilience, and reducing isolation for individuals, in order to maintain individuals' health and safety. While not all performance targets were met in 2020/21, CLBC quickly adapted in response to the pandemic and provided individuals and families with flexible supports during a prolonged global crisis.

In March 2020, CLBC launched an emergency response plan that included frequent communications related to safety and services, regular meetings with provincial partners, and implementation of a range of initiatives to deliver emergency funding, support safe connections and promote responsiveness and flexibility to support the resiliency of individuals, families and service providers.

While undertaking these emergency efforts, CLBC staff adopted remote technologies to continue essential services to more than 24,500 eligible individuals. CLBC developed safe virtual welcome workshops and provided planning services to 1,131 individuals who became eligible. CLBC also provided new or additional services to 3,398 individuals.

CLBC also focused on advancing the priorities of its [2020/21 Mandate letter](#). To support its commitment to reconciliation with Indigenous peoples, CLBC created a new role, Executive Director of Indigenous Relations, who is helping CLBC to establish partnerships and improve access to culturally sensitive services.

CLBC will continue to support the implementation of the [Re-Imagining Community Inclusion Report](#) and has begun consultation with those it serves to develop its next strategic plan. Despite the challenges of the past year, CLBC believes the resiliency, innovation and collaboration of the past year provide exciting new opportunities to achieve our vision.

With this report, we affirm our ongoing commitment to our vision and mandate, and to high standards of public accountability. We are grateful to all those who are supporting CLBC to achieve these goals.

Michael J. Prince



Board Chair, Community Living BC  
August 6, 2021

Ross Chilton



CEO, Community Living BC  
August 6, 2021

## 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 fund supports to eligible individuals to participate fully in their communities in meaningful ways. CLBC's work supports people to 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, funding, 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 and contracting reporting requirements.

## Strategic Direction

The strategic direction set by Government in 2017, and expanded upon in the Board Chair's 2020 Mandate Letter from the Minister responsible, shaped the goals, objectives, performance measures and financial plan outlined in the 2020/21 Community Living BC Service Plan and actual results reported on in this annual report.

The global COVID-19 pandemic resulted in many shifts in priorities, structures, and operations across the public sector. Any changes to Community Living BC goals, objectives, performance

measures or financial plan to align with the strategic direction established by Government in late 2020 are presented in the 2021/22 Service Plan.

## 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 an increasing number of requests for services. By March 31, 2021, 24,520 adults were registered for CLBC services, a net increase of 1,131 individuals, which represents an increase of 4.8 percent over the previous year<sup>1</sup> and 29.9 percent over five years<sup>2</sup>. This growth rate is a result of several factors including general population growth, advances in health care, extended life expectancy, and increased referral rates of youth to CLBC.

### Non-Caseload Related Drivers

The increase in demand for services is driven by: young adults wanting to live full lives and gain greater independence; better identification of the support needs of adults with complex needs; increasing support requirements for 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 \$52.3 million in 2020/21.

### COVID-19 Pandemic

The COVID-19 pandemic continued to have a significant impact on the individuals and families that CLBC serves, as well as how CLBC delivered services in 2020/21. CLBC worked closely with service providers in response to changing needs that resulted from the pandemic and to ensure the ongoing health and safety of the individuals CLBC serves and those who support them. Following guidance and directives from the [Office of the Provincial Health Officer](#), CLBC modified services to enable individuals to stay home and limit their contacts. Community-based services and supports were scaled back and delivered in different ways, and staffed residential services were enhanced.

As part of [BC's Restart](#), the BC Government's COVID-19 Action Plan, CLBC distributed \$19.9 million in temporary emergency funding assisting service providers to maintain essential, residential services and to home sharing providers who often increased their support. CLBC issued interim guidance to support individuals, families, and service providers throughout the pandemic, including greater flexibility in the use of individualized funding to support families needing respite. Service providers demonstrated their responsiveness by adapting services to comply with the new guidance and directives from the Office of the Provincial Health Officer and [WorkSafeBC](#).

The Re-Imagining Community Inclusion Implementation Steering Committee shifted its focus to COVID-19 response and met weekly with the [Ministry of Social Development and Poverty Reduction](#) and a Deputy Provincial Health Officer. After the first wave of the pandemic, CLBC and service providers implemented safety plans for the re-opening of services. At the end of

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<sup>1</sup> The data refers to the period from April 1, 2020 to March 31, 2021.

<sup>2</sup> The data refers to the period from April 1, 2016 to March 31, 2021.

fiscal year 2020/21, CLBC continued to modify services in order to comply with orders of the Provincial Health Officer.

Adaptations to services, job loss and reduced access to community supports due to the pandemic exacerbated feelings of social isolation and vulnerability among individuals and increased caregiving responsibilities for families. CLBC worked with government, sector partners and self-advocacy groups to address these issues, enhancing social connection, and support for individuals and families. Through the [Stronger BC Economic Recovery Plan](#), funds have been invested to support individuals who have lost their jobs to find work again and to increase individuals' digital literacy.

The COVID-19 pandemic impacted some of the results in this report. CLBC suspended some aspects of its normal business operations, including some data collection (e.g. the *include Me!* quality of life surveying<sup>3</sup>), as CLBC and service providers focused on managing the impact of the COVID-19 pandemic while continuing to provide essential services. The gaps in reporting data and the variances to the performance measures are identified in the discussions of results.

## **2020/21 Economic Statement**

British Columbia's economy declined in 2020, as the negative impacts from the COVID-19 pandemic pushed economies all over the world into deep recessions. B.C.'s real GDP contraction of 3.8 per cent was the fourth smallest among provinces (behind Prince Edward Island, Nova Scotia, and New Brunswick). The decline in B.C.'s real GDP was almost entirely driven by service-producing industries, while goods-producing industries had modest declines. Output in the arts, entertainment and recreation, accommodation and food services and transportation were some of the main drivers of the decrease in the service sector. In B.C.'s goods producing sector declines in manufacturing and natural resources were partially offset by increases in the construction sector. Employment in B.C. decreased by 6.6 per cent in 2020. However, wages and salaries remained relatively stable compared to 2019 as low wage workers accounted for the majority of job losses. Retail trade increased by 1.3 per cent in 2020, while consumer prices increased by 0.8 per cent. Residential construction activity slowed but remained relatively strong, with housing starts declining in 2020 after experiencing all-time highs in 2019. In contrast, after declining for three consecutive years home sales reached record levels in late 2020. On the external front, global international trade experienced significant disruptions as the pandemic unfolded. B.C.'s international merchandise exports contracted in 2020 reflecting a combination of weaker global demand and lower commodity prices.

## **Report on Performance: Goals, Objectives, Measures and Targets**

CLBC worked with the [Ministry of Social Development and Poverty Reduction](#) and community partners to plan 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 vision will improve services to individuals and their families and better enable them to participate in their communities in meaningful ways.

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<sup>3</sup> CLBC's *include Me!* initiative, which includes a quality of life framework and survey instrument, measures, and aims to improve individuals' quality of life.



CLBC reports on annual performance against targets established in its [2020/21 Service Plan](#), using nine performance measures assigned to four goals. In some instances, such as those related to employment supports, measures 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 CLBC Strategic Plan](#).

## Goal 1: Support individuals to achieve better outcomes.

CLBC works to improve individuals' quality of life outcomes and create opportunities for them to reach their full potential through an array of supports and services, which include planning supports, connecting individuals with community resources and funding of services to meet disability related needs. Focused work in areas of employment, housing, and better supporting individuals with multiple, complex needs will continue for the term of this plan, along with a focus on better serving Indigenous individuals.

This goal reflects the importance that CLBC places on supporting individuals to achieve their personal goals, while also meeting their disability-related needs. It supports the B.C. government's commitment to deliver high quality services that British Columbians can count on, and to build a strong, innovative economy that works for everyone by improving individuals' participation in employment.

### Objective 1.1: Individuals have increased access to a range of home support options.

#### Key Highlights

- Increased rates (for the second year in a row) for home sharing providers to increase the sustainability of home sharing and support the BC Government's and CLBC's efforts to make improvements to shared living.
- Collaborated with [Inclusion BC](#) to develop and launch the new [Key To Home website](#), including inclusive housing planning and awareness tools as part of a strategy to increase the availability of inclusive housing.
- Participated in Housing Central, Canada's largest housing conference to raise awareness among non-profit housing providers, local governments, and developers about the housing-related needs of individuals.

Performance Measure	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
1.1 Percentage of individuals who are living in their own home through supports for independent living <sup>1</sup>	9.0%	9.4%	9.3%	10.0%	11.0%

<sup>1</sup> 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

1.1 The percentage of those who live in their own homes with supported daily living services is one 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. Housing research completed for the CLBC-Inclusion BC Inclusive Housing Task Force shows that the majority of individuals CLBC serves prefer to live in their own homes with supported living services, which is reflected in the steady increase in the performance of this measure over time. CLBC's *include me!* survey and data has previously indicated that satisfaction with housing correlates with higher quality of life, relative to those living in other types of residential services, in the areas of self-determination, rights, personal development and social inclusion.

Over the last year, CLBC continued to collaborate with key stakeholders within the community living sector, along with housing-related stakeholders, in the development of inclusive housing planning and awareness tools that are aimed to increase the development of inclusive housing. Some of the individuals CLBC supports aspire to live more independently yet were reluctant to live on their own this year due to the COVID-19 pandemic and chose to move back to their family home. This is reflected in the 2020/21 Actual result, which was slightly below the target. CLBC is pleased with the consistent uptake in the use of supports for independent living even with the adjustments to both service delivery and to people's lives resulting from the COVID-19 pandemic.

### **Objective 1.2: Individuals have greater access to employment opportunities.**

#### **Key Highlights**

- CLBC completed the pilot of the new L.I.F.E-based service at the end of 2020, which included five agencies in the Lower Mainland and on Vancouver Island. This service is designed to support people in achieving their goals in learning, inclusion, friendship, and employment. In addition, this service helps to respond to individuals and families who have indicated an interest in pursuing employment and a need for a more holistic service approach. Expansion to other regions of the province will begin in late 2021.
- CLBC, with funds from the [Stronger BC Economic Recovery Plan](#), invested \$9.7 million in employment services to support people who lost employment due to the pandemic to get back to work. CLBC partnered with [Inclusion BC](#) to administer this support.
- Additionally, \$300,000, provided from the [Stronger BC Economic Recovery Plan](#), enabled CLBC, working with the [Immigration Services Society of BC](#), to support people to increase their digital literacy, increase employability and to better participate in online activities.

Performance Measure	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
1.2a Percentage of individuals younger than 65 reporting current employment income. <sup>1</sup>	23.9%	26.0%	22.9%	27.5%	29.0%
1.2b Percentage of individuals supported by CLBC-funded employment services reporting current employment that retained employment for a period of one year or more. <sup>2</sup>	81%	77%	75%	76%	76%

<sup>1</sup> Data source: ICM, BC Disability Assistance

<sup>2</sup> Data Source: The CLBC Periodic Report for Employment Services

## Discussion of Results

1.2a: This measure reports on the percentage of working-aged individuals who are successful in finding employment and who report employment income through BC Disability Assistance.<sup>4</sup> It indicates the extent to which individuals are participating in their community through employment and links to improved quality of life outcomes in areas such as social inclusion, self-determination, personal development and financial well-being.

The percentage of individuals that CLBC supports and who report employment income has steadily increased since the [Community Action Employment Plan](#) was launched in 2012/13. The COVID-19 pandemic had a significant impact on employment for many of these individuals which contributed to the 2020/21 results. The lack of a more significant decline in reporting employment income is likely attributable to several factors:

- Temporary job loss is not reflected in the results because the measure captures the number of individuals reporting income at any time during the year.
- Many individuals that CLBC supports are employed in sectors that continued to operate throughout the pandemic with short term interruptions.
- While a decline in reporting employment income was observed early in the pandemic, a rebound occurred later, suggesting that federal and provincial programs were successful in providing income security for vulnerable workers.

1.2b: This measure is an indicator of employment stability for individuals finding work with the support of a CLBC-funded employment services. The measure speaks to the quality of CLBC's employment services helping individuals find and keep jobs and overall satisfaction of both the employee and employer.

<sup>4</sup> 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.

The 2020/21 results show that 75 percent of the individuals who were employed and reported employment income remained employed for a year or more, despite the impacts of the pandemic<sup>5</sup>.

The results are particularly positive considering the economic impact of the COVID-19 pandemic, which disproportionately affected the employment of individuals with developmental disabilities. The additional investment in employment services, with funding from the [Stronger BC Economic Recovery Plan](#), supported individuals, who lost their jobs due to the pandemic, to re-enter the workforce.

## **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 continued working collaboratively with the Indigenous Advisory Committee to improve relationships with Indigenous peoples, their communities, and to align policies and practices with the [B.C. Declaration on the Rights of Indigenous Peoples Act](#) and the Truth and Reconciliation Commission of Canada: Calls to Action.
- CLBC created two new roles: [Executive Director of Indigenous Relations](#) (and an Indigenous Practice Advisor), to oversee the establishment of a new Indigenous Relations team that will increase cultural safety assure alignment with the [B.C. Declaration of the Rights of Indigenous Peoples Act](#).
- CLBC continued to build relationships with Indigenous communities by improving awareness of, and the delivery of supports and services, to Indigenous individuals both on and off reserve. CLBC's funding for service delivery in First Nations communities increased by \$1.5 million in 2020/21.
- CLBC provided increased flexibility in the use of individualized funding to support families needing respite from caregiving during the pandemic by allowing the purchase of a more diverse range of supports than is currently included in existing agreements.

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<sup>5</sup> CLBC surveyed employment service providers to gauge the impact of the COVID-19 pandemic in September 2021; CLBC Periodic Reporting to December 31, 2021.

Performance Measure(s)	2019/20 Actuals	2020/21 Target	2020/21 Actuals <sup>1</sup>	2021/22 Target	2022/23 Target
2.1 Percentage of families of transitioning youth who feel they understand what services and supports they can expect from CLBC	65%	67%	66%	69%	70%

Data Source: Targeted consumer surveys completed in 2020/21. The survey sample is made up of individuals and families who turned 19 years of age and completed a Guide to Support Allocation.

## Discussion of Results

Individuals and families have identified that the transparency of ensuring they 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 effective choices. This is particularly important for transitioning youth who have not yet accessed CLBC services.

Data collected shows 66 percent of families of transitioning youth feel they understood what services and supports they could expect from CLBC. While the target was not met, the results show a slight increase over the previous year and builds on progress made since 2018/19 with 58 percent of families feeling this way, when CLBC began implementing the new welcome and planning approach. Results over the last three years demonstrate CLBC's continued effectiveness in informing individuals and families on funded services and natural supports that are available.

During the COVID-19 pandemic, CLBC adapted its approach by continuing to offer Welcome Workshops virtually to families and transitioning youth. The results suggest that CLBC's modification to the welcome and planning approach have been effective in assisting families during the pandemic.

CLBC also continued to involve individuals, families and their representatives in evaluating, designing and implementing new policies, practices and services, including seeking their input into the development of interim guidance as part of CLBC's COVID-19 Emergency response, and evaluating the pilot of the new L.I.F.E.-based service. As part of its response to the pandemic, CLBC also provided additional funding to the [Family Support Institute](#) to operate its family resource network, and the [Vela Microboard Society](#), which supports individuals and families using person-centred societies or individualized funding to access needed supports,

## Objective 2.2: CLBC's planning process is useful for individuals and families.

### Key Highlights.

- During the pandemic, CLBC adapted its planning approach to a virtual environment using video conferencing platforms.
- CLBC significantly increased communications to families and individuals to ensure access to timely, accurate information, and participated in regular calls with a Deputy Provincial Health Officer.
- CLBC adopted interim measures, including online evaluations aiming to remove barriers for people establishing eligibility and accessing services during the pandemic. Examples include: allowing remote IQ assessments, allowing verbal consent for Services to Adults with Developmental Disabilities, and a new contract e-Authorization process allowing contracts to be electronically issued, signed, and returned to CLBC.

Performance Measure(s)	2019/20 Actuals	2020/21 Target	2020/21 Actuals <sup>1</sup>	2021/22 Target	2022/23 Target
2.2 Percentage of individuals and families who rate the quality of CLBC's planning support as good or above	78%	77%	85%	78% <sup>6</sup>	78%

Data Source: Targeted Consumer Surveys completed in 2020/21.

### Discussion of Results

Results of the targeted consumer survey showed 85 percent of individuals and families felt that the quality of CLBC's planning support was good or better. CLBC exceeded its target for this performance measure which can be attributed to the revised planning approach and CLBC's shift to offering online Welcome Workshops during the pandemic.

CLBC was pleased to maintain high levels of satisfaction with CLBC's planning process despite the challenges created by the pandemic. While CLBC expected an upward trend in this measure following the implementation of this updated approach to planning, the target was set at a conservative level in 2020/21 due to the pandemic.

### Goal 3: Develop tools and streamline internal processes to support more efficient operations.

CLBC's tools and processes enable staff and service providers to plan, deliver and monitor supports and services to individuals and their families. Streamlined internal processes and effective information technology tools and systems enable staff to effectively and efficiently fulfill these roles thus improving individuals and families' service experiences, while at the same time increasing staff satisfaction.

<sup>6</sup> Since the targets were set prior to the COVID-19 pandemic, they do not take into consideration the impact the pandemic would have on the measure's performance. The targets will be revised in the next Service Plan to reflect up -to- date survey data.

This goal contributes to the BC government's commitment to deliver quality services that British Columbians can count on.

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

#### **Key Highlights**

- Launched CLBC's new internal intranet platform – myCLBC- which improves access to tools and resources while supporting staff to provide timely and responsive information to individuals and families.
- Completed the replacement of the Unified Communications Project; technology and communications tools to improve operational efficiency, accessibility, and mobility.
- Implemented changes such as new tools and processes that strengthen critical incident reporting for both CLBC staff and service providers.
- Completed the business process review to replace CLBC's individual management system.
- Continued development and planning for the implementation of the Program Negotiations project in early 2021/22. The Program Negotiations project is intended to improve tools and processes for negotiating program budgets and administering contracts. Implementation was delayed in 2020/21 because of the impact of the pandemic on service providers and CLBC staff.

<b>Performance Measure(s)</b>	<b>2019/20 Actuals</b>	<b>2020/21 Target</b>	<b>2020/21 Actuals</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
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	90	98	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.

Of the four variables listed, the first three are relatively stable; the 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 maximizing the impact of available

funding and deliver quality services to individuals in a timely and responsive manner, reflected in CLBC's increasing performance over the last few years.

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 target of 90 for this measure has been maintained despite population growth and impacts of the pandemic.

### **Objective 3.2: Respond to individuals and families' needs and concerns in a timely manner and ensure quality and responsive services.**

#### **Key Highlights**

- CLBC adapted its direct services during the pandemic using video conferencing platforms to ensure the safety of CLBC staff, service provider staff, and individuals and the continuity of essential services.
- CLBC expanded and maintained on-going communications during the pandemic to ensure individuals, families, and service providers had current, accurate information to support them in adapting to, and coping with, the impacts of the pandemic.

<b>Performance Measure(s)</b>	<b>2019/20 Actuals</b>	<b>2020/21 Target</b>	<b>2020/21 Actual</b>	<b>2021/22 Target</b>	<b>2022/23 Target</b>
3.2 Percentage of complaints resolved within the timeframes set out in the CLBC <i>Complaints Resolution Policy</i>	71%	85%	70%	87%	88%

Data source: CLBC Complaints Tracking system.

#### **Discussion of Results**

This measure illustrates how well CLBC responds to and resolves individuals and families' concerns within the required timeframes set in CLBC's *Complaints Resolution Policy*. Each year demand for CLBC services increases, with more eligible individuals requesting services.

In 2020/21, CLBC assisted 1,131 individuals to become eligible for CLBC services and provided new or additional services to 3,398 individuals with developmental disabilities and their families. In response to the COVID-19 pandemic, CLBC adapted its direct services using video conferencing platforms, which helped maintain planning supports to individuals and families. Funding and monitoring services were also prioritized to focus on supporting individuals and service providers, regular communication and modified on-site visits.

This performance measure is intended to demonstrate CLBC's commitment to responding in a timely and efficient manner and to continuous quality improvement of services which is supported by monitoring and learning from reports on complaints.

The 2020/21 results fall short of the target set in the [2020/21 Service Plan](#), due to the impact of the pandemic which required modifications to services, changing priorities and additional work for CLBC, making it harder for regional staff to meet the policy's required timeframes. In



November 2020, CLBC started scoping a project to rework CLBC's *Complaints Resolution Policy* while also working closely with regional staff to meet the required timeframes.

**Goal 4: Enhance partnerships with service providers to ensure delivery of quality services that are aligned with service and support needs.**

CLBC contracts with a network of qualified service providers to deliver disability-related services that enable individuals to live lives filled with possibilities in welcoming communities. CLBC continues to improve the comprehensive framework of procurement, funding, contracting, reporting, and monitoring processes, and uses information gathered from service providers through various reporting mechanisms to adjust services based on individuals' changing needs.

This goal contributes to the B.C. government's commitment to deliver quality services that British Columbians can count on.

**Objective 4.1: Maintain a responsive and resilient service network to deliver services that advance people's quality of life and are aligned with CLBC's goals.**

**Key Highlights**

- CLBC administered \$19.9 million of emergency funding made available by the BC Government to sustain residential services during the pandemic.
- Service providers demonstrated their resilience, in the face of a multitude of challenges by maintaining essential residential services, including providing additional resources to home sharing providers supporting individuals unable to attend employment and community inclusion services.
- Service providers demonstrated their responsiveness by adapting services to comply with new guidance and directives from the Office of the Provincial Health Officer and [WorkSafeBC](#).
- Home sharing providers maintained continuity of care through disruptions to routines, access to community and services that resulted from the pandemic.

Performance Measure(s)	2019/20 Actuals	2020/21 Target	2020/21 Actuals	2021/22 Target	2022/23 Target
4.1a Change over time in Quality of Life scores of surveyed individuals accessing CLBC-funded services	7.41	7.45	N/A*	7.46	7.47
4.1b Change over time of personal development domain scores of surveyed individuals accessing CLBC-funded services	7.30	7.38	N/A*	7.44	7.48

Data source: *include Me!* survey results.

\*Survey and Data collection paused during COVID-19 pandemic

## Discussion of Results

4.1a: CLBC paused the *include me!* survey and data collection in 2020/21 due to the COVID-19 pandemic as CLBC and service providers needed to focus on implementing business continuity plans to manage the pandemic while continuing to provide essential services.

As part of its COVID-19 response, CLBC developed a series of projects to assess individual, family, and home sharing provider resiliency, which acted as a point-in-time assessment of individuals' personal and service situations during the pandemic. As part of CLBC's COVID-19 emergency response, CLBC staff continued to meet their monitoring requirements to ensure the safety, health, well-being, and rights of individuals CLBC supports.

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 combining the scores of each of the eight domains found in 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 *include Me!* use this data to evaluate the impact of their continuous quality improvement efforts on the quality of life for those they serve.

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.

The *include Me!* survey and data collection used for this performance measure are scheduled to begin again in 2021/22.

## Financial Report

For the auditor's report and audited financial statements, see **Appendix B**. These can also be found on the Community Living British Columbia website at:

<https://www.communitylivingbc.ca/about-us/corporate-reports/financial-reports> .

## Discussion of Results

The discussion and analysis of the financial results from operations and financial position for the year ended March 31, 2021 should be read in conjunction with the audited financial statements and accompanying notes (see Appendix B).

CLBC provides supports and services to eligible individuals through contractual arrangements with not-for-profit organizations, person-centred societies, and private organizations throughout the province, through direct funding to families and contractors 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, 2021 with a balanced budget, while providing new or increased supports and services improving the lives of 3,398 individuals and costing \$53.3 million in the year, \$50.9 million for the Developmental Disabilities program and \$2.4 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, including COVID-19 financial impacts arising from temporary emergency measures and recovery plans in supports and services.

## Financial Summary

(\$millions)	2019/20 Actual	2020/21 Budget	2020/21 Actual	2020/21 Variance
<b>Revenue</b>				
Contributions from the Province				
Government transfers	1,099.4	1,139.7	1,217.6	77.9
Restricted – operating	(3.3)	-	(3.0)	(3.0)
Restricted – capital	(5.6)	(5.9)	(5.5)	0.4
<b>Net Operating Contributions</b>	<b>1,090.5</b>	<b>1,133.8</b>	<b>1,209.1</b>	<b>75.3</b>
Other income	23.5	23.2	26.0	2.8
Amortization of deferred capital contributions	3.2	3.3	2.6	(0.7)
<b>Total Revenue</b>	<b>1,117.2</b>	<b>1,160.3</b>	<b>1,237.7</b>	<b>77.4</b>
<b>Expenses</b>				
Supports and Services				
Developmental Disabilities Program	1,008.1	1,046.2	1,122.4	76.2
Personalized Supports Initiative	34.1	36.3	37.0	0.7
Provincial services	5.5	6.4	5.8	(0.6)
<b>Total Supports and Services</b>	<b>1,047.7</b>	<b>1,088.9</b>	<b>1,165.2</b>	<b>76.3</b>
Regional operations & administration	65.8	67.2	69.2	2.0
Amortization of tangible capital assets	3.7	4.2	3.3	(0.9)
<b>Total Expenses</b>	<b>1,117.2</b>	<b>1,160.3</b>	<b>1,237.7</b>	<b>77.4</b>
<b>Annual Surplus</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Supports and services compared to total expense	93.8%	93.8%	94.1%	0.3%
<b>Total Liabilities</b>	<b>36.1</b>	<b>38.3</b>	<b>45.8</b>	<b>7.5</b>
<b>Capital Expenditures</b>	<b>6.7</b>	<b>7.7</b>	<b>4.8</b>	<b>(2.9)</b>
<b>Accumulated Surplus</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>	<b>-</b>

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, 2021, that number reached 24,520, a 4.8 per cent increase within the year and a 29.9 per cent increase over five years. As in prior years, those aged 19 make up the bulk of the growth, with 1,053 of the 1,376 new individuals in 2020/21.

*Table 1 – Adults Eligible for CLBC Services*

	2019/20	2020/21
<b>Number of individuals with open files at year end</b>		
Developmental Disabilities Program	21,160	22,010
Personalized Supports Initiative	2,229	2,510
<b>Total number of individuals with open files at year end</b>	<b>23,389</b>	<b>24,520</b>
<b>Increase within the year<sup>1</sup></b>		
Developmental Disabilities Program	881	850
Personalized Supports Initiative	284	281
<b>Total increase within the year</b>	<b>1,165</b>	<b>1,131</b>
<b>Annual rate of increase</b>	<b>5.2%</b>	<b>4.8%</b>

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 (2020/21 – 245 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 prioritising of services,
- 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. \$118.2 million in additional contributions were made available by the Province in 2020/21, which included COVID-19 Emergency Funding.

During the year, CLBC received additional funding of \$23.3 million for the emergency funding program, of which \$19.9 million was implemented as part of CLBC's Temporary COVID-19 Emergency Response Plan that prioritized the needs of home sharing providers, staffed residential services and shared living arrangements. The remaining emergency funding was used to address direct, incremental operating costs arising from COVID-19. Further, as part of the Economic Recovery Plan, CLBC received \$10.0 million mainly to support individuals who lost employment during the pandemic.

After considering year-to-year changes in restricted funds, this translates to a \$118.6 million increase in net operating contributions, which was \$75.3 million more than budgeted.

Other income was up from 2019/20 due to higher recoveries from Indigenous Services Canada, Public Guardian and Trustee, Ministry of Children and Family Development, and Health Authorities. This change, together with fluctuations in amortization costs, brought the total operating revenue to \$1,237.7 million which was \$77.4 million more than budgeted and \$120.5 million higher than 2019/20.

## Expenses

### a) Supports and Services

Almost all the 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 2020/21, CLBC provided new and incremental services through the Developmental Disabilities program benefitting 3,021 individuals costing \$50.9 million within the year, while addressing \$28.4 million in annualization costs for services implemented in the prior year, \$40.0 million for service provider costs related to the Sustainable Services Negotiating Mandate and \$30.8 million for COVID-19 Emergency Funding expenses. These outlays were partially offset by higher contract recoveries, resulting in a \$114.3 million increase in spending from 2019/20 and \$76.2 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**

	2019/20	2020/21
<b>Total Number of Supported Individuals at Year End</b>	<b>21,160</b>	<b>22,010</b>
% increase from prior year	4.3%	4.0%
<b>New Services Implemented</b>		
Number of new services	4,249	4,587
Number of individuals provided new services	2,830	3,021
Cost within the fiscal year (\$ millions)	43.3	50.9
Annual cost of service (\$ millions)	71.7	81.8
Average annual cost of new services per individual (\$ thousands)	25.3	27.1
<b>Contracted Service Recoveries</b>		
Recoveries within the fiscal year (\$ millions)	29.3	34.5
Annual ongoing service recoveries (\$ millions)	47.2	48.7
<b>Average Total Annual Cost per Individual (\$ thousands)</b>	<b>48.7</b>	<b>52.0</b>

Through the Personalized Supports Initiative, CLBC incurred \$1.6 million in service annualization costs and implemented new and incremental services benefitting 377 individuals and costing \$2.4 million in the year.

**Table 3 – Supports and Services - Personalized Supports Initiative**

	2019/20	2020/21
<b>Total Number of Supported Individuals at Year End</b>	<b>2,229</b>	<b>2,510</b>
<b>New Services Implemented</b>		
Number of new services	551	541
Number of individuals provided new services	381	377
Cost within the fiscal year (\$ millions)	3.4	2.4
Annual cost of service (\$ millions)	5.0	4.6
Average annual cost of new services per individual (\$ thousands)	13.1	12.2
<b>Contracted Service Recoveries</b>		
Recoveries within the fiscal year (\$ millions)	2.4	3.1
Annual ongoing service recoveries (\$ millions)	2.7	3.4
<b>Average Total Annual Cost per Individual (\$ thousands)</b>	<b>16.4</b>	<b>15.6</b>

Provincial Services includes the Provincial Assessment Centre, which accounted for \$5.8 million in 2020/21, including \$0.2 million related to COVID-19 expenses 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 \$0.6 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. The costs related to CLBC regional staff working directly with supported individuals are funded through the remaining up to 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 2020/21, spending on regional operations and administration was \$3.4 million higher than in 2019/20 and \$2.0 million higher than budget due to greater caseload volumes, operational requirements, and COVID-19 operating expenses.



### 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 (SDPR) 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.

## **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.

### **Contact Information**

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Email: [CLBCInfo@gov.bc.ca](mailto:CLBCInfo@gov.bc.ca)

Visit our website at [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

## **Appendix B: Auditor's Report and Audited Financial Statements**

### **COMMUNITY LIVING BRITISH COLUMBIA**

#### **Audited Financial Statements**

March 31, 2021

## COMMUNITY LIVING BRITISH COLUMBIA

### Management's Report

#### ***Management's Responsibility for the Financial Statements***

The financial statements of Community Living British Columbia as at March 31, 2021, and for the year then ended, have been prepared by management in accordance with the basis of accounting described in Note 2(a). Other significant accounting policies are described in Notes 2(b)-(e) to the financial statements.

Management is responsible for the integrity and objectivity of these financial statements, and for ensuring that the notes to the financial statements are consistent with the information contained in the financial statements. The preparation of financial statements necessarily involves the use of estimates based on management's judgment, particularly when transactions affecting the current accounting period cannot be finalized with certainty until future periods.

Management is also responsible for implementing and maintaining a system of internal controls to provide reasonable assurance that the financial information produced is reliable. The internal controls are designed to provide reasonable assurance that assets are safeguarded, transactions are properly authorized and recorded in compliance with legislative and regulatory requirements, and reliable financial information is available on a timely basis for the preparation and review of the financial statements.

The Board of Directors ("Board") is responsible for ensuring that management fulfills its responsibilities for financial reporting and internal control. The Board reviews internal financial statements on a regular basis and external audited financial statements annually. The Board also discusses any significant financial reporting or internal control matters prior to its approval of the financial statements.

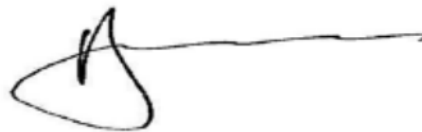
The external auditors, PricewaterhouseCoopers LLP, conduct an independent examination, in accordance with Canadian generally accepted auditing standards, and express their opinion on the financial statements. The accompanying Independent Auditor's Report outlines their responsibilities, the scope of their examination, and their opinion on these financial statements. The external auditors have full and free access to management and the Board.

On behalf of Community Living British Columbia



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Ross Chilton  
Chief Executive Officer



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Henry Chen  
Vice President, Finance & Chief Financial  
Officer



## *Independent auditor's report*

To the Board of Directors of Community Living British Columbia and the Minister of Social Development and Poverty Reduction, Province of British Columbia

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### *Our opinion*

In our opinion, the accompanying financial statements of Community Living British Columbia (CLBC) as at March 31, 2021 and for the year then ended are prepared, in all material respects, in accordance with the accounting requirements of Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia.

#### **What we have audited**

CLBC's financial statements comprise:

- the statement of financial position as at March 31, 2021;
- the statement of operations and accumulated surplus for the year then ended;
- the statement of changes in net debt for the year then ended;
- the statement of cash flows for the year then ended; and
- the notes to the financial statements, which include significant accounting policies and other explanatory information.

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### *Basis for opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Independence**

We are independent of CLBC in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada. We have fulfilled our other ethical responsibilities in accordance with these requirements.

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### *Emphasis of matter - basis of accounting*

We draw attention to note 2 to the financial statements, which describes the basis of accounting and the significant differences between such basis of accounting and Canadian public sector accounting standards. Note 2 to the financial statements discloses the impact of these differences. Our opinion is not modified in respect of this matter.

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*PricewaterhouseCoopers LLP*

*PricewaterhouseCoopers Place, 250 Howe Street, Suite 1400, Vancouver, British Columbia, Canada V6C 3S7  
T: +1 604 806 7000, F: +1 604 806 7806*

\*PwC\* refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership.



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*Responsibilities of management and those charged with governance for the financial statements*

Management is responsible for the preparation of the financial statements in accordance with the accounting requirements of Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing CLBC's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate CLBC or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing CLBC's financial reporting process.

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*Auditor's responsibilities for the audit of the financial statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of CLBC's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.



- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on CLBC's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause CLBC to cease to continue as a going concern.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

*PricewaterhouseCoopers LLP*

Chartered Professional Accountants

Vancouver, British Columbia  
May 13, 2021

**COMMUNITY LIVING BRITISH COLUMBIA****Statement of Financial Position**

(Expressed in thousands of dollars)

**As at March 31**

	2021	2020
<b>Financial assets</b>		
Cash	\$ 27,094	\$ 16,780
Accounts receivable (note 4)	2,955	5,079
Employee retiring allowance amounts receivable (note 5a)	691	716
	<b>30,740</b>	<b>22,575</b>
<b>Liabilities</b>		
Accounts payable and accrued liabilities	19,180	15,431
Employee retiring allowance liabilities (note 5a)	1,983	1,922
Deferred operating contributions (note 6)	7,374	4,384
Deferred capital contributions (note 7)	17,278	14,374
	<b>45,815</b>	<b>36,111</b>
<b>Net debt</b>	<b>(15,075)</b>	<b>(13,536)</b>
<b>Non-financial assets</b>		
Tangible capital assets (notes 7 & 8)		
Funded by capital contributions	16,257	14,357
Unfunded	2,125	2,457
	<b>18,382</b>	<b>16,814</b>
Prepaid expenses	441	470
	<b>18,823</b>	<b>17,284</b>
<b>Accumulated surplus (note 9)</b>	<b>\$ 3,748</b>	<b>\$ 3,748</b>

Commitments, contractual obligations and contingencies (note 15)

Approved on behalf of the Board:

Dr. Michael J. Prince  
ChairBarbara Carle-Thiesson  
Finance & Audit Committee Chair

The accompanying notes are an integral part of these financial statements.



**COMMUNITY LIVING BRITISH COLUMBIA**  
**Statement of Operations and Accumulated Surplus**  
(Expressed in thousands of dollars)

**For year ended March 31**

	2021 Budget (note 16)	2021 Actual	2020 Actual
<b>Revenues</b>			
Operating contributions from the Province of British Columbia (note 17)	\$ 1,133,800	\$ 1,209,143	\$ 1,090,549
Cost sharing agreements with regional health authorities	17,500	17,873	17,116
Interest income	1,250	650	1,232
Other income	4,450	7,433	5,131
Capital contributions (note 7)	3,300	2,572	3,193
	1,160,300	1,237,671	1,117,221
<b>Expenses (notes 14 &amp; 17)</b>			
Supports and services:			
Developmental Disabilities Program	1,046,200	1,122,377	1,008,072
Personalized Supports Initiative	36,300	36,955	34,130
Provincial Services	6,400	5,856	5,510
Regional operations & administration	67,200	69,206	65,820
Amortization of tangible capital assets (note 8)	4,200	3,277	3,689
	1,160,300	1,237,671	1,117,221
<b>Annual surplus</b>	\$ -	-	-
Accumulated surplus at beginning of year		3,748	3,748
<b>Accumulated surplus at end of year</b>		\$ 3,748	\$ 3,748

The accompanying notes are an integral part of these financial statements.

**COMMUNITY LIVING BRITISH COLUMBIA****Statement of Changes in Net Debt**

(Expressed in thousands of dollars)

**For year ended March 31**

	2021 Budget (note 16)	2021 Actual	2020 Actual
Annual surplus	\$ -	\$ -	\$ -
Acquisition of tangible capital assets	(7,700)	(4,845)	(6,690)
Amortization of tangible capital assets	4,200	3,277	3,689
	(3,500)	(1,568)	(3,001)
Decrease in prepaid expenses		29	45
Increase in net debt		(1,539)	(2,956)
Net debt at beginning of year		(13,536)	(10,580)
Net debt at end of year		\$ (15,075)	\$ (13,536)

The accompanying notes are an integral part of these financial statements.

**COMMUNITY LIVING BRITISH COLUMBIA****Statement of Cash Flows**

(Expressed in thousands of dollars)

**For year ended March 31**

	2021	2020
Cash provided by (used in):		
<b>Operating activities</b>		
Annual surplus	\$ -	\$ -
Items not involving cash:		
Recognition of deferred capital contributions	(2,572)	(3,193)
Amortization of tangible capital assets	3,277	3,689
	705	496
Changes in non-cash working capital (note 11)	8,978	(3,432)
	9,683	(2,936)
<b>Financing activities</b>		
Additions to deferred capital contributions	5,476	5,623
	5,476	5,623
<b>Capital activities</b>		
Purchase of tangible capital assets	(4,845)	(6,690)
	(4,845)	(6,690)
<b>Increase (decrease) in cash</b>	<b>10,314</b>	<b>(4,003)</b>
Cash, beginning of year	16,780	20,783
<b>Cash, end of year</b>	<b>\$ 27,094</b>	<b>\$ 16,780</b>
<b>Supplemental information:</b>		
Interest received	\$ 650	\$ 1,232

The accompanying notes are an integral part of these financial statements.

## COMMUNITY LIVING BRITISH COLUMBIA

### Notes to the Financial Statements

(Expressed in thousands of dollars)

**March 31, 2021**

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#### 1. Authority and purpose

Community Living British Columbia ("CLBC") was established on July 1, 2005 under the Community Living Authority Act as a Crown Corporation of the Province of British Columbia. CLBC is accountable to the provincial government through the Minister of Social Development and Poverty Reduction.

CLBC provides supports and services throughout the province of British Columbia for adults with either a developmental disability or a significant limitation in adaptive functioning along with a diagnosis of Fetal Alcohol Spectrum Disorder or Pervasive Developmental Disorder.

CLBC is exempt from income taxes.

#### 2. Significant accounting policies

##### a) Basis of accounting

These financial statements have been prepared in accordance with section 23.1 of the Budget Transparency and Accountability Act of British Columbia.

In accordance with that Act, CLBC's accounting policies and practices conform to Canadian public sector accounting standards ("PSAS") as modified by the accounting policy for government transfers that are restricted for tangible capital assets ("capital contributions") described in Note 2(b).

This modified basis of accounting is different from PSAS with respect to the timing of revenue recognition for capital contributions. PSAS requires that capital contributions are recognized as revenue when the related expenditures are incurred. If CLBC had recorded capital contributions under PSAS rather than the accounting policy described in Note 2(b), capital contributions recognized as revenue and the annual surplus for the year ended March 31, 2021 would have increased by \$1,900 (2020 – increased by \$2,423). As at March 31, 2021, deferred capital contributions used to purchase tangible capital assets would have decreased and the accumulated surplus would have increased by \$16,257 (2020 – \$14,357). Under PSAS, the total cash flows from operating, financing, and capital activities for the years ended March 31, 2021 and 2020 would have been the same as reported in these financial statements.

##### b) Revenue recognition

Operating contributions are accounted for in accordance with PS 3410 – *Government Transfers*. Under PS 3410, contributions without stipulations are recognized as revenue in the period the transfer is authorized, and all eligibility criteria have been met, and contributions that are subject to stipulations are recognized as revenue in the period when such stipulations are met.

Capital contributions are deferred and recognized as revenue at the same rate as the amortization, and any impairment, of the tangible capital asset.

## COMMUNITY LIVING BRITISH COLUMBIA

### Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2021

#### 2. Significant accounting policies (continued)

##### b) Revenue recognition (continued)

Cost sharing agreements with the Province of British Columbia and related entities, interest income and other income are recognized as revenue in the period the transactions or events giving rise to the revenues occur.

##### c) Financial instruments

Financial instruments include cash, accounts receivable, and accounts payable and accrued liabilities.

Financial instruments are accounted for in accordance with PS 3450 – *Financial Instruments*. Accounts receivable are carried at cost less a valuation allowance. Accounts payable and accrued liabilities are carried at cost or an estimate thereof.

##### d) Tangible capital assets

Tangible capital assets are initially recorded at cost. When a tangible capital asset no longer contributes to CLBC's ability to provide services, or the future economic benefit to be provided by a tangible capital asset has permanently declined below its book value, the carrying value of the asset is reduced to reflect the decline in value. Amortization is calculated on a straight-line basis over the assets' estimated useful lives or lease terms at the following rates:

Leasehold improvements	Lease term to a maximum of 5 years
Vehicles	7 years
Furniture and equipment	5 years
Information systems	3-5 years

Information systems work-in-progress represents the unamortized costs incurred for the development of information technology which is not substantially complete. On completion, the work-in-progress balance is transferred to the completed assets account and amortized over its estimated useful life.

##### e) Employee future benefits

Liabilities are recorded for employee retiring allowance benefits as employees render services to earn those benefits. The actuarial determination of the accrued benefit obligations uses the projected benefit method pro-rated on service. That method incorporates management's best estimate of future salary levels, retirement ages of employees, and other actuarial factors.

Defined contribution plan accounting is applied to the multi-employer defined benefit pension plan because sufficient information is not available to apply defined benefit accounting. Accordingly, contributions are expensed as they become payable.

**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****3. Measurement uncertainty**

In preparing these financial statements, management has made estimates and assumptions that affect the reported amounts of assets, liabilities, revenues and expenses and the disclosure of contingent assets and liabilities. Significant areas requiring the use of management estimates include the determination of accrued liabilities. Actual results could differ from these estimates.

**4. Accounts receivable**

	2021	2020
Due from the Province of British Columbia	\$ 1,313	\$ 2,695
GST recoverable	727	742
Due from health authorities	53	48
Other receivables	2,180	2,077
	4,273	5,562
Valuation allowance	(1,318)	(483)
	\$ 2,955	\$ 5,079

**5. Employee future benefits****a) Employee retiring allowance benefits**

Employees with 20 years of service and having reached a certain age are entitled to receive certain lump sum payments upon retirement. These retiring allowance benefit payments are based upon final salary levels and the number of years of service.

Where employees of CLBC have accrued service with other British Columbia government organizations, under an agreement between CLBC and the BC Public Service Agency ("PSA"), the portion of retiring allowance benefits attributable to periods of employee service other than at CLBC is recoverable from the PSA.

Retiring allowance liabilities and the related receivable from PSA as of March 31, 2021 and 2020 are based on an actuarial valuation as at March 31, 2020. The next actuarial valuation will be as at March 31, 2023.

**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****5. Employee future benefits (continued)****a) Employee retiring allowance benefits (continued)**

	2021	2020
Benefit obligation, beginning of year	\$ 1,922	\$ 1,679
Service cost	134	141
Interest cost	56	52
Benefit payments	(129)	(42)
Actuarial loss	-	92
Benefit obligation, end of year	\$ 1,983	\$ 1,922
Amount recoverable from PSA	691	716
Assumed discount rate	2.90%	2.90%
Assumed rate of compensation increase	3.00%	3.00%
Service cost	\$ 134	\$ 141
Interest cost	56	52
Actuarial loss	-	92
Benefits expense	\$ 190	\$ 285

**b) Employee pension benefits**

CLBC and its employees contribute to the Public Service Pension Plan (the "Plan"), a multi-employer defined benefit plan administered by the British Columbia Pension Corporation. The Plan has approximately 67,000 active members, of which 654 (2020 – 634) are employees of CLBC.

CLBC's contributions to the Plan were \$4,423 (2020 – \$4,051).

The most recent actuarial valuation, as at March 31, 2020, indicated a funding surplus of \$2,667 for basic pension benefits. The next actuarial valuation will be as at March 31, 2023 with results available in 2024.

**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****6. Deferred operating contributions**

Deferred operating contributions represent unspent amounts received from the Province of British Columbia that are restricted for specific operating purposes. Amounts recognized as revenue in the Statement of Operations are recorded as operating contributions from the Province of British Columbia.

	2021	2020
Deferred operating contributions, beginning of year	\$ 4,384	\$ 1,173
Restricted operating contributions received	129,457	77,280
Amounts recognized as revenue	(126,467)	(74,069)
Deferred operating contributions, end of year	\$ 7,374	\$ 4,384

**7. Deferred capital contributions**

Deferred capital contributions represent amounts received from the Province of British Columbia, restricted for the purposes of acquiring tangible capital assets, which have not been recognized as revenue.

Deferred capital contributions:	2021			2020
	Spent	Unspent	Total	
Balance, beginning of year	\$ 14,357	\$ 17	\$ 14,374	\$ 11,944
Contributions received	-	5,476	5,476	5,623
Contributions used to purchase tangible capital assets	4,472	(4,472)	-	-
Amounts recognized as revenue	(2,572)	-	(2,572)	(3,193)
Balance, end of year	\$ 16,257	\$ 1,021	\$ 17,278	\$ 14,374

Funded and unfunded tangible capital assets at net book value:

	2021			2020
	Funded	Unfunded	Total	
Balance, beginning of year	\$ 14,357	\$ 2,457	\$ 16,814	\$ 13,813
Purchases	4,472	373	4,845	6,690
Amortization	(2,572)	(705)	(3,277)	(3,689)
Balance, end of year	\$ 16,257	\$ 2,125	\$ 18,382	\$ 16,814



**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****8. Tangible capital assets**

	Leasehold improve- ments	Vehicles	Furniture and equipment	Information systems	Information systems work-in- progress	Total
<b>Cost:</b>						
March 31, 2019	\$ 4,047	\$ 1,224	\$ 2,018	\$ 17,164	\$ 4,755	\$ 29,208
Additions	1,074	-	98	-	5,518	6,690
Disposals	-	(68)	(5)	(348)	-	(421)
Transfers	-	-	-	1,555	(1,555)	-
March 31, 2020	\$ 5,121	\$ 1,156	\$ 2,111	\$ 18,371	\$ 8,718	\$ 35,477
Additions	373	375	35	-	4,062	4,845
Disposals	-	(201)	(5)	(1,197)	-	(1,403)
Transfers	-	-	-	2,341	(2,341)	-
March 31, 2021	\$ 5,494	\$ 1,330	\$ 2,141	\$ 19,515	\$ 10,439	\$ 38,919
<b>Accumulated Amortization:</b>						
March 31, 2019	\$ 1,833	\$ 844	\$ 1,234	\$ 11,484	\$ -	\$ 15,395
Additions	748	91	229	2,621	-	3,689
Disposals	-	(68)	(5)	(348)	-	(421)
March 31, 2020	\$ 2,581	\$ 867	\$ 1,458	\$ 13,757	\$ -	\$ 18,663
Additions	787	82	217	2,191	-	3,277
Disposals	-	(201)	(5)	(1,197)	-	(1,403)
March 31, 2021	\$ 3,368	\$ 748	\$ 1,670	\$ 14,751	\$ -	\$ 20,537
<b>Net Book Value:</b>						
March 31, 2020	\$ 2,540	\$ 289	\$ 653	\$ 4,614	\$ 8,718	\$ 16,814
March 31, 2021	\$ 2,126	\$ 582	\$ 471	\$ 4,764	\$ 10,439	\$ 18,382

**9. Accumulated surplus**

The accumulated surplus of \$3,748 at March 31, 2021 and 2020 includes \$1,272 resulting from the transfer of the net assets of the Interim Authority for Community Living British Columbia to CLBC on October 7, 2005. CLBC has issued and registered to the Minister of Finance one share with a par value of ten dollars, which is also included in accumulated surplus.

**10. Financial instruments**

In management's opinion, CLBC is not exposed to significant credit, currency, interest rate, liquidity and market risks relating to the valuation of financial instruments.

Cash is held in a savings account and is insured by the Credit Union Deposit Insurance Corporation. CLBC routinely monitors receivables for credit risk through analysis of the nature, terms and aging of receivables. CLBC's maximum exposure to credit risk at March 31, 2021 is \$30,049 (2020 – \$21,859), of which \$29,187 (2020 – \$22,874) is insured by the Credit Union Deposit Insurance Corporation, or is due from the Province of British Columbia, its health authorities or the Government of Canada.

Accounts payable and accrued liabilities are payable within one year.

**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****11. Supplementary cash flow information**

Changes in non-cash working capital:

	2021	2020
Accounts receivable	\$ 2,124	\$ (2,416)
Employee retiring allowance amounts receivable	25	40
Accounts payable and accrued liabilities	3,749	(4,555)
Employee retiring allowance liabilities	61	243
Deferred operating contributions	2,990	3,211
Prepaid expenses	29	45
	\$ 8,978	\$ (3,432)

**12. Related party transactions**

CLBC is related to various British Columbia public sector entities through common control by the Province of British Columbia. Transactions with these entities and the Province of British Columbia are recorded at fair value.

The financial statements include transactions and balances with related parties as follows:

	2021		2020	
	Province of BC	BC public sector entities	Province of BC	BC public sector entities
For the year ended March 31:				
Operating contributions from the Province of British Columbia	\$ 1,209,143	\$ -	\$1,090,549	\$ -
Supports and services:				
Developmental Disabilities Program	-	-	-	18
As at March 31:				
Deferred operating contributions	7,374	-	4,384	-
Deferred capital contributions	17,278	-	14,374	-

**13. Segment reporting**

CLBC operates in one business segment as described in Note 1.

**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****14. Expenses by object**

	2021	2020
Contracted supports and services	\$ 1,161,082	\$ 1,043,929
Compensation and benefits	58,224	53,489
Facilities	5,869	5,432
Communications and information technology	5,228	5,106
General expenses	2,444	3,728
Administration	1,547	1,848
Amortization of tangible capital assets	3,277	3,689
	<b>\$ 1,237,671</b>	<b>\$ 1,117,221</b>

**15. Commitments, contractual obligations and contingencies****a) Operating lease commitments**

CLBC has entered into various operating leases with the Province of British Columbia. Minimum payments under these leases as at March 31, 2021 are as follows:

Year ending March 31,	
2022	\$ 5,190
2023	3,791
2024	3,239
2025	3,169
2026	2,762
2027 and beyond	22,170

**b) Contractual obligations**

Contracted supports and services are primarily delivered by independent service providers under the terms of contracts which have termination notice periods of between 30 and 90 days.

**c) Litigation**

The nature of CLBC's activities is such that there is occasional litigation where CLBC is named as a defendant. With respect to known claims, management is of the opinion that CLBC has valid defences and appropriate insurance or other coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on CLBC's financial position and results of operations. Where it is determined that a liability is likely to exist, and the amount can be reasonably determined, the amount is recorded as an accrued liability and an expense.

**16. Budgeted figures**

Budgeted figures are provided for comparison purposes and represent the approved budget as disclosed in the Community Living British Columbia 2020/21 to 2022/23 Service Plan.

**COMMUNITY LIVING BRITISH COLUMBIA****Notes to the Financial Statements**

(Expressed in thousands of dollars)

**March 31, 2021****17. COVID-19****a) COVID-19 emergency funding**

During the year ended March 31, 2021, CLBC received additional funding of \$19,928 for the emergency funding program that was implemented between April 2020 and August 2020. As part of CLBC's Temporary COVID-19 Emergency Response Plan that prioritized the needs of home sharing providers, staffed residential services and shared living arrangements, service providers utilized this funding to implement temporary emergency measures under the COVID-19 environment.

**b) COVID-19 expenses**

COVID-19 expenses are as follows:

	2021	2020
<b>Expenses:</b>		
Supports and services:		
Developmental Disabilities Program	\$ 30,767	\$ -
Provincial Services	166	-
Regional operations & administration	1,607	3
	<b>\$ 32,540</b>	<b>\$ 3</b>

**c) Temporary pandemic pay**

On May 7, 2020 the Government of British Columbia announced that eligible front-line employees engaged in health care, social services and corrections will receive \$4 per each hour worked in the period between March 15, 2020 to July 4, 2020. This program was co-funded in cooperation with the Government of Canada who provided ¾ funding against ¼ funding provided by the Province of British Columbia.

At the conclusion of the temporary pandemic pay (TPP) program, approximately \$22,164 was transferred to CLBC service providers, who in turn, distributed the funding to their eligible employees and subcontractors. Service providers also received funding approximating 10.1% of TPP costs as compensation for their mandatory employment related costs covered by the TPP program.

The above TPP is not reflected in these financial statements as payments were executed by the Minister of Finance of British Columbia. CLBC front-line employees received TPP costing \$922 (including mandatory employment related costs). These salaries and benefits costs are reflected in the Statement of Operations and Accumulated Surplus for fiscal year ended March 31, 2021.

## COMMUNITY LIVING BRITISH COLUMBIA

### Notes to the Financial Statements

(Expressed in thousands of dollars)

**March 31, 2021**

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#### 18. Accounting standards not yet adopted

The following accounting standards have been issued by Public Sector Accounting Board ("PSAB") and are required to be implemented for fiscal years beginning on or after:

- a) April 1, 2022:  
PS 3280 – *Asset Retirement Obligations*
- b) April 1, 2023:  
PS 3400 – *Revenue*

#### 19. Economic dependence

These financial statements have been prepared on a going concern basis. The operations of CLBC are dependent on continued funding from the Province of British Columbia.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY  
REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2022/2023**

**TOPIC: CLBC Budget and Programs**

**KEY INFORMATION:**

- CLBC's total operating budget (from all funding sources) is \$1.36 billion in 2022/23, which includes a contribution of \$1.33 billion from SDPR.
- In 2022/23, SDPR's contribution to CLBC increased by \$42.7 million or 3.3% from the 2021/22 budget, including \$12.0 million in new Budget 2022 funding.
- 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 will complete a comprehensive, province-wide service demand assessment for 2022/23 that will help inform its decisions for the year.

**BACKGROUND:**

- CLBC's budget includes total contributions from the provincial government of \$1.33 billion for 2022/23, an increase of \$42.7 million in 2022/23 as compared to the 2021/22 budget. This increase takes into account the cumulative impact of Budget 2022 and previous budgets.
- This \$42.7 million increase includes \$40.8 million for caseload growth and \$1.9 million to bolster home sharing monitoring in response to the OAG Performance Audit.
- CLBC's total 2022/23 operating budget is \$1.36 billion, an increase of \$43.1 million compared to 2021/22. 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 4.8 per cent in 2020/21, bringing the total at end of the year to 24,520. The annual rate of caseload growth was 4.8 per cent in 2021/22, bringing the total at end of the year to 25,698 - approximately 28.2 per cent growth over the past five years. CLBC forecasts further growth of 4.8 per cent in 2022/23.

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: April 25, 2022

Page 1 of 5

- 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 2021/22 was 634.

### **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 2021/22, CLBC used this process to allocate new services and supports to over 3,754 individuals and families. The plan for 2022/23 is to provide new services and supports for 3,300+ 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

Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: April 25, 2022

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 844 in 2019/20. This figure grew to 915 as of March 31, 2022.

### **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, 2022, 364 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 2020/21 to 2022/23

<i>All figures in millions</i>	<b>2020/21 Actual</b>	<b>2021/22 Forecast</b>	<b>2021/22 Preliminary Actual</b>	<b>2022/23 Budget</b>
Operating Contributions				
Government Transfers	\$1,217.6	\$1,290.4	\$1,292.4	\$1,333.1
Restricted Contributions – Operating <sup>1</sup>	\$(3.0)	\$0	\$(2.3)	\$0
Restricted Contributions – Capital <sup>2</sup>	\$(5.5)	\$(4.5)	\$(4.5)	\$(4.3)
Net Operating Contributions	<b>\$1,209.1</b>	<b>\$1,285.9</b>	<b>\$1,285.6</b>	<b>\$1,328.8</b>
Other Revenue <sup>3</sup>	\$28.6	\$30.5	\$32.2	\$32.1
<b>Total Revenues</b>	<b>\$1,237.7</b>	<b>\$1,316.4</b>	<b>\$1,317.8</b>	<b>\$1,360.9</b>
Supports and Services				
Developmental Disabilities Program (DD)	\$1,122.4	\$1,189.1	\$1,193.8	\$1,225.7
Personalized Supports Initiatives (PSI)	\$37.0	\$41.7	\$41.0	\$43.5
Provincial Services (including PAC)	\$5.8	\$6.1	\$5.9	\$5.9
Regional Operations and Administration	\$69.2	\$75.5	\$72.8	\$79.9
Amortization of Tangible Capital Assets	\$3.3	\$4.0	\$4.3	\$5.9
<b>Total Expenditures</b>	<b>\$1,237.7</b>	<b>\$1,316.4</b>	<b>\$1,317.8</b>	<b>\$1,360.9</b>

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 2022/23 to 2024/25

<b>Prior Year Budgets</b>				
(\$ millions)	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>TOTAL</b>
Caseload	30.7	45.2	45.2	<b>121.1</b>
Sustainable Services Negotiating Mandate	0.0	0.0	0.0	<b>0.0</b>
<b>Total - Prior Year Budgets</b>	<b>30.7</b>	<b>45.2</b>	<b>45.2</b>	<b>121.1</b>
<b>Budget 2022</b>				
(\$ millions)	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>TOTAL</b>
Sustainable Services Negotiating Mandate	0.0	0.0	0.0	<b>0.0</b>
Caseload	10.1	15.1	20.1	<b>45.3</b>
OAG Audit response – Home Share Monitoring	1.9	1.9	1.9	<b>5.7</b>
<b>Total - Budget 2022</b>	<b>12.0</b>	<b>17.0</b>	<b>22.0</b>	<b>51.0</b>
<b>CLBC Total</b>	<b>42.7</b>	<b>62.2</b>	<b>67.2</b>	<b>172.1</b>

## STATISTICS:

### Caseload by Type (as of March. 31, 2022)

<b>Caseload</b>	<b>Staffed Residential Resources</b>	<b>Shared Living Arrangements<sup>1</sup></b>	<b>Supported Living</b>	<b>Planning, Family Support, Community Inclusion</b>	<b>Total</b>
Developmental Disabilities Program	2,749	3,944	2,074	14,141	22,908
Personalized Supports Initiative	20	321	322	2,127	2,790
<b>Total</b>	<b>2,769</b>	<b>4,265</b>	<b>2,396</b>	<b>16,268</b>	<b>25,698</b>

Note 1: Most shared living arrangements are home sharing.

Source: CLBC

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Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: April 25, 2022

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2022/2023**

**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 and the community have resulted in a reduction or loss of regular social connections for supported individuals. This has also added stress for many families, home sharing providers and other caregivers who have had to take on extra duties.
- 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.
- CLBC continues 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.
- 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

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: April 25, 2022

Page 1 of 5

Sharing providers. CLBC has provided this information through weekly meetings with partner groups, monthly public COVID telephone updates, and a monthly COVID news round up newsletter for individuals and families.

- CLBC has provided the Office of the PHO with information about people and clients in the sector. CLBC collaborated with the PHO to help the people it serves gain priority access to vaccinations in Spring 2021 and to implement a vaccination order for CLBC and service provider staffs.
- To help supported individuals and families stay resilient as the pandemic continued, CLBC provided grants to self-advocate groups across the province to organize regular social connections, and adopted a more flexible respite policy allowing families to fund a broader range of respite options.
- In the first year of the pandemic, the government provided \$20.9 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 2020) and then extended another two months (July-August).
- 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.
- 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

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Date: April 25, 2022

Page 2 of 5

people stay connected remotely and become more employable.

## **BACKGROUND:**

- CLBC served 25,698 (as of March 31, 2022) individuals with developmental disabilities across the province through a network of 400 agencies, over 360 person-centred societies, and over 4,000 home sharing 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, centre-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 early in the pandemic. 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**

- As part of the B.C. Government's \$5 billion COVID-19 Action Plan, in 2020 government approved \$20.9 million in emergency funding for additional support to residential

Contact: Ross Chilton, CEO, Community Living BC  
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Date: April 25, 2022

Page 3 of 5

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-August).

- 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 approximately \$16 million in emergency funding between April 1 to August 31.
- In some cases, residential services are managed through individualized funding arrangements or person-centred 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 able to operate as normal.
- CLBC continues to liaise with a DPHO on guidance for the sector.

## **Communications**

- CLBC continues to provide regular COVID news bulletins to service providers and Home Sharing providers, and a monthly update to individuals and families throughout the pandemic providing updates and direction on new information as it became available.
- CLBC continues to host teleconferences for individuals and families, 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.
- 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.

## **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 collaborated 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.
- This work resulted in grants being awarded to self-advocate groups across the province to organize regular social connections.
- Another outcome of this work was the adoption of a new respite policy that allows respite

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Date: April 25, 2022

funding to be used for new activities that include recreational programs, cleaning and laundry, professional counselling.

## **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.
- 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 and the PHO Order**

- 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 included clinically extremely vulnerable individuals, which includes people eligible for CLBC services.
  - In fall of 2021 CLBC worked with the Office of the PHO to implement an Order requiring CLBC staff and staff of CLBC funded service providers to be fully vaccinated.

Contact: Ross Chilton, CEO, Community Living BC  
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Date: April 25, 2022

Page 5 of 5

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2022/2023**

**TOPIC: Executive Compensation**

**KEY INFORMATION:**

- Our government is committed to building a strong, inclusive and sustainable economy by investing in infrastructure and programs that support opportunity for all.
- B.C. isn't alone in facing the challenges of COVID-19, but with the support of a strong public sector, we are facing the crisis head-on by investing in British Columbians and delivering the services they depend on.
- This is the 14th year that the Ministry of Finance has disclosed the total compensation paid to senior management employees working in the province's key decision-making positions across B.C.'s public sector. The annual disclosure reflects the compensation decisions made prior to March 31 for the fiscal year of 2020/21.
- Public sector executives lead in the innovation and delivery of services that support our communities in every corner of the province as we deliver historic investments in health, housing, childcare and infrastructure.
- Total compensation paid to executives at B.C. public sector organizations reflects their responsibilities in delivering on government's commitment to improving the public services we all depend on, making life more affordable and building a strong, inclusive, sustainable economy for the people of this province.
- B.C. is a national leader in its reporting standards for executive compensation, which includes base pay, pensions, benefits, merit/performance pay/holdback, and an explanation of the compensation paid.

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Date: Feb. 18, 2022

Page 1 of 4



## SPECIFIC MESSAGES FOR THE 2020/21 EXECUTIVE COMPENSATION FREEZE:

- Effective August 31, 2020, employers subject to the Public Sector Employers Act were directed to amend their compensation plans to indicate there will be no increases or adjustments paid to executive-level employees for the 2020/21 performance year (they could also pass board resolutions).
- As performance-based increases for 2020/21 would have been implemented in 2021, this direction will be reflected in next year's disclosure.
- Any performance-based increases reflected in this disclosure have been provided based on the 2019/20 performance year.

## BACKGROUND:

### Executive Compensation Policy

- CLBC's 2020/21 executive compensation disclosure indicates:
  - Lynn Davies, former VP Regional Operations, was acting CEO from May 1 to September 30, 2020, so the actual base salary includes acting pay for this period. She retired effective January 1, 2021.  
Personal Security  
Personal Information
  - Her 2020/21 compensation reflects a partial year's compensation.
  - The new VP, Regional Operations, John Stinson, began his employment on June 15, 2020 so his 2020/21 compensation reflects a partial year's compensation.
  - The CEO and the following VP positions each received a performance-based salary increase of 2% or 3% depending on their placement in the salary band for the 2019/20 performance year: former VP, Regional Operations; VP, Corporate Services; VP, Strategic Initiatives; and CFO & VP, Finance. There were no increases for these positions for their performance in fiscal 2020/21.
  - CEO Ross Chilton began his employment on August 12, 2019 so this was the first full year of his compensation.
- In August 2020, the Minister of Finance implemented a compensation freeze for the CEO and VP-level direct reports for the 2020/21 performance year in response to the COVID-19 pandemic.
- Executive compensation for 2021/22 will be released with the Public Accounts.
- CLBC has not had salary holdbacks since 2012 and has never provided executive bonuses.

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Date: Feb. 18, 2022

**BUDGET:****Executive Compensation Reporting (as at March 31, 2021)****Summary Compensation Table**

Name and Position	Salary	Holdback/Bonus/ Incentive Plan Compensation	Benefits	Pension	All Other Compensation (expanded below)	2020/2021 Total Compensation	Previous Two Years Totals Total Compensation	
							2019/2020	2018/2019
Ross Chilton, Chief Executive Officer	\$ 212,758	-	\$ 12,507	\$ 20,957	\$ 751	\$ 246,973	\$ 161,352	
Henry (Chai Cheong) Chen, CFO/VP, Finance	\$ 194,316	-	\$ 10,254	\$ 19,140	\$ 1,503	\$ 225,213	\$ 223,138	\$ 25,287
Lynn Davies, VP, Regional Operations	\$ 135,855	-	\$ 6,304	\$ 13,382	\$ 18,445	\$ 173,986	\$ 201,935	\$ 175,899
Sara Miller, VP, Corporate Services	\$ 164,187	-	\$ 9,846	\$ 16,172	\$ 404	\$ 190,609	\$ 184,631	\$ 173,512
John Stinson, VP, Regional Operations	\$ 151,953	-	\$ 13,278	\$ 14,985	\$ 1,252	\$ 181,468		
Jack Styran, VP, Strategic Initiatives	\$ 156,725	-	\$ 9,692	\$ 15,437	\$ 1,503	\$ 183,357	\$ 177,702	\$ 167,272

**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	\$ 751	-	Personal Information				
Henry (Chai Cheong) Chen, CFO/VP, Finance	\$ 1,503	-					
Lynn Davies, VP, Regional Operations	\$ 18,445	-					
Sara Miller, VP, Corporate Services	\$ 404	-					
John Stinson, VP, Regional Operations	\$ 1,252	-					
Jack Styran, VP, Strategic Initiatives	\$ 1,503	-					

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 18, 2022

## Notes

Ross Chilton, Chief Executive Officer	<b>General Note:</b> This is Ross Chilton's first full year of disclosure in the Chief Executive Officer position. Effective 2020/08/12, employee received a 2% performance based salary increase for the performance year 2019-2020. As the executive freeze was implemented on August 31, 2020, executives will forgo standard performance based increases for the 2020/21 performance year. <b>Other Note:</b> "Other" compensation includes parking expenses.
Henry (Chai Cheong) Chen, CFO/VP, Finance	<b>General Note:</b> Effective 2020/02/19, employee received a 2% performance based salary increase for the performance year 2019-2020. As the executive freeze was implemented on August 31, 2020, executives will forgo standard performance based increases for the 2020/21 performance year. <b>Other Note:</b> "Other" compensation includes parking expenses.
Lynn Davies, VP, Regional Operations	<b>General Note:</b> Effective 2020/04/01, employee received a 3% performance based salary increase to their base position for the performance year 2019-2020. Employee was temporarily assigned to the role of Chief Operations Officer effective 2020/05/01 to 2020/09/30. The actual base salary amount includes the acting pay (\$80,968.83) for this period. Employee retired effective 2021/01/01. <b>Other Note:</b> "Other" compensation includes parking expenses.
Sara Miller, VP, Corporate Services	<b>General Note:</b> Effective 2020/04/01, employee received a 3% performance-based salary increase for the performance year 2019/2020. As the executive freeze was implemented on August 31, 2020, executives will forgo standard performance based increases for the 2020/21 performance year.
John Stinson, VP, Regional Operations	<b>General Note:</b> Employee started with CLBC on June 15, 2020. As the executive freeze was implemented on August 31, 2020, executives will forgo standard performance based increases for the 2020/21 performance year. <b>Other Note:</b> "Other" compensation includes parking expenses.
Jack Styron, VP, Strategic Initiatives	<b>General Note:</b> Effective 2020/04/01, employee received a 3% performance based salary increase for the performance year 2019-2020. As the executive freeze was implemented on August 31, 2020, executives will forgo standard performance based increases for the 2020/21 performance year. <b>Other Note:</b> "Other" compensation includes parking expenses.

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Date: Feb. 18, 2022

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Home Sharing Program – Response to the Office of the Auditor General (OAG) Audit and Other Service Issues**

**KEY INFORMATION:**

- Home Sharing is a growing CLBC service that helped provide homes and support to 4,265 people with developmental disabilities in 2021/22.
- CLBC's home sharing program is a safe and individualized service. It provides person-centred supports that help people to be included in their communities.
- In 2021/22, CLBC launched a three-year home sharing improvement plan to address feedback from sector consultations and recommendations from The Office of the Auditor General (OAG) of BC to improve monitoring of home sharing providers.
- CLBC co-chairs the Home Sharing Working Group with the BC CEO Network to provide advice on improving home sharing and supporting stakeholders. Home sharing providers and service providers, along with CLBC form the core of the group.
- SDPR and CLBC presented an action plan to the Public Accounts Committee in October 2021 to show how CLBC would address all five of the OAG recommendations as part of our three-year improvement plan.
  - CLBC has received \$1.9 million in additional funding in the 2022/23 budget to address these matters.
- In 2019 the government increased funding for home sharing by \$18.3 million over two years. CLBC used this funding to increase home sharing rates twice over two consecutive years, the last of which took effect on April 1, 2020.

pg. 1

Contact: Ross Chilton, CEO  
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Date: April 26, 2022

- CLBC also paid out approximately \$16 million in emergency funding to support home sharing providers in the first year of the COVID-19 pandemic. Home sharing providers that took on additional responsibilities due to the pandemic received additional funding of between \$500 and \$1,500 per month from April – August 31, 2020.

## **BACKGROUND:**

### **Audit Activities**

- After talking to CLBC's Executive Group, staff and select service providers, sector groups, individuals, and families, the OAG decided to focus its performance audit on CLBC oversight of Home Sharing providers and coordinating agencies for the 2018/19 fiscal year.
- The audit period was the 2018/19 fiscal year and the two audit objectives were to determine whether:
  - CLBC has implemented a monitoring framework to ensure Home Sharing providers aligned service delivery to further quality of life outcomes for individuals in care; and
  - CLBC has implemented a monitoring framework to ensure Home Sharing providers complied with contracted standards and service requirements.
- The OAG indicated they selected Home Sharing services because of the significant growth that has taken place in this area in recent years.
- The OAG completed the planning phase in early 2020 and conducted its audit in December 2020.
- The OAG tabled its report and recommendations to the Legislature on June 15, 2021.
- SDPR and CLBC presented an action plan to address all recommendations to the Public Accounts Committee in October 2021 and is required to report progress to the PAC annually.
- See the recommendations and action steps in Appendix 1.
- Budget 2022 provided CLBC with an increase to base funding of \$1.9 million on an annualized ongoing basis to address the recommendations by OAG and enhance the services and sustainability of CLBC's home sharing program.
- CLBC will allocate the funding as follows:
  - \$1.5 million to put systems in place and hire 12 Full Time Equivalents (FTEs) to create capacity to operationalize improvements; and
  - \$0.4 million to form and maintain a supportive association for home sharing providers.

## **Other improvements in the three-year plan**

As part of its broader home sharing improvement plan, CLBC is also undertaking the following actions:

CLBC will:

- Pursue the creation of an independent society to support home sharing and related stakeholders, similar to the BC Federation of Foster Parent Associations. (Target: May 2022; Announced February 2022).
- Apply an Indigenous lens to the service design, policy, practice, and delivery to assure the delivery of culturally safe and respectful services. (Target: March 2024).
- Design and implement a sustainable emergency home support/respite solution available provincially to alleviate pressure on home sharing providers (to be emergency support for new individuals in crisis) and support the long-term sustainability of home sharing providers and family caregivers. (Target: Spring 2023).
- Review policy & practice to assure alignment across shared living (Target: September 2022).
- Develop regional plans to assess and support agency capacity prior to completing transition of CLBC contracted home sharing to agency coordinated home sharing (Target: December 2022).

## **Sector consultations and Home Sharing Working Group**

- Former Minister Shane Simpson directed CLBC to conduct provincial consultations with home sharing providers to listen to concerns. CLBC published its “What We Heard” report in 2018.
- The report identified that a top concern was compensation for home sharing providers who had not had an increase in rates for more than ten years at the time (as per above, the government provided \$18.3 M in funding in 2018 to increase rates over two years). It also outlined a range of non-financial sectoral matters.
- CLBC established a Home Sharing Working Group that includes representatives from the BC Home Sharing Caregivers Association and service providers. The group continues to meet quarterly and has helped to guide the creation of the three-year improvement plan.

## APPENDIX 1

### OAG RECOMMENDATIONS AND CLBC'S ACTION PLAN

Here is the action plan CLBC presented to the Public Accounts Committee in October 2021.

RECOMMENDATION	AUDITEE RESPONSE
<b>1. CLBC define what home sharing providers must do to further the quality-of-life outcomes in its contracts and define how CLBC staff should verify compliance.</b>	<ul style="list-style-type: none"><li>CLBC is undertaking a Quality of Life Project to develop, test and implement requirements that will support quality of life outcomes for individuals living in home sharing. CLBC will incorporate these new requirements into existing Standards for Home Sharing and will update Standards for the Coordination of Shared Living to reflect the need for Coordinators to support and verify compliance. Clear methods, and procedures for verifying compliance will be established and incorporated into the Monitoring Framework for CLBC staff to follow.</li></ul> <b>Target date: November 30, 2022.</b>
<b>2. CLBC ensure that its monitoring framework enables staff to verify that home sharing providers align their services with quality-of-life outcomes and comply with all of the standards and service requirements stated in its contracts.</b>	<ul style="list-style-type: none"><li>New Standards for the Coordination of Shared Living will be implemented as part of a project started in March 2020 to provide clarity to agencies to meet policy and service requirements.</li></ul> <b>Target date: March 31, 2022; Complete Launched March 31, 2022.</b>  <ul style="list-style-type: none"><li>CLBC will revise the Monitoring Framework to ensure that staff verify compliance to the Standards for the Coordination of Shared Living by agencies delivering home sharing programs. CLBC will develop training for CLBC staff related to monitoring of the standards and use of verification tools.</li></ul> <b>Target date: November 30, 2022.</b>  <ul style="list-style-type: none"><li>Most of the 4,265 individuals living in home sharing are served in agency coordinated shared living. CLBC will transition the remaining 187 directly funded home sharing providers to agencies so that</li></ul>

	<p>agencies will oversee compliance to all requirements.</p> <p><b>Target date: March 31, 2023.</b></p>
<p><b>3. CLBC implement policies and procedures that enable it to verify that home sharing agencies are monitoring home sharing providers against the contracted quality-of-life outcomes, standards, and service requirements.</b></p>	<ul style="list-style-type: none"> <li>• Expectations for verifying and documenting compliance will be set out in policies and procedures and integrated into the monitoring framework. CLBC guidance for monitoring will include the expectation that CLBC staff will assure timely compliance with standards and service requirements.</li> </ul> <p><b>Target date: November 30, 2022.</b></p>
<p><b>4. CLBC ensure it has accurate and complete data on on-site monitoring visits, follow-up activities and critical incident response.</b></p>	<ul style="list-style-type: none"> <li>• CLBC will ensure accurate and complete data by tracking the policy requirement that agency onsite monitoring visits are completed. CLBC will update the electronic tracking system for Critical Incident Report dates to ensure it tracks if follow up occurs within timelines.</li> </ul> <p><b>Target date: March 31, 2022. Complete - Launched April 1, 2022.</b></p>
<p><b>5. CLBC ensure its staff complete on-site visits, follow-up, and critical incident response, consistent with its policy requirements.</b></p>	<ul style="list-style-type: none"> <li>• CLBC will measure whether staff are performing monitoring and critical incident follow-up activities consistent with policy requirements through the use of corporate reports generated from the updated electronic critical incident system and electronic monitoring system. CLBC will review Quality Assurance roles to increase oversight and improve adherence to policy requirements.</li> </ul> <p><b>Target date: March 31, 2022. Completed March 31, 2022</b></p>





April 16, 2021

Michael Prince  
Chair, Board of Directors  
Community Living British Columbia  
1200 West 73rd Avenue, 7th Floor  
Vancouver BC V6P 6G5

Dear Dr. Prince:

On behalf of Premier Horgan and the Executive Council, I would like to extend my thanks to you and your board members for the dedication, expertise and skills with which you serve the people of British Columbia.

Every public sector organization is accountable to the citizens of British Columbia. The expectations of British Columbians are identified through their elected representatives, the members of the Legislative Assembly. Your contributions advance and protect the public interest of all British Columbians and through your work, you are supporting a society in which the people of this province can exercise their democratic rights, trust and feel protected by their public institutions.

You are serving British Columbians at a time when people in our province 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 government. It will require all Crowns to adapt to changing circumstances and follow Public Health orders and guidelines as you find ways to deliver your services to citizens.

This mandate letter, which I am sending in my capacity as Minister responsible for Social Development and Poverty Reduction, on behalf of the Executive Council, communicates expectations for your organization. It sets out overarching principles relevant to the entire public sector and provides specific direction to your agency about priorities and expectations for the coming fiscal year.

I expect that the following five foundational principles will inform your agency's policies and programs:

- **Putting people first:** We are committed to working with you to put people first. You and your board are uniquely positioned to advance and protect the public interest and I expect that you will consider how your board's decisions maintain, protect and enhance the public services people rely on and make life more affordable for everyone.
- **Lasting and meaningful reconciliation:** Reconciliation is an ongoing process and a shared responsibility for us all. Government's unanimous passage of the *Declaration of the Rights of Indigenous Peoples Act* was a significant step forward in this journey – one that all Crown Agencies are expected to support as we work in cooperation with Indigenous peoples to establish a clear and sustainable path to lasting reconciliation. True reconciliation will take time and ongoing commitment to work with Indigenous peoples as they move towards self-determination. Guiding these efforts, Crown agencies must also remain focused on creating opportunities that implement the Truth and Reconciliation Commission through your mandate.
- **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. The public sector has a moral and ethical responsibility to tackle systemic discrimination in all its forms – and every public sector organization has a role in this work. All Crowns are expected to adopt the Gender-Based Analysis Plus (GBA+) lens to ensure equity is reflected in your operations and programs. Similarly, appointments resulting in strong public sector boards that reflect the diversity of British Columbia will help achieve effective and citizen-centred governance.
- **A better future through fighting climate change:** Announced in December 2018, the CleanBC climate action plan puts our province on the path to a cleaner, better future by building a low-carbon economy with new clean energy jobs and opportunities, protecting our clean air, land and water and supporting communities to prepare for carbon impacts. As part of the accountability framework established in CleanBC, and consistent with the *Climate Change Accountability Act*, please ensure your organization aligns operations with targets and strategies for minimizing greenhouse gas emissions and managing climate change risk, including the CleanBC target of a 50% reduction in public sector building emissions and a 40% reduction in public sector fleet emissions by 2030. Your organization is expected to work with government to report out on these plans and activities as required by legislation.

- **A strong, sustainable economy that works for everyone:** I expect that you will identify new and flexible ways to achieve your mandate and serve the citizens of British Columbia within the guidelines established by the Provincial Health Officer and considering best practices for conducting business during the pandemic. Collectively, our public sector will continue to support British Columbians through the pandemic and 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. As a public sector organization, I expect that you will consider how your decisions and operations reflect environmental, social and governance factors and contribute to this future.

The Crown Agencies and Board Resourcing Office (CABRO), with the Ministry of Finance, will continue to support you and your board on recruitment and appointments as needed, and will be expanding professional development opportunities in 2021/22. The Governing in the Public Interest online certificate program is now available, and all board members are encouraged to complete this new offering.

As the Minister Responsible for Community Living BC (CLBC), I expect that you will make substantive progress on the following priorities and incorporate them in the goals, objectives and performance measures in your 2021/22 Service Plan:

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 Implementation Steering 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 Implementation Steering 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 Implementation Steering 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.

Each board member is required to sign the Mandate Letter to acknowledge government's direction to your organization. The signed Mandate Letter is to be posted publicly on your organization's website in spring 2021.

I look forward to continuing to work with you and your Board colleagues to build a better B.C.

Sincerely,



Nicholas Simons  
Minister

April 16, 2021

Enclosure

cc: Honourable John Horgan  
Premier

Lori Wanamaker  
Deputy Minister to the Premier, Cabinet Secretary and Head of the BC Public Service

Heather Wood  
Deputy Minister and Secretary to Treasury Board  
Ministry of Finance

Douglas S. Scott  
Deputy Minister, Crown Agencies Secretariat  
Ministry of Finance

David Galbraith  
Deputy Minister  
Ministry of Social Development and Poverty Reduction

Jake Anthony, Board Member, Community Living BC  
Katherine Bright, Board Member, Community Living BC  
Barbara Carle-Thiesson, Board Member, Community Living BC  
Nelson Chan, Board Member, Community Living BC  
Marnie Larson, Board Member, Community Living BC  
Julia Payson, Board Member, Community Living BC  
Simon Philp, Board Member, Community Living BC  
Patti Sullivan, Board Member, Community Living BC  
Joely Viveiros, Board Member, Community Living BC  
Ross Chilton, Chief Executive Officer, Community Living BC



April 19, 2021

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Michael Prince  
Chair, Board of Directors,  
Community Living BC

Date



April 19, 2021

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Barbara Carle-Thiesson  
Board Member,  
Community Living BC

Date



April 19, 2021

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Katherine Bright  
Board Member,  
Community Living BC

Date



April 19, 2021

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Nelson Chan  
Board Member,  
Community Living BC

Date



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Jake Anthony  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Marnie Larson  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Julia Payson  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Simon Philp  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Patti Sullivan  
Board Member,  
Community Living BC

April 19, 2021

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Date



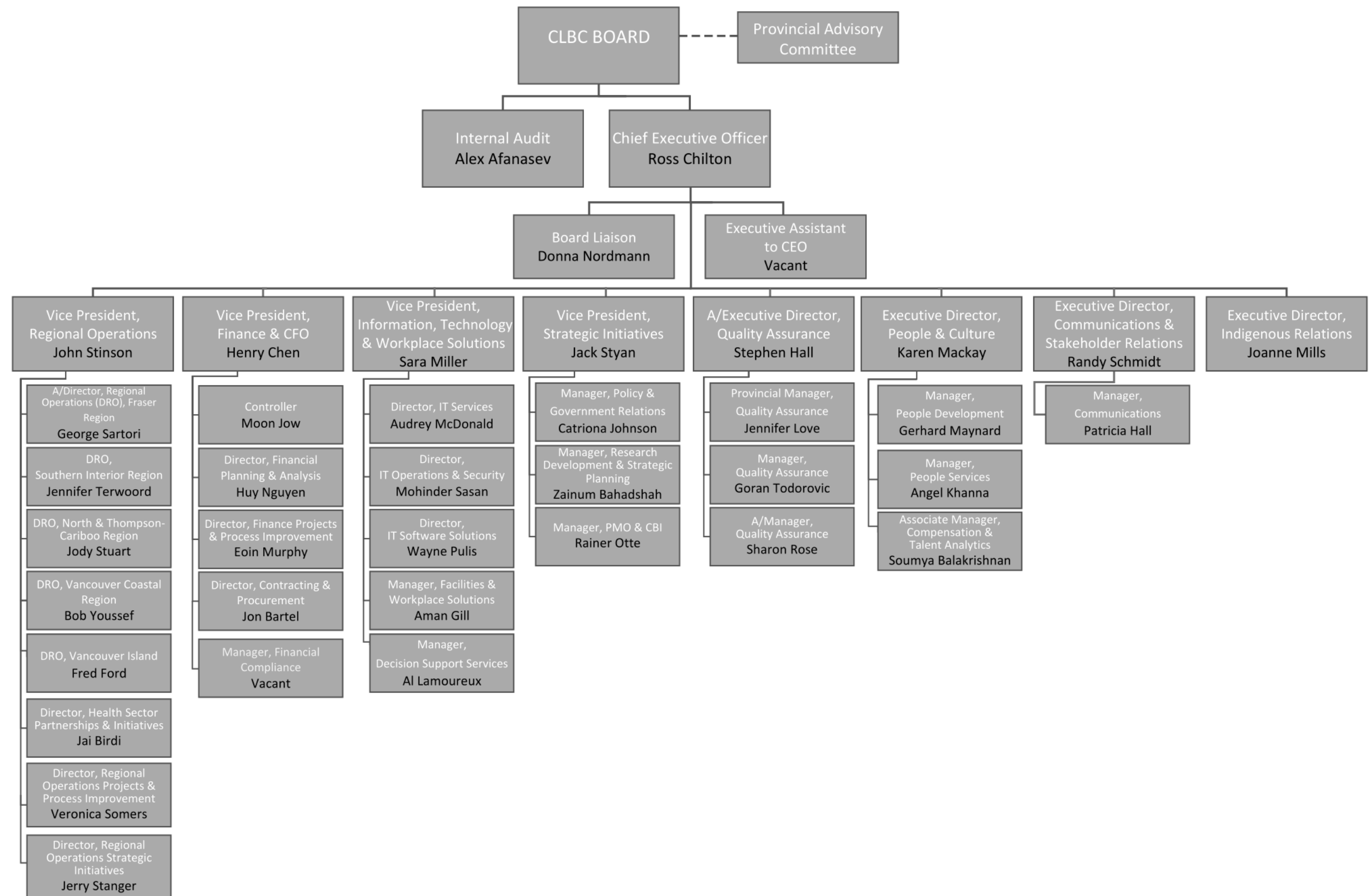
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Joely Viveiros  
Board Member,  
Community Living BC

April 19, 2021

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Date





**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Re-Imagining Community Inclusion Work Plan**

**KEY INFORMATION:**

- The Re-imagining Community Inclusion (RCI) Vision and Roadmap was released on May 31, 2019, following extensive consultation about what the future should look like for people who are CLBC eligible.
- 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 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.
- From March to September 2020 the RCI Committee provided weekly support calls during the early phase of the pandemic, including a Deputy Provincial Health Officer.
- From September 2020 to February 2021, the RCI Committee focused on prioritization and planning.
- The RCI Committee agreed to 4 priority areas and established working groups: Indigenous Strategies for Community Inclusion, Employment, Housing, Health and Wellness.
- Between March to December 2021 the RCI Committee and Working

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
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Groups met regularly to develop a draft Work Plan.

- The RCI Committee and its Working Groups are collaborative including representatives from the sector, including self advocates, family members and various Ministries.

- Cabinet Confidences; Advice/Recommendations

- 

- More work will be required across Ministries and with sector representatives to action the RCI Work Plan.

Some progress has been achieved on RCI as follows:

- Launch of [www.keytohomebc.ca](http://www.keytohomebc.ca) as a platform for delivering housing information to community stakeholders.
- \$9.7 million to Inclusion BC to support people with disabilities who lost work during the pandemic to find work.
- \$0.3 million to Immigration Service Society of BC to support digital literacy for job seekers with disabilities.
- \$4 million over 3 years for CanAssist to develop a Youth with Disabilities Employment Strategy.

### **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:

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- 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

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received the Re-imagining Community Inclusion (RCI) Vision and roadmap, which was released publicly in May 2019.

- The ten-year vision outlined in the RCI Vision and roadmap 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 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.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2022/2023**

**TOPIC:**           **Impact of New MCFD Service Delivery Model on CLBC**

**KEY INFORMATION:**

- CLBC and MCFD have been meeting to review the changes MCFD recently announced to its service delivery approach for Children and Youth with Support Needs (CYSN).
- MCFD will begin two early implementation sites in 2022/23 and provincial implementation will take place in 2024, with individualized autism funding and school-aged extended therapy ending in 2025.
- CLBC and MCFD are working together to improve youth transition as MCFD transforms its service approach for Children and Youth with Support Needs (see also Estimates Note – Youth Transitioning to CLBC).
- This will be an opportunity to communicate improvements to youth transition with youth and families.
- The MCFD-CLBC Liaison Committee will discuss opportunities and any potential impacts of MCFD's new service delivery model on CLBC.

**BACKGROUND:**

- In October 2021, MCFD announced plans for transformation of services for Children and Youth with Support Needs (CYSN). The new support approach is intended to improve both services and service accessibility, be family-centred, shift to a 'needs based' approach from the current 'diagnosis-based' system and maintain stability through the change.
- MCFD currently serves over 22,000 children and youth and the new system will extend help to approximately 8,300 more. This represents a 28 per cent increase in the number of children and youth who will be able to access disability support services.
- MCFD changes are based on extensive consultations with more than 1500 families, advocates, Indigenous families and leaders, and professionals. Consultations indicated that the current system has not been working well for some children and youth, especially those with Fetal Alcohol Spectrum Disorder (FASD), developmental disabilities other than autism, and Indigenous and low-income families.
- Key strategic shifts include partnered delivery through a Family Connection Centre

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Phone number: Government Financial Information

Page 1

model, and assessments based on functional needs. CYSN social workers will play a primary support/case management role for children and youth with disabilities and provide transition planning assistance. Services to Adults with Developmental Disabilities (STADD) navigators will serve a broader population and provide information, resources, and consultation to services at Family Connection Centres.

- Children suspected of having autism will no longer need an autism diagnosis to receive services and the existing Autism Funding Program will remain open until the new system is in place.
- MCFD will begin two early implementation sites in 2022/23 and provincial implementation will take place in 2024, with individualized autism funding and school-aged extended therapy ending in 2025.

### **MCFD-CLBC Collaboration**

- Members of MCFD and CLBC executive leadership met three times in 2021 on MCFD's proposed changes. Further discussion took place at the MCFD-CLBC Quarterly Liaison Meetings in January and February 2022.
- MCFD has indicated it plans to collaborate with CLBC about transitioning youth, including revisions to the Cross-Ministry Transition Planning Protocol and the MCFD-CLBC Operating Agreement on Services for Transitioning Youth.
- The MCFD-CLBC Liaison Committee will provide governance to three co-led working groups: Eligibility and Early Connection to Youth; Transition; and Early Implementation and Issues Management.
- The MCFD-CLBC Liaison Committee will discuss opportunities and any potential impacts of MCFD's new service delivery model on CLBC.
- CLBC, MCFD and other partners have met to begin process mapping the journeys of youth and families into adulthood within MCFD's new service delivery model.

### **Potential Opportunities**

- CLBC will work with MCFD to develop formal agreements and necessary policy and practice changes to ensure smooth transitions for individuals and families.
- CLBC will work closely with MCFD during implementation to minimize any impacts on CLBC eligible individuals and families.
- The Cross-Ministry Transition Planning Protocol and the MCFD-CLBC Operating Agreement on Services for Transitioning Youth., which clarify roles and responsibilities regarding transition planning, have been revised.
- Changes to MCFD's service delivery system will provide opportunities for improvements, including:
  - Increased collaboration on eligibility of Indigenous youth, youth in care, youth with FASD, and those with complex needs;
  - Better messaging about CLBC eligibility and services;
  - Further education of the eligibility assessor community;

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Phone number: Government Financial Information

Page 2

- CLBC to engage with MCFD earlier to identify possible transitioning individuals;
- Improved early planning with youth and their families, including the potential for co-location of a CLBC facilitator (transition specialist) in Family Connection Centres; and
- Learnings to be gained through centre-based model early implementation sites and other MCFD changes.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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

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- 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.
- In 2020/21, \$26.3 million (in Contingencies) was provided 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.
- Budget 2021 included incremental funding of \$11.7 million and \$36.4 million total in the 2021/22 base budgets of funding ministries to help address recruitment and retention challenges facing non-union and hybrid agencies.
- Budget 2021 included \$9.655 million per year for Community Living BC's contracted non-union and hybrid service providers - \$28.965 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.

## **2022/2023 Bargaining**

- Collective bargaining is currently underway in the community social services sector.
- Government has heard from the sector about their recruitment and retention challenges and the need to support wage increases across union and non-union agencies.
- In addition, Government is aware of the sector's request for funding to

support front line managers in the system and to alleviate associated wage inversion and wage compression issues.

- These matters have been considered by Government in the broader context of funding for public sector compensation. In addition, work will continue towards the development of a detailed compensation framework for the sector.
- Government will not be able to confirm any compensation allocations or funding details until bargaining has been completed.

## **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).

- 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.
- 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. Government Financial Information

Government Financial Information

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:           Equal Pay Equal Work**

**KEY INFORMATION:**

- The Equal Work – Equal Pay BC Coalition is an established organization that is registered with the Office of the Registrar of Lobbyists and advocating for non-union employees in the community social services sector to receive equivalent wage increases to their unionized counterparts. This coalition is comprised primarily of non-union and partially certified (hybrid) agencies that provide community living services to individuals with developmental disabilities.
- Non-union and partially certified community social services agencies believe the government's decision to provide Low Wage Redress funding to unionized agencies pursuant to the 2019 bargaining mandate, but not extending similar LWR funding to non-unionized agencies, will amplify recruitment and retention challenges.
- 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.  
Government Financial Information
- It would be inappropriate to comment on this issue while it is under consideration by the Labour Relations Board and collective bargaining is underway.

**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.

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Cell Phone:       (250) 217-4377

Page 1 of 3

- 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 can be found in the "Social Services Sector – Roundtable" program note and the "Low Wage Redress" 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.

## **BUDGET:**

To ensure the sector's overall and long-term strength, our government has:

- Provided \$10 million in 2019/20 to support recruitment and retention including funding for training and occupational health and safety initiatives;
- Provided up to \$26.3 million in 2020/21 for compensation and training to help address recruitment and retention challenges faced by non-union and hybrid or partially certified agencies; and
- Budget 2021 provided \$36.358 million in Ministry base budgets for compensation for non-union and hybrid social service sector agencies and \$0.4 million to the Public Sector Employers' Council Secretariat (PSEC) to develop a sector compensation plan, as the first part of a human resources strategy.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 initial period of COVID-19 pandemic, the SSSRT met on a weekly basis (March to June 2019), 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 met on a regular basis since then. The main SSSRT priority projects in the short term are:
  - Reconciliation
  - Contracting and Procurement Review (led by the Ministry of Children and Family Development (MCFD);

- implementation of recruitment and retention training and occupational health and safety 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); 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 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 2020/21, \$26.3 million (in Contingencies) was provided 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.
- Budget 2021 included incremental funding of \$11.7 million and \$36.4 million total in the 2021/22 base budgets of funding ministries to help address recruitment and retention challenges facing non-union and hybrid agencies.
- This includes \$9.655 million in 2021/22 and on-going for Community Living BC's contracted non-union and hybrid service providers.
- \$10 million in grants were provided in 2021/22 year-end funding for projects focused on Reconciliation, Research, and Information Technology and Virtual Services.
- For 2022, collective bargaining is currently underway in the community social services sector.
- Government will not be able to confirm any compensation allocations or funding details until bargaining has been completed.



## **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.
<b>Total</b>		<b>\$10.000</b>	

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:                Budget 2021/22 Year-End Grants**

**KEY INFORMATION:**

- At the end of the 2021/22 fiscal year, the ministry provided grants totaling \$66.4 million to 23 organizations to support mandate letter items.
- Additionally, the ministry provided \$2 million to Community Living BC (CLBC) to support continued work on the Reimagining Community Inclusion initiative. This funding was granted to organizations through CLBC.
- The grant funding was provided from the ministry's Income Assistance budget surplus for the year.
- The budget surplus arose as a result of forecasting for an increase in the assistance caseload following the cessation of federal COVID-19 supports. This increase has not yet materialized but is still expected in the next months.

**BACKGROUND:**

- Grants were provided at the end of fiscal 2021/22 to the following organizations, to support work on ministry mandate items as noted. (Table 1)
- Community Living BC has provided grants to support the Reimagining Community Inclusion initiative. (Appendix A). *NOTE: these have not yet been publicly announced.*
- In fiscal 2020/21, the ministry provided grants totaling \$30.8 million to 7 organizations to support mandate letter items. (please see Appendix B).

**Table 1 – 2021/22 Year End Grants**

2021/22 Year End Grants					
	Recipient	Cost (\$ millions)	Purpose	Link to Mandate Item(s)	Grant(s) Announced?
1	Vancouver Foundation: Non-Profit Recovery and Resiliency Fund	30.000	To establish a partnership with Vancouver Foundation and United Way BC to support non-profit organizations whose staff, volunteers, programs and operations have been disproportionately impacted by COVID-19, and to ensure their stability and sustainability.	Putting People First / Reconciliation / Equity & Anti-Racism / Strong, Sustainable Economy	Yes
2	First Nations Summit Society	2.700	To support the First Nations Wellbeing Fund.	Food Security / Reconciliation	No
3	BC Paraplegic Foundation	3.000	To support the implementation and goals of the <i>Accessible BC Act</i> .	Accessibility	No
4	School District 39: Communication Assistance for Youth and Adults (CAYA)	3.162	To support client access to assistive technology.	Accessibility / Service Plan	No
5	Foodbanks BC	1.455	To support Foodbanks BC to help them respond to unanticipated provincial disasters.	Food Security	No
6	Victoria Foundation	0.800	To provide continued support to Indigenous food security and food sovereignty projects.	Food Security / Reconciliation	No
7	United Way BC: Food Security	1.400	To continue to support food hubs to build sustainable operations through the development of an "app" to match excess food supply with community demand.	Food Security	No
8	Support Network for Indigenous Women and Women of Colour (SNIWWOC)	0.050	To provide food security supports to BIPOC women who cannot access culturally appropriate food through existing community food resources	Food Security / Equity & Anti-Racism	No
9	Immigrant Link Centre Society	0.050	To support food security for newcomers and other low-income British Columbians through food redistribution partnerships.	Food Security	No
10	BC Dental Association	3.100	Provide support for not-for-profit dental clinics (\$2.8M) over 3 years, and research study of how clients use the health system (\$0.3M).	Putting People First / Poverty Reduction	May 4, 2022
11	Social Services Sector Round Table (SSSRT): 1. BC Association of Aboriginal Friendship Centres (\$7M) 2. Federation of Community Social Services of BC (\$1.5M) 3. SPARC BC (\$1.5M)	10.000	1. Truth and Reconciliation: \$7M to develop a plan to support truth and reconciliation within the sector. 2. Technology: \$1.5M 3. Research: \$1.5M	Reconciliation / Strengthening Community Social Services	No
12	Vancouver Foundation: Access RDSP	1.350	To support the continuation of Access RDSP (Registered Disability Savings Plan) services for the next three fiscal years.	Accessibility	No
13	Inclusion BC: Annual Event - AccessAbility Week	0.025	For inclusion and accessibility initiatives as part of AccessAbility Week.	Accessibility	No announcement planned
14	BC Aboriginal Network on Disability Society: Wellness Gathering	0.025	To support BCANDS Indigenous Disability and Wellness Gatherings held by BCANDS.	Accessibility / Reconciliation	No announcement planned

2021/22 Year End Grants					
	Recipient	Cost (\$ millions)	Purpose	Link to Mandate Item(s)	Grant(s) Announced?
15	Disability Alliance BC (DABC)	3.000	To support hub organizations that are in direct contact with organizations prescribed under Part 3 of the <i>Accessible BC Act</i> .	Accessibility	Yes
16	United Way BC: Period Poverty	0.750	To support mandate letter commitment for a Period Poverty Task Force and continue to provide menstrual products to communities, expanding regional reach and trialing new approaches.	Period Poverty	No
17	Rick Hansen Foundation	2.500	To support efforts to remove barriers to people with disabilities across the province.	Accessibility	No
18	BC Co-op Association	2.000	To develop business development strategies and streams of support to accelerate COVID Recovery and to help fight climate change.	Pandemic recovery	No
19	Re-Imagining Community Inclusion: CLBC	2.000	To support the 10-year vision where, 'People with diverse abilities thrive fully and equally with everyone'.	Improving services for adults with intellectual and developmental disabilities.	No
20	Canadian National Institute for the Blind (CNIB)	0.740	To conduct a pilot project to provide deafblind individuals with access to intervenor services.	Accessibility	No
21	Victoria Immigrant & Refugee Centre Society (VIRCS)	0.035	To upgrade current IT infrastructure to support service 3,000 immigrants annually.	Equity / Anti-Racism / Poverty Reduction	Date TBC
22	Tamarack Institute for Community Engagement	0.400	To fund local government poverty reduction strategies through training and supports.	Putting People First / Poverty Reduction	No
<b>TOTAL</b>		<b>68.542</b>			

## Appendix A: CLBC Grants (Reimagining Community Inclusion) (NOTE: Not Announced)

RCI - CLBC Grants 2021/22							
Area	Description	Partners	Grant Recipients	Details	Approved FYE grant funding used (\$ millions)	CLBC- funded (\$ millions)	Total Amount (\$ millions)
Inclusive Housing	Indigenous Inclusive Housing	Aboriginal Housing Management Association	Aboriginal Housing Management Association (AMHA)	<ul style="list-style-type: none"> <li>Engage Indigenous Peoples to better understand and define Indigenous inclusive housing</li> <li>Increase the cultural safety in housing and services delivered by non-Indigenous organizations – Research and define cultural safety in inclusive housing, develop cultural safety training and educational resources and deliver training</li> <li>Increase access for indigenous people who are developmentally disabled to Indigenous housing developed – Map Indigenous housing that is being developed, support connections to CLBC, and identify structural barriers to people who have developmental disabilities</li> </ul> <p>Engage Indigenous peoples to better understand and define Indigenous inclusive housing, increase cultural safety in housing/services delivered by non-Indigenous organizations, Increase access for Indigenous people who are developmentally disabled.</p>	0.101	0.020	0.121
	Business Case for Portable Rent Subsidies Project	BC Non Profit Housing Association	SPARC BC	Evaluate impact of portable housing subsidies to enable individuals to access inclusive housing. Review anticipated demand and supply, impact of proceeding with / without a subsidy, etc.	0.075	0.000	0.075
	Supporting Stakeholder Engagement / Inclusive Housing Awareness	Inclusion BC (CLBC also notes Community living and housing stakeholders as partners)	Inclusion BC	Support community living partners to engage housing stakeholders, non-profit housing providers, developers, local municipal governments to include inclusive housing in their housing plans.	0.500	0.000	0.500

RCI - CLBC Grants 2021/22							
Area	Description	Partners	Grant Recipients	Details	Approved FYE grant funding used (\$ millions)	CLBC- funded (\$ millions)	Total Amount (\$ millions)
Employment	Changing Attitudes	Inclusion BC	Inclusion BC	Using success stories of individuals with developmental disabilities to change attitudes - by developing partnerships, platforms and a concerted effort to change attitudes.	0.000	1.000	1.000
	Culturally Safe Employment Supports for Indigenous Individuals	Indigenous Perspectives Society  BC Employment Network (BCEN) (amount to each organization not provided)	Indigenous Community & Leadership Development Group(\$0.175M)  Delta Community Living Society on behalf of BCEN(\$0.175M)	<ul style="list-style-type: none"> <li>• Develop and deliver staff training and supports to increase culturally safe supports for Indigenous individuals receiving services from CLBC employment service providers</li> <li>• Work with Indigenous Employment Services Providers to build capacity to deliver culturally safe services to Indigenous individuals who have developmental disabilities.</li> </ul>	0.140	0.210	0.350
	Employment Coordinator Training Project	BC Employment Network	Delta Community Living Society (DCLS) on behalf of BCEN	Service providers face recruitment and retention challenges to be able to maintain and grow their talent. History has shown that without appropriate training, employment counsellors are not effective in their roles. This project will provide training and development opportunities employment service provider staff.	0.000	0.300	0.300
	Employment Development Pilot	Inclusion BC (primary) (CLBC also notes CLBC Employment Service providers, Presidents' Group, Rotary Clubs, Boards of Trade, Chambers of Commerce as secondary partners)	Inclusion BC	Encouraging more employers to hire people with developmental disabilities will be necessary if inclusive employment is to become common-place. This pilot will support development of local business leaders networks to encourage and support employers to hire people with developmental disabilities.	0.000	1.000	1.000



RCI - CLBC Grants 2021/22							
Area	Description	Partners	Grant Recipients	Details	Approved FYE grant funding used (\$ millions)	CLBC- funded (\$ millions)	Total Amount (\$ millions)
Health and Wellness	Low Barrier, Wrap Around Housing Pilot	Lookout Housing and Health Society (\$1.1M)	Lookout Housing and Health Society (\$1.017M)	• Pilot project to provide effective, affordable and sustainable services for CLBC-eligible adults who also live with addictions and mental health issues. • Provide effective services and supports to complex needs individuals who are drug and street involved through a non- traditional step-in / step-out housing model (more akin to a shelter service with available supports than a traditional group home. • The site of the pilot is Grosvenor House, a 6-bedroom home in Surrey.	1.134	0.000	1.134
		Fraser Region Aboriginal Friendship Centre Association (\$0.232M)					
(CLBC has also listed BC Housing, City of Surrey, Fraser Health, Surrey RCMP as partners)							
Cabinet Confidences; Advice/Recommendations							
Inclusive Indigenous Services	Indigenous Procurement Project	Indigenous Works or BC Aboriginal Association of Friendship Centres (BCAAFC)	BCAAFC	Create and implement Indigenous procurement focus at CLBC. As recommended through the RCI initiative, having Indigenous agencies become pre-qualified under CLBC's pre-qualified vendors list, is seen to ultimately lead to more Indigenous Service Provider partners delivering services to CLBC eligible individuals.	0.000	0.120	0.120
	Support Connections for Indigenous Individuals Project	DDA Secretariat	Secwepemc Child & Family Services \$0.120M	Support connections for Indigenous individuals including youth transitioning with DAA's	0.000	0.120	0.120
	Indigenous Housing Research Project	Aboriginal Housing Management Association (AHMA)	AHMA	Develop recommendations for Indigenous Housing in BC through an environmental scan of current Indigenous housing initiatives and identifying partners to promote inclusive housing across the Indigenous landscape.	0.050	0.000	0.050

RCI - CLBC Grants 2021/22							
Area	Description	Partners	Grant Recipients	Details	Approved FYE grant funding used (\$ millions)	CLBC- funded (\$ millions)	Total Amount (\$ millions)
CI Innovation Fund	CI Innovation Fund	<ul style="list-style-type: none"> <li>SIXpo - Options for Sexual Health</li> <li>Lifetime Networks Victoria: HOPE</li> <li>Empowering Self Advocates To Take Action (ESATTA)</li> <li>posAbilities: Social Influencer Network</li> <li>Lifetime Networks: My Circle of Friends</li> </ul>	<ul style="list-style-type: none"> <li>Options for Sexual Health (\$0.098M)</li> <li>Lifetime Networks Victoria (\$0.100M)</li> <li>ESATTA (\$0.100M)</li> <li>posAbilities (\$0.088M)</li> <li>Lifetime Networks Victoria (\$0.098)</li> </ul>	<p>In response to the challenges of the COVID-19 pandemic including service disruption, employment loss, and mental health impacts, CLBC established a one-time Community Inclusion Innovation Fund to support proposals that advance inclusion for the people CLBC serves through creative initiatives build on lessons learned, innovate service delivery, support the rollout of CLBC's new L.I.F.E.-based service, and advance work from the Re-Imaging Community Inclusion Committee and CLBC's strategic plan.</p> <p>The Fund provides an opportunity for groups, service providers, organizations and individuals to submit proposals for grant funding to test new approaches to achieve inclusion, and/or show promise for being sustainable, and/or help newly established service delivery models scale up to their full potential. CLBC's goal is to provide grants that develop, fund, and implement new types of supports, services or processes that move us closer to our vision of <i>Lives filled with Possibilities in Welcoming Communities</i>.</p> <p>A number of projects merited funding but the fund was over-subscribed when the application period closed in December 2021. This funding will allow for five additional projects to be supported.</p>	0.000	0.484	0.484
<b>TOTAL</b>					<b>2.000</b>	<b>3.294</b>	<b>5.294</b>

## APPENDIX B: 2020/21 Year-end Grants

2020-21 Year End Grants				
	Recipient	Cost (\$ millions)	Purpose	Link to Mandate Item(s)
1	Food Banks British Columbia	8.500	To support food security initiatives in British Columbia including a Provincial Food Distribution Network and a Perishable Food Recovery Program.	Food Security
2	United Way of the Lower Mainland	1.270	To support the organization in expanding food security programming, conducting research on household food security in British Columbia, and improving access to food security data	Food Security
3	Disability Alliance BC Society	1.177	To support PWD and PPMB individuals in filing their taxes and access financial benefits they are entitled to, with a focus on cases where people may not have filed for several years.	Accessibility
4	St. Paul's Foundation of Vancouver and Providence Health Care Society (Foundry)	5.065	Funding to deliver Individualized Placement and Support (IPS) in all their centres for a 3-year period	Improving services for individuals with intellectual and developmental disabilities; A strong, sustainable economy that works for everyone
5	Canada British Columbia Business Services Society DBA Small Business BC	4.800	Support SBBC in addressing gaps in supports for employers in BC who have hired or want to hire persons with disabilities.	Improving services for individuals with intellectual and developmental disabilities; A strong, sustainable economy that works for everyone
6	National Institute for Disability Management and Research (NIDMAR)	5.960	Fund audits of Disability Management and Return-to-Work (DM/RTW) practices for businesses who have injured workers	Improving services for individuals with intellectual and developmental disabilities; A strong, sustainable economy that works for everyone
7	Canassist	4.000	Provide service navigation for employment services for youth with disabilities across various disability sub sectors (e.g., Community Living, MHSU).	Improving services for individuals with intellectual and developmental disabilities; A strong, sustainable economy that works for everyone
	<b>TOTAL</b>	<b>30.771</b>		

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**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 six branches.
- The division's salaries and benefits budget supports approximately 1,475 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.
- Individuals can access Ministry services online, by phone, or in person at 84 locations, including 36 Ministry offices and 48 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, childcare, and domestic violence counselling.

**BACKGROUND:**

- SDD's salary and benefits budget supports approximately 1,475 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 support underserved individuals, Community Integration Specialists work in communities throughout the province.

## BUDGET:

Service Delivery Division (SDD) Program Management Budget 2016/17 to 2021/22				
Fiscal Year	Salaries and Benefits	Operating Costs	Total	% Change
2021/22	111,855,000*	7,879,000	119,734,000	5.4%
2020/21	106,586,948	7,041,002	113,627,950**	0.8%
2019/20	105,615,000	7,156,000	112,771,000	5.1%
2018/19	100,237,000	7,041,000	107,278,000	3.7%
2017/18	96,500,000	6,941,000	103,441,000	-0.1%
2016/17	96,500,000	7,100,000	103,500,000	N/A

Data Source: Operations Support, Service Delivery Division

Source: Corporate Data Warehouse; Annual Budget Amounts, Service Delivery Division. % change reflects variance from prior year.

\*The ministry received \$5 million for front-line staffing in Contingencies for 2021/22 to relieve pressures due to prior year budget reductions and inability to internally manage these costs without a significant reduction in FTE's. For 2022/23 and out years the \$5 million will be within base budget.

\*\*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 FTE (as of March 2022)

Branch	FTE March 2022
<b>Community Services and Community Integration Services</b> (including in-person offices, Community Integration Services and Profiling)	<b>594</b>
Client Service Workers (CSWs)	134
Employment Assistance Workers (EAWs)	298
Community Integration Specialists	69
Other	93
<b>Virtual Services</b> (including Contact Centre; Intake; Health Assistance and Specialized Services; and Specialized Intake)	<b>576</b>
Client Service Workers (CSWs)	27
Employment Assistance Workers (EAWs)	435
Other	114
Operations Support	101
Prevention and Loss Management Services	168
Strategic Services	48
ADMs office	3
<b>Total Service Delivery Division</b>	<b>1491</b>

Data Source: Operations Support Branch, Service Delivery Division

\* FTE Burn – Corporate Data Warehouse FTE Cube, March 2022. Staff count can be higher or lower depending on illness, overtime, part-time employment and leave w/out pay

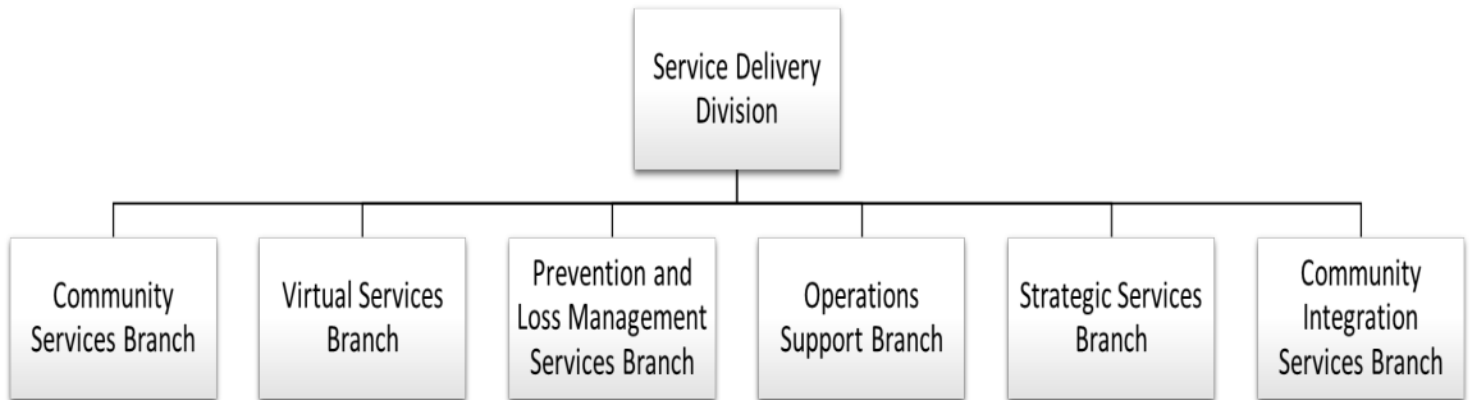
\*FTE Burn: Data from Time and Leave determined by the actual hours burned from all staff and divided by seventy (70) for a full-

Contact: Dana Jensen, A/ADM, SDD (until May 5<sup>th</sup>)  
Contact: Raymond Fieltsch, ADM, SDD (starting May 9<sup>th</sup>)

Cell Phone: Government Financial  
Cell Phone: Information

time equivalent (FTE) position.

## Organizational Structure



Contact: Dana Jensen, A/ADM, SDD (until May 5<sup>th</sup>)  
Contact: Raymond Fieltsch, ADM, SDD (starting May 9<sup>th</sup>)

Cell Phone: Government Financial  
Information  
Cell Phone:

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Service Delivery - Contact Centre**

**KEY INFORMATION:**

- The Ministry operates a provincial contact centre that receives an average of 96,000 calls each month from individuals using the 1-866-866-0800 call line. This translates into about 1.1 million calls every year.
- The call line provides options for individuals including accessing client information or submitting their monthly report 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.
- In 2021, the average speed of answer was 12 minutes and 55 seconds, meeting the ministry Service Standard 63% of the time.
- The ministry offers a client satisfaction survey at the end of each call. From April 2021 to March 2022, clients reported they were satisfied with the amount of time it took to get service, 78 percent of the time.
- 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.

## BACKGROUND:

- The Ministry of Social Development and Poverty Reduction tracks call data and trends for its toll-free line.
- The Ministry continues to focus on meeting 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).
  - There have been longer wait times from September to December 2021 which are associated with an increased call volume aligning with pre-pandemic trends.
- 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:
  - The ability to complete monthly reporting using a self serve option on the phone.
  - 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 with an extension if applicable. 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 times 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 3 - 10% monthly.

(Data Source: Analytics and Business Intelligence FY21/22)

## 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 15,466 surveys completed between April 1, 2021 – March 31, 2022 show the following results:
  - I was satisfied with the amount of time it took to get service
    - 78% - Yes      22% - No
  - Overall, I found the Ministry worker was respectful
    - 88% - Yes      12% - No

(Data Source: Analytics and Business Intelligence)

## Call Centre Service Level Report

	Calls Offered	Calls Handled	Average Handle Time	Service Level 1 %	Service Level 2 %	Average Wait Time
<b>2019</b>	<b>807,465</b>	<b>742,700</b>	<b>0:12:23</b>	<b>45%</b>	<b>42%</b>	<b>0:16:54</b>
Jan	75,541	68,950	0:12:08	34%	31%	0:21:53
Feb	68,465	61,369	0:11:40	21%	16%	0:32:23
Mar	70,609	63,102	0:12:12	35%	30%	0:19:20
Apr	61,637	57,131	0:12:39	58%	55%	0:19:03
May	67,686	63,928	0:13:00	64%	61%	0:11:01
Jun	58,693	55,283	0:12:49	62%	60%	0:09:54

Contact: Dana Jensen, A/ADM, SDD (until May 5<sup>th</sup>)  
 Contact: Raymond Fieltch, ADM, SDD (starting May 9<sup>th</sup>)

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Page 3 of 5

Jul	67,617	62,549	0:12:09	39%	36%	0:16:35
Aug	66,787	60,804	0:12:13	37%	34%	0:18:41
Sep	65,405	59,956	0:12:34	46%	43%	0:15:11
Oct	71,961	65,674	0:12:38	51%	47%	0:13:25
Nov	67,289	62,163	0:12:15	43%	40%	0:14:59
Dec	65,775	61,791	0:12:24	62%	60%	0:09:46
<b>2020</b>	<b>720,073</b>	<b>687,901</b>	<b>0:13:24</b>	<b>82%</b>	<b>79%</b>	<b>0:06:28</b>
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
<b>2021</b>	<b>747,304</b>	<b>702,572</b>	<b>0:13:38</b>	<b>63%</b>	<b>57%</b>	<b>0:12:55</b>
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
Apr	57,185	54,667	0:13:57	79%	74%	0:06:43
May	54,609	52,780	0:14:06	88%	84%	0:04:33

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Page 4 of 5

Jun	55,017	53,623	0:14:31	97%	95%	0:02:58
Jul	57,001	53,930	0:13:42	69%	64%	0:08:02
Aug	62,692	58,252	0:13:02	50%	43%	0:13:18
Sep	59,228	54,873	0:13:19	47%	40%	0:15:11
Oct	66,593	60,408	0:12:24	33%	24%	0:23:01
Nov	78,739	70,919	0:12:22	23%	14%	0:29:02
Dec	73,432	66,038	0:12:52	26%	16%	0:31:23

Data Source: Analytics and Business Intelligence FY21/22 Apr-Dec

## Contact Centre – Technology Expenditures

Contact Centre Software Costs	2017/18 Actuals	2018/19 Actuals	2019/20 Actuals	2020/21 Actuals	2021/22 Actuals
Monthly licensing Costs for ICE/Teleopti Software	\$1,435,080	\$1,520,996	\$1,568,961	\$2,088,625	\$1,913,440
One-Time operating costs (e.g. Move-Add-Change, testing)	\$44,930	\$2,367	\$9,143	\$21,890	\$5,984
<b>TOTAL</b>	<b>\$1,480,010</b>	<b>\$1,523,363</b>	<b>\$1,578,104</b>	<b>\$2,110,515</b>	<b>\$1,919,424</b>

Data Source: Operations Support, Finance, Facilities and Assets FY21/22 Apr-Mar

## CONTACT CENTRE STATISTICS:

	2017	2018	2019	2020	2021
<b>Calls Offered</b>	842,720	750,038	807,465	720,073	747,304
<b>Calls Handled</b>	705,300 (84%)	659,873 (88%)	742,700 (92%)	687,901 (96%)	702,572 (94%)
<b>Average Handle Time</b>	0:10:38	0:11:21	0:12:23	0:13:24	0:13:38
<b>Service Level 1*</b>	4%	29%	45%	82%	63%
<b>Service Level 2 **</b>	4%	29%	42%	79%	57%

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.

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Page 5 of 5

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Service Delivery – Community Services**

**KEY INFORMATION:**

- The Ministry is committed 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.
- 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. Service BC offices are open between 8:30am – 4:30pm and provide a comparable level of service that a ministry office provides.
- 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.
- Since the beginning of 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:

- 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 46 of the 48 Service BC locations provides a comparable level of service as a Ministry office does, while maintaining anonymity in the community.
- The Service BC offices in Kaslo and Mackenzie provide limited access to 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 wildfires.
- For March 2022, 165,045 or 83% of clients had direct deposit.
- The Ministry has dedicated Community Integration Specialists who focus on connecting underserved individuals who are not able to access ministry services through the traditional options, with financial assistance and community supports.

### COVID-19 Pandemic Update:

- All Ministry offices have remained open in accordance with the recommendations of the Provincial Health Officer, and service to individuals has been adapted to ensure sufficient physical distancing.
- To protect clients and staff in our offices, the following changes were made:
  - Limiting the number of people who can be in the waiting room 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;
  - Use of face shields and face masks when providing service in the waiting room;
  - Increased signage and reconfigured waiting room seating 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 Ministry also implemented various measures to reduce the need for clients to attend the office which has resulted in lower volumes of clients attending offices both outside of and during cheque issue.
- Since the beginning of the COVID-19 Pandemic, Ministry offices and Service BC offices

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Page 2 of 3

remained open.

- Occasionally an office has closed for a short period of time (part day or full day) due to a lack of staffing resources and/or due to additional cleaning required. Staff resources have been reassigned quickly from another office or community to re-open an office as quickly as possible.

## **BUDGET:**

- For any questions regarding the overall costs of Service BC offices to provide SDPR services, please refer 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 Office Condition Program Note

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Page 3 of 3

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Homelessness – Community Integration Services**

**KEY INFORMATION:**

- In 2019, the Ministry implemented Community Integration Services to expand outreach support throughout the province.
- Community Integration Services was created to ensure underserved individuals, who had difficulty accessing Ministry services through traditional channels, were able to access financial assistance and community supports.
- Services are provided through four types of operating models as follows:
  - Community Hub which is a central location for community partners to provide wrap around supports,
  - Direct Service where a Community Integration Specialist takes a case management approach to supporting a client's connection to financial supports and services,
  - Specific Focus on areas of need such as housing, mental health and addictions and women's services, and
  - Remote Hub that provides virtual individualized support in small or remote communities.
- This holistic, community-centered approach to service delivery has been well received by communities and partners throughout the province and has had positive results.
- In 2021, the Ministry created a new channel of service delivery developed in partnership with the community, called the Surrey Indigenous Hub. This was proven successful in providing culturally appropriate services to Indigenous peoples.

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- Currently there are 73 Community Integration Specialist positions throughout the province with a staffing budget of \$6.2M.
- The 2022 Budget introduced the plan to increase the number of Community Integration Specialists to ~190 positions to assist individuals at risk of/ currently experiencing homelessness navigate government programs and connect them to available supports in communities throughout the province.
- The location of the new Community Integration Specialists will be based on homelessness data by census areas, complex care housing sites, potential partnerships with Friendship Centre locations, as well as ministry client data of individuals with no fixed address (including encampments). This information will be announced in the coming months.
- Hiring of the new Community Integration Specialists will start later this spring and be staggered over the course of the next two years.

## **BACKGROUND:**

- In 2019, the Ministry implemented Community Integration Services to expand outreach support throughout the province.
- Community Integration Services was created to ensure underserved individuals, who had difficulty accessing Ministry services through traditional channels, were able to access financial assistance and community supports.
- Services are provided through four types of operating models as follows:
  - Community Hub which is a central location for community partners to provide wrap around supports,
  - Direct Services provided where a Community Integration Specialist takes a case management approach to supporting a client's connection to financial supports and services
  - Specific Focus on areas of need (e.g., housing, mental health and addictions, women's services), and
  - Remote Hub that provides virtual individualized support in small or remote communities.
- This holistic, community-centered approach to service delivery has been well received by communities and partners throughout the province and has had positive results.

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### **Community Integration Services Expansion:**

- The 2022 Budget introduced the plan to increase the number of Community Integration Specialists to assist individuals at risk of/currently experiencing homelessness navigate government programs and connect them to available supports in communities throughout the province.
- To support the increased number of Community Integration Specialists and expanded services provided, the ministry is setting up a new Community Integration Services Branch.
- The location of the additional Community Integration Specialist positions will be based on homelessness data by census areas, complex care housing sites, possible partnerships with Friendship Centre locations, as well as ministry client data of individuals with no fixed address (including encampments). This information will be announced in the coming months.
- Hiring of the Community Integration Specialist staff will start later this spring and be staggered over the course of the next year.

### **Indigenous Partnership Pilot Program (IPPP):**

- In 2017, SDPR met with Indigenous community members in Surrey and surrounding areas to better understand the role the province could play in providing better services to the Indigenous communities.
- In 2019, the Ministry received an invitation from Skookum Lab to participate in a Campfire event as a part of our Community Integration.
- Ministry staff engaged with key members of the Indigenous Community in Surrey through Fraser Region Aboriginal Friendship Centre Association (FRAFCA), Surrey Urban Indigenous Leadership Committee and Skookum Labs.
- As part of the consultation, the ministry received feedback that services were “colonial” and unwelcoming to many Indigenous people, often causing an emotional trigger of intergenerational traumas.
- The Ministry requested feedback regarding the Indigenous Liaison and other service connections and were advised that while these were very helpful, it was not enough.
- Later that year, Skookum Lab and SDPR developed a partnership with the intention of removing barriers to accessing services.
- In early 2020 the one-year Indigenous Partnership Pilot Program began where the ministry partnered with indigenous organizations to hire from the community to provide service to indigenous clients in a manner that prioritizes cultural safety.
- Building upon the success of the Indigenous Partnership Pilot Program in providing culturally appropriate services to Indigenous individuals, in 2021, the Ministry created a new channel of service delivery developed in partnership with the community, called the Surrey Indigenous Hub.

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### **Cross Government Lean Project:**

- Community Integration Services, Homelessness Supports Project team initiated a two phased lean project through LeanBC which kicked-off in November 2021
- Intention of this project was to understand how individuals navigate the multi-government systems and to identify gaps and duplication of services
- The project is a cross-ministry collaboration, with four partner ministries – Ministry of Public Safety and Solicitor General (PSSG), Ministry of Mental Health and Addictions (MMHA), Ministry of Attorney General (MAG), and Ministry for Children and Family Development (MCFD).
- Phase 1 which included the cross-government data gathering, and analysis was completed in January 2022, which confirmed difficulties in the identification of services/supports and that individual attempts to navigate the various systems of supports impeded their ability to deliver on their core responsibilities (e.g. mental health clinicians seeing other patients).
- This phase included 6 focus groups, 39 interviews, and 1 program survey. Included in this phase was Health Authorities, First Nations Health Authority, BC Housing, and other partner ministries.
- Phase 2 begins on March 15th and will redesign Community Integration Services referral processes to include both referrals to the Community Integration Services, and from Community Integration Services to community supports and services.
- The project is anticipated to conclude in September 2022 with full implementation of the new referral process.
- In addition, the budget 2022 announced the increase of Community Integration Specialists to 190 positions to help people experiencing homelessness navigate government programs and available supports in communities throughout the province. The allocation of these positions is currently development and will be announced in coming months.

### **BUDGET:**

#### **Community Integration Services:**

<b>Fiscal Year</b>	<b>Budget Amount</b>	<b># of Community Integration Specialists</b>
2021/2022	\$6.2M*	73
2022/2023	\$15.6M*	190

\* Budget amount inclusive of salary and benefit costs only.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**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 – Ministry 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.
- If an individual is unable to come into an office, a Community Integration Specialist will go to an individual's location or will work through a community agency to assist individuals applying for assistance.
- 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.

## **BACKGROUND:**

### How to apply:

- 1) Online, self-directed 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, supported by ministry staff at a Ministry office or 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) Ministry 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. The individual can choose the location of where to receive the phone call (e.g., Service BC Office).
  - Service BC office staff do not provide the option of completing an application in the office.

In addition, Community Integration Specialists work with underserved individuals, to assist them through the application process. If an individual is not able to attend the office or call

into the Ministry, Community Integration Specialists will go to where the individual 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 an individual 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.
- A client or applicant may contact the Ministry at any time if their circumstances change. 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 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 when contact is expedited:
  - 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:

- The variability in the intake numbers over the past two years align with the release of federal benefits, such as the Canada Emergency Response Benefit (CERB) and Canada Recovery Benefits (CRB). The increase in October 2021 aligns with pre-pandemic seasonal intake application volumes, as the federal benefits stopped in September 2021.

2019											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
5,112	4,155	4,090	4,058	4,083	3,983	4,276	4,046	3,996	4,452	4,342	4,216

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
3,046	3,113	3,608	2,879	2,857	3,194	3,088	3,248	3,596	4,783	5,750	4,767

2022											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
4,650	4,208	4,798									

Source: Service Delivery Division – Operations Support Branch

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Office Location of Concern - Prince George**

**KEY INFORMATION:**

- The lease at the Ministry in-person office, located at 1445 10<sup>th</sup> Avenue, in Prince George, expires February 29, 2024 and the landlord has indicated that they will not renew the lease.
- Government properties are both procured and managed by the Ministry of Citizens' Services, Real Property Division.
- Government purchased a new location in 2020 located at 490 Brunswick Street in Prince George, which is within walking distance of the current office location (approximately 5 city blocks away).
- Ministry of Citizens' Services held various Information sessions in 2020 to inform local organizations of the government's intent to relocate the office to 490 Brunswick Street, answer any questions and address concerns.
- The Ministry of Citizens' Services and Ministry of Social Development and Poverty Reduction continue to reconfirm their commitment to the community to be a good neighbor.
- Any more specific questions about the new location should be directed to the Ministry of Citizens' Services.

**BACKGROUND:**

- The lease at the 10<sup>th</sup> Avenue Ministry in-person office expires February 29, 2024, with notice from the Landlord that they will not renew the lease.
- The Ministry of Citizens' Services, Real Property Division (RPD) explored potential locations for the Ministry office within Prince George and purchased a location at 490 Brunswick Street in March 2020.
- The new location is within walking distance from the current office, approximately 550 metres (.6 km) or 5 city blocks.

- Both the current location and the new location are in a complex that has a combination of retail outlets and restaurants/cafes.
- In 2020, RPD held various meetings to discuss stakeholders' concerns, including with the Prince George Downtown Business Improvement Association, Prince George Montessori School, Trinity United Church, North Edge Ice Sports and the Prince George Seniors' Centre that are located nearby the Ministry's new office location.
- Specifically, the province held an in-person information session for local business and organizations on February 7, 2020 to understand their concerns and offered the opportunity for further discussions.
- On February 24, 2020, the City of Prince George council meeting received a petition containing 68 signatures, noting concerns from individuals of the proposed space for the Ministry's in-person services and carried a motion to contact the Ministry of Social Development and Poverty Reduction to discuss.
- On May 21, 2020 a letter was received from the Prince George Downtown Business Association, which was followed up by meeting with them on May 27, 2020 with their Board of Directors and executive team.
- June 2, 2020, Ministry of Citizen Services sent a follow up letter to the Prince George Downtown Business Association regarding their previous discussions.
- June 17, 2020, the Real Property Division in the Ministry of Citizens' Services and SDPR ministry staff met with the representatives from the Prince George Downtown Business Association, the Board of Directors and executive team to discuss concerns and share efforts taken by the Province to find a new location.
- In September 2020, the Prince George Downtown Business Association wrote to the Ministry of Citizens' Services outlining their concerns regarding SDPR relocating to the new location and providing some alternative locations for consideration. The other locations were reviewed by RPD and deemed inappropriate in meeting the location, size, and quality of space.
- On February 9, 2021, the Real Property Division in the Ministry of Citizens' Services met with the Prince George Downtown Business Improvement Association the Ministry of Citizens' Services to hear their concerns and confirm the timeline of the move to the new location,
- In March 2021, the Prince George Downtown Business Improvement Association wrote to the Deputy Minister expressing concern with the new location, that the location would sit vacant and wanting to know of the planned use in the meantime. The ministry responded to the letter (attached as Appendix 1), reiterating the reasons for the move and the process that was followed, all of which had been previously communicated by RPD.
- In November 2021, the current location owner offered an additional lease extension with undefined expectations of occupancy. As government had already purchased the new location in March 2020, it was not accepted.



- In December 2021, the Prince George Downtown Business Improvement Association wrote to the Premier and SDPR Minister outlining their concerns about the impact of the neighboring businesses when the ministry moved to the new location.
- In January 2022, the ministry responded to the letter (attached as Appendix 2), providing confirmation of the move, and additional ways for clients to access ministry services, such as online, by phone and through Community Integration Specialists working with local agencies and stakeholders in the community of Prince George.
- Both the Ministry and RPD continue to reiterate their commitments to be a good neighbor. RPD continues to explore all options to meet the needs of the community.

### **Bylaw Issue:**

- The city of Prince George passed a bylaw in the summer of 2021 called the Safe Streets Bylaw.
- The new bylaw came into effect January 2022 and aimed to impose tighter restrictions on what activities can take place in public spaces. Those activities included sitting, lying down, panhandling, drug use, graffiti, and the lighting of fires.
- B.C. Assembly of First Nation's (AFN) Regional Chief Terry Teegee said in an interview about the new bylaw, <sup>Copyright</sup>

Copyright

- Copyright

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- Copyright

- City of Prince George have received the B.C. AFN concerns and will be reviewing before releasing a formal response.

### **BUDGET:**

- No estimate has yet been set for costs. This will be determined after RPD Asset Management and Accommodation Management establishes the feasibility plan and project scope.

**Appendix 1**  
**Email sent to the Prince George Downtown Business Improvement Association**  
**March 2021**

Ref: 212176

Colleen Van Mook  
Executive Director  
Downtown Prince George  
[colleenvm@downtownpg.com](mailto:colleenvm@downtownpg.com)

Dear Ms. Van Mook

Thank you for your email of March 15, 2021, outlining the Prince George Downtown Business Improvement Association's (DPGBIA's) concern regarding the relocation of the ministry office. I'm pleased to respond.

As Mr. DeLarge noted in his correspondence dated June 2 and September 11, 2020, and as discussed in a meeting on February 9, 2021, the lease for the Ministry's current location ends in 2024 with no option for renewal.

I understand that representatives from the Real Property Division in the Ministry of Citizens' Services and staff from my ministry also met with you on May 27, 2020, to further discuss your concerns and share the efforts taken by the Real Property Division on behalf of the Province to find a new location. I also understand that provincial staff met with representatives from the DPGBIA's Board and executive team on June 17, 2020, to discuss the same.

Following months of searching by provincial staff and after posting a Request for Proposals of purchased or leased space, government enlisted the services of a realtor. The location at 490 Brunswick Street was the only space suitable that met the needs of the Province and ensures services will remain accessible to some of the most vulnerable people in your community. As noted in the letter of June 2, 2020, prior to removing the conditions of sale, the Province consulted with local businesses on February 7, 2020, to understand their immediate concerns and offered the opportunity for further discussions.

The Province remains committed to being a good neighbour, carefully planning the relocation of our essential services, and continuing to work with the DPGBIA and your community to understand and respond to concerns.

Thank you again for writing.

Sincerely,

David Galbraith  
Deputy Minister  
Ministry of Social Development and Poverty Reduction



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final as sent.msg

**Appendix 2**  
**Letter sent to the Prince George Downtown Business Improvement Association**  
**January 2022**

Ref: 216425

Eoin Foley, President  
Downtown Prince George

c/o Colleen Van Mook, Executive Director  
[colleenvm@downtownpg.com](mailto:colleenvm@downtownpg.com)

Dear President Foley:

Thank you for your letter of December 2, 2021, addressed to myself and the Honourable John Horgan, Premier, regarding the relocation of the Ministry of Social Development and Poverty Reduction's (SDPR's) office to 490 Brunswick Street in Prince George, British Columbia. I'm pleased to respond.

I appreciate you writing to share your concerns once again. As noted previously, government properties are both procured and managed by the Ministry of Citizens' Services' Real Property Division. As you know, government purchased a new location in 2020 at 490 Brunswick Street, which is within walking distance of the current office location, approximately 550 metres (.6 km) or 5 city blocks away.

As you're likely aware, SDPR delivers income assistance, disability assistance and supplementary assistance to individuals and families in need. This includes supports such as health supplements, working with clients to create employment plans and referring clients when appropriate to WorkBC Centres. SDPR staff provided this service delivery information to the Real Property Division and outlined facility requirements to assist them in determining the procurement requirements for a new office.

After procuring the new location, the Real Property Division conducted information sessions to inform local organizations of government's intent to relocate the office to the new location, answer any questions and address concerns. I want to assure you that the Province is committed to keeping all affected groups informed as plans develop.

Along with visiting a local office, you may be interested to know that individuals can access SDPR services in a variety of other ways including online through My Self Serve at: <https://myselfserve.gov.bc.ca/>, or by phone at 1-866-866-0800 (toll free). For clients who struggle with behaviour and have been banned from attending an office in person, SDPR services are provided through a Third Party Contractor. In Prince George, this contractor is located at 2211 Nicholson Street South, approximately 4.3 km away.

Further, SDPR works collaboratively with local agencies and stakeholders in your community, referring clients to other resources such as housing, mental health services, childcare and domestic violence counselling. A team of Community Integration Specialists also provide direct services to SDPR's most vulnerable clients at over 30 community locations in the Prince George area. A list of these locations is attached for your convenience.

Thank you again for taking the time to write.

Sincerely,

Nicholas Simons  
Minister of Social Development and Poverty Reduction

Attachment

cc: Honourable John Horgan, Premier  
Honourable Lisa Beare, Minister of Citizens' Services

Attachment to Letter:



216425 Foley  
Attachment for Final.p

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Support for Individuals arriving from Ukraine**

**KEY INFORMATION:**

- With thousands of displaced Ukrainians expected to relocate to British Columbia over the coming months, the Province is expanding services and supports to connect individuals and families to the help they need.
- B.C. has launched a dedicated welcoming website for individuals arriving from the Ukraine, that provides information on how to access support services in British Columbia. This website is available in Ukrainian and Russian languages: [Welcoming Ukraine - Province of British Columbia \(gov.bc.ca\)](http://WelcomingUkraine.gov.bc.ca)
- Service BC has set up a phone line, with translators available, to help support individuals arriving from the Ukraine at 1-800-663-7867.
- Ukrainians arriving under the *Canada-Ukraine Authorization for Emergency Travel* (CUAET) visitor's visa are eligible for WorkBC employment services. This information is on the main Welcoming Ukraine website. As well, an information sheet identifying all WorkBC services is available in English, French, Ukrainian and Russian and posted on the WorkBC Website.
- Ukrainians who come to Canada through the CUAET will not meet the citizenship requirement to apply for income, disability, or hardship assistance.
- Ukrainians who make a refugee claim (e.g., asylum seekers) or those who come in under the family reunification program will meet the citizenship requirement and may be eligible for ministry financial assistance.
- The ministry is exploring ways to assist Ukrainians arriving under the CUAET who may still require financial assistance or other supports after

they exhaust the 6 weeks of assistance being provided by the federal government.

## **BACKGROUND:**

- On April 9, 2022, the federal government announced temporary measures, including hotel accommodation for up to two weeks and up to six weeks of short-term income support of \$500 per week to ensure basic needs are met.
- The Welcoming Ukraine complements Service BC's phone line and is part of a series of supports the Province will be rolling out over the coming months. Service BC's phone line is 1 800 663-7867.
- Ukrainians can use the website to access support services such as health care, employment, education, housing, child care and learn about other community services, among other supports.
- In addition to supporting displaced Ukrainians, the website can be used by British Columbians who want to offer support to Ukrainians by donating money through the United Way or Canadian Red Cross, donating goods or services through the United Way, offering housing, and/or employment opportunities.

### SDPR Specific:

- Ministry staff are working with other ministries and community organizations/partners on providing information regarding eligibility for ministry financial assistance, as follows:
  - Ukrainians who come to Canada through the CUAET visitor's visa will not meet the citizenship requirement to apply for income, disability, or hardship assistance under current regulation.
  - Ukrainians who make a refugee claim (e.g., asylum seekers) or those who come in under the family reunification program will meet the citizenship requirement and may be eligible to receive ministry financial assistance.
- Ukrainians arriving under CUAET are eligible for the range of WorkBC employment services. An information sheet identifying all WorkBC services available been as posted on the Welcome Ukraine Website and is available in English, French, Ukrainian and Russian.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
ACCESSIBILITY DIRECTORATE  
PROGRAM NOTES 2022/2023**

**TOPIC: Accessibility Legislation Implementation**

**KEY INFORMATION:**

- Government is committed to improving the lives of people with disabilities and the *Accessible British Columbia Act* (The Act) marks the next step in building an inclusive province that works for all of us.
- The Act received Royal Assent June 17, 2021 and is now in its first year of implementation. A timeline outlining the priorities for implementation was published when the legislation was passed. In year one priorities include implementing Part 3 of the Act and preparing for the future development of accessibility standards.
- To implement Part 3 of the Act, government:
  - has appointed the Provincial Accessibility Committee (PAC);
  - is working on the development of its first accessibility plan; and
  - is working to establish a feedback mechanism.
- Government has also adopted a regulation to prescribe public sector organizations under Part 3.
- The Act supports the development of new accessibility standards – in areas like employment, the built environment and delivery of services. We are seeking input from the new Provincial Accessibility Committee on where to start with our standards and anticipate beginning development of the first accessibility standards in the Fall.
- 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.



## BACKGROUND:

### Overview of the *Accessible B.C. Act*

- The Act seeks to identify, remove and prevent barriers experienced by people with disabilities. The legislation is comprised of seven parts which include:
  - **Interpretation (Part 1)** – contains definitions required for operation of the Act;
  - **Recognition and accountability (Part 2)** – recognizes AccessAbility week and sign languages as well as requires government to publish an annual report and independent reviews;
  - **Accessible organizations (Part 3)** – requires government and any prescribed organizations to publish an accessibility plan, create feedback mechanism, and establish an accessibility committee;
  - **Accessibility standards (Part 4)** – establishes a process for standard development and areas for standards development;
  - **Compliance and enforcement (Part 5)** – enables inspections and enforcement actions culminating in monetary penalties;
  - **Reconsiderations and appeals (Part 6)** – outlines a process for review and appeals; and
  - **General (Part 7)** – authorizes regulations as required for operation of the Act, including LGC power to establish standards.

## Implementation of Part 3

### Provincial Accessibility Committee

- On December 3, 2021, the Minister appointed 11 individuals as the first members of PAC.
- PAC is responsible for supporting the implementation of the *Act* by developing and recommending accessibility standards and providing advice to government on matters related to accessibility and inclusion.
- Committee membership aims to reflect the diversity of British Columbians and includes people with disabilities, individuals and organizations that support people with disabilities, and Indigenous representatives.
- Jointly chaired by Dan Coulter, Parliamentary Secretary for Accessibility, and Spring Hawes, the committee's work includes advising government on the implementation of the *Accessible B.C. Act*, helping government prioritize accessibility standards and overseeing the process of developing standards in areas such as employment, education, transportation, and customer service. The committee will be supported by technical committees with expertise specific to that standard.
- Throughout the recruitment process accommodations were provided on request to a designated contact person.

- The committee will meet at least four times a year and already met in January and March 2022.

### **Government Accessibility Plan**

- The Act requires government to develop an accessibility plan and to update it at least once every three years. Our intent is to release the plan in late spring 2022. The plan will highlight initiatives and high-level priorities across government that support the identification, prevention, and removal of barriers for people with disabilities.
- In 2021/22, the Accessibility Directorate worked with the Provincial Accessibility Committee and with ministries across government to develop the first government accessibility plan.
  - From September to December 2021, the Accessibility Directorate conducted internal engagement with each government ministry. Information collected during the engagement process informed the content of the accessibility plan.
  - In early 2022, the Provincial Accessibility Committee provided input on the development of the accessibility plan.

### **Government Feedback Mechanism**

- Government is required to develop an accessibility feedback mechanism under Part 3 of the Act.
- The feedback mechanism will allow all individuals, regardless of ability or barrier, to contact the provincial government regarding accessibility barriers faced when accessing provincial programs.
- The Accessibility Directorate has met with cross-ministry partners to discuss the process of creating an accessible digital feedback tool.
- The feedback mechanism is currently being developed with input from the Provincial Accessibility Committee.
- Government intends to launch the feedback mechanism later this year.

### **Regulation to prescribe organizations for requirements under Part 3**

- In Spring 2021 the Accessibility Directorate began work to develop a regulation prescribing public sector organizations under Part 3 of the Act. Government has adopted the regulation in April 2022.
- Beginning September 1, 2022, more than 750 public sector organizations have at least one year to comply with Part 3 of the Accessible B.C. Act. Prescribed organizations will be required to have an accessibility committee, an accessibility plan and a public feedback mechanism in place.
- This work was informed by feedback from ministries across government, Indigenous partners, and from targeted engagement carried out with over 800 public sector organizations from August to October 2021.
- A new, \$3 million fund is available over three years to support prescribed organizations to achieve compliance. One-time, targeted grants will be administered by the Disability Alliance of BC (DABC). Additionally, the regulation will prescribe the week for

Contact: Sam Turcott, Accessibility Lead, Accessibility Directorate  
 Cell Phone: 250-888-4271

AccessAbility Week, so that it can be recognized annually through legislation, starting in May 2022.

## Accessibility Standards Development

- The Accessibility Directorate has begun discussions with PAC about priorities for standards development.
- Once we have identified priority areas for standards development government will need to bring the right technical expertise together to begin that work by issuing terms of reference and appointing technical committees.
- We anticipate initial standards development will begin Fall 2022. Based on the experience in other jurisdictions, it could take about two years to develop each standard. However, we will look for opportunities to expedite standards development wherever possible.

## Funding

- **Accessibility Directorate Annual Budget:** In 2022/23, the Accessibility Directorate's base budget increases by \$1,516,000 overall. The increase in funding will allow for:
  - **Staffing:** increase will allow for the recruitment of 3 new staff who will support the development of accessibility standards and the implementation of the *Accessible BC Act*.
  - **Provincial Accessibility Committee:** \$343,000 to establish and support the Provincial Accessibility Committee.
  - **Funding to Organizations:** \$510,000 annually to provide grants for AccessAbility Week.
  - **Feedback Mechanism:** \$250,000 from one-time contingency funding.

## Indigenous Engagement

- The ministry involved Indigenous Peoples in the development of the Act from day one and worked with Indigenous partners to identify opportunities to strengthen the legislation's alignment with the UN Declaration. For example, embedding requirements for representation by Indigenous Peoples to ensure they have a direct role in shaping how the legislation is implemented.
- Ongoing consultation and cooperation with Indigenous Peoples will be critical to ensure that regulations developed under the Act align with the UN Declaration in accordance with the Declaration Act and reflect the input we receive from Indigenous Peoples.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**  
**ACCESSABILITY DIRECTORATE**  
**PROGRAM NOTES 2022/2023**

**TOPIC: Provincial Accessibility Committee**

**KEY INFORMATION:**

- As a requirement of the *Accessible B.C. Act* (Act) the Minister of Social Development and Poverty Reduction (SDPR) may appoint 11 individuals as members of the Provincial Accessibility Committee (PAC).
- Membership aims to reflect the diversity of British Columbians and includes people with disabilities, individuals and organizations that support people with disabilities, and Indigenous representatives.
- The inaugural PAC was established on December 3, 2021.
- The committee will advise the Minister on matters related to accessibility and support the development of accessibility standards.

**Background**

- The committee's work will include:
  - Advising government on the implementation of the Act,
  - Advising government on the prioritization of accessibility standards,
  - Overseeing the process of developing standards.
  - Overseeing the establishment of various Technical Committees comprised of individuals with expertise specific to the standard.

**Selection process**

- Recruitment was announced in June 2021 after the Act received Royal Assent.
- Crown Agency and Board Resourcing Office (CABRO) supported the recruitment and worked with the Accessibility Directorate to ensure the process was accessible.
- Over 140 applications were received.

**Work of PAC**

- Co-chaired by MLA Dan Coulter, Parliamentary Secretary for Accessibility and Spring Hawes, the committee will meet at least four times a year.
  - To date, the committee has met in January and March 2022.
- PAC will provide input on Government's implementation of the Act including the government accessibility plan, feedback mechanism, and standards development.
- PAC will oversee the process of developing the non-exhaustive list of standards outlined in the Act:
  - employment,
  - delivery of services,

- the built environment,
- information and communications,
- transportation,
- health,
- education,
- procurement.

### Committee Representation& Diversity

The importance of an intersectional lens for the implementation of the *Accessible B.C. Act* was forefront in the selection and appointments for the Provincial Accessibility Committee. Committee representation aims to reflect the diversity of British Columbians.

- **Diversity of disability:** over 50% of the committee are people with disabilities. This includes representation of those who face barriers due to physical, sensory (blind, deaf, hard of hearing), mental, intellectual, or cognitive impairments.
- **Cultural:** there are Indigenous people, Métis people, and people of colour on the committee.
- **Gender:** the committee is comprised of 60% women and one of the co-chairs is a woman.
- **LGBTQIA:** The committee includes representation from members of the LGBTQ IA community.
- **Regional:** there are committee members from the north, southeast, central, regions as well as from Vancouver Island and the Lower Mainland.
- **Age:** a range of ages are represented on the committee from young adult to retired individuals.

### Current PAC Members

- Spring Hawes (Co-Chair)
- Debra Abraham
- Sheryl Burns
- Vinu Chetipurackal
- Kenneth Kramer
- Michael McLellan
- Rheanna Robinson
- Rob Sleath
- Kirsten Sutton
- Mary Teegee
- Jessica Vliegenthart

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
ACCESSIBILITY DIRECTORATE  
PROGRAM NOTES 2022/2023**

**TOPIC:           Parliamentary Secretary for Accessibility**

**KEY INFORMATION:**

- The Parliamentary Secretary for Accessibility was established as a new role to the B.C. Provincial Government in 2020.
- The Parliamentary Secretary for Accessibility has a mandate to:
  - 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 identify potential policy and regulatory solutions to make new buildings more accessible for all people.
- The Parliamentary Secretary was appointed by Minister Simons to co-chair the Provincial Accessibility Committee (PAC) with Spring Hawes.

**BACKGROUND**

**Accessibility Legislation**

- To support the implementation of accessibility legislation, the Parliamentary Secretary:
  - Convenes meetings, as required, with persons with disabilities, businesses, and other stakeholders to communicate information about B.C.'s implementation of accessibility legislation, and opportunities for further engagement.
  - Meets biweekly with Accessibility Directorate to receive updates and provide input into work underway to implement accessibility legislation including supporting implementation of Part 3 of the legislation, preliminary work to develop accessibility standards, etc.
  - Represents 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

- The Parliamentary Secretary is a co-chair of the Provincial Accessibility Committee (PAC).
- Additionally, the Parliamentary Secretary is sitting as co-chair of the 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.

### **Provincial Building Code**

- The Ministry of Attorney General (MAG) is leading work to ensure that the next iteration of the B.C. Building Code includes changes that will make new buildings more accessible.
- MAG's Building and Safety Standards Branch (BSSB) anticipates forty proposed accessibility changes to the National Building Code 2020 to be published in Spring 2022.
- The Province is committed to gathering public feedback to inform changes to make new buildings more accessible. MAG conducted an 11-week public engagement survey designed to seek feedback on barriers and opportunities to enhance accessibility requirements, and will facilitate focus group sessions in Spring 2022 to further advance understanding of accessibility needs in new buildings.
- The Parliamentary Secretary meets regularly with BSSB staff to receive updates and provide input. Additionally, the Accessibility Directorate staff meet monthly with BSSB. Topics of discussion have included updates on national codes development and relationships with Accessibility Standards Canada.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Basic Income Report and Recommendations**

**KEY INFORMATION:**

- The final report from the Basic Income Expert Panel (the panel), *Covering All the Basics: Reforms for a More Just Society*, was released on January 28, 2021.
- The panel recommended against both implementing a basic income in BC and conducting a pilot.
- Instead of a basic income, the 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 individuals and families.
- Government is considering the panel's recommendations as part of the post-pandemic economic recovery and updated 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 B.C. implement a basic income?

No. The panel determined that implementing a basic income at this time was not the right thing to do. As factors in making their decision, they cited the complexity and cost, impact on supplementary benefits and services currently offered, and relative inefficiency as a poverty reduction tool. They found no evidence that either society or the labour market are changing in such a way as to make a basic income necessary.
  2. Should B.C. establish a basic income pilot?

No. They did not see any value in conducting a pilot, since implementing a basic income is not being recommended.
  3. Could B.C. implement reforms to the existing income and social support system using basic income principles?

Yes. The panel provided 65 recommendations to update B.C.'s system of social supports and services that cross multiple ministries and agencies.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Costs**

- 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 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.

**Status of Recommendations**

- Ministries across government are in various stages of reviewing initiatives that align with the panel's recommendations.
- To date, 29 of 65 recommendations have been fully implemented, partially implemented, or have work underway at the relevant ministries. The remaining recommendations are still under review.
- As an example, SDPR has fully implemented recommendation 22 by evaluating and expanding the Single Parent Employment Initiative. The ministry has also partially implemented specific recommendations about rate increases with a \$175 permanent increase to income and disability assistance rates.

**Indigenous Basic Income Research Project**

- The Province funded a research project undertaken through a partnership between the First Nations Leadership Council and Simon Fraser University.
- The project design ensured that First Nations leadership was at the forefront of all aspects of the project, including developing the research questions, methodologies, and involving First Nation communities across the province.
- The report identified gaps in coverage in income supports for Indigenous people living on and off reserve and the role of income support systems in alleviating or amplifying differences that exist between Indigenous and non-Indigenous communities.
- The recommendations provide specific actions and strategies to address intergenerational poverty and the barriers and gaps for Indigenous Peoples in income support programs, and to reduce dependency rates over time.
- The final report was publicly released April 5, 2022.

**Next Steps**

- Government is considering the panel's recommendations as part of the post-pandemic economic recovery and updated poverty reduction strategy.

**BUDGET:**

- The budget for the basic income research 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.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

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

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

### Cross-Ministry Progress on Basic Income Expert Panel Recommendations

Ministries across government are in various stages of researching, developing, or implementing initiatives that align with recommendations made by the Basic Income Expert Panel in their 2020 report, *“Covering All the Basics: Reforms for a More Just Society.”* In some cases, this work is directly linked to the Panel’s recommendations; other initiatives are part of ministry work plans, mandate letter instructions, or had already been under consideration or development. Overall, the progress to date demonstrates an alignment between the Panel’s recommendations and Government’s priorities. It also highlights important steps being taken toward meeting Minister Simons’ mandate letter instruction to “[b]uild 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.”

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
<b>9. Increase DA benefit to MBM threshold</b>					
	Increase the maximum benefit amount for single people in the Severe-Persistent Disability, Moderate-Persistent Disability, and Temporarily Unable to Work categories by \$500 per month, to \$20,196 annually—close to the mid-point between the small-town and large-city MBM thresholds for B.C.—and other family types proportionately, using a scale factor of 1.41 for couples in which both people have a disability for \$28,560, in order to move their monetary income at least to the poverty line.	\$840 million annual plus caseload growth	Regulation change	SDPR	Partially completed – rates have increased by \$325/month since 2017. Most recently, in 2021, the largest ever permanent increase of \$175 was implemented.
<b>11. Create public and community employment</b>					
	Design and implement a program that funds community groups for projects that provide jobs to people with disabilities (and some other targeted groups), with lower expectations than market jobs, and with wages integrated into their IA benefits.	\$5 million annual	Regulation change	SDPR	Fully implemented - the Work Experience Opportunities Grant helps vulnerable British Columbians who receive income or disability assistance, and have barriers to employment, gain new skills and participate in paid work experience opportunities. The grant supports a sustainable, resilient and inclusive labour market recovery by providing opportunities for individuals to increase their ability to participate in the labour market.  Grants are available to non-profit organizations and federally registered charities to provide a meaningful work experience

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
					opportunity to eligible participants throughout the province.
<b>12. Integrate support for addiction and mental health disabilities</b>					
	Integrate the provision of Income Assistance benefits to people with addiction and mental health issues with the full range of measures addressing the opioid crisis as they evolve over time, with involvement from other social policy areas, such as public health and the justice system.	TBD	Legislation, regulation and practice change	SDPR/HLTH/PSSG	“Addictions” restrictions for the PPMB category were removed in July 2019. IA clients with addictions can access PPMB assistance, which is about \$50/month higher than regular income assistance.
<b>15. Engage federal government about Covid-19 recovery benefit rationalization</b>					
	Engage in immediate talks with the federal government around reforms to the Employment Insurance system and broader supports that are likely to arise as Canada emerges from the COVID-19 pandemic. The goal would be to create an integrated system with a clear statement about which program and level of government is helping which population.	No cost	Engagement ongoing	SDPR	Minister Simons has engaged with the federal government to support EI reform. Ministry staff continue to work with the federal government on these issues.
<b>20. Increase TA benefit levels by making Covid-19 emergency \$300 supplement permanent</b>					
	Make the \$300 per month COVID-19 emergency increase in Income Assistance benefits for TA a permanent increase.	\$305 million annual plus caseload growth	Regulation change	SDPR	Partially completed – rates have increased by \$325/month since 2017. Most recently, in 2021, the largest ever permanent increase of \$175 was implemented.
<b>22. Evaluate training support</b>					
	Evaluate the Single Parent Employment Initiative. If it is increasing education levels and post-education employment, earnings, and sense of self-respect, expand the program to offer it to all recipients of Expected to Work benefits.	\$5 million annual for program	Regulation change	SDPR	Initiative complete, recommendation fully implemented.  Through ELMSD service parity project, BCEA policy/regulation were amended to support not only single parents but single IA recipients in education and training program

Recommendation			Estimated Cost	Implementation	Ministry	Current Status
						through WorkBC/ISETS. Period of eligibility was also increased from 1 year to 2 years. Previously, single parent in employment education and training may continue to receive up to IA for up to one year with review for addition time on a case-by-case exception basis.
<b>26. Expand targeted supportive housing</b>						
		Continue expanding the amount of supportive housing targeting individuals with mental health and addiction issues as well as housing initiatives directly addressing homeless persons.	<p>Complex Care Housing (\$164M in Budget 2022 over next 3 years)</p> <p>New supported rental supplement program (included in the \$170M in Budget 2022 over the next 3 years)</p>	No leg/reg change required.	HOUSING/ BC HOUSING	<p>Work underway to meet mandate commitment to “Lead government’s efforts to address homelessness by implementing a homelessness strategy.” Launch expected Spring/Summer 2022</p> <p>As part of Homelessness Strategy, the province announced 4 new Complex Care Housing sites earlier this year, and Budget 2022 announced 20 more sites, providing housing and supports to 500 people with complex needs over the next 3 years.</p> <p>Also under the Homelessness Strategy, new rental supplement program with wrap around, integrated supports. 500 in 2022, up to 3000 in the next 3 years.</p> <p>BC Housing continues to develop new supportive housing units for individuals experiencing homelessness—part of government’s 10-year plan to create 114,000 new affordable homes.</p>

Recommendation			Estimated Cost	Implementation	Ministry	Current Status	
						During the pandemic, BC Housing leased or acquired spaces to expand shelter capacity and support individuals at risk of COVID-19, including people with lived experience of homelessness.	
27. B.C. Rent Assist refundable tax credit							
		Create a B.C. Rent Assist program as a refundable tax credit, with a benefit based on the difference between a set fraction of the median provincial rent for a household-appropriate unit and 30% of household income for all low-income households that incur rent. For people receiving Income Assistance benefits, the Rent Assist benefit would displace IA payments dollar for dollar without affecting IA eligibility. The specific details, including the fraction of median rent to be used as the target amount, remain to be determined along with other program design details.	\$0.8 to \$1.0 billion annual	Legislation, regulation and system change	HOUSING	Minister Robinson has a mandate commitment to “Introduce an income-tested renter’s rebate to support rental households that need it most and are not already receiving other rental support.”  <b>NOTE: Nothing announced as part of Budget 2022.</b>	
Reforms targeted to young adults			Overall cost \$120 to \$190 million annual				
31. Increase MCFD resources							
		Increase Ministry of Children and Family Development funding related to child protection and family services, increasing social worker resources with the objective of establishing longer-term continuity of contact between families, vulnerable children and children in care, and ministry social workers.	Included in overall cost above	Budget and practice change	MCFD	\$35 million over three years for new and increased supports for young people in government care until the age of 27, including a new financial supplement, a no-limit earnings exemption, help with the cost of housing, improved access to transition workers, enhanced life skills and mental-health programs, and better medical benefits. <a href="#">Budget 2022 provides new funding to address homelessness in B.C.   BC Gov News</a> <a href="#">Historic help for youth from care will support strong transitions to adulthood   BC Gov News</a>	
32. Enhance transition planning and community support capacity							
		Provide core capacity funding for the most effective community organizations helping former youth in care—those that provide a secure environment and base of support from which the youth can make autonomous decisions related to outcomes such as education and employment—to create capacity for transition planning and support.	Included in overall cost above	Practice change	MCFD		
33. Extend AYA education and training duration							
		Extend the number of allowed months for education and rehabilitation under Agreements with Young Adults beyond 48 months.	Included in overall cost above		MCFD		
34. Enhance AYA life skills support							
		Expand and enhance the life-skills support component of the Agreements with Young Adults program in consultation with affected young adults and organizations that support them.	Included in overall cost above		MCFD		

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
<b>35. Former youth in care Assisted to Work eligibility</b>					
	Make former youth in care eligible for the Assisted to Work program (Recommendation 27), established to provide intensive work supports to overcome significant barriers to accessing good jobs. Design eligibility details in consultation with affected young adults and organizations that support them.	Included in overall cost above		SDPR	
<b>36. Targeted basic income for former youth in care</b>					
	Implement a new targeted basic income benefit for all youth formerly in care, with the following features: <ul style="list-style-type: none"> <li>benefit at least equal to the Market Basket Measure poverty line</li> <li>0% benefit reduction rate</li> <li>full amount paid for ages 19–21, reduced by 25% per year and phased out at age 25</li> <li>reduction suspended up to two years for education and training</li> <li>eligibility for youth in care or in Youth Agreements at 19 or in care for at least two years at a younger age</li> <li>entering into a young adult agreement not required for eligibility</li> <li>Agreements with Young Adults program adjusted accordingly and accessible to at least age 27, ensuring that current program participants receive at least as much financial support</li> <li><i>must be combined with community supports (Recommendation 37)</i></li> </ul>	Included in overall cost above	Legislation, regulation and system change	MCFD	
<b>37. Initiate basic income with community support engagement</b>					
	Design the program so that financial payments and the offered support services would be initiated through a youth contacting one of the service delivery organizations (of the youth's choice) and would involve an initiation session to give the youth information on available supports.	Included in overall cost above	Legislation, regulation and system change	MCFD	
<b>38. Mandate a ministry to support former youth in care</b>					
	Establish a specific legislative mandate and funding allocation for a designated ministry or other government agency to support former children in care. Currently, no single ministry has such a mandate, but it is necessary to that ensure all programs focused on this group are designed and administered in a coordinated, seamlessly integrated fashion. This is particularly necessary because the list of supports is long, including financial aid, life skills support, education support, social work assistance, and funding for/operations of community organizations providing support. All of this must be based on ongoing collaboration and consultation with former children in care and other stakeholders.	Included in overall cost above	Legislation, regulation and system change	MCFD	

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
Labour regulation reforms					
44. Develop gig work employment standards					Labour regulation reforms in recommendations 44-51 align with work already planned or underway within the Ministry of Labour, and with Minister Bains’ mandate commitments to work with “labour and business organizations to develop a precarious work strategy...” and to “ensure that every worker has the right to join a union and bargain for fair working conditions.”
	Develop policy and legislation that apply appropriate employment standards to gig work arrangements in a consultative process that includes businesses and workers associated with both disruptive and traditional business models/work arrangements.	Not material for review		LABOUR	
45. Review Employment Standards Act exclusions					
	As recommended by the B.C. Law Institute, undertake a thorough review of exclusions under the Employment Standards Act, with a view to establishing clear principles for exclusions, in particular farm workers and fishers.	Not material for review		LABOUR	
46. Enhance proactive Employment Standards Act enforcement					
	Continue the move toward a proactive stance on enforcing regulations, including providing enough resources for the Employment Standards Branch to make random regulatory compliance reviews stratified on the basis industries’ compliance histories, including reviews of whether workers are classified as employees under the Employment Standards Act.	TBD		LABOUR	
47. Improve employment standards for fissured work					
	In coordination with the Recommendation 45 review, build on recent employment standards legislative changes to further improve employment standards and their application, with particular attention to fissured work and variable-hours workers (e.g., part-time and part-year workers) through a consultative process with broad terms of reference. That includes considering joint and several liability for employment standards, enhanced enforcement of temp agency licensing, applying severance standards to temp agencies, eliminating temp agency buy-out clauses, regulating equity of wage rates, and setting scheduling standards.	Not material for review		LABOUR	
48. Review Labour Relations Code unionization provisions					
	Investigate options for increasing worker access to unionization, especially in sectors like the service sector, where high turnover has made unionization difficult. This could include sector-level unionization, such as already exists in the construction and health-care sectors.	Not material for review		LABOUR	



Recommendation		Estimated Cost	Implementation	Ministry	Current Status
<b>49. Proactively facilitate Industrial Councils</b>					
	Immediately direct the Labour Relations Board to encourage and facilitate the establishment of industry advisory councils, not waiting for applications from employers or unions, and provide funding to support the governance of the councils.	TBD		LABOUR	
<b>50. Extend <i>Labour Relations Code</i> successor rights</b>					
	Amend the <i>Labour Relations Code</i> to extend successorship rights for specific sectors to all sectors, subject to exemptions granted in accordance with clear, objective criteria. Examine the possibility of establishing protections similar to worker continuity rights for non-union workers in the Employment Standards Act or other legislation.	Not material	Legislation change	LABOUR	
<b>51. Rationalize employee definitions across programs</b>					
	Rationalize definitions of “employee” across the different parts of the B.C. government, and initiate discussions with the federal government to coordinate definitions across levels of government.	TBD	Legislation change	LABOUR/X-GOVT	
<b>62. Increase Income Assistance staff resources</b>					
	Enhance Ministry of Social Development and Poverty Reduction staff resources by: <ul style="list-style-type: none"> <li>making additional Community Integration Specialists widely available at points of access to help people navigate and understand the system</li> <li>including more ministry staff with lived experience related to poverty</li> <li>funding non-governmental organizations to provide additional services to overcome lack of trust of the ministry and of program staff, with appropriate processes in place to ensure effective communication and working relationships between ministry and organization staff</li> </ul>	\$10 million annual		SDPR	
<b>64. Create linked administrative data for policy development</b>					
	Create de-identified linked databases using administrative data that are updated in an ongoing, timely manner with appropriate access protocols to, without risking individuals’ private information, allow programs to be designed and evaluated based on quantitative evidence. Crucially, this must include income taxation data, which will require federal agreement and potentially legislative change.	TBD	Legislative change	X-GOVT	

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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 973 people on income and disability assistance receiving an average of \$226 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.
- 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 2022 is \$1,253.59 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 357 people age 65+ on income and disability assistance receiving an average of \$209 a month in CPP retirement benefits.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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 \$1,457.45 in 2022.
- 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.
- There are currently 9,832 people on disability assistance receiving an average of \$814 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 and the recipient continues to receive CPP retirement benefits.
- The PRDB in 2022 is \$524.64 per month.
- Like CPP-D benefits, the PRDB is considered non-exempt income and considered in calculating a client's benefits.

**INTERJURISDICTIONAL COMPARISON:**

- Consistent with all 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, Ontario, Nova Scotia, Newfoundland and Labrador, Yukon, Nunavut, and the Northwest Territories which do not require clients to apply for early CPP retirement benefits.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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.
- Crisis supplements are mostly commonly requested to purchase food.

**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, recently the pandemic.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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	2020/21		2021/22		2022/23 Budget
	Budget	Actuals	Budget	Actuals <sup>1</sup>	
	(\$millions)				
General Supplements <sup>2</sup>	165.7	351.5	210.2	200.9	209.0
Health Supplements <sup>3</sup>	170.7	146.6	176.6	160.2	167.2
Crisis Supplements <sup>4</sup>	10.3	531.8	10.3	11.8	11.3

Source: FASB

<sup>1</sup> Preliminary Actuals as of March 31, 2022

<sup>2</sup> 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)

<sup>3</sup> Due to COVID-19, fewer clients accessed Health Supplements in 2020/21 than projected

<sup>4</sup> 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)

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 items are paid out under Income and Disability Assistance.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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.
- The earnings exemption for an income assistance client is determined monthly.
- The earnings exemption for a disability assistance client is calculated annually and is referred to as an annual earnings exemption (AEE).
- Hardship assistance clients are not eligible for an earnings exemption.
- 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.
- The current monthly earnings exemption limit for a single person on income assistance is \$500.
- The current annual earnings exemption limit for a single person on disability assistance is \$15,000.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

## **BACKGROUND:**

### **Budget 2020 Increase** (effective January 2021)

- Expanding earnings exemptions helps 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 income assistance, or 7% of the caseload, benefited from the increase.
- Overall, about 5.3% of BCEA cases will benefit from the increase in earnings exemptions.

### **STATISTICS:**

- In 2021/22, 6,046 or 10.4% of expected-to-work cases declared income in at least one month over the year. The average amount declared was \$631 per month.
- In 2021/22, 23,240 or 18.5% of disability assistance cases declared income at some time in the year. The average amount declared was \$7,161 per year.
- Earnings exemptions have had a positive impact on client incomes, especially families with children:
  - In 2021/22, \$166 million of earnings was declared by disability assistance clients, compared to \$92 million in 2015/16.
  - In 2021/22, \$156 million of earnings was exempted for disability assistance clients, or 93.4% of total earned income, compared to \$90 million in 2015/16.
  - Earnings exemptions increased the total income for families with children by \$32 million in 2021/22.

## **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 an annual earnings exemption.
- The Yukon and Saskatchewan are the only other Canadian jurisdictions that provide an annual earnings 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

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

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:**

	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
	<b>Actuals</b>	<b>Actuals</b>	<b>Actuals</b>
Income Assistance	\$13.5M	\$10.9M	\$13.4M
Disability Assistance	\$149.3M	\$129.4M	\$155.5M
<b>Totals</b>	<b>\$162.8M</b>	<b>\$140.3M</b>	<b>\$168.9M</b>

Source: Research Branch

Note: The above amounts are actual exempted earnings and represent foregone savings to the ministry.

**Appendix A: Expected to Work Earnings Exemptions**

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

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Appendix B: Persons with Disability Earnings Exemptions**

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

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:     Income and Disability Assistance Rates**

**KEY INFORMATION:**

- Effective May 1, 2022, a minimum shelter allowance was established to provide additional funds to help persons experiencing homelessness meet their expenses.
- Government has allocated \$11M annually (2022/23 to 2024/25) to support this initiative.
- 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 the third increase since October 2017. This increase benefits over 215,000 people, including 43,000 children.
- The monthly rate is now up to \$935 for a single person on income assistance and up to \$1,358.50 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.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**2019 Rate Increases**

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

**2017 Rate Increases**

- Effective October 2017, monthly income assistance rates increased by \$100 per family and disability assistance rates increased by \$100 per family member with the PWD designation.

**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 single sheltered clients.
- In addition to the minimum shelter allowance, funding was allocated for other initiatives designed to support government's Homelessness Strategy (See Minister's Binder Program Note: Shelter Initiatives).

**BUDGET:**

- \$11M/year has been allocated to support the minimum shelter allowance.

**INTERJURISDICTIONAL COMPARISON:**

**Monthly Rates - Single Individuals**

Effective April 1, 2022

<b>Province</b>	<b>Employable</b>	<b>PPMB</b>	<b>PWD</b>
Alberta	745.00	866.00	1,685.00
Saskatchewan	860.00	860.00	1,391.00
<b>British Columbia</b>	<b>935.00</b>	<b>985.00</b>	<b>1,358.50</b>
Ontario	733.00	733.00	1,169.00
Quebec	776.00	1,138.00	1,138.00
Manitoba	771.00	1,068.00	1,068.00
Prince Edward Island	1,269.00	1,269.00	1,419.00
Nova Scotia	686.00	950.00	950.00
New Brunswick	571.00	612.00	805.00
Newfoundland & Labrador	754.00	754.00	754.00
<b>BC RANK</b>	<b>2</b>	<b>4</b>	<b>4</b>

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:     *Declaration Act and Reconciliation Overview***

**KEY INFORMATION:**

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.

*Declaration on the Rights of Indigenous Peoples Act (Declaration Act)*

- The ministry has been actively involved in implementing the *Declaration Act*, including supporting the development of the Action Plan, involving Indigenous Peoples in the development of the *Accessible B.C. Act* and upcoming regulations.
- SDPR has four actions in the Action Plan, which was released on March 30, 2022. The ministry will consult and cooperate with Indigenous Peoples to implement the actions.

*Accessible BC Act*

- The ministry worked with Indigenous partners to identify opportunities to strengthen the legislation's alignment with the UN Declaration. The Provincial Accessibility Committee is now in place and includes Métis and First Nations members with disabilities.

Poverty Reduction

- Reconciliation is a key part of *TogetherBC* and Indigenous Peoples and organizations will be engaged from the outset on the development of the second iteration of the Poverty Reduction Strategy to be released in 2024. The Minister's Poverty Reduction Advisory Committee includes a First Nations member.
- With support from the ministry, the First Nations Public Service Secretariat distributed \$2.7M in grants from the First Nations Well Being Fund to promote wellness and reduce poverty in First Nations communities in B.C.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

## **BACKGROUND:**

### **Indigenous Peoples and SDPR**

- Indigenous people are overrepresented on the SDPR income and disability assistance caseload. In 2021, 19.8% of new employable cases self-identified as Indigenous, 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).

### **Implementing the *Declaration Act* (2019)**

- Section 3 of the *Declaration Act* requires that ministries align all laws with the UN Declaration on the Rights of Indigenous Peoples.
  - Examples of SDPR activities include working with Indigenous partners to identify opportunities to strengthen the Accessible BC Act's alignment with the United Nations Declaration on the Rights of Indigenous Peoples, t of the new *Accessible B.C. Act*, sending notification letters of upcoming regulatory changes to Indigenous leadership organizations, and holding follow-up meetings to obtain feedback.
- Sections 4 and 5 of the *Declaration Act* require the development of an Action Plan and Annual Report. SDPR has several actions in the Action Plan, which was released on March 30, 2022. These actions are:
  - **Action 4.9:** As part of the implementation of the *Accessible British Columbia Act*, support the identification, prevention and removal of barriers for Indigenous persons with disabilities. This includes ensuring that the development of accessibility standards considers the rights recognized and affirmed by the UN Declaration (SDPR).
  - **Action 4.15:** Incorporate Indigenous experiences and knowledge of poverty and well-being into ongoing poverty reduction efforts and the 2024 Poverty Reduction Strategy. The strategy will recognize the ongoing impacts of colonialism and include Indigenous-identified actions and progress measures (SDPR).
  - **Action 4.21:** Bring together key Indigenous urban leaders to create a provincial urban Indigenous advisory table to develop and implement a 5-year plan to address the priorities of urban Indigenous Peoples, including a focus on Elders, youth, children, women, men, 2SLGBTQQIA+ and persons with disabilities (SDPR and Ministry of Indigenous Relations and Reconciliation).
  - **Action 4.41:** Work with First Nations, Métis chartered communities and urban Indigenous organizations to provide funding for self-determined, community-led

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

programs for Indigenous Peoples to upgrade skills, obtain credentials, secure employment, and develop and support community economies (SDPR and Ministry of Advanced Education and Skills Training).

***Accessible BC Act***

- The ministry worked with Indigenous partners to identify opportunities to strengthen the *Accessible B.C. Act*'s alignment with the UN Declaration.
- Ongoing consultation and cooperation with Indigenous Peoples will ensure that regulations developed under the *Accessible B.C. Act* align with the UN Declaration and reflect the input we receive from Indigenous Peoples.
- The Provincial Accessibility Committee will work with government to provide advice on implementing the *Accessible B.C. Act*.

**Poverty Reduction Strategy**

- The principle of reconciliation is a guiding principle of *TogetherBC*, as government recognizes the lasting, harmful effect of colonial practices and policies on Indigenous Peoples.
- To advance government's commitment to reconciliation, government will engage directly with Indigenous Peoples and organizations from the outset on the development of second iteration of the Poverty Reduction Strategy to be released in 2024.

**Indigenous Poverty Reduction Grants**

- In 2020, the ministry provided a \$2.7 million grant to create the First Nations Well Being Fund to assist First Nations to improve well-being within their communities.
  - The fund is administered by the First Nations Public Service Secretariat (FNPSS), which is also undertaking engagement with First Nations to hear their views on how wellness should be measured within their own First Nation.
- Intergovernmental Communications

**WorkBC Employment Services**

- From April 1 to March 31, 2022, about 5,400 clients who identify as Indigenous participated in WorkBC.
- From April 1 to March 31, 2022, the ministry provided over \$3.4M from Community and Employer Partnerships to support 23 projects for Indigenous Peoples and communities.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**Working with Indigenous Partners**

- The Ministry engages with Indigenous Skills Employment Training service providers to build relationships, to inform program and policy development and to support the referral of Indigenous clients to employment and skills training programs and services.
- The Ministry is working with First Nations Leadership Council, the Government of Canada and the Ministry of Advanced Education and Skills training to establish a First Nations Tripartite Skills Training and Employment Committee to address labour market supply and demand issues through an Indigenous lens.

**Draft Principles**

- In 2018, the province released the Draft Principles, created to support a whole-of-government commitment to the full adoption and implementation of UNDRIP and TRC Calls to Action.
- The ministry developed an implementation plan with four themes and will be looking to refresh the plan in 2022. The four themes are:
  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



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Poverty Reduction**

**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 latest Market Basket Measure (MBM) of Canada's Official Poverty Line (2020 stats released March 2022), BC exceeded both its targets.
  - Overall poverty rate. Goal: 25% reduction. Achieved: 52.5% reduction. From 16.0% in 2016 to 7.6% in 2020.
  - Child poverty rate. Goal: 50% reduction. Achieved: 71.3% reduction. From 17.4% in 2016 to 5.0% in 2020.

	2016 Actual Rate	Target Rate	2020 Actual Rate
Overall Poverty	16.0%	12.0%	7.6%
Childhood Poverty	17.4%	8.7%	5.0%

- Much of the decline in poverty in 2020 was the result of federal and provincial COVID relief supports, especially federal CERB/CRB benefits. Government relief benefits provided \$12 billion in supports to British Columbians, 13 times greater than the decline in employment income.
- More work needs to be done to address poverty in B.C. 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.
- Budget 2022 outlined a range of cross-ministry actions that support *TogetherBC* including investments in housing and homelessness, child care, and mental health.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

- The next Poverty Reduction Strategy will be developed and released by March 2024, as per the *Act*.

## **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 2020 Report was tabled in the legislature on October 4, 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 includes representation from Indigenous organizations, unions, persons with lived experience or poverty, local government, rural and remote communities, and persons living with disabilities, among others.

### More on Targets and Statistics

- B.C.'s initial poverty reduction targets used 2016 as the baseline year. That was the most current data available at the time the targets were developed (poverty statistics have a two-year data lag).
- Progress from 2016 to 2020:
  - 378,000 fewer people living in poverty including 104,000 fewer children.
  - Overall poverty rate dropped from 16.0% to 7.6%.
  - Child poverty rate went from 17.4% to 5.0%.
- The decline in poverty from 2016 to 2019 was related to provincial investments and a strong economy, however, the largest contributor was the federal Canada Child Benefit.
- The significant decline in poverty in 2020 was largely the result of federal and provincial COVID relief payments, which provided \$12 billion to British Columbians and exceeded the decline in employment earnings for many low-income workers impacted by the pandemic.

## **INTERJURISDICTIONAL COMPARISON:**

- In 2017-18 BC undertook the most extensive poverty reduction consultations to date to inform TogetherBC and has some of the most ambitious legislated poverty reduction

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

targets.

- In 2016 BC had the 2<sup>nd</sup> highest rate of total poverty in the country and the 3<sup>rd</sup> highest rate of child poverty.
- Despite a significant reduction in the rate of poverty, BC's rate for total poverty is still the 2<sup>nd</sup> highest amongst provinces. However, as BC is tied with two other provinces at 7.6%, and less than one percentage point from four other provinces, a small reduction in poverty could have improved BC's ranking by several positions.
- The gap between BC's poverty rate and the lowest provincial poverty rate has dropped by over half since 2016.
- BC's ranking for child poverty has improved significantly since 2016, dropping to 3<sup>rd</sup> lowest from 3<sup>rd</sup> highest.

**Percentage of Persons and Children Below the Market Basket Measure**

*By Province, 2020*

	All Persons		Children	
	Percentage	Rank	Percentage	Rank
Canada	6.4	..	4.7	..
AB	5.5	9	4.2	9
BC	7.6	2	5.0	8
MB	6.8	6	6.0	5
NB	7.6	2	6.1	4
NL	7.0	5	7.9	1
NS	7.7	1	5.5	7
ON	6.8	6	5.6	6
PEI	7.6	2	7.2	2
QC	4.8	10	2.3	10
SK	6.7	8	6.6	3

Note: For ranking, higher is better (1=highest rate of poverty).

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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, carfentanil and benzodiazepines.
- 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 of Mental Health and Addictions is the lead ministry in coordinating government's response to the overdose crisis.

**BACKGROUND:**

- In 2021 2,224 British Columbians died from an illicit drug overdose, or 6.1 per day, a 26% increase over the number of deaths in 2020 (1,767).
- There were more overdose deaths in 2021 than in any other year, and deaths have more than doubled in two years (985 in 2019).
- Fentanyl was detected in 83 percent of illicit drug overdose deaths in 2021, and carfentanil was detected in 8 percent.

**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

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

on Downtown Eastside clients with severe substance abuse problems.

- The aim of the study 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.**
- **While there were some positive results, including fewer spikes in drug use on government payment days and individual payment days for those with split and staggered cheques, there was a noticeable increase in exposure to violence, interactions with police and increased odds of a serious overdose.**
- 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:**

- In 2021 2,224 British Columbians died from an illicit drug overdose, an increase of 26% from 2020.

Most recent data from other jurisdictions includes:

- Alberta reported that 1,758 people died of an illicit drug overdose in 2021, an increase of 400 or 29% from 2020.
- Ontario has not released final numbers for 2021 but through the first nine months reported 2,035 illicit drug overdose deaths, a 20 percent increase compared to the same period in 2020.
- Manitoba reported 407 illicit drug overdose deaths, an increase of 39 or 9% from 2020, but more than double the pre-COVID average of 200 deaths.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**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 individuals, 74% of whom are women.
- The sector contributes around \$6.7 billion (2017) to the GDP and contributes \$6 billion in volunteer hours, the equivalent of 146,711 jobs.
- Non-profits provide many services and activities that enrich the lives of people from arts, culture and sport to health and social services and environmental advocacy.
- All ministries work with non-profits to deliver on government priorities including providing critical services and supports to individuals throughout the pandemic.
- In November 2020, Niki Sharma was appointed Parliamentary Secretary for Community Development and Non-Profits to act as the focal point and advocate for non-profits in government.
- Based on the results of her extensive engagement to date, PS Sharma's mandate letter was recently updated to reflect sector priorities.
- Budget 2022 announced a \$30M Non-Profit Recovery and Resilience Fund to support organizations most impacted by COVID-19. Vancouver Foundation contributed an additional \$4M, bringing the fund's total to \$34M.

**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.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

Parliamentary Secretary – Mandate Letter Commitments

- PS Sharma has six mandate commitments, which include:
  1. Build on efforts to date to ensure charitable organizations and the non-profit sector are engaged and supported through the pandemic and recovery.
    - Budget 2022 announced a \$30M Non-Profit Recovery and Resilience Fund.
    - PS Sharma continues to organize and attend regional roundtables hosted by MLAs to hear from local non-profit organizations.
  2. Continue to support charitable organizations and the non-profit sector by acting as the advocate and key point of contact within government.
    - PS Sharma continues to actively share information heard from the sector with her colleagues to inform and support their priorities.
  3. Support the Ministry's food security mandate by engaging with organizations across B.C. to support the development of vital partnerships and programs necessary to improve household food security.
    - PS Sharma has begun engagement with food security organizations to contribute to strengthened partnerships and programs across B.C.
  4. Advocate to the federal government for adoption and implementation of regulatory changes and funding programs announced in 2021 to enable non-profit organizations to better serve their communities.
    - PS Sharma will be engaging with the federal government on these issues in 2022 including on improvements to Canada Revenue Agency regulations that govern charities.
  5. Share with the Ministry of Finance feedback and input heard from the co-operative sector on targeted improvements to support sector modernization.
    - PS Sharma has begun meetings with key stakeholders in the co-operative sector to learn more about how government can best support sector modernization.
  6. Work with the Attorney General and Minister responsible for Housing to help clarify obligations for non-profit organizations under the *Lobbyist Transparency Act*.
    - This work will be a key focus for 2022 and will be informed by input on the Act PS Sharma has received to date in meetings and consultations with non-profits.

Accomplishments to Date

1. *A home for the sector in government*
  - The creation of this PS role was a critical milestone for BC in recognizing the importance of the sector and addressed a long-standing request from the sector for a focal point and advocate.
2. *A centralized place for non-profits to access information on government programs and initiatives*

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

- To address information challenges identified by non-profits, for the first time in BC, a central website was developed to ensure information across ministries that is relevant to non-profits could be found in one place.
- This has been supplemented with a newsletter from PS Sharma that provide ongoing updates and information directly to hundreds of organizations across BC.
- 3. Extensive engagement with over 350 diverse non-profits in BC to learn about their challenges
  - This includes 13 roundtable sessions to hear from the non-profit sector about their pandemic-related and long-standing challenges.
  - Key issues heard in these engagements include:
    - Challenges of COVID-related declines in revenue and donations.
    - Need for targeted funding to build capacity, adapt to crises, and pivot to address changing community needs.
    - Need for streamlined funding processes and reporting requirements.
- 4. \$34 Million Non-Profit Recovery Fund
  - In response to this feedback, Budget 2022 announced \$30M for a Non-Profit Recovery and Resiliency Fund, to be developed with sector leaders to support organizations across the province. Vancouver Foundation contributed an additional \$4M, bringing the fund's total to \$34M.
- 5. Advancing Reconciliation
  - Ensured that the Non-Profit Recovery Fund set aside \$5M for Indigenous organizations to be administered by an Indigenous funder (New Relationship Trust).
- 6. Advocating for additional federal funding for the sector
  - PS Sharma is currently advocating to the federal government to ensure the Federal \$400M Community Recovery Services Fund reflects BC's priorities and aligns with the provincial fund.
- 7. Supporting modernization of the Co-Operative Sector
  - Provided \$2 million matching funding to BC Cooperative Association to support growth and modernization of the sector
  - Working with Ministry of Finance to support modernizing the cooperative legislation

Long-term Funding Issue

- Each ministry works with a range of different non-profit service providers that are critical to achieving their objectives.
- The importance of funding stability for non-profit organizations, including the importance of multi-year funding, is a key issue that came up throughout PS Sharma's extensive engagement to date.
- SDPR is helping to address some of these issues through the \$34 million Non-Profit Recovery and Resilience Fund. . This fund will focus on areas not covered by other

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

funding programs with a focus on critical infrastructure, such as IT and staff training and supports.

- The ministry is currently working with our partners, the Vancouver Foundation, United Way British Columbia and New Relationship Trust, on the funding eligibility criteria and application process. The fund is anticipated to launch in June 2022.
- This fund will also be prioritizing multi-year grants, based on feedback from the sector.
- PS Sharma is continuing to work with her colleagues to explore other ways of addressing these types of long-standing funding challenges in the sector.

### **INTERJURISDICTIONAL COMPARISON**

- This Parliamentary Secretary role is the first of its kind in Canada.
- 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.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Residential Facilities**

**KEY INFORMATION:**

- The Ministry of Social Development and Poverty Reduction (SDPR) provides some 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 \$1,237.20 per month (approximately \$41 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.

**BACKGROUND:**

- The ministry provides user fees to facilities on behalf of eligible clients residing in licensed residential care facilities or registered assisted living homes.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**  
**RESEARCH, INNOVATION AND POLICY DIVISION**  
**PROGRAM NOTES 2022/2023**

- User fees are based on three categories with rate structures set by MoH: 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 to cover their room and board costs.

Community Care Facilities

- 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, with minimum and maximum rates.
- SDPR rates are aligned with the monthly structure and pay the MoH minimum rate.
- The minimum rate for licensed community care facilities is adjusted annually, on January 1, based on the maximum monthly total amount of Old Age Security (OAS) and Guaranteed Income Supplements (GIS) as of July 1 of the previous year.

Mental Health and Substance Use Facilities

- Effective 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%).

Supportive Recovery Homes (SRH)

- SRH are a housing option that emerged for persons with substance use issues that provide less service than licensed facilities but more supports than rental housing.
- A SRH is a registered substance use facility and must be registered through the MoH's Assisted Living Registry, under the *Community Care and Assisted Living Act*, to be eligible for the daily rate user fee.
- 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

- While receiving treatment in a residential care facility, a client may be eligible for the shelter allowance to maintain their usual place of residence for up to three months.
- By policy exception, SDPR may also provide a partial support allowance to "top up" the shelter allowance if required to maintain the residence.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

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 (April-December 2020) and BC Recovery Supplement (January-March 2021).
- These supplements were provided directly to the individual client, not the facility.
- 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.

**BUDGET:**

**All Residential Care Facilities**

**Table 1 – Budget**

	2020/21		2021/22		2022/23 Budget
	Budget	Actuals	Budget	Actuals*	
Residential Care Facilities	\$30.2M	\$31.7M	\$30.7M	\$31.9M	\$32.3M

\*Preliminary Actuals as of March 31, 2022

Data Source: FASB.

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

	2019/20	2020/21	2021/22
Standard Rate <b>\$30.90</b> (to Sept 30/19) <b>\$35.90</b> (from Oct 1/19)	\$11.6M	\$10.8M	\$11.6M
Grandparented Rate <sup>1</sup> <b>\$40.00</b>	\$1.7M	\$1.2M	\$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

<sup>1</sup>SRH Grandparented Rate - prior to inclusion of SRHs under the CCALA 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 receive the grandparented rate.

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**STATISTICS:**

**Licensed Substance Use and Registered Substance Use (SRH) Facilities, as of March 31, 2022:**

<b>Table 2 - Facilities Overview</b>			
<b>Facility Type</b>	<b>Rate</b>	<b>Total Facilities</b>	<b>Clients/Month</b>
Licensed Substance Use	\$45.00/day	37	527
Registered Substance Use	\$35.90/day	132	1707
Registered Substance Use Grandparented Rate <sup>1</sup>	\$40.00/day	20	245

*\*Note: Substance use facility counts have been reconciled to remove multiple rate amounts per facility.*

Data Source: Analytics and Business Intelligence FY 2021/22

ICM Orders Extract: Total Facilities is a count of all facilities that received each rate amount defined by an approved, archived, or closed order. The Number of Clients/Month is based on a distinct count of cases average over the data source time period.

<sup>1</sup>SRH Grandparented Rate - prior to inclusion of SRHs under the CCALA 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 receive the grandparented rate.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:            On-Reserve Supports**

**KEY INFORMATION:**

- The ministry is responsible for providing Income Assistance (IA) and Disability Assistance (DA) 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 IA/DA to eligible British Columbians who live on-reserve.
  - First Nations who have signed treaties design and deliver assistance on Treaty Settlement Lands.
- ISC's social development programs are intended to be reasonably comparable to BC's programs and standards.

**BACKGROUND:**

Comparability On and Off-Reserve

- Since 2002, ISC and SDPR have been working together to ensure that people receive comparable services regardless of where they live in BC.
- This work supports ISC's requirement for policy comparability with the province.
- Because of the inter-relationship between federally funded programs on-reserve and provincial programs off-reserve, any changes to provincial assistance legislation, regulations, policy, or programs directly impacts federal budgets, programs, and services as well as on-reserve IA/DA recipients.

Comparable Services and Supports

- Most areas of IA and DA policy are comparable on and off-reserve.
- ISC regularly adopts SDPR rate and policy changes for on-reserve recipients, including during the pandemic (see COVID-19 Supports to Indigenous Peoples note).
- SDPR and ISC have also aligned four other important services:
  - The BC Aboriginal Network on Disability Society (BCANDS) is a contractor of ISC who adjudicates PWD Designation and Monthly Nutritional Supplement applications for on-reserve persons, using the same criteria as SDPR.
  - SDPR has signed a reimbursement agreement with ISC to ensure that eligible on-reserve persons can also access the BC Bus Pass program and Community Living BC services.

### Disparity in On and Off-Reserve Income and Disability Assistance Policy

- While there is alignment in many areas, not all programs and services are comparable; disparity still exists in some areas such as health supports and general supplements.
- For example, the First Nations Health Authority (FNHA) does not fund some specific health supplement items (cochlear implants, scooters, etc.) for status First Nations, while SDPR provides these items for all eligible clients.
- SDPR is working with ISC and FNHA to improve parity for these items.
- Shelter policy differences have been an ongoing concern:
  - SDPR allows for the payment of rent as an allowable shelter cost, whether or not there is a mortgage on the home.
  - ISC only allows for the payment of rent as an allowance shelter cost for mortgage-free government funded homes on-reserve if the First Nations band establishes a community-wide rental regime.
  - Some bands cannot implement a rental regime, which means that individuals from those bands may not receive shelter funds.

### 10-Year Grants: A New Fiscal Relationship Between ISC and First Nations

- In April 2019, ISC introduced 10-Year Grants, a new funding mechanism that provides First Nations governments more flexibility to address their members' priorities.
- First Nations with 10-Year Grant agreements have increased program autonomy and are able to set their own rates and policies separate from the province.
- Because 10-Year Grant holder funding levels from ISC have remained unchanged, it is likely that they will continue to align with SDPR in the short term.
- Approximately 64 First Nations have 10-Year Grant agreements with ISC in B.C.

### **INTERJURISDICTIONAL COMPARISON:**

- ISC's National Program Guidelines set out the requirements and standards for First Nations who deliver the on-reserve IA program.
- The National Program Guidelines specify that eligible expenditures must be equivalent to those of the province where the reserve resides. As a result, on-reserve IA program policies vary from province to province.
  - **Ontario:** ISC reimburses Ontario for the administration of income assistance on-reserve (more than 90% reimbursement). The Ontario Disability Support Program is 100% funded and delivered by Ontario.
  - **Alberta:** ISC funds bands to administer income assistance on-reserve. Assured Income for the Severely Handicapped is delivered both on and off-reserve and Alberta is reimbursed by the federal government.
  - **Saskatchewan:** ISC funds bands to administer income assistance on-reserve. The Saskatchewan Assured Income for Disability (SAID) program is not available on-reserve. The federal government is aware of SAID but has not implemented a comparable program to date.
- In some jurisdictions, ISC's National Program Guidelines have not kept pace with changes to provincial programming. ISC is currently working with First Nations communities to design a new approach to their IA program.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Homelessness Initiatives**

**KEY INFORMATION:**

- Homelessness is a significant issue. It is estimated that between January and December 2019, 23,000 individuals experienced homelessness<sup>1</sup> across the province.
- It is a complex social and economic issue which requires collaboration amongst all levels of government in order to properly address.
- Budget 2022 announced an investment of \$633 million to expand services and shift the approach to homelessness in the province from reactive to proactive.
- This is a new, cross-government approach to both prevent homelessness and respond quickly to assist people experiencing homelessness to become stably housed.
- The announced funding includes doubling the number of Community Integration Specialists (CIS) to help people experiencing homelessness navigate government programs and available supports in communities throughout the province.
- The ministry continues to review the BCEA program to make improvements that will align with this new cross-government approach to homelessness.

**BACKGROUND:**

- The ministry's mandate letter directs the Minister to support the work of the Attorney General and Minister responsible for Housing to address the needs of people experiencing homelessness.
- In response, the ministry is planning to introduce the following initiatives:

**Expanding and enhancing the CIS team (*Announced in Budget 2022*)**

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<sup>1</sup> Source: Most recent data available from the Ministry of Attorney General Integrated Data Project.  
Contact: Suzanne Christensen, ADM RIPD  
Phone: 250-888-4301



- The CIS team works directly with people in the communities they serve, creating relationships with clients and community partners and connecting people experiencing homelessness to various government and community supports for better client outcomes (e.g., access to mental health supports, attachment to housing).
- The expansion of the CIS team will increase the number of staff from 73 to 191 and expand the number of communities currently served from 25 to approximately 95 across the province. This will reduce the number of clients supported by each CIS from 135 to 50, reducing employee burnout and improving the quality of service provided.
- These enhancements to the team will also expand the number of situations in which CIS workers may provide one-time emergency supports to clients.

#### **Minimum Shelter Allowance (Implemented)**

- Prior to April 2022 cheque issue, clients were only eligible for a shelter allowance if they have legislated shelter costs. This resulted in many homeless recipients being ineligible for this allowance.
- This change ensures that all clients are eligible for a minimum shelter allowance. It will benefit homeless recipients who have some incidental shelter expenses.
- The minimum shelter allowance is based on the number of people in the family. The minimum rate for a single person is \$75.
- The change benefits approximately 12,000 clients each month.

Advice/Recommendations

#### **Clarifying the Moving Supplement (Not Announced in Budget 2022 – FYI Only)**

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- This initiative will support individuals in their transition from homelessness to housing by clarifying the moving supplement policy to ensure it is inclusive of this scenario.
- This clarification will help reduce barriers for clients experiencing homelessness in their search for housing, including broadening their search for housing options in more affordable communities.
- Approximately 1,200 clients transition from no fixed address to housing per month.

**Tenant Start-Up Kits (Not Announced in Budget 2022 – FYI Only)**

- The ministry will provide funding to non-profit organizations to provide tenant start-up kits for individuals who secure housing. Kits will contain essential items (e.g., dishes, towels, bedding) needed to establish stable living arrangements.
- Approximately 800 clients are expected to receive these kits each month.

**BUDGET:**

Advice/Recommendations; Government Financial Information

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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY  
REDUCTION EMPLOYMENT AND LABOUR MARKET SERVICES  
DIVISION PROGRAM NOTES 2022/2023**

**TOPIC:** Community and Employer Partnerships (CEP)

**KEY INFORMATION:**

- The CEP investment target for 2021/22 was \$15 million.
- As of March 31, 2022, nearly \$17.7 million has been committed, to fund 95 projects including:
  - 20 Job Creation Partnerships agreements
  - 14 Labour Market Partnerships agreements
  - 55 Project Based Labour Market Training agreements
  - 6 Research and Innovation agreements
- To support recovery efforts, CEP is ensuring funding is accessible and equitably distributed throughout the province and prioritizing applications that:
  - support people to ensure they have all the employment supports needed to be able to participate fully in the recovery of the labour market post pandemic
  - lead to direct employment sooner and prepare unemployed individuals for available jobs, and
  - have the greatest and most immediate impact on employment outcomes

**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 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:
  - 589 CEP agreements have been funded.
  - 4,996 job seekers gained work experience and employment training.
- There are four CEP streams:

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- Job Creation Partnerships support local projects that provide work experience and skills enhancement to eligible job seekers to help them obtain sustainable employment.
- Labour Market Partnerships support and facilitates strategies and activities to address local labour market or human resources issues.
- Project Based Labour Market Training 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.
- Research and Innovation supports exploration to find better ways of delivering programming to help individuals find or return to work.

### CEP Investment Targets & Actuals:

CEP Stream	2021/22 Target (Millions)	2021/22 Actuals (Millions)	2022/23 Target (Millions)
Job Creation Partnership	\$2.0	\$1.4	\$2.0
Labour Market Partnership	\$1.0	\$1.4	\$1.0
Project Based Labour Market Training	\$10.0	\$11.7	\$10.0
Research & Innovation	\$2.0	\$3.2	\$2.0
<b>Total:</b>	<b>\$15.0</b>	<b>\$17.7</b>	<b>\$15.0</b>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 individuals.
- The LMDA is one of two major Labour Market Transfer Agreements. The other, the Workforce Development Agreement (WDA), falls under the mandate of the Ministry of Advanced Education and Skills Training (AEST), and it funds over \$100 million annually in skills training programs across B.C.

**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 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 individuals, focus on outcomes rather than outputs, and continuously improve programs.
- On March 28, 2022, ESDC served notice to terminate the LMDA in its present form as of April 1, 2024, as required by the Federal Court of Appeal (FCA) decision of January 28, 2022.
- This decision related to the complaints filed by the Fédération des francophones de la Colombie-Britannique (FFCB) alleging that the federal government did not meet their obligations to the Francophone linguistic minority when they entered into and implemented the LMDA.
  - ESDC's LMDA termination notice effectively means that Canada and the Province will negotiate a new agreement that considers the FCA order regarding Francophone services.
- 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

Page 2

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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 (\$18.7M), FY2020/21 (\$83.7M) and FY2021/22 (\$67.8) to be carried forward to the following fiscal year. Historically, any unspent funds were returned to the federal government.

**BUDGET: (\$ millions)**

<b>Fiscal</b>	<b>Base Program Funding</b>	<b>New Funding</b>	<b>Targeted Funding*</b>	<b>Admin Funding</b>	<b>Total Funding</b>
<b>2017/18</b>	278.354	13.576	6.874	20.535	319.339
<b>2018/19</b>	276.944	24.437	7.504	20.535	329.420
<b>2019/20</b>	275.522	25.185	2.549	20.535	323.791
<b>2020/21</b>	273.894	34.826	N/A	20.535	329.254
<b>2021/22</b>	273.505	44.970	N/A	20.535	339.010
<b>2022/23</b>	275.211	49.418	N/A	20.535	345.165
<b>Subtotal</b>	<b>1,653.430</b>	<b>192.412</b>	<b>16.927</b>	<b>123.210</b>	<b>1,985.979</b>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Services to Indigenous Peoples**

**KEY INFORMATION:**

- Indigenous job seekers across BC can access employment services and supports through WorkBC centres and/or Indigenous Skills and Employment Training (ISET) centres.
- In 2021/22, the number of Indigenous clients being served in WorkBC Centres were lower than prior years, mainly due to the COVID-19 pandemic:
  - about 5,400 clients who identify as Indigenous participated in WorkBC, compared to the previous year with over 7,000 Indigenous clients
  - Indigenous clients represent about 8% of all WorkBC clients, about the same as the previous year
  - over 1,000 Indigenous clients achieved employment in 2021/22 and over 2,500 Indigenous clients were being supported through their first year of employment
  - the employment rate was 46%, compared to 35% for the previous year
  - WorkBC Employment Services has provided over \$5.08M financial supports to Indigenous clients
- In 2021/22, the Ministry provided over \$3.4M from Community and Employer Partnerships to support Indigenous Peoples and communities.

**KEY MESSAGES:**

- The government is committed to reconciliation, and to building opportunities, creating inclusive communities, and making life more affordable.
- We understand that Indigenous people need better social service supports and training opportunities to get good jobs to support themselves and their families.

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Page 1



- Indigenous job seekers across BC can access employment services and supports through WorkBC centres and/or Indigenous Skills and Employment Training (ISET) centres.
- The Ministry is committed to providing Indigenous clients in receipt of BC Employment and Assistance (BCEA), the choice of being referred to a WorkBC service provider or an ISET service provider.
- 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 Indigenous and non-Indigenous service providers, , 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 2022 to hear their concerns and needs and discuss opportunities for partnerships and referrals in a coordinated and client-centered way.
- In 2021/22, over 1,500 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.
- In 2021/22, over 340 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.

- 55% of new Indigenous clients who started with WorkBC this year 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 2022 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 for 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 2022/2023**

**TOPIC: Services to Persons with Disabilities**

**KEY INFORMATION:**

- In 2021/22, WorkBC as of March 31, 2022:
  - Served about 11,900 people with disabilities who have completed a Disability Related Employment Needs Assessment in WorkBC (see Appendix 1).
  - 43% of people with disabilities have an employment outcome or community attachment (volunteer opportunity), compared to 46% from the previous year and 55% from 2019/2020.
- Since April 2012, WorkBC has served over 150,800 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 specialized supports for people with disabilities.
- WorkBC supports government's accessibility strategy and goals in Building 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, 2022, over \$1.4M for over 260 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;

- Employment Opportunities Development branch, through its external engagement efforts, advocates for employer adoption of inclusive and diverse recruitment and retention practices.
- Ongoing collaboration between ELMSD, the Accessibility Directorate and President's Group to promote awareness of, and the business case for, recruitment and retention persons with disabilities.
- The development of employer-targeted marketing material promoting WorkBC as a place to find job seekers with a diverse range of skills and experience and as a place to access assistive technologies.

## **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**

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- In fiscal year 2021/22, 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 in some sectors, with industries such as tourism and hospitality needing to reduce capacity 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. 43% of clients who self-identified as people with disabilities have an employment outcome or community attachment (volunteer opportunity), compared to 46% from the previous year and 55% from 2019/20.

#### **Appendix 1: Clients who are people with disabilities (including self-identified clients)**

	People with disabilities served	Employment outcome or community attachment
FY 2017/18	33,000	53%
FY 2018/19	31,000	46%
FY 2019/20	29,000	55%
FY 2020/21	25,442	46%
FY 2021/22	20,808	43%

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:**           **Service Parity**

**KEY INFORMATION:**

- Employment and Labour Market Services Division (ELMSD) is currently working to expand access to services to all clients based on need. Previously, ELMSD based eligibility on the nature of income support that people received, such as Employment Insurance.
- In alignment with this goal, ELMSD has expanded access to services including Personal Counselling for Employment Readiness and Skills Enhancement Services (including Adult Basic Education, Occupational Skills Training, and Short Duration Training), to enable access for all WorkBC clients assessed as requiring these services.
- Access to Personal Counselling for Employment Readiness was expanded on March 8, 2021:
  - All case-managed WorkBC clients assessed as requiring this service can now access up to 10 sessions of personal counselling.
  - Youth in and formerly in Care may access as many sessions of personal counselling as needed pre-employment, and for up to 12 months post-employment.
  - Personal counselling is available across the province both virtually and in-person.
- As a result of the ongoing pandemic, more people have been seeking personal counselling services to understand and address the impacts of personal challenges that are barriers to employment.
  - As of March 31, 2022, almost 1,500 were actively receiving personal counselling, compared to the previous year of about 1,050.
  - Over 670 clients have benefit from personal counselling services that wouldn't be able to access without the eligibility expansion.
- Access to Skills Enhancement Services was expanded on July 13, 2021, with a focus on Occupational Skills Training:
  - WorkBC Services are intended to support individuals to pursue the most efficient path to sustainable employment.

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Page

- Prior to pursuing Skills Enhancement, all possible client interventions are considered, including an individual's ability to obtain employment with their current skillset, or the potential for a Wage Subsidy.
  - Programs of 1 year or less are expected to be the most commonly accessed; however, programs of up to 2 years may be allowed on an exception basis, for example when a client requires more time due to a disability or health issue.
  - A tuition cap of \$7,500 applies to all clients; however, exceptions may be considered in circumstances where sustainable employment cannot be reached without exceeding the tuition cap.
  - Participation in Skills Enhancement will not impact an individual's ability to receive Income or Disability Assistance.
- In 2021/22, as of March 31, 2022:
    - Over 3,100 clients have received Occupational Skills Training, compared to 3,470 from previous year.
    - Since access was expanded in July 2021, 61 clients have benefited from Occupational Skills Training services that wouldn't have been able to access without the eligibility expansion.
    - On average, 81% of clients who participate in skills training achieve sustainable employment, compared to 54% for those who did not participate in skills training.
  - ELMSD will continue to review possibilities for expanded eligibility for additional services in the future.

## **BACKGROUND:**

- Historically, eligibility for WorkBC Employment Services (WorkBC) has been based primarily on client service categories, rather than client need.
- There are three broad client service categories for WorkBC. Including Employment Insurance (EI) Clients, BC Employment and Assistance (BCEA) Program Clients, and General Clients (non EI nor BCEA clients).
- Feedback from WorkBC contractors, advocacy groups, and stakeholders indicates that eligibility rules based on client type prevent individuals from accessing services that would best address their specific needs.
- Expanding WorkBC service eligibility to all clients who may benefit from the service helps ensure that clients can access the most appropriate and efficient route to sustainable employment.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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, 2022, 2,410 single parents, who participated in SPEI since 2015, received additional services such as:
  - 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 have a \$750 per month earnings exemption, increased from \$600.
  - Families who care for a child with a severe disability 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 2022, 1,644 single parents found employment in a variety of in-demand occupations within sectors such as retail, health, construction and community service.
- Just over 67% of SPEI participants had an employment outcome compared to 21.1% for those<sup>1</sup> 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.
- As a result of the Ministry's expansion of eligibility for Skills Enhancement Services (including Adult Basic Education, Occupational Skills Training, and Short Duration Training):
  - SPEI clients can now participate in training programs up to 2 years.
  - SPEI clients may now be eligible for a living support top-up while participating in Skills Enhancement, as necessary and subject to a financial needs assessment.

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<sup>1</sup> 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.

- WorkBC financial supports received by SPEI clients will continue to be exempted as income for the purposes of income assistance, meaning clients will continue to receive their monthly assistance and maintain access to supplements and health coverage.

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

## **BACKGROUND:**

- As of March 2022, there were 20,546 single-parent families with 35,154 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.
- 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 2022, there were 259 Transitional Health Services single parent cases covering 675 individuals.
- As of March 2022, approximately 99% of the SPEI participants are single mothers
- Average wage is over \$20.00/hour.
- Average cost per SPEI participant is over \$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 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
December 2021	2,389	1,618
March 2022	2,410	1,644

- There was a 5.6% increase in SPEI participation from the previous year.
- The Ministry is reviewing ways to increase participation in the SPEI program.

### BUDGET:

- 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 \$34.6<sup>2</sup> million has been spent on the Single Parent Employment Initiative since in launched in 2015 (as of March 2022), comprised of \$22.5M in provincial funds and \$12.1M in the federal funding received through the LMDA.

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

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 2021/22, 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, 2022, almost 70,000 were actively receiving services, with 57,000 being case managed, compared to the previous year with 82,000 clients of which 71,000 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, 2022:
  - over 34,000 clients are being supported through their first year of employment, consistent with the previous year
  - the employment outcome rate was 53%, compared to 47% for the previous year
  - about 67% 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 (-2.6%) 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 in BC.
  - 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 2021/22, as of March 31, 2022:
  - Over 1,900 clients have been served by the WorkBC Assistive Technology Services program.
  - Over 13,500 apprentices have participated in the WorkBC Apprentice Services program, with 10,400 completing a level of apprentice training since April 2021.
- In 2021/22 as of March 31, 2022, spending totaled \$373.1M including:
  - \$343.9M under LMDA (includes Administration funding)
  - \$29.2M in provincial funding
- In 2021/22 LMDA Funding totaled \$368.2M including:
  - \$339 under LMDA (including \$20.5M in LMDA Administration funding)
  - \$29.2M in provincial funding
- In addition to 2021/22 funding, \$83.6M was also available from previous year carry forward.
- Of the total funding, \$287.3M is committed to WorkBC Programs including Community and Employer Partnerships (CEP), 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 suite of WorkBC Employment Services through 47 contracts. The proportion of WorkBC funding and contracts is approximately 58% held by local non-profits. 36% by for-profit

organizations and 6% by public institutions.

- 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, 2022, clients who gained employment this year had a slightly lower 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%, same as last year, and EPBC 66%
    - At 12 weeks post-employment 78% versus last year 77%, and EPBC 57%
    - At 24 weeks post-employment 51% same as last year 51%, and EPBC 29%
    - At 52 weeks post-employment 77% for employment achieved during last year versus last year 66% (clients were not tracked to 52 weeks post-employment under EPBC).
  - o On average, within 17 weeks, clients in the WorkBC program are attaining employment, including part-time job, full-time job, or self-employment.
  - o About 24 weeks of time after participating in WorkBC, clients reach sustainability in labour market; and after that, it normally takes about 55 weeks of time to accumulate 52 weeks of sustainable employment, meaning nearly no breaks in employment after reaching sustainability.
  - o Only 0.4% 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.
- 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 2021/22, the number of clients who achieved employment was at 14,400 as of March 2022, (the forecast provided in the Service Plan was 13,500) which is lower than the targeted number of 28,300. This is due to continued challenges presented by the COVID-19 pandemic, and the remaining uncertainty on the timing of recovery for some sectors.
  - o Overall, about 56% of case managed clients obtain employment after receiving case managed services by WorkBC Employment Services; at least 46% of self-serve clients obtain employment after receiving assistance.
  - o Reasons for the lower forecast include:
    - High-contact service industries are expected to take longer to recover and there are fewer jobs in lower skilled occupations. This creates challenges for income assistance clients as almost 75% of new starting Expected-to-Work cases have high school or less as their highest level of education attainment.
    - Many unemployed individuals have now been out of the labour market for an extended period of time due to the pandemic. This can lead to longer supports needed from people to acquire the necessary skills and experience to find new sustainable employment.
    - A disconnect observed between employers who are wanting to hire in certain industries and people wanting those positions as there is a high number of job

vacancies and people unemployed in B.C.

- Future year targets have been adjusted to reflect a gradual return to pre-pandemic expectations, with focused strategies in place to increase the number of clients served and better support those to achieve employment outcomes during pandemic. Examples of these strategies include:
  - Adapt programming and service delivery to maximize access to employment services and supports for British Columbians with diverse needs while protecting the health and safety of clients and staff during the COVID-19 crisis and economic recovery;
  - 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 especially sectors and employers hardest-hit by COVID-19;
  - 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
  - Promote awareness of the Community and Employer Partnerships (CEP) program to support inclusive economic recovery in B.C. communities following COVID-19, B.C. wildfires, floods and other labour market events to improve employment outcomes for unemployed British Columbians.
- Examples of supports and services offered through WorkBC include:
  - Resume preparation
  - Assistance with job searches
  - Employment counselling and support
  - Interview preparation
  - Employment related workshops
  - Employment needs assessments
  - Financial needs assessments
  - Short-term certification
  - Assistive technology & devices
  - Skills training (funding for tuition and living supports)
  - Living supports during apprentice training
  - Preparation for self-employment
  - Customized employment
  - Wage subsidy
  - Job development
  - Job coaching
  - Follow-up support for job maintenance & retention
- The total commitment for the WorkBC Programs is \$287.3M and includes:
  - \$249M for WorkBC Employment Services contracts
  - \$13.5M in centralized funding for Apprentice Services
  - \$5.8M in centralized funding for Assistive Technology Services
  - \$15M for Community and Employer Partnerships (CEP) contracts
  - \$4M in centralized funding for clients participating in CEP projects



## **APPENDICIES:**

Appendix 1: WorkBC Employment Program Outcomes

Appendix 2: 2021/22 Client Inclusion Groups and Employment

Appendix 3: Employment Programs Budget Summary

Appendix 4: Ministry 2022/23 – 2024/25 Service Plan

## Appendix 1: WorkBC Employment Program Outcomes since April 2019

Percentage of WorkBC Clients who achieve Sustainable Employment	
Overall for all clients who participate in the <b>WorkBC employment services</b>	55%
Clients who only receive <b>Job search support</b>	56%
Clients who participate in <b>Wage subsidy</b>	84%
Clients who participate in <b>Skills Training</b>	81%
Clients who receive <b>Financial Supports</b>	73%

## Appendix 2: 2021/22 Client Inclusion Groups and Employment

Table 1: Clients in Inclusion Groups as of March 31, 2022 (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
<b>All Inclusion Clients</b>	<b>54,948</b>	<b>23,427</b>	<b>8,045</b>
<b>All WorkBC Clients</b>	<b>82,770</b>	<b>34,435</b>	<b>12,111</b>

## Appendix 3: Employment Programs Budget Summary

\$millions Funding Source:	2020/21 Actuals	2021/22 Actuals	2022/23 Budget <sup>1</sup>	2023/24 Plan <sup>2</sup>	2024/25 Plan <sup>2</sup>
Provincial	\$27,698,000	\$29,168,000	\$29,168,000	\$29,168,000	\$29,168,000
LMDA <sup>1,2</sup>	\$248,855,902	\$324,517,812	\$388,324,991	276,747,000	278,129,000
LMDA-Admin <sup>1,2</sup>	\$15,458,512	\$119,390,471	\$24,642,000	\$20,535,000	\$20,535,000
<b>Total</b>	<b>\$292,012,414</b>	<b>\$373,076,283</b>	<b>\$442,134,991</b>	<b>\$326,450,000</b>	<b>\$327,832,000</b>
% change budget:	-9.9%	27.8%	18.5%	-26.2%	0.4%

<sup>1</sup> Budget 2022/23 includes additional funding of \$67.8M as a result of unspent funds from FY21/22.

<sup>2</sup> Base funding only in 2023/24 and 2024/25 as federal government's Budget 2017 top up will expire.

## Appendix 4: Ministry 2022/23 – 2024/25 Service Plan

### Objective 2.2: WorkBC Employment Services clients achieve employment

<b>Performance Measure(s)</b>	<b>2020/21 Baseline</b>	<b>2021/22 Forecast</b>	<b>2022/23 Target</b>	<b>2023/24 Target</b>	<b>2024/25 Target</b>
2.1 Number of clients <sup>1</sup> who achieve employment <sup>2</sup>	12,900	13,500	20,000	24,000	28,300

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

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

<sup>2</sup> 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 2022/2023**

**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.
- Since the launch of the program in April 2019, the ministry has engaged WorkBC contractors and other key stakeholders to foster relationships, share information and raise awareness to 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.

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## **BACKGROUND:**

- An open request for proposals was completed through BC Bid in 2018 and new WorkBC contracts took effect on April 1, 2019.
  - The ministry procured 47 new contracts with services being delivered by 27 organizations.
  - 118 unique subcontracted organizations have been retained by service providers and the majority (77%) of these organization are local, not for profit agencies.
- WorkBC Employment Services is the largest network of employment providers in the province and supports all British Columbians seeking work regardless of where they live or the employment barriers they may face. Services are delivered through 102 WorkBC Centres, and a strong online presence, accessible from anywhere in the province.
- Comprehensive employment services and supports are based on individual client needs ranging from independent self-services to intensive case management. Examples of services and supports include resume assistance, skills enhancement, job placement support, work experience programs and wage subsidy placements.

## **Catchment Details:**

- The number of catchments were consolidated to 45 (from 73) in order to:
  - Allow for specialized service delivery to be more widely and consistently offered
  - Allow for more targeted funding to be directed to client services and supports
  - 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 total commitment for the new WorkBC Employment Services contracts is \$249M.
  - The total WorkBC Program commitments are:
    - \$249M for WorkBC Employment Services contracts
    - \$13.5M in centralized funding for Apprentice Services
    - \$5.8M in centralized funding for Assistive Technology Services
    - \$15M for Community and Employer Partnerships (CEP) contracts
    - \$4M in centralized funding for clients participating in CEP projects
  - You cannot compare all components of the historical model to total new contract amounts for WorkBC Employment Services.

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- 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.

Catchment Budgets:

- 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 service needs.
  - This process has been successfully used in many catchments

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 \$5.8 million annually).
- From April 1, 2021 to March 31, 2022, the ATS contract has:
  - Provided services and supports to 1,946 clients;
  - Conducted Specialized Assessments for 985 individuals (see Table 1);
  - Supplied 618 individual clients with \$2,351,748 of assistive devices, equipment or technology (see Table 2);
  - Completed 2,709 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 \$5.8M per year. Should client need exceed the contract budget, the Ministry has a process in place to provide additional funding to support client services. This process has been successfully leveraged for Assistive Technology in prior years.



**Table 1: FY 2021/22 ATS Completed Specialized Assessments, as of March 31, 2022**

<b>ATS Specialized Assessments</b>	<b>Total Clients Served YTD</b>
Medical Assessment Report	21
Physical/Functional Capacity Assessment	51
Speech and Language Assessment	0
Audiological Assessment	727
Ergonomic Assessment	132
Assistive Technology Assessment	136
Other Specialized Assessment Types	5
<b>Total</b>	<b>1,072 assessments for 985 individual clients</b>
<i>1,072 assessments were completed for 985 individual clients as some clients received more than one assessment type</i>	

**Table 2: FY 2021/22 ATS Disability Supports, as of March 31, 2022**

<b>ATS Disability Supports Types</b>	<b>Total Clients Served YTD</b>	<b>Transaction Amounts YTD</b>
Assistive Devices/Equipment/Technology	91	\$162,472.87
Communication/Hearing Devices	442	\$1,654,764.09
Ergonomic Supports - Program Participation	107	\$251,745.70
Restorative Supports	17	\$12,113.85
Interpreting/Captioning – Program Participation	1	\$1,000.00
Vehicle Modification	10	\$242,325.75
Workplace Access/Modification	0	\$0.00
Other	6	\$27,325.78
Language Interpretation Service	0	\$0.00
<b>Total</b>	<b>618*</b>	<b>\$2,351,748.04</b>
<i>*618 individual clients were supplied with assistive devices, equipment or technology supports (\$2,351,748 value). Some individual clients received more than one disability support type.</i>		

**Table 3: FY 2021/22 ATS Engagement Opportunities, as of March 31, 2022**

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>21-22 TOTALS</b>
Informal Meeting	37	35	41	34	147
Attend Corporate Booth	188	0	252	6	446
Attend Job Fair	0	0	2	0	2
Attend Networking Opportunity	84	165	124	133	506
Formal Group Presentations	147	49	93	135	424
Formal Company Presentation	54	98	18	64	234
Formal Networking Presentation	0	0	26	240	266
Resource Centre Visits (in person or virtual)	202	147	136	199	684
<b>Total</b>	<b>712</b>	<b>494</b>	<b>692</b>	<b>811</b>	<b>2,709</b>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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. (Effective April 1, 2022, staff responsible for the community transition program are moving into the Ministry of Jobs, Economic Recovery and Investment.)
  - Social Development and Poverty Reduction (SDPR) has a protocol in place with FLNRORD (will change to JERI effective April 1) to support coordinated response to labour market disruptions in rural communities.
  - Government recognizes 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.
- The coordinated tables in these communities have now concluded.
- In December 2021, as a result of the permanent mill closure, the community of Powell River initiated a Communities in Transition table and has become a designated Community in Transition.
  - SDPR responded quickly and coordinated with FLNRORD to support the 206 impacted workers and community.

- A Labour Market Partnership agreement, Impacted Worker Needs Assessment was initiated in January 2022 to support the community in understanding impacted worker needs.
- In 2022, it is anticipated that the impacts of Old Growth decisions, and access to fibre may generate another wave of communities impacted by labour market disruptions.
- SDPR will continue to support and respond as community needs arise.
- 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 December 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.

## **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, affecting approximately 7,000 workers and 25 communities.
- In response to the significant impacts in the forestry sector in 2019, FLNRORD committed \$69M to support impacted communities and workers, this funding is expected to have been expended by March 2022.

- This funding included the Job Placement program, run by the Ministry of Labour, where they had physical offices in 5 communities (100 Mile House, Fort St. John, Fort St. James, Clearwater, and Mackenzie).
- SDPR worked with the Ministry of Labour to efficiently coordinate services for clients.
- 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).
- As of April 1, 2022, the division responsible for Community Transition activities in FLNRORD, is being transferred to the Ministry of Jobs, Economic Recovery and Innovation. They will be operating in the Small Business & Economic Development Division and their branch name will be adjusted to Regional Economic Operations. The transfer is not anticipated to impact working protocols between the two groups and business will continue uninterrupted.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**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 \$66.5 million will be invested in WDA programming for persons with disabilities.
  - Of this, \$38.5 million is provided by Canada and approximately \$28M 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

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programming to support employment of persons with disabilities.

- In 2021/22, approximately \$66.5 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.

#### **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 2020/21, 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
<b>Base</b> includes 10% admin funding	95.8	97.7	97.3	97.2	97.9	96.9	582.8
<b>Incremental</b> includes 10% admin funding	9.5	9.7	20	26.9	27.1	26.8	120.0
<b>TOTAL WDA</b>	105.3	107.4	117.3	124.1	125.0	123.7	702.8

\*estimated

## AEST-SDPR Additional One-Time Funding:

### Original Spending Plan

Initial Plan as Submitted to Treasury Board for Approval

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	\$4.0M	\$3.7M	\$7.7M
<b>TOTAL:</b>	<b>\$145.36M</b>	<b>\$67.01M</b>	<b>\$212.37M</b>

### Revised Spending Plan

Updated after Treasury Board Approval and Adjusted for Carryforward of Unused 2020/21 Funds to 2021/22

Key Areas	Original Budget 2020/21 <sup>1</sup>	Actuals 2020/21	Carry- forward 2021/22	Original Budget 2021/22 <sup>1</sup>	Revised Budget 2021/22	Total 2020/21 – 2021/22
1. Services and Supports for Vulnerable Populations	\$51.4M	\$49.6M	\$1.8M	\$22.1M	\$23.9M	\$73.5M
2. Services and Supports for Indigenous Peoples	\$6.0M	\$2.8M	\$3.2M	\$2.0M	\$5.2M	\$8.0M
3. Services & Supports for Hardest-Hit Sectors & Impacted Workers/Youth	\$13.1M	\$11.2M	\$3.1M	\$18.8M	\$21.9M	\$33.1M
4. Services and Supports for Persons with Disabilities	\$49.8M	\$29.2M	\$19.5M	\$14.5M	\$33.9M	\$63.1M

Contact: Karen Blackman, Assistant Deputy Minister, ELMSD  
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Key Areas	Original Budget 2020/21 <sup>1</sup>	Actuals 2020/21	Carry-forward 2021/22	Original Budget 2021/22 <sup>1</sup>	Revised Budget 2021/22	Total 2020/21 – 2021/22
5. Research and Administration	\$4.0M	\$3.1M	\$0.9M	\$3.7M	\$4.5M	\$7.7M
<b>TOTAL</b>	<b>\$124.4M</b>	<b>\$95.9M</b>	<b>\$28.5M</b>	<b>\$61.0M</b>	<b>\$89.5M</b>	<b>\$185.4M</b>

<sup>1</sup> Some aspects of the original spending plan were not approved by Treasury Board which is why the total in this table does not equal the total in the table above.

**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.

## Appendix 2

### WDA Funding Allocations as per the 2021/22 Annual Plan

WDA Funding Allocation for PWD Programs	WDA ALLOCATION 2021/22
<b>SDPR Employment Programs and Services</b>	
WorkBC Employment Services	\$8.0M
Community Living British Columbia Employment Services	\$20.7M
<b>Mental Health and Substance Use Employment Support Programs</b>	\$9.7M
Total Federal PWD Program Investment	\$38.5M
Total PWD Investment Including Federal and Provincial	\$66.5M*

*\*Provincial PWD allocation varies in accordance with the methodology outlined in the WDA funding formula. Provincial investments include WorkBC Employment Programming, Annual Earnings Exemptions, Community and Employer Partnership Programs and additional CLBC expenditures*

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC:** Work Experience Opportunities Grant

**KEY INFORMATION:**

- The Work Experience Opportunities Grant (WEOG) was created by the Ministry of Social Development and Poverty Reduction (SDPR) as a StrongerBC initiative in response to labour market challenges as a result of COVID-19.
- The program provided over \$5M in grants during the 2020/21 fiscal year to create about 1,100 work experience opportunities for individuals with disabilities and other barriers to employment. As of February 2022, organizations had confirmed about 750 people to participate in placement opportunities.
- In FY2021/22 another application intake was opened up with just under \$4.2M in grants being provided to create approximately 840 work experience placements.
- The amount of the grant was \$5,000 per participant to a maximum of \$50,000 per organization with a requirement that a portion of the grant being provided as a stipend to participants.
  - The stipend has been exempted as income for people receiving income or disability assistance.

**BACKGROUND:**

- Eligible participants include:
  - Anyone receiving income or disability assistance from the Ministry of Social Development and Poverty Reduction
  - Indigenous individuals on reserve receiving equivalent federal supports
- Eligible organizations include:
  - Non-profit organizations or societies
  - Charities
  - Work experience partnerships between an eligible organization and another organization (e.g., a business or social enterprise) were also supported.
- In FY2020/21, 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
- Across the 3 intakes in FY2020/21, 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
- Placements for the 2020/21 intake are ongoing and final results including how many of the placements were completed will be available after the final report deadline at the end of May 2022.
  - The deadline for grant holders to submit participant information for approval to the ministry was February 7, 2022. About 750 of the placements had qualified participants identified in time to meet the deadline.
  - Grant holders who were unable to fulfill their grant obligations will be required to return whatever portion of the grant was not used as a result of not finding a participant or the participant being unable to complete the full number of weeks of the placement.
- While some placements for 2020/21 are still underway and final reports are pending, feedback received from grant holders and participants so far indicates strong positive outcomes, including:
  - participants who have achieved permanent employment with the grant holder,
  - participants who have found employment elsewhere, and
  - participants who have been connected to WorkBC to receive further services and supports to move towards employment.
- Adjustments were made to the program in FY2021/22 to respond to feedback received from the previous application intakes.
  - The most notable change was to provide more flexibility to support participants who are ready to begin moving toward their employment goals but are not able to participate for the full program hours. A new additional stream offers supportive work experience placements for a longer duration of up to 20-weeks at approximately 10 hours per week.
  - In addition, eligibility criteria have been revised to focus on skilled operators in the non-profit sector who have experience and expertise working with individuals with disabilities or significant barriers to enter the labour market.
- In FY2021/22, grant applications were received in one intake from February 2, 2022, to March 7, 2022.
  - 140 organization applied, with only one being denied as the placement did not meet the requirement to provide work experience to participants.

## **BUDGET:**

- \$2M in funding was initially made available in FY2021/22 for the WEOG program from the SDPR provincial funding.
- The amount of funding was subsequently increased to just over \$4M due to the significant amount of interest in the grant program from applicant organizations.
- \$10M in funding was made available in FY2020/21 for the WEOG program as part of Stronger BC.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES DIVISION  
PROGRAM NOTES 2022/2023**

**TOPIC: Integrated Case Management System (ICM) – System Performance**

**KEY INFORMATION:**

- The Integrated Case Management System (ICM) is a critical technology system used by the Ministry of Social Development and Poverty Reduction (SDPR) and Ministry of Children and Family Development (MCFD) and runs 24 hours a day, and 365 days a year to support delivery of numerous crucial programs.
- The Ministry has set a target that the ICM system is available 99.7% of the time and the Ministry has exceeded this target every year since 2016.
- The Ministry works with its vendors and corporate partners, including Government's Office of the Chief Information Officer (OCIO), 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:**

- For the 12 months ending March 31, 2022, ICM system availability was 99.99% exclusive of planned maintenance activities. Total ICM availability, inclusive of planned activities, was 98.21% due to scheduled down time from planned software releases.
- Through the same period, the ICM was not available to users for a total of 1.25 hours or 75 minutes.
- When the ICM system is unavailable, the Ministry uses back-up systems and processes to support uninterrupted delivery of critical services.
- 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 to monitor and adjust the performance of the ICM system moving forward.
- ICM is classified as a Critical System and is supported at all times 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 2022/2023**

**TOPIC: Social Sector Technology Roadmap 2030**

**KEY MESSAGES:**

- In September 2021, the Ministry of Social Development and Poverty Reduction (SDPR) completed a comprehensive 9-year Technology Roadmap.
- The roadmap provides a future state technology vision with key initiatives outlined over three phases.
- The intention of the roadmap is to govern SDPR's investments in technology to ensure digital platforms are sustainable, modern, cost effective and responsive.
- This shift, when completed, will enable new digital services in a fraction of the time needed today that is inclusive and more accessible to the citizens of British Columbia.

**BACKGROUND:**

- The underlying design of critical systems such as Integrated Case Management (ICM) have remained unchanged since initial implementation in 2010.
- Since 2010, several phases of enhancements significantly increased the volume and complexity of SDPR systems as citizen and legislative needs evolved.
- Most technology service providers are accelerating their shift away from providing on-premises (managed on "in-house" infrastructure) software in favour of more cost effective, secure, and scalable cloud services.
- The Province's Freedom of Information and Protection of Privacy Act was recently amended to better support the use of cloud services with private citizen information.
- The frequency of critical security and operational updates for older on-premise software is declining while service providers shift research and development to cloud services.

- If not modernized, the availability and security of the systems used to support over 390,000 British Columbians will be impacted.
- Due to the COVID-19 pandemic and other environmental factors, the demand for new digital services has outpaced the capabilities of the current design of SDPR's systems.
- Digital services using traditional on-premises software is not cost effective and do not support fast and/or a high volume of concurrent changes.
- SDPR plans to modernize and safely and securely transition critical systems such as ICM to a cloud service provider.