

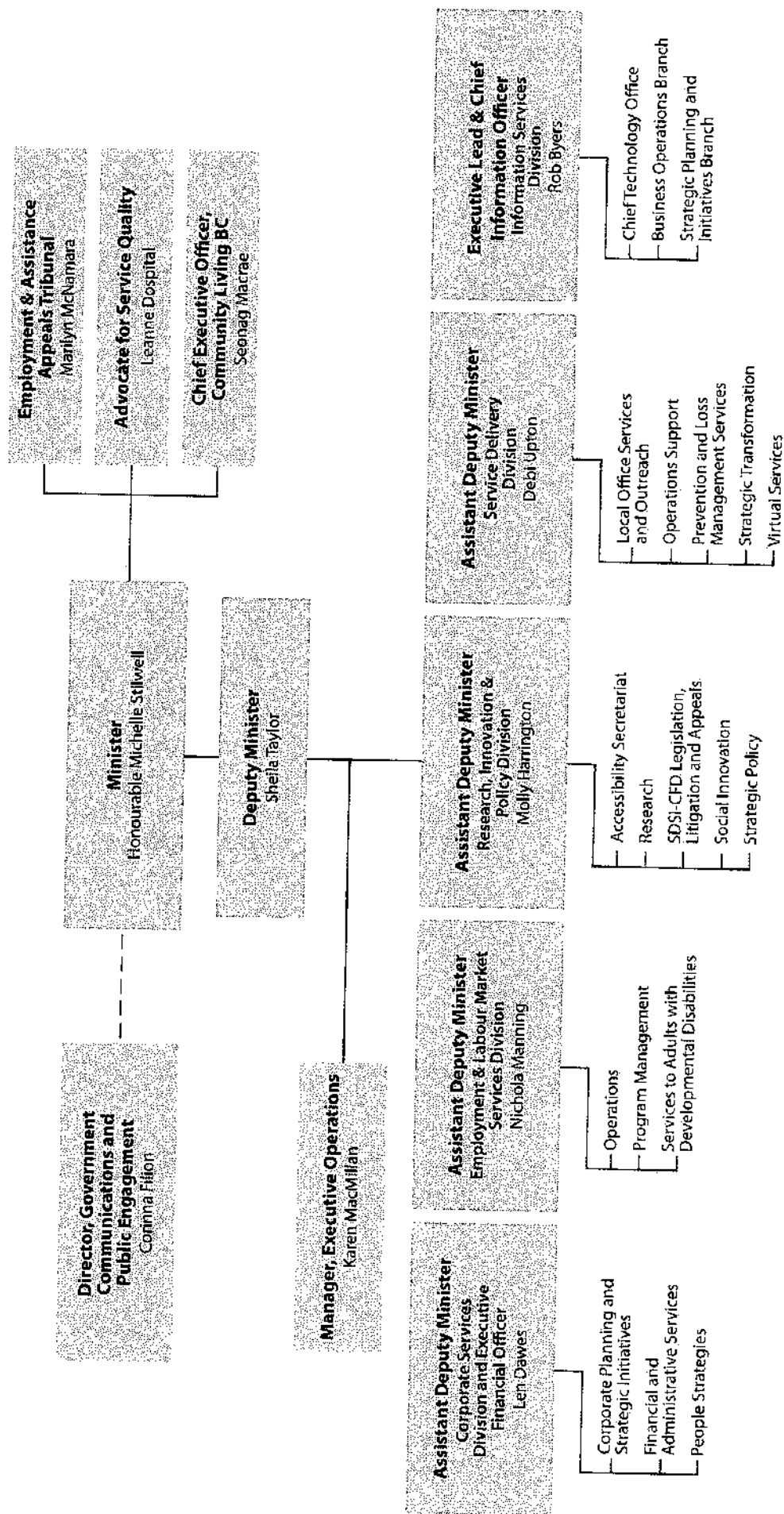
Ministry of Social Development and Social Innovation

Program Notes 2016/2017

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**Ministry of
Social Development and Social Innovation**

**2016/17 – 2018/19
SERVICE PLAN**



For more information on the British Columbia Ministry of Social Development and Social Innovation,
see Ministry Contact Information on Page 15 or contact:

Ministry of Social Development and Social Innovation:

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or visit our website at
[*www.gov.bc.ca/sdsi/*](http://www.gov.bc.ca/sdsi/)

Published by the Ministry of Social Development and Social Innovation

Minister Accountability Statement



The Ministry of Social Development and Social Innovation 2016/17 - 2018/19 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 that reads "Michelle Stilwell".

Honourable Michelle Stilwell
Minister of Social Development and Social Innovation
February 16, 2016

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Purpose of the Ministry

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic independence and secure a better tomorrow as envisioned in the BC Strategic Plan. In pursuit of this, the ministry's key responsibilities include:

- Providing income and disability assistance to those in need;
- Delivering employment programs and services to unemployed and underemployed individuals;
- Supporting community living services that help adults with developmental disabilities and their families develop connections and inclusion with their community; and
- Supporting social innovation and social entrepreneurship to improve social outcomes for all British Columbians.

The Minister is responsible for Community Living BC (CLBC) and is also responsible for leading the implementation of Accessibility 2024, the government's 10-year action plan to make B.C. the most progressive province in Canada for people with disabilities. The ministry is guided by three key pieces of legislation: the Employment and Assistance Act, the Employment and Assistance for Persons with Disabilities Act, and the Community Living Authority Act. The ministry is also guided by its long-term vision and goals. Further details about the vision and goals of the ministry can be found [here](#).

Strategic Direction and Context

Strategic Direction

The ministry is undertaking several initiatives to support the government's priorities and to achieve the targets set out in the Minister's Mandate Letter. This work includes ensuring the ministry's continuous support of a balanced provincial budget through prudent fiscal and performance management, which is consistent with the Taxpayer Accountability Principles.

The ministry is committed to lead in the implementation of the Accessibility 2024 Action Plan and continues to support the BC Jobs Plan and the Skills for Jobs Blueprint through an effective employment program. The ministry is implementing the Single Parent Employment Initiative and policy changes for families with children on income assistance to support BC Strategic Plan's vision for a secure tomorrow. In addition, the ministry continues to enhance client service and lead government's efforts to support and encourage social innovation across the province.

Strategic Context

Ministry programs and services are designed to help citizens build a solid connection with communities and the labour market to secure their future and in support of governments view that people who are able to work want to be self-sufficient, support their families and contribute to their communities. By providing temporary help to those who can work, and longer-term aid to those who, through disability or other barriers, have a more difficult time working or who cannot work, the ministry is ensuring the needs of British Columbians are being respected. A good paying, stable and secure job is one of the most important contributions to a healthy, happy and strong family.

The BC Employment and Assistance (BCEA) caseload is divided into two groups: temporary assistance for individuals who are unemployed or underemployed and disability assistance for individuals who have a disability designation. Both caseloads are impacted by the economy and changing demographics. Improvements in the province's economy have resulted in a continued decline in the temporary assistance caseload. However, demographic shifts resulting from longer life expectancies and an aging population have resulted in continued growth in the disability assistance caseload.

Today's social and service challenges are critical to the ministry's work. These challenges cannot be solved by a single organization. Building and maintaining good relationships and partnerships with other levels of government, businesses, communities, advocates and service organizations help provide responsive programs and support innovative service delivery solutions. The ministry and CLBC continue to work on several initiatives aimed at building long-term sustainability for the social sector that will increase community inclusion, accessibility and employment opportunities for persons with disabilities.

Throughout B.C. there is a growing awareness and commitment to building communities that are welcoming to all. The ministry is the lead for Accessibility 2024, a 10-year action plan to make B.C. the most accessible province in Canada for people living with disabilities. The plan is designed around 12 building blocks - ranging from employment to accessible service delivery - which reflect themes that emerged from public consultation. Accessibility 2024 includes cross-government commitments and partnerships with business and the disability communities that will help improve accessibility in B.C. for people with disabilities.

The ministry is committed to providing quality service that is consistent and responsive no matter where or how it is delivered. The public may access ministry services through traditional channels such as by phone, face-to-face, email, online and fax, and more recently by providing additional self-serve options. The diverse geography of the province and the needs of the people served have guided how the ministry develops its service delivery strategy. The ministry regularly engages with clients through public consultations to shape ongoing improvements to services; these discussions support the ministry's development and integration of both new and traditional modes of service delivery.

Demographic

British Columbia's population aged 19 to 64 is expected to increase by 93,700 (3.2 percent) by 2019.¹ At the same time, the population is getting older. Over the same period, the population aged 19 to 24 is

¹ Population Projections, BC Stats.

projected to decline by 6 percent while the population between the ages of 55 to 64 is projected to increase by 7 percent. A rise in the population increases the pool of potential BCEA clients. In addition, people are more likely to develop a disability as they age increasing the incidence of persons with disabilities.

Economic

The Economic Forecast Council expects British Columbia's real GDP to grow by 2.7 percent in 2016 and 2.6 percent in 2017. Downside risks to BC's economic outlook include the potential for a slowdown in North American economic activity, ongoing fragility in Europe, and slower than anticipated Asian demand, particularly in China. Additional risks include uncertainty in the outlook for the Canadian dollar and weak inflation.

The income assistance caseload is sensitive to the state of the labour market. The economic conditions in other provinces, most notably Alberta, also impact the income assistance caseload as unemployed people move to B.C.

Goals, Objectives, Strategies and Performance Measures

The ministry continues to examine and strengthen its performance management framework to align with government's direction. In addition, the ministry continues to report on a number of performance measures contained in previous Service Plans through DataBC. These measures include: the percent of reconsideration decisions made within legislated time frames; the percent of employment program clients who receive case management services; and the percent of applications for a Person with a Disability designation that are completed within ministry timelines.

Goal 1: Eligible British Columbians in need have access to income assistance and supports in a timely manner.

Objective 1.1: Basic income assistance is available to British Columbians to assist with shelter and support costs.

Strategies

- Provide clients with timely supports for which they are eligible.
- Assist clients to access other potential income sources to improve their independence and self-reliance, including federal Employment Insurance benefits and Canada Pension Plan early retirement and disability benefits.

- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

Objective 1.2: Supplementary supports are available to meet the changing and individual needs of British Columbians.

Strategies

- Provide eligible clients with supplemental assistance such as subsidized bus passes, dental and optical assistance.
- Provide eligible low income seniors with the Senior's Supplement.
- Provide children from eligible low and moderate income families with dental and optical assistance through the Healthy Kids Program.

Performance Measure 1: Percentage of ministry decisions confirmed on appeal

| Performance Measure | Baseline | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|---|----------|------------------|----------------|----------------|----------------|
| Percentage of decisions confirmed on appeal | 90%* | 90% | 90% | 90% | 90% |

Data Source: *Average of percentages reported in the Employment and Appeals Tribunal Annual Reports 2011/12-2014/15

Discussion

The ministry endeavors to ensure decisions are made accurately, carefully monitoring the outcome of the tribunal reviews. The percentage of appeal decisions that confirm ministry decisions is an indicator of how well the ministry is performing in its decision-making.

Performance Measure 2: Clients who choose to utilize My Self-Serve

| Performance Measure | 2014/15 Baseline | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|--------------------------------|------------------|------------------|----------------|----------------|----------------|
| Clients Choosing My Self-Serve | 9,500 | 21,000 | 28,000 | 35,000 | 40,000 |

Data Source: Service Delivery Division, Ministry of Social Development and Social Innovation

Discussion

The ministry's online portal My Self-Serve (MYSS), which was implemented provincially in the fall of 2014, provides an online service delivery channel for ministry clients. The online portal modernizes ministry services by offering more flexibility in how, when and where clients access service and by increasing convenience, self-sufficiency, and independence. Clients can choose to use MYSS to access their file information 24/7, submit their monthly report, upload documents from a mobile phone or computer, communicate with ministry employees and print confirmation of assistance. The ministry is leveraging and integrating technology into its service delivery model, leading the way for government to provide modern, convenient, reliable and secure services.

Goal 2: Eligible British Columbians in need have access to services that support increased independence and sustainable employment.

Objective 2.1: The resilience of families in B.C. is enhanced so they can achieve increasingly positive economic outcomes and greater well-being.

Strategies

- Support people to work by ensuring ministry programs and initiatives reduce unnecessary dependency on income assistance.
- Work with the Ministry of Children and Family Development to identify opportunities that will provide single parents with enhanced services and supports that secure employment and independence.
- Consider individual client needs in delivering employment programs and services.

Performance Measure 3: Employment-obligated clients as a percentage of the population aged 19-64

| Performance Measure | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|---|-------------------|---------------------|-------------------|-------------------|-------------------|
| Employment --obligated clients as a percentage of the population aged 19-64 | 1.0% | 1.0% | 1.0% | 1.0% | 1.0% |

Data Source: Research Branch, Ministry of Social Development and Social Innovation

Discussion

Clients who are employable are considered “employment-obligated” and must participate in employment-related activities for the purpose of achieving financial independence. The ministry has revised this measure to include employment-obligated clients who may have a medical condition that would require an extended period of time for them to find employment. The measure tracks the percent of British Columbian’s working age population between the ages of 19 and 64 who are receiving Temporary Assistance with employment-related obligations. The employable caseload is sensitive to the state of the labour market, so any weakness in the labour market in 2016 and 2017 from a potential slow down in the economy would put pressure on the caseload. Additionally, a prolonged downturn in the Alberta economy could result in more people moving to B.C., which would put further pressure on the income assistance caseload.

Performance Measure 4: Median length of time clients who have employment obligations receive Income Assistance (in months)

| Performance Measure | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|--|-------------------|---------------------|-------------------|-------------------|-------------------|
| Median length of time clients with employment obligations receive assistance | 7.5 | 7.5 | 7.5 | 7.5 | 7.5 |

Data Source: Research Branch, Ministry of Social Development and Social Innovation

Discussion

The ministry closely monitors the length of time clients receive assistance. Median durations measure the number of months it takes for half a cohort of new employment-obligated clients to stop receiving assistance. High durations signify new employment-obligated individuals are having difficulty becoming independent and are at greater risk of becoming a long-term client. Durations on assistance can rise if economic opportunities are limited or because new clients have more barriers to employment.

Objective 2.2: Ensure effectiveness of the Employment Program of BC

Strategies

- Reduce barriers and provide employment service and supports to all clients including Persons with Disabilities, immigrants, Aboriginal people and other specialized populations, so they move towards independence and self-reliance.
- Work collaboratively with partner ministries through the Labour Market Priorities Board to ensure ministry employment programs and supports are aligned with the priorities of the BC Jobs Plan and the Skills for Jobs Blueprint.

- Create opportunities for partnerships and innovation at the community and employer level.

Performance Measure 5: Percentage of Employment Program of BC clients obtaining employment

| Performance Measure | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|--|-------------------|---------------------|-------------------|-------------------|-------------------|
| Percentage of Employment Program of BC case-managed clients who achieve employment | 41.7% | 50% | 51% | 53% | 55% |

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

Discussion

This performance measure reflects the percentage of case-managed Employment Program of BC clients who achieved employment. As the ministry continues to place emphasis on employment results for clients, the outcome rate increased in 2015/16 and new targets have been established for subsequent years.

Goal 3: Support British Columbians in need who have disabilities by providing an effective system of support to gain and maintain meaningful independence and inclusion in their communities.

Objective 3.1: Support a comprehensive and integrated system of supports and services for Persons with Disabilities.

Strategies

- Provide adults with disabilities access to responsive services to support them in participating as full citizens and in achieving improved outcomes consistent with the goals outlined in Accessibility 2024.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.

- Monitor and support the transition process for special needs youth 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.

Objective 3.2: Engage British Columbians across sectors to enhance employment and community inclusion for people with disabilities.

Strategies

- Continue to work with business, community organizations, citizens with disabilities and their families to implement Accessibility 2024.
- Support the Minister's Council on Employment and Accessibility, the Presidents Group and the Registered Disability Savings Plan (RDSP) Action Group to develop solutions and strategies that improve the lives of British Columbians with disabilities and their families.
- Engage stakeholders and the public to identify barriers and solutions to improving employment outcomes for Persons with Disabilities.

Performance Measure 6: Total amount of exempted earnings received by Persons with Disability cases

| Performance Measure | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|---|-------------------|---------------------|-------------------|-------------------|-------------------|
| Total amount of exempted earnings received by Persons with Disabilities cases | \$84 million | \$90 million | \$92 million | \$94 million | \$96 million |

Data Source: Research Branch, Ministry of Social Development and Social Innovation

Discussion

The Employment Program of British Columbia provides a range of specialized services to help individuals with disabilities participate in their communities; pursue employment goals as they are able; increase their self-reliance; and, build skills and experience that may lead to further employment. The ministry also provides other support for Persons with Disabilities to work, including earnings exemptions.

In January 2015, the ministry replaced monthly earnings exemptions with the Annual Earnings Exemption (AEE) for all ministry clients receiving disability assistance. The AEE is a more flexible way of calculating earnings exemptions that helps individuals receiving disability assistance who are able to work to take advantage of employment opportunities and to keep more of their earnings. Total earnings increased because of the AEE and are expected to increase modestly over time.

Goal 4: Promote a culture of social innovation in British Columbia.

Objective 4.1: Support British Columbia's capacity for social innovation.

Strategies

- Develop and maintain strong, productive and sustainable relationships with partners in the public, private and non-profit sectors (including the BC Partners for Social Impact) to support the growth and sustainability of British Columbia's social innovation and social enterprise sectors.
- Support British Columbian social innovators and social entrepreneurs in the identification, implementation and enhancing innovative, community-based solutions.
- Facilitate, develop and implement social finance tools to create new opportunities for innovation.

Discussion

The ministry is committed to supporting and encouraging social innovation and social entrepreneurship in British Columbia.

Resource Summary

| Core Business Area | 2015/16 Restated Estimates ¹ | 2016/17 Estimates | 2017/18 Plan | 2018/19 Plan |
|--|---|----------------------|------------------|------------------|
| Operating Expenses (\$000) | | | | |
| Income Assistance | 1,713,937 | 1,815,138 | 1,885,910 | 1,892,823 |
| Employment | 30,000 | 30,000 | 30,000 | 30,000 |
| Community Living Services | 836,859 | 881,818 | 901,826 | 932,550 |
| Employment and Assistance Appeal Tribunal | 1,756 | 1,796 | 1,800 | 1,800 |
| Executive and Support Services | 10,435 | 10,487 | 10,515 | 10,573 |
| Total | 2,592,987 | 2,739,239 | 2,830,051 | 2,867,746 |

| Core Business Area | 2015/16 Estimates | 2016/17 Estimates | 2017/18 Plan | 2018/19 Plan |
|--|----------------------|----------------------|-----------------|-----------------|
| Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000) | | | | |
| Executive and Support Services | 2,938 | 4,034 | 3,838 | 1,670 |
| Total | 2,938 | 4,034 | 3,838 | 1,670 |

¹ For comparative purposes, amounts shown for 2015/16 have been restated to be consistent with the presentation of the 2016/17 Estimates.

*Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.

Appendices

Appendix A: Ministry Contact Information

Employment and Income Assistance

The ministry has 50 Employment and Income Assistance offices and 33 partnerships with Service BC locations throughout British Columbia. To find the office that provides services for a specific community, go to <http://www.cia.gov.bc.ca/contacts/offices.html>, or contact the ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Service BC refers members of the public to the appropriate ministry office and transfers calls and forwards e-mails free of charge. Hours of operation for Service BC are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

- In Victoria, call: 250 387-6121
- In the Lower Mainland, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- E-mail address: ServiceBC@gov.bc.ca
- Telephone device for the deaf and hearing impaired (TDD):
 - In the Lower Mainland, call: 604 775-0303
 - Elsewhere in British Columbia, call: 1 800 661-8773

Employment and Labour Market Services

The Employment Program of BC makes it easier for people to find work through a wide range of integrated employment services and supports. For more information on services and supports provided for a specific community, go to: [WorkBC Official Website - WorkBC Employment Services Centre](#)

**Ministry of Social Development
and
Social Innovation**

**2014/15
ANNUAL SERVICE PLAN REPORT**



For more information on the Ministry of Social Development and Social Innovation, contact:

Ministry of Social Development and Social Innovation

PO BOX 9933
STN PROV GOV'T
VICTORIA, BC
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or visit our website at
www.gov.bc.ca/sd

Minister's Message and Accountability Statement



The Ministry of Social Development and Social Innovation has a broad mandate. We help British Columbians live independent lives, provide for their families and participate in B.C.'s growing economy.

Over the last year, government has announced significant policy changes to enhance supports for individuals and families on income and disability assistance. In January, we moved to annualized earning exemptions to provide more earning flexibility for people with disabilities. Beginning in September, we will make child support payments exempt for parents receiving assistance; double earning exemptions from \$200 to \$400 per month for all families with children, and increase them from \$300 to \$500 per month for families who have a child with disabilities. Finally, in March we announced the Single Parent

Employment Initiative, a \$24.5 million program to help single parents on income and disability assistance find in-demand jobs.

In June we launched Accessibility 2024, a 10-year plan to make B.C. the most progressive place to live for people with disabilities in Canada. To deliver on the commitments in the plan, the ministry worked with the Minister's Council, the Presidents' Group and the disability community.

Throughout the year, a key focus of the ministry was to deliver effective employment services to help people find meaningful work. In 2014/15, we invested \$317 million in employment and labour market programs, including 84 WorkBC Employment Services Centres across the province.

Over the past year we have made changes to deliver services in a more simplified, efficient and streamlined way to more than 175,000 people on income and disability assistance. Our modernized service delivery system has moved from a regional to a provincial based model and it has allowed us to provide additional service options including My Self Serve, an online portal for ministry clients.

The final phase of the Integrated Case Management project was implemented in November 2014. The cross-government computer system provides a safe and secure platform to manage information and deliver critical social programs to more than 200,000 British Columbians.

The ministry works closely with the BC Partners for Social Impact to support and raise awareness about B.C.'s expanding social enterprise sector. We also introduced social procurement guidelines in the ministry to encourage staff to make socially responsible purchasing decisions.

I am pleased that my ministry achieved the government's mandate of a balanced budget, while ensuring it is responding to the needs of people who need support. The Ministry of Social Development and Social Innovation *2014/15 Annual Service Plan Report* compares the actual results to the expected results identified in the *2014/15 - 2016/17 Service Plan*. I am accountable for those results as reported.



Honorable Michelle Stilwell
Minister of Social Development and Social Innovation

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Purpose of the Ministry

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential. The key responsibilities include providing income assistance for those in need, delivering employment programs and services to unemployed and underemployed individuals, funding and overseeing services delivered by Community Living BC that help adults with developmental disabilities and their families develop connections and inclusion with their community, and supporting B.C.'s social innovation sector. In addition, the ministry is responsible for leading the implementation of Accessibility 2024, Government's 10-year action plan to make B.C. the most progressive province in Canada for people with disabilities. Further details about the vision and goals of the ministry can be found on the [Ministry's website](#).

Strategic Direction and Context

Strategic Direction

Strategic direction is derived from the ministry's legislative framework and Government's corporate plans and priorities. There are three key pieces of legislation that guide the ministry: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, and the *Community Living Authority Act*. Government's priorities for the ministry are outlined in the Minister's Mandate Letter and emphasize job creation, strengthening the economy, ensuring a secure tomorrow, and finding better ways to address complex social problems through innovative public and private sector partnerships such as the *Community Contribution Companies*. Specific direction for working with the ministry's service crown, *Community Living BC*, is provided in the *Taxpayer Accountability Principles* which has a focus on prudent fiscal management, increased transparency and providing quality services for clients.

Clients and their families as well as advocates and service providers are critical stakeholders in determining the direction of the ministry; consultations over the past year with these groups have led to improvements in both service quality and policies. Access to services either over the phone, over the counter or through self-service options such as *My Self Serve* have all been improved through a redesign of the ministry's service delivery model which has created specialized streams. The ministry also initiated targeted policy changes, including changes to income tax exemptions, to help single parents and families with children to find employment and achieve financial independence.

Strategic Context

The ministry's activities are influenced by the external environment; this includes changing demographics, the economy, shifts in federal policies and new technologies. The ministry takes these external influences into account when developing budgets and service delivery forecasts. In 2014, B.C.'s economy continued to grow with real GDP increasing by 2.6 per cent according to preliminary industry data from Statistics Canada. As a result, employment increased modestly which positively impacted the temporary assistance caseload. However, reductions to the ministry's temporary assistance caseload were offset by growth in the disability assistance caseload; a predicted increase that is largely attributable to the province's aging population. The ministry will continue to closely monitor demographics and economic trends in the years to come.

Report on Performance

The Ministry of Social Development and Social Innovation achieved several important milestones in 2014/15. The ministry completed all of the priorities identified in the Minister's Mandate Letter and met the requirements set out in the Budget Transparency and Accountability Act and the Taxpayer Accountability Principles. Highlights from the previous year include:

- Leading the formulation of Accessibility 2024, a 10-year blueprint of coordination and partnership to help British Columbians with disabilities;
- Piloting five Services to Adults with Developmental Disabilities Early Implementation Sites that help clients navigate government services;
- Meeting all financial targets established by the Ministry of Finance and ensuring sound fiscal management and operational efficiency;
- Strengthening the relationship with Community Living BC through a renewed accountability framework that emphasizes communication and transparency; and
- Completing the implementation of the Integrated Case Management System.

As a learning organization the ministry is continuously looking at new and innovative ways to enhance services and programs for clients. While this year has included several successes the ministry remains committed to improve through the use of Lean and through consultation with clients, stakeholders and the broader community.

Goals, Objectives, Strategies and Performance Results

Goal 1: Eligible British Columbians in need have access to income assistance and supports in a timely manner.

Objective 1.1: Basic income assistance is available to British Columbians to assist with shelter and support costs.

Strategies

- Provide clients with supports for which they are eligible.
- Assist clients to access other potential income sources to improve their independence and self-reliance, including Employment Insurance benefits, and Canada Pension Plan early retirement and disability benefits.
- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

Objective 1.2: Supplementary supports are available and delivered through accessible channels to assist the changing individual needs of British Columbians.

Strategies

- Provide eligible clients with supplemental assistance such as subsidized bus passes, dental and optical assistance.
- Provide eligible low income seniors with the Senior's Supplement.
- Provide eligible low and moderate income families that have children with dental and optical assistance through the Healthy Kids Program.

Performance Measure 1: Percent of Reconsideration decisions that are made within legislated time frames.

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percent of Reconsiderations Decisions Made Within Legislated Time Frame | 63% | 88% | 97% | 100% | 97% | 100% | 100% |

Data Source: Integrated Case Management and Corporate Data Warehouse, Ministry of Social Development and Social Innovation.

Discussion

To ensure that all eligible clients receive the income assistance and support they are entitled to, the ministry has a two-stage process for clients to request a reconsideration of an eligibility decision. The process is managed by the Reconsideration Unit, which is part of the Litigation and Appeals Branch. The unit is separate and independent from the work unit that made the original decision. The Reconsideration Unit reviews the file and makes a final decision for the ministry. This stage is a client's last opportunity to submit new evidence. If unsatisfied with the reconsideration decision, a client may file an appeal with the Employment and Assistance Appeal Tribunal which is a quasi-judicial agency independent of the ministry.

The measure indicates if the ministry is responding to clients in a transparent and timely manner. A higher percentage for this measure indicates the ministry is doing a better job of meeting legislated time limits. The performance variance is attributable to delays in receiving the initial reconsideration request, administrative errors, and/or the need for legal advice on certain cases. Bottlenecks in the process are being addressed with a goal of reducing, and if possible, eliminating administrative errors and delays.

Goal 2: Eligible British Columbians in need have access to services that support increased independence and sustainable employment.

Objective 2.1: The resilience of families and youth in British Columbia is enhanced so that they can achieve increasingly positive economic outcomes and greater well-being.

Strategies

- Reduce unnecessary dependency on income assistance by ensuring that the ministry's programs and initiatives support people to work.
- Engage relevant government and community partnerships in discussions on reducing intergenerational dependency.
- Use client needs assessment to align employment services with individual client needs.

Performance Measure 2: Expected to Work caseload as a percentage of the population aged 19-64.

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Expected to Work Caseload As a Percentage of the Population Aged 19-64 | 1.4% | 1.2% | 1.1% | 1.1% | 1.0% | 1.0% | 1.0% |

Data Source: Research, Ministry of Social Development and Social Innovation.

Discussion

Clients who are considered employable and are deemed expected to work must participate in employment-related activities for the purpose of achieving financial independence. The measure tracks the percentage of British Columbia's working age population receiving temporary assistance with employment-related obligations. It provides insights on how effective the strategies are in achieving the goal of financial independence among the employable group. The performance measure is sensitive to the state of the economy.

The ministry has achieved its target due to a decline in caseloads which, in turn, was due to a decline in the employment-obligated caseload as the economy improved. Research has found that, in a recession, caseload declines occur at a slower rate than caseload increases, suggesting that the caseload is more sensitive to increases in unemployment than to declines in unemployment. It is expected that the reduction in the ministry's employment-obligated caseload will continue to decline but it will lag behind improvements in the economy.

The target and baseline for this performance measure has shifted since the release of the Revised 2013/14 to 2015/16 Service Plan due to retroactive revisions to the population numbers from BC Stats. As a result, the base population used in the calculation for the performance measure changes each year which can result in a change in the measure. To allow for comparability over time the ministry revises the measure for all years.

Performance Measure 3: Median length of time clients who have employment obligations receive Income Assistance (in months).

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Median Length of Time Clients Who Have Employment Obligations Receive Income Assistance | 6.1 | 7.4 | 7.3 | 6.7 | 6.9 | 6.7 | 6.6 |

Data Source: Research Branch, Ministry of Social Development and Social Innovation. Since median durations measure the number of months it takes for half of a cohort of new employment-obligated clients to stop receiving assistance, it can only be done retrospectively so there is a reporting lag.

Discussion

Median durations measure the number of months it takes for half of starting employment-obligated cases to stop receiving assistance. High durations signify new employment-obligated clients are having more difficulty becoming independent and are at greater risk of becoming long-term clients. Duration of assistance can rise if economic opportunities are limited and/or because clients have more barriers to employment. And as the economy recovers and job opportunities increase, it is expected that median durations will begin to decline.

While the ministry did not meet its target, there was improvement over the previous year. As the economy continues to recover and job opportunities increase, it is expected that median durations will continue to decline. The performance target for this measure has been revised since the release of the Revised 2013/14-2015/16 Service Plan to reflect the impact of the economy's performance.

Objective 2.2: Ensure effectiveness of the new Employment Program of BC.

Strategies

- Ensure access to Employment Program of BC services via a network of WorkBC Employment Service Centres operated by service providers located across the province.
- Reduce barriers for all clients of employment and labour market services, including persons with disabilities, immigrants, youth and other specialized populations.
- Create opportunities for partnerships and innovation at the community and employer level.
- Assist vulnerable youth and adults to move towards independence and self-reliance by providing employment services and supports.

Performance Measure 4: Percent of active claimants served with the Employment Program of BC.

| Performance Measure | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|----------------|----------------|----------------|----------------|----------------|----------------|
| Percent of active claimants of Employment Program of BC that receive case management services | 40% | 38% | 44% | 35% | N/A | N/A |

Data Source: Employment and Labour Market Service Division, Ministry of Social Development and Social Innovation. Note: 2012/13 is the baseline year.

Discussion

This measure is intended to show the number of case-managed Employment Insurance clients served by the Employment Program of BC (EPBC) as a percentage of the total number of case-managed EPBC clients. The measure is highly sensitive to changes in the economy and the labour market. The negative variance of nine percent between the 2014/15 target and actual result is primarily due to improvements in the labour market. As economic conditions in B.C. improved the number of case-managed Employment Insurance clients decreased at a faster rate than the total number of case-managed EPBC clients which led to the ministry missing the performance target.

This has demonstrated a flaw in the measure as decreases to both the Employment Insurance and overall EPBC caseloads should be viewed as positive outcomes as this indicates that clients are finding employment. As a result the ministry is closing this measure and has introduced a new performance measure related to the effectiveness of the ministry's employment programs in the 2015/16 – 2017/18 Service Plan. The ministry will continue to monitor the number of Employment Insurance claimants served by the program and will publish this data through the Employment Program of BC Monthly Reports and the BC Labour Market Development Agreement Annual Plans.

Performance Measure 5: Percent of Employment Program BC clients obtaining outcomes (employment and/or community attachment).

| Performance Measure | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|--|----------------|----------------|----------------|----------------|----------------|----------------|
| Percent of Employment Program BC case-managed clients who received employment and/or community attachment. | 45% | 40% | 49% | 42% | 51% | 53% |

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Innovation. Note: 2012/13 is the baseline year.

Discussion

The foremost objective of the EPBC is to support clients in achieving sustainable employment as quickly as possible. This measure reflects the percent of case-managed clients who successfully obtain employment or establish connections to their community. The measure reflects the immediate link between strategies and activities with the goals of increased financial independence and sustainable employment.

The ministry has achieved modest improvements over the previous year but has missed the target percentage. The negative variance is partially attributable to change in client composition with an increase in the proportion of clients with employment barriers who required more intensive and long-term services and supports. This performance measure has been revised slightly for future years to focus exclusively on employment, the primary objective of the Employment Program of BC.

Goal 3: Support British Columbians in need who have disabilities by providing an effective system of support to gain and maintain meaningful independence and inclusion in their community.

Objective 3.1: Support a comprehensive and integrated system of supports and services for Persons with Disabilities.

Strategies

- Provide adults with disabilities access to high quality, responsive supports and services that enable them to meet their needs, participate as full citizens and have improved outcomes.
- Facilitate access to all supports outside of income assistance for families who provide support to family members with a disability.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Monitor and refine the transition process for special needs youth who are entering adulthood to ensure they access the ministry's disability assistance program as well as adult community living services offered through Community Living BC.

Performance Measure 6: Meeting timelines for processing Persons with Disabilities applications

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percent of application for PWD Designation Completed Within Ministry Timelines. | 99.2% | 99.4% | 99.8% | 100% | 99.8% | 100% | 100% |

Data Source: ICM Service Request Data, Ministry of Social Development and Innovation, with the number of adjudication days being the SLA date to SR closed date.

Discussion

The measure gauges the ministry's performance in the review and adjudication of applications for designations as persons with disabilities. The process is time-intensive, requiring the review of detailed medical evidence and a close examination of all case materials which includes detailed information from an applicant's physician and other health professionals on diagnosis, health history, degree of impairment and its impact on the applicant's daily activities. The length of the adjudication process

reflects the ministry's commitment to speedy, fair, and consistent decisions that comply with administrative fairness and the principles of administrative fairness.

The measure reflects the percent of Person with Disabilities that are adjudicated within the service standard of 90 days which is similar to comparable jurisdiction in Canada and thus, allow the provision of timely and effective system of supports in pursuit of Goal 3. The sooner eligible clients' applications are adjudicated the sooner they have access to system of supports. Hence, the higher the performance in this measure is the better.

The ministry's performance of 99.8 percent in this measure substantially met the target. The performance was due to efforts to continuously improve the process, realigning staff duties to facilitate triage process which allows the identification of cases involving urgent medical situations or children with disabilities which require expedited adjudication, increasing the number of adjudicators, and reallocating resources on a limited basis until new adjudicators were fully trained.

Objective 3.2: Engage British Columbians across sectors to promote programs and services that enhance community inclusion for Persons with Disabilities.

Strategies

- Continue to work with business, community organizations, citizens with disabilities and their families to develop and implement initiatives to enhance community inclusion for Person with Disabilities.
- Support the mandate of the Minister's Council on Employment and Accessibility to develop solutions and strategies that improve the lives of British Columbians with disabilities and their families, particularly through partnership with sector partners.
- Identify opportunities for inclusion for increasing persons with disabilities' employment outcomes by engaging with stakeholders and the public to identify barriers and solutions to improving employment outcomes.
- Lead Disability White Paper consultation focused on finding ways to reduce barriers and increase accessibility for people with disabilities.

Performance Measure 7: Percent of Persons with Disabilities cases with declared earnings.

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percent of Persons with Disabilities Cases with Declared Earnings | 14.4% | 14.3% | 15.6% | 16.2% | 16.2% | 16.3% | 16.4% |

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

Discussion

The measure tracks the percentage of Persons with Disability clients declaring earnings. The ministry provides incentives, supports, and programs to Persons with Disabilities to work, including earnings exemptions and employment programs, for them to gain meaningful independence and community inclusion. The performance measure gives a sense of clients' efforts to move towards financial independence. The higher the percentage the better as more Persons with Disabilities are engaged in gainful activities which is a step towards the goal of financial independence and community inclusion.

The ministry achieved its target of 16.2 percent. An upward trend in the measure is expected due to expected improvement of the economy, increases in income exemptions, implementation of Accessibility 2014 Plan, programs like the Services to Adults with Developmental Disabilities (STADD), and partnerships with business sector to address social concerns. The measure has been revised upwards due to recent policy changes which include increase in earnings exemption limits and annualized earning exemption. British Columbia is the second jurisdiction to offer the option of annual earnings exemption, after Yukon.

Financial Report

Management Discussion and Analysis

Report on Performance

For 2014/15, the ministry met the financial targets set out by the Ministry of Finance. The majority of the ministry's allocated budget is expended through Income Assistance totaling \$1.71 billion in 2014/15. Income Assistance falls into four categories:

- \$340 million for Temporary Assistance;
- \$944 million for Disability Assistance;
- \$286 million for supplementary assistance which includes supplements for low income seniors, travel assistance and dental and optical care; and,
- \$140 million for program management.

Funding for employment programs is partially provided by the federal government through the Labour Market Development Agreement. Federal contributions in 2014/15 totaled \$296 million while the province allocated \$21 million for employment programs and services. Services to adults with developmental disabilities are provided by the ministry's service delivery crown agency, Community Living BC, which was allocated close to \$800 million. In line with government's goal of prudent fiscal management, expenditures for executive and support services were limited to \$14.5 million, a reduction of almost \$1 million from the previous year.

Outlook for the Coming Year

Changes to the economic environment have an impact on ministry caseloads. Expected improvement to the economy and labour market conditions are forecasted to result in a modest decrease to the Temporary Assistance caseload as ministry clients secure employment. However, these saving will be offset by demographic shifts, in particular the aging of the province's population, which will result in growth in the Disability Assistance caseload. Demand for services is also forecasted to grow for Community Living BC. As the primary funder, the ministry will be working closely with Community Living BC to ensure strategies are in place to manage these demands.

Financial Report Summary Table







| | Estimated | Other Authorizations | Total Estimated | Actual | Variance ¹ |
|--|------------------|----------------------|------------------|------------------|-----------------------|
| Operating Expenses (\$000) | | | | | |
| Income Assistance ² | 1,682,338 | 18,002 | 1,700,340 | 1,711,420 | 11,080 |
| Employment ³ | 29,988 | | 29,988 | 21,000 | (8,988) |
| Community Living British Columbia ⁴ | 799,777 | | 799,777 | 799,419 | (358) |
| Employment and Assistance Appeal Tribunal | 1,751 | | 1,751 | 1,529 | (222) |
| Executive and Support Services | 15,965 | | 15,965 | 14,453 | (1,512) |
| Sub-Total | 2,529,819 | 18,002 | 2,547,821 | 2,547,821 | 0 |
| Adjustment of Prior Year Accrual | | | | (368) | 368 |
| Total | 2,529,819 | 18,002 | 2,547,821 | 2,547,453 | 368 |
| Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000) | | | | | |
| Executive and Support Services ⁴ | 29,517 | | 29,517 | 24,792 | (4,725) |
| Total | 29,517 | 0 | 29,517 | 24,792 | (4,725) |

1. Variance represents "Actual" minus "Total Estimates". If "Actual" is greater than "Total Estimates" the variance will be positive.
2. Other Authorizations¹ refers to contingency access which was used to offset caseload pressures.
3. Reflects BC Employment Program costs, net of federal recoveries. Total spending was \$317 million, which included \$21 million provincial and \$296 million recovered federally.
4. Includes direct transfers to CLBC and the Ministry's STADD program (\$2.742M).
5. Capital expenditures for Executive Support and Services were primarily for Integrated Case Management (ICM).

Annual Service Plan Report Appendices

Appendix A: Contact Information and Hyperlinks

Service BC refers members of the public to the appropriate ministry office and transfers calls and forwards emails free of charge. Hours of operation for Service BC are 7:30 AM to 5 PM, Monday to Friday, excluding statutory holidays.

-  In Victoria, call: 250-387-6121
-  In the Lower Mainland, call: 604-660-2421
-  Elsewhere in British Columbia, call: 1-800-663-7867
-  Outside British Columbia, call: 1-604-660-2421
-  Email address: EnquiryBC@gov.bc.ca
-  Telephone device for the deaf and hearing impaired (TDD):
 - In the lower Mainland, call: 604-775-0303
 - Elsewhere in British Columbia, call: 1-800-661-8773










Employment and Income Assistance

As of March 31, 2014, the ministry has 57 Employment and Income Assistance Offices and 29 partnerships with Services BC locations throughout British Columbia. To find the office that provides services for a specific community go to: www.mhr.gov.bc.ca/contacts/city.htm or contact the ministry toll free by telephone anywhere in the province at 1-866-866-0800. To apply for income assistance or if you are a client wanting to know about your file status, you can visit myselfserve.gov.bc.ca/ online.

Employment and Labour Market Services

The Employment Program of BC helps people find work through a wide range of integrated employment services and supports. For more information on services provided for specific community, go to: www.workbc.ca/Work-BC-Centres/Pages/Work-BC-Centres.aspx

Hyperlinks to Additional Information

-  Advocate for Service Quality: www.eia.gov.bc.ca/advocate/
-  Accessibility 2024: <http://bconthemove.com/gov>
-  BC Partners for Social Impact: www.hubcapbc.ca/
-  Community Contribution Companies: www.fin.gov.bc.ca/prs/ccc/
-  Community Living British Columbia: www.communitylivingbc.ca/home/
-  Employment and Assistance Appeal Tribunal: www.gov.bc.ca/eaat/
-  Integrated Case Management: www.integratedcasemanagement.gov.bc.ca/
-  Personal Supports: www.personalsupports.bc.ca/
-  Self-Serve Assessment and Application Tool: www.iaselfserve.gov.bc.ca/

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

The mission of the Ministry of Social Development and Social Innovation 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 the services to help them achieve their goals.

MINISTRY SUMMARY

(\$000)

| | Estimates 2015/16 ¹ | Estimates 2016/17 |
|--|-----------------------------------|----------------------|
| VOTED APPROPRIATION | | |
| Vote 41 — Ministry Operations..... | 2,592,987 | 2,739,239 |
| OPERATING EXPENSES | <u>2,592,987</u> | <u>2,739,239</u> |
| CAPITAL EXPENDITURES² | 2,938 | 4,034 |
| LOANS, INVESTMENTS AND OTHER REQUIREMENTS³ | — | — |
| REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES⁴ | — | — |

NOTES

¹ For comparative purposes, figures shown for the 2015/16 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 2016/17 Estimates. Schedule A presents a detailed reconciliation of the restatement of operating expenses and capital expenditures.

² Details of capital expenditures are presented in Schedule C.

³ Details of loans, investments and other requirements are presented in Schedule D.

⁴ Details of revenue collected for, and transferred to, other entities are presented in Schedule E.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

SUMMARY BY CORE BUSINESS

(\$000)

| | 2015/16 | 2016/17 ESTIMATES | | |
|--|------------------|-------------------|---------------------|------------------|
| | Net | Gross | External Recoveries | Net |
| OPERATING EXPENSES | | | | |
| Core Business | | | | |
| Income Assistance..... | 1,713,937 | 1,825,218 | (10,080) | 1,815,138 |
| Employment..... | 30,000 | 329,949 | (299,949) | 30,000 |
| Community Living Services..... | 836,859 | 881,818 | — | 881,818 |
| Employment and Assistance Appeal Tribunal..... | 1,756 | 1,796 | — | 1,796 |
| Executive and Support Services..... | 10,435 | 10,527 | (40) | 10,487 |
| TOTAL OPERATING EXPENSES..... | 2,592,987 | 3,049,308 | (310,069) | 2,739,239 |
| CAPITAL EXPENDITURES | | | | |
| | Net | Disbursements | Receipts | Net |
| Core Business | | | | |
| Executive and Support Services..... | 2,938 | 4,034 | — | 4,034 |
| TOTAL CAPITAL EXPENDITURES..... | 2,938 | 4,034 | — | 4,034 |

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

VOTED DESCRIPTIONS

(\$000)

| | Estimates 2015/16 | Estimates 2016/17 |
|--|----------------------|----------------------|
| VOTE 41 — MINISTRY OPERATIONS | | |
| This vote provides for the programs and operations 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..... | 131,420 | 140,913 |
| Temporary Assistance..... | 320,040 | 320,000 |
| Disability Assistance..... | 976,475 | 1,077,714 |
| Supplementary Assistance..... | 286,002 | 276,511 |
| | <u>1,713,937</u> | <u>1,815,138</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 individuals with multiple barriers and disabilities. This sub-vote also provides for support services and direct operating costs. Costs may be recovered from ministries, other levels of government, 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 for services described within this sub-vote.

EMPLOYMENT

| | | |
|--|---------------|---------------|
| Voted Appropriations | | |
| Employment Programs..... | 29,999 | 29,999 |
| Labour Market Development Agreement..... | 1 | 1 |
| | <u>30,000</u> | <u>30,000</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 and parties external to government under cost-sharing agreements for services described within this sub-vote.

COMMUNITY LIVING SERVICES

| | | |
|--------------------------------|---------|---------|
| Voted Appropriation | | |
| Community Living Services..... | 836,859 | 881,818 |

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*.

EMPLOYMENT AND ASSISTANCE APPEAL TRIBUNAL

| | | |
|--|-------|-------|
| Voted Appropriation | | |
| Employment and Assistance Appeal Tribunal..... | 1,758 | 1,796 |

Voted Appropriation Description: This sub-vote provides for salaries, benefits, members fees and expenses, and operating and related expenses 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 services described within this sub-vote.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

VOTED DESCRIPTIONS

(\$000)

| | Estimates 2015/16 | Estimates 2016/17 |
|---|----------------------|----------------------|
| EXECUTIVE AND SUPPORT SERVICES | | |
| Voted Appropriations | | |
| Minister's Office..... | 475 | 475 |
| Corporate Services..... | 9,960 | 10,012 |
| | <u>10,435</u> | <u>10,487</u> |
| <p>Voted Appropriations Description: This sub-vote provides for the office of the Minister of Social Development and Social Innovation, for executive direction of the ministry and administrative services for the operating programs of the ministry, and for the Parliamentary Secretary for Accessibility. This includes strategic and business planning, financial administration and budget management, human resource management, asset and risk management, and facilities. 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 and parties external to government for services described within this sub-vote.</p> | | |
| VOTE 41 — MINISTRY OPERATIONS | 2,592,987 | 2,739,239 |

MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

GROUP ACCOUNT CLASSIFICATION

| | | |
|--------------------------------------|-------------------------|-------------------------|
| Salaries and Benefits | 127,506 | 135,104 |
| Operating Costs | 37,476 | 68,594 |
| Government Transfers | 2,716,067 | 2,852,788 |
| Other Expenses | 22,692 | 22,707 |
| Internal Recoveries | (140) | (29,885) |
| External Recoveries | (310,614) | (310,069) |
| TOTAL OPERATING EXPENSES..... | <u>2,592,987</u> | <u>2,739,239</u> |

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
(\$000)

VOTE 41 Ministry Operations

| Description | Total 2015/16 Operating Expenses | 60 | 51 | 52 | 54 | Total Salaries and Benefits | 55 | 57 | 59 | 60 | 63 | 65 | 67 | 68 | 69 |
|---|---|----------------|------------|---------------|-----------|-----------------------------------|------------|--------------|--------------|--------------|---------------|--------------|----------|----------|----------|
| Income Assistance | 1,713,937 | 89,168 | — | 21,668 | — | 110,836 | — | 1,323 | 3,024 | 1,500 | 37,173 | 3,143 | — | — | — |
| Income Assistance - Program Management | 131,420 | 89,168 | — | 21,668 | — | 110,836 | — | 1,323 | 3,024 | 1,500 | 37,173 | 3,143 | — | — | — |
| Temporary Assistance | 320,040 | — | — | — | — | — | — | — | — | — | — | — | — | — | — |
| Disability Assistance | 976,475 | — | — | — | — | — | — | — | — | — | — | — | — | — | — |
| Supplementary Assistance | 286,002 | — | — | — | — | — | — | — | — | — | — | — | — | — | — |
| Employment | 30,000 | 11,135 | — | 2,706 | — | 13,841 | — | 1,076 | — | 345 | 3,862 | 376 | — | — | — |
| Employment Programs | 29,999 | — | — | — | — | — | — | — | — | — | — | — | — | — | — |
| Labour Market Development Agreement | 1 | 11,135 | — | 2,706 | — | 13,841 | — | 1,076 | — | 345 | 3,862 | 376 | — | — | — |
| Community Living Services | 836,859 | 1,760 | — | 428 | — | 2,188 | — | 180 | — | — | 670 | 50 | — | — | — |
| Employment and Assistance Appeal Tribunal | 1,756 | 740 | 23 | 180 | — | 943 | 533 | 22 | — | 150 | 12 | 130 | — | 5 | — |
| Executive and Support Services | 10,435 | 5,721 | 111 | 1,410 | 54 | 7,296 | — | 182 | 15 | 40 | 445 | 500 | — | — | — |
| Minister's Office | 475 | 230 | 1 | 76 | 54 | 361 | — | 52 | — | — | 10 | 13 | — | — | — |
| Corporate Services | 9,960 | 5,491 | 110 | 1,334 | — | 6,935 | — | 130 | 15 | 40 | 435 | 487 | — | — | — |
| Total | 2,562,987 | 108,524 | 134 | 26,392 | 54 | 135,104 | 533 | 2,783 | 3,039 | 2,035 | 42,162 | 4,199 | — | 5 | — |

| 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 2016/17 Operating Expenses |
|-----|----|--------|-----|-----------------------------|-------|-----------|-----------|----------------------------|----|----|--------|----------------------------|----|----------|---------------------------------|----|-----------|---------------------------------|---|
| 11 | — | 12,770 | 108 | 59,052 | 8,124 | 1,556,004 | 114,765 | 1,678,893 | — | — | 6,319 | 6,319 | — | (29,882) | (29,882) | — | (10,080) | (10,080) | 1,815,138 |
| 11 | — | 12,770 | 108 | 59,052 | — | — | 726 | 726 | — | — | 179 | 179 | — | (29,880) | (29,880) | — | — | — | 140,913 |
| — | — | — | — | — | — | 317,450 | — | 317,450 | — | — | 3,101 | 3,101 | — | (1) | (1) | — | (550) | (550) | 320,000 |
| — | — | — | — | — | — | 1,081,713 | — | 1,081,713 | — | — | 1 | 1 | — | — | — | — | (4,000) | (4,000) | 1,077,714 |
| — | — | — | — | — | 8,124 | 156,841 | 114,039 | 279,004 | — | — | 3,038 | 3,038 | — | (1) | (1) | — | (5,530) | (5,530) | 276,511 |
| 192 | — | — | — | 5,851 | — | — | 295,169 | 295,169 | — | — | 15,089 | 15,089 | — | (1) | (1) | — | (299,949) | (299,949) | 30,000 |
| — | — | — | — | — | — | — | 29,999 | 29,999 | — | — | — | — | — | — | — | — | — | — | 29,999 |
| 192 | — | — | — | 5,851 | — | — | 265,170 | 265,170 | — | — | 15,089 | 15,089 | — | (1) | (1) | — | (299,949) | (299,949) | 1 |
| — | — | — | — | 900 | — | — | 878,726 | 878,726 | — | — | 4 | 4 | — | — | — | — | — | — | 881,818 |
| — | — | — | — | 852 | — | — | — | — | — | — | 2 | 2 | — | (1) | (1) | — | — | — | 1,796 |
| 200 | — | 300 | 257 | 1,939 | — | — | — | — | — | — | 1,293 | 1,293 | — | (1) | (1) | — | (40) | (40) | 10,487 |
| — | — | — | — | 75 | — | — | — | — | — | — | 39 | 39 | — | — | — | — | — | — | 475 |
| 200 | — | 300 | 257 | 1,864 | — | — | — | — | — | — | 1,254 | 1,254 | — | (1) | (1) | — | (40) | (40) | 10,012 |
| 403 | — | 13,070 | 365 | 68,394 | 8,124 | 1,556,004 | 1,288,660 | 2,852,788 | — | — | 22,707 | 22,707 | — | (29,885) | (29,885) | — | (310,069) | (310,069) | 2,739,239 |

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Ministry Budget and FTE Overview

KEY MESSAGES:

- The Ministry budget for 2016/17 is \$2.74 billion, a \$146 million increase from 2015/16 (and \$94 million more than announced in Budget 2015):
 - The Income Assistance budget has increased by \$101 million
 - \$65 million for caseload;
 - \$36 million for disability assistance rate increase
 - Funding for Community Living BC has increased by \$45 million over 2015/16 (\$14 million more than announced in Budget 2015)
 - \$36 million for Caseload (\$12.6 million new plus \$23.5 million provided in Budget 2014 and Budget 2015), and
 - \$9 million for wage increases related to the Economic Stability Mandate (\$1.5 million new for dividend plus \$7.4 million provided for Economic Stability Mandate in Budget 2015)

FTE Messaging

s.13

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

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: February 28, 2016

Page 1 of 2

BACKGROUND:**Ministry Budget Operating Expenses**

| Core Business Area (\$millions) | 2015/16 Forecast | 2016/17 Plan | 2017/18 Plan | 2018/19 Plan |
|---|---------------------|-------------------|-------------------|-------------------|
| Income Assistance | \$ 1,765.8 | \$ 1,815.1 | \$ 1,885.9 | \$ 1,892.8 |
| Employment | 24.0 | 30.0 | 30.0 | 30.0 |
| Community Living | 838.1 | 881.8 | 901.8 | 932.6 |
| Employment and Assistance Appeals Tribunal | 1.5 | 1.8 | 1.8 | 1.8 |
| Executive and Support Services | 10.1 | 10.5 | 10.5 | 10.6 |
| Total | \$2,639.4 | \$ 2,739.2 | \$ 2,830.1 | \$ 2,867.7 |

Data Source: FASB

Funding changes from Budget 2015 Fiscal Plan

| Core Business Area (\$millions) | 2016/17 | 2017/18 | 2018/19 | Total |
|---------------------------------|---------------|----------------|----------------|----------------|
| <i>Temporary Assistance</i> | \$19.0 | \$34.3 | \$29.6 | \$82.9 |
| <i>Disability Assistance</i> | 59.1 | 149.5 | 153.6 | 362.2 |
| <i>Supplementary Assistance</i> | (9.5) | (24.8) | (19.6) | (53.9) |
| <i>Program Management</i> | 11.2 | 9.4 | 11.7 | 32.4 |
| Total Income Assistance | 79.8 | 168.4 | 175.3 | 423.6 |
| Community Living | 14.1 | 3.1 | 33.8 | 51.0 |
| Total | \$94.0 | \$171.5 | \$209.2 | \$474.7 |

Data Source: FASB

Ministry Budget Capital Expenses

| Core Business Area (\$millions) | 2015/16 Forecast | 2016/17 Plan | 2017/18 Plan | 2018/19 Plan |
|---------------------------------------|---------------------|-----------------|-----------------|-----------------|
| ESS - Vehicles | \$0.11 | \$0.57 | \$0.57 | \$0.57 |
| ELMSD IT Infrastructure* | 0.33 | 2.90 | 2.67 | 1.00 |
| ELMSD Furniture/Tenant Improvement | 0.00 | 0.56 | 0.60 | 0.10 |
| Total | 0.44 | 4.03 | 3.84 | 1.67 |

Data Source: FASB

STAFFING LEVELS:**Ministry Staffing levels as of December 31, 2015:**

| Division | Headcount* | FTEs** |
|-------------------------------------|------------|--------|
| Deputy Minister and Minister Office | 12 | 12 |

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
 Cell Phone: 250-217-9281
 Date: February 28, 2016

| | | |
|--|--------------|--------------|
| Corporate Services | 86 | 85 |
| Research, Innovation & Policy | 58 | 57 |
| Service Delivery | 1,438 | 1,392 |
| Employment Assistance Appeals Tribunal | 12 | 12 |
| Employment and Labour Market Services ¹ | 213 | 210 |
| Information Systems | 123 | 122 |
| Total | 1,942 | 1,891 |
| One year previous | 1,978 | 1,931 |

¹ Includes STADD staff as well

*Headcount = number of people

**FTE = 35 hours

Central messaging:

- Full time equivalents (FTEs) in the BC Public Service are projected to increase slightly from an estimated 27,000 for Fiscal 15/16 to 27,400 for Fiscal 16/17 based primarily on the need to hire additional social workers, as well additional FTEs required for the new Okanagan Correctional Centre.
- Going forward, FTE utilization is projected to increase again in 2017/18 to 27,600 due to continued hiring of social workers and finalizing hiring for the new correctional centre, before stabilizing in 2018/19.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
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 Date: February 28, 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

**TOPIC: Ministry Budget - Economic Stability Mandate /
Economic Stability Dividend**

KEY MESSAGES:

- The Ministry is funded for the Economic Stability Mandate (ESM) and Economic Stability Dividend (ESD) for union staff in the Ministry and Community Living BC (CLBC) as well as union contracted service providers who work with CLBC.
- Non-union contracted service providers for CLBC, who perform a similar role to union service providers, will be entitled to a 1% general wage increase on February 1, 2017
- Budget 2016 provides an additional \$6.3 million for ESD over 3 years and \$13.1 million in 2018/19 for General Wage Increases to Ministry and CLBC unionized staff (\$2.4 million) as well as unionized CLBC service providers (\$10.7 million).
- The ESD is a component of the ESM that allows for wage increases based on the economic performance of the province. To activate this wage increase for unionized employees, the Gross Domestic Product (GDP) growth for BC must exceed forecasted GDP.

BACKGROUND:

- A new five-year collective agreement was signed between Community Social Services Employers' Association (CSSEA) and Community Social Services Bargaining Association in April 2015.
- The CSSEA is the accredited bargaining agent for the approximately 200 employers in the social services sector and represents the portion of the unionized sector where service delivery agencies receive more than \$250,000 in funding from the Province.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: February 29, 2015

Note # 6

- There are non-CSSEA Agencies providing similar or the same services in communities, who do not meet the criteria to be represented by CSSEA.
- Funding is also available to non-union/non-management front line employees of service providers, who perform comparable services as their unionized colleagues. Non-union contracted service providers for CLBC, who perform a similar role to union service providers, will be entitled to a 1% general wage increase on February 1, 2017, but are not funded for other components of ESM such as the ESD and comparability adjustment. Ministry staff are working with CLBC to collect non-union data that will help us rationalize funding for this in the future.
- There is past precedent to provide funding to both CSSEA and non-CSSEA agencies for wage and benefit cost increases.
- The five-year collective agreement includes the following wage increments:
 - April 1, 2015 1.0% GWI across the board
 - February 1, 2016 Economic Stability Dividend (1.45%)
 - April 1, 2016 2.5% Compensation Comparability Adjustment for defined classifications
 - April 1, 2016 0.5% GWI equivalent to address classification anomalies
 - February 1, 2017 1.0% GWI across the board + Economic Stability Dividend (TBD)
 - April 1, 2017 2.5% Compensation Comparability Adjustment for defined classifications
 - April 1, 2017 0.5% GWI equivalent to address classification anomalies
 - February 1, 2018 1.0% GWI across the board + Economic Stability Dividend (TBD)
 - April 1, 2018 2.5% Compensation Comparability Adjustment for defined classifications
 - April 1, 2018 0.5% GWI equivalent to address classification anomalies
 - February 1, 2019 1.0% GWI across the board + Economic Stability Dividend (TBD)
- Budget 2015 included approximately \$46M over 3 years - \$8.8M for wage increases for the Ministry's unionized staff and \$37.1M for CLBC.

BUDGET:

Total ESM and ESD Budget 2016

| | 2016/17 (million) | 2017/18 (million) | 2018/19 (million) |
|----------------------|------------------------------|------------------------------|------------------------------|
| Budget 2015 ESM | \$13.7 | \$27.1 | \$27.1 |
| Budget 2016 ESM | 0.0 | 0.0 | 13.1 |
| Budget 2016 Dividend | 2.1 | 2.1 | 2.1 |
| Total | <u>15.8</u> | <u>29.2</u> | <u>42.3</u> |

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
 Cell Phone: 250-217-9281
 Date: February 29, 2015

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Ministry Budget - Employment Program of BC (EPBC)

KEY MESSAGES:

- The Ministry receives both provincial and federal funding to support unemployed British Columbians in getting back to work as quickly as possible through the Employment Program of BC (EPBC).
- In 2016/17, the Ministry has budgeted \$330 million to support employment programming for the citizens of BC.
 - The Ministry will receive \$300 million from the federal government under the Labour Market Development Agreement (LMDA).
 - \$30 million in provincial funding.
- The recent 2016/17 federal budget also allocated an additional \$13.4 million in one-time funding to be available January 2017 for the LMDA.

BACKGROUND:

- The majority of the Employment Program of BC (EPBC) is funded federally through the Labour Market Development Agreement (LMDA) (\$299.9M) and split into 2 categories:
 1. direct services to client funding (\$279.4M), and
 2. administrative funding (\$20.5M).
- Provincial funding is prioritized towards serving BC Employment and Assistance clients and specialized population clients. 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 through the provincial component of the EPBC contract. Provincial funded contracts include Family and Youth Partnerships, Assistive Technology BC and Technology@Work.
- The federal government will be undertaking cross-country public consultations over the spring and summer to identify ways to improve the LMDA and guide future investment to strengthen labour market programming.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: February 23, 2016

BUDGET:**Employment Programs Budget Summary**

Budget & Forecast as at January 30, 2015

| \$millions | 14/15 | 15/16 | 15/16 | 16/17 | 17/18 | 18/19 |
|------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Funding Source: | Actuals | Budget | Forecast | Plan | Plan | Plan |
| Provincial | 21.0 | 30.0 | 24.0 | 30.0 | 30.0 | 30.0 |
| LMDA | 276.4 | 280.0 | 280.0 | 279.4 | 279.0 | 279.0 |
| LMDA-Admin. | 20.5 | 20.5 | 20.5 | 20.5 | 20.5 | 20.5 |
| Total | 317.9 | 330.5 | 324.5 | 329.9 | 329.6 | 329.6 |
| % change budget: | | -0.16% | | -0.17% | -0.12% | -0.00% |

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Ministry Budget - Family Maintenance

KEY MESSAGES:

- In Budget 2015, an additional \$24 million was provided over 3 years to fund a full exemption for family maintenance effective September 2015. This was based on an estimated cost to the Ministry of \$5.5M in 2015/16 and \$9.1M annually onwards, benefiting over 3,200 families and 5,400 children.

BACKGROUND:

- Family Maintenance exemption came into effect September 1, 2015.

BUDGET:

| Summary of Incremental Costs (\$millions) | 2015/16 | 2016/17 | 2017/18 | 3 Year Total |
|---|--------------|--------------|--------------|---------------|
| Full Exemption – additional Income Assistance costs | \$6.4 | \$12.9 | \$12.9 | \$32.2 |
| Administrative Savings ^{s.17} | -\$1.7 | -\$3.8 | -\$3.8 | -\$9.3 |
| One-Time IT system changes | \$0.8 | \$0.0 | \$0.0 | \$0.8 |
| Total | \$5.5 | \$9.1 | \$9.1 | \$23.7 |

Data Source: FASB

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: February 10, 2016

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Ministry Budget - Income Assistance (IA)

KEY MESSAGES:

- Budget 2016 provides a \$456 million increase for caseload (including CLBC) and PWD rate increases.
- For Income Assistance (IA) only, Budget 2016 provides \$424 million (16/17: \$80M; 17/18 \$168M; 18/19 \$175M). This includes:
 - \$170 million over 3 years to fund the \$77 increase to IA rates for Persons with Disabilities (PWD) (\$36M in 16/17, \$65M in 17/18 and \$69M in 18/19)
 - \$250 million for caseload growth (16/17: \$44M; 17/18: \$103M; 18/19: \$103M)
 - \$4 million for staff Economic Stability Mandate and Economic Stability Dividend wage increases
- Disability Assistance caseload funding increases a further \$108 million over 3 years. Average caseload is forecast at 97,900 in 2016/17, up 3.9% from 2015/16 projected average cases of 94,200.
- Total increase to Disability Assistance is \$108M caseload + \$254M rate increase = \$363M.
- Temporary Assistance (TA) caseload funding increases \$83 million over 3 years (\$19M in 16/17, \$34M in 17/18 and \$30M in 18/19).
- Budget 2016 provides an additional \$30 million over 3 years for Supplementary Assistance (SA) programs (health and other supports for families on IA). \$84 million is re-allocated to Disability Assistance to reflect the transfer of Special Transportation Subsidy and PWD bus pass for a net reduction to Supplementary Assistance of \$54M.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
 Cell Phone: 250-217-9281
 Date: March 2, 2016

- The Program Delivery budget increases by \$32 million over 3 years to recognize the costs of delivering IA services.

BUDGET:

| Business Area | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--------------------------|------------------|------------------|------------------|------------------|
| | Realigned | Plan | Plan | Plan |
| Temporary Assistance | \$320.0 | \$320.0 | \$315.2 | \$310.5 |
| Disability Assistance | \$976.5 | \$1,077.7 | \$1,168.1 | \$1,172.2 |
| Supplementary Assistance | \$286.0 | \$276.5 | \$261.2 | \$266.4 |
| Program Management | \$131.4 | \$140.9 | \$141.4 | \$143.7 |
| Total | \$1,713.9 | \$1,815.1 | \$1,885.9 | \$1,892.8 |

Data Source: FASB

Funding Changes from Budget 2015 Fiscal Plan**Table 2 Funding Changes caseload from Budget 2015 Fiscal Plan**

| (\$ millions) | 2016/17 | 2017/18 | 2018/19 | Total |
|-------------------------------|-------------|--------------|--------------|--------------|
| Temporary Assistance..... | 19.0 | 34.3 | 29.6 | 82.9 |
| Disability Assistance..... | 8.8 | 49.6 | 49.6 | 108.0 |
| Supplementary Assistance..... | 5.0 | 9.9 | 15.1 | 30.0 |
| Program Management..... | 11.2 | 9.4 | 11.7 | 32.3 |
| Total | 44.0 | 103.2 | 106.0 | 253.2 |

Table 2 Funding Changes Rate increase from Budget 2015 Fiscal Plan

| (\$ millions) | 2016/17 | 2017/18 | 2018/19 | Total |
|-------------------------------|-------------|-------------|-------------|--------------|
| Disability Assistance..... | 50.3 | 99.9 | 104.0 | 254.2 |
| Supplementary Assistance..... | 14.5 | 34.7 | 34.7 | 83.9 |
| Total | 35.8 | 65.2 | 69.3 | 170.3 |

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
 Cell Phone: 250-217-9281
 Date: March 2, 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Integrated Case Management (ICM) – Budget overview

KEY MESSAGES:

- Phase 4, the final phase of ICM was completed in November 2014 on time and on budget at a total capital cost of \$182 million.
- ICM will be amortized over 15 years, with an annual amortization cost of \$12.1 million (shared 50-50 with Ministry of Children and Family Development).
- The Ministry operating budget for IM/IT is \$30 million and ICM is one of many applications the ministry supports

BUDGET - SDSI's share of the Social Sector Information Services Division operating budget is:

| \$ Millions | 2015/16 | | 2016/17 Budget |
|-----------------------|---------------|----------|-------------------|
| | Budget | Forecast | |
| Salaries and benefits | \$12.3 | s.17 | \$12.3 |
| Amortization | \$12.6 | | \$12.6 |
| Other Operating | \$5.4 | | \$5.4 |
| Total | \$30.3 | | \$30.3 |

Data Source: FASB

SDSI and CFD share IMIT operating costs for the social sector approximately 50/50

Contact: Len Dawes, Assistant Deputy Minister and Executive financial Officer,
CSD
Cell Phone: 250 217 9281
Date: March 8, 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Ministry Budget - Community Living BC (CLBC)

KEY MESSAGES:

- Our Government is committed to supporting individuals with developmental disabilities to improve their quality of life.
- We have continued to increase funding to CLBC, allowing the agency to increase the number of people it serves from about 13,000 in 2010 to over 18,000 this year.
- Budget 2016 provides a total increase to CLBC of \$51 million:
 - \$14 million in 2016/17 (\$1.5M for Economic Stability Dividend);
 - \$3 million in 2017/18 (\$1.5M for Economic Stability Dividend);
 - \$34 million in 2018/19 (\$1.5M Economic Stability Dividend (ESD) + \$10.7 Economic Stability Mandate);
- \$36 million of this increase is to address additional caseload growth:
 - \$13 million in 2016/17
 - \$2 million in 2017/18
 - \$21 million in 2018/19
- Budget 2016 provides \$15 million to fund the Economic Stability Dividend (\$4.5M) and Economic Stability Mandate (\$10.7M in 18/19)
- For 2016/17, CLBC receives \$45 million additional funding from the Province compared to 2015/16
 - \$36 million for caseload
 - \$9 million for Economic Stability Mandate (ESM) wages and dividend

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250 217 9281
Date: February 22 2016

- SDSI and CLBC are working together to find solutions that address ongoing service demand in a measured, responsible and sustainable manner.

BUDGET:

| Ministry Transfers (per CLBC Service Plan) | 2016/17 | 2017/18 | 2018/19 | 3 year change |
|--|-------------|------------|-------------|---------------|
| | Budget | Budget | Budget | |
| Budget 2016 | \$879.7 | \$898.7 | \$929.4 | |
| Budget 2015 | \$865.2 | \$896.2 | \$896.2 | |
| Increase in Funding | \$14 | \$3 | \$34 | \$51 |

Data Source: FASB

| CLBC Provincial Funding | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|----------------------------|----------------|----------------|----------------|----------------|
| BUDGET 2014 | \$819.8 | \$839.8 | \$839.8 | \$839.8 |
| Caseload growth | \$13.9 | \$17.4 | \$37.4 | \$37.4 |
| ESM funding | \$3.8 | \$11.1 | \$22.1 | \$22.1 |
| BUDGET 2015 | \$837.5 | \$868.3 | \$899.3 | \$899.3 |
| Caseload growth | | \$12.6 | \$1.6 | \$21.6 |
| ESD/ESM funding | | \$1.5 | \$1.5 | \$12.2 |
| Program move to Health | (\$0.6) | (\$0.6) | (\$0.6) | (\$0.6) |
| BUDGET 2016 | \$836.9 | \$881.8 | \$901.8 | \$932.5 |
| Less STADD funding | (\$3.1) | (\$3.1) | (\$3.1) | (\$3.1) |
| CLBC direct funding | \$833.8 | \$878.7 | \$898.7 | \$929.4 |
| Increase over 15/16 | | \$44.9 | \$64.9 | \$95.6 |

| Changes Caseload and Cost per Case | 2015/16 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Budget | Forecast | Budget | Budget | Budget |
| Caseload *DD (average for year) | 17,197 | 17,230 | 18,130 | 18,980 | 19,810 |
| Caseload **PSI (average for year) | 1,015 | 1,050 | 1,310 | 1,580 | 1,860 |
| Total Caseload | 18,212 | 18,280 | 19,440 | 20,560 | 21,670 |
| Average Cost per Case | \$43,558 | \$43,500 | \$43,000 | \$41,500 | \$40,800 |

Data Source: CLBC

* Developmental Disabilities (DD)

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
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 Date: February 22 2016

**** Personalized Supports Initiative (PSI)**

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250 217 9281
Date: February 22 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Ministry Budget – Persons with Disabilities (PWD) Rates

KEY MESSAGES:

- Budget 2016 provides an increase of \$170 million over three years to increase income assistance rates for PWD (\$36M; \$65M, \$69M). This increase provides fairness in the system and more choice for people on disability assistance.
- Currently only about half of the people receiving disability assistance receive transportation supports in the form of a subsidized bus pass or a special transportation subsidy.
- The other half doesn't get any extra support, simply because of where they live.
- Now everyone on disability assistance will receive the same level of assistance no matter where they live.
- On September 1st, all 100,000 people receiving disability assistance will see an increase of up to \$77 in their monthly rates, depending on the choice they make.
- Those who have been receiving a subsidized bus pass-and want to keep it-will get an increase of \$25.
- We will continue to provide an annual bus pass for those seniors that are eligible and persons with a disability clients that want one. The process will not change.
- People receiving the Special Transportation Subsidy, worth \$66 per month, will still receive that support, plus an additional \$11 per month.
- The 45,000 people who have not received any transportation support in the past, will realize an increase of the full \$77 in their monthly rates.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: February 29, 2016

- While I understand that people hoped to see a larger increase in rates, these changes do ensure everyone receiving disability assistance is better off.

BACKGROUND:

- *Budget 2016* advances government's commitment in *Accessibility 2024* by providing \$170 million over the next three years to increase income assistance rates for PWD.
- Effective September 1, 2016, the rate for individuals receiving disability assistance will increase by \$77 to \$983 from \$906.
- There are approximately 100,000 British Columbians with a disability assistance designation. Of those, some receive a subsidized bus pass of about \$52 a month, while others receive a special transportation subsidy of \$66 a month. Almost half do not receive any form of transportation assistance.
- To ensure people on disability assistance are getting the supports they need in a fair and equitable way, the SDSL is changing how it administers transportation assistance.
- Beginning September 1, 2016, people with a disability assistance designation on assistance will all receive the \$77 monthly rate increase. From this, they can choose how they want to spend their money on transportation, including the option to keep or purchase a bus pass from the ministry at the existing subsidized rate of \$52 a month.

Building on Recent Accomplishments:

- The *Budget 2016* increase in disability assistance rates builds on other recent accomplishments that improve financial security and recognizes the unique circumstances of persons with disabilities. Key highlights include:
 - Becoming the first province to ensure people receiving disability assistance will be able to calculate their earnings on an annual basis instead of monthly. Annualized Earnings Exemptions for individuals increased to \$9,600 per year from \$500 per month.
 - Becoming the first province to fully exempt child-support payments for families receiving disability and income assistance.
 - Increasing asset levels for individuals to \$100,000 from \$5,000.
 - Permitting families, friends and communities to provide gifts without impacting disability assistance amounts.

BUDGET:

| millions | 2016/17 | 2017/18 | 2018/19 | Total |
|-----------------------|-------------|-------------|-------------|--------------|
| DA | \$50 | \$100 | \$104 | \$254 |
| SA – bus pass and STS | (\$14) | (\$35) | (\$35) | (\$84) |
| Total | \$36 | \$65 | \$69 | \$170 |

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
 Cell Phone: 250-217-9281
 Date: February 29, 2016

DA Rates:

| millions | Currently | Sept 1 | Change |
|--------------------------|--------------|--------------|-------------|
| Support | \$531 | \$556 | +25 |
| Transportation Allowance | - | \$52 | +52 |
| Shelter | \$375 | \$375 | - |
| Total | \$906 | \$983 | \$77 |

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
 Cell Phone: 250-217-9281
 Date: February 29, 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
DEPUTY MINISTER'S OFFICE
PROGRAM NOTES 2016/2017**

TOPIC: Minister's Office Budget

KEY MESSAGES:

- The Minister's Office budget for 2016/17 is \$475,000, unchanged from 2015/16 and in line with projected spending.
- The current staffing compliment is 4 FTE's.

BACKGROUND:

- No significant changes to the Minister's office budget

BUDGET:

| | 2014/15 | | 2015/16 | | 2016/17 Budget |
|-------------------------------------|---------|---------|---------|----------|-------------------|
| | Budget | Actuals | Budget | Forecast | |
| Minister's Office Budget | \$0.56M | \$0.47M | \$0.48M | \$0.47M | \$0.48M |

| | 2015/16 | | 2016/17 Budget |
|---------------------------------|----------------|----------------|-------------------|
| | Budget | Forecast | |
| Stob 50 salaries | \$0.24M | \$0.24M | \$0.24M |
| Stob 52 – benefits | \$0.08M | \$0.08M | \$0.08M |
| Stob 54 – Leg Sal – indemnities | \$0.05M | \$0.06M | \$0.05M |
| Stob 57 – travel | \$0.05M | \$0.05M | \$0.05M |
| Stob 63 – IS – operating | \$0.01M | \$0.01M | \$0.01M |
| Stob 65 office/business exp | \$0.01M | \$0.01M | \$0.01M |
| Stob 85 – other expenses | \$0.03M | \$0.02M | \$0.03M |
| TOTAL | \$0.48M | \$0.47M | \$0.48M |

Data Source: FASB

Contact: Sheila Taylor, Deputy Minister
Cell Phone: s.17
Date: March 2, 2016

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017

TOPIC: Minister's Mandate Letter

KEY MESSAGES:

- I have an important mandate that has been clearly outlined by the Premier.
- Accessibility 2024, released in 2014, is a 10-year action plan focused on making B.C. the most progressive place in Canada for people with disabilities by 2024.
- Since its launch, government, business and the disability community have worked together on the range of activities identified in Accessibility 2024.
- We are well underway in implementing our vision of making B.C. the most progressive place in Canada for people with disabilities.
 - The annual earnings exemption was implemented for all families in receipt of disability assistance, providing flexibility for people who can only work occasionally during the year to calculate earnings on an annual rather than monthly basis.
 - The ministry fully exempted child support payments for families receiving income and disability assistance.
 - Persons with Disabilities clients can now hold a significantly higher amount of assets and receive ongoing cash and in-kind gifts without it affecting their disability assistance.
 - The ministry also launched the Single Parent Employment Initiative helping eligible single parents receiving income or disability assistance secure sustainable employment.
 - The best possible outcome for families is to ensure that parents who are able to work have access to employment support and training—and we work very hard to ensure these programs are in place.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: March 2, 2016

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Social Innovation:

- Social innovation is about government, business and community working together to find new ways to address complex social problems.
- In June 2013, in recognition of the importance of finding innovative solutions to BC's most complex, pervasive social problems, the Premier appointed Canada's first Minister of Social Innovation.
- Our government continues to work with our partners to promote and support social innovation across B.C.

Community Living BC (CLBC)

- Today's social service challenges are critical to the Ministry's work and cannot be solved by a single organization.
- The Ministry and CLBC continue to be committed to delivering the best possible service to people with development disabilities—and doing so in a fiscally responsible manner.

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: March 2, 2016

MANDATE LETTER DELIVERABLES:

| # | Goal | Status | Additional Information |
|---|--|--|--------------------------------------|
| 1 | Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia. | On Track: The Ministry is on track to meet its budget targets. | Note: Ministry Budget |
| 2 | Continue to grow and support the Social Innovation Sector in our Province. | On Track: The Ministry continues to build and maintain relationships and partnerships with other levels of government, businesses and community organizations to support the development and implementation of innovative solutions to social problems. The ministry also works with other B.C. Government ministries/agencies to promote social innovation as a means to improve social outcomes, and to showcase government innovation to the broader social innovation sector. | Note: Social Innovation |
| 3 | Manage the budget of Community Living BC to ensure both fiscal discipline and maximum service delivery to individuals. | On Track: CLBC is on track to meet its budget targets and Cabinet has been regularly updated on how funds are being managed. | Note: CLBC Budget Overview |
| 4 | Work with partner ministries and the disability community to implement Accessibility 2024 and report out annually on the progress made in moving B.C. forward as an accessible province. | On Track: A submission to Cabinet is in progress that will consider the impact of the federal commitment to consult with provinces and territories on a National Disabilities Act, and inform us of our options regarding consultation Completed: <ul style="list-style-type: none"> Disability Employment month in September 2015 RDSP Awareness month in October 2015 Published the first year progress report on Accessibility 2024 | Note: Accessibility 2024 |
| 5 | Work with Parliamentary Secretary Linda Larson and continue broad outreach in the business and not-for-profit community to increase employment opportunities for people with disabilities. | On Track: Provided Parliamentary Secretary Larson with materials and resources to support her in her meetings with local government associations and the small business community to raise awareness around Accessibility 2024 | Note: Accessibility 2024 |
| 6 | Launch the following in September 2015 and provide Cabinet with an update on these important initiatives by March 31 2016: <ul style="list-style-type: none"> The new Family Maintenance Exemption Policy changes for families with children on income assistance Single Parent Employment Initiative | Completed: Child support exemption, policy changes and the Single Parent Employment Initiative were all launched and effective September 1, 2015. We are on track to provide to provide Cabinet with an update on these important initiatives by the end of the fiscal year. | Note: Policy Changes (2015 and 2012) |

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Date: March 2, 2016

| | | | |
|----|---|--|---|
| 7 | Continue to look for opportunities to modernize and improve income and disability assistance policies and programs | <p>On Track: Provision of advice to the Cabinet Committee on a Secure Tomorrow by March 31, 2016 on PWD (Persons with Disabilities) and PPMB (Persons with Persistent Multiple Barriers) adjudication – Ministry conducted an expert panel to review and provide recommendations on the PWD criteria and process. Ministry has crafted a cabinet submission and the Legislative Review Committee date is January 12, 2016</p> <p>Completed: Regulation options to allow disability assistance clients to retain gifts and hold higher levels of assets were provided to Cabinet. Effective December 1, 2015, disabled clients can hold higher asset levels and retain gifts.</p> | Note: Policy Changes (2015 and 2012) |
| 8 | Work with the Labour Market Priorities Board to identify opportunities to support BC Employment and Assistance clients in developing their skills and securing long-term employment | On Track: The ministry was an active participant in the creation of a concept paper outlining the labour needs throughout the province with the goal of maximizing BC's potential workforce. | Note: Labour Market Priorities Board |
| 9 | Conduct an evaluation of the Employment Program of BC to ensure it continues to support BC's Skills for Jobs Blueprint and identify improvements that will better assist unemployed and underemployed British Columbians in gaining long-term employment. | On Track: In 2015/16, the employment outcome rate averaged 52%, a significant increase from the 42% average in 2014/15. s.17 s.17 | Note: EPBC Results |
| 10 | Work with the federal government to renew the Canada/B.C. Labour Market Development Agreement (LMDA) so that improvements can be made to expand eligibility and access to skills training. | <p>On Track: The federal government has indicated they are still engaged in minister briefings and do not yet have a mandate to resume negotiations. BC expects that after the federal budget is tabled formal communication on LMDA renewal will resume.</p> <p>BC remains committed to working with the federal government to expand access to employment services through expanded eligibility and increased funding and continues to engage in bi-lateral staff level conversations until such time formal negotiations can resume.</p> | Note: Labour Market Development Agreement |
| 11 | Work with the Ministry of Technology, Innovation and Citizens' Services to continue to identify opportunities to implement integrated service counters with Service BC, in order to provide improved, unified government service to clients and citizens. | On Track: The ministry continuously works with partner ministries and our stakeholders on ways to ensure that our services and programs are operating as efficiently and effectively as possible. The ministry and Service BC are collaborating on opportunities to consolidate service counters and call centers with a goal to create one-stop access for citizens. Ministry clients can access ministry services at over half of the 61 Service BC locations across the province. | Note: Core Review |

Contact: Len Dawes, Assistant Deputy Minister and Executive Financial Officer, CSD
Cell Phone: 250-217-9281
Date: March 2, 2016

COMMUNITY LIVING BRITISH COLUMBIA

2016/17 – 2018/19 SERVICE PLAN



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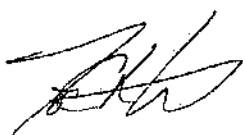
Facebook: www.facebook.com/CLBC.selfadvocates
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Website: www.communitylivingbc.ca

Accountability Statement

The *2015/16 – 2017/18 Community Living BC Service Plan* was prepared under the Board of Directors' direction in accordance with the *Budget Transparency and Accountability Act* and the *BC Reporting Principles*. 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 January 2016, have been considered in preparing the plan. The performance measures presented are consistent with 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.



Tom P. Christensen
Chair, Board of Directors
Community Living British Columbia

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Strategic Direction and Context

Strategic Direction

Community Living British Columbia (CLBC) is accountable to the Legislature through the Ministry of Social Development and Social Innovation, which allocates funding, oversees organizational performance, and establishes government's mandate, policy and priority direction for CLBC. The Ministry provides annual direction in a Mandate Letter and contributes to the development of CLBC's Service Plan and Annual Report.

CLBC's alignment with the provincial Taxpayer Accountability Principles and the BC Strategic Plan is reflected in its Performance Plan and Strategic Plan. CLBC's policies, processes and values align with the principles of cost consciousness (efficiency), accountability, appropriate compensation, service, respect and integrity.

Operating Environment

CLBC is a Crown Corporation funding supports and services to help eligible individuals meet their disability-related needs and participate in their communities in meaningful ways. There are two groups of individuals eligible 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.

The Community Living Authority Act and Community Living Authority Regulation outline eligibility criteria for both groups.

CLBC employees are responsible for planning and monitoring services. A range of residential, employment, community inclusion and respite services are delivered through contracted service providers and individualized funding agreements. 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.

Demographic Trends and Caseload Growth

It is projected that by March 31, 2016, approximately 18,870 adults will be registered for CLBC services, an increase of 6.6% over the previous year, and 38.3% over five years. This increased demand for CLBC services is due to a number of factors including: general population growth; advances in health care and extended life expectancy; increased identification and referral rates of youth to CLBC by the school system; increased service requests by young adults leaving their family home and by adults with complex needs; and aging family members who need greater assistance with caring for their adult sons and daughters at home.

CLBC expects this growth rate to continue to increase by 5-6% annually for the foreseeable future. Overall, the number of individuals with a developmental disability served by CLBC is lower than the 1.05% estimated prevalence rate of developmental disabilities in the general population (based on an internationally accepted definition of developmental disability used by the World Health

Organization)¹. Over time, CLBC expects its numbers to more closely match the estimated prevalence rate as more youth are now accessing CLBC supports when they turn 19.

Furthermore, individuals and families are seeking more person-centred, individualized services, effective in assisting individuals to achieve more meaningful involvement in their communities.

Increased Responsiveness and Sustainability

Worldwide there is an increased emphasis on demonstrating value for money in terms of cost and outcomes; government and communities expect a return on investment. CLBC is responding to changing trends in expectations and caseload growth through the strategic directions outlined in our *Strategic Plan*:

- **Enhance Participation and Citizenship** – CLBC will continue to shift its organizational approach to ensure staff, operations, training and service delivery processes are aligned to provide individualized, person-centred responses to individuals and families. Employment services under the Community Action Employment Plan (CAEP) and Services to Adults with Developmental Disabilities (STADD) will be a continued focus, because employment is an effective way of connecting individuals to communities; this work will include key partners, such as the Employment Program of British Columbia (EPBC). CLBC will also continue to increase flexible, customized and person-centred service options through individualized funding (IF) and home sharing.
- **Increase Sustainability** – CLBC will continue to implement initiatives that increase cost-effectiveness in service delivery, improve the quality of services and ensure equitable access to resources. Youth in transition to adult services will see expansion of STADD programs and opportunities. Continued implementation of the Strategy on Aging with the Ministry of Health, and learning from Older Adult STADD site, will inform best practices in serving an aging population with developmental disabilities across the province.
- **Promote Innovation and Resilience** – CLBC will continue to explore innovative ways to support service excellence and a sustainable service delivery system. This will include streamlining resource allocation to individuals through Lean processes, and work under Advancing New Support Options (ANSO), which applies user-driven design in the development of more responsive services. IT activities will increase staff efficiencies by automating organizational processes.

Regional Reorganization

CLBC is completing changes to its operating environment in 2016/17 through a reorganization of its regional operations. The new organizational structure will help to improve efficiency, manage continued growth, support timely decision making and increase sustainability.

¹ This figure is provided as the prevalence rate for developmental disabilities only and does not include PSI.

Performance Plan

Goals, Strategies, Measures and Targets

CLBC's Performance Plan describes what CLBC intends to accomplish over the next three years using available financial resources. It establishes a balance between significant financial and non-financial activities and will help CLBC achieve its mandate. The Plan indicates how CLBC is in alignment with the strategic direction set by government in the 2016/17 Mandate Letter and in the Taxpayer Accountability Principles. It details how CLBC will ensure accountability and achieve its goals by applying key strategies to meet performance targets. CLBC will report year one results in its 2016/17 Annual Report.

CLBC has made significant changes to its Performance Plan this year to more closely align goals, strategies, performance measures and targets with an evolving Strategic Plan, and to effectively measure critical aspects of CLBC's performance. Although strategies and performance measures are assigned to specific goals, in many instances they apply to more than one goal, such as those related to employment supports. Most of the performance measures are new. Targets to measure performance can be set for most of the new measures with available data. Additional performance measures will be added over the coming few years.

Goal 1: Effective Services

Effective Services enhance an individual's quality of life. They are innovative, flexible, individualized and cost-efficient in responding to the disability-related needs and personal goals of eligible adults.

Part of CLBC's mandate includes promoting choice in how needed supports and services are delivered, assisting adults to achieve maximum independence while living full lives in their communities, and promoting innovation to find more effective ways of supporting adults.

This goal reflects the service and cost consciousness principles of the Taxpayer Accountability Principles, and contributes to the *Safe Communities, Strong Families and Healthy Citizens* strategies of the BC Strategic Plan.

Strategies

- Implement solutions to increase access to and use of individualized funding and person-centred societies.
- Continue to use include Me!²
- Develop solutions for better serving people with multiple complex support requirements.
- Develop and implement options to increase use of supported living services.

² CLBC quality of life framework and measurement tool, to improve individuals' quality of life.

Performance Measures for Goal 1: Effective Services

| Performance Measures | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|--|-------------------|---------------------|-------------------|-------------------|-------------------|
| 1. Number of individuals receiving services through person-centred societies or IF agreements over \$6,000 ³ | 904 | 974 | 1060 | 1145 | 1295 |
| 2. Percentage of individuals receiving residential services who choose to live in person-centred settings (no more than 2 people in home) ⁴ | 63% | 64% | 65% | 66% | 67% |

Data Sources:

³ Data sources for individualized funding and person-centred societies are the PARIS information management system and CLBC's accounting systems. Regular data quality audits occur on key components of the PARIS information management system. Accounting systems are subject to internal and external audit processes.

⁴ The data source for this measure is the My Workspace contract management system; data is validated through regular contract management processes.

Discussion

These two performance measures reflect CLBC's ability to provide person-centred supports and services.

The first performance measure combines the individualized funding (IF) measures from the 2015/16 - 2017/18 Service Plan and now only measures where individuals receive \$6,000 or more through this payment option. \$6,000 was chosen both because it is the threshold separating simplified and standard individualized funding, and because it represents individuals administering substantial disability supports versus the more prevalent direct funded respite, focused on supporting family caregivers. It also now includes individuals accessing services through person-centred societies⁵ because of their individualized approach to service delivery. Research demonstrates that individualized funding can help individuals to secure more person-centred, responsive options because the individual has greater control over design and deployment of supports, including how their community living needs are best met.

Growth in the use of IF has been slow as CLBC has been learning what factors impact the success of this funding mechanism. The future targets anticipate slow growth for approximately two years as changes begin to be implemented, with a more notable increase in use in 2018/19.

The second performance measure was also included in the previous Service Plan to measure CLBC's operational efficiency. It has been moved to the Effective Services goal because it is better aligned with person-centred residential choices and not necessarily as a way to contain costs. In recent years people have increasingly chosen person-centred, individualized models, such as shared living or supported living, where a paid caregiver plays a support role and family members, friends and neighbours often provide natural supports. This enhances the person's quality of life.

⁵ A person-centred society is a not for profit society established solely to support one individual. CLBC supports individuals by contracting with the society to provide disability-related supports.

A baseline of 58% was established in 2009/10 for this measure and, in recent years, growth has been slow. Targets project continued slow growth as CLBC develops and refines additional capacity to support individualized residential services, while ensuring stability for individuals already served in staffed residential services.

Goal 2: Responsiveness to Individuals and Families

This goal reflects the importance CLBC places on responding to the needs, choices and concerns of individuals and families supported through CLBC funding.

Responsiveness is about services meeting the needs and circumstances of individuals and families, and adapting service delivery approaches to changing expectations and trends. CLBC is continually learning through ongoing dialogue with stakeholders – including individuals, families, community members, service providers, government partners and community partners – about operational changes, policy directions and new initiatives.

Responsiveness is also about adapting service delivery to shifting conditions and expectations.

This goal reflects the integrity, respect, accountability and service principles of the *Taxpayer Accountability Principles*, and contributes to the *Safe Communities, Strong Families and Healthy Citizens* strategies of the *BC Strategic Plan*.

Strategies

- Strengthen CLBC's Quality Framework to enhance its person-centred approach and work with service provider partners to provide effective and sustainable services.
- Complete reorganization of regional operations to increase responsiveness through timely decision-making.
- Engage in continuous quality improvement by ensuring standards for unaccredited service providers are followed, and implementing recommendations from formal reviews such as the CLBC Home Sharing, the Personalized Supports Initiative and the CLBC Critical Incidents Reviews.
- Implement CLBC's Human Resources strategy to enhance staff responsiveness, accessibility and engagement with stakeholders. CLBC employees comply with a Code of Conduct as a condition of their employment and are required to adhere to CLBC's *Conflict of Interest Policy*.

Performance Measures for Goal 2: Responsiveness to Individuals and Families

| Performance Measures | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|---|-------------------|---------------------|--------------------|-------------------|-------------------|
| 3. Percentage of individuals & families that understand what support options are available prior to completion of their plan ⁶ | — | — | Establish Baseline | TBD | TBD |
| 4. Percentage of complaints resolved within the timeframes set out in the CLBC Complaints Resolution Policy ⁷ | 39% | 50% | 60% | 70% | 80% |

Data Sources:

⁶ No data is currently available. Baseline data will be established in 2016/17 through a targeted survey.

⁷ Data source for this measure derived from the CLBC Complaints Tracking System.

Discussion

These performance measures reflect CLBC's responsiveness to individuals and families during planning and in response to concerns.

The third performance measure is new. It measures how well CLBC supports individuals and families to understand what funded services and natural community supports are available to them before they begin the formal CLBC planning process. When people are fully informed about what supports are available, they are better equipped to make choices to best enhance their quality of life. Baseline data will be collected in 2016/17 and performance measure targets will be set in next years' Service Plan.

The fourth measure replaces two measures from the previous Service Plan. This new measure will continue to provide information on how well CLBC responds to concerns by tracking whether formal complaints are resolved within the required timeframes set in CLBC's *Complaints Resolution Policy*. Addressing concerns in a timely manner is important to CLBC, which is why each of the four stages of the resolution process has a short time limit for resolving complaints. Our targets over the next three years are aggressive and reflect CLBC's commitment to improving accountability and response rates.

Goal 3: Community Engagement

Community engagement is fundamental to supporting people to achieve fulfilling lives. Home, friends, meaning and belonging are all dependent on community connections, which in turn are dependent on welcoming communities. People's participation in, and contribution to, community are the most powerful agents to promote welcoming communities.

CLBC supports individuals to actively engage in their community, and to access natural supports through inclusive employment and opportunities available to all community members. Individuals who have strong interpersonal relationships experience greater quality of life, through opportunities to share their talents and gifts, and inclusion in their community as full citizens. For example, having a job with real pay enhances a person's well-being and personal development.

CLBC additionally supports its Community Councils, composed of self-advocates and stakeholders, bringing together citizens and engaging communities.

This goal reflects the service and cost consciousness principles of the *Taxpayer Accountability Principles*, and contributes to the *Safe Communities, Strong Families and Healthy Citizens* strategies of the *BC Strategic Plan*.

Strategies

- Increase percentage of CLBC eligible individuals participating in inclusive employment through implementation of the Community Action Employment Plan.
- Explore a new CLBC service option that will balance employment related supports with meaningful community inclusion, skill development and strengthening of informal networks.
- Improve the person-centred planning process to increase individuals' and families' awareness of community engagement opportunities.

Performance Measures for Goal 3: Community Engagement

| Performance Measures | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|---|-------------------|---------------------|-------------------|-------------------|-------------------|
| 5. Percentage of all individuals served reporting current employment income ⁸ | 21% | 22% | 23% | 24% | 25% |
| 6. Percentage of all newly eligible individuals with requests for employment ⁹ | 24% | 25% | 26% | 28% | 31% |

Data Sources:

⁸ Data source for this measure is the number of CLBC eligible individuals younger than 65 years reporting employment income with BC Disability Assistance.

⁹ Data source for this measure is the Request for Service List, which is generated by the PARIS information management system.

Discussion

Both of these performance measures are new and reflect CLBC's focus on employment as a means for individuals to participate more fully in their community. Targets are based on data collected by CLBC in recent years.

The fifth measure accounts for the percentage of people eligible for CLBC funded services who report employment income through BC Disability Assistance¹⁰. CLBC launched the Community Action Employment Plan in March 2013 to coalesce and focus provincial stakeholder efforts on producing employment results; the work continues with partners across the province.

CLBC and its community partners have reviewed lessons from the first two years and are refocussing efforts for the next three years. The target for employment participation has increased from 3,300 to 5,000, which will represent approximately 20% of CLBC eligible individuals under 65.

The sixth measure tracks the percentage of people who submitted requests for employment services 6 to 18 months after confirmation of their CLBC eligibility. It is an indicator tracking a desire to

¹⁰ 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 policy changes or changes in administrative practices related to BC Disability Assistance.

participate in their community by having a job. Increasing the number of individuals who want to pursue work is one of the objectives in the Community Employment Action Plan.

Targets for increasing participation in work recognize that progress will require a shift in attitudes and behaviours, including those of CLBC staff, service providers, government partners (Ministries of Education and Children and Family Development), and families. These shifts occur slowly; consequently, CLBC expects results to show steady but slow growth.

Goal 4: Stewardship

Stewardship reflects CLBC's overall effectiveness in managing its resources and accountability to stakeholders.

CLBC is committed to stewardship by assuring that resources are well managed to meet the needs of individuals and their families. Good management means an engaged workforce, effective partnerships, transparent processes, accountability for financial expenditures, monitoring services and delivering outcomes. CLBC is committed to maximizing quality supports and services and assuring value for money spent.

CLBC is accountable through open board meetings, as well as documents published on its public website, such as organizational policies, Annual Service Plan Reports and other reporting. CLBC works with government and partners to identify and support innovation and strategies within CLBC and the broader sector; this includes addressing issues of long-term sustainability and priorities identified at the BC Community Social Services Innovation and Sustainability Roundtable.

This goal reflects the principles of accountability, cost consciousness and appropriate compensation from the *Taxpayer Accountability Principles*, and contributes to the *Safe Communities, Strong Families* and *Healthy Citizens* strategies of the *BC Strategic Plan*.

Strategies

- Ensure quality of services funded by CLBC by developing a Monitoring Framework.
- Continue to advance a one-government approach by: championing the *Services to Adults with Developmental Disabilities* initiative, ensuring resources of the Employment Program of BC benefit CLBC eligible job seekers, and working with Ministry of Health representatives to improve the delivery of Added Care to CLBC eligible individuals.
- Enhance equitable access to CLBC services across BC through regional resource allocation processes that support informed, fair and consistent decision-making about allocation of CLBC-funded services.
- Enhance effectiveness and efficiency of administrative processes by implementing CLBC's Information Technology Strategy, and making work-flow changes to processes such as resource allocation.

Performance Measures for Goal 4: Stewardship

| Performance Measures | 2014/15 Actual | 2015/16 Forecast | 2016/17 Target | 2017/18 Target | 2018/19 Target |
|---|-------------------|---------------------|--------------------|-------------------|-------------------|
| 7. Average number of individuals who have a priority ranking score of 50 or more that made a service request and who have had no service in the past 6 months ¹¹ | 152 | 110 | 100 | 90 | 80 |
| 8. Overall employee engagement measure ¹² | N/A ¹³ | N/A | 63 | N/A | 65 |
| 9. Percentage of individuals served reporting current employment that retained employment for a period of one year or more ¹⁴ | — | — | Establish Baseline | TBD | TBD |

Data Sources:

¹¹ Data source for this measure is the Request for Service List through the PARIS information management system. It represents the average of the point in time measures for each quarter.

¹² The data source for this measure is the annual Employee Engagement Survey. We plan to survey employee engagement, biannually, starting in 2016-17.

¹³ The most recent employee engagement survey from 2013/14 was used to establish a 61% baseline.

¹⁴ Data source for this measure is the CLBC periodic reporting for employment services.

Discussion

All of these performance measures are new and reflect CLBC's focus on accountable and sustainable service delivery.

The seventh performance measure is meant to give an indication of CLBC's ability to effectively manage resources and meet most people's support needs. The measure identifies the average number of individuals who have a priority ranking score of 50 or greater, are not in receipt of any CLBC services, and whose request for services has remained outstanding for six months or more. The priority ranking score is derived from the Request for Service Priority Tool, an instrument developed by CLBC; it 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, we anticipate that most individuals with a score of 50 or more are in need of some services. Note that many individuals with priority ranking scores of less than 50 receive services each year.

The eighth performance measure reflects employee engagement. Research shows that engaged employees who are satisfied with their organization and their job, and who are loyal and committed, are more productive and provide higher quality services. In a service delivery organization, customer relationships are essential and employee engagement is a critical element of good service. The last employee engagement survey was conducted in 2013-14, and CLBC has since put emphasis on engaging employees in initiatives directly impacting their work. Examples include implementation of the new program-contract management system (My Workspace), regional reorganization and planning for individuals with complex support needs. As a result, CLBC expects the employee engagement measure to increase; the next survey is in 2016/17.

The ninth performance measure reflects the cost-effective value of employment supports. The costs of supporting a CLBC eligible individual in paid employment are highest before and at the start of their work. This is due to efforts involved in job search and development, provision of extra assistance to learn the job, and building ongoing natural supports at the worksite. After the individual is working, supports and costs decrease; there is also a significant return on investment if an individual is able to retain employment for a one year or more. Collection of this data started in 2015/16 and will be available to set a baseline for 2016/17.

Financial Plan

Summary Financial Outlook

Table 1 shows the budget and financial plans for the years 2016/17 to 2018/19 compared to the actual results for 2014/15 and the forecast for 2015/16.

| \$ millions | 2014/15 Actual | 2015/16 Forecast | 2016/17 Budget | 2017/18 Plan | 2018/19 Plan |
|---|-------------------|---------------------|-------------------|-----------------|-----------------|
| Revenue | | | | | |
| Contributions from the Province | | | | | |
| Government Transfers | 796.6 | 834.9 | 879.7 | 898.7 | 929.4 |
| Restricted - Operating | 9.7 | 3.4 | - | - | - |
| Restricted - Capital | (3.9) | (3.1) | (3.0) | (3.5) | (3.2) |
| Net Operating Contributions | 802.4 | 835.2 | 876.7 | 895.2 | 926.2 |
| Cost Sharing Agreements with Health Authorities | 14.2 | 15.0 | 15.3 | 15.6 | 15.9 |
| Interest and Other Income | 1.5 | 1.4 | 1.4 | 1.4 | 1.4 |
| Amortization of Deferred Capital Contributions | 3.7 | 2.8 | 3.4 | 3.8 | 3.9 |
| Total Revenue | 821.8 | 854.4 | 896.8 | 916.0 | 947.4 |
| Expenses | | | | | |
| Supports and Services | | | | | |
| Developmental Disabilities Program | 743.1 | 774.5 | 810.2 | 827.2 | 855.5 |
| Personalized Supports Initiative | 16.5 | 20.4 | 23.7 | 25.3 | 28.1 |
| Provincial Services | 4.8 | 4.9 | 4.9 | 4.9 | 4.9 |
| Total Supports and Services | 764.4 | 799.8 | 838.8 | 857.4 | 888.5 |
| Regional Operations and Administration | 53.6 | 51.7 | 54.5 | 54.5 | 54.5 |
| Amortization of Tangible Capital Assets | 3.8 | 2.9 | 3.5 | 4.1 | 4.4 |
| Total Expenses | 821.8 | 854.4 | 896.8 | 916.0 | 947.4 |
| Annual Surplus/ (Deficit) | - | - | - | - | - |
| Accumulated Surplus | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 |
| Capital Expenditures | 3.5 | 3.9 | 4.2 | 4.8 | 3.7 |

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 Social Innovation. Government Transfers increase by \$45 million between 2015/16 and 2016/17 as the result of funding for caseload (\$36 million); Economic Stability Mandate (\$7 million); and the Economic Stability Dividend (\$2 million).

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 as related expenditures are incurred.

Cost Sharing Agreements

B.C. Health Authorities contribute to the costs of providing services to individuals who are eligible for Extended Care Supports.

Program Services

Developmental Disabilities (DD) and Personalized Supports Initiative (PSI)

Supports and services are provided to individuals and their families through contractual arrangements with service providers across the province.

The rate of caseload growth for 2014/15 was 6.3 per cent, slightly down from the 7 per cent average over the prior four years. This brought the total number of individuals eligible for services at March 31, 2015 to 17,697. The caseload growth rate is forecast to be 6.6 per cent in 2015/16, reducing to 6.0% in 2016/17.

With the increased funding made available to CLBC for 2016/17, CLBC plans to maintain ongoing services implemented in prior years and provide new services or required support increases to approximately 2,600 individuals in 2016/17, compared to the 2,800 forecast for 2015/16.

CLBC's regional management monitors budgetary commitments on a multi-year basis, taking into account the impact of support commitments in both the current and future years. Contracted services are monitored by CLBC staff members, who work with service providers to ensure that supports provided are appropriate to each person's disability-related needs and are delivered in a cost-effective manner. Savings arising from these processes supplement the funding available to address service demand.

Despite inflationary pressures on the cost of service provision, through changes in service mix, and prudent service monitoring and contract management, CLBC's overall average cost of supports and services per supported individual has been reduced from \$46,000 in 2011/12 to a forecast \$43,500 in 2015/16. This average cost is predicted to decline further to \$43,000 in 2016/17.

Provincial Services

CLBC operates the Provincial Assessment Centre and oversees some minor centralized programs, the budgets for which are expected to be stable going forward.

Regional Operations and Administration

Regional Operations and Administration costs include regional facilitators who work directly with individuals and families to connect them to their communities, provide planning assistance and facilitate access to community services. Other regional staff are responsible for the procurement and monitoring processes that are pivotal to cost effective service provision and the monitoring of outcomes for individuals.

Management Perspective on Future Financial Outlook

It will be challenging to fully address the range of disability-related needs of the individuals eligible for services within the available resources in the upcoming three years. CLBC continues to constrain the costs of regional operations and administration while working with the Ministry on strategies to ensure CLBC services remain sustainable. Table 2 summarizes the identified risks related to the financial plan.

Table 2 - Responding to Financial and Operational Risk

| Identified Risks | Mitigation Strategies |
|---|---|
| Some individuals may not receive all of the supports they require as demand may be higher than can be addressed within available resources | 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. |
| In more cases than anticipated, the capacity of families to care for adult children at home may be diminished as care-givers age and care requirements increase, adding to current service demand estimates | CLBC provides respite and other services for families to enhance their resilience |
| CLBC may not have the capacity to meet day to day operational requirements due to workload pressures related to increased service demands | CLBC is enhancing its capacity through the use of technology, a refinement of its organizational structure, workload efficiencies, staff training, and strategic implementation of projects |

Capital Plan

Capital expenditures include leasehold improvements to support the implementation of leading workplace strategies; information system investments to enhance operational efficiencies; and vehicles and equipment necessary for CLBC's operations. Contributions from the Ministry restricted for capital purposes are deferred and recognized as revenue over the life of the related capital assets.

Appendices

Overview of Community Living BC

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. [Click here](#) to learn more about CLBC.

Corporate Governance

The CLBC Board of Directors ensures that CLBC complies with government's mandate and policy direction, financial and other policies, and applicable legislation. Its responsibilities include functions around: strategic planning, risk management, monitoring organizational and management capacity, controls, ethical frameworks, values and communications. [Click here](#) to learn more about corporate governance at CLBC.

Community Living British Columbia

2014/15 ANNUAL SERVICE PLAN REPORT



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Board Chair's Message and Accountability Statement



Community Living British Columbia (CLBC) celebrates its 10-year anniversary on July 1, 2015. It was established in 2005 with a great deal of excitement for a new approach for delivering supports and services that aimed to be more responsive to individuals and families. CLBC has made great progress. It is providing more supports to individuals than ever before, and continues to take steps to improve quality. CLBC is also taking action together with families, service providers and community partners to improve employment and quality of life for those we serve. Highlights include:

- Providing new services and increased support to nearly 3,300 individuals.
- Responding to an overall caseload growth of 6.3% (and 39% over the past five years), with a total of 17,697 individuals now registered with CLBC.
- Seeing our Community Action Employment Plan make strong progress toward its goal of increasing jobs.
- Continuing to help shift program effectiveness and innovation through our includeMe! quality of life project, and seeing participating service agencies improve outcomes for those served.
- Strengthening service options such as individualized funding and home share residential services that can effectively support the goals of independence and community inclusion.

Ten years on, CLBC has a solid foundation of core programs, new opportunities and a fresh commitment to innovation. We look forward to continuing to work with government, individuals, families, service providers and others to achieve our vision for supporting adults with developmental disabilities to live good lives in welcoming communities.

This CLBC 2014/15 Annual Service Plan Report compares the corporation's actual results to the expected results identified in the 2014/15 – 2016/17 Service Plan. I am accountable for those results as reported.

Yours truly,

"Original Signed by Denise Turner"

Denise Turner
Board Chair, Community Living British Columbia

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Appendices: Additional Information

Auditor's Report and Audited Financial Statements

Overview of Community Living BC

Corporate Governance

Purpose of the Organization

CLBC was established on July 1, 2005, by the Community Living Authority Act, with a compelling mandate to provide person-centred supports to people with developmental disabilities. By 2010, CLBC was supporting the delivery of residential, community inclusion and other services to nearly 13,000 adults. The number of those served has continued to grow, and CLBC has improved the quality of its services, as well as built new areas of support, for example around employment.

Now, ten years since it began its work, CLBC remains committed to its vision of supporting adults with developmental disabilities to live good lives in welcoming communities. Today it funds supports and services which meet disability-related needs of two groups of eligible individuals in British Columbia. As of March 31, 2015, CLBC serves:

- 16,774 adults with a developmental disability
- 923 adults diagnosed with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and who have significant limitations in adaptive functioning

CLBC provides funding to more than 3,000 agencies for services to individuals that include employment services, residential supports (staffed residential, shared living, supported living) and community inclusion supports. It provides direct funding to families in the form of individualized funding and respite. CLBC also pursues progressive change in the sector through initiatives like its Quality of Life includeMe! survey and the Community Action Employment Plan.

Accountability and respect for individuals and families are rooted in CLBC's history, and live on today in our core values and commitment to Taxpayer Accountability Principles established by the government. CLBC actively engages its stakeholders in its work through the strategic planning process, and on a regular basis through an editorial board comprised of individuals with developmental disabilities (often referred to as self advocates), 13 community councils, a provincial advisory committee, an Aboriginal advisory committee and via its network of service providers. For more information, see Appendix 1: Overview of Community Living BC, and Appendix 2: Corporate Governance.

Strategic Direction and Context

Strategic Direction

CLBC is accountable to the Legislature through the Ministry of Social Development and Social Innovation which is responsible for funding, establishing and communicating government's mandate, policy and priority direction to CLBC and overseeing the organization's performance. The Ministry provides annual direction and contributes to the development of CLBC's Service Plan and Annual Service Plan Report. In 2014/15, the Ministry provided its direction in the Government Letter of Expectations.

The government also provided direction to CLBC through the implementation of Taxpayer Accountability Principles. CLBC's alignment with these principles is reflected in the Performance Plan section of the report.

Strategic Context

Increased demand for CLBC services continues to present the most significant challenge in CLBC's operational environment. As of March 31, 2015, over 17,697 adults were registered as eligible for CLBC services, an annual increase of 6.3%, and 39% over the five years since March 31, 2010. This increased demand for CLBC services is due to a number of factors including: general population growth; advances in health care and extended life expectancy; increased identification and referral rates of youth to CLBC by the school system; increased service requests by young adults leaving their family home and by adults with complex needs; and aging family members who need greater assistance with caring for family members at home.

As well, the types of services requested are changing to more person-centred, individualized services to assist individuals with more meaningful involvement in community life.

In order to meet the changes in the volume and type of services being requested, and respond to government priorities referenced above, CLBC has consulted widely with stakeholders in its strategic planning process to identify three major directions to strengthen system responsiveness and sustainability. These directions are helping CLBC mitigate the associated risks of strong growth in demand for services to system sustainability, staff capacity and stakeholder support. Details of these directions are highlighted in the CLBC Strategic Plan and summarized here:

1. Enhance Participation and Citizenship – CLBC will continue to shift its organizational approach to ensure a stronger person-centred response to individuals and families. Among other things, CLBC will pursue its goals for increased employment for those it serves, to enhance individual and family planning processes, to work with service providers to understand the impact of services on outcomes through its includeME! Quality of life work, and to continue to offer individualized funding for families.

2. Increase Sustainability – CLBC will pursue cost-effectiveness while maintaining the quality of services. CLBC is working with sector partners to support BC Community Social Services Innovation and Sustainability Roundtable initiatives. CLBC aims to improve the experiences of youth and families transitioning into adulthood by collaborating with service partners such as the Ministry of Health and the Ministry for Children and Family Development (MCFD) and supporting the work of Services to Adults with Developmental Disabilities (STADD). Greater efficiency is expected through the collaboration of CLBC employment services with the Employment Program of BC (EPBC).

3. Promote Innovation and Resilience – CLBC will continue to support innovation with families, service providers and community partners. CLBC is also increasing its own capacity through use of technology, improved organizational structure and workload efficiencies.

Report on Performance

With the support of government, the input of individuals and families, the commitment of service providers and the dedication of staff, CLBC made important strides in the face of strong service demand growth last year. These achievements align with direction provided by the government through the 2014/15 Government Letter of Expectations, and directions for implementing Taxpayer Accountability Principles. Both inform the organizational goals set below in our annual service plan. Here is a brief review of actions taken in response to the GLE and TAP priorities for 2014/15:

GLE Direction: Maintain CLBC's current involvement and active partnership related to the implementation of the new Services to Adults with Developmental Disabilities (STADD).

CLBC staff participated in the launch of the five early implementation sites which use a navigator model to help families find supports across different government ministries. The project has been championed with staff and those we serve resulting in 71 referrals. Work with STADD also involves integrating services of older individuals with developmental disabilities. CLBC continues to work with Ministry of Health on implementation of a three-year Strategy on Aging.

GLE Direction: Continue to address key challenges and opportunities identified through the Ministry of Finance Internal Audit report.

CLBC and the Social Development and Social Innovation (SDSI) ministry finalized an accountability framework, and CLBC implemented changes to systems to improve the reliability of information on future service needs.

GLE Direction: Work with SDSI and MCFD to ensure that information, including financial updates and caseload data, is shared in a timely and effective manner.

CLBC is providing financial updates and caseload data to SDSI through regular meetings and other reporting. CLBC and MCFD continue to share information on transitioning youth each year.

GLE Direction: Work with SDSI to further develop services consistent with the annual service funding agreement that continue to realize service efficiencies and to address priority requests for service.

CLBC has improved its service demand assessment system and budget planning to strengthen management of high priority needs, and enable more informed and timely discussions with families.

GLE Direction: Explore opportunities with the Ministry of Health, regional Health Authorities and SDSI to clarify health costs for individuals with developmental disabilities.

CLBC has collaborated with the Ministry of Health to complete a policy review of added care to identify challenges and policy solutions, including clarifying respective service and funding responsibilities of each organization. Additionally, CLBC and the Ministry of Health have completed several projects as deliverables in the first year of a three-year action plan, A Collaborative Approach to Supporting Aging Adults with Developmental Disabilities.

GLE Direction: Explore opportunities with SDSI to enable individuals with developmental disabilities to be better served by the Employment Program of B.C. (EPBC)

As part of CLBC's Community Action Employment Plan (CAEP), CLBC is working with EPBC, STADD and service providers to leverage services offered by Work BC providers and increase coordination. A five-point plan is being implemented, including increasing collaboration among CLBC and Work BC service providers, to promote cross-government collaboration, building sector competencies, engaging employers and developing a shared measurement system.

Taxpayer Accountabilities Principles (TAP) Expectations

CLBC has adopted and engrained these principles in its programs for many years. Effective service allocation and procurement processes, low administrative costs, transparent public policies and open board meetings, a robust complaints resolution process and a range of councils and advisory bodies demonstrate our commitment to cost-consciousness, accountability, appropriate compensation, service, respect and integrity.

This year, as directed, CLBC has revised its public Standards of Conduct which includes conflict of interest provisions and post-employment restrictions for executives. CLBC's CEO meets regularly with the SDSI Deputy Minister to review performance against TAP principles, and work continues on an evaluation plan.

Goals, Strategies, Measures and Targets

The goals, strategies, measures and targets below signify critical aspects of performance and outline how CLBC will fulfil its mandate and support the government's strategic goals and direction.

Goal 1: Service Excellence

With an eye to its vision of "good lives in welcoming communities," CLBC strives for a service delivery system that responds effectively to a wide range of disability-related needs and helps adults achieve maximum independence. Choice and innovation are hallmarks, as well as the capacity to offer individualized services and to be responsive to each person's unique abilities and needs.

This goal and the strategies below support CLBC's mandate to promote flexibility and self-determination. It also embodies CLBC's commitment to Taxpayer Accountability Principles of service and respect.

Strategies

- Continue to shift CLBC's culture to ensure all staff, operations, and service delivery process are aligned to provide a consistent person-centred response to individuals and families to support continuous quality improvement.
- Within available funds, encourage individuals and /or their family to take an active role in expressing preference for their service provider that best meets their needs through CLBC's Individual and Family Preference Procurement Process.
- Develop solutions to increase access to and use of individualized funding.

- Continue to implement CLBC's *includeMe!* initiative and encourage service providers to align their planning processes and service delivery approaches to help achieve better quality of life outcomes for those they serve.
- Partner with community living stakeholders to increase the employment rate of adults.

Performance Measure 1.1: Percentage of individuals and families who feel well supported by their service providers

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percentage of individuals and families who feel well supported by their service providers | 75% | 74% | 78% | 78% | 79% | 80% | 82% |

Data Source: Annual Consumer Satisfaction Survey which is conducted by an independent research firm with 1,200 individuals and those who support them.

Discussion

- Increased satisfaction levels are a measure of service quality, as perceived by those CLBC serves, and the service delivery system's capacity to enable people to achieve their personal goals for their lives
- The 2014/15 actual result of 79% is higher than last year's target of 78%. Achievement of increased satisfaction levels could be attributed to efforts to work with service providers to align their planning processes and service delivery approaches to help achieve continuous quality improvement and better quality of life outcomes for individuals they serve.
- Work continues with service providers through our *includeMe!* quality of life outcomes survey to develop stronger services. As well, CLBC continues to work to strengthen individualized funding options, home share services and employment services. With these improvements CLBC is aiming to increase satisfaction levels to 80% in 2015/16.

Performance Measure 1.2: Number of individuals and families who purchased supports and services using individualized funding

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Number of individuals and families who purchased supports and services using individualized funding | 314 | 393 | 457 | 500 | 526 | 575 | 650 |

Data Source: PARIS service delivery information management system and CLBC's accounting systems. Regular data quality audits and accounting audits are conducted on these systems to ensure validity of data.

Discussion

- Research indicates that individualized funding (IF) can help people to secure more person-centred, responsive options, as the individual plays a much greater role in determining how personal needs are best met.

- The achieved number of 526 is higher than the target of 500 for 2014/15. This is due to growing awareness among families for this option.
- A review of IF is underway to increase accessibility to and use of IF to enable more individuals and families to create new innovative services, and to achieve the enhanced target of 575 for 2015/16.

Performance Measure 1.3: Number of families who receive direct payments for respite

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Number of families who receive direct payments for respite | 1,002 | 1,374 | 1,624 | 1,750 | 1,909 | 2,375* | 2,625* |

Data Source: PARIS service delivery information management system and CLBC's accounting systems.

* The targets for 2015/16 and 2016/17 have been adjusted to reflect a 35% increase in the number of families using this payment mechanism since 2012/13.

Discussion

- Direct funding for respite is an important part of CLBC's service delivery system, providing much needed support that enhances the resiliency of families to care for family members at home.
- Growth in use of this support is also due to CLBC's continued commitment to provide a minimum of \$2,800 annually to transitioning youth to purchase respite or a preferred service.
- CLBC will continue to promote the use of direct payments for both IF and respite in view of their benefits.

Goal 2: Organizational Responsiveness

The individuals and families CLBC serves experience unique and changing needs in their communities. It is essential to have a service system that is flexible and responsive, and this requires CLBC staff to be knowledgeable, accountable and proactive in working with local, regional and provincial partners to implement effective supports for individuals and families.

As an organization, CLBC is accountable to those it serves through open board meetings, via policies published on its web site, through its regular CEO stakeholder update letters and annual report, and through engagement with its editorial board made up of individuals with developmental disabilities, 13 community councils and a provincial advisory committee. CLBC also responds to concerns via a robust complaints resolution process.

This goal, and the strategies below, delivers on a commitment to the Taxpayer Accountability Principles of accountability, service, and respect.

Strategies

- Implement a new Quality Service Commitment that calls on staff to listen to those CLBC serves, respect them, learn from them, recognize their strengths and communicate openly and

honestly.

- Continue to track, learn from, and report on complaints received through CLBC's Complaints Resolution Process to ensure individuals and families receive a timely and adequate response to their concerns.
- Work in collaboration with other government partners to improve coordination of services for adults with developmental disabilities in each stage of their lives.
- Make ongoing technology enhancements and upgrades to increase capacity and meet operational requirements.
- Build community capacity by partnering with stakeholders where appropriate.

Performance Measure 2.1: Percentage of individuals and families who feel their concerns were listened to

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Percentage of individuals and families who feel their concerns were listened to | 70% | 74% | 75% | 78% | 79% | 80% | 82% |

Data Source: The data source for this performance measure is the annual Consumer Satisfaction Survey.

Discussion

- CLBC faces a strong increase in the numbers of adults eligible for services, and these individuals and families continue to be concerned about obtaining needed supports within current resources.
- In the last year CLBC actively implemented its new Quality Service Commitment affirming for all its staff the importance of listening and communicating openly and honestly. It also actively responded to and resolved concerns brought forward through its Complaint Resolution Process.
- These efforts may help explain how CLBC exceeded its target and achieved a 79% rate. CLBC will continue to promote its quality commitment and review and report on its complaints process to achieve 80% in 2015/16.

Performance Measure 2.2: Percentage of individuals and families who feel their concerns were addressed in a timely manner

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Percentage of individuals and families who feel their concerns were addressed in a timely manner | 63% | 70% | 70% | 70% | 68% | 72% | 74% |

Data Source: The data source for this performance measure is the annual Consumer Satisfaction Survey.

Discussion

- While CLBC continues to work to improve how it listens to the concerns of those it serves, timeliness of response can be impacted by external factors such as caseload growth,

unexpected high priority cases, and budget availability.

- These factors may have contributed to CLBC achieving a slightly lower actual result (68%) than its target of 70%.
- CLBC is undertaking a range of operational projects that are expected to improve on organizational capacity to respond in a more timely way to families. These include regional reorganization, LEAN process reviews and new contract management software. These improvements aim to allow us to achieve a target of 72% in 2015/16.

Performance Measure 2.3: Percentage of individuals and families who feel they were provided with useful referrals and resources

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percentage of individuals and families who feel they were provided with useful referrals and resources | 63% | 68% | 69% | 70% | 67% | 72% | 74% |

Data Source: The data source for this performance measure is the annual Consumer Satisfaction Survey.

Discussion

- CLBC's percentage of people served who feel they were provided with useful referrals and resources remains relatively steady at 67%.
- External factors like caseload growth can increase demand for services on the entire system and related community supports, and pose a challenge in reaching our target of 70%.
- CLBC will continue to build community capacity by partnering with stakeholders to develop community based options. Progress has been made in building more effective community networks, for example in our Community Action Employment Plan, which we expect to allow us to achieve our targets in future years.

Goal 3: Operational Efficiency

One important way CLBC demonstrates its commitment to individuals and families we serve is through its efforts to be cost-conscious in its operations, in order to ensure as much funding as possible goes to deliver sustainable supports and services. CLBC is constantly reviewing operations and introducing more efficient and effective management processes to deliver services promptly and equitably.

This goal, and the strategies below, aligns with the government's strategic directions for improved collaboration with other ministries, more timely sharing of information, and better leveraging of government and community resources. It also aligns with Taxpayer Accountability Principles of cost consciousness and appropriate compensation.

Strategies

- Allocate funding based on demographic and regional factors.
- Use the Guide to Support Allocation to consistently measure the level of disability-related need for individuals and ensure appropriately funded responses.

- Link implementation of the contract management system to the service delivery management system to inform budget priority setting and support organizational planning and decision-making to ensure cost-efficient and appropriate services at the highest standard.
- Continue to explore ways to involve new partners to leverage available financial resources to create new approaches to innovative and sustainable service delivery.

Performance Measure 3.1: Percentage of annual funding used for direct service delivery

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percentage of annual funding used for direct service delivery | 93% | 93% | 93% | 93% | 93% | 93% | 93% |

Data Source: The data source for this performance measure is CLBC's corporate accounting system, which is subject to internal and external audit processes.

Discussion

- CLBC's achieved its target of directing 93% of expenses to direct services for individuals and families in 2014/15.

Performance Measure 3.2: Percentage of adults who choose to receive smaller, individualized living arrangements

| Performance Measure | 2011/12 Actual | 2012/13 Actual | 2013/14 Actual | 2014/15 Target | 2014/15 Actual | 2015/16 Target | 2016/17 Target |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percentage of adults who choose to receive smaller, individualized living arrangements | 61% | 63% | 64% | 64% | 63% | 65% | 66% |

Data Source: The data source for this performance measure is the PARIS service delivery management information system.

Discussion

- Residential services represent about 60% of CLBC's adult contracted service expenditures. While staffed residential resources (group homes) will continue to be an option for individuals who require intensive support, people have increasingly chosen less staff-intensive, more person-centred options. These include shared living, where a paid caregiver plays a support role, and family members, friends and neighbours often play natural support roles that enhance quality of life.
- A baseline of 58% was established in 2009/10. This year our actual results are steady and slightly less than target, possibly due to system capacity in the face of growth.
- CLBC will launch a five year plan in 2015/16 to strengthen home share services, leading to further adoption of this type of support, and the benefits it brings for improved quality of life.

Financial Report

Management Discussion and Analysis

Overview

The discussion and analysis of the financial results from operations and financial position for the year ended March 31, 2015 should be read in conjunction with the audited financial statements and accompanying notes. Management has included some forward-looking statements which it believes to be reasonable, based on information currently available. These statements are subject to risks and uncertainties that may cause actual results to differ.

CLBC provides supports and services to eligible individuals through contractual arrangements with non-profit and private agencies throughout the province, through direct funding to families, and through the operation of the Provincial Assessment Centre. Management of CLBC's contractual relationships and the planning and support for individuals and their families is conducted through offices distributed around the province, supported by a corporate office in Vancouver. The *Community Living Authority Act* mandates that CLBC not operate at a deficit without the prior approval of the responsible Minister.

CLBC closed the year ended March 31, 2015 with a balanced budget, while providing new or increased supports and services improving the lives of 3,276 individuals and costing \$41.1 million in the year (\$37.5 million for the Developmental Disability program and \$3.6 million for the Personalized Supports Initiative). The financial results for the year along with prior year comparisons and projections for the upcoming two years are summarized in Table 5 on page 19 and are further explained in the following sections.

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, 2015, that number reached 17,697, a 6.3% increase within the year and 39% more than the 12,735 on file as of March 31, 2010. As in prior years, those aged 19 to 23 make up the bulk of the growth, with 995 of the 1,218 new individuals in 2014/15 being within that age group.

Table 1 - Adults Eligible for CLBC Services

| | Actual | | | | | |
|---|---------|---------|---------|---------|---------|---------|
| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
| Number of individuals with open files at year end | | | | | | |
| Developmental Disabilities Program | 12,715 | 13,481 | 14,241 | 15,055 | 15,942 | 16,774 |
| Personalised Supports Initiative | 20 | 169 | 341 | 513 | 711 | 923 |
| | 12,735 | 13,650 | 14,582 | 15,568 | 16,653 | 17,697 |
| Increase within the year ¹ | | | | | | |
| Developmental Disabilities Program | 700 | 766 | 760 | 814 | 887 | 832 |
| Personalised Supports Initiative | 20 | 149 | 172 | 172 | 198 | 212 |
| | 720 | 915 | 932 | 986 | 1,085 | 1,044 |
| Annual rate of increase | 6.0% | 7.2% | 6.8% | 6.8% | 7.0% | 6.3% |

Note 1 The increase within each year reflects the number of new individuals less the number who are no longer with CLBC, usually due to mortality

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 or their care-givers age. CLBC continues to address the impact of its increasing service demand through:

- effective planning and prioritising of services to avoid crisis whenever possible,
- prudent procurement and contract management processes,
- respectful consultations with its contracted service providers, and
- ongoing refinements to its information management systems.

As a result, with a 20% increase in annual contributions from the Province over the last five years, CLBC has been able to support a 39% increase in caseload over the same period.

Operating 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.

Contributions from the Province consist of those directed to operating expenditures and those restricted for capital expenditures. Some of the contributions for operating expenditures are also restricted for specific purposes. Restricted operating contributions are recognized as revenue in the year in which the related expenditures are incurred. As identified in Table 5, \$18.3 million in additional contributions were made available by the Province in 2014/15 and the recognition of

restricted contributions brought the total increase in operating contributions to \$33.0 million compared to 2013/14, which was \$6.3 million less than budgeted.

Other income was up from 2013/14 due to increases in health authority cost share agreements, and was higher than budgeted due to higher interest income. These changes together with fluctuations in amortisation costs brought the total operating revenue to \$821.8 million which was \$5.4 million less than budgeted, and \$33.1 million higher than in 2013/14.

Additional annual contributions from government of \$37.7 million taking effect in 2015/16 and \$30.9 million in 2016/17 were confirmed in Budget 2015, including contributions earmarked for costs related to the Economic Stability Mandate for CLBC's service providers. After taking into account year-to-year changes in deferrals and other income, this results in projected operating revenue of \$852.5 million in 2015/16 and \$880.6 million in 2016/17.

Operating Expenses

a) Supports and Services

The majority of 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 annualise into the following year. Annualisation costs and the costs of new service implementation are funded by increases in operating revenue and by reinvestment of contract recoveries realized on existing contracted supports.

In 2014/15, CLBC provided new and incremental services through the Developmental Disabilities program area benefitting 2,912 individuals costing \$37.5 million within the year, and addressed \$17.5 million in annualization costs for services implemented in the prior year. These costs were offset by higher than budgeted contract recoveries, resulting in a \$27.8 million increase in spending from 2013/14, which was \$6.2 lower than budgeted. See Table 2 for further information, including prior year comparisons.

Table 2 - Supports and Services for Adults with Developmental Disabilities

| | Actual | | | | | |
|---|---------|---------|---------|---------|---------|---------|
| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
| Total Number of Eligible Individuals at Year End | 12,715 | 13,481 | 14,241 | 15,055 | 15,942 | 16,774 |
| % increase from prior year | 5.8% | 6.0% | 5.6% | 5.7% | 5.9% | 5.2% |
| New Services & Required Support Increases Implemented | | | | | | |
| Number of services | 3,547 | 2,231 | 3,374 | 4,547 | 4,485 | 4,739 |
| Number of individuals supported | 2,250 | 1,361 | 1,875 | 2,810 | 2,695 | 2,912 |
| Cost within the fiscal year (\$ millions) | 36.0 | 21.6 | 25.1 | 33.7 | 35.6 | 37.5 |
| Annual cost of service (\$ millions) | 53.3 | 31.5 | 44.6 | 53.9 | 53.1 | 54.7 |
| Average annual cost per person (\$ thousands) | 23.7 | 23.1 | 23.8 | 19.2 | 19.7 | 18.8 |
| Contracted Service Recoveries | | | | | | |
| Recoveries within the fiscal year (\$ millions) | 15.7 | 28.1 | 21.2 | 17.3 | 19.7 | 22.7 |
| Annual ongoing service recoveries (\$ millions) | 20.3 | 39.1 | 27.7 | 19.3 | 21.1 | 27.9 |
| Average Annual Cost per Eligible Individual (\$ thousands) | 50.3 | 48.8 | 46.4 | 46.4 | 46.2 | 45.4 |

Through the Personalised Supports Initiative, CLBC addressed \$2.3 million in service annualisation costs and implemented new and incremental services benefitting 364 individuals and costing \$3.6 million in the year. Higher than budgeted contract recoveries resulted in expenditures being \$3.6 million higher than in 2013/14 and \$2.2 million lower than budgeted.

Table 3 - Supports and Services - Personalized Supports Initiative

| | Actual | | | | | |
|---|---------|---------|---------|---------|---------|---------|
| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
| Total Number of Eligible Individuals at Year End | 20 | 159 | 341 | 513 | 711 | 923 |
| New Services & Required Support Increases Implemented | | | | | | |
| Number of services | 7 | 314 | 522 | 563 | 538 | 608 |
| Number of individuals supported | 5 | 117 | 209 | 259 | 297 | 364 |
| Cost within the fiscal year (\$ millions) | - | 1.6 | 3.3 | 3.7 | 2.8 | 3.6 |
| Annual cost of service (\$ millions) | 0.1 | 3.2 | 4.8 | 5.6 | 5.1 | 6.4 |
| Average annual cost per person (\$ thousands) | 17.6 | 27.4 | 23.0 | 21.5 | 17.2 | 17.6 |
| Contracted Service Recoveries | | | | | | |
| Recoveries within the fiscal year (\$ millions) | - | - | 0.6 | 1.2 | 1.7 | 2.4 |
| Annual ongoing service recoveries (\$ millions) | - | - | 0.8 | 1.3 | 1.4 | 2.3 |
| Average Annual Cost per Eligible Individual (\$ thousands) | n/a | 19.2 | 23.6 | 23.1 | 21.1 | 20.2 |

Provincial Services includes the Provincial Assessment Centre, which accounted for \$3.6 million in 2014/15, and a provincial travel subsidy program managed by the Ministry for individuals who are eligible for CLBC supports and services. Spending for this area was on budget and in line with 2013/14.

b) Regional Operations and Administration

CLBC's funding priority is always the delivery of supports and services to the supported individuals and families, with at least 93% of the budget being used for that purpose. The costs related to many regional CLBC staff who work directly with supported individuals are funded through the remaining 7%, along with those who carry out the procurement, contracting and monitoring processes required to maintain service quality, safeguard the health and safety of those supported, and make the best use of available resources. These components have been separately identified in Table 4 on the following page. In planning for 2014/15 the budget for regional operations and administration was constrained in order to maximise services to individuals. However, as contract recoveries exceeded budget and new service demand was addressed, CLBC was able to proceed with its planned improvements and expand certain projects that were to deliver operating efficiencies in future years. As a result regional operations and administrative expenditures, at \$53.6 million, were \$2.2 million higher than 2013/14 and exceeded budget by \$2.7 million. Even at this level of spending, supports and services to individuals still made up 93% of CLBC's overall expenditures.

For 2015/16, the operating efficiencies achieved in the field and the deferral of some improvements is reflected in a budget for the year of \$51.7 million, \$1.9 million lower than actual costs in 2014/15. Meeting this target is achievable but will be challenging and care will be taken not to jeopardize service quality and financial stewardship. Continued growth in the number of individuals and families supported will increase this challenge further in 2016/17.

Table 4 - Regional Operations and Administration

| \$ millions | Actual | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
| Compensation and benefits | | | | | | |
| Individual/family support and planning | 9.1 | 7.6 | 8.1 | 8.9 | 9.7 | 10.1 |
| Service procurement, contracting and monitoring | 16.8 | 15.8 | 16.7 | 16.3 | 17.2 | 18.0 |
| Other | 7.1 | 7.7 | 7.9 | 8.1 | 9.6 | 10.3 |
| | 33.0 | 31.1 | 32.7 | 33.3 | 36.5 | 38.4 |
| Building occupancy costs | 4.7 | 4.5 | 4.8 | 4.8 | 4.8 | 5.0 |
| Communication and information technology | 4.8 | 4.2 | 3.1 | 3.4 | 3.8 | 4.0 |
| Other | 7.2 | 6.2 | 5.6 | 5.7 | 6.3 | 6.2 |
| Total | 49.5 | 46.0 | 46.2 | 47.2 | 51.4 | 53.6 |

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.

Capital Expenditures

Capital expenditures are required for information systems, leasehold improvements, furniture, equipment and vehicles. CLBC receives capital contributions from the Province annually which are deferred and recognized as income over the life of the assets acquired with the funds. In 2014/15, information systems development accounted for \$2.9 million of the \$3.6 million in capital investments, supporting the continued implementation of an integrated suite of applications and supporting infrastructure to manage the provision of services to almost 18,000 individuals through 6,250 contracts and agreements with 3,650 service providers across the Province. Planned increases in the capital budgets for 2015/16 and 2016/17 are mainly due to estimated leasehold improvement costs related to the expiry of long-term facility leases.

Financial Resources Summary

Table 5 - Financial Resource Summary Table

| \$ millions | Actual | | | | | 2014/15 | | More (Less) Than | | Plan | |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|-------------|--------------|--------------|
| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | Budget | Actual | Budget | 2013/14 | 2015/16 | 2016/17 |
| Operating Revenue | | | | | | | | | | | |
| Contributions from the Province | | | | | | | | | | | |
| Total contributions | 662.8 | 664.1 | 694.7 | 730.8 | 779.3 | 799.8 | 796.6 | (3.2) | 18.3 | 834.3 | 865.2 |
| Restricted - Operating | (4.6) | 2.4 | (2.4) | (1.5) | (6.9) | 8.9 | 9.7 | 0.8 | 16.6 | 3.5 | - |
| Restricted - Capital | (3.3) | (5.5) | (4.8) | (2.0) | (2.0) | - | (3.9) | (3.9) | (1.9) | (4.1) | (4.4) |
| Total operating contributions | 654.9 | 661.0 | 687.5 | 727.3 | 769.4 | 808.7 | 802.4 | (6.3) | 33.0 | 833.7 | 860.8 |
| Recoveries from the Province | 50.4 | - | - | - | - | - | - | - | - | - | - |
| Other income | 10.5 | 12.2 | 13.7 | 14.7 | 15.2 | 15.4 | 15.7 | 0.3 | 0.5 | 16.1 | 16.4 |
| Amortisation of capital contributions | 1.8 | 2.4 | 2.6 | 3.0 | 4.1 | 3.1 | 5.7 | 2.6 | (0.4) | 2.7 | 3.4 |
| Total Revenue | 717.7 | 695.6 | 703.8 | 745.0 | 788.7 | 827.2 | 821.8 | (5.4) | 33.1 | 852.5 | 880.6 |
| Operating Expenses | | | | | | | | | | | |
| Supports and services | | | | | | | | | | | |
| Developmental Disabilities Program | 619.4 | 639.7 | 643.8 | 680.0 | 715.3 | 749.3 | 743.1 | (6.2) | 27.8 | 772.1 | 795.4 |
| Personalised Supports Initiative ¹ | - | 1.8 | 5.0 | 9.9 | 12.9 | 16.7 | 16.5 | (2.2) | 3.6 | 21.2 | 25.0 |
| Children's Services ² | 41.1 | - | - | - | - | - | - | - | - | - | - |
| Provincial Services | 4.5 | 4.6 | 4.7 | 4.6 | 4.8 | 4.9 | 4.6 | (0.1) | - | 4.8 | 4.8 |
| Regional operations & administration | 49.5 | 46.0 | 46.2 | 47.2 | 51.4 | 50.9 | 53.6 | 2.7 | 2.2 | 51.7 | 52.0 |
| Amortisation of tangible capital assets | 2.5 | 3.2 | 3.1 | 3.3 | 4.3 | 3.4 | 3.8 | 0.4 | (0.5) | 2.7 | 3.4 |
| Total Expense | 717.0 | 695.3 | 703.8 | 745.0 | 788.7 | 827.2 | 821.8 | (5.4) | 33.1 | 852.5 | 880.6 |
| Annual Surplus | 0.7 | 0.3 | - | - | - | - | - | - | - | - | - |
| Supports and services compared to total expense | 93% | 93% | 93% | 93% | 93% | 93% | 93% | - | - | 94% | 94% |
| Accumulated Surplus | 3.5 | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 | 3.7 | - | - | 3.7 | 3.7 |
| Total Debt | 0.5 | 3.3 | 0.2 | 0.1 | - | - | - | - | - | - | - |
| Capital Expenditures | 2.6 | 3.4 | 3.8 | 3.2 | 3.6 | 3.6 | 3.5 | - | - | 4.1 | 4.4 |
| <p><i>Note 1 The Personalised Supports Initiative (PSI) was implemented on February 1, 2010 to provide services to adults with significant limitations in adaptive functioning and a diagnosis of fetal alcohol spectrum disorder or autism spectrum disorder.</i></p> <p><i>Note 2 Effective October 31, 2009, the Ministry of Children and Families assumed all responsibility for community living services to children and the related regional staff and support infrastructure.</i></p> | | | | | | | | | | | |

Appendices: Additional Information

Auditor's Report and Audited Financial Statements

CLBC has provided the independent auditor's report, with accompanying financial statements for the period ending March 31, 2015. To view these statements, [click here](#).

Overview of Community Living BC

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. [Click here](#) to learn more about CLBC.

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. [Click here](#) to learn more about Corporate Governance at CLBC.

COMMUNITY LIVING BRITISH COLUMBIA

Audited Financial Statements

March 31, 2015

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, 2015, 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)-(f) 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 preparation and review of the financial statements.

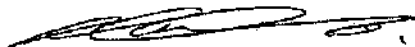
The Board of Directors ("Board") is responsible for ensuring that management fulfills its responsibilities for financial reporting and internal control. The Board reviews internal financial statements on a regular basis and external audited financial statements annually. The Board also discusses any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

The external auditors, Deloitte 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



Seonag Macrae
Chief Executive Officer



Richard Hunter
Vice President, Finance/ Chief Financial Officer

Independent Auditor's Report

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

We have audited the accompanying financial statements of Community Living British Columbia, which comprise the statement of financial position as at March 31, 2015, and the statements of operations, changes in net debt and cash flows for the year then ended, and the notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation of these financial statements in accordance with 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.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements 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 the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the statement of financial position of Community Living British Columbia as at March 31, 2015 and the statements of operations, changes in net debt and cash flows for the year then ended are prepared, in all material respects, in accordance with Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia.

Emphasis of Matter

We draw attention to Note 2 (a) to the financial statements which describes the basis of accounting used in the preparation of these financial statements and the significant difference between the basis of accounting and Canadian Public Sector Accounting Standards. Our opinion is not qualified in respect of this matter.

Deloitte LLP

Chartered Accountants
May 27, 2015
Vancouver, British Columbia

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Financial Position

(Expressed in thousands of dollars)

As at March 31

| | 2015 | 2014 |
|--|-----------|-----------|
| Financial Assets | | |
| Cash | \$ 24,739 | \$ 22,782 |
| Accounts receivable (Note 5) | 1,655 | 16,275 |
| Employee retiring allowance amounts receivable (Note 6a) | 890 | 948 |
| | 27,284 | 40,005 |
| Liabilities | | |
| Accounts payable and accrued liabilities | 12,052 | 16,220 |
| Salaries, wages and benefits payable | 5,003 | 4,155 |
| Employee leave liabilities | 1,467 | 1,470 |
| Employee retiring allowance liabilities (Note 6a) | 1,547 | 1,574 |
| Capital lease obligations | - | 35 |
| Deferred operating contributions (Note 7) | 3,359 | 13,066 |
| Unspent deferred capital contributions (Note 8) | 1,027 | 676 |
| Deferred capital contributions used to purchase tangible capital assets (Note 8) | 9,749 | 9,873 |
| | 34,204 | 47,069 |
| Net Debt | (6,920) | (7,064) |
| Non-Financial Assets | | |
| Tangible capital assets (Notes 8 & 9) | | |
| Funded by capital contributions | 9,749 | 9,873 |
| Unfunded | 47 | 180 |
| | 9,796 | 10,053 |
| Prepaid expenses | 872 | 759 |
| | 10,668 | 10,812 |
| Accumulated Surplus (Note 10) | \$ 3,748 | \$ 3,748 |

Commitments, contractual obligations and contingencies (Note 15)

Approved on behalf of the Board:



Denise Turner
Chair



Arn van Iersel
Finance & Audit Committee Chair

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

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Operations

(Expressed in thousands of dollars)

For the years ended March 31

| | 2015 Budget | 2015 Actual | 2014 Actual |
|---|----------------|----------------|----------------|
| | (Note 16) | | |
| Revenues | | | |
| Operating contributions from the Province of British Columbia | \$ 808,700 | \$ 802,407 | \$ 769,385 |
| Cost sharing agreements with health authorities | 14,200 | 14,172 | 13,641 |
| Interest income | 550 | 844 | 640 |
| Other income | 650 | 705 | 983 |
| Amortization of deferred capital contributions (Note 8) | 3,100 | 3,673 | 4,129 |
| | 827,200 | 821,801 | 788,778 |
| Expenses (Note 14) | | | |
| Supports and services: | | | |
| Developmental Disabilities Program | 749,300 | 743,048 | 715,344 |
| Personalized Supports Initiative | 18,700 | 16,531 | 12,913 |
| Provincial services | 4,900 | 4,833 | 4,810 |
| Regional operations & administration | 50,900 | 53,583 | 51,385 |
| Amortization of tangible capital assets | 3,400 | 3,806 | 4,326 |
| | 827,200 | 821,801 | 788,778 |
| Annual surplus | \$ - | - | - |
| Accumulated surplus at beginning of year | | 3,748 | 3,748 |
| Accumulated surplus at end of year | | \$ 3,748 | \$ 3,748 |

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

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

(Expressed in thousands of dollars)

For the years ended March 31

| | 2015 Budget (Note 16) | 2015 Actual | 2014 Actual |
|---|-----------------------------|----------------|----------------|
| Annual surplus | \$ - | \$ - | \$ - |
| Acquisition of tangible capital assets | (3,600) | (3,549) | (3,576) |
| Amortization of tangible capital assets | 3,400 | 3,806 | 4,326 |
| | (200) | 257 | 750 |
| Increase in prepaid expenses | | (113) | (168) |
| Decrease in net debt | | 144 | 582 |
| Net debt at the beginning of year | | (7,064) | (7,646) |
| Net debt at the end of year | | \$ (6,920) | \$ (7,064) |

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 the years ended March 31

| | 2015 | 2014 |
|--|-----------|-----------|
| Cash provided by (used in): | | |
| Operating activities | | |
| Annual surplus | \$ - | \$ - |
| Items not involving cash: | | |
| Amortization of deferred capital contributions | (3,673) | (4,129) |
| Amortization of tangible capital assets | 3,806 | 4,326 |
| | 133 | 197 |
| Decrease in non-cash working capital | 1,508 | 12,292 |
| | 1,641 | 12,489 |
| Financing activities | | |
| Additions to deferred capital contributions | 3,900 | 2,030 |
| Reduction in obligations under capital leases | (35) | (73) |
| | 3,865 | 1,957 |
| Capital activity | | |
| Purchase of tangible capital assets | (3,549) | (3,576) |
| | (3,549) | (3,576) |
| Increase in cash | 1,957 | 10,870 |
| Cash, beginning of year | 22,782 | 11,912 |
| Cash, end of year | \$ 24,739 | \$ 22,782 |
| Supplemental information: | | |
| Interest received | \$ 853 | \$ 628 |

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, 2015

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 Social Innovation (the "Minister") and is dependent on the Ministry of Social Development and Social Innovation ("SDSI") for funding.

CLBC provides community living supports and services under the Developmental Disabilities Program or the Personal Supports Initiative to adults who are, respectively, either developmentally disabled or have a significant limitation in adaptive functioning along with a diagnosis of Fetal Alcohol Spectrum Disorder or Pervasive Developmental Disorder.

Supports and services are delivered throughout the province of British Columbia by independent service providers under contract with CLBC and by the Provincial Assessment Centre of CLBC.

Under the Community Living Authority Act, CLBC is exempt from both federal and provincial income and capital 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 that requires the accounting policies and practices of government organizations to conform to generally accepted accounting principles for senior governments in Canada, as modified by any alternative standard or guideline that is made by the Treasury Board. The Canadian Public Sector Accounting Standards ("PSAS") are the generally accepted accounting principles for senior governments in Canada.

A Treasury Board regulation issued in November 2011 requires tax-payer supported organizations to adopt the accounting policies for capital contributions and other restricted contributions described in note 2(b). Those accounting policies are significantly different from PSAS which requires that government transfers with stipulations be recognized as revenue in the period the transfer is authorized and all eligibility criteria have been met, except when and to the extent that the transfer gives rise to an obligation that meets the definition of a liability. Any such liability is reduced, and an equivalent amount of revenue is recognized, as the liability is settled.

The basis of accounting that CLBC applies is different from PSAS with respect to the timing of revenue recognition for government transfers that are restricted for capital purposes. If CLBC had recorded government transfers 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, 2015 would have decreased by \$124 (2014 – decreased by \$553). As at March 31, 2015, deferred capital contributions used to purchase tangible capital assets would have decreased and the accumulated surplus would have increased by \$9,749 (2014 – \$9,873). Under PSAS, the total cash flows from operating, financing, and capital activities for the years ended March 31, 2015 and 2014 would have been the same as reported in these financial statements.

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2015

2. Significant accounting policies (continued)

a) Basis of accounting (continued)

Had CLBC adopted PSAS together with the not-for-profit provisions, another basis of accounting under Canadian generally accepted accounting principles, capital contributions recognized as revenue, deferred capital contributions used to purchase tangible capital assets, and the annual surplus for each year would have been the same as reported in these financial statements.

b) Revenue recognition

Operating contributions from the Province of British Columbia 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.

Government transfers received for the purpose of developing or acquiring a depreciable tangible capital asset are deferred and recognized as revenue at the same rate as the amortization, and any impairment, of the tangible capital asset.

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, accounts payable, accrued liabilities, salaries, wages and benefits payable.

Financial instruments are accounted for in accordance with PS 3450 – *Financial Instruments*. Accounts receivable are carried at cost less a valuation allowance. Accounts payable, accrued liabilities, salaries, wages and benefits payable 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 |

Assets acquired under capital leases are amortized over the lesser of the estimated life of the asset and the lease term. Systems development 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.

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2015

2. Significant accounting policies (continued)

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 prorated 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.

f) New accounting pronouncement

PS 3260 – *Liability for Contaminated Sites* became effective during the fiscal year ending March 31, 2015 and has no impact on CLBC's financial statements.

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. Comparatives

Certain comparative figures have been restated to conform with the current year's presentation.

5. Accounts receivable

| | 2015 | 2014 |
|---|----------|-----------|
| Due from the Province of British Columbia | \$ 380 | \$ 14,583 |
| GST recoverable | 313 | 599 |
| Due from health authorities | 319 | 244 |
| Other receivables | 1,228 | 1,222 |
| | 2,240 | 16,648 |
| Valuation allowance | (585) | (373) |
| | \$ 1,655 | \$ 16,275 |

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2015

6. 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, 2015 and 2014 are based on an actuarial valuation at March 31, 2014. The next actuarial valuation will be at March 31, 2017.

| | 2015 | 2014 |
|---------------------------------------|----------|----------|
| Benefit obligation | \$ 1,547 | \$ 1,574 |
| Amount recoverable from PSA | \$ 890 | \$ 948 |
| Assumed discount rate | 4.00% | 4.00% |
| Assumed rate of compensation increase | 3.75% | 3.75% |
| Benefit expense | \$ 115 | \$ 70 |
| Benefits paid | \$ 180 | \$ 87 |

b) Employee pension benefits

CLBC and its employees contribute to the Public Service Pension Plan (the "Plan"), a multi-employer defined benefit plan with approximately 56,000 active members which is administered by the British Columbia Pension Corporation.

CLBC's contributions to the Plan of \$3,083 (2014 - \$2,933) were expensed during the year.

The most recent actuarial valuation, at March 31, 2014, indicated a funding surplus of \$194,000 for basic pension benefits. The next actuarial valuation will be at March 31, 2017 with results available in 2018.

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2015

7. 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.

| | 2015 | 2014 |
|---|-----------|-----------|
| Deferred operating contributions, beginning of year | \$ 13,066 | \$ 6,204 |
| Restricted operating contributions received | 20,000 | 34,310 |
| Amounts recognized as revenue | (29,707) | (27,448) |
| Deferred operating contributions, end of year | \$ 3,359 | \$ 13,066 |

8. 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: | 2015 | | | 2014 |
|---|----------|----------|-----------|-----------|
| | Spent | Unspent | Total | |
| Balance, beginning of year | \$ 9,873 | \$ 676 | \$ 10,549 | \$ 12,648 |
| Contributions received | - | 3,900 | 3,900 | 2,030 |
| Contributions used to purchased tangible capital assets | 3,549 | (3,549) | - | - |
| Amounts recognized as revenue | (3,673) | - | (3,673) | (4,129) |
| Balance, end of year | \$ 9,749 | \$ 1,027 | \$ 10,776 | \$ 10,549 |

Funded and unfunded tangible capital assets at net book value:

| | 2015 | | | 2014 |
|----------------------------|----------|----------|-----------|-----------|
| | Funded | Unfunded | Total | |
| Balance, beginning of year | \$ 9,873 | \$ 180 | \$ 10,053 | \$ 10,803 |
| Purchases | 3,549 | - | 3,549 | 3,576 |
| Amortization | (3,673) | (133) | (3,806) | (4,326) |
| Balance, end of year | \$ 9,749 | \$ 47 | \$ 9,796 | \$ 10,053 |

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2015

9. Tangible capital assets

| | Leasehold improve- ments | Vehicles under capital lease | Vehicles | Furniture and equipment | Information systems | Systems develop. work-in- progress | Total |
|----------------------------------|--------------------------------|---------------------------------------|----------|-------------------------------|------------------------|---|-----------|
| Cost: | | | | | | | |
| March 31, 2013 | \$ 1,625 | \$ 711 | \$ 417 | \$ 1,072 | \$ 19,419 | \$ 2,326 | \$ 25,570 |
| Additions | 80 | - | 151 | 41 | 5 | 3,299 | 3,576 |
| Disposals | - | (127) | (24) | - | (4,975) | - | (5,126) |
| Transfers | - | (100) | 100 | - | 2,958 | (2,958) | - |
| March 31, 2014 | \$ 1,705 | \$ 484 | \$ 644 | \$ 1,113 | \$ 17,407 | \$ 2,667 | \$ 24,020 |
| Additions | 606 | - | 23 | 60 | - | 2,860 | 3,549 |
| Disposals | (106) | (130) | - | (7) | (1,050) | - | (1,293) |
| Transfers | - | (354) | 354 | - | 4,963 | (4,963) | - |
| March 31, 2015 | \$ 2,205 | \$ - | \$ 1,021 | \$ 1,166 | \$ 21,320 | \$ 564 | \$ 26,276 |
| Accumulated Amortization: | | | | | | | |
| March 31, 2013 | \$ 1,345 | \$ 603 | \$ 144 | \$ 746 | \$ 11,929 | - | \$ 14,767 |
| Additions | 103 | 73 | 49 | 108 | 3,993 | - | 4,326 |
| Disposals | - | (127) | (24) | - | (4,975) | - | (5,126) |
| Transfers | - | (100) | 100 | - | - | - | - |
| March 31, 2014 | \$ 1,448 | \$ 449 | \$ 269 | \$ 854 | \$ 10,947 | - | \$ 13,967 |
| Additions | 127 | 18 | 75 | 104 | 3,482 | - | 3,806 |
| Disposals | (106) | (130) | - | (7) | (1,050) | - | (1,293) |
| Transfers | - | (337) | 337 | - | - | - | - |
| March 31, 2015 | \$ 1,469 | \$ - | \$ 681 | \$ 951 | \$ 13,379 | - | \$ 16,480 |
| Net Book Value: | | | | | | | |
| March 31, 2014 | \$ 257 | \$ 35 | \$ 375 | \$ 259 | \$ 6,460 | \$ 2,667 | \$ 10,053 |
| March 31, 2015 | \$ 736 | \$ - | \$ 340 | \$ 215 | \$ 7,941 | \$ 564 | \$ 9,796 |

10. Accumulated surplus

The accumulated surplus of \$3,748 at March 31, 2015 and 2014 includes \$1,272 resulting from the transfer of the net assets of the Interim Authority for Community Living British Columbia to CLBC on October 7, 2005. CLBC has issued and registered to the Minister of Finance one share with a par value of ten dollars, which is also included in accumulated surplus.

COMMUNITY LIVING BRITISH COLUMBIA

Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2015

11. 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, 2015 is \$26,394 (2014 - \$39,057) of which \$25,751 (2014 - \$38,208) is insured by the Credit Union Deposit Insurance Corporation or is due from the Province of British Columbia or the Government of Canada.

Accounts payable, accrued liabilities, salaries, wages and benefits payable are payable within one year.

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 considered to be in the normal course of operations and are recorded at their exchange amounts.

The amounts of related party transactions and balances not disclosed elsewhere in these financial statements are as follows:

| | 2015 | | 2014 | |
|--|-------------------|---------------------------------|-------------------|---------------------------------|
| | Province of BC | BC public sector entities | Province of BC | BC public sector entities |
| For the year ended March 31: | | | | |
| Other income | \$ 445 | \$ - | \$ 724 | \$ - |
| Supports and services: | | | | |
| Developmental Disabilities Program | - | 6,316 | - | 5,756 |
| Personal Supports Initiative | - | - | - | - |
| Provincial services | 1,464 | - | 1,462 | - |
| Regional operations & administration | 10,684 | 132 | 10,612 | 186 |
| As at March 31: | | | | |
| Accounts payable and accrued liabilities | 538 | 954 | 513 | 840 |
| Salaries, wages and benefits payable | 186 | - | 118 | - |
| Prepaid expenses | 35 | - | 39 | - |

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, 2015

14. Expenses by object

| | 2015 | 2014 |
|---|------------|------------|
| Contracted supports and services | \$ 760,745 | \$ 729,417 |
| Compensation and benefits | 40,908 | 39,031 |
| Building occupancy costs | 5,261 | 5,105 |
| General expenses | 4,944 | 5,133 |
| Communications and information technology | 4,042 | 3,775 |
| Administration costs | 2,095 | 1,991 |
| Amortization of tangible capital assets | 3,806 | 4,326 |
| | \$ 821,801 | \$ 788,778 |

15. Commitments, contractual obligations and contingencies

a) Operating lease commitments

CLBC leases premises and equipment under operating leases. Minimum future lease payments as at March 31, 2015 are as follows:

| | |
|-----------------------|----------|
| Year ending March 31, | |
| 2016 | \$ 4,989 |
| 2017 | 3,757 |
| 2018 | 1,461 |
| 2019 | 845 |
| 2020 | 809 |
| 2021 and beyond | 396 |

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 exists 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 CLBC 2014/15 Service Plan dated February 18, 2014.

COMMUNITY LIVING BRITISH COLUMBIA

2014/15 ANNUAL SERVICE PLAN REPORT

Appendix: Overview of CLBC



Community Living British Columbia (CLBC) is a Crown Corporation that funds supports and services which meet the disability-related needs of two groups of eligible individuals in British Columbia:

- ◆ Adults with a developmental disability
- ◆ Adults diagnosed with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and who have significant limitations in adaptive functioning

Eligibility criteria for both groups are outlined in the Community Living Authority Act Regulation.

Enabling Legislation and Mandate

CLBC's mandate is set out in the Community Living Authority Act. The *Act* outlines CLBC's responsibility to develop operational policies, meet relevant standards, and manage funds and services to address the needs of eligible adults. CLBC is accountable to the Legislature through the Ministry of Social Development and Social Innovation which is responsible for funding, establishing and communicating government's mandate, policy and priority direction to CLBC, and overseeing the organization's performance.

Vision, Mission and Values

Vision

CLBC is a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities.

Mission

In partnership with our stakeholders, CLBC facilitates and manages a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.

Values

- ◆ *Respect for individuals, families, partners, and staff*
- ◆ *Results matter*
- ◆ *Excellence through innovation and knowledge creation*
- ◆ *Open minds*
- ◆ *Value for money*

How CLBC Does its Work

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.



CLBC funds supports and services to help eligible adults meet their disability-related needs and participate in meaningful ways in the community. In 2015/16, CLBC will spend \$781M out of the \$837M total expenditures, directly on needed supports and services for individuals and their families. A range of residential, employment, community inclusion, and respite, and service coordination services are delivered through contracted service providers or individualized funding agreements.

Recognizing and supporting individual and family capacity to build self-reliance and independence is central to our practice. To enhance this capacity, CLBC contributes to various initiatives with other partners such as the Community Action Employment Plan.

Adults Served

As of March 31, 2015, CLBC had open files for 16,774 adults eligible for CLBC based upon criteria for a developmental disability. The majority of adults receiving services are living in their family home and are being provided a combination of community inclusion services and respite. Of those living outside of their family home, 6,020 are receiving residential and community inclusion services while 977 are living on their own with assistance in activities of daily living and receiving community inclusion services.

Adults diagnosed with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and significant limitations in adaptive functioning, are eligible for CLBC-funded support through the Personalized Supports Initiative (PSI). As of April 29, 2015, 923 adults were eligible for the PSI. Of this group, 143 were receiving residential and community inclusion services, 113 were living on their own with assistance in activities of daily living and receiving community inclusion services and 667 were receiving community inclusion or other CLBC services, such as planning assistance.

When information in this document applies to all individuals eligible for CLBC, both groups will be referred to as adults or individuals “with developmental disabilities” or “eligible for CLBC”. When only one group of adults is being referred to, the group will be specified.

Service Delivery

CLBC has five regions (Southern Interior, Vancouver Island, Vancouver Coastal, Fraser, North/Thompson Cariboo) which are supported by a head office in Vancouver. These regions are broken into 11 Quality Service Areas, served by Quality Service and Community Planning and Development teams. CLBC offices are located across the province in both urban and rural settings. Most offices are staffed with a combination of Quality Service and Community Planning and Development staff.

Facilitators are the core of the Community Planning and Development teams and the main point of contact for individuals and families. Facilitators have responsibilities for activities such as confirming eligibility, assisting individuals and families to develop personal goals and supporting them to build capacity to resolve problems, and providing information to them about what they can expect when funding becomes available.

Analysts are part of the Quality Service Team and the main point of contact for service providers. They have responsibilities for activities such as allocating resources, contracting and monitoring service delivery, and supporting resource development.

Analysts and facilitators play complementary roles in assisting individuals and families to plan supports and to implement funded services together with their service providers.

CLBC also operates the Provincial Assessment Centre (PAC) for people aged 14 and older across B.C. who have a developmental disability and mental health or complex behavioural needs. The PAC is a 10 bed specialized, multi-disciplinary mental health facility in Burnaby that provides in-patient assessment for up to 90 days with a six-month community follow-up.

Formal and Informal Safeguards

The safety of those served is of primary importance to CLBC. Safeguards are critical to addressing the vulnerabilities that adults eligible for CLBC can experience. Formal CLBC safeguards include standards, monitoring, licensing, accreditation, and external reviews. As a designated agency under the Adult Guardianship Act, CLBC responds to allegations of abuse and neglect. CLBC also promotes the development of informal safeguards, such as support networks, in collaboration with families and community partners to support citizenship and contribution as well as address individuals' vulnerabilities.

Strategic Initiatives

CLBC implements strategic initiatives it develops with its partners or participates in initiatives implemented by other government partners. These initiatives are crucial to responding to the diverse needs of adults within a sustainable service delivery system and meeting CLBC's strategic objectives. They will be highlighted in other sections of the Service Plan. Examples include:

- ◆ Community Action Employment Plan (CAEP) – Participation in employment leads to numerous quality of life outcomes, including financial well-being and increased personal development, self-determination, interpersonal relations and social inclusion. The Employment Program of BC (EPBC) is funded by SDSI and offers employment services to

all citizens of BC. CAEP together with the EPBC provide a full complement of employment supports to CLBC eligible individuals who want to become employment ready and secure a job.

- ◆ *includeMe!* Quality of Life – Aggregate data is gathered on the personal outcomes of individuals through a survey. The survey data helps service providers identify areas where they can make improvements and can help individuals and their families make decisions about which services will align best with their quality of life priorities.
- ◆ Services to Adults with Developmental Disabilities (STADD) initiative – CLBC is committed to continue its collaborative work with the Ministries of Social Development and Social Innovation, Children and Family Development, Health, and Education to improve integration and coordination of services to people we jointly support.

Communicating with Partners and Stakeholders

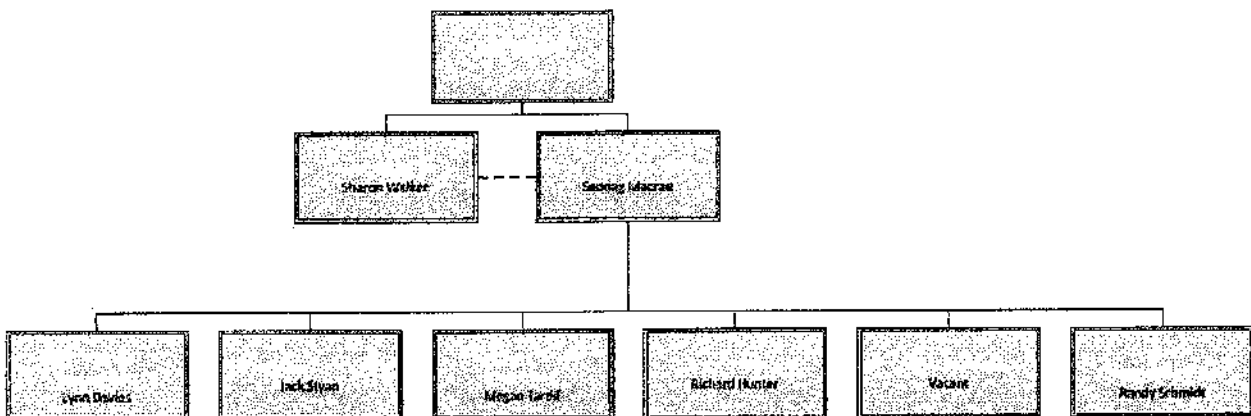
CLBC recognizes the importance of keeping the voices and priorities of individuals and families at the heart of its work. CLBC's community engagement practices help develop strong relationships in B.C.'s communities. Together, CLBC and community members representing a wide range of groups and organizations create opportunities for adults with developmental disabilities to participate in all facets of community life and to develop friendships.

- ◆ Individual, Family and Volunteer Engagement – CLBC's Aboriginal Advisor, Family Partnership Advisor, and Self-Advocate Advisor act as a two-way communication bridge between the organization and the people it is mandated to serve. The Advisors ensure the voices of individuals, families and volunteers provide input to a wide variety of CLBC initiatives and projects. This year, CLBC's Aboriginal Advisory Committee provided significant input into CLBC's approach for providing services to eligible individuals living in First Nation communities.
- ◆ CLBC has initiated an editorial board to ensure meaningful engagement of individuals and families in the on-going work of CLBC. The editorial board helps to ensure the perspectives of the people CLBC serves are present in the development of the organization's communications and community relations.
- ◆ CLBC communicates with adults with developmental disabilities, family members and service providers about issues of mutual interest through in-person meetings, newsletters, Facebook, Twitter, website updates and targeted focus groups. Input on important policy and practice issues is gathered by using forums and working groups.
- ◆ As an extension of CLBC, thirteen Community Councils work with a wide range of community partners and provide feedback on CLBC-sponsored projects and initiatives. Council membership includes adults with developmental disabilities, family members, service providers and citizens from all walks of life.
- ◆ The *Community Living Authority Act* requires CLBC to establish a Provincial Advisory Committee to CLBC's Board of Directors. This Committee consists of an adult with a developmental disability or a family member from each of the Community Councils. As a

link between communities and the Board, the Provincial Advisory Committee ensures two-way communication between Community Councils and the Board and recommends improvements to policy and practice for Board and staff consideration.

- ◆ CLBC Board meetings are open to the public and Board minutes and the annual meeting schedule are posted on CLBC's website. Community stakeholders are able to ask questions and make presentations at the meetings.
- ◆ CLBC's partnership with government partners is essential. Its work with STADD supports integrated service delivery for adults eligible for CLBC based upon criteria for a developmental disability. CLBC's work with social service ministries and sector partners will identify and support innovation and strategies within CLBC and the broader sector that address issues of long-term sustainability and the priorities identified at the BC Community Social Services Innovation and Sustainability Roundtable.
- ◆ Consumer Satisfaction – An independent contractor conducts an annual satisfaction survey for CLBC with 1,200 individuals and those who support them. Results are used by CLBC to address areas for improvement.

CLBC Organizational Chart



CLBC Executive Team

| Chief Executive Officer – SEONAG MACRAE | |
|--|--|
| VICE PRESIDENTS | DIRECTORS |
| Richard Hunter - CFO, Finance Jack Styan - Strategic Initiatives Lynn Davies - Regional Operations Sara Miller - Corporate Services | Randy Schmidt - Communications Megan Tardif - Quality Assurance |

COMMUNITY LIVING BRITISH COLUMBIA

2014/15 ANNUAL SERVICE PLAN REPORT

Appendix: Corporate Governance



**COMMUNITY LIVING
BRITISH COLUMBIA**

Board of Directors

| CLBC BOARD CHAIR - Denise Turner | | | | |
|----------------------------------|-----------------|----------------|----------------|----------------|
| DIRECTORS | | | | |
| Onkar Biring | Mark Duncan | Norah Flaherty | Diane Friedman | Elizabeth Hunt |
| Arn van Iersel | Roberta Kjelson | Ernest Malone | John McCulloch | Eileen Stewart |

Board 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.

The Chair is the key link to government and advises the Minister of Social Development and Social Innovation on issues that impact CLBC. The Board supervises the Chief Executive Officer (CEO) who is responsible for ensuring that appropriate policies, procedures and business practices are established and adopted.

Under the *Community Living Authority Act*, the Board may consist of up to 11 Directors with the skills, qualifications and experience necessary to govern effectively. The Board's *Director Position Description* clarifies Directors' duties and sets out how the Board expects Directors to conduct themselves in their work. In discharging his or her responsibilities, each Director shall:

- ◆ Act honestly and in good faith with a view to the best interests of CLBC
- ◆ Exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances

CLBC's Board governance policies and practices fully meet or exceed the *Best Practice Guidelines February 2005* issued by the *Crown Agencies Resource Office*. Disclosure statements which include terms of reference for the Board of Directors and its committees, the Board Chair and the CEO; Directors' biographies and attendance records; the number of Board and committee meetings held; and Board minutes can be found at www.communitylivingbc.ca/about/board-of-directors/.

In keeping with these standards, a Director is required to:

- ◆ Act in the best interests of CLBC and not in his or her self-interest or in the interest of a particular group or constituency
- ◆ Avoid potential, perceived or actual conflicts of interest that are incompatible with service as a Director, and disclose any personal interests that may conflict with the interests of CLBC
- ◆ Keep confidential any information about CLBC that has not been publicly disclosed, including Boardroom discussions
- ◆ Comply with applicable CLBC corporate policies, including the Board's Code of Conduct
- ◆ Comply with the *Community Living Authority Act*, regulations under the *Act*, and associated bylaws

Board Committees

Quality and Service

The Quality and Service Committee supports CLBC's community engagement, citizenship and inclusion mission and helps the Board fulfil its responsibilities to ensure the quality of, and equitable access to, funded services.

Chair: Norah Flaherty; **Members:** Onkar Biring; Diane Friedman; Elizabeth Hunt; Arn van Iersel; Ex officio: Denise Turner

Governance and Human Resources

The Governance and Human Resources Committee provides a focus on governance to help enhance CLBC's performance and assists the Board in fulfilling its obligations relating to labour relations and human resources.

Chair: Roberta Kjelson; **Members:** Mark Duncan; Ernest Malone; John McCulloch; Eileen Stewart; Ex officio: Denise Turner

Finance and Audit

The Finance and Audit Committee assists the Board to fulfil its oversight of finance and audit matters, including reviewing financial information provided to government or made public, strategic financial plans, operating and capital budgets, external and internal audit activities, the system of internal controls, risk management, and information, and investment management activities.

Chair: Arn van Iersel; **Members:** Mark Duncan; Diane Friedman; Ernest Malone; John McCulloch; Ex officio: Denise Turner



**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
COMMUNITY LIVING BC
PROGRAM NOTES 2016/2017**

TOPIC: Budget and Programs (FTEs)

KEY MESSAGES:

- CLBC's annual funding from government increased by \$45 million in 2016/17, compared to 2015/16. The total operating budget is \$896.8 million.
- SDSI and CLBC are working together to find solutions that address service demand in a measured, responsible and sustainable manner. As in previous years, CLBC is completing a comprehensive, province-wide service demand assessment for 2016/17 to inform its decisions for the year.
- Based on its available resources and guided by this process, CLBC anticipates it will be able to provide new services and supports to approximately 2,300 adults with developmental disabilities, at an estimated cost of \$29.5 million in 2016/17.
- CLBC estimates another 300 individuals will receive new services through the Personalized Supports Initiative, which assists British Columbians with FASD or autism. This is projected to cost approximately \$2.9 million in this fiscal year.
- Funding priorities for these services are adults with compelling needs requiring an immediate service response, transitioning youth and those needing employment services.

BACKGROUND:

- Community Living British Columbia's (CLBC) budget includes total contributions from the provincial government of \$879.7 million for 2016/17, an increase of \$45 million compared to the contributions to be received in 2015/16. This increase includes \$11.2 million related to the Economic Stability Mandate (ESM) for CLBC-contracted service providers and staff, and takes into account the cumulative impact of Budget 2016 and previous budgets. CLBC's total 2016/17 operating budget is \$896.8 million,

Contact: Seonag Macrae, CEO, Community Living BC
Cell Phone: s.17
Date: March 9, 2016

an increase of \$42.4 million compared to the forecast for 2015/16. The operating budget reflects the impact of restricted contributions and additional revenues beyond what it receives from the Province, such as recoveries from health authorities and interest income. Over 93 per cent of CLBC's budget is spent directly on providing services and programs to individuals with developmental disabilities, or those eligible for PSI, and their families.

- The annual rate of caseload growth is projected to be 6.6% in 2015/16, bringing the total by end of the year to about 18,900, an increase of 38 per cent in the past five years. This 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. CLBC forecasts further growth of 6.0 per cent in 2016/17.
- 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, the ongoing annualized cost in the following year is higher.
- 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.
- Despite inflationary pressures on the cost of service provision, CLBC has reduced the overall average program cost per supported individual from \$46,000 in 2011/12 to a forecast \$43,500 in 2015/16. A further reduction is projected for 2016/17.
- The forecast FTE for 2015/16 is 505.

Service Implementation 2016/17

- In 2016/17, CLBC is planning to provide new services and supports to approximately 2,300 individuals with developmental disabilities, with an estimated cost of \$29.5 million in the fiscal year and \$44.0 million annually.
- It is estimated another 300 individuals will receive new services and supports through the Personalized Supports Initiative (PSI), with a fiscal cost of about \$2.9 million and an annual and ongoing cost of \$5.3 million.
- A comprehensive service demand assessment is completed prior to the start of each fiscal year which assists in prioritizing the provision of new service. CLBC prioritizes according to the urgency and level of need, while ensuring that all transitioning youth have access to at least basic respite services. A similar process helped guide the implementation of new services to approximately 2,800 individuals and families in 2015/16.

Contact: Seonag Macrae, CEO, Community Living BC
 Cell Phone: s.17
 Date: March 9, 2016

Individualized Funding

- 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 (IF) provides individuals and families with flexible, person-centred, 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 IF. Individuals and families have two payment options: Direct Funding or Host Agency Funding.
- Direct Funding is an IF payment option where funds allocated by CLBC are paid directly by CLBC to an agent (the individual or their family member or representative acts as an agent for the agreement) for the purchase of supports and services. The agent manages the funds, arranges for supports, pays employees, takes on the legal responsibility as employers, and reports to CLBC on how they spent the money.
- In a Host Agency Funding payment option, the funds allocated by CLBC for the purchase of individualized supports and services are paid by CLBC to a Host Agency that has been approved by CLBC and selected by the individual and family. The Host Agency administers the funds and works with the individual and family to arrange and manage the supports required. This option provides the benefits of IF, but with less responsibility for paperwork and record keeping. The agent or the Host Agency is the employer or contractor of the people who provide the direct support.
- As of March 31, 2015, 580 individuals were receiving IF funding in excess of \$6,000 annually (298 through direct funding and 282 through a host agency). This level of funding usually involves the management of more than one type of service.

Person-Centred Societies

- Formerly known as *Microboards*, these are non-profit societies each set up solely for the benefit of the supported individual, with that person's family members and/or friends acting as society directors.
- CLBC contracts with the person-centred society, which has the responsibility to arrange and manage the required supports.
- As of March 31, 2015, 324 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 10-bed tertiary care designated Mental Health Facility.
- 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 severe behaviour challenges.

Contact: Seonag Macrae, CEO, Community Living BC
 Cell Phone: s.17
 Date: March 9, 2016

Family Independence Fund

- The Family Independence Fund was created by Vancouver Foundation as a result of a \$30 million provincial government donation made through CLBC.
- The Ministry gave the Vancouver Foundation's Giving in Action Society \$2 million in new funding in March 2013 for one-time grants to families with children or adults with developmental disabilities. Giving in Action ceased receiving new applications in April 2014, after the Province confirmed that no further funding would be available.
- The Family Independence Fund helped families buy equipment, convert vehicles and renovate homes so family members with developmental disabilities could remain at home and gain greater access to their communities.

BUDGET:

CLBC – Operating Revenue and Expenditures 2014/15 to 2016/17

| All figures in millions | 2014/15 Actual | 2015/16 | | 2016/17 Budget |
|---|-------------------|---------|----------|-------------------|
| | | Budget | Forecast | |
| Revenues | | | | |
| Operating Contributions | | | | |
| Government Transfers | \$796.6 | \$834.3 | \$834.9 | \$879.7 |
| Restricted Contributions – Operating ¹ | \$9.7 | \$3.5 | \$3.4 | - |
| Restricted Contributions – Capital ² | (\$3.9) | (\$4.1) | (\$3.1) | (\$3.0) |
| Net Operating Contributions | \$802.4 | \$833.7 | \$835.2 | \$876.7 |
| Other Revenue ³ | \$19.4 | \$18.8 | \$19.2 | \$20.1 |
| Total Revenues | \$821.8 | \$852.5 | \$854.4 | \$896.8 |
| Expenditures | | | | |
| Supports and Services | | | | |
| Developmental Disabilities Program (DD) | \$743.1 | \$772.1 | \$774.5 | \$810.2 |
| Personalized Supports Initiatives (PSI) | \$16.5 | \$21.2 | \$20.4 | \$23.7 |
| Provincial Services (including PAC) | \$4.8 | \$4.8 | \$4.9 | \$4.9 |
| Regional Operations and Administration | \$53.6 | \$51.7 | \$51.7 | \$54.5 |
| Capital Asset Amortization | \$3.8 | \$2.7 | \$2.9 | \$3.5 |
| Total Expenditures | \$821.8 | \$852.5 | \$854.4 | \$896.8 |

Note 1 Restricted operating funding is recognized in the year the related expenditures are incurred.

Note 2 Funding restricted for capital expenditures is amortized over the life of the related tangible capital assets.

Note 3 Other revenue includes cost-share agreements with Health Authorities, interest and amortization of capital grants.

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STATISTICS:**Individuals/Families Receiving Services by Type (as of December 31, 2015)**

| Number of Individuals / Families Registered for Services | Staffed Residential Resources | Shared Living Arrangements¹ | Supports for Independent Living | Planning, Family Support, Community Inclusion | Total |
|---|--|---|--|--|---------------|
| Developmental Disabilities Program | 2,567 | 3,544 | 1,151 | 10,241 | 17,503 |
| Personalized Supports Initiative | 4 | 161 | 107 | 851 | 1,123 |
| Total | 2,571 | 3,705 | 1,258 | 11,092 | 18,626 |

Note 1 Most shared living arrangements are home sharing.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
COMMUNITY LIVING BC
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TOPIC: Organization Chart and Regional Reorganization

KEY MESSAGES:

- CLBC is reorganizing to be more responsive to individuals and families. This reorganization is based on feedback from the people CLBC serves and its staff.
- CLBC's mandate remains unchanged. It will use this reorganization to increase efficiency through adjusting roles and responsibilities province-wide.
- CLBC has about 586 staff (522 FTEs) who are responsible for delivering important services British Columbians depend on.
- The changes are revenue neutral – this is not an exercise in cost cutting, but rather in realigning executive roles and integrating regional teams to improve responsiveness.
- CLBC is in full compliance with the Crown Executive Compensation Policy and is committed to ensuring its compensation is fair and publicly disclosed.

BACKGROUND:

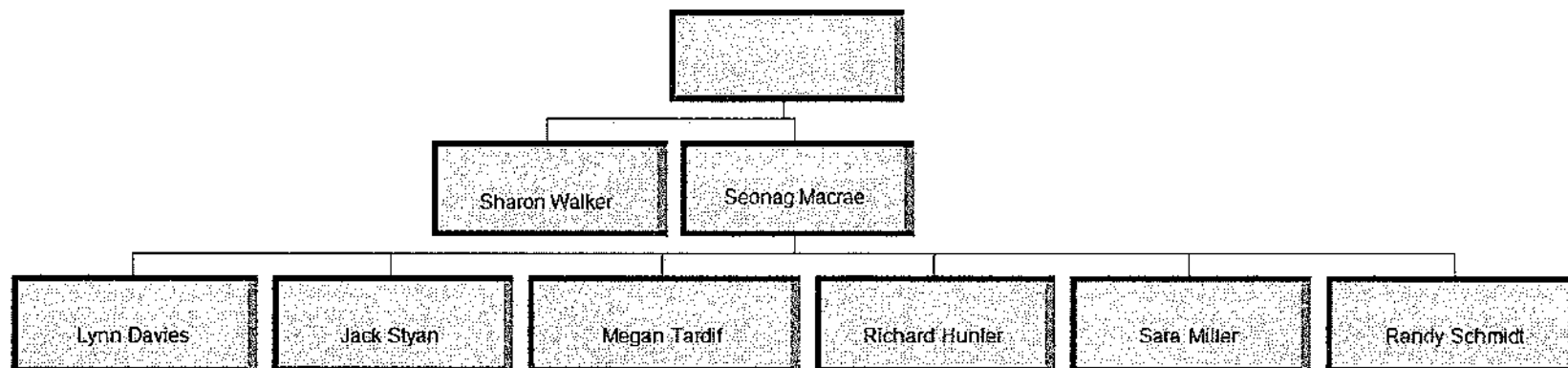
- In 2014/15, CLBC began reorganizing its headquarters and regional operations to reflect the retirements of two Vice Presidents (Carol Goozh Jan. 31 and Doug Woollard Feb. 27) and realign regional operations to an integrated service model with five regions instead of three.
- At headquarters, changes were made to VP portfolios to strengthen planning, quality assurance and corporate services.
- The five regions are North, Vancouver Island, Fraser, Vancouver Coastal and Interior. Each has a Director of Regional Operations, who report to the new Vice President, Regional Operations Lynn Davies, who is responsible for field operations.
- Regional reorganization discussions have been underway with staff and managers to develop the new integrated model, which is intended to help CLBC be more responsive to families.

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- Under the new model, teams of facilitators and analysts will report to an integrated manager. Detailed implementation plans outlining the integrated managers' roles and adjusting employees' roles, workload and workflows are being developed.
- CLBC is following its human resources processes and all collective agreement requirements (BCGEU), including providing necessary training for individuals to be successful if new roles are created or individuals are impacted by the new model.
- Service providers, individuals, families and stakeholders will be advised as the reorganization rolls out in spring 2016.

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Organization Chart, CLBC Executive As at February 2016



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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
COMMUNITY LIVING BC
PROGRAM NOTES 2016/2017**

TOPIC: CLBC's 2016/17 Mandate Letter

KEY MESSAGES:

- The Province is well served by Community Living BC. CLBC provides critical supports and services for some of the province's most vulnerable populations, and its Board and senior management are effective in leading the organization.
- Government provides strategic direction through an annual Mandate Letter, which outlines specific priorities for the current year.
- Priorities for 2016/17 include demonstrating value for money in terms of cost and outcomes, working with government partners to enhance a one-government approach, increasing participation in employment and increasing sustainability, and implementing the Accountability Framework.
- The Mandate Letter outlines specific deliverables which CLBC is required to achieve and report on through its annual service plan report. CLBC completed or is on track to complete all deliverables in this letter for 2015/16.

BACKGROUND:

CLBC 2016/17 Mandate Letter

- The CLBC Board has signed the Mandate Letter and work has already begun to ensure all deliverables are met.
- The 2016/17 CLBC Mandate Letter includes six deliverables:
 1. Maintain senior leadership involvement in the Services to Adults with Developmental Disabilities (STADD) initiative. This includes:
 - a. Continuing to champion the initiative with CLBC staff and clients;
 - b. Participation in the development and implementation of refinements and the incremental provincial expansion of the youth transition model;

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- c. Continuing to work with the Ministry of Health on the implementation of the three-year Strategy on Aging to address the needs of older individuals with developmental disabilities and their families.
2. Increase the percentage of CLBC eligible individuals who are participating in employment by:
 - a. Developing a methodology to measure success and evaluate the cost effectiveness of CLBC employment services, unique service delivery model as well as the return on investment of funding employment services;
 - b. Assess the business case to expand the Community Action Employment Plan; and
 - c. Continuing to work with SDSI to identify opportunities to leverage EPBC to maximize efficiency and effectiveness of employment programming for CLBC eligible individuals who want to become employment ready and secure a job.
3. Increasing the range of services available to support people who want to work by defining and funding a new employment-first day service.
4. Continue to address key challenges and opportunities identified through the Ministry of Finance's Internal Audit Report and the Deputy Ministers' 12 Point Plan. This includes:
 - a. Implementing all components of the Accountability Framework developed by SDSI and CLBC that defines financial reporting, strategic engagement and performance monitoring deliverables; and
 - b. Working with social ministries and sector partners to identify and support innovation and strategies within CLBC and the broader sector that address issues of long-term sustainability and the priorities identified at the BC Community Social Services Innovation and Sustainability Roundtable.
5. Continue to ensure cost effective service delivery and transparent administrative cost restraint.
6. Work with the Ministry of Health in the review and implementation of consistent policies governing the delivery of Added Care by Health Authorities.

CLBC 2015/16 Mandate Letter

- Government's 2015/16 Mandate Letter included five deliverables; CLBC has completed or is on track to complete all of these tasks (See Appendix A).
- In June 2014, Government issued the Taxpayer Accountability Principles; as a result, an Addendum was added to the 2015/16 CLBC Government Letter of Expectation.
- The Addendum added seven new deliverables that CLBC was expected to fully implement by 2015/16:
 1. Adopt the Taxpayer Accountability Principles.

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2. Complete and publically post CLBC's revised comprehensive Code of Conduct.
 3. Develop and implement, in collaboration with the Ministry a strategic engagement plan.
 4. Demonstrate that CLBC's Board and Executive understand the implications of the Taxpayer Accountability Principles.
 5. Establish regular meetings between the Minister, Deputy Minister, Board Chair and CEO to focus on performance against the Taxpayer Accountability Principles, results and strategic decision making.
 6. Complete an annual Chair/CEO letter, which will be published in the 2014/15 Annual Service Plan Report that reports on your organization's performance in relation to the Government Letter of Expectation letter.
 7. Work with the Ministry to develop an evaluation plan with specific efficiency and performance measures as determinants of the organization's health and performance against the Taxpayer Accountability Principles.
- CLBC has completed or is on track to complete all of the deliverables outlined in the Addendum (2014 transition letter).

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APPENDIX A: 2015/16 MANDATE LETTER DELIVERABLES

| # | Direction | Sub-goal | Status |
|---|---|---|----------------------|
| 1 | Maintain senior leadership involvement in the Services to Adults with Developmental Disabilities (STADD) initiative. This includes: | Continuing to champion the initiative with CLBC staff and clients; | On track and ongoing |
| | | Supporting and actively engaging with partner organizations to contribute to the success of the Early Implementation Sites and the provincial expansion of Integrated Service Delivery; and | On track and ongoing |
| | | Continuing to work with the Ministry of Health on the implementation of the three-year Strategy on Aging to address the needs of older individuals with developmental disabilities and their families. | On track and ongoing |
| 2 | Work with the Ministry of Social Development and Social Innovation (SDSI) to identify opportunities to leverage the Employment Program of BC to maximize the efficiency and effectiveness of employment programming for CLBC eligible individuals who want to become employment ready and secure a job. | | On track and ongoing |
| 3 | Work with SDSI, the Federal Government and individual First Nations communities to look for opportunities to better serve individuals with developmental disabilities living on-reserve. | | On track |
| 4 | Continue to address key challenges and opportunities identified through the Ministry of Finance's Internal Audit Report and the Deputy Ministers' 12 Point Plan. This includes: | Implementing all components of the Accountability Framework developed by SDSI and CLBC that defines financial reporting, strategic engagement and performance monitoring deliverables; | On track |
| | | Working with social ministries and sector partners to identify and support innovation and strategies within CLBC and the broader sector that address issues of long-term sustainability and the priorities identified at the BC Community Social Services Innovation and Sustainability Roundtable; and | On track |
| | | Working with the Social Sector Information Services Division to determine the business requirements and feasibility of adopting the Integrated Case Management System. | Complete |
| 5 | Continue to ensure cost effective service delivery by implementing initiatives that bend the overall cost curve of services and programs and ensuring transparent cost restraint around administrative costs. | | On track and ongoing |

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 Date: March 8, 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Accessibility 2024

KEY MESSAGES:

- The Province of BC has a vision to be the most progressive jurisdiction for the people and families living with disabilities in Canada.
- Accessibility 2024, released in June 2014, is a 10-year action plan focused on making B.C. the most progressive place in Canada for people with disabilities by 2024.
- Accessibility 2024 is the response to what was heard during an extensive province-wide, fully accessible consultation held with British Columbians to better understand how we, as a society, can work together to increase accessibility and decrease barriers for people with disabilities.
- Accessibility 2024 is a comprehensive, multi-sector disability strategy that reflects and respects the needs and wants of people living with disabilities in British Columbia that leverages existing resources within the current fiscal environment.
- The plan is co-designed and co-executed by a collaborative group of key leaders from government and the disability and business communities.
- The Ministry of Social Development and Social Innovation is the lead on this initiative.
- The Year One progress report on Accessibility 2024 was released in June, 2015.
- The Year Two progress report on Accessibility 2024 is expected to be released in June, 2016.
- Recent accomplishments include:

- Modernized the *Guide Dog and Service Dog Act*, supporting better access to restaurants, transit and strata properties for people with guide and service dogs
- The roll-out of Annual Earnings Exemptions for people on disability assistance
- Changes to regulations regarding assets, gifts and inheritances that now allow people receiving disability assistance to improve their financial security
- In consultation with Disability Alliance BC, government released a comprehensive emergency planning guide for people with disabilities
- Provided Disability Alliance BC with \$150,000 to work with local authorities to integrate a Functional Needs Framework into their emergency response plans and ensure that every BC community has addressed the needs of persons with disabilities in emergency planning by 2024.
- Released 'How to Start and Manage a Registered Disability Savings Plan in B.C.' guide for people with disabilities and their families, distributed through partners province-wide
 - More than 20,000 people in B.C. now have RDSPs, and in the last year the total value of RDSPs in B.C. has grown by \$100M to \$415M.
- Creation of a BC Parks Accessibility Advisory Committee to advise on how to improve the visitor experience for people with disabilities in BC parks
- Working with the Union of BC Municipalities, government refreshed the *Planning for the Future: Age-friendly and Disability-friendly Official Community Plans* guidebook
- The new *Building Access Handbook 2024*, with illustrated commentary on access requirements in the 2012 BC Building Code is now available online
- B.C. became the first province to fully exempt child-support payments for families receiving income or disability assistance
- Launched *Work-Able*, an internship program for new graduates with disabilities to enter the BC Public Service
- \$3 million in annual funding for *Technology@Work*, providing assistive technology to support employment for people with disabilities
- Provided 28 B.C. communities with age-friendly community planning and project grants totalling \$496,165
- Working with partners on a Vancouver area pilot project to improve how people with disabilities get housing and support services that meet their individual needs.
- Worked with BC Transit and TransLink to provide Compass Cards to all BC Bus Pass holders
- **Community highlights include:**
 - SPARC BC has developed a disability parking permit for motorcycles which will be available soon
 - Tax AID DABC, which helps people in BC receiving disability assistance file income tax returns for previous years, has helped file 539 years of taxes for 193 clients which will result in estimated \$350,000 additional money and benefits for those individuals.
 - Neil Squire Society awarded an \$800,000 Google Grant for LipSync, a mouth controlled device enabling people with limited or no use of their hands to use a mobile device.

- Vancity partnered with BC Center for Ability to hire eight people on the autism spectrum for IT roles.
- Vancouver International Airport named Best Airport in North America for 7th consecutive year, in part due to YVR providing meaningful access to all.

BACKGROUND:

- Accessibility 2024 is built around **12 building blocks** that represent the themes that emerged through the consultation process:
 - Inclusive Government
 - Accessible Service Delivery
 - Accessible Internet
 - Accessible Built Environment
 - Accessible Housing
 - Accessible Transportation
 - Income Support
 - Employment
 - Financial Security
 - Inclusive Communities
 - Emergency Preparedness
 - Consumer Experience
- The Minister of Social Development and Social Innovation leads Accessibility 2024 for government, supported by the Parliamentary Secretary to the Minister of Social Development and Social Innovation for Accessibility.
- The Accessibility 2024 leadership team includes government partnerships that span 14 ministries and 5 central agencies and Crown corporations, and external advisory groups that include the Minister's Council on Employment and Accessibility, the Presidents Group, the Registered Disability Savings Plan (RDSP) Action Group and the Supporting Increased Participation (SIP) group.
- The Accessibility Secretariat supports Accessibility 2024 by tracking and reporting out on progress made towards becoming the most progressive province in Canada for people with disabilities. Progress updates are posted on the Accessibility website: www.gov.bc.ca/accessibility.

APPENDIX:

Progress to date on Accessibility 2024 commitments (by building block):

Inclusive Government:

- Appointment of Linda Larson as Parliamentary Secretary for Accessibility.
- The Minister's Council on Employment and Accessibility continues to champion strategies to increase employment and accessibility for persons with disabilities.
- The Presidents Group is actively engaging employers in a number of different sectors to support and encourage increased employment opportunities and improved consumer experience for people with disabilities in the private sector.
- A modernized Guide Dog and Service Dog Act came into effect on January 18, 2016, to safeguard public access for those who rely on guide or service dogs while ensuring clarity and safety for other members of the public and businesses.
- An Accessibility Secretariat has been established to work across government to develop improved navigation supports and information sharing about programs, services and resources available for people with disabilities in B.C.
- Employee Advisory Committee created as a resource for best practices and ongoing feedback from BC Public Service employees with disabilities.
- Elections BC is committed to ongoing accessibility and inclusion in elections.
- Government is in the early stages of working with partners and external advisory groups to look at options for consulting on a made-in-B.C. approach to accessibility legislation.
- An accessibility lens is being applied to accessibility relevant legislative and regulatory initiatives, including the modernized Guide Dog and Service Dog Act and regulations for the Annualized Earnings Exemption. This accessibility lens includes working collaboratively with the disability community as legislation and regulations are developed.

Accessible Service Delivery:

- Launch of Accessibility website (www.gov.bc.ca/accessibility), a one-stop online disability resources hub with information about programs and services for people with disabilities.
- Released Reflecting Our Communities: Building a Diverse BC Public Service including a Work-Able internship program for post-secondary graduates with disabilities.
- Accessible delivery of government services continues to improve, with face to face services now 80 per cent accessible. New features such as call back options are being added to make phone services more accessible, and online, 80 per cent of the B.C. government's website meets international web standards [WCAG 2.0 (AA)] and is on track for full compliance by 2016.
- Working with representatives from the Deaf community, an online resource of American Sign Language interpreter services has been compiled and is now available on the accessibility website www.gov.bc.ca/accessibility.

- To date, 80 per cent of government owned and leased building space that house offices that service British Columbians are fully accessible, with more upgrades on the horizon (where possible given heritage constraints).

Accessible Internet:

- Work underway to ensure that government website (gov.bc.ca) is upgraded to meet international web standards: Web Content Accessibility Guidelines [WCAG 2.0 (AA)] - currently 80% compliant, in progress to be 100% compliant by 2016.
- The federal government is on track to bring video relay service to Canadians in 2016, which will provide enhanced communications options for people who use American Sign Language.
- Announced in January 2016, more than \$1.1 million in grants were issued for a second wave of nine high-speed Internet projects funded through the provincewide Connecting British Columbia program, which will benefit more than 80 B.C. communities located in rural and remote areas of the province by improving access to high-speed Internet.
- Neil Squire Society awarded an \$800,000 Google Grant for LipSync, a mouth controlled device enabling people with limited or no use of their hands to use a mobile device.

Accessible Built Environment:

- Progress underway to ensure that all government-owned and leased customer service building stock is fully accessible by 2020 (where possible given heritage constraints) – currently 80% accessible.
- Working with the Union of BC Municipalities, government refreshed the Planning for the Future: Age-friendly and Disability-friendly Official Community Plans guidebook.
- A program has been set up to work with B.C. technology companies to showcase and test new accessibility technologies in B.C. government buildings.
- The B.C. government is reviewing new accessibility provisions in the 2015 National Building Code and will update the next edition of the BC Building Code to ensure it remains the most accessible building code in Canada.
- The new Building Access Handbook 2024, with illustrated commentary on access requirements in the 2012 BC Building Code is now available online

Accessible Housing:

- To help people modify their homes to meet accessibility needs, a checklist of resources has been developed that includes information and tools that will help increase awareness of accessibility options.
- The B.C. government is reviewing new accessibility provisions in the 2015 National Building Code and will update the next edition of the BC Building Code to ensure it remains the most accessible building code in Canada.
- BC Housing is in the process of reviewing inventory of BC Housing stock to assess for accessibility.
- Working with partners on a Vancouver area pilot project to improve how people with disabilities get housing and support services that meet their individual needs.

Accessible Transportation:

- Both BC Transit and Translink have fully accessible bus fleets, and are committed to maintaining this level of accessibility.
- All BC Transit vehicles are now accessible with at least a wheelchair lift, and most are low-floor vehicles with a ramp and kneeling feature that make them accessible to people using wheelchairs, scooters, walkers and other mobility aids.
- BC Transit has implemented an automated call out system on buses to notify passengers of street locations.
- Worked with BC Transit and TransLink to provide Compass Cards to all BC Bus Pass holders
- To better match the anticipated increase in demand for custom transit as the population ages, local governments are starting to change from self-certification to requiring handyDART users to have an assessment by an registered occupational therapist to determine whether their disability precludes them from using conventional transit.
- BC Ferries continues to improve accessibility and service for people with disabilities, with a focus on accessibility in the development of three new intermediate class ferries and upgrades to existing Spirit Class vessels scheduled for 2017/18.
- An Accessible Communities workshop was held at UBCM in September 2014.
- Accessibility was identified as a priority in the recently released B.C. on the Move: A 10-Year Transportation Plan, which recognizes that planning and designing transportation infrastructure that all British Columbians can access without impediment is essential.
- Through the Transit Minor Betterments Program, projects focused on increasing accessibility were completed in 10 B.C. communities in 2014/15 including Abbotsford, the Sunshine Coast, Agassiz, Nelson, Saanich and Prince George.
- From March 31, 2013, to June 10, 2015, the Passenger Transportation Board, an independent tribunal, approved a 26 per cent increase in wheelchair accessible taxis available in the province.
- SPARC BC has developed a disability parking permit for motorcycles which will be available soon

Income Support:

- With the introduction of the Annualized Earnings Exemption (AEE) in January 2015, B.C. has become first province in Canada to ensure people receiving disability assistance will be able to calculate their earnings on an annual basis instead of monthly, providing increased flexibility for income earners and reducing barriers to employment.
- As of September 2015, B.C. became the first province to fully exempt child-support payments for families receiving income and disability assistance.
- Additional policy changes came into effect on December 1, 2015. These changes increased the amount of assets that people receiving disability assistance may hold, and allow persons with disabilities to receive cash gifts with no effect on their eligibility for assistance.

- B.C. responded to requests from stakeholders during the Accessibility 2024 consultation to review the lifetime ban for clients who have committed criminal fraud, and this has now been repealed.
- The Single Parent Employment Initiative launched in September 2015. This is a significant change to the income and disability assistance program that will provide a range of supports to help break down barriers single parents often face when trying to find a full-time job, including tuition and education costs for approved training programs that last up to 12 months for in-demand jobs.

Employment:

- Proclaimed September as Disability Employment Month.
- \$3 million per year Technology@Work program, providing assistive technologies that support employment for people with disabilities, has launched with the Neil Squire Society to help ensure access to technology isn't a barrier to securing employment.
- \$1.5M to help learners with disabilities access skills training.
- A number of WorkBC Community and Employer Partnership projects are underway, focused on work experience and improved employment outcomes for individuals with disabilities.
- Released Reflecting Our Communities: Building a Diverse BC Public Service including a Work-Able internship program for post-secondary graduates with disabilities.
- Twenty public post-secondary institutions will each receive one-time funding of \$50,000 in 2015/16 to develop and expand training and resources aligned with in-demand occupations in a range of sectors for public post-secondary students with disabilities, in alignment with B.C.'s Skills for Jobs Blueprint.
- The Ministry of Education has connected with school districts who are leaders in the area of connecting youth with disabilities with employment opportunities to understand their programs and explore ways to expand these opportunities to other schools districts.
- Vancity partnered with BC Center for Ability to hire eight people on the autism spectrum for IT roles.

Financial Security:

- Proclaimed October as Registered Disability Savings Plan (RDSP) Awareness Month
- A Registered Disability Savings Plan (RDSP) Action Group was created to champion RDSPs throughout the province.
- A new guide to the RDSP was released in October 2015 by the RDSP Action Group. The guide outlines key steps to setting up an RDSP, and shares stories and advice from British Columbians about the impact of an RDSP on their lives.
- Implemented toll-free RDSP and Disability Financial Services Advisory Hotline with PLAN.
- Marketed RDSP through government offices.
- Expansion of Endowment 150 program criteria to include more children with disabilities in low-income families, through the Vancouver Foundation.

- A partnership has been established with Vancouver Foundation and the Disability Alliance BC to implement Tax Filing Initiatives. Tax AID DABC has helped to file 539 years of taxes for 193 clients which will result in estimated \$350,000 additional money and benefits for those individuals.

Inclusive Communities:

- Working with the Union of BC Municipalities, government refreshed the Planning for the Future: Age-friendly and Disability-friendly Official Community Plans guidebook.
- \$2M in one-time funding for the University of Victoria's CanAssist Program.
- Accessibility in Prince George, host of the 2015 Canada Winter Games, and other B.C. communities is being enhanced thanks to Canada Winter Games legacy projects including permanent facility and sidewalk upgrades, as well as \$335,000 for the Northern Sport Accessibility 2015 partnership to help build more inclusive northern communities.
- British Columbia's newest legacy project from the 2010 Winter Olympic and Paralympic Games - the Richmond Olympic Experience - opened in November 2015. Government contributed \$250,000 towards developing the Paralympic component of the Richmond Olympic Experience.
- Government will fund up to \$400,000 annually to expand the After School Sport and Arts Initiative (ASSAI), providing after school sport and arts programming for children with a disability.
- An innovative, made-in-B.C. autism research project will explore the benefits of parent coaching intervention for infants and toddlers who show early signs of Autism Spectrum Disorder (ASD). This project was made possible by more than \$3 million in one-time government funding.
- In May 2015, government announced \$3 million in funding over three years to the Brain Injury Alliance to support those with brain injuries.
- Government has declared November as Aboriginal Disability Awareness Month in recognition of the contributions of Aboriginal people living with disabilities in communities throughout B.C.
- Announced in December 2015, 28 B.C. communities received age-friendly community planning and project grants totalling \$496,165

Emergency Preparedness:

- Government has taken continued action on earthquake preparedness following the release of an Earthquake Consultation Report in March 2015, which includes recommendations for working collaboratively to address the needs of people with disabilities and other vulnerable populations in the event of an earthquake.
- B.C. Government recently launched a review of the Emergency Program Act. This review represents an opportunity for the disability community to provide input to ensure the involvement and consideration of persons with disabilities in all aspects of disaster preparedness and response.
- In consultation with Disability Alliance BC, PreparedBC has created a comprehensive emergency planning guide for people with disabilities.

- Provided Disability Alliance BC with \$150,000 to work with local authorities to integrate a Functional Needs Framework into their emergency response plans and ensure that every BC community has addressed the needs of persons with disabilities in emergency planning by 2024.

Consumer Experience:

- Government partnered with the Rick Hansen Foundation to provide employment opportunities for six people with disabilities to assess accessibility for about 300 businesses, venues and public spaces in the Lower Mainland and provide accessibility ratings on Planat TM, a tool that gives people a way to find and share accessibility reviews of businesses and public locations.
- A review is underway of services and changing consumer needs to ensure Visitor Centres are meeting the evolving expectations of the travelling public.
- The Hello BC website (hellobc.com) is updated regularly with information about existing and emerging accessible tourism opportunities in B.C.
- Key projects were completed to improve accessibility in BC Parks at Liard River Hot Springs, Tow Hill, and Sea to Sky Gondola in Stawamus Chief Provincial Park.
- Plans are underway for new rest areas featuring higher accessibility standards, and work has been completed at the upgraded Kiskatinaw rest area on Highway 97.
- Vancouver International Airport named Best Airport in North America for 7th consecutive year, in part due to YVR providing meaningful access to all.

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Auditor General Report on Persons with Disabilities

KEY MESSAGES:

- The ministry is committed to supporting government's goal to be the most progressive jurisdiction for persons with disabilities and, above all else, considers the wellbeing of the clients it serves.
- We have made many recent improvements to service, we have more underway, and we know we can do even better.
- As there are greater demands on a system of supports for persons with disabilities in British Columbia, and across Canada, the ministry continues to pursue innovations in services for our clients like the Annual Earnings Exemption.
- Through the disability consultation process in 2014, we have also had an opportunity to hear from people across the province—many of whom either receive disability assistance or are familiar with those who do.
- This has increased our awareness of their needs in a way we have never been able to do before.
- The ministry has accepted all ten recommendations from the OAG and has made progress to address the recommendations. For example, in the Fall 2015 the Ministry, in partnership with the Michael Smith Foundation for Health Research (MSFHR), facilitated a dialogue between government leaders, experts in disability research and policy, and non-government organizations (NGOs) that provide disability services in order to help inform the development of an evaluation framework for the Ministry's 'Persons with Disabilities' program.

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Contact: Molly Harrington, Assistant Deputy Minister, RIPD
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Date: March 9, 2016

- Work is underway to identify the most appropriate measures, the methodology and key partners that need to be involved in developing an evaluation framework.
- The dialogue will assist the Ministry to develop a comprehensive evaluation framework for the disability assistance program.

BACKGROUND:

- In the spring of 2013, the OAG began conducting an audit of the ministry's Persons with Disabilities program and services.
- The audit evaluated the accessibility of the ministry's services; the ministry's ability to demonstrate that eligibility decisions regarding Persons with Disabilities assistance are timely and accurate; and that there is an appropriate evaluation of the ministry's contribution to improving outcomes.
- The OAG's Report was published in May 2014. The Report contained 10 recommendations and the ministry's response.

Summary of OAG Recommendations and Ministry Responses

- The OAG's recommendations to the ministry included:
 - Collecting additional information on clients' needs to improve accessibility
 - Ensuring clarity and accessibility of information about and services for Persons with Disabilities clients
 - Review the Persons with Disabilities application process and develop guidance to assist in completing the application
 - Develop an evaluation framework of the Persons with Disabilities Program.
- The ministry is moving forward with the OAG recommendations.
- Several recommendations are already in progress, including:
 - Administering an online Service Satisfaction Survey to all clients in 2014, for the purpose of seeking additional feedback on client preferences related to service delivery and gathering information on client-driven improvement opportunities.
 - Expanding and modernizing client access, through enhancements to telephony and the development of My Self Serve, an online self-serve client portal.
 - Reviewing the Persons with Disabilities application process.
 - Accessibility 2024, where government outlined its strategic plan to become the most progressive jurisdiction in Canada for persons with disabilities, including 53 commitments over the next ten years.
- For a complete list of OAG recommendations and progress updates, please see Appendix A.

Select Standing Committee on Public Accounts

- On October 1, 2014 the OAG Audit was presented at the Select Standing Committee on Public Accounts.
- Key issues of concern included:
 - Rates and meeting the basic needs of ministry clients, including quality shelter
 - The growth rate of the PWD caseload and its causes
 - Tracking clients
 - Simple, timely access to services for clients
 - The number of successful appeals, and
 - Appropriate reviews of PWD status.
- A complete list of the OAG recommendations, and the Ministry's responses and progress can be found in the Appendix.

Appendix A:

| OAG Recommendation | Formal Ministry Response (In OAG report) | Current Status/Progress |
|---|---|---|
| <p>1. Collect additional information on its clients' needs and use this to address accessibility barriers for vulnerable clients.</p> | <p>The Ministry has and will continue to build and maintain robust processes at the provincial and local level to engage both clients and advocates. For example, applicants are asked to respond to a voluntary survey when they use the Self-Serve Application and clients are currently being surveyed on their satisfaction and preferences regarding service delivery. In addition, the ministry will continue to hold client focus groups and the new phone and online portal service options will provide clients the opportunity to provide direct feedback with each service experience.</p> | <p>The ministry uses a variety of tools to collect information on client needs and we have used, and will continue to use, that information to address accessibility barriers for vulnerable clients.</p> <p>Service Satisfaction Survey - 2014</p> <ul style="list-style-type: none"> From March 26 to May 26, 2014, the ministry launched an online Service Satisfaction survey to offer clients an opportunity to provide feedback regarding the ministry's current service delivery as the ministry continually works to improve its effectiveness and efficiency. The purpose of the survey was to: <ul style="list-style-type: none"> Obtain information and feedback on client preferences about various service delivery channels (face-to-face, online, telephone, email, mail) Identify potential service delivery efficiencies to enhance client satisfaction, and Determine service satisfaction as a baseline measure with the intent to monitor on an ongoing basis Respondents were also asked to provide one recommendation to improve ministry services as well as about accessibility of online services, frequency of contact and demographic characteristics. The Service Satisfaction Survey Summary Report is available publicly at: http://www.sdsi.gov.bc.ca/publicat/pdf/SDSI-Service-Satisfaction-Summary-Report-Oct-2014.pdf To date, service enhancements have been introduced that relate and/or respond to feedback that includes updating the ministry's 1-866 automated messaging system to clarify options, clients who provide their PID/PIN are able to access self-serve features and entry of this information enables workers to serve clients more quickly. The ministry's toll-free 1-866 line also now offers a call back feature. In Spring 2014, the ministry launched an online service channel, My Self Serve, which has since been implemented province wide. My Self Serve is a flexible service option for clients that further enables privacy while accessing ministry services and offers registered users the ability to access their personal file information, as well as submit their monthly stub online. |

| OAG Recommendation | Formal Ministry Response (In OAG report) | Current Status/Progress |
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| | | <p>Service Satisfaction Survey - 2016</p> <ul style="list-style-type: none"> In follow up to, and alignment with the 2014 Service Satisfaction baseline survey and building on previous engagement initiatives, the ministry plans to offer a Service Satisfaction Survey in February 22 - March 29, 2016. In response to feedback received from stakeholders, and to support broader participation this year, the ministry will offer alternatives to the online version (i.e., ability to complete the survey by phone or by paper version, upon request). <p>MYSS Usability Assessment</p> <ul style="list-style-type: none"> In July 2015, the ministry completed a client usability assessment of its online portal My Self Serve (MYSS), to support client engagement. This research informs the ministry on user behaviour and overall experience on MYSS to inform ease of use and future enhancements. <p>The ministry continues to monitor client satisfaction with each of our service channels, through surveys and other feedback mechanisms.</p> <p>Ongoing Dialogue with External Stakeholders</p> <ul style="list-style-type: none"> The ministry is committed to ongoing dialogue with its external stakeholders about service delivery, and has maintained a robust network of provincial and geographical based meetings and regular communications. <p>Information for newly designated PWD clients including information about asset limits and exemptions was comprehensively revised/updated and clarified in April 2015.</p> <p>Embrace the Internet Government Strategy</p> <ul style="list-style-type: none"> In alignment with the Government Strategy led by the Government Communications and Public Engagement (GCPE), the ministry is working on the development of communication strategies that will serve to better inform clients of the designation and eligible benefits. A significant milestone was the launch of the new government 3.0 website in July 2015. In moving all ministry content to the new government 3.0 website, the ministry is launching new navigation that is simpler for end users, and all content will meet plain language and accessibility standards by spring 2016. |
| 2. Ensure that its online information on PWD designation eligibility is clear and easy to find. | The Online Resource provides extensive transparency regarding policy and legislation, and augments several other information options for clients and advocates. The Ministry will continue to refine the functionality of the tool (search capacity in particular), and improve the clarity and accessibility of information, based on user feedback. | |

| OAG Recommendation | Formal Ministry Response (In OAG report) | Current Status/Progress |
|---|---|---|
| 3. Review the PWD application process to address the risk that some applicants may not have a family physician, and improve the clarity of the PWD application form. This includes developing guidance to help clients, physicians and assessors in completing the application. | The ministry accepts this recommendation. In conjunction with recommendation #8, the ministry will explore ways to enhance and streamline the PWD application process in consideration of the feedback from the Auditor General as well as input received through the White Paper consultation | <ul style="list-style-type: none"> The ministry will initiate a process to undertake a review of the Persons with Disabilities application process. |
| 4. Ensure that front line staff training is relevant, current and addresses topics such as client-centred services, accommodation and working with people who have a wide-range of barriers and disabilities. | The Ministry will continue to provide and build on its training regime that is in place for front line staff. The following training has been delivered to front line staff since 2010: Duty to Accommodate; Mental Health; Active Listening; Recognizing and Reporting Child Abuse and Neglect; Domestic Violence; Service Excellence; Violence Prevention; and Advanced Decision Making. | <p>[As reported in a Ministry Response for May 2014]</p> <p>The following training has been delivered to frontline staff since 2010: Duty to Accommodate; Mental Health; Active Listening; Recognizing and Reporting Child Abuse and Neglect; Domestic Violence; Diversity; Service Excellence; Violence Prevention; and Advanced Decision Making.</p> <p>2015 Training for Ministry Frontline Staff</p> <ul style="list-style-type: none"> As of January 2015, 1,177 front line service delivery staff have completed Domestic Violence training. The training was developed by Ministry of Justice, BC Housing and Open School BC and is now provided to all new front line staff. In June 2014, the ministry enhanced its telephone software and clients are now able to access even more of their personal file information 24/7 via self service, including: <ul style="list-style-type: none"> cheque amount with a breakdown of benefits monthly report (stub) status and payment method create a new Personal Identification Number over the phone with immediate access instead of waiting on the phone, leave a call back number and keep your place in line wait-time announcements for callers entering the phone system. streamlining call options to get people to the right staff person on their first call. The ministry also now has the systems functionality in place to direct deposit crisis grants for those clients determined eligible by telephone. |
| 5. Develop and implement additional strategies to ensure that timely, accurate and consistent services are provided through the toll-free telephone service. | New telephony software is being rolled out across the province in May, providing expanded options including the ability for clients to leave a call back number while maintaining ones place in line, and access to self-serve information. It will also support the establishment of one provincial telephone queue to manage the approximately 1.4 million calls annually, with consistent response times regardless of where in the province the call is initiated. The Ministry will continue the work in progress to improve its telephone services. | <ul style="list-style-type: none"> The ministry continues to collect feedback about the SSAA to look for |
| 6. Improve the online application process to | The Ministry will continue to streamline the general Income Assistance process through | <p>Serve Assessment and Application (SSAA) Enhancements</p> <ul style="list-style-type: none"> The ministry continues to collect feedback about the SSAA to look for |

| OAG Recommendation | Formal Ministry Response (In OAG report) | Current Status/Progress |
|---|--|---|
| <p>address redundancies, and improve the clarity of guidance for applicants.</p> | <p>a virtually centralized process. The Ministry will build on these successes, continue to seek feedback from applicants, and endeavour to enhance the generally positive feedback received to date and address issues raised.</p> | <p>opportunities for improvement.</p> <ul style="list-style-type: none"> • Effective January 24, 2014, to further support client feedback, the optional SSAA survey began auto-launching once an applicant submits their application. • January 27, 2014, the Employment Readiness Information Questionnaire was removed from the SSAA. Some employment-related questions still remain on the SSAA for statistical purposes. • The ministry is continuing to review the SSAA for purposes of further reducing redundancies and increasing clarity. <p>Applicant Intake</p> <ul style="list-style-type: none"> • The applicant intake project concluded in Spring 2014, and a virtually centralized process is now in place. Benefits to applicants include: <ul style="list-style-type: none"> ◦ Reduced number of required office visits ◦ Minimized application documentation ◦ Elimination of 'no show' appointments, thereby providing more time for dedicated applicants ◦ Implemented accommodation protocols for non-standard intakes (e.g., rural, interpreter-required, no phone, etc.) <p>In Spring 2015, the ministry introduced a start to finish process for applications with all application steps completed by one Employment and Assistance Worker</p> |
| <p>7. Work with trusted third parties and Service BC to identify and address physical accessibility issues for clients.</p> | <p>The Ministry is committed to ensuring full physical access for clients. While all sites where the Ministry delivers service are wheel chair accessible, there are a small number of sites where wheelchair access is not viable from the parking area. The Ministry will discuss these specific sites with Shared Services BC and Service BC and where possible, encourage the consideration of accessibility modifications. In addition, the Ministry will add accessibility to the evaluation criteria for future procurement of trusted third party service providers to ensure a transition to full</p> | <p>Physical Accessibility</p> <ul style="list-style-type: none"> • 100% of SDSI offices providing face to face service to clients, are wheel chair accessible. • In addition, over 85% of Trusted Third Party offices (including Service BC) are wheel chair accessible. <p>Shared Services BC and Service BC Consultations</p> <ul style="list-style-type: none"> • The ministry has discussed physical accessibility with Shared Services BC and Service BC, and where possible, encourages consideration of accessibility modifications. <p>Integrated Front Counter - Victoria</p> <ul style="list-style-type: none"> • A new Service BC Centre opened in Victoria to provide better and more convenient access to government services in the capital. The centre is |

| OAG Recommendation | Formal Ministry Response (In OAG report) | Current Status/Progress |
|---|---|---|
| | accessibility. | physically accessible. Future procurement All procurement for trusted third parties includes criteria regarding physical accessibility considerations. |
| 8. Develop and implement a risk-based approach for reviewing initial and ongoing client eligibility for the PWD designation, to better ensure the program is serving only those clients who are eligible for benefits and supports. | The Ministry has a wide array of mechanisms in place to support accurate PWD decisions, a formal reconsideration process, a complaints process, and a second reading of PWD applications for new adjudicators. In conjunction with recommendation #3, the ministry will explore ways to enhance and streamline the PWD application process to ensure the program is serving only those clients eligible for supports. | <ul style="list-style-type: none"> The ministry will initiate a process to undertake a review of the Persons with Disabilities application process. |
| 9. Report on the timeliness of eligibility decisions by measuring and reporting results against the service standards. | The Ministry regularly monitors general application timeliness (the number of applications received, average number of days at different milestones in the process and the number of applications outside the service standard) and telephony performance (the number of calls offered, calls answered, and abandonment rate). Applications are triaged so applicants fleeing abuse or within immediate need are addressed first. In addition the ministry monitors and meets or exceeds both the PWD determination standard and the Reconsideration Decision standard on an ongoing basis. The Ministry will explore ways to enhance reporting out on these timelines against service standards. | <p>Timelines – Eligibility Decisions</p> <ul style="list-style-type: none"> The ministry continues to regularly monitor general application timeliness and telephony performance. The ministry continues to monitor, and meets or exceeds, both the Persons with Disabilities designation determination standard and the Reconsideration Decision standard on an ongoing basis. <p>Service Delivery Transformation</p> <ul style="list-style-type: none"> In June 2015, the ministry fully operationalized its provincial service delivery model, standardizing the process for managing requests for service to ensure fairness, consistency and access for all individuals who need our programs. Ministry clients receive a consistent service and standards across the province based on service priority regardless of how they choose to access ministry services or their geographical location. |
| 10. Develop a comprehensive evaluation framework for the PWD program that sets objectives, targets/benchmarks to define what it means to | The ministry actively tracks several key client indicators where data is readily available and will expand this work to develop a comprehensive evaluation framework specific to the PWD program and clients served. The ministry will work | <p>Evaluation Framework for the PWD Program</p> <ul style="list-style-type: none"> Work is underway to identify the most appropriate measures, the methodology and key partners that need to be involved in developing an evaluation framework. In the Fall 2015 the Ministry, in partnership with the Michael Smith |

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|---|---|---|
| <p>meet clients' basic needs; - sets standard measures to track whether clients can access appropriate shelter, food and other necessities; - establishes a baseline and targets to measure employment success for clients; and in partnership with other agencies defines, tracks and monitors a range of health and social indicators to assess this broader range of outcomes.</p> | <p>with other key agencies that track health and social indicators to determine if this information can provide the ministry with a better understanding of the population it serves.</p> | <p>Foundation for Health Research (MSFHR), facilitated a dialogue between government leaders, experts in disability research and policy, and non-government organizations (NGOs) that provide disability services in order to help inform the development of an evaluation framework for the Ministry's 'Persons with Disabilities' program.</p> <ul style="list-style-type: none"> The dialogue will assist the Ministry to develop a comprehensive evaluation framework for the disability assistance program. |

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Bus Pass Program

KEY MESSAGES:

- The ministry provides subsidized annual bus passes to individuals receiving disability assistance and low-income seniors to help them participate more fully in their communities.
- Approximately 100,000 individuals benefit from the ministry's Bus Pass Program. 35,000 of those are Persons with a Disability; 65,000 Seniors.
- BC is the only province that offers a discounted bus pass program for those receiving disability assistance.
- Eligibility for the Bus Pass Program is unchanged.
 - The annual subsidized bus pass will continue and the application process will not change.
 - Existing bus pass clients will receive their 2017 bus pass renewal notification from the ministry in late summer 2016
- People on Disability Assistance who have a BC Bus Pass will continue to be able to use their bus pass if they choose and they will get a \$25 monthly rate increase starting in September.

BACKGROUND:

- The following individuals may be eligible for the Bus Pass Program:
 - Individuals receiving federal Old Age Security and the Guaranteed Income Supplement;
 - Individuals aged 60 and over who are receiving the federal Spouse's Allowance to Old Age Security;
 - Immigrants aged 65 and older who meet all of the eligibility requirements for the federal Guaranteed Income Supplement except the 10 year residency requirement;
 - Individuals aged 60 or older receiving income assistance;

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- Individuals with the Persons with Disabilities designation under the Employment and Assistance for Persons with Disabilities Act;
- Individuals with the Persons with Disabilities designation or those aged 60 and over who are in special care facilities where the ministry is paying either the facility

September 2016 Rate Changes:

- The annual subsidized bus pass will continue and the application process will not change. Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.
- Clients who have the annual pass will receive their renewal package starting in late summer:
 - If someone does not want to renew their annual bus pass for 2017 they don't have to do anything, they will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
 - If someone does want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/ by telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.
- Eligible individuals who live in the TransLink transit area have now received a new, easy to use personalized BC Bus Pass Compass Card for 2016.
 - The BC Bus Pass Compass Card can be used to tap in and tap out at TransLink stations or on buses.
 - There is no change in cost for the BC Bus Pass Compass Card. Individuals will continue to have unlimited access to local public transit through the BC Bus Pass Program.
 - The BC Bus Pass Compass Card is reusable and can be auto-loaded annually by TransLink. This means that you can continue to use the same card from year to year.
 - 2016 BC Bus Pass holders will continue to enjoy the enhanced benefit of being able to use their BC Bus Pass across transit systems.

BUDGET:

| 2013/2014 | | 2014/2015 | | 2015/2016 | | 2016/2017 |
|-----------|--------------|-----------|--------------|-----------|----------|-----------|
| Budget | Expenditures | Budget | Expenditures | Budget | Forecast | Budget |
| \$43.1M | \$47.6M | \$50.2M | 50.0M | \$50.05M | \$51.43M | \$46.4M |

Data Source: Operations Support – Performance & Reporting Unit

| 16/17 budget | PWD – clients | Seniors – clients | Total Clients | PWD – Costs | Seniors - Costs | Total Budget |
|--------------|---------------|-------------------|---------------|-------------|-----------------|--------------|
| BC Transit | 10,970 | 8,505 | 19,475 | \$4.8M | \$3.7M | \$8.5M |

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| | | | | | | |
|--------------|---------------|---------------|---------------|----------------|----------------|----------------|
| Note # 22 | | | | | | |
| Translink | 24,232 | 55,155 | 79,387 | \$12.9M | \$29.4M | \$42.3M |
| Recoveries | | | | -\$1.6M | -\$2.8M | -\$4.4M |
| Total | 35,203 | 63,665 | 98,868 | \$16.1M | \$30.3M | \$46.4M |

STATISTICS:

Program Uptake

| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 Forecast |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|
| Annual number of Low Income Seniors | 42,897 | 49,986 | 52,260 | 56,140 | 58,974 | 60,431 | 61,922 | 63,665 |
| Annual number of Persons with Disabilities | 29,134 | 31,645 | 32,786 | 34,300 | 34,258 | 35,220 | 35,310 | 35,203 |
| TOTAL | 72,031 | 81,631 | 85,046 | 90,440 | 93,232 | 95,651 | 97,232 | 98,868 |
| Number of Immigrants ** | 3,771 ** | 3,825 ** | 3,863 ** | 3,909 ** | 4,290 ** | 4,872 ** | 5,347 ** | 5347 ** |

* Data is current as of December 31, 2105, data is captured mid December of each calendar year.

**Immigrant count is average for 2009/10 to 2012/13 onward are December's totals

Data Source: Operations Support – Performance & Reporting Unit

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION**

PROGRAM NOTES 2016/2017

TOPIC: Canada Pension Plan and Canada Pension Plan Disability

KEY MESSAGES:

- I recognize that it can sometimes be difficult to get by financially on fixed income.
- People are required to pursue all other forms of income before relying on provincial assistance, including income from Canada Pension Plan-Disability and CPP early retirement.
- This is a practice in most Canadian jurisdictions.
- The ministry has had the requirement that people on income assistance need to apply for CPP early retirement since 1999.
- While people on assistance who apply for early CPP retirement benefits will see a reduced pension at age 65, that will be partially or completely offset by other benefit programs:
 - Old Age Security.
 - Depending on their income, they may receive a higher Federal Guaranteed Income Supplement (GIS) payment.
 - There are also a comprehensive range of provincial programs for low-income seniors including the Seniors Supplement, the BC Bus Pass, tax benefits and the SAFER rental assistance program – 20,000 people receive an average of \$175 per month through SAFER.
 - People on disability assistance would also keep their supplemental health coverage for the rest of their life as long as they continue to receive the Guaranteed Income Supplement.

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- This covers MSP premiums and prescription costs along with optical and dental services. It also includes medical supplies and equipment such as wheelchairs or scooters.
- People on a pension may qualify for provincial income assistance as a top-up to their pension benefits.

If asked about expanding the BC Bus Pass for CPP/CPD clients:

- The ministry is aware of concerns that some people do not have access to the Bus Pass Program.
- Expanding the Bus Pass Program to all 60,000 CPPD recipients would cost approximately \$30 million per year.

BACKGROUND:

Canada Pension Plan - Early Retirement Benefits

- A person can apply for and receive Canada Pension Plan retirement benefits at any time after age 60.
- Clients who may be eligible for Canada Pension Plan benefits, including early retirement benefits, who refuse or fail to apply for benefits may be ineligible for income assistance.
- Individuals are given 8 weeks to respond to the ministry's request. Even then, staff try to reach the client 3 distinct times before holding their assistance cheque.
- If the amount a client receives through Canada Pension Plan early retirement benefits is less than the ministry rate, the ministry will top-up the client's income to make up the difference.
- The maximum CPP retirement benefit in 2016 is \$1,092.50 per month. The amount of CPP a person receives is determined by how many years a person worked and how much they made.
- Clients applying for or receiving Canada Pension Plan early retirement benefits who are considered expected to work are required to have an Employment Plan and meet their employment-related obligations.
- Effective January 1999, regulation was updated to specify clients must apply for CPP Early Retirement. Previously, clients were told they must apply for other sources of income.
- It is estimated that it would cost the ministry approximately \$15 million per year if it stopped requiring clients to pursue CPP early retirement benefits.
- On an annual basis, those with the PWD designation receive about \$8 million through early CPP. In any given month, about 4,000 receive CPP-E benefits.

Canada Pension Plan Disability Benefits

- Any individual who is found eligible for the Persons with Disabilities designation is

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screened for eligibility for Canada Pension Plan Disability benefits and assisted to apply where financial eligibility is established.

- When people are required to apply for CPPD, staff notify them by letter and give them up to 4 months to respond before holding their cheque and asking them to attend an office.
- When someone gets CPPD, there is no impact on their CPP benefits after age 65.
- However, not all PWD's will qualify for CPPD.
- People can apply for CPP-D at any age prior to 65.
- There are currently 6,700 people on disability assistance receiving CPPD. The average payment is \$670 a month.
- At age 65, the CPPD benefit automatically changes to a CPP retirement pension, which will be less than their CPP disability benefit.
- However, they may be eligible for the Old Age Security pension and, depending on their income, the Guaranteed Income Supplement.
- They would also retain their Medical Services Only (MSO) benefits.

Benefits to Clients Applying for Canada Pension Plan Disability Benefits

- Clients can consent to use their Persons with Disabilities application in lieu of completing the Canada Pension Plan Disability benefits medical report – saving time and effort for doctors and clients.
- Clients may receive a higher income from Canada Pension Plan Disability benefits than from disability assistance. In cases where Canada Pension Plan Disability benefits are lower, the ministry tops-up the income to the monthly income assistance disability rate.
- Canada Pension Plan Disability benefits count towards Canada Pension Plan retirement pensions whereas income assistance payments do not. This results in higher income for clients when they retire.
- Clients are able to move anywhere in Canada without disrupting their Canada Pension Plan Disability benefits.
- The maximum monthly benefit for a single person collecting Canada Pension Plan Disability benefits is \$1,290.8164.59 in 2016.
- When Canada Pension Plan Disability benefits are greater than the ministry rate, Persons with Disabilities clients who are no longer eligible for provincial disability assistance retain eligibility for specified health supplements through the Medical Services Only program. These supplements include dental care and medical equipment and supplies.

Impact of Indexing

- When Service Canada increases the Canada Pension Plan or Canada Pension Plan Disability due to cost of living, the amount of the income assistance top up decreases. This is the case in all Canadian jurisdictions. For clients with the Persons with Disabilities designation, if their higher income exceeds their income assistance, they will still maintain eligibility for certain ministry health supplements.

Access to the Provincial Bus Pass Program, General Supplements and Health Supplements

- If Canada Pension Plan Disability benefits exceed a client's income assistance, they

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lose access to the Bus Pass program. When they turn 65 they may re-gain eligibility for the Bus Pass program if they are in receipt of Old Age Security/ Guaranteed Income Supplement.

- It is estimated that expanding the bus pass program to all 60,000 recipients of CPPD would cost approximately \$30 million a year.
- Clients leaving assistance for Canada Pension Plan benefits also lose access to General Supplements (e.g. Security Deposit Supplement); however the increased rate available through the Canada Pension Plan may assist in off-setting these costs.
- Some individuals apply for CPPD before they apply for PWD from the ministry. If the person receives CPPD income above PWD rates, they are not eligible for assistance, including health supplements.

Assignment of Benefits

- Income assistance clients sign a Canada Pension Plan Consent to Deduct assignment that redirects any lump sum retroactive Canada Pension Plan benefits directly to the ministry, up to an amount equal to the income assistance paid over that period.
 - This prevents clients from receiving Canada Pension Plan benefits and income assistance for the same time period.
 - It also ensures equitable treatment with other clients who are required to pursue alternate sources of income.

Holding/Signaling Cheques

- Clients with the Persons with Disabilities designation are screened for potential CPPD eligibility. This includes financial eligibility and if they stopped working due to their disability. Screened clients are mailed a CPPD application package and a letter requesting the documents be completed and returned to the ministry. When a client reaches the age of 59.5, clients are sent a CPP application package. In both instances, the client is provided with instructions on how to obtain a Statement of Contributions from Service Canada.
 - For CPPD applications, clients are given 2 months to provide the required information to the ministry before they are reminded and given a further 2 months before a cheque is held.
 - As Early CPP applications are more straightforward than CPPD, clients are given an 8 week window to either return the documents to the ministry or call the ministry to avoid a cheque hold.
 - The Ministry makes three distinct attempts to connect with a client before any signal is placed on the file. The signal is intended as a means for the worker to connect with the client - the worker always has discretion and will extend signals as needed to avoid hardship to the client.
 - The cheque hold process for client cases follows protocol in line with the ministry's regulation and policy. Canada Post standards are considered, as well as the time it might take to fill out forms with support from an advocate.
 - Whenever a cheque is held, clients are provided a letter explaining what is needed and how to get it to a ministry office. In most cases, the package and/or documents required are supplied.
 - Staff helped over 1100 individuals apply for CPPD and early CPP between May and December 2015. The intent of the process is to help people get

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alternate sources of income, and unless someone actively refuses to provide information or ignores information requests their assistance will not be affected.

Budget:

Assignment of Benefits (AOB)

- Income assistance clients sign a Canada Pension Plan Consent to Deduct assignment form that redirects any lump sum retroactive Canada Pension Plan benefits directly to the ministry, up to an amount equal to the income assistance paid over that period.
 - This prevents clients from receiving Canada Pension Plan benefits and assistance for the same time period.
 - It also ensures equitable treatment with other clients who are required to pursue alternate sources of income.
 - The administration of the CPP AOB recovery process has recently gone through a transition process. The following summarizes the annual recoveries and dedicated resources.

| FISCAL PERIOD | Dedicated ** Resources | RECOVERY BUDGET | ACTUALS/ Forecast | Variance * | Variance % |
|---------------|------------------------------|--------------------|----------------------|-------------|------------|
| 2015-2016 | 5-9 | (7,000,000) | (8,153,880) | 1,153,880 | (16.5%) |
| 2014-2015 | 1-2 | (4,000,000) | (2,209,655) | (1,790,345) | 44.8% |
| 2013-2014 | 1-3 | (4,000,000) | (3,342,365) | (657,635) | 16.4% |
| 2012-2013 | 4-5 | (4,500,000) | (4,307,104) | (192,896) | 4.3% |
| 2011-2012 | 5-6 | (5,000,000) | (4,715,590) | (284,410) | 5.7% |
| 2010-2011 | 6 | (5,000,000) | (5,253,432) | 253,432 | (5.1%) |

- Over the previous 4 fiscal years the program recoveries trended down; in May 2015 the CPP Recovery Program transitioned to FASB with 3 full-time staff and a rotation of up to 6 co-op students. With this dedicated team, recoveries have increased significantly while the backlog of potential applications has started to be addressed. * *Forecasted amount to fiscal year end.*

INTERJURISDICTIONAL COMPARISON:

- Consistent with other provinces, B.C. requires clients to pursue CPP as a source of income.

| Province | Requires CPP-D Application as a condition of eligibility | Requires early CPP application as a condition of eligibility |
|----------|--|--|
| BC | Yes | Yes |

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| | | |
|--------------------|---|--|
| AB – Alberta Works | Yes | Yes |
| AB – AISH | Yes | No |
| SK | No response | Yes |
| MB | Yes | Yes |
| ON – Ontario Works | Yes | No |
| ON – ODSP | Yes | No |
| PQ | Social Assistance – Yes Disability Benefits – N/A* | Social Assistance – Yes Disability Pension - N/A* |
| NB | No response | Yes |
| NFLD | Yes | No |
| PEI | Yes | No |
| Nova Scotia | Yes | No |
| NWT | No response | No |
| NU | No response | No response |
| Yukon | No response | Yes, in regulation. In practice, no. |

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

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Community Volunteer Supplement (CVS)

KEY MESSAGES:

- Volunteering can help people on income or disability assistance learn employable skills and build community connections.
- The Community Volunteer Supplement program, as it existed, was not sustainable.
- As a government, we have to take a balanced approach – a realistic undertaking between what's fair to the people seeking supports and services and what taxpayers can support.
- Everyone enrolled in the program continues to receive their supplement for as long as they choose to keep working at their volunteer job, with a total investment of approximately \$4.8 million in 2015.
- Before we closed the application process, every person on the waitlist was given the opportunity to begin receiving their supplement.
- We're now focused on addressing issues related to employment and participation, and we are moving toward a more accessible and inclusive British Columbia.
- We're doing this through Accessibility 2024, government's 10-year plan to make B.C. the most progressive place for people with disabilities in Canada.
- This plan includes a goal to have the highest labour participation rate for people with disabilities in Canada by 2024.
- People with disabilities can receive support from WorkBC Employment Services Centres to pursue volunteer opportunities to help them build skills that can lead to employment.

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BACKGROUND:

- A Community Volunteer Supplement (CVS) may be provided to persons registered in the program who participate in a volunteer placement with a non-profit community agency in a designated volunteer position. Eligible persons are those who were either:
 - Receiving CVS as of October 31, 2011; or
 - On the CVS waitlist as of August 8, 2011 and submitted a completed application for the community volunteer supplement between that date and October 31, 2011.
- People receiving CVS include:
 - Persons with Disabilities;
 - Persons with Persistent Multiple Barriers;
 - Single parents with a child under three years of age; and
 - Dependent children over 15 years of age.

August 2011 Changes

- In August 2011, the ministry announced additional funding for the CVS Program. People who were on the waitlist were given until October 31 to apply and be assessed for eligibility for the supplement. In July 2011, there were 7,935 people on the waitlist for the program.
- The high end of the estimated cost to clear the waitlist and fund existing CVS participants was \$15 million, but not as many people applied as was anticipated.
- The number of people who moved into the program increased the budget by \$2 million.

BUDGET:

| | 2014/15 | | 2015/16 | | 2016/17 Budget |
|--------------------------------|---------|---------|---------|----------|-------------------|
| | Budget | Actuals | Budget | Forecast | |
| Community Volunteer Supplement | \$5.9M | \$5.4M | \$5.0M | \$4.8M | \$4M |

- Forecast Q3 Data Source: FASB

STATISTICS:

| Community Volunteer Caseload | 2012/13 | 2013/14 | 2014/15 | 2015/16 ** |
|---|---------|---------|---------|------------|
| Number of cases in receipt of CVS any time during fiscal year | 6,279 | 5,317 | 4,640 | 4,158 |

** Fiscal 2015/2016 includes data up to December 2015

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Employment Program of BC – Volunteer Placements

581 BCEA clients with disabilities have participated in volunteer placements through the Employment Program of BC (EPBC) since 2012. For some BCEA clients, short term volunteer work placements support employment readiness and can satisfy the BC Employment Assistance program for clients who are required to look for work. Volunteer placements can also be a long-term work goal for clients not ready to enter the workforce, or who are not BCEA Employment Obligated.

| EPBC Clients who participated in volunteer placements (Unpaid Work Experience) | | | | | |
|--|------------|------------|------------|------------|-----------------|
| | FY 2012/13 | FY 2013/14 | FY 2014/15 | FY 2015/16 | Program to Date |
| BCEA Employment Obligated | | | | | |
| BCEA Clients | 69 | 104 | 91 | 36 | 300 |
| BCEA Non -Employment Obligated (NEO) | | | | | |
| BCEA NEO PWD Client | 161 | 131 | 208 | 68 | 568 |
| BCEA NEO PPMB Client | 5 | 3 | 4 | 1 | 13 |
| BCEA NEO Other Client | 2 | 1 | 6 | 4 | 13 |
| Non-BCEA Clients (EI and General) | 5 | 1 | 2 | 1 | 9 |
| Annual Total | 242 | 240 | 311 | 110 | 903 |

INTERJURISDICTIONAL COMPARISON:

- Only Alberta, Manitoba, and Nova Scotia provide supports for volunteering.

| Province | Supplement | Eligible Clients | Amount |
|-------------|--|---|---|
| Alberta | Actual cost of most economical means of transportation | Assured Income for the Severely Handicapped | Public transport costs OR \$0.30 per kilometer OR taxi fare |
| Manitoba | Monthly benefit | Persons with disabilities only. | \$50 (4 – 7 activities per month) OR \$100 (8+ activities) |
| Nova Scotia | Actual cost of most economical means of transportation | All clients | Actual transport cost (max. \$150 per month) |

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
DEPUTY MINISTER'S OFFICE
PROGRAM NOTES 2016/2017**

TOPIC: Core Review

KEY MESSAGES:

- SDSI continuously works with partner ministries and our stakeholders on ways to ensure that our services and programs are operating as efficiently and effectively as possible.
- The Ministry is staying this course, including – services delivery transformation, social innovation, Accessibility 2024, social service sustainability, solid alignment of income assistance and employment programs and inter-ministry alignment of employment program goals and services.
- The Ministry and Service BC collaborate on service delivery — in person, phone and online — across the province.
- A new Service BC Centre was opened in Victoria last March to provide better and more convenient access to government services in the Capital Region.
- Government is also committed to working with our partners in the public, private and non-profit sectors to find new, innovative ways to address our social challenges.
- One of our areas of focus is actively promoting and encouraging social impact investment in B.C.
- As part of that work, staff are meeting with colleagues across government to identify areas of opportunity for a social impact bond.
- Staff also continue to work with external partners to explore social finance options and identify potential areas of opportunity.
- Measures like the Single Parent Employment Initiative help people on income assistance become more financially independent through mutually supportive employment and income assistance programming.
- We work extensively with the Ministry of Jobs, Tourism and Skills Training and other ministries to ensure that employment program streams continuously align and support government's job and

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economic goals.

BACKGROUND:

- SDSI continues to partner with other Ministries on three initiatives that were endorsed via Core Review in 2013-14 and have been publicly announced.
- SDSI and Service BC are collaborating on **opportunities to consolidate service counters and call centers** with a goal to create one-stop access for citizens.
 - A new Service BC Centre opened in Victoria on March 30, 2015, bringing together Service BC staff with other partners to provide one-stop income assistance, residential tenancy services and vital statistics in addition to Service BC's existing range of services.
 - Service BC has 61 locations around the province. SDSI clients have access to Ministry services at 33 of these in smaller rural communities.
 - Service BC and SDSI continue to aggressively explore new partnerships in communities where both Ministries have in-person services.
 - This includes opportunities for consolidated service counters in high growth/demand areas across the Lower Mainland.
 - Effective November 30, 2015, Service BC began providing SDSI services at service counters in 100 Mile House and Grand Forks.
 - Effective February 29, 2016, Service BC will provide SDSI services at service counters in Dawson Creek, and effective March 29 2016, in Fort St. John.
- SDSI is consulting with colleagues across government to identify program areas that represent the greatest opportunity for a **Social Impact Bond** (SIB).
 - These are areas where social outcomes could be improved and where improvement would result in significant cost savings to government.
 - When a suitable program area has been selected, the Ministry will work with the sponsoring Ministry to develop a business case which must be brought forward to Treasury Board for approval.
- The **Innovation and Sustainability Action Plan** involves SDSI and CLBC working with the Ministries of Children and Family Development and Solicitor General, the Community Social Services Bargaining Association, the Community Social Services Employers' Association, contracted service providers and provincial "umbrella" associations to support service sustainability in the sector in the face of flat budgets and increasing service demand.
 - The Action Plan has established seven community pilot projects where contracted service agencies are working together on efficiencies that support better services and outcomes for clients.
 - *Prince Rupert and Cranbrook* are improving interagency housing intake, referral and supports for the hard to house. *Golden, Penticton and Tri-Cities* are establishing shared "back-office" functions via formal co-operative agreements among agencies. *West-Kootenay* is establishing a "master-sub" contracting model among agencies to improve consistency and reduce administration

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around MCFD contracts. *Vancouver* agencies are developing a formal agreement including common goals and coordinated services focused on better outcomes for youth in transition to adulthood.

- The Ministry has also implemented public changes that align with two additional Ministry strategies that were not announced publicly in the form endorsed by Core Review.
- Core Review endorsed the Ministry to "explore the use of Employment Program of BC service providers to expand the one front door for employment and income assistance services". In line with this the Ministry:
 - implemented the Single Parent Employment Initiative in September 2015 to help eligible single parents receiving income and disability assistance secure sustainable employment.
 - is considering a similar approach to support other multi-barriered income and disability assistance clients and will be testing a new service delivery approach through their WorkBC Centres. The approach will be more structured and intensive, and will have a greater focus on transitional employment services to support income assistance clients to get and keep jobs and become financially independent.
 - will build strategic partnerships with local employers through WorkBC Centres to address skills shortages in the lower mainland by providing tailored training and experience and helping match clients with available job opportunities.
- Core Review also endorsed the Ministry to "explore integration of cross-government employment programs within the Employment Program of BC (EPBC) infrastructure". In line with this:
 - Government established the Labour Market Priorities Board, consisting of the Deputy Ministers of SDSI, Jobs, Tourism & Skills Training, Advanced Education, Education, Aboriginal Relations & Reconciliation, and Natural Gas Development. The Board ensures that a coordinated one-government approach is taken to address labour market priorities that promote the economic growth in the province.
 - The Ministry has a number of other collaborative initiatives with the Ministry of Jobs, Tourism and Skills Training:
 - co-funding the Canada Job Grant
 - collaborating on the assessment of proposals for the Employment Services and Supports stream of the Canada Job Fund and coordinating EPBC referrals to this stream of programming.
 - Technology@Work to provide assistive technology and to support Accessibility 2024's vision of "Making B.C. the most progressive province in Canada for people with disabilities by 2024".
 - The Immigrant Employment Collaboration Project to strengthen the delivery of employment services to immigrants through collaboration between EPBC and Immigrant Serving Organizations.
 - Through EPBC the Ministry has invested over \$6.3 million in living supports for

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apprentices and Community Employer Partnership has invested \$9.1 million in community project funding as of December 31, 2015.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION PROGRAM
NOTES 2016/2017**

TOPIC: Dental Coverage

KEY MESSAGES:

- The ministry recognizes that having access to dental services is fundamental to good oral health.
- This government also wants British Columbia's children and adults to have healthy futures – and providing dental coverage to eligible ministry clients is just one of the many ways we are meeting this goal.
- In addition to offering dental services to income assistance clients, the BC Healthy Kids program offers coverage to children in low-income and moderate-income families.
- Effective September 1, 2015, all families with children who leave income assistance for work keep their existing dental benefits for up to 12 months under Transitional Health Services coverage.
- In 2014/15, approximately 133,000 individuals, including children eligible through the BC Healthy Kids program accessed dental treatment through the ministry's dental program at a cost of \$58 million.
- We continue to work with the BC Dental Association to ensure there are clinics and dentists throughout the province that serve our clients.

BACKGROUND:

- The intent of the ministry's dental program is to provide assistance with the cost of dental treatment.
- All ministry clients can receive emergency dental coverage. Basic dental services are covered for eligible clients and children of low-income British Columbians through the Healthy Kids program.
 - Eligible adults have access to \$1000 of basic dental services every two years
 - Eligible children have access to \$1400 of basic dental services every two years
- Orthodontic services are offered to dependent children of income and disability assistance clients and Persons with Disabilities clients, and are only considered in the most severe cases.
- The ministry also provides coverage for crown and bridgework for PPMB and PWD clients with dental conditions that cannot be corrected through the provision

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of basic dental services.

- Children and adults with the PWD designation may be eligible for an additional \$1000 in dental treatment over and above their basic dental limit, if dental treatment is required to be performed under general anesthesia in hospital or an approved private facility.

Amendments to dental supplements: Effective April 1, 2010:

- Increased fees paid for dentures to improve service and access for ministry clients.
- Expanded access to dental services by allowing dental hygienists to bill the ministry's dental plan.
- Introduction of a \$1400 2-year limit (replacing the \$700 annual limit) for children which allows complex dental needs to be addressed more effectively resulting in better long term outcomes for children.
- Increased the limit for additional dental services to \$1000 (from \$500) when treatment is required to be performed under general anesthetic.
- Changes to preventative services including limiting checkups and cleanings to once per year and reducing x-ray coverage.
- With the exception of the limitations in preventative services, the BC Dental Association (BCDA) has been supportive of these changes.
- These changes were difficult but were required to ensure these important programs for low-income British Columbians are sustainable and provide benefits to as many as possible.

Amendments to dental supplements: Effective October 1, 2012:

- Expanded access to dental coverage to dependent children of families receiving hardship assistance who now have access to \$1400 2-year limit of basic dental treatment.

Fees

- Dental supplements are paid at the rate set by the ministry. The ministry has regulated dental fee schedules which outline the eligible services and rates paid for treatment completed by a dentist, denturist or dental hygienist.
- Fees for dentures were last increased in 2010 and fees for other dental services were last increased in 2007. As a percentage of the corresponding provincial dental association fee guide, BC's dental fees are lower than most other provinces – currently at approximately 61 per cent of the 2015 fee guide.
- The BCDA continues to ask government to raise the rates in the ministry's dental fee schedule as they advise the rates are no longer covering dentists' fixed costs for some services.

Not for Profit Dental Clinics

- Not for Profit and community clinics play a crucial role in providing access to dental care for low income British Columbians. For some of the province's most vulnerable citizens, including those with mental health or addictions issues, they can be the only source of dental care. There are currently 21 clinics operating across BC which provided care to over 42,000 individuals. SDSI supports these clinics through fee-for-service billings for ministry clients.
- Between 2006-2008, the ministry provided over \$1.2M in grants for dental

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equipment and capital costs to support low cost dental clinics in communities across the province.

- The last two years, SDSI has provided a total of \$216,000 to the BCDA, \$60,000 of which went to the Save a Smile program to provide urgent dental care to children in low income families. The remaining \$156,000 was distributed as lump sum payments of \$4000 per year to each of the not-for-profit dental clinics to assist with operating or capital costs associated with providing dental services to low income individuals.
- The BCDA submitted a request to the minister dated January 14, 2016 asking for one time funding for lab fees for dentures of \$210,000, \$10,000 for each of the 21 NFP dental clinics now in operation across the province.
- The BCDA has raised the issue that higher rates would help these clinics remain viable. While clinics who have not received ministry funding grants continue to open in BC, the BCDA has asked the ministry to re-establish grant funds to assist with equipment and lab fees for dentures.

Dental Coverage for People with Severe Developmental Disabilities

- Government has been lobbied in the past to provide a specific fully funded program for Persons with Developmental Disabilities (PDD) that would provide coverage beyond what is covered under the basic dental program. An initial analysis by SDSI and HLTH staff of services for PDD indicated two key service provision issues:
 - waitlists for procedures requiring general anesthetic; and
 - dental rates and funding for the range and frequency of dental services that these clients require to address their needs.
- Surgical waitlists are under the jurisdiction of HLTH. SDSI remains committed to working with HLTH to provide services to PDD.

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BUDGET:

| | 2014/15 | | 2015/16 | | 2016/17 Budget |
|--|---------|---------|---------|----------|-------------------|
| | Budget | Actuals | Budget | Forecast | |
| Dental and Orthodontic (including Healthy Kids Program) | \$58.0M | \$58.2M | \$54.4M | \$55.6M | \$53.1M |

Data Source: FASB

STATISTICS:

| Supplement | Clients / Cases Served 2012/13 | Clients / Cases Served 2013/14 | Clients / Cases Served 2014/15 | Clients / Cases Served 2015/16 (up to Dec 31, 2015) |
|--|-----------------------------------|-----------------------------------|-----------------------------------|---|
| Dental and Orthodontic Services (including Healthy Kids Program) | 138,018 | 136,822 | 132,620 | 118,163 |

Data Source: Pacific Blue Cross Dental Program Reports

INTERJURISDICTIONAL COMPARISON:**Dental Fees As a Percentage of the Provincial Dental Association Fee Guide**

| BC | AB | SK | MB | ON | QC | NS | NB | PEI | NL |
|-----|----------------------|----------------------|-----|-----|----------------------|----------------------|----------------------|-----|-----|
| 61% | 80% as of 2012 | 90% as of 2013 | 90% | 45% | 67% as of 2012 | 80% as of 2014 | 77% as of 2014 | 85% | 90% |

Data Source: BC Dental Association

Figures are based on each Province's 2015 dental fee guide, except when noted

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Eligibility for Dental Services

| Description of Recipient Category | Emergency Dental | Basic Dental | Dentures | Crown & Bridge | Orthodontic |
|---|------------------|---|--|---|--|
| Expected to Work Adult Family Members | Yes | No | Full dentures following extractions | No | No |
| Persons with Persistent Multiple Barriers (PPMB) Adult Family Members | Yes | Yes Up to \$1,000 every two years | Both full and partial dentures | Only the client with PPMB status (spouses who are not PPMB are not covered) | No |
| Persons With Disabilities (PWD) Adult family Members | Yes | Yes Up to \$1,000 every two years | Both full and partial dentures | Only the client with PWD designation (spouses who are not PWD not covered) | Only the client with PWD designation (spouses who are not PWD not covered) |
| Adults in a <i>special care facility</i> (e.g., <i>health care facility</i>) and their adult dependants | Yes | Only if the person has PPMB or PWD designation Up to \$1,000 every two years | Full dentures If person has PPMB or PWD designation, both full and partial dentures | Only for the person with PPMB or PWD designation | Only for the person with PWD designation |
| Medical Services Only (provided to former clients with PWD designation who leave assistance for employment or PPMB or PWD clients who leave for federal benefits) | Yes | Up to \$1,000 every two years | Both full and partial dentures | Only if the person has PPMB or PWD designation | No |

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| Description of Recipient Category | Emergency Dental | Basic Dental | Dentures | Crown & Bridge | Orthodontic |
|--|------------------|---|-------------------------------------|---|-------------|
| Dependent children of income assistance, hardship assistance or disability assistance clients | Yes | Yes Up to \$1400 every two years | Both full and partial dentures | No | Yes |
| Healthy Kids Program Dependent children of families who are receiving MSP Premium Assistance | Yes | Yes Up to \$1400 every two years | Both full and partial dentures | No | No |
| Transitional Health Services Up to 12 months of coverage for dependent children of parents who leave income assistance for employment | Yes | Yes Up to \$1400 every two years | Both full and partial dentures | No | No |
| Transitional Health Services Up to 12 months of coverage for ETW parents with dependent children who leave income assistance for employment | Yes | No | Full dentures following extractions | No | No |
| Transitional Health Services Up 12 months of coverage for PPMB parents with dependent children who leave income assistance for employment | Yes | Yes Up to \$1000 every two years | Both full and partial dentures | Only the client with PPMB status (spouses who are not PPMB are not covered) | No |

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: EI Maternity Benefits

KEY MESSAGES:

- I understand how challenging it is for low income families who are struggling to get by.
- EI is an insurance program that workers and employers pay into, and people are required to access these benefits before relying on provincial assistance – this is a consistent principle across Canada.
- While we are always looking at ways to improve our policies, income and disability assistance is a taxpayer funded program of last resort and is there for those who do not have access to other sources of income such as EI.
- When families on assistance have a child, they have access to additional financial supports through an increase in shelter and support rates and federal and provincial tax credits
 - For a single parent with their first child, these additional benefits add up to around \$863 per month - an extra \$10,350 per year- on top of their regular assistance.
 - If they have a second child, they would receive another increase.
- To help make life better for families, the ministry has introduced a number of changes.
 - For people on disability assistance we increased earning exemptions from \$500 to \$800 a month; and B.C. was the first province in Canada to annualize those earnings exemptions up to \$9,600 a year.
 - For families where one spouse has a disability, they can now earn up to \$12,000 a year without it affecting their assistance.

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- We've doubled the monthly income exemption for families with children on income assistance to \$400 a month, and increased it from \$300 to \$500 a month for families who have a child with a disability, to make the transition to employment easier.
- We've exempted child support payments, a move that will help about 3,200 families and provide them with an additional \$32 million over the next three years.
- And through our Single Parent Employment Initiative, we are investing \$24.5 million over five years to help single parents get the training and support they need to move off income assistance and find a good job.

BACKGROUND:

- The ministry has been asked to make EI Maternity/Parental benefits exempt under income and disability assistance.
- EI is an insurance program. Both employees and employers pay mandatory premiums which are used to fund EI claims. If someone loses a job, or has to stop working because of sickness, care for a family member, or have a child, EI provides the first access to support to get through that period.
- As a last resort program, income and disability assistance requires that other sources of income – including Employment Insurance – are accessed prior to receiving additional money through income assistance. If other means of support fall below income and disability assistance rates, the ministry will top up individuals or families to ensure their total monthly income is at least equal to ministry rates.
- Ensuring that applicants for income and disability assistance access EI insurance programs prior to accessing income and disability assistance is fundamental to welfare programs across Canada.
- This policy has been in place in British Columbia for decades. It is also consistent with all other Canadian jurisdictions.
- Over the last 12 months 150 income assistance clients (both temporary and disability) have reported receiving EI maternity/parental benefits. The amount of EI benefits reported is estimated to be \$440,000. Many of these clients have had their EI maternity/parental benefits topped up by the ministry to equal current income assistance rates.
- Relaxing the BCEA rules and exempting EI maternity/parental benefits would expand eligibility for income and disability assistance. There are approximately 25,000 BC residents receiving EI maternity/benefits. A number of these EI recipients would meet the current BCEA income and asset test and may decide to pursue income assistance. It is important to note that as a condition of receiving EI maternity/parental leave benefits, the employer is obliged to re-employ the individual.
- In addition, exempting EI maternity/parental benefits could lead to pressure to exempt other types of special EI benefits, including sickness, compassionate care, and benefits for parents of critically ill children. It could also result in pressure on government to exempt private (employer paid) parental benefits.

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- Government could also face pressure to exempt other payments, such as CPP-Disability and even regular EI payments.

INTERJURISDICTIONAL COMPARISON:

- All other provinces do not exempt EI benefits

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Eligibility - Application Process and Orientation

KEY MESSAGES:

- The ministry launched its online Self-Serve Assessment and Application tool on March 1, 2010, which provides 24/7 access to general program information and a self-serve channel to apply for income assistance.
- Applications are triaged and processed in the order they are received, and we continue to expedite those with immediate needs, including those fleeing abuse.
- In Spring 2015, the ministry introduced a start to finish process for applications with all application steps completed by one Employment and Assistance Worker.
- The ministry continues to explore opportunities to further simplify the process of applying for assistance.
- In 2015, we received 72, 000 applications for income assistance. These are processed virtually where ever possible or in person if the client requires it.
- Of the 72,000 applications, an average of 55% of applicants did not pursue their application. This has gone up slightly from 2013 (54%).

BACKGROUND:

Application Process

- Applying for income assistance is a two stage process.
 - During **stage 1**, staff first determine whether applicants have an immediate need for food, shelter, urgent medical attention or are fleeing abuse. Staff assess whether applicants are required to complete a three or five week work search, and inform applicants of the required next steps for their eligibility assessment. Applicants complete an orientation as part of Stage 1.
 - **At stage 2** - the eligibility assessment, staff review an applicant's work search,

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review information about the family unit's situation, determine their eligibility for assistance and assess the applicant for an employment plan.

- Applicants who are assessed as having an immediate need for food, shelter, or urgent medical attention are not required to complete a work search prior to proceeding to stage 2 of the application and are provided with an expedited eligibility assessment.
 - If the immediate need item is required before an eligibility assessment can be completed, the need will be met without delay through vouchers, shelter referrals, bus tickets, etc.
 - At any time, clients/applicant can contact the ministry if their circumstances change.
- Applicants who are fleeing abuse are exempt from work search requirements, the two year financial independence requirement, and employment-related obligations, and receive an eligibility assessment within one business day. Applicants and recipients do not need to provide third party verification for the fleeing abuse policies to apply; they need only disclose that they are fleeing abuse.

Centralized Intake Process

- With the goal of delivering more consistent and timely service to applicants across the province, the ministry centralized the intake process through a phased approach starting in June 2013 with full implementation in March 2014.
- Centralizing our intake process responds to feedback we've received about timeliness and consistency in our service delivery, and aims to reduce the number of touch points for applicants throughout the application process.
- The virtually centralized process now in place benefits applicants in the following ways:
 - Reduced number of required office visits;
 - Minimized application documentation;
 - Elimination of 'no show' appointments, thereby providing more time for dedicated applicants; and
 - Implemented accommodation protocols for non-standard intakes (e.g., rural, interpreter-required, no phone, etc.).
- In Spring 2015, the ministry introduced a start to finish process for applications with all application steps completed by one Employment and Assistance Worker.
- The ministry will continue to closely monitor the effectiveness of the centralized approach, and will make appropriate adjustments as required.

Orientation

- Completing an orientation is a legislated eligibility requirement.
 - This requirement can be satisfied by using the online Self-Serve Assessment and Application tool or with the support of ministry staff in the office or by phone, and

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by a contracted service provider as needed.

- Some applicants are not required to complete an orientation:
 - Persons aged 65 or over;
 - Persons who do not meet citizenship requirements; and
 - Persons with a physical or mental condition that precludes completion of the orientation.

Service Delivery Full Time Equivalents (FTEs)

| Branch | Number of Staff |
|-------------------------------|-----------------|
| Intake and Specialized Intake | 164 |

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Family Maintenance Services Update

KEY MESSAGES:

- As part of Budget 2015, government provided \$32 million over the next three years to fully exempt child support payments for families receiving income and disability assistance.
- As a result, child support payments are now fully exempt for income and disability assistance for families. The exemption was implemented September 1, 2015.
- Family maintenance services continue to be provided to families in receipt of assistance to obtain support orders or agreements where there is entitlement to maintenance.
- The legal budget to assist families with obtaining child support orders remains intact. All eligible families who ask for assistance to get a maintenance order will continue to receive the support they need to do so.
- Regulatory, administrative, policy, systems, process and staffing changes were necessary to implement government's direction; all necessary changes were implemented by September 1, 2015.
- Safety assessments are conducted prior to all maintenance action and action is not taken where a safety risk is present for either of the parties in the matter.
- While staff were affected by these changes, the process was managed through attrition and other placements within the ministry. All staff who did not retire were successfully placed in equivalent positions by August 31, 2015.
- Ministry clients may opt to enroll support orders with the Ministry of Justice's Family Maintenance Enforcement Program which assists

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citizens by collecting payments on and enforcing support orders.
Enrollment is voluntary for ministry clients.

BACKGROUND:

Impact

- Since the exemption was introduced in September 2015, a monthly average of 3,325 families (5,700 children) have benefitted from the exemption, higher than the 3,200 families and 5,400 children anticipated.
- The exemption means \$1.32 million in additional income is available to families with children each month, higher than the \$1.08 million predicted.
- The average monthly amount of child support declared is \$397 -- \$336 was predicted.

Staffing

- The changes announced to the Family Maintenance Program had an impact on 51 staff.
- On February 23, a pre-layoff canvass offer (PLC) was made to all impacted staff. 13 individuals chose to accept the offer and retire.
- The Article 13 Workforce Adjustment process was invoked after the PLC closed. This allowed us to maximize the opportunities for best-fit, equivalent reassignments for remaining staff.
 - 36 individuals were placed in equivalent positions, the majority of staff remained in the ministry; two individuals chose to take similar positions with Family Services at the Ministry of Justice.
 - Two individuals were successful in securing promotional opportunities.

Family Maintenance Services

- Family maintenance services are available to assist eligible persons in receipt of assistance who have a legal right to child and/or spousal support, by securing family maintenance orders or agreements.
 - To receive family maintenance services, clients must sign the voluntary Assignment of Maintenance Rights form (HR2748).
- The ministry has taken steps to communicate the availability of family maintenance services to clients.
 - Staff training was conducted and resource materials developed to assist staff in completing the referral process.
 - An Information Sheet is published on the ministry's website which explains eligibility criteria, outlines the application process and answers frequently asked questions.
 - Outreach calls have been held with advocacy groups to relay information on services.
 - During the application process for assistance, ministry staff explain the requirement to pursue other potential income sources which may be available,

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including family maintenance; staff also let clients know the ministry offers family maintenance services to assist clients with pursuing support orders.

- To be eligible for family maintenance services, ministry clients must meet the following criteria:
 - Be in active receipt of income, disability or hardship assistance.
 - Request help with obtaining or defending an order or agreement for child or spousal support.
 - Not already have an order or agreement for child support for all children in the family or for spousal support, or be defending an application to change a maintenance order or agreement.
 - Be able to identify the potential payor of support and that the payor resides in B.C.
 - Have information indicating that the payor receives more than the Child Support Guidelines minimum of \$10,280 in income per year
- To request family maintenance services, a client contacts the ministry to ask an Employment and Assistance Worker (EAW) for a referral for family maintenance services.
 - An EAW will use the Family Maintenance Questionnaire and Referral form (HR3033A) to determine if the client meets the criteria for a referral.
 - If the criteria for a referral are met, the EAW will provide the client with the referral form, which includes information on how to set up a maintenance referral appointment with a designated ministry lawyer.
 - The EAW will also provide the client with the Assignment of Maintenance Rights (HR2748) form. The client must provide the HR3033A to the designated ministry lawyer within 60 days of the date of the referral.
 - A designated ministry lawyer will review the case to confirm that the client meets the criteria for family maintenance services and that there is an ability to pursue a support order or agreement.
 - If the criteria for a referral are not met, the EAW will provide the the client with a form outlining the reasons why the client did not meet the referral criteria.
- Safety is a high priority in the family maintenance services. Safety assessments are conducted on each case before maintenance action is taken. Maintenance action is not taken where a high safety risk is present for either of the parties in the matter.
 - The ministry retains the right not to pursue maintenance if there are safety concerns.

Interjurisdictional Comparison on Treatment of Income

- BC's exemption of child support from income and disability assistance calculations is the most generous in Canada.
- Other provinces do not exempt maintenance income with the exception of Quebec and Alberta.
 - In Quebec, the first \$100 per child per month is exempt.

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- Alberta's AISH program exempts all child support, and spousal support is exempt if received by a cohabiting partner. The Alberta Works program does not exempt child support or spousal support.

BUDGET:

- Legal counsel is required to support the provision of family maintenance services.

| Budget | FY 14/15 | FY 15/16 |
|---------------|----------|----------|
| Legal Counsel | \$2.47M | \$1.3M |

STATISTICS:

| | FY 2014/2015 | FY 2015/2016 to Dec 31 |
|---|--------------|------------------------|
| Annual Percentage- new consent versus court orders obtained | 56.5% | 52.2%* to Sep 30 |
| Annual Total- number of new orders obtained | 1,845 | 308 |
| Monthly Average- number of cases receiving services | 22,495 | 3,005 |
| Monthly Average- number of referrals | 967 | 141 |
| Monthly Average- per order amount for new orders | \$477 | \$550 |

| Pre/Post Changes | FY 2015/2016 to Aug 31 | Sep 1- Dec 31, 2015 |
|---|------------------------|---------------------|
| Monthly Average- number of cases receiving services | 5,690 | 321 |
| Monthly Average- number of requests for referral | 236 | 16 |

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017

TOPIC: Federal Commitments

KEY MESSAGES:

- The B.C. Government has established a mutual and collaborative relationship with the federal government to focus on issues in the social services sector.

Canadians with Disabilities Act

- The federal government has committed to initiating an engagement process with provinces, territories, municipalities and stakeholders to consult on a *Canadians with Disabilities Act*, and we will be working very closely with our federal counterparts to support this process.
- Our government looks forward to discussing plans for future consultation regarding the *Canadians with Disabilities Act* with the federal government.
- By working together to remove barriers and to enable full participation for people with disabilities in our communities, we are moving toward a more accessible and inclusive Canada.

Social Innovation

- The Government of British Columbia has been formally promoting and supporting social innovation since 2008.
- We welcome the opportunity to discuss the proposed Social Innovation and Social Finance Strategy with the federal government.
- We are working with the federal government and other jurisdictions to share information and learn about social innovation and finance, including social enterprise and social procurement activities across Canada.

Labour Market Development Agreement (LMDA)

- The Ministry of Social Development and Social Innovation is responsible for

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administering the Canada - BC LMDA.

- The current LMDA has been in effect since February 2008 and it is a perpetual agreement that provides B.C. with approximately \$300M annually to deliver employment programming and supports.
- B.C. primarily uses the LMDA funding to administer the Employment Program of BC (EPBC) through 84 WorkBC Employment Services Centres.
- B.C. and Canada have been working together for the last two years to seek an amendment to the LMDA to strengthen the delivery of programs and services to British Columbians.
- In June 2015, B.C. and the Government of Canada entered into a formal Memorandum of Understanding which outlines the framework for an amended LMDA and formal negotiations commenced.
- In August 2015 the federal election was called and formal negotiations were put on hold. At this time, negotiations have not resumed.
- B.C. remains committed to working with the federal government to expand access to employment services through expanded eligibility and increased funding, and continues to engage in bi-lateral conversation until formal negotiations can resume.

BACKGROUND:

- In November 2015, the federal government released ministerial mandate letters that outlined key priorities and described a new federal approach that is heavily focused on consultation and partnerships with provinces, territories and Indigenous peoples as well as engagement with stakeholders and the public.
- Employment and Social Development Canada (ESDC) is the federal department with a portfolio that is most relevant to the Ministry of Social Development and Social Innovation (SDSI).
- There are three ESDC ministers:
 - Minister Duclos - Minister of Families, Children and Social Development;

- Minister Mihychuk - Minister of Employment, Workforce Development and Labour; and
- Minister Qualtrough - Minister of Sport and Persons with Disabilities.
- The following federal commitments relate to the SDSI mandate:
 - Lead an engagement process with provinces, territories, municipalities and stakeholders leading to the passage of a *Canadians with Disabilities Act*.
 - Ministers Qualtrough and Duclos are tasked to lead this work.
 - Few details are available but engagement is expected to occur in the summer and fall of 2016.
 - Develop a Social Innovation and Social Finance Strategy.
 - Ministers Duclos and Mihychuk are tasked to develop the strategy.
 - Activities include the creation of a new legislative framework to support the charitable and non-profit sectors, the development of modernized procurement practices (including green and social procurement), the creation of a Canada Infrastructure Bank, a Canadian Green Bond and devoting a percentage of program funds to experiment with new approaches.
 - SDSI is already working with provinces, territories and the federal government to create an inventory of social enterprise and social procurement projects and initiatives across Canada.
 - Labour Market Development Agreement changes and increased funding
 - Improve worker access to training through the rationalization and expansion of intergovernmental agreements such as the LMDA, the Labour Market Agreement and the Canada Job Grant;
 - \$500 million annual increase in funding to the LMDA (\$75M to BC).
 - SDSI has been working with the federal government to seek an amendment to the LMDA and to increase opportunities for British Columbians to access training and employment opportunities.
- In addition to bilateral engagement on the above priorities, the federal government will engage with provinces and territories multilaterally through existing federal/provincial/territorial structures including the Forum of Ministers Responsible for Social Services and the Forum of Labour Market Ministers.
- Other federal commitments of interest to SDSI but led by other BC ministries include:
 - Eliminate the Universal Child Benefit, the National Child Benefit and the Canada Child Tax Benefit and replace them with a single Canada Child Benefit (Ministry of Finance and Ministry of Children and Family Development-MCFD lead).
 - For a single parent on income assistance with a child under six, the CCB should provide \$575 to \$730 more per year and if the child is six or over the CCB should result in \$930 more per year.
 - Because child benefits are fully exempt, this will result in more net income for families with children.

- The CCB will be rolled out in July 2016.
- Review and modernize employment insurance (EI) to better serve employers and the unemployed (Finance lead).
 - Changes will include – reducing the waiting period from two weeks to one week, reduce EI premiums, use contributions only for EI programs, eliminate the 910 hour requirement for new workers and those out of the labour market for two years, improve flexibility of parental leave and improve flexibility in the compassionate care benefit.
 - Unemployed persons who are not receiving EI are at risk of coming on to income assistance and disability assistance for support.
 - The proposed improvements should help to increase the number of individuals who qualify for EI benefits and also increase access to skill training opportunities.
 - SDSI is working with the Ministry of Finance and the Ministry of Jobs, Tourism and Skills Training (JTST) to support employment insurance (EI) program enhancements that will increase access for all British Columbians.
- \$200 million annual increase to the Canada Job Fund to train non employment insurance eligible or unemployed persons (JTST lead).
- Funding for apprenticeship programs and youth initiatives including the Canada Summer Jobs Program and a new Youth Service Program (JTST lead).
- Accept 25,000 Syrian refugees in 2016 (JTST lead).
- Restore age 65 eligibility for Old Age Security and increase the Guaranteed Income Supplement for low income singles by 10 percent (Finance lead).
- Develop a Canadian Poverty Reduction Strategy that aligns with and supports existing provincial, territorial and municipal strategies (MCFD lead).
- Consult with provinces, territories and Indigenous Peoples on a National Early Learning and Childcare Framework (MCFD lead).
- Implement the recommendations of the Truth and Reconciliation Commission, provide equitable funding for child and family services on-reserve, lift the 2% cap on funding for First Nations programs, invest in kindergarten to grade 12 education and post-secondary education (Ministry of Aboriginal Relations and Reconciliation and MCFD lead).

CROSS REFERENCE:

- Labour Market Development Agreement
- Refugees
- Social Innovation
- Accessibility Legislation
- Poverty Reduction Strategy
- Low Income Families and Children

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Healthcare Benefit Trust (HBT or the Trust)

KEY MESSAGES:

- Government is committed to ensuring sustainability and low cost benefits in the social service sector so that agencies can continue to deliver the valuable services they provide to communities.
- This past year, we worked with our partners on a solution that completely eliminated the Community Social Services Employers' Association (CSSEA) pool deficit, and related Exit Levies, within HBT.
- As a result of this change, community social service agencies participating in the group plan saw their contribution rates for Long Term Disability (LTD) benefits reduced by an average of 30 per cent.
- The Province and HBT continue to work in partnership with the community social services sector on a long-term plan for financial sustainability in providing health and disability benefits.
- This includes a new funding model that will ensure there are no exit levies for any agencies that leave HBT in the future.
- As well, HBT will continue to achieve savings through initiatives that enhance client service, reduce administrative costs and leverage investment performance to ensure long-term sustainability of the Trust.

BACKGROUND:

- HBT is a non-profit society that was established by the Province in 1979 to provide low cost employee health and long-term disability benefits to the Health and Social Service sectors.
- Following a lengthy strike in the Community Social Services sector in 1999, group benefit plan coverage was standardized for all unionized employees in the sector and the collective agreement required that all CSSEA member agencies purchase group insurance benefits for unionized employees through the HBT.

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- CSSEA has provincial social service agencies as members, who are defined as agencies and authorities that meet all of the following criteria: Unionized; Receive at least \$250,000 in annual funding from the Provincial Government Reporting Entity; and Receive at least 50% of their total annual revenue from these provincial sources.
- HBT administers employee benefits to over 400-member organizations in acute health care, community care, CSSEA and other specialty health care services in B.C. As a non-profit benefits provider, HBT tries to ensure that the costs of benefit claims are fully matched by revenues from employer contributions and investment earnings.
- HBT currently provides benefits for about 95,000 employees, including over 6,500 disabled employees (active LTD claims).
- In April 2013, five CSSEA agencies, who withdrew from HBT without paying their exit levies, disputed the levies in court. Rather than continue with long and expensive litigation, the Province, CLBC, HBT and the agencies reached a settlement agreement in June 2015 that addressed \$8.1M in unpaid exit levy debt for the whole CSSEA sector rather than just for the five agencies involved in the court action.
- Through the settlement agreement, the plaintiffs contributed \$2M, HBT \$1.7M and the Province \$4.4M to cover the exit levy debt. HBT is funding its share of the settlement through administrative cost savings. To address the remaining CSSEA unfunded pool liability of \$3.8M (as of June 30, 2015), the Province also provided one-time funding to eliminate the deficit.
- This province is currently working with HBT on a new funding model that will ensure there are no future deficits or related exit levy costs for any agencies that leave HBT in future.
- One of the key principles of a new model is that agencies will continue to have choice of a benefits provider. However, eliminating the deficit surcharge is expected to make HBT more attractive than other providers.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION PROGRAM
NOTES 2016/2017**

TOPIC: Health Supplements - Overview

KEY MESSAGES:

- The Ministry of Social Development and Social Innovation provides basic medical and dental coverage for income and disability assistance clients.
- The ministry also provides a range of basic medical equipment, supplies and nutritional supports through our Health Supplements programs.
- Other 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.
- Families on assistance and low income British Columbians received \$140.8 million in Health Supplements during 2014/15.
- B.C.'s Health Supplement regime is similar to that of other provinces in Canada.
- Effective September 1, 2015, all families with children who leave income assistance for work keep their basic health supplement coverage for up to 12 months. The supplements available under this Transitional Health Services coverage include dental, optical and premium-free Medical Services Plan and Pharmacare programs.

BACKGROUND:

Eligibility

- Through the BC Employment and Assistance Program, the ministry provides health supplements for eligible clients to meet specific health needs.
- Some low income British Columbians who are not income or disability assistance clients may also be eligible for a limited number of the health supplements provided through the ministry. These citizens include former clients who qualify

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for Medical Services Only coverage, Transitional Health Services coverage, and low-income individuals who have a life-threatening health need.

- Eligibility for specific health supplements varies and can be dependent on family type (Employable or PWD, for example), age and individual circumstances.
- Each of these supplements has its own eligibility criteria. Some general rules apply including:
 - Item must be medically necessary;
 - Item is the least expensive available to meet the need;
 - Client has no other resources available to pay for the item, such as private medical insurance; and
 - A prescription from a health professional may be required.

Supplements

- The following is a list of the health supplements available through the ministry:
 - Premium free medical coverage through Medical Services Plan
 - No deductible PharmaCare
 - Dental supplements
 - Diet supplement
 - Extended medical therapies
 - Hearing aids
 - Infant formula
 - Medical equipment
 - Medical supplies
 - Medical transportation
 - Monthly nutritional supplement
 - Natal supplement
 - Nutritional supplements
 - Optical supplements
 - Orthoses (orthotics and bracing)
 - Supplement for Alcohol and Drug Treatment
 - Tube Feed Supplement
- Refer to Appendix A for detailed information on the individual health supplements.

Medical Services Only

- Through Medical Services Only (MSO), the ministry may provide specific health supplements to certain categories of former clients who no longer receive income or disability assistance.
- Continued access to health supplements for former clients depends on individual circumstances, including income.
- Income testing to confirm ongoing eligibility helps to ensure that supplements are provided only to those most in need.
- To support employment for Persons with Disabilities clients, former clients retain access to health supplements while they work as long as they receive MSP premium assistance.
- Former BC Employment and Assistance clients who no longer meet the eligibility criteria for Medical Services Only receive one-year transitional coverage.

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Transitional Health Services

- Through Transitional Health Services (THS), the ministry provides continued access to certain health supplements for up to one year to families with children who leave income assistance for employment.
- The intent of THS is to assist families with children to obtain and maintain employment by allowing them to retain their premium assisted Medical Services Plan coverage as well as other health supplements while they move from income assistance into financial independence.

Life-Threatening Health Needs

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

April 2015 Hearing Instruments Claims Administration Pilot Project

- As part of the ministry's ongoing effort to improve services for clients, changes are being developed to how hearing instruments are administered.
- Effective April 1, 2015, individuals eligible for hearing instruments will no longer need to contact the ministry to request hearing instruments. This includes hearing aids, bone anchored hearing aids, cochlear implants new requests, repairs, and replacements.
- This change will allow eligible clients to access services directly with their hearing instrument service provider, and removes the need for individuals and service providers to contact or submit documentation to the ministry. There are no policy or eligibility changes associated with this pilot project.
- Clients will only need to provide their Personal Health Number (PHN/Care Card) to their service provider who will work directly with Pacific Blue Cross.
- There are considerable advantages in conducting a pilot project that leverages the ministry's current contract with Pacific Blue Cross and their expertise in administering a range of health-related transactions to ministry clients. This service delivery change is expected to provide an improved client and service provider experience by significantly streamlining the process.
- In the past 3 years, the number of hearing instrument requests has grown substantially in both volume and cost. Over that time period, service requests have increased by 29 percent to 3,751 per year with corresponding expenditures rising from \$1.78M in FY2011/12 to \$4.6M in FY2013/14.
- The Hearing Instruments Claim Administration Pilot will operate until the expiry of Pacific Blue Cross's current contract in 2017. The results gathered from the pilot project will inform future procurement activity.

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BUDGET:

| | 2014/15 | | 2015/16 | | 2016/17 Budget |
|--|----------|----------|----------|----------|-------------------|
| | Budget | Actuals | Budget | Forecast | |
| Alcohol and Drug Residential Treatment (including transportation for alcohol and drug treatment) | \$14.3M | \$13.6M | \$14.3M | \$16.1M | \$14.3M |
| Dental and Orthodontic (including Healthy Kids Program) | \$58.0M | \$58.2M | \$54.4M | \$55.6M | \$53.1M |
| Diet Supplement | \$7.9M | \$7.4M | \$7.5M | \$7.1M | \$7.1M |
| Medical Equipment (including Hearing Aids and Orthoses) | \$21.3M | \$22.8M | \$22.5M | \$26.8M | \$22.2M |
| Medical Supplies (including Nutritional Supplements) | \$13.0M | \$13.4M | \$13.3M | \$14.2M | \$14.6M |
| Medical Transportation | \$4.0M | \$3.7M | \$3.7M | \$3.8M | \$3.8M |
| Monthly Nutritional Supplement | \$20.1M | \$20.4M | \$20.1M | \$20.6M | \$20.8M |
| Natal Supplement | \$1.0M | \$1.0M | \$1.0M | \$0.8M | \$0.8M |
| Optical Services (including Healthy Kids Program) | \$5.0M | \$4.9M | \$5.0M | \$5.1M | \$5.2M |
| Total | \$144.7M | \$140.8M | \$141.8M | \$150.2M | \$141.8M |

Data Source: FASB

HEALTHY KIDS PROGRAM:

| | 2014/15 | | 2015/16 | | 2016/17 Budget |
|--|---------|---------|---------|----------|-------------------|
| | Budget | Actuals | Budget | Forecast | |
| Healthy Kids Program (Optical and Dental) Note: these expenditures are also reported in the above table as part of the optical and dental budgets | \$19.7M | \$17.6M | \$18.5M | \$17.3M | \$17.2M |

Data Source: FASB

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STATISTICS:**Health Supplements**

| Supplement | Clients / Cases Served 2012/13 | Clients / Cases Served 2013/14 | Clients / Cases Served 2014/15 | Clients / Cases Served 2015/16 (up to Dec 31, 2015) |
|---|---|---|---|--|
| Supplement for Alcohol and Drug Treatment | 6,680 | 7,014 | 7,132 | 7,031 |
| Transportation for Alcohol and Drug Treatment | 555 | 400 | 302 | 253 |
| Dental and Orthodontic Services (including Healthy Kids Program) | 138,018 | 136,822 | 132,620 | 118,163 |
| Diet Supplements | 21,473 | 20,212 | 18,984 | 17,552 |
| Medical Equipment (Clients served represents data from HAB) | 4,129 | 5,391 | 5,498 | 4,253 |
| Orthoses (Clients served represents data from HAB) | 2,221 | 2,440 | 2,533 | 2,254 |
| Medical Supplies (Clients served represents data from HAB) | 3,870 | 4,032 | 2,069 | 2,269 |
| Medical Transportation | 6,244 | 5,751 | 5,421 | 4,419 |
| Monthly Nutritional Supplement (MNS) *total distinct clients receiving MNS | 10,107 | 10,307 | 10,431 | 10,236 |
| Dietary Items | 7,792 | 8,028 | 8,224 | 8,134 |
| Bottled Water (discontinued July 2010) | N/A | N/A | N/A | N/A |
| Vitamins/Minerals | 8,377 | 8,569 | 8,690 | 8,535 |
| Grand-parented Schedule 'C' Awards | 356 | 340 | 317 | 294 |
| Natal Supplement | 4,109 | 3,906 | 3,481 | 2,802 |
| Optical Services (including Healthy Kids Program) | 33,257 | 31,978 | 31,604 | 24,549 |
| Extended Medical Therapies* *approved for calendar year | 164 | 221 | 232 | 272 |

** Data for fiscal 2015/2016 included data up to December 2015

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INTERJURISDICTIONAL COMPARISON:

- B.C. is consistent with other provinces in that income assistance recipients have access to a range of health supplements.
- B.C., Alberta, and Ontario provide health supplements through two separate programs: an income/disability assistance type program and a health/community supports type program.
- The key difference between B.C. and Alberta and Ontario is that a considerable amount of health supplements in Alberta and Ontario are not provided through their income/disability assistance type program. Rather, they are provided through a separate health/community supports type program which includes a cost share model.
- All Albertans and Ontarians have access to these health supplements and are required to pay a portion of the cost based on their income. Generally, the cost share ratio for both Alberta and Ontario is the province funds 75 percent of the cost and the person is responsible for 25 percent. If a person is on an income/disability assistance type program, that program will pay their portion.
- In addition, both Alberta and Ontario have discretionary or personal benefit clauses within their income and/or disability assistance regimes that allow coverage of some health-related items not covered by the universal programs, where BC does not.
- In B.C., numerous health supplements are provided by the ministry specifically for ministry clients. A cost share model does not exist and the ministry will fund the entire cost unless the client has other resources available.
- The general B.C. population only has access to a few of these health supplements (medical equipment, supplies and medical transportation) if they have a life threatening health need and no other resources available. The Ministry of Health provides some health supplements but with limited access, such as children only in some cases.

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Appendix A – Available Health Supplements

| Cross-Jurisdictional Comparison of Aids to Daily Living Program Type | British Columbia | | Alberta | | Saskatchewan | | Manitoba | | Ontario | |
|---|--|--|-----------------------------------|--|------------------------------------|----------------------------------|--|---|--|--|
| | Ministry of Social Development and Social Innovation | Ministry of Health / Health Authorities | Ministry of Human Services - AISH | Ministry of Health - AADL | Ministry of Social Services - SAID | Ministry of Health - SHP or SAIL | Ministry of Family Services and Labour | Ministry of Health - Home Care Program | Ministry of Community & Social Services - OSDP | Ministry of Health & Long Term Care - ADP |
| Universal access program with a cost share requirement (also see footnotes for more details) | No | Yes, specific programs only ^{2,7} have 70% coverage once deductible reached, IA recipients exempt | No | Yes, 25% to \$500/yr Exempt if under \$21,000 for singles, \$39,250 for families with children | No | Yes, specific programs only* | No | Universal access, no cost share portion | No | Yes, up to 25% for mobility & positioning aids, paid by MCSS for ODSP recipients |
| Diabetic supplies | X ¹ | X ¹ | X | X ¹ | | X | | | | X |
| Medical supplies (incontinence supplies, wound care, etc.) | X | X ² | | X | | X | X [#] | X | | X |
| Mobility devices (canes, walkers, wheelchairs, scooters, etc.) | X | | | X ¹ | X* | X | X [#] | X | | X |
| Positioning devices (w/c seating, transfer aids, hospital beds, bathing/toileting aids, etc.) | X | | | X | | X | X [#] | X | | X |
| Respiratory devices (CPAPs, apnea monitors, nebulizers) | X ³ | X ⁴ | | X | | X | | X | | X |
| General Orthoses and Bracing | X | X ⁵ | | X | | X | | X | | X |
| Foot orthotics | X | | X ¹ | | | | X | | X [#] | |
| Footwear - Custom & off the shelf | X | | | X | | X | X | | | |
| Prosthetics | | X | | X | | X | | X | | X |
| Hearing aids | X | | | X | | X | X | | | X |
| Visual /Communication aids ⁶ | | | | X | | X* | | | | X |
| Insulin Pumps and supplies | | X ^{7,8} | | | X* | X* | | | | X [#] |
| Home Enteral Feeding (tube feed) | X | X ³ | X ¹ | X | | X* | | X | | X [#] |
| Discretionary Benefit | | | X | | X | | X | | X | |

Footnotes:

1. SDSI only covers lancets. HLTH covers blood glucose test strips, needles and syringes are covered for recipients of IA [Plan C] and At Home children [Plan F] or Fair PharmaCare. HLTH covers insulin for recipients covered under Fair PharmaCare, Plan B [Residential Care], Plan C, Plan F or Plan P [Palliative Care Drug Program].
2. Limited to ostomy supplies for recipients covered under Plan B [Residential Care], Plan C, Plan F. Fair PharmaCare recipients also covered subject to any deductible requirements (70% coverage once deductible reached. \$0 deductible with less than \$15,000 net income. 100% coverage once family maximum reached – equivalent to 2% of net income).
3. Positive airway pressure device only.
4. Limited to home oxygen, ventilators.
5. Limited to children with congenital conditions.
6. Visual Aids include items such as magnifiers, specialized watches, talking clocks, etc.
7. In BC, insulin pumps are covered for children 18 year of age and under. 100% coverage provided under Plan C and Plan F. Families covered under Fair PharmaCare receive 70% coverage of costs above deductible, and 100% cost above family maximum.
8. Supplies for insulin pumps are covered for children and adults covered under Plan C, Plan F or Fair PharmaCare.
9. HLTH only covers tube feeding supplies and equipment for individuals who have specialized nutrition requirements due to gastrointestinal tract ("gut") problems.
1. The Alberta Aids to Daily Living (AADL) program does not cover scooter and recycles major medical equipment. Grant provided to Canadian Diabetes Association to administer diabetic supplies. Assured Income for Severely Handicapped (AISH) provides foot orthotics under its discretionary benefit clause. Alberta Human Services pays for the formulas for tube feedings for Income Support (IS) and AISH recipients who are on the Home Enteral Nutrition Program.
- * The Saskatchewan Aids to Independent Living (SAIL) program is a loan program for mobility aids and equipment. Co-payment charges apply for some programs: visual aids (ex. client pays 1st \$25 for calculator or watch), insulin pump supplies and therapeutic nutrition products program. Custom footwear is only covered when required in conjunction with a leg brace. Foot orthotics are not a covered benefit. Saskatchewan's Assured Income for Disability (SAID) will pay for repairs to equipment if no other resources available (i.e.: SAIL). SAID may pay for some minor items under a discretionary benefit such as crutches, medic-alert bracelet, or door alarms for hearing impaired clients.
- # MFSL covers the cost for basic and essential medical equipment and supplies that are not covered under Home Care or any other health plan. Also covers the cost of custom seating, wheelchair elevators, lifts and ramps.
- % Ontario's Assistive Devices Program (ADP) pays up to 75 per cent of the cost of equipment, such as artificial limbs, orthopaedic braces, wheelchairs and breathing aids. For other items, such as hearing aids, the ADP contributes a fixed amount. ADP pays a grant directly to the person for ostomy supplies, breast prostheses and needles and syringes for insulin dependent seniors. Cost share information - In most cases, the client pays a share of the cost at time of purchase and the vendor bills ADP the balance. Ontario Disability Supports Program (ODSP) recipients are covered at 100%. For ADP supply categories where grants are paid, the client pays 100 per cent of the cost to the vendor. There are many sources of funding for the client's share of the cost including: clients, voluntary/charitable organizations (e.g. March of Dimes, The Easter Seals Society, Kiwanis, Lions Clubs), social assistance, DVA, insurance companies, relatives/friends. ODSP covers the remaining costs for lancets and blood glucose monitors not covered by the Canadian Diabetes Association, Ontario division. ODSP may cover foot orthotics under a discretionary benefit clause. Insulin pumps - ADP only covers insulin pumps for adults and children with type 1 diabetes and provides an annual grant of \$2,400 for supplies which is paid directly to the recipient in four equal payments. Tube feed - ADP provides pump; a grant of \$549.75 (portable pump) or \$355.50 (stationary pump) and supplies; a grant of \$1500 annually in four equal installments.

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
INFORMATION SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: ICM – Office of the Auditor General Report – Progress on Recommendations

KEY MESSAGES:

- The Office of the Auditor General undertook an audit of the Integrated Case Management (ICM) system access controls and data quality in October 2013. Their report was released in March 2015.
- Government recognizes the importance of protecting the personal information of citizens, and the need to continually improve access to data, to ensure compliance with *FOIPPA* and other related policy.
- The report highlights the significant investment government makes in information technology each year that is required to support government programs.
- The ministry accepted the Auditor General's eight recommendations. They are well-aligned with the direction of government's security policy and standards, and with our ongoing efforts to strengthen information security.
- The ministry is substantially addressing all the recommendations made in the report.
- Progress is being shared directly with the Auditor General.

BACKGROUND:

- In October 2013, Office of the Auditor General initiated an audit of ICM with a focus on user access management and data quality management.
- The data, upon which their findings are based, is from October 2013 (after Phase 3 and before the final phase of the project).

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- In April, 2014 OAG updated the audit terms of reference to include a review of changes in scope of the implementation of ICM, and to a limited extent, spending.
- The OAG made eight recommendations in the public report. In its report, OAG concludes that weaknesses in controls existed in both user access management and data quality management.
- The ministry addressed the majority of issues identified prior to the report's release as part of the planned work for ICM Phase 4 completed in November 2014.
- Detailed response to each recommendation:

| Recommendation | May 2015 | February 2016 |
|--|---|---|
| 1. Improve system and review process to enhance the quality of client records in ICM | <p><i>Complete:</i></p> <p>As part of ICM Phase 4, significant system improvements were made to the data quality and search functionality through implementation of a new data quality tool. Improved awareness and business procedures with ministry program areas to ensure quality of client records.</p> <p><i>In Progress:</i></p> <p>Establishing a new Director position to focus on data quality and training staff to optimize tools and implement monitoring processes.</p> | <p>Improvements are a continuous process.</p> <p>New position has been created and director has been hired.</p> |
| 2. Implement a regular compliance program to assess, monitor and improve data quality in ICM on an ongoing basis | <p><i>Complete:</i></p> <p>As part of ICM Phase 4, data quality was improved by conducting a clean-up of data to remove duplicate records. Data quality management activities were augmented as part of ICM Phase 4, and a compliance program was established and implemented.</p> <p><i>In Progress:</i></p> <p>Implementing an ongoing data quality management program and awareness program.</p> | <p>Emphasis on continuous improvement.</p> <p>Implemented a data quality team to monitor and maintain data quality, targeting duplicates.</p> |

| | | |
|--|---|---------------------------------------|
| 3. Ensure that access to ICM is based on defined business and security requirements. | <p><i>Complete:</i></p> <p>As part of ICM Phase 4, security profiles were reviewed in detail and updates to reflect current program are and security requirements. Job titles were standardized and approved processes were updated and improved.</p> | No update |
| 4. Ensure that access to ICM is updated promptly and regularly reviewed. | <p><i>Complete:</i></p> <p>User account management processes were updated.</p> <p>Implemented regular review schedule using new user access monitoring capabilities</p> <p><i>In Progress:</i></p> <p>Developing compliance reviews and reporting to ensure system access can be promptly updated to reflect staff agency changes</p> | We perform regular compliance reviews |
| 5. Ensure that access to restricted client records in ICM is appropriately assigned only to those with a defined need. | <p><i>Complete:</i></p> <p>Security staff continues to work with the SDSI/CFD program areas to ensure policy and/or service delivery changes that affect access requirements are updated promptly.</p> | No update |
| 6. Ensure that ICM system administration accounts are properly managed. | <p><i>Complete:</i></p> <p>User account management processes, and related security procedures were updated</p> <p>All user accounts were reviewed as part of ICM Phase 4</p> <p>Privileged access accounts have been segregated and a process is in place to review on a quarterly basis</p> | No update |

| | | |
|---|--|---|
| <p>7. Conduct regular monitoring of ICM for inappropriate access and activity.</p> | <p><i>Complete:</i> Implemented user access monitoring capabilities as part of ICM Phase 4 Reviewed and updated system settings with audit logging Completed security testing with ICM Phase 4 and prior phases Updated procedural documentation</p> <p><i>In Progress:</i> Updating audit log retention procedures and evaluating options for log monitoring</p> | <p>An audit log retention period has been formalized per records management standard and we are implementing a retention schedule</p> |
| <p>8. Prepare a full accounting of ICM capital and operating costs for the life of the project, consistent with details provided in the business case.</p> | <p><i>Complete:</i> Full accounting of project capital costs Project capital costs were \$181.6 million or \$0.2 million under budget</p> <p><i>In Progress:</i> Project operating costs compiled for 2014/2015 as part of fiscal year end audit</p> | <p>Operating costs for 2014/15 were provided to the Public Accounts Committee in June 2015. We presented the most conservative interpretation of operating costs.</p> <p>For example, Staff Involvement varied by phase. Staff were often called by the field to manage operational activities through this process; we did not produce timecards to track each function; therefore the costs may be less than reflected.</p> |

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
INFORMATION SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: ICM – System Performance Issues

KEY MESSAGES:

- Intermittent slowdowns of the ICM system were experienced in May 2014.
- The May 2014 slowdown was part of larger, government-wide systems issue that affected ICM, which sits within the broader government technical environment.
- ICM is a stable and reliable system that has been functional and available over 99 per cent of the time.
- Like in any other complex system, changes or occasional issues in the broader environment may affect the performance of government's computer programs and applications — including ICM.
- The ministry works with its vendors and corporate partners, including government's Chief Information Officer to maximize the availability of the system.
- While there were some challenges in the early stages of the project, feedback from ministry staff about ICM has been positive since the final phase was completed in November, 2014.

BACKGROUND:

- System statistics show that the availability of the ICM system over the two years prior to the first intermittent slowdowns experienced in May 2014, had been nearly 100 per cent (99.72 per cent). During this time, there were a total of 330 minutes of unplanned system outages related to ICM, or less than 15 minutes per month, on average.
- 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.

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- SDSI continues to work closely with staff in both ministries to closely monitor performance moving forward.
- Ministry of Technology, Innovation & Citizens' Services have made and continues to make improvements to the broader government technical environment.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Income and Disability Assistance and Shelter Rates

KEY MESSAGES:

- This year's budget to provide Employment and Income Assistance services for individuals and families in need is \$1.82 billion.
- Budget 2016 provides an additional \$170 million to raise rates for all Persons with Disability (PWD) clients by up to \$77 per month, and up to \$154 for families where both adults are designated as PWD.
- This increase provides fairness in the system and more choice for people on disability assistance.
- On September 1st, all 100,000 people receiving disability assistance will see an increase of up to \$77 in their monthly rates, depending on the choice they make.
- Those who have been receiving a subsidized bus pass-and want to keep it-will get an increase of \$25.
- People receiving the Special Transportation Subsidy, worth \$66 per month, will still receive that support, plus an additional \$11 per month.
- The 45,000 people who have not received any transportation support in the past, will realize an increase of the full \$77 in their monthly rates.
- While I understand that people hoped to see a larger increase in rates, these changes do ensure everyone receiving disability assistance will benefit.
- While we were able to provide a rate increase for PWD clients, BC is not in a financial position to consider increases to temporary assistance rates at this time.
- As the fiscal situation continues to improve, government will again look

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Date: March 9, 2016

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at options to increase income and disability assistance rates.

- B.C.'s provides some of the most comprehensive supports for low-income individuals and their families in Canada.
- These include subsidized housing, child care subsidies, free dental and optical care for children, free MSP, child and seniors benefits, and a wide range of employment programs.
- All clients are eligible for health and other supplementary benefits to meet a variety of unexpected or additional needs, and Persons with Disabilities clients receive significant additional health benefits, including dental and optical coverage and medical supplies and equipment.
- Clients also receive additional income from federal and provincial tax benefits, which can add from \$30 to over \$1,000 per month to a client's monthly income, depending on family size.

BACKGROUND:

- Advocates typically criticize the adequacy of B.C.'s income assistance rates. The most common recommendations made by advocates are to raise income assistance rates to reflect actual costs of living and to index rates to the annual Consumer Price Index change.
- Advocates point to a report by Ron Kneebone and Oksana Grynishak, released in September 2011 by the University of Calgary, School of Public Policy, which compared disability assistance rates in B.C., Ontario and Alberta. This study concluded that B.C.'s disability assistance rates were inadequate to meet a person's long-term basic needs and recommended that the rates be increased to the maximum Old Age Security plus Guaranteed Income Supplement level, similar to Alberta's rates.

2016 Rate Increase

- Effective September 2016, all Persons with Disability (PWD) clients will receive a rate increase of up to \$77 a month. Families with both adults designated as a PWD will receive up to \$154.
- The rate increase includes changes to realign transportation supports and provides greater equity and choice for all PWD clients.
- There are approximately 100,000 people with the PWD designation. About 55,000 receive funding for transportation costs, through either a subsidized bus pass or a Special Transportation Subsidy. Another 45,000 people do not receive transportation assistance; many because they do not live in communities served by public transit.
- Starting September 1, 2016, the rate increase will come into effect and PWD clients will be able to choose how they receive transportation support.

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- PWD clients who do not have a BC Bus Pass or Special Transportation Supplement will receive a \$77 per month increase to their support allowance.
- PWD clients who access the BC Bus Pass Program will receive a \$25 per month increase to their support allowance plus the subsidized bus pass. After September 1, clients will have the option to turn in their bus pass at any time and receive the full \$77 in the following months.
- PWD clients receiving the Special Transportation Subsidy (which is equivalent to \$66 a month) will see this included within the monthly \$77 rate increase effective September 1; this provides an additional \$11 per month to their support allowance. The 2016 lump-sum payment for STS that will be included with April's Disability Assistance payment will be pro-rated for 5 months (April - August).
- The BC Bus Pass program remains in place. Currently, BC Bus Pass holders receive \$52 in value a month in the form of a bus pass. Once the changes are effective, all people with the PWD designation will receive up to \$77 cash per month, and they can decide how to spend it.

Setting Rates

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Adequacy of Rates

- For employable individuals, income assistance is meant to be a temporary support and has never been intended to permanently replace full-time work.
- A \$200 monthly earnings exemption was introduced in October 2012 to help employable clients gain employment. This was increased to \$400 for families with children.
- Persons with Disabilities have additional barriers to overcome in transitioning to employment.
- British Columbia's highest rates of assistance are provided for Persons with Disabilities, in addition to significant health and other supplementary benefits and earnings exemptions (\$9,600 annual exemption for families where one adult has disabilities, and \$19,200 for families where two adults have disabilities).
- Shelter rates for employable clients are among the highest in Canada.
- In addition to the support and shelter amounts, clients may also receive a number of additional health and other supplements for a wide range of special needs. There are about 70 supplements available.
- Clients also receive significant additional income from federal and provincial tax and child benefit programs. This ranges from \$30 per month for a single

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employable client to well over \$1,000 per month for a client with three or more children.

Indexing to Consumer Price Index

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Other Program Changes

- In October 2012, we implemented new policies that will allow clients, especially families with children, to increase their monthly income. These changes included implementing earnings exemptions for employable clients, increasing the earnings exemption for Persons with Disabilities, and exempting income tax refunds and retroactive Family Bonus payments.
- In September 2015, earnings exemptions for families on temporary assistance were increased from \$200 to \$400, and to \$500 for families with a child with a severe disability.
- In 2015 we introduced Annualized Earnings Exemptions for all disability assistance clients, which allows them to earn up to \$9,600 a year before their income impacts their eligibility. BC is the only province which calculates exemptions annually rather than monthly, which benefits clients who have episodic earning capability.
- Earnings exemptions alone increased the total income for families on income assistance by \$3 million and on disability assistance by \$13 million in 2015/16.
- Effective September 2015, child support payments are fully exempted from income and disability assistance calculations. Parents will be able to keep every dollar they receive in child support—over and above what they receive in assistance.
- Also in September 2015, the Ministry implemented the Single Parent Employment Initiative to help eligible single parents receiving income and disability assistance secure employment. Single parents may access a range of employment services and supports through the 84 WorkBC Employment Services Centres (ESC) across the province, along with more than 100 satellite offices.
- In December 2015, asset levels for disability assistance clients were increased to \$100,000, and to \$200,000 for families with both adults designated as a PWD. Also, community and family contributions and gifts to disability assistance clients are now fully exempt.

2007 Rate Increase

- In April 2007, the ministry raised rates across the board for all of the ministry's clients. Highlights of the 2007 rates increase package:
 - \$50 increase to the shelter rate maximums for all client types and all family sizes (benefited 60,000 cases). This was the first such increase since 1992;

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- \$50 support increase for single clients and single parents who are expected to work (benefited 27,000 cases);
- Support increases for Persons with Persistent Multiple Barriers and Persons with Disabilities families with children (benefited 6,500 cases);
- Additional \$45 to \$75 increases to the shelter maximums for Expected-to-Work and Persons with Persistent Multiple Barriers families of 3 or more. This is in addition to the overall \$50 shelter increase (benefited 4,000 cases);
- A new family category for Persons with Persistent Multiple Barriers was created (for families where only one adult was Persons with Persistent Multiple Barriers); and,
- Hardship support rates were adjusted to be equal to the regular rates structure (benefited 400 families with children and seniors in hardship situations).

STATISTICS:

Total Basic Monthly Income on BC Employment and Assistance (Singles)

July 2015 to June 2016

| Payments (Monthly) | Employable | PPMB | PWD |
|---|------------------|------------------|------------------|
| Support Allowance | \$ 235.00 | \$ 282.92 | \$ 531.42 |
| Shelter Allowance (maximum) | \$ 375.00 | \$ 375.00 | \$ 375.00 |
| GST Credit (federal) | \$ 22.67 | \$ 22.67 | \$ 26.07 |
| BC Low Income Climate Action Tax Credit | \$ 9.63 | \$ 9.63 | \$ 9.63 |
| BC Sales Tax Credit | \$ 6.25 | \$ 6.25 | \$ 6.25 |
| Total Income | \$ 648.54 | \$ 696.46 | \$ 948.37 |

Total Basic Monthly Income on BCEA (Couples no Children)

July 2015 to June 2016

| Payments (Monthly) | Employable | PPMB | 1 PWD | 2 PWD |
|---|------------------|--------------------|--------------------|--------------------|
| Support Allowance | \$ 307.22 | \$ 452.06 | \$ 700.56 | \$ 949.06 |
| Shelter Allowance (maximum) | \$ 570.00 | \$ 570.00 | \$ 570.00 | \$ 570.00 |
| GST Credit (federal) | \$ 45.33 | \$ 45.33 | \$ 45.33 | \$ 45.33 |
| BC Low Income Climate Action Tax Credit | \$ 19.25 | \$ 19.25 | \$ 19.25 | \$ 19.25 |
| BC Sales Tax Credit | \$ 12.50 | \$ 12.50 | \$ 12.50 | \$ 12.50 |
| Total Income | \$ 954.30 | \$ 1,099.14 | \$ 1,347.64 | \$ 1,596.14 |

Total Basic Monthly Income on BC Employment and Assistance (Parents)

July 2015 to June 2016

| Payments (Monthly) | Single Parent | | 2 Parent Family | |
|-----------------------------|--------------------|-----------------------------|--------------------|-----------------------------|
| | 1 Child (age 4) | 2 Children (age 10 & 13) | 1 Child (age 4) | 2 Children (age 10 & 13) |
| Support Allowance | \$ 375.58 | \$ 375.58 | \$ 401.06 | \$ 401.06 |
| Shelter Allowance (maximum) | \$ 570.00 | \$ 660.00 | \$ 660.00 | \$ 700.00 |

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| | | | | |
|---|--------------------|--------------------|--------------------|--------------------|
| GST Credit (federal) | \$ 57.25 | \$ 69.17 | \$ 57.25 | \$ 69.17 |
| BC Low Income Climate Action Tax Credit | \$ 19.25 | \$ 22.13 | \$ 22.13 | \$ 25.00 |
| BC Sales Tax Credit | \$ 6.25 | \$ 6.25 | \$ 12.50 | \$ 12.50 |
| BC Early Childhood Tax Benefit | \$ 55.00 | \$ - | \$ 55.00 | \$ - |
| Canada Child Tax Benefit | \$ 122.58 | \$ 245.16 | \$ 122.58 | \$ 245.16 |
| National Child Benefit Supplement | \$ 189.91 | \$ 357.91 | \$ 189.91 | \$ 357.91 |
| Universal Child Care Benefit (federal) | \$ 160.00 | \$ 120.00 | \$ 160.00 | \$ 120.00 |
| Total Income | \$ 1,555.82 | \$ 1,856.19 | \$ 1,680.43 | \$ 1,930.80 |

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Notes:

All clients who receive assistance for December receive an additional Christmas supplement. Singles receive \$35 each year. A couple without children receives \$70. Either single or two-parent family with dependent children receives \$70 per calendar year plus \$10 for each dependent child.

All clients with school-aged children who receive assistance for September receive an additional School Start-up supplement of \$100 per child aged 5 to 11 years and \$175 per child aged 12 years and over.

The federal GST Credit is paid four times per year.

The BC Low Income Climate Action Tax Credit is paid four times per year together with the GST Credit.

The BC Sales Tax Credit is paid once a year upon filing of an income tax return.

Tax credits have been pro-rated over 12 months.

INTERJURISDICTIONAL COMPARISON:

Monthly Total Income Assistance Rates by Province (as of January 2015) (including federal and provincial child benefits)

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TOTAL BENEFITS

Updated Jan 2016

Single Individuals

| Province | Employable | Barriers/ PPMB | Person with a Disability |
|--------------------------------------|-------------------|---------------------------|-------------------------------------|
| British Columbia | 610.00 | 657.92 | 906.42 |
| Alberta ¹ | 627.00 | 809.00 | 1,588.00 |
| Saskatchewan ² | 678.21 | 825.37 | 1,391.00 |
| Manitoba ³ | 655.00 | 871.00 | 871.00 |
| Ontario | 681.00 | 681.00 | 1,110.00 |
| Quebec ⁴ | 653.00 | 947.00 | 947.00 |
| New Brunswick ⁵ | 537.00 | 576.00 | 763.00 |
| Prince Edward Island ⁶ | 619.00 | 812.00 | 812.00 |
| Nova Scotia ⁷ | 555.00 | 790.00 | 790.00 |
| Newfoundland & Labrador ⁸ | 733.00 | 733.00 | 733.00 |
| BC RANK | 8 | 8 | 5 |

¹Barriers to Full Employment category includes Personal Needs Supplement.

²Saskatchewan will pay for actual utility costs if they are not included in rent.
Figures include average utility costs for FY2013/14.

³ Manitoba will also pay for actual utility costs if they are not included in rent.

⁴ Employable rate includes Allowance for Single Employable.

⁵ Disability rate includes monthly Disability Supplement.

⁶ Rates include Travel Allowance.

⁷ Nova Scotia also provides a Poverty Reduction Credit (introduced in July 2010) for those on IA who have no children and were on IA for the whole of the previous tax year.

⁸ Rates include Island Fuel Supplement. Rates for singles (except PWD) are for those over age 30 years. Lower rates apply to employable singles and singles with barriers to employment who are under age 30.

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TOTAL BENEFITS

Updated Jan 2016

Couples

| | Employable | Barriers/ PPMB | Person with a Disability |
|--------------------------------------|------------|-------------------|-----------------------------|
| British Columbia ¹ | 877.22 | 966.22 | 1,270.56 |
| Alberta ² | 956.00 | 1,191.00 | 1,588.00 |
| Saskatchewan ³ | 1,241.54 | 1,241.54 | 1,851.00 |
| Manitoba ⁴ | 912.00 | 1,176.00 | 1,176.00 |
| Ontario | 1,077.00 | 1,077.00 | 1,670.00 |
| Quebec | 965.00 | 1,416.00 | 1,416.00 |
| New Brunswick ⁵ | 903.00 | 903.00 | 1,094.00 |
| Prince Edward Island ⁶ | 1,127.00 | 1,127.00 | 1,127.00 |
| Nova Scotia ⁷ | 1,080.00 | 1,080.00 | 1,080.00 |
| Newfoundland & Labrador ⁸ | 1,178.00 | 1,178.00 | 1,178.00 |
| BC RANK | 10 | 9 | 5 |

¹ Rates for PPMB and PWD are based on 1 adult having designation. Rates are higher if both adults in a couple or two parent family have applicable designation.

² Barriers to Full Employment category includes Personal Needs Supplement.

³ Saskatchewan will pay for actual utility costs if they are not included in rent.

Figures include average utility costs for FY2013/14.

⁴ Manitoba will also pay for actual utility costs if they are not included in rent.

⁵ Disability rate includes monthly Disability Supplement.

⁶ Rates include Travel Allowance.

⁷ Nova Scotia also provides a Poverty Reduction Credit (introduced in July 2010) for those on IA who have no children and were on IA for the whole of the previous tax year.

⁸ Rates include Island Fuel Supplement. Rates for singles (except PWD) are for those over age 30 years. Lower rates apply to employable singles and singles with barriers to employment who are under age 30.

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TOTAL BENEFITS

Updated Jan 2016

1-Parent, 1-Child, Age 6¹

| | Employable | Barriers/ PPMB | Person with a Disability |
|--------------------------------------|-------------------|---------------------------|-------------------------------------|
| British Columbia | 1,318.07 | 1,366.07 | 1,614.57 |
| Alberta ² | 1,295.99 | 1,490.99 | 1,950.99 |
| Saskatchewan ³ | 1,474.12 | 1,500.03 | 2,042.49 |
| Manitoba ⁴ | 1,225.49 | 1,438.49 | 1,438.49 |
| Ontario | 1,434.82 | 1,434.82 | 2,010.82 |
| Quebec ⁵ | 1,294.49 | 1,588.49 | 1,588.49 |
| New Brunswick ⁶ | 1,280.32 | 1,280.32 | 1,467.32 |
| Prince Edward Island ⁷ | 1,473.49 | 1,473.49 | 1,473.49 |
| Nova Scotia ⁸ | 1,382.57 | 1,382.57 | 1,382.57 |
| Newfoundland & Labrador ⁹ | 1,519.90 | 1,519.90 | 1,519.90 |
| BC RANK | 6 | 9 | 4 |

¹ Rates for families with children include the National Child Benefit Supplement (NCBS) and basic Canada Child Tax Benefit (CCTB). Provincial child benefits are added to the rates for Alberta, Ontario, Quebec, New Brunswick, Nova Scotia and Newfoundland. Alberta's CCTB rates vary based on the age of the child.

² Barriers to Full Employment category includes Personal Needs Supplement.

³ Saskatchewan will pay for actual utility costs if they are not included in rent. Figures include average utility costs for FY2014/15.

⁴ Manitoba will also pay for actual utility costs if they are not included in rent.

⁵ Employable rate includes Allowance for Single Employable.

⁶ Disability rate includes monthly Disability Supplement.

⁷ Rates include Travel Allowance.

⁸ Nova Scotia also provides a Poverty Reduction Credit (introduced in July 2010) for those on IA who have no children and were on IA for the whole of the previous tax year.

⁹ Rates include Island Fuel Supplement. Rates for singles (except PWD) are for those over age 30 years. Lower rates apply to employable singles and singles with barriers to employment who are under age 30.

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TOTAL BENEFITS

Updated Jan 2016

2-Parents, 2-Children, Ages 10 & 13¹

| | Employable | Barriers/ PPMB | Person with a Disability |
|--------------------------------------|------------|-------------------|-----------------------------|
| British Columbia ² | 1,824.13 | 1,913.13 | 2,217.63 |
| Alberta ³ | 1,950.74 | 2,196.74 | 2,321.74 |
| Saskatchewan ⁴ | 2,138.09 | 2,138.09 | 2,752.07 |
| Manitoba ⁵ | 1,944.07 | 2,297.07 | 2,297.07 |
| Ontario | 2,131.73 | 2,131.73 | 2,741.45 |
| Quebec | 1,987.07 | 2,438.07 | 2,438.07 |
| New Brunswick ⁶ | 1,759.73 | 1,759.73 | 1,956.73 |
| Prince Edward Island ⁷ | 2,366.07 | 2,366.07 | 2,366.07 |
| Nova Scotia ⁸ | 2,239.90 | 2,239.90 | 2,239.90 |
| Newfoundland & Labrador ⁹ | 1,951.82 | 1,951.82 | 1,951.82 |
| BC RANK | 9 | 9 | 8 |

¹ Rates for families with children include the National Child Benefit Supplement (NCBS) and basic Canada Child Tax Benefit (CCTB). Provincial child benefits are added to the rates for Alberta, Ontario, Quebec, New Brunswick, Nova Scotia and Newfoundland. Alberta's CCTB rates vary based on the age of the child.

² Rates for PPMB and PWD are based on 1 adult having designation. Rates are higher if both adults in a couple or two parent family have applicable designation.

³ Barriers to Full Employment category includes Personal Needs Supplement.

⁴ Saskatchewan will pay for actual utility costs if they are not included in rent.

Figures include average utility costs for FY2013/14.

⁵ Manitoba will also pay for actual utility costs if they are not included in rent.

⁶ Disability rate includes monthly Disability Supplement.

⁷ Rates include Travel Allowance.

⁸ Nova Scotia also provides a Poverty Reduction Credit (introduced in July 2010) for those on IA who have no children and were on IA for the whole of the previous tax year.

⁹ Rates include Island Fuel Supplement. Rates for singles (except PWD) are for those over age 30 years. Lower rates apply to employable singles and singles with barriers to employment who are under age 30.

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 Date: March 9, 2016

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION PROGRAM
NOTES 2016/2017**

**TOPIC: Labour Market Agreement for Persons with Disabilities
(LMAPD)**

KEY MESSAGES:

- In March 2004, British Columbia entered into the Canada-British Columbia Labour Market Agreement for Persons with Disabilities (LMAPD) in recognition of a mutual commitment to improve the employment situation of persons with disabilities.
- The original agreement was extended until March 31, 2014. In April 2014, B.C. signed a new LMAPD with Canada to March 31, 2018.
- Under the LMAPD, the federal government contributes towards the costs of provincial programs and services that enhance the employability of persons with disabilities.
- The agreement is a cost-sharing agreement. The federal government contributes 50 percent of the annual costs of provincial programs up to a maximum of \$30.74 million per year.
- In fiscal year 2014/15, the Province reported \$80.8 million in spending on programs and services under the LMAPD. B.C. received the full \$30.74 million federal contribution.

BACKGROUND:

- The Ministry of Social Development and Social Innovation (SDSI), as a representative at the Ministers Responsible for Social Services table, manages the LMAPD for B.C. The federal government is represented by the Ministry of Employment and Social Development Canada (ESDC).
- SDSI coordinates accountability requirements, including the collection of budget and program indicators from its LMAPD funded programs, and LMAPD funded programs from the Ministry of Health, the Ministry of Advanced Education and Community Living British Columbia.
- SDSI meets regularly with ministry partners to ensure a coordinated approach and input from all involved programs.

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Reporting

- The LMAPD contains three accountability components, including an Annual Report, an Annual Statement, and an Annual Plan.
- BC's LMAPD Annual Report is currently posted on SDSI's publically accessible website.

BUDGET:

- Projected expenditures for 2015/16 are \$62,822,200, which exceeds the amount the Province must spend in order to access the maximum federal contribution.

INTERJURISDICTIONAL COMPARISON:

- All provinces have signed a new four-year LMAPD with ESDC, with the exception of Alberta. Alberta's LMAPD has been delayed due to a change in provincial government.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Labour Market Development Agreement (LMDA) General

KEY MESSAGES:

- The Ministry of Social Development and Social Innovation is responsible for administering the Canada - BC Labour Market Development Agreement (LMDA).
- The current LMDA has been in effect since February 2008 and it is a perpetual agreement that provides BC with approximately \$300M annually to deliver employment programming and supports.
- BC primarily uses the LMDA funding to administer the Employment Program of BC (EPBC) through 84 WorkBC Employment Services Centres.
- BC and Canada have been working together for the last two years to seek an amendment to the LMDA to strengthen the delivery of programs and services to British Columbians.
- In June 2015, BC and the Government of Canada entered into a formal Memorandum of Understanding which outlines the framework for an amended LMDA and formal negotiations commenced.
- In August 2015 the federal election was called and formal negotiations were put on hold. At this time, negotiations have not resumed.
- BC remains committed to working with the federal government to expand access to employment services through expanded eligibility and increased funding, and continues to engage in bi-lateral conversation until formal negotiations can resume.
- In the recent 2016 budget the federal government allocated an additional \$13.4 million to BC for the LMDA. Over late spring and early summer they plan to conduct public consultations to identify ways to improve the LMDA and guide future investments to strengthen labour market programming.

Contact: Nichola Manning, Assistant Deputy Minister, ELMSD
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BACKGROUND:

- British Columbia invests the federal LMDA funds through the Employment Program of BC, which provides all unemployed British Columbians with access to services and supports needed to attach to the labour market as quickly as possible.
- The primary areas under discussion for change continue to include
 - Better involvement of employers in LMDA programs;
 - Proactive engagement of the unemployed (e.g., supporting quicker returns to work);
 - Eligibility expansion (e.g., to youth, immigrants, persons with disabilities);
 - Exploring ways to generate savings to EI account;
 - Strengthening performance measures and reporting; and
 - Increased funding
- BC continues to participate in multilateral discussions with other provinces and territories; however, BC intends to engage in bilateral negotiations as soon as the federal government indicates its readiness.
- The newly elected federal government has indicated several priorities related to LMDA in their election platform including:
 - Improving the EI system so that it is better aligned with the realities of today's labour market and serves workers and employers;
 - Improving workers' access to good quality job training that provides Canadians with pathways to good careers through the rationalization and expansion of the intergovernmental agreements that support skills training – the LMDA, the Labour Market Agreements, and the Canada Job Grant;
 - Increase the number of good quality, permanent jobs for younger workers, including increased investment in the Youth Employment Strategy; and
 - \$500 million annual increase in funding to the LMDA.
- The federal government is currently engaged in minister briefings and does not yet have a mandate to negotiate. The additional funds would also need to be confirmed in the upcoming budget.
- BC is committed to working with the federal government to renegotiate the LMDA to help Canadians get the skills they need for good quality jobs. By doing so:
 - BC gains the ability to serve a broader range of the unemployed, in particular those British Columbians who have pre-existing barriers to accessing labour market
 - Canada gains an early adopter and the ability to test out approaches to removing employment barriers and
 - Provides a practical solution to move the labour market agenda ahead of the multilateral process

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: PWD Rate Change - 2016

KEY MESSAGES:

- Budget 2016 provides an additional \$170 million to raise rates for all Persons with Disability (PWD) clients by up to \$77 per month, and up to \$154 for families where both adults are designated as PWD.
- Beginning September 1, 2016 clients will receive a \$77 rate increase or they can choose to receive a subsidized annual BC Bus Pass and an increase of \$25 per month.
- This increase provides fairness in the system and more choice for people on disability assistance.
- Now everyone on disability assistance will receive the same level of assistance across the province.
- People receiving the Special Transportation Subsidy, worth \$66 per month, will still receive that support, plus an additional \$11 per month.
- The 45,000 people who have not received any transportation support in the past, will realize an increase of the full \$77 in their monthly rates.
- While I understand that people hoped to see a larger increase in rates, these changes do ensure everyone receiving disability assistance will benefit.

BACKGROUND:

- Announced in Budget 2016 was a rate increase of up to \$77 for all Persons with Disability (PWD) clients starting September 1, 2016.
- The rate increase includes changes to realign transportation supports and provides greater equity and choice for all PWD clients.
- There are approximately 100,000 people with the PWD designation. About 55,000 receive funding for transportation costs, through either a subsidized bus pass or a Special Transportation Subsidy. About another 45,000 people do not receive transportation assistance, many because they do not live in communities served by

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public transit.

- Starting September 1, 2016, the rate increase will come into effect and PWD clients will be able to choose how they receive transportation support:
 - PWD clients who do not have a BC Bus Pass or Special Transportation Supplement will receive a \$77 per month increase to their income assistance payments.
 - PWD clients who access the BC Bus Pass Program will receive a \$25 per month increase to their support allowance plus the subsidized bus pass. After September 1, clients will have the option to turn in their bus pass at any time and receive the full \$77 in the following months.
 - PWD clients receiving the Special Transportation Subsidy (which is equivalent to \$66 a month) will see this included within the monthly \$77 rate increase effective September 1; this provides an additional \$11 per month to their support allowance. The 2016 lump-sum payment for STS that will be included with April's Disability Assistance payment will be pro-rated for 5 months (April - August).
- The BC Bus Pass program remains in place. Currently, BC Bus Pass holders receive \$52 in value a month in the form of a bus pass. Once the changes are effective, all people with the PWD designation will receive up to \$77 cash per month, and they can decide how to spend it.
- People on disability assistance will still have access to a subsidized bus pass for \$52 per month plus the annual \$45 administration fee. However, in some communities, a bus pass costs less than \$52 a month and people may be better off purchasing a pass directly from BC Transit.
- There is no change to the BC Bus Pass Program for low-income seniors. The ministry will continue to provide a subsidized pass to eligible seniors for the annual \$45 administration fee.

Other Program Changes

- While this is the first rate increase for PWD clients in a decade, government has made many changes to improve the lives of Persons with Disabilities over the last several years.
- This includes increasing earnings exemptions from \$500 to \$800 per month for a single adult and from \$750 to \$1,600 per month for families where both adults are designated as PWD.
- Since 2015, earnings exemptions for all PWD clients are now calculated on an annual basis rather than monthly, which benefits clients who have episodic employment. British Columbia is the only province to have an annual earnings exemption.
- Earnings exemptions will increase the total income of PWD clients by \$90 million in 2015/16, up from \$84 million in the previous year.

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Temporary Assistance

- BC is not in a financial position to consider increases to temporary assistance rates at this time.
- The government has implemented changes to support temporary assistance clients, including:
 - Increasing the earnings exemption for families from \$200 to \$400 and to \$500 for families with a child with a severe disability.
 - Implementing the Single Parent Employment Initiative which helps eligible single parents receiving income and disability assistance to secure employment.
 - Fully exempting child support payments.
 - Implementing Transitional Health Services, which provides continued access to certain health supplements for up to one year to families with children who leave income or disability assistance for employment.

INTERJURISDICTIONAL COMPARISON:

Disability Assistance Rates

Single Persons – Effective September 2016

| Province | Monthly Rate | Rank |
|-------------------------|--------------|------|
| British Columbia | 983.42 | 4 |
| Alberta | 1,588.00 | 1 |
| Saskatchewan | 1,391.00 | 2 |
| Manitoba | 871.00 | 6 |
| Ontario | 1,110.00 | 3 |
| Quebec | 947.00 | 5 |
| New Brunswick | 763.00 | 9 |
| Prince Edward Island | 812.00 | 7 |
| Nova Scotia | 790.00 | 8 |
| Newfoundland & Labrador | 733.00 | 10 |

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: **Refugees**

KEY MESSAGES:

- B.C. is committed to supporting refugees to settle in this province, and begin their new lives in Canada.
- Sponsored Refugees whose sponsors have defaulted and refugee claimants in financial crisis can access provincial income and disability assistance.
- The ministry provides employment programming to help newly settled British Columbians increase their financial stability and independence.
- The province is also committed to making sure that new refugees have access to the health supports that they need.

BACKGROUND:

- There are two main types of refugees:
 - Refugee Claimants, who travel to Canada and make a refugee claim upon arrival, and
 - Sponsored Refugees, who apply for refugee status outside Canada and are sponsored to come to Canada by either the federal government or a private sponsor.
- **Refugee claimants** may apply for and receive assistance immediately upon their arrival. Assistance is provided during the claim review process and, if necessary, during the appeal process.
- **Sponsored refugees** may be eligible for assistance during the one year sponsorship period if there is a breakdown in their sponsorship agreement. During the one year sponsorship period, sponsored refugees who require financial assistance obtain support directly from their private sponsor (if applicable) or through Canada's Resettlement Assistance Program and/or Immigration Loans Program.
- Refugees may also receive some services through the Employment Program of BC (delivered by WorkBC Employment Services Centers). In 2014/15 EPBC spent \$350,000 assisting 170 sponsored refugees (average cost per refugee client \$1,650).
- Once a refugee claimant's claim is approved, the individual becomes a permanent

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resident under the "protected person" class and continues to have full access to income and disability assistance. Sponsored refugees may transition to assistance at the end of their sponsorship period.

- B.C. typically receives about 6.6% of new refugees to the country, and historically, about 60% of sponsored refugees transition to income assistance after their sponsorship period ends.
- The federal government's Resettlement Assistance Program provides:
 - Income Assistance for up to one year.
 - Approximately \$7300/year for a single person, \$13,200/year for a family of four.
 - Resettlement services for the first 4-6 weeks, including: temporary accommodations and assistance finding permanent accommodations.
 - One time allowances for: basic food and cleaning (\$175 for a single), Basic household needs such as furniture, pots and pan (\$1330 for a single), Utility installation and hook-ups, clothing (\$325 for a single), Transportation (\$50 per adult), Dietary supplements (\$100/month), Maternity food and clothing allowance (\$275), Newborn allowance for baby supplies (\$750), and School supplies (\$150).
- Federally sponsored refugees also receive Interim Federal Health (IFH) coverage, which provides basic coverage similar to MSP, prescription drug coverage, and some supplement health care benefits such as limited dental and vision care, assistive devices and medical supplies and equipment, and home care.
- On February 18, 2016, the government of Canada enhanced the IFH to also cover medical examinations required for immigration, vaccinations, treatment of disease outbreaks in refugee camps, and medical support during travel to Canada.

Syrian Refugees

- At this point, it is not known how many Syrian refugees will settle in B.C. Estimates range from between 2700 to 3500.
- 35 to 40% are estimated to be under 19.
- 1,400 children could become eligible for Healthy Kids coverage over the course of the upcoming fiscal year.
- As of February 4, approximately 1,600 Syrian refugees have been admitted to B.C.

BUDGET:

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- In addition, there will be costs for both dental and optical services under either income assistance or the Healthy Kids program. Assuming approximately 1400 children require access; the ministry expects these costs to range from \$1 million to \$2 million, the bulk of which will be dental expenditure.
 - The Healthy Kids (HK) Program assists with the cost of dental and optical services for children in low-income families (not on income assistance) residing in British Columbia. Through the HK program, eligible children under age 19 may receive \$1,400 of basic dental services every two years. In addition, children are eligible for prescription eyeglasses once every 12 months.
- Seniors and people receiving disability assistance are eligible for bus pass and seniors supplement but it is very unlikely that many of the refugees will be seniors.
- The Employment Program of BC may also be impacted by Syrian refugee crisis. WorkBC can provide some employment supports in addition to the federal sponsorship during the first year, but should expect to provide more comprehensive services and supports to these refugees after the one year sponsorship period ends.

INTERJURISDICTIONAL COMPARISON:

- B.C.'s approach to the issuance of income assistance to refugees is consistent with jurisdictions such as Alberta, Saskatchewan and Ontario.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Service Delivery - Contact Centres

KEY MESSAGES:

- Our call centre receives about 130,000 calls each month — about 1.6 million calls every year.
- There are a number of reasons why wait times have gone up.
 - At certain peak times callers may experience longer than normal wait times, especially on days leading up to and including cheque-issue day;
 - We have implemented a number of changes this year that support people on assistance – such as child support exemptions, the Single Parent Employment Initiative and increased earning exemptions -- that generate more calls as clients and stakeholders seek out information on new benefits and services;
 - There are frequently more calls at this time of year as people have questions about the annual renewal of the BC Bus Pass, and;
 - Telephone service has become popular with the people we serve.
- We are taking steps to make our phone service even better.
 - In the last few weeks, my ministry has hired 35 new employees to staff the call centre
 - We will hire another 20 people this spring, for a total of 55 new staff members serving our clients.
 - And we continue to fill vacancies as they arise.
- In addition, starting March 7, we have expanded our call centre hours.
 - This means, we will retain the existing core staff shift hours of 8:30am-4:30pm, Monday to Friday, and have expanded by introducing a new staff shift from 10:00am-6:00pm.

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- In bound calls from the public are answered from 9:00am-4:00pm. The new 10 – 6pm shift will support us in clearing the queue each day, returning client calls and further reducing wait times.
- These are just the latest moves we've made to improve our call centre, which has become a popular option for clients.
 - We introduced a call-back option so no one has to wait on hold to talk to a ministry representative and 24/7 service-options that let people access their information at a time that is convenient to them.
 - The call back option is a popular feature for people who don't want to wait on hold or want to maximize the use of their cell phone plan minutes.
- We strive to have wait times under 10 minutes and we're continually looking to improve our services for our clients.

BACKGROUND:

Contact Centre

- The Ministry of Social Development and Social Innovation has a toll-free Automated Telephone Inquiry line (1-866-866-0800) call centre that provides service to ministry clients, as well as family and advocates looking for information on the ministry's programs and services. The ministry strives to answer calls within 10 minutes. For those who request a call back, ministry staff strives to return the call within the same day.
- The data shows that there has been an increase in the wait time from 52 minutes in September to 70 minutes in December 2015 to 1 hour 43 minutes in January 2016, where the number of income calls reached a high of over 160,000 in one month. The increase is likely higher due to inquiries about the annual BC Bus Pass renewal, which is mailed to clients in December. By the end of February, wait times were down to 59 minutes. This includes people waiting for a callback.
 - In January 2015 the average wait was just under 10 minutes.
 - In 2014, wait-time ranged from just under nine minutes in January to approximately 34 minutes in December.
 - In 2013 wait-time ranged from approximately four and a half minutes in January to approx. 10 and a half in July of that year.
- There are a number of reasons for the increased wait time, including the growing popularity of the toll-free number for SDSI clients, a number of significant policy changes that have generated interest and questions from clients and

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stakeholders, and a continuing rise in the disability assistance caseload.

- There is significant staff turnover on the phone lines. On average, there are approximately three vacancies a week due mainly to people retiring, moving elsewhere within the ministry or leaving the ministry. These vacancies are filled regularly and as quickly as possible.
- The new phone technology introduced province-wide in 2014 includes new features such as:
 - Option to leave a phone number for a call back so people don't use their cell minutes on hold.
 - Wait-time announcements for callers entering the phone system.
 - Streamlining call options to get people to the right staff person on their first call.
 - Improved self-service options available 24/7, allowing people to access their information at a time that is convenient to them and reducing the need for them to speak to a worker.
- The call-back option is particularly popular for people who no longer have to wait on hold to talk to ministry staff. However, the call-back option does have an impact on our wait-time data. The wait time is calculated from the time the person calls the 1-866 number to the time they receive a call-back from the ministry, despite the fact the person can go about their business without being on hold.
- Advocates have stated in the past that there are time limits on calls, charging that after a certain time (generally 10 minutes) the operator will end the call. **There are no time limits on calls.** People we serve articulate their needs and all requests are prioritized based on the level of urgency. All callers are advised of the time frames for each service request.

Lower Mainland Contact Centre

- In June 2014, eight Contact Centres that used three different telephony programs shifted to a Provincial Contact Centre approach under one Telephony program.
 - September 2014 the Lower mainland contact centre opened which joined three contact centres into one location.
- The ministry's Contact Centre Dashboard was launched in April 2012, with the ability to monitor provincial performance against quarterly targets.

Contact Centre – Technology Budget:

| | |
|-------------------------|---------|
| ICE Implementation Cost | 2015/16 |
|-------------------------|---------|

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| | |
|--|--------------------|
| Annualized Operating Costs for ICE software solution | \$ 1,436,000 |
| ICM Integration Maintenance Costs | 96,000 |
| One-time operating costs (e.g. Move-Add-Change, testing) | 30,000 |
| Total | \$1,562,000 |

Data Source: Strategic Transformation Branch, Service Delivery Division

CONTACT CENTRE STATISTICS:

| KPI | Definition | 2013 | 2014 | 2015 |
|-----------------------|---|--------------------------|--------------------------|--------------------------|
| Calls Offered | Total number of inbound calls available to Contact Centre | 1,334,316 | 1,417,479 | 1,608,324 |
| Calls Answered | Total number of inbound calls answered | 928,545 (70%) | 854,755 (60%) | 762,546 (47%) |

CROSS REFERENCE:

Service Delivery – Budget and FTE Overview

Service Delivery – Intake and Gen Sups

Service Delivery – Local Office Services

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 Date: March 7, 2016

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Service Delivery – Local Office Services: Office Closures, Office Hours, and Service BC Amalgamations

KEY MESSAGES:

- Providing timely service to the 180-thousand people receiving assistance is a responsibility this ministry takes seriously.
- That's why we have made a number of changes over the last three years.
- Service delivery changes include providing clients with more consistent and responsive service, no matter where they live, and with more choices on how they access those services.
- Clients can now access our services online, by phone or in person.
- The ministry has 83 locations around the province that offer in-person client services.
- SDSI is now co-located with 33 Service BC offices around the province. We have been amalgamating with Service BC locations to expand service availability and make it easier for clients to access in person service.
- Before amalgamation, there were SDSI offices that were underutilized. Some of these offices were consolidated with larger offices as leases expired.
- To date there has been no impact to services offered and no overall staffing reduction as a result of office amalgamations.

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- All ministry offices where hours were reduced will be back to full-time hours by the end of March 2016.
- In person services will always be available to clients who require it, as well as outreach and integration services for the most vulnerable.
- The ministry's overarching goal is to streamline processes and better serve British Columbians.

If needed:

- Feedback from our clients indicates a growing interest in services available over the phone and online. That in turn means that ministry frontline staff have more time to help those who have complex issues or need extra assistance.
- I understand that it may be challenging for many low income individuals and families to access modern technology – or they simply aren't comfortable in doing so.
- The ministry has dedicated Outreach and Integration teams who focus on connecting B.C.'s most vulnerable citizens with financial assistance and community resources.

BACKGROUND:

In-Person Services:

- The ministry has 83 locations around the province that offer in-person client services. The ministry has 50 office locations and 33 partnerships with Service BC offices, located around the province that offers Point of Contact services during regular

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business hours. By the end of March, this will shift to 48 SDSI office locations and 35 partnerships with Service BC with the integration of Dawson Creek and Fort St. John.

- Line triage has effectively addressed line-ups, which were common around cheque issue week, resulting in better service for clients.
- The ministry has dedicated Outreach and Integration staff who focus on connecting B.C.'s most vulnerable citizens with financial assistance and community supports.
- Clients are encouraged to sign up for direct deposit in order to eliminate the need for office visits on cheque issue week and to receive their funds quicker.
- A key focus of in-person client service is to ensure that clients are knowledgeable about the other avenues available to them in accessing ministry services such as by telephone (Contact Center) and by using My Self-Serve.

Service BC Integration:

- The ministry has partnered with Service BC (SBC) in order to provide service to clients in rural areas of British Columbia and will continue to explore other opportunities for in-person service across the province.
- SDSI clients access Ministry services at 33 Service BC sites throughout the province in smaller rural communities and one in Victoria. For SDSI clients this provides access to other provincial and federal and government services.
- The Gateway Project in Victoria was the first partnership in a large urban environment. Front counter Point of Contact services are provided by Service BC staff and ministry staff focus on virtual services to clients.
- SBC and SDSI continue to actively explore new partnerships in communities where both ministries have in-person services. This includes opportunities for consolidated service counters in high growth/demand areas across the lower mainland.

Office Closures and Amalgamations (Since 2013):

- We offer services in a variety of ways, including the online application, My Self Serve and toll-free phone service, and some offices were underutilized.
- Between November 2013 and May 2014, 5 small offices in the lower mainland were consolidated as building leases expired. These lease savings allowed the acquisition of a Lower Mainland Contact Centre in Surrey. The people who accessed services at these 5 locations were welcomed by the closest of the 19 larger offices in the lower mainland.
- On November 30, 2013 the lease at the ministry's Nanaimo Needham Street location ended. The two remaining Nanaimo offices on Richards Street and Labieux Road welcomed all of the people who accessed services at the Needham Street location.
- A new Service BC Centre opened in Victoria at an existing SDSI office on March 30, 2015, bringing together Service BC staff with other partners to provide one-stop income

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assistance, residential tenancy services and vital statistics in addition to Service BC's existing range of services.

- In addition, there were 11 offices that were open half time to make it possible for the ministry's on-site workers to maximize in-person service in the afternoons while allowing staff to support income assistance services virtually during the mornings.

11 SDSI Offices in the Interior and North

- Effective September 8, 2014, SDSI offices located in West Kelowna, Oliver, Merritt, Trail, Nelson, Prince Rupert, Smithers, 100 Mile House, Grand Forks, Fort St John and Dawson Creek reduced open hours to the public. The offices' hours were reduced to be open from 1:00 pm to 4:00 pm Monday to Friday (except statutory holidays). The offices also remained open from 9:00 am to 12:00 pm each month on the Wednesday and Thursday of cheque issue week.
- On November 30, 2015 Grand Forks co-located office became an integrated Point of Contact service counter with Service BC and now provides full day services.
- On November 30, 2015, 100 Mile House SDSI office closed and services were integrated with Service BC allowing for full day service delivery.
- In February and March 2016, Dawson Creek & Fort St. John will integrate SDSI services with SBC, to expand services back to a full day.
- In West Kelowna, Oliver, Merritt, Trail, Nelson, Prince Rupert and Smithers, staffing strategies are in progress to allow these seven offices to return to providing full day services before March 31, 2016.

STATISTICS:

The table below shows the 11 SDSI offices, caseload and the timing to return to full day service.

| Reduced Office Hours Caseload | | |
|-------------------------------|----------------|--|
| Community | Total Caseload | Planned or actual date of increase to full hours |
| Grand Forks | 458 | November 30, 2015 |
| 100 Mile House | 550 | November 30, 2015 |
| Nelson | 1512 | February 29, 2016 |
| Dawson Creek | 799 | February 29, 2016 |
| Oliver | 718 | March 7, 2016 |
| West Kelowna | 1011 | March 14, 2016 |
| Trail | 1149 | March 14, 2016 |
| Fort St. John | 486 | March 14, 2016 |
| Prince Rupert | 753 | March 28, 2016 |
| Smithers | 688 | March 28, 2016 |
| Merritt | 659 | March 28, 2016 |

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BUDGET:

Office Closures and Consolidations:

- In Fort St. John and Dawson Creek, SDSI is moving into Service BC government owned space which will lead to immediate annual lease savings of approximately \$207,000.
- In 100 Mile House, SDSI moved into Service BC government owned space which will lead to annual lease savings of approximately \$34,920. The 100 Mile lease savings will begin in December 2017.
- There was no anticipated lease savings in Grand Forks as SDSI and Service BC were already collocated.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Prevention and Loss Management- Service Delivery

KEY MESSAGES:

- The ministry is committed to preserving the integrity of the BC Employment and Assistance Program.
- The Prevention and Loss Management Services Branch works to ensure that assistance is provided only to those who are eligible.
- The branch designs, develops and implements prevention, loss management and enforcement strategies and programs aimed at reducing overpayments and deterring fraud.
- The branch has four focus areas:
 - A prevention component consisting of 20 Investigative Officers who conduct third-party checks during application;
 - A compliance component consisting of 123 Investigative Officers who conduct compliance reviews;
 - An enforcement component consisting of 25 Ministry Investigators who are Special Provincial Constables with experience in conducting complex investigations;
 - A headquarters component that designs, develops and implements prevention and loss management strategies.
- The ministry's prevention, compliance and enforcement activities provide a strong deterrent to those who would abuse the BC Employment and Assistance Program.

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BACKGROUND:

- The branch focuses on prevention and loss management, and directs its activities and resources toward cost avoidance.
- The branch works proactively with other ministry staff to prevent loss from occurring at the point of entry to assistance and by performing compliance reviews on cases.
- Preventing program losses at the outset reduces client overpayments and subsequent debt recovery costs.
- The branch uses the following systems and strategies to meet its business objectives:
 - The File Review and Distribution System selects files for review based on statistically proven predetermined risk factors;
 - Ministry staff record, track and prioritize internal and external allegations of assistance abuse reported to the ministry directly through the Integrated Case Management system;
 - Third-party database checks at the point of entry to assistance and as needed during the compliance review process include the Insurance Corporation of BC, BC OnLine and Equifax Canada;
 - Data-matched files are received from Canada Revenue Agency, Canada Pension Plan and BC Student Financial Aid; and
 - Special project reviews ensure quality control and monitoring, and determine program trends or gaps across the caseload.
- The branch supports front-line service delivery with 21 FTEs dedicated to the Strategic Third-Party Assist and Referral Team, which conducts third-party database checks for all applications for assistance.
- Branch action can result in an increase, a reduction or discontinuance of assistance, the identification of overpayment, denial of assistance at application, sanctions or referral for further investigation that may result in criminal or civil charges.
- Sanctions, in the form of a period of ineligibility or a temporary reduction in assistance, may be applied as a result of a review or investigation as a deterrent.
- In November 2015, the branch began a staged transition to a centralized services model to align with other ministry businesses and provide consistent service to clients province-wide.
- In the first stage of the centralized service model, compliance reviews are now prioritized centrally regardless of location within the province.
- The branch works with ministry staff to address risks to program integrity and to identify training needs.

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BUDGET:

| | FY 2013/2014 | FY 2014/2015 | FY 2015/2016 |
|---|---------------------|---------------------|---------------------|
| Salary | \$12.182M | \$13.297M | \$13.641M |
| *Total Recoveries and Cost-Avoidance** | \$15.070M | \$15.020M | \$10.029M*** |

*Recoveries are achieved through establishing overpayments and restitution orders.

** Cost avoidance is the savings the ministry achieves through cost-avoidance and enforcement activities.

***Number is for FY 2015/2016 to Dec 31.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
RESEARCH, INNOVATION AND POLICY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Social Innovation

KEY MESSAGES:

- British Columbia is a Canadian leader in social innovation and social entrepreneurship.
- Social innovation is about government, business and community working together to find new ways to address complex social problems.
- The Province began providing formal support to social innovation in 2008, with a \$2.2 million grant to the Vancouver Foundation to create a social enterprise fund.
- The Vancouver Foundation, working in partnership with Vancity, used this funding to develop the Resilient Capital Program, a 100% insured term deposit program designed to encourage investment in social enterprise.
- The fund, which is managed in partnership with Vancity, has increased in size to \$15 million and supports 26 B.C. social enterprises (see full list in attachment 1).
- In June 2013, in recognition of the importance of finding innovative solutions to B.C.'s most complex, pervasive social problems, the Premier appointed Canada's first Minister of Social Innovation.
- In July 2013, B.C. became the first jurisdiction in Canada to create a hybrid corporate model - the Community Contribution Company, or C3.
- Today, there are 41 C3s in B.C. focused on achieving a social mission while providing investors with both a social and financial return (see full list of CCC's in attachment 2).
- The Province has issued a number of proclamations recognizing the contribution that B.C. social enterprises make to their communities and to our economy, including Social Enterprise Month and Aboriginal Social Enterprise Day in 2014, 2015 and 2016.

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- In September 2014 the Province and its partners launched HubcapBC.ca, an online hub for social innovators to connect, share resources and profile B.C. social enterprises.
- In its first year, more than 400 social innovators, entrepreneurs, educators, investors and other collaborators created user profiles and a total of 475 events, publications, organizations and projects added to the site.
- We will continue to work with our partners to grow the Hubcap community.
- In March 2015, the ministry implemented Social Impact Purchasing guidelines, which will help to ensure that ministry purchasing activities are aligned with our strategic goals, and ultimately contribute to the improvement of social outcomes for vulnerable British Columbians.
- For example, the ministry recently posted an Invitation to Quote, or ITQ, for security services for Vancouver Island, the Interior, and Northern B.C. Demonstrating social impact, such as providing job opportunities for individuals with barriers to employment, was a mandatory requirement of the ITQ.
- In addition, in 2015/16, the ministry made 18 purchases totaling more than \$3,300 from B.C. social enterprises, including Coco Café in Nanaimo, HAVE Café and Potluck Café in Vancouver, and Skookum Food and Coffee in Victoria.
- In December of 2014 and 2015, we worked with our partners to launch the BuyItForward social media campaign, which encouraged holiday shoppers to buy their gifts from local businesses and social enterprises.
- The ministry's Community Employer Partnerships Program, or CEP, also provides funding for social innovation projects.
- Since the program's launch, 30 projects have received support through CEP, with funding totaling more than \$6.5 million.
- Our government will continue to work with our partners to promote and support social innovation across B.C.

BACKGROUND:

- The Province began providing formal support to social innovation in 2008, with a \$2.2 million grant to the Vancouver Foundation to create a social enterprise fund.
 - The Vancouver Foundation, working in partnership with Vancity, used this funding to develop the Resilient Capital Program, a 100% insured term deposit program designed to encourage investment in social enterprise.
 - The fund, which is managed in partnership with Vancity, has increased in size to \$15 million and supports 26 B.C. social enterprises (see Attachment 1).
- In January 2011, government created the B.C. Social Innovation Council. Members were appointed to make recommendations on how best to build BC's capacity for social innovation, social finance and social enterprise.
 - The Council included 17 representatives from government, community agencies and other organizations with an interest in social innovation (e. g., credit unions, foundations, investors, academic institutions, and social enterprises).
- On April 27, 2012, the Council presented the *Action Plan Recommendations to Maximize Social Innovation in British Columbia*. The plan contains eleven recommendations in five key areas: supporting social enterprise, legislative enablement, social innovation labs, engaging communities, and learning and research.
- In May 2012, the BC Partners for Social Impact (BCPSI) was established to implement the Action Plan recommendations and look for new ways to promote and support social innovation, social finance and social enterprise.
 - The partnership is led by three co-chairs representing government, the non-profit sector and business, and now has more than 100 members from all three sectors.
- The Assistant Deputy Minister's Committee on Social Innovation was created to oversee government's activities and build capacity for social innovation within the Government of British Columbia.
- In June 2013, the Province appointed the Honourable Don McRae as Canada's first Minister of Social Innovation.
- The BCPSI and the ADM Committee are supported by the ministry's Social Innovation Branch.

Key Accomplishments

- In May 2012, the BCPSI launched BC Ideas, an online competition that encouraged British Columbians to submit innovative solutions to address health, social and environmental challenges facing their communities.
 - In November 2012 more than \$275,000, including \$30,000 from the Ministry of Social Development, was awarded to 33 organizations.
- In November 2012, B.C. hosted the first Premier's Summit on Social Innovation.
 - Over 360 leaders from the private, non-profit and public sectors attended to share ideas with local and global thought leaders.

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- Social enterprise owners were included in the February 2013 Small Business Summit and in the subsequent development of the Small Business Accord. The ministry continues to work with the Ministry of Jobs, Tourism and Skills Training to ensure social enterprise is included in government commitments and actions to support the growth of BC's small business sector.
- Legislation and regulations enabling social enterprises to incorporate as a Community Contribution Company (C3) came into effect on July 29, 2013.
 - To date, 41 social enterprises have incorporated as C3s (see Attachment 2).
- A number of proclamations have been issued to recognize the contribution of BC social enterprises:
 - May 27, 2013, was proclaimed Social Enterprise Day;
 - April 2014, May 2015 and May 2016 were proclaimed Social Enterprise Month, featuring events that provide networking and learning opportunities and recognizing some of the province's most promising social enterprises; and
 - April 22, 2014, and May 20, 2015, were proclaimed Aboriginal Social Enterprise Day in recognition of the unique role that entrepreneurship plays in improving the health and sustainability of Aboriginal communities. A similar proclamation will be announced on May 20, 2016.
- A list of 2016 Social Enterprise Month events is provided in Attachment 3.
- BC's new online social innovation hub (www.hubcapbc.ca) launched in September 2014. Hubcap provides a place for innovators, entrepreneurs, educators, funders, and public policy makers to find information, resources, and connect with each other.
 - In its first year, more than 400 social innovators, entrepreneurs, educators, investors and other collaborators signed up with user profiles, and a combined total of 475 events, publications, organizations and projects were contributed by the Hubcap community.
- The ministry partnered with Futurepreneur Canada to create a new award category for the annual Small Business Awards. The new category, called "Emerging Entrepreneur, focuses on young entrepreneurs who contribute to the social, cultural and economic well-being of their communities.
- The ministry implemented Social Impact Purchasing and developed guidelines to support ministry staff to consider social value, in addition to financial value, when making procurement decisions.
 - For example, the ministry recently posted an Invitation to Quote, or ITQ, for security services for Vancouver Island, the Interior, and Northern B.C. Demonstrating social impact, such as providing job opportunities for individuals with barriers to employment, is a mandatory requirement of the ITQ.
- In addition, in 2015/16, the ministry made 18 purchases totaling \$3,386.51 from B.C. social enterprises, including Coco Café in Nanaimo, HAVE Café and Potluck Café in Vancouver, and Skookum Food and Coffee in Victoria.
 - This figure reflects only purchases made from known social enterprises (i.e., those on a ministry-maintained list), and therefore does not reflect the full scope of the ministry's social impact purchasing activities (see Note 113 for additional information).

- In December 2014 and 2015 the ministry, with its partners, launched a BuyItForward online and social media campaign to encourage holiday shoppers to purchase gifts from local businesses and social enterprises.
- The ministry's Community Employer Partnerships Program (CEP) also provides funding for social innovation projects.
 - Since its launch, 30 projects have received support through CEP, with funding totaling more than \$6.5 million.
 - For example, the ministry provided \$761,038 in CEP funding for the BC Centre for Employment Excellence to test whether work placements in employment social enterprises lead to better employment outcomes for youth.
 - The project will partner with local WorkBC Centres, social entrepreneurs and other employers to generate temporary work placements in employment social enterprises for approximately 75 youth participants.
 - In another example, the Ignite Youth project received \$55,328 to develop an artist/youth mentorship program that will educate local youth to create art, not graffiti and to be kind and respectful in a team environment, as well as to promote public awareness of the importance of keeping youth active in a community.
- A detailed list of accomplishments and current activities is attached (Attachment 4).

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ATTACHMENT 1

Current Portfolio

Resilient Capital Program

February 2016



To date, the Resilient Capital Program has provided \$10.3 million in financing to the following social enterprises in our communities:

1) Encasa Financial

Encasa Financial received Resilient Capital financing in January 2015. Encasa is a fund manager that manages an existing social housing investment fund in Ontario with \$400mm assets under management. It is currently looking to expand its reach outside of Ontario and fundraise in BC, which its Resilient Capital loan will help it to do. The fund will provide investment products to Co-ops and Housing organizations across Canada.

2) Nelson Commons

The Nelson Commons project received a \$1mm equity investment from Resilient Capital in January 2015, helping to secure the long-term future of the Kootenay Country Food Store Co-operative. The investment ensures the Co-op has a larger, more efficient and effective retail space moving forward, as well as provides affordable housing units on top. The project will revitalize the downtown core of this Northern BC town and is the first major residential project in the heart of Nelson.

3) Big Room

Resilient Capital has made a loan of \$1mm to Big Room. Big room is a Certified B-Corporation based in Vancouver, that works with various stakeholders (including the World Wildlife Fund, Greenpeace and the Suzuki Foundation) to create transparency tools that improve environmental performance. Their two current initiatives are: the .ECO domain project and the Ecolabel Index project. The .eco project works with the environmental community around the globe to coordinate its application for the .eco domain. The Ecolabel project builds and coordinates the largest global directory of ecolabels.

4) Foodee Media

Foodee is a delivery service that works with the best restaurants in the City to provide delicious, sustainable and healthy food to work environments. Resilient Capital made a \$250,000 equity investment in this local business in July 2015. The company is committed to a small carbon footprint, using tricycles and hybrid vehicles to make its deliveries.

5) Aphrodite's Organic Café

Women owned and operated, Aphrodite's has been a leader in the local and organic food movement in the region for more than decade by working directly with local organic farms. The Café takes great pride in serving the finest local organic food available in Vancouver. Its employment practices are also progressive: whenever possible, the Café employs individuals facing barriers to employment, strives to provide full-time hours for its staff and makes every effort to pay higher than industry average wages. In

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December 2014, a Resilient Capital loan was provided for growth financing: renovating and moving into a new space in their Kitsilano neighbourhood.

6) Engineers Without Borders

In November 2014, Engineers Without Borders received Resilient Capital financing to support its operations and growth. Engineers Without Borders Canada (EWB) is a federally registered society which was founded in 2000. It has established itself as a reputable Canadian international non-governmental organization. They are a social incubator with a mission of creating systemic change, wherever it's needed, to accelerate Africa's development. EWB's network consists of 36 volunteer chapters and roughly 10,000 engaged youth across Canada, 15 ventures in Canada, Ghana, Zambia, Malawi, Kenya and Uganda and a National Office in Toronto.

7) Weddingful

In June 2014, Weddingful received Resilient Capital financing to support its expansion into new markets, as well as to develop a simple yet highly functional interface and key backend features for brides and grooms and vendors, respectively. The company is founded by Vancouver serial-entrepreneur and seasoned wedding industry leader, Angel Pui. Weddingful aggregates small businesses in local communities, enabling the success and sustainability of small businesses and proprietorships. Angel and her senior management are a testament to women entrepreneurship in the high innovation community. Her vision was to power and enable a new generation of savvy online vendors and brides. Weddingful has been featured across multiple media channels and has also won coveted awards; it has more than 9,000 paying and non-paying vendors in Vancouver, Calgary, and Toronto, which represents a 35% market share in the three cities.

8) Discovery Organics

In April 2014, Discovery Organics received Resilient Capital financing to support further growth of the company. Discovery Organics is an independently owned Canadian distributor of Certified Organic and Fair Trade produce. Through a combination of direct foreign presence and local partnerships, Discovery Organics has spent the last decade working with small farm vendors throughout Latin America in building programs to enhance their capacity, self-sufficiency, and sustainability. Now Canada's largest importer and wholesaler of certified Fair Trade produce, Discovery Organics buys directly from farmers in BC, the US west coast, Mexico and South America. Discovery Organics started business in 1999 after receiving requests from dozens of B.C. organic farms who felt they were not properly represented in the commercial marketplace. Discovery Organics is seen as a leading local and organic food distributor, focusing on "farm direct" purchasing relationships and also leading in the areas of GHG emission reductions, Fair Trade certification initiatives, and supporting the next generation of local organic farmers.

9) Lambda Solutions

Lambda Solutions received growth financing from Resilient Capital in January 2014 to expand its sales and marketing efforts into new and existing markets. Based in Vancouver, Lambda provides open-source e-learning management systems, solutions, and technologies to organizations who want to offer "learning in the cloud". K-to-12 schools, vocational schools, universities, training institutes, small businesses, large businesses, government, and non-government agencies (such as healthcare authorities and hospitals) are a sampling of the customer domains services by Lambda. The company has a diverse executive management and is dedicated to promoting access to education and supporting the high innovation community within the small and medium sized business sector. Lambda's commitment to open-sourced development of software reflects its community values of freedom, collaboration, peer access, and wide sharing of ideas.

10) Ecotrust Canada

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In January 2014, Ecotrust Canada received financing from Resilient Capital to support the implementation of the organization's refreshed strategy. Ecotrust Canada is an enterprising nonprofit whose purpose is to build the conservation economy in coastal BC and beyond. Ecotrust works at the intersection of conservation and community economic development promoting innovation and providing services for communities, First Nations and enterprises to green and grow their local economies. Ecotrust Canada builds capacity to participate in the conservation economy; raises and brokers capital to accelerate the transition to a conservation economy; and connects conservation entrepreneurs to each other, and to the marketplace.

11) iCompass Technologies

In December, 2013, iCompass Technologies received financing from Resilient Capital to support its growth, allowing the company to increase its sales and marketing efforts into new markets and increase its rate of research and development. Headquartered in Kamloops and with a sales office in Vancouver, iCompass is a recognized leader in cloud based software solutions in providing paperless meeting, records, and citizen engagement solutions for local government, school districts, universities and colleges, and other public sector organizations such as public boards, commissions, and First Nations. iCompass is viewed as a key partner to these basic societal institutions. The company's software, sold under the CivicWeb brand, simplifies and enhances community engagement by supporting wireless based tools and social media. The resulting efficiencies promote reduced (or eliminated) paper usage as well as enhanced engagement processes for constituents at all levels.

12) Tree Island Gourmet Yogurt

Tree Island Gourmet Yogurt received Resilient Capital financing in December, 2013 to finish the launch of their Greek yogurt product line. Established in 2011, Tree Island is a small-batch dairy processor on Vancouver Island specializing in artisan yogurt made from locally produced honey, fruit, and milk from grass-fed cows. Vancouver Islanders and Tree Island founders, microbiologist Scott DiGiustini and his wife Merissa Myles, a community economic development specialist, bring the unique combination of their expertise to this family-run business.

13) Cowichan Energy Alternatives Society

In November, 2013, Cowichan Energy Alternatives Society received financing from Resilient Capital for the Community Carbon Marketplace (CCM). Cowichan Energy Alternatives owns 100% of the CCM, a community-based carbon exchange initiative to enable local governments, businesses and individuals to meet carbon-neutral objectives by purchasing carbon offsets from community-based projects that reduce greenhouse gas (GHG) emissions and build community resilience. The CCM vision is to support the development of a sustainable local low carbon economy by directing offsetting dollars to quantifiable, community-based GHG reduction initiatives. By directing offsetting dollars back to the communities where they originate and monetising locally-generated carbon credits, the CCM will create additional value for greenhouse gas reducing initiatives and create a multiplier effect that supports ongoing growth of the local low-carbon economy into the future.

14) Elizabeth Fry Society of Greater Vancouver

In April 2013, Elizabeth Fry Society of Greater Vancouver (EFry) received financing from Resilient Capital. EFry is a community-based organization with over 65 years of experience in reaching out to women in conflict with the law, providing housing, support, and counseling for marginalized women, youth, and children to help them improve their lives. EFry's goal is to provide women and youth at risk with the tangible resources they need to rebuild a life for themselves and their children. The organization is also an advocate for legislative and administrative reform by ensuring the public is informed about, and may participate in, aspects of the justice system which affect women. This financing allowed EFry to purchase a lot of land and residence adjacent to their head office in New Westminster, with the purpose of facilitating long term

plans for a new building that will house administrative offices, multipurpose space, a daycare, and affordable housing for women and children.

15) QuickMobile

In April 2013 and February 2014, QuickMobile received equity financing from Resilient Capital™. QuickMobile designs, develops and deploys conference and meeting application software, promoting a reduction in carbon footprint for enterprise events by using mobile device solutions. Committed to transforming the meetings and events industry, QuickMobile provides unprecedented innovation and a new approach to sustainability and community. There are also urban regeneration merits attributable the company, with their office building having come alive and support services and small proprietorships in the surrounding community feeding into the vibrancy. This financing will support new product penetration into the enterprise market.

16) Salish Soils

In January, 2013, financing from Resilient Capital™ helped enable the expansion of Salish Soils, a state-of-the-art composting facility on the Sechelt Indian Band Lands on the Sunshine Coast. By diverting organic waste products that might otherwise end up in a local landfill and converting them into a nutrient-rich mulch, Salish Soils reduces carbon dioxide emissions, creates green jobs and premium soils for local gardens, organic farms, greenhouses, landscapers and the local regional district. The composting site also aims to contribute to improving food security on the Sunshine Coast, a region that produces less than three per cent of the food it consumes.

17) Artspoints Rewards

Artspoints Rewards received equity financing from Resilient Capital™ in July, 2012. A loyalty program focused on the arts, Artspoints Rewards has a mission to preserve, sustain and enhance the arts and their vital and creative role in society. This financing will allow Artspoints to build out nationally and work towards their official launch in the fall of 2013.

18) Climate Smart

In June, 2012, Climate Smart received financing from Resilient Capital™ in the form of an operating loan. Climate Smart is a Vancouver-based social enterprise with a mission to empower and enable organizations to reduce their emissions, strengthen their businesses and build a resilient economy. This financing allowed Climate Smart to expand its offerings of training and software, which focus on measuring carbon emissions and planning emission reductions.

19) SOLEfood Farm

SOLEfood, a social enterprise providing urban agriculture employment and training opportunities for Vancouver's inner-city residents, received Resilient Capital™ financing in April, 2012. This loan allowed SOLEfood to expand its operations by building garden plots on more vacant lots in Vancouver, providing Downtown Eastside residents with employment growing local and organic food. The meaningful social and environmental work of SOLEfood makes a difference in the lives of many and promotes sustainable agriculture through this exciting urban garden enterprise.

20) East of Main Cafe

In March 2012, financing from Resilient Capital™ helped sisters Maureen Webb and Donalda Weaver open East of Main Cafe at 223 E Georgia St. in Vancouver. Inspired by their own upbringing and the strong foundation of self esteem fostered by their mother, Maureen and Donalda's desire to help other children

develop the same strong foundation for a fulfilling life resulted in the creation of Project Limelight Society and East of Main Cafe. Profits from East of Main Cafe go toward sustaining Project Limelight, the sisters' not-for-profit theatre program for children.

21) Galiano Conservancy Association

In February, 2012, Galiano Conservancy Association received Resilient Capital™ financing in the form of a bridge loan. This loan enabled the not-for-profit society to purchase a parcel of land on Galiano Island, for the purpose of expanding its ecosystem restoration efforts and building a learning centre for multi-day retreats. The project's social and environmental benefits take many forms, securing the land's future while also fostering environmental education and restorative work.

22) Corporate Knights Inc.

In November 2011, Corporate Knights Inc. received equity financing from Resilient Capital™ to launch a new division, Corporate Knights Capital, which will leverage Corporate Knights' rankings to create a global suite of clean capitalism-themed passive investment products tailored to meet large investor needs. Corporate Knights Inc. is the leading publishing and ranking company for clean capitalism as publisher of Corporate Knights magazine. Their mission is to humanize the marketplace by promoting clean capitalism by: making it easier for people to know the environmental and social impacts of their marketplace decisions, showcasing clean capitalism leaders and innovators and bringing together key decision makers from all sectors to identify common sense solutions that make the market work better for the environment, society and the economy.

23) Atira Property Management Inc.

Atira Property Management Inc. (APMI) received financing from Resilient Capital™ in September, 2011. APMI has acquired the assets of Croft Agencies, a property management company, with the help of a loan of \$475,000. APMI is wholly owned by Atira Women's Resource Society, a not-for-profit organization that provides housing, shelters and transition homes for women and their children who are at risk of violence.

24) Save-On-Meats

In June 2011, Mark Brand Inc. received a loan from Resilient Capital™ to reopen the historic Save-On-Meats property in Vancouver, a meat shop that served cost-conscious residents from 1957 to 2009. Mark has reopened the butcher shop, along with a restaurant and a take-out sandwich window that will serve local residents. A second-floor commissary that supplies the window employs local residents, including those working for Potluck Café, a successful social enterprise that operates across the street. Coolers on another floor provide space for community gardeners to store their produce for free until they establish a viable business.

ATTACHMENT 2

List of Registered Community Contribution Companies (as of April 20, 2016)

Accelerating Social Impact CCC Ltd. (BC0976453)

<http://asiccc.ca/>

ASI provides advice, consulting and resources to support and enhance the use of business models and financing options to create social impact

Buy Social Canada CCC Ltd. (BC1008398)

<http://buysocialcanada.ca/>

Buy Social Canada is a partnership between Accelerating Social Impact (see above), Open Door Ventures, and Realize Co-op. Its goal is to promote and support the creation of social impact through existing purchasing.

Buy Social B.C. CCC Ltd. (BC1009215)

See Buy Social Canada above.

Cedrick's Coffee House Community Contribution Company Ltd. (BC1009636)

Cedrick's Coffee House in Crofton, BC, donates its profits to K.I.D.S. (Kids International Development Society), a Vancouver Island Charity that assists children, youth and families in Cambodia and Myanmar by providing education, health care, clean drinking water and medical services.

C3PrO CCC INC. (BC0989899)

<http://www.c3pro.ca/>

C3PrO provides access to expertise, innovative technologies, funding (crowdsource) and educational resources to support Columbia Basin businesses and communities to achieve their goals.

Cedar Rock Enterprises CCC Ltd. (BC0950432)

<http://cedar-rock.ca/aboutcedarrock.shtml>

Cedar Rock's mandate is to provide "healthy, organic, progressive, ecological, and ergonomic" buildings in a self-sufficient, self-contained, environmentally-oriented community that focuses on sustainable, regenerative, construction components and methodologies.

Crowdgift Canada CCC Ltd. (BC1042698)

Crowdgift Canada is a crowdfunding platform designed to support collaborative artistry and activism.

Fair Money Community Contribution Company Ltd. (BC997335)

<http://fairmoney.ca/>

Fair Money is developing a way to spend cash electronically for free using a mobile phone.

Feedingchange Foods Canada Community Contribution Company Inc. (BC0979791)

<http://feedingchange.me/>

Producing and supplying pure, nutrient-rich, delicious food (specializing in organic, non-GMO food sourced from "pristine ecosystems")

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Good Ventures Community Contribution Company (BC0982740)

<http://good.ventures/>

Good Ventures leverages purchasing power to positively impact the lives of others. Through its Insurance for Good and Mortgage for Good projects, the company refers potential clients to brokers and providers, then donates at least 50% of the referral payment to a community cause or charity of the client's choice.

Green Frog Pest Control CCC Inc. (BC1068689)

<http://www.greenfrogpestcontrol.ca/>

Green Frog offers pest control services and specializing in serving Non Profit Housing Groups. It offers employment opportunities to people who have barriers to employment, such as poverty and disability, and it hires, trains, and supports marginalized individuals, contributing to community economic development in the Downtown Eastside and other parts of Metro Vancouver.

Green Zebra Urban Markets (BC1024052)

Green Zebra Markets offer farmers' market quality at or below grocery store prices.

Grist Mill CCC Corp (BC1033010)

Harmony Habitat Sustainable Building Solutions CCC Inc. (BC962373)

Institute for Marketplace Transformation CCC Inc. (BC1038120)

<http://www.imtglobal.ca/>

IMT offers resources, conferences, mentoring and training modules to assist people with the integration of faith and work.

International Nursing Alliance Community Contribution Company Ltd. (BC1041400)

INA was founded by a group of nurses in Coquitlam in June 2015 to build a portal and create a hub where members are connected, supported, engaged and empowered. All nursing team members, (e.g., Registered Nurses, Licensed Practical Nurses, Care Aides, retired nurses and nursing students) are invited to join.

Journey Home Community CCC Ltd. (BC1023899)

Living the Lingo – Community Contribution Company (BC1066917)

Mission to Move Forward CCC Inc. (BC1067932)

Natural Lifestyle Creations CCC Ltd. (BC998289)

Natural Lifestyle Creations is a project in sustainable and native plant landscapes.

Open Door Ventures CCC Ltd. (BC0995527)

<http://www.opendoorgroup.org/>

This CCC is owned/operated by the Open Door Group, which provides services to support British Columbians to achieve employment or community attachment, as well as specialized skills training/job readiness programs for individuals living with disabilities and/or mental illness.

Paladin Recovery Centre CCC Inc. (BC992237)

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PHS Community Initiatives CCC Inc. (BC0976450)

Rhizome Up! Media CCC LTD. (BC0972289)

<http://rhizomeup.ca/>

Rhizome Up! uses its profits for a variety of purposes, including encouraging and supporting efforts to create local sustainability in the areas of health, the environment, and food security to benefit the residents of the Sunshine Coast.

Road Warriors Speed Enthusiasts Xtreme Custom Enthusiasts CCC Corp. (BC0994668)

Roadway Oil Spill Response Team Community Contribution Company Ltd. (BC0979054)

<http://oilspillresponseteam.com/>

The Oil Spill Response Team raises awareness and provides training, trained personnel and superior products to combat small-scale (e.g., parking lots) oil spill pollution.

Salt Spring Events Community Contribution Company Ltd. (BC1029361)

Skin of the Salmon Community Contribution Company Ltd. (BC997333)

<http://skinofthesalmon.com/>

Skin of the Salmon connects people keen to work with salmon in sustainable and innovative ways. Its work explores present, prospective and prior uses of salmon skin with the aim to address environmental issues and to create new opportunities in research & development, fabrication and social ventures.

Social Enterprise Institute CCC Ltd. (BC1034359)

The Social Enterprise Institute is a learning and resource platform for social enterprises that was incorporated in BC and registered/operating in Halifax, Nova Scotia.

SURBL Not-for-Profit Community Contribution Company Ltd. (BC1008398)

Tree Rings Group Social Enterprise CCC Inc. (BC1062517)

Tri-Jubilee Inter-Community Contribution Company Ltd. (BC0988229)

The primary purpose of Tri-Jubilee Inter-Community Contribution Company is to encourage and sustain peace by investing in programs that promote the alleviation of poverty, education, cultural and religious pluralism and conflict prevention.

Urban Aboriginal Task Force CCC Ltd. (BC1042557)

Urban Matters CCC Ltd. (BC1010786)

<http://www.urbanmatters.ca/>

Urban Matters was formed by Urban Systems Ltd to create significant, sustainable impact in communities through a blended value business model. Its goal is not to create something new, but to support and collaborate with organizations that are already generating meaningful change in communities – those with understanding and expertise around evolving needs and challenges in their areas of focus.

Valuenomics CCC Corp. (BC0978276)

<http://www.valuenomics.ca/>

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Valuenomics was created to provide integrated social finance facilitation and consulting services to support the implementation of sustainable and effective social finance initiatives in communities faced with social challenges

VeloFemmes Canada CCC Ltd. (BC1025777)

<http://velofemmes.com/>

VeloFemmes was founded to establish the Women's Tour of Vancouver as a mechanism to develop women's cycling in Canada.

Vibrant Social Impact Ventures CCC Ltd. (BC1065113)

A subsidiary of Incipe Cooperative, Vibrant Social Impact Ventures will work on ways to put crowdfunding to work for social impact organizations and social enterprise, and bring together people who want to invest in social impact.

Volinspire Community Contribution Company Inc. (BC1013399)

<https://volinspire.com/>

Volinspire helps to connect volunteers and businesses with worthwhile community causes through an online platform that fosters local connections.

Weshop Online CCC Ltd. (BC 1058709)

World Housing CCC Inc. (BC0976449)

<http://worldhousing.ca/>

World Housing gifts homes to families living in slums in the developing world, fostering communities where families can thrive with safety, security, and access to the resources that change lives.

ZShips International CCC Ltd. (BC1037871)

ZShips' mission is to promote and implement the use of new technologies (renewable energy-based) in commercial vessels to prevent air and water pollution.

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Attachment 3: Social Enterprise Month 2016

Ministry Sponsored Events

Note: Sponsorship Agreements include events taking place outside of May 2016.

| Organizer | Amount | Event | Date | Description |
|------------------------------------|----------|--|-----------------|---|
| Centre for Sustainability Whistler | \$4,500 | Sea to Sky Social Venture Challenge | March-June 2016 | <ul style="list-style-type: none"> Series of events aimed at building the capacity of social ventures, culminating in a pitch competition at the end of June 2016 May events = topic-focused learning sessions on components of business development |
| SFU RADIUS | \$10,000 | Concauction | May 10 | <ul style="list-style-type: none"> Showcasing the annual RADIUS Fellows cohort and connecting them with support and expertise from the community |
| | | Blast Off! | Fall 2016 | <ul style="list-style-type: none"> Wrap-up event for RADIUS' third social venture accelerator cohort |
| | | Failure Wake | Fall 2016 | <ul style="list-style-type: none"> Recognizing and celebrating the lessons learned from social innovation and social enterprise ideas that were not successful |
| Hollyhock Leadership Institute | \$2,500 | Social Venture Institute – Vancouver | May 3-5 | <ul style="list-style-type: none"> Annual learning/networking conference for social entrepreneurs (for profit and non-profit) |
| Milky Way Marketing Inc. | \$8,000 | Impact Investment Forum | May 4 | <ul style="list-style-type: none"> Influential leaders, key note speakers, game changing entrepreneurs, and prominent figures from within the impact investment community Speakers include representatives from Toniic and the MaRS Centre for Impact Investing |
| UBC CS3i | \$12,000 | Propelling Social Ventures Spring 2016 | May 9 | <ul style="list-style-type: none"> An audience of ~150 business leaders, social innovators, impact focused professionals and investors, as well as graduate & undergraduate students Featuring stories of impact entrepreneurs who are creating social change and a diversity of innovative and successful impact business models |

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| Organizer | Amount | Event | Date | Description |
|---|-----------------|---|-----------|---|
| UBC CS3i (con't) | | Propelling Social Ventures Fall 2016 | Fall 2016 | <ul style="list-style-type: none"> An afternoon of panel discussions bringing social entrepreneurs and impact investors to share insights on what elements are needed for sealing a funding agreement Potential speakers include representatives from the McConnell Foundation, Coast Capital Savings, Vancity Community Foundation, Slow Money and Sole Food farms |
| Community Futures Development Corporation of Central Island | \$10,000 | seCatalyst Day of Learning | May 17 | <ul style="list-style-type: none"> Learning event for social entrepreneurs (existing and potential) Participation in the Day of Learning is mandatory for social enterprises that wish to apply for the pitch competition SDSI, as a partner in seCatalyst, is organizing/moderating a Day of Learning session – a panel discussion on social procurement |
| | | seCatalyst Pitch Competition Gala | Fall 2016 | <ul style="list-style-type: none"> Gala event, featuring a Dragon's Den style pitch competition – social enterprises pitch their businesses and are awarded prizes (money and business support services) by a panel of judges |
| Vancouver Board of Trade | \$5,000 | Vancouver Board of Trade Session | May 25 | <ul style="list-style-type: none"> Event for VBOT members with panel discussion on The Business Case for Social Innovation - how local organizations are transforming conventional business models, increasing transparency, and gaining followers through values based practices |
| BCA AFC/Vancouver Friendship Centre | \$5,000 | Aboriginal Social Enterprise Day | May 20 | <ul style="list-style-type: none"> Showcasing and celebrating Aboriginal social enterprise |
| TOTAL | \$57,000 | | | |

Other Events (No ministry funding)

| Event | Date | Description |
|------------------------------------|-------|---|
| Vancouver SOUP Crowdfunding Dinner | May 5 | A public dinner where, for a minimum donation of \$10, participants get soup, salad, bread, and a vote. The audience listens to four pitches for community-building projects and votes on the project they think benefits Vancouver the most. The winning project receives all of the money raised (estimated to be \$500-\$1,000). |

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| Event | Date | Description |
|--|--------|--|
| Bring Your Boomers: Who Cares? Reimagine a Culture of Care for an Aging Society | May 10 | An evening of storytelling, intergenerational dialogue, comedy and music that will aim to surface the burning issues, pressing challenges, and incalculable value of caregiving in our society. |
| HiVE 5-Year Anniversary Celebration | May 27 | A celebration of 5 years of social impact at The HiVE, a Vancouver co-working space that focuses on supporting and amplifying the social impact sector by providing the social cohesion, human capital and resources that its members and partners need to succeed. |
| Social Innovation Labs for Systems Change: A WISIR Process | June 1 | Hosted by the BC Partners for Social Impact's Changing Systems Working Group, this learning/networking event focuses on the Waterloo Institute for Social Innovation's Social Innovation Lab Guide, which provides a detailed set of step-by-step, practical recommendations for the design and delivery of a Social Innovation Lab. |

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ATTACHMENT 4

*Action Plan Recommendations to Maximize Social Innovation in BC***ACCOMPLISHMENTS & CURRENT ACTIVITIES***May 2016****Supporting Social Enterprise***

1. *Provincial Government should establish a Social Enterprise Investment Tax Credit to attract new investors and capital for non-profits and social enterprises and to help build a growing pipeline of new social enterprises.*
 - The ministry continues to work with the Ministry of Finance to explore the potential of a tax credit to support investment in BC's social enterprise sector.
2. *Government, business and non-profits should implement social procurement requirements within their purchasing systems to strengthen social innovation and social enterprise.*
 - The ministry worked with the Ministry of Jobs, Tourism and Skills Training (JTST) to ensure social enterprise is included in government's commitment to increase procurement through small business by 20 percent.
 - Social impact purchasing guidelines for the Ministry of Social Development and Social Innovation (SDSI) were launched in spring 2015.
 - On February 15, 2016, the ministry posted an Invitation to Quote (ITQ) for security services for Vancouver Island, the Interior, and Northern B.C. Respondents were required to describe how they create a social impact in their communities, or how they would do so within the next six months. In March 2015, the ministry implemented Social Impact Purchasing guidelines, which will help to ensure that ministry purchasing activities are aligned with our strategic goals, and ultimately contribute to the improvement of social outcomes for vulnerable British Columbians.
 - For example, the ministry recently posted an Invitation to Quote, or ITQ, for security services for Vancouver Island, the Interior, and Northern B.C. Demonstrating social impact, such as providing job opportunities for individuals with barriers to employment, was a mandatory requirement of the ITQ.
 - In addition, in 2015/16, the ministry made 18 purchases totaling more than \$3,300 from B.C. social enterprises, including Coco Café in Nanaimo, HAVE Café and Potluck Café in Vancouver, and Skookum Food and Coffee in Victoria.
 - The ministry is engaged in ongoing discussions with other government ministries/agencies to identify additional opportunities to apply social impact purchasing in the context of their mandates/procurement activities.

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- In May 2015, the Ministry of Jobs, Tourism and Skills Training announced that the Province would leverage government's multi-billion dollar annual investment in infrastructure by requiring contractors working on major public construction projects (with a government investment of \$15 million or more) to sponsor apprentices through the entire project cycle and report on their on-project use prior to receiving their final payment.
3. *The private and non-profit sector should partner with the provincial government to create Social Impact Bonds to fund prevention services, improve social outcomes and attract new sources of social investment capital.*
- Discussions are underway with other ministries/agencies to identify policy and/or program areas that could potentially be the subject of a Social Impact Bond.
4. *The Province should include social enterprises under eligibility criteria for government-sponsored business development programs that target small and medium enterprises.*
- The ministry is working with the Ministry of Small Business and Red Tape Reduction to ensure provincial government supports are accessible to social enterprises.
 - The ministry works with its partners to raise awareness of the supports available to social enterprises, and with service providers and funders to ensure that, where appropriate, their programs and services are inclusive of and accessible to social enterprises.

Support for Social Enterprise - General

- Social enterprise owners were included in the February 2013 Small Business Summit and in the subsequent development of the Small Business Accord.
- The ministry provided funding to Small Business BC (SBBC) and Enterprising Non Profits (ENP) to support the development and delivery of seminars introducing participants to social enterprise concepts, as the first phase of an ongoing partnership to increase social enterprise access to basic business skills training.
- The ministry works with its external partners and government program areas to identify opportunities to leverage federal and provincial programs/services (i.e. Labour Market Agreement and Labour Market Development Agreement funding).
 - As a result of this work, the Province provided \$181,500 in funding to ENP through a Labour Market Partnership Agreement. The funding was used to evaluate the skills training and employment opportunities provided by B.C. social enterprises and make recommendations on how to deliver more effective training and employment supports throughout the province.
- March 27, 2013, was proclaimed Social Enterprise Day in British Columbia to recognize the contribution of BC's social enterprise sector and the Province's commitment to supporting its ongoing development.
- On April 15, 2014, the Province (JTST) announced \$194,450 in funding for the University of British Columbia to research the social venture sector and its human

resource challenges. The results will provide a baseline to help inform strategies and next steps for the sector to ensure it has access to the people and skills it needs.

- April 2014, May 2015 and May 2016 were proclaimed Social Enterprise Month in British Columbia to reaffirm government's commitment to supporting the growth of the sector.
 - The Province provided funding to support a number of events during each Social Enterprise Month (a list of 2016 events is provided in Appendix 3.)
- April 22, 2014, and May 20, 2015, were proclaimed Aboriginal Social Enterprise Day in British Columbia to recognize the long history of social enterprise in Aboriginal communities and the Province's commitment to strengthening and deepening its relationship with Aboriginal innovators and entrepreneurs.
- The ministry, in collaboration with members of the BC Partners for Social Impact, initiated the #BuyItForward social media campaign in December 2014 and 2015. The campaign encouraged holiday shoppers to purchase gifts from local businesses and social enterprises.
- The ministry partnered with Futurpreneur Canada to sponsor a new award category for the Small Business BC Awards. The award category – titled "Emerging Entrepreneur" – recognized a young entrepreneur whose business is having a positive social impact on his/her community.
- The ministry's social impact purchasing guidelines were launched in spring 2015. The procurement of goods and services through socially conscious suppliers will support the growth and sustainability of BC's growing social enterprise sector (as well as encourage traditional businesses to consider ways to increase their social impact).

Legislative Enablement

5. *The provincial government should complete the work to establish Community Contribution Companies as a new corporate structure to raise capital and achieve a social mission.*

- The regulations enabling incorporation as a Community Contribution Company came into effect on July 29, 2013. Since that date, 41 social enterprises have chosen to incorporate as Community Contribution Companies.

6. *The provincial government should continue to work with its provincial and territorial counterparts and the federal government to address non-profit charitable sector issues.*

- The ministry meets regularly with federal and provincial counterparts to discuss social innovation and the sustainability of the non-profit sector.

Social Innovation Labs

7. *Government, community organizations, social enterprises, business and academia should continue to work together to explore the best social innovation labs and design processes from around the world and begin to apply them to social challenges in BC.*
 - The BC Government has been an active participant in a number of social innovation lab processes:
 - Family Journeys' engaged families in collaborative work to improve services for people with developmental disabilities
 - The 'Belonging Lab' brought together public servants, educators, philanthropists, farmers, architects, environmentalists, planners, business and social service leaders to develop a shared understanding of belonging and its value, identify the best ideas from BC's past, and generate prototype and scale new ideas.
 - A First Nations Off Reserve Aboriginal Action Plan Solutions Lab was initiated by the Ministry of Aboriginal Relations and Reconciliation to bring people together to improve outcomes for off-reserve Aboriginal British Columbians.
 - The BC Partners for Social Impact established a Changing Systems Working Group which is, as part of its work, exploring social innovation tools and methodologies and their application in collaborative problem-solving and community dialogue.

Engaging Communities

8. *Community, business and government partners should build on the first social innovation web-based competition (BC Ideas) to establish a permanent online community platform that showcases BC solutions to the world, generates new ideas and matches problem-solvers and social innovators with mentors, funders and collaborators.*
 - In May 2012 the BC Partners for Social Impact launched BC Ideas, an online competition that encouraged British Columbians to submit innovative solutions to address health, social and environmental challenges facing their communities.
 - In November 2012 more than \$275,000, including \$30,000 from the Ministry of Social Development and Social Innovation, was awarded to 33 organizations.
 - In September 2014, the BC Partners for Social Impact launched "Hubcap" (www.hubcapbc.ca) – a new online social innovation hub that profiles social innovation in BC communities; aggregates information and resources about social innovation, social finance, and social enterprise; and provides a place where innovators and entrepreneurs can engage in dialogue and connect with each other.
 - In keeping with the principle of collaboration, Hubcap is co-funded and co-managed by the Province and members of the BC Partners for Social Impact. Vancity and TELUS provided funding for design and development, and a cross-sector working group is manages and curates the site's content.

- In its first year, more than 400 social innovators, entrepreneurs, educators, investors and other collaborators signed up with user profiles, and a combined total of 475 events, publications, organizations and projects were contributed by the Hubcap community.

9. *Aboriginal leaders, Aboriginal businesses, and Aboriginal organizations, together with government, community organizations, social entrepreneurs, business and academia should partner to develop a targeted strategy to build social entrepreneurship and social innovation capacity in BC First Nations and Aboriginal communities.*

- With funding provided through the Off-Reserve Aboriginal Action Plan, the BC Association of Aboriginal Friendship Centres held an online competition to mobilize Aboriginal communities and organizations to generate ideas and concepts that will have a positive social impact. The three competition winners received \$15,000 each to further develop and implement their ideas.
- April 22, 2014, and May 20, 2015, were proclaimed Aboriginal Social Enterprise Day in British Columbia to recognize the long history of social enterprise in Aboriginal communities and the Province's commitment to strengthening and deepening its relationship with Aboriginal innovators and entrepreneurs.
- The ministry provided \$5,000 in sponsorship funding to the Elders Voices Summit, which brought together elders, community members and experts from BC and around the world to explore indigenous and intercultural approaches to social and ecological resilience, with an emphasis on new kinds of collaboration across cultures, disciplines, sectors and national borders.
- In November 2015 the Minister of Social Development and Social Innovation represented the Government of British Columbia at the national Indigenous Innovation Summit in Winnipeg. The Summit brought together people from all sectors to build new partnerships, to learn more about the current state of social innovation in Canada, and unlock new solutions to common challenges.
- The ministry continues to work closely with the Ministry of Aboriginal Relations and Reconciliation and the BC Association of Aboriginal Friendship Centres to identify opportunities for future collaborative work.

10. *Partners in the research and education sector should implement a network of education, training, learning, capacity building and community-based research to develop and support students, youth and Aboriginal entrepreneurs, social entrepreneurs and innovators.*

- The ministry continues to work with academic institutions (e.g., Simon Fraser University and the University of British Columbia) to promote education and training for social entrepreneurs and innovators.
- The ministry is working with its internal and external partners to identify best practices and opportunities to support community-based research and innovation.

11. Establish "Partners for Social Impact" to expand participation and continue the work of the Council.

- The BC Partners for Social Impact (BCPSI) was formed in May 2012 and now includes more than 100 representatives from the public, private and non-profit sectors. Members work collaboratively to implement the Action Plan recommendations, as well as to find new ways to promote and support social innovation, social finance and social enterprise.
- In fall 2013, the first meeting of the Okanagan "chapter" of the BCPSI was held in Kelowna. This meeting marked the beginning of the expansion of the network to include communities across British Columbia.
 - Subsequent meetings have been held in Victoria, Nelson, Fort St. John and Prince George.
- Members of the BCPSI are key contributors to Hubcap and key participants in the planning and promotion of the annual BuyItForward campaign and Social Enterprise Month.

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
SERVICE DELIVERY DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Supportive Recovery Homes Per Diem

KEY MESSAGES:

- The ministry recognizes that alcohol and drug dependency can be a significant barrier to achieving sustainable employment and independence.
- Supportive Recovery Homes provide safe, stable and structured housing, with the necessary support to assist clients in their recovery from drug and/or alcohol addiction.
- The Ministry of Health's Assisted Living Registry now registers all Supportive Recovery Homes, including those who receive per diem funding from the Ministry of Social Development and Social Innovation.
- Effective November 3, 2014, we have a specialized intake team that manages all registered and licensed Supportive Recovery Home applications. The ministry implemented this change with the goal of providing a more streamlined and consistent service delivery experience for applicants who are residing in per diem facilities.
- Only Supportive Recovery Homes that are registered with the Assisted Living Registry or those with applications in progress, are eligible to receive per diem funding from the ministry.

BACKGROUND:

- In October 2008, in response to a growing need and ongoing requests for assistance from these homes, the ministry introduced a per diem of \$30.90 paid to the home and a monthly \$95 comforts allowance paid to clients living in an approved Supportive Recovery Home.
 - Per diems help cover the cost of food, shelter and programs or services on behalf of our clients.
 - Comforts allowances are paid to clients for incidentals. Clients do not receive financial supports for food and shelter while residing in a Supportive Recovery

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Home.

- The Ministry of Health's Assisted Living Registry began registering Supportive Recovery Homes in November 2012.
 - Ministry approved Supportive Recovery Homes were required to register with the Assisted Living Registry by March 31, 2013.
 - Because the Assisted Living Registry could not process all the applications by July 31, 2013, a decision was made to continue per diem payments for those Supportive Recovery Homes already in the application process.
 - Assisted Living Registry staff investigates complaints related to the health and safety of persons living in assisted living residences. Concerns regarding the health or safety of a resident can be submitted to the registry. Complaints can come from a resident, a family member, a friend of the resident, residence staff, health authority staff or a member of the public. Complaints can be submitted by telephone, email, and fax or in writing.
 - Currently, the Ministry pays per diems to approximately 1300 individuals through 63 service providers in 107 homes across the province.
- If a single parent is receiving treatment in a registered facility and chooses to have their children stay with them, and both the Ministry of Children and Families and Ministry of Health have confirmed that the facility is child appropriate, the ministry will pay per diems and comfort allowances to the parent and children.
- Payment is based on occupancy by a recipient of income or disability assistance. Funding for a resident at an approved Supportive Recovery Home is not provided until eligibility has been established by the ministry and per diems cannot be paid prior to that date.
- Supportive Recovery Homes receive payment by the Ministry after services are provided to our clients.
 - A Supportive Recovery Home will provide an invoice at the end of the month indicating the number of recipients served.
 - Once the invoice is received by the ministry, the number of recipients receiving service is confirmed and then payment is made.
 - Typically the home receives payment within 30 days of receiving the invoice/billing form.
- The ministry continues to pay a grandfathered \$40 per diem for 121 beds that were approved prior to 2008, when the ministry began paying the \$30.90 per diem. These 121 beds are registered under the Community Care and Assisted Living Act.
- Length of stay in the \$40 per diem facilities is typically 90 day treatment. Natural transition does occur and some move into the supportive recovery environment. We do not track Supportive Recovery residency as they can be well over 90 days depending on the needs of the individual.
- For fiscal year 2014/15, the ministry spent \$ 6.1 Million on the \$30.90 per diem paid to Supportive Recovery Homes
- This fiscal year to date SDSI spent \$5.3 Million on the \$30.90 per diem paid to Supportive Recovery Homes (December 31)

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Ministry of Health Approved Beds

- \$30.90 per diems: 1113
- \$40 grand parented*: 121

* grand parented homes received higher per diem established prior to 2008

Monthly Occupancy Numbers

| Per Diem Amount | Number Issued per month |
|-----------------|-------------------------|
| \$30.90 | 1359 |

Financial data for the month of February 2016

BUDGET:

| | Actuals | Actuals Year to date | |
|-------------------------|----------------|----------------------|----------------|
| Expenditures | 2013/14 | 2014/15 | 2015/16* |
| \$30.90 per diem | \$6.2 M | \$6.1 | \$5.3 M |

* December 31, 2015

All Expenditures figures include:

- \$30.90 Per diem payments to approved Supportive Recovery Homes

Supportive Recovery Home Full Time Equivalents (FTEs)

| Supportive Recovery Home | FTE |
|--------------------------------|--------|
| Assigned to Specialized Intake | 4 EAWs |
| Assigned to Billings | 6 EAWs |

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**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION
CORPORATE SERVICES DIVISION
PROGRAM NOTES 2016/2017**

TOPIC: Work Environment Survey (WES)

KEY MESSAGES:

- SDSI had robust participation in this year's Work Environment Survey at 83 per cent, and the ministry has seen many increases across drivers since the first Work Environment Survey in 2006.
- Our overall engagement score has gone down slightly this year. That's not unexpected.
 - This has been a year of significant changes for the Ministry. We have introduced new programs and new policies that better support the people we serve.
 - Implementing these changes is exciting, it can also be stressful.
 - We have maintained open communication with staff throughout. Still change brings uncertainty and that has an effect on staff.
- SDSI has undertaken a detailed analysis of our results and have developed a structured plan at the ministry and divisional levels to address those areas of the WES where we see our opportunities to improve employee engagement. We will be measuring and tracking our results to ensure our success.
- Overall, this information helps us understand and improve employee engagement across the BC Public Service. We use this report to inform ongoing conversations with staff about steps we can take to continue to improve our workplace environment.

BACKGROUND:

- 83% of the SDSI employees participated in the 2015 Work Environment Survey, compared to 79% overall response rate for the BC Public Service.
- The overall Engagement score of 63 represents a decline of 4 points from 2013 although SDSI is 12 points ahead of where we were in 2006 when the first survey was conducted.
- In keeping with the 2013 results, Teamwork remains the strongest driver at 79,

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along with the Respectful Environment score of 75, an integral part of how we work in SDSI.

- Gains were realized in Tools & Workspace (+2) and Supervisory-Level Management (+2).
- Drivers displaying a negative trend include Executive-Level Management (-6), Empowerment (-4), Mission, Vision & Goals, Job Suitability and Pay & Benefits (-3 each), and Professional Development (-2).
- The remainder of the drivers saw little movement from previous scores.

STATISTICS:

| | SDSI 2015 | SDSI 2013 | DIFF | BCPS 2015 | SDSI Compared to BCPS |
|------------------------------|--------------|--------------|------|--------------|--------------------------|
| Engagement | 63 | 67 | -4 | 66 | -3 |
| Public Service Commitment | 67 | 70 | -3 | 68 | -1 |
| Job Satisfaction | 63 | 66 | -3 | 67 | -4 |
| Organization Satisfaction | 57 | 62 | -5 | 62 | -5 |
| Empowerment | 63 | 67 | -4 | 66 | -3 |
| Stress & Workload | 57 | 58 | -1 | 58 | -1 |
| Job Suitability | 73 | 76 | -3 | 77 | -4 |
| Vision, Mission & Goals | 60 | 63 | -3 | 61 | -1 |
| Teamwork | 79 | 79 | 0 | 77 | 2 |
| Tools & Workspace | 59 | 57 | 2 | 62 | -3 |
| Recognition | 62 | 63 | -1 | 61 | 1 |
| Professional Development | 61 | 63 | -2 | 62 | -1 |
| Pay & Benefits | 42 | 45 | -3 | 47 | -5 |
| Staffing Practices | 59 | 60 | -1 | 62 | -3 |
| Respectful Environment | 75 | 75 | 0 | 74 | 1 |
| Executive-level Management | 56 | 62 | -6 | 57 | -1 |
| Supervisory-level Management | 76 | 74 | 2 | 72 | 4 |

Data Source: SDSI WES Scores Summary

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