

From: Archer, Terri SDSI:EX
Sent: Wednesday, June 1, 2016 9:59 PM
To: Craigie, Shelly M SDSI:EX (shelly.craigie@gov.bc.ca)
Subject: MYSS wording re: Bus Pass - updated wording

For consideration in other messaging, because you mentioned the drafts provided were from approved wording used elsewhere, technically the bus pass is the TSA, as well as the \$52 cash so the wording that by receiving the bus pass 'you will no longer receive the Transportation Support Allowance' is wrong.

STB (Managers/Director) and GCPE have approved the following...

2.1.1 – Confirmation Page

Your Bus Pass Application Service Request for "NAME" has been created. Once this request has been submitted and processed, a bus pass will be issued effective "INSERT DATE (month/year) - IS TO BE CALCULATED BY THE SYSTEM". You will receive a bus pass as Transportation Support instead of \$52 on your monthly payment. You can change your mind at a later date and switch back to the \$52 monthly payment.

2.2.1 – Confirmation page

Your Bus Pass Cancellation Service Request for "NAME" has been created. Once this request has been submitted and processed, your monthly bus pass will be cancelled effective "INSERT DATE (month/year) – IS TO BE CALCULATED BY THE SYSTEM" and you will begin to receive the Transportation Support as \$52 on your monthly payment effective the next month. You can change your mind at a later date and opt back into the Bus Pass Program.

Terri Archer, MA | Stakeholder Relations & Engagement

Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation

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2.1.1 – Confirmation Page

Your Bus Pass Application Service Request for "NAME" has been created. Once this request has been submitted and processed, a monthly bus pass will be issued effective "INSERT DATE (month/year) - IS TO BE CALCULATED BY THE SYSTEM". You will receive a bus pass as Transportation Support instead of \$52 on your monthly payment. ~~By applying for a bus pass, you will no longer receive the Transportation Support Allowance effective that month.~~ You can change your mind at a later date and switch back to the \$52 monthly payment.

2.2.1 – Confirmation page

Your Bus Pass Cancellation Service Request for "NAME" has been created. Once this request has been submitted and processed, your monthly bus pass will be cancelled effective "INSERT DATE (month/year) – IS TO BE CALCULATED BY THE SYSTEM" and you will begin to receive the Transportation Support Allowance as \$52 on your monthly payment effective the next ~~that~~ month. You can change your mind at a later date and opt back into the Bus Pass Program.

From: McGaghey Jones, Stacey SDSI:EX **Sent:** Tuesday, May 31, 2016 3:58 PM **To:** Archer, Terri SDSI:EX
Subject: RE: MYSS wording re: Bus Pass

Thanks. Is there a way for the system to tell people when they will get the \$52 if they don't want bus pass? I agree with the comment by the other staff member but wondering if we can make it more clear.

From: Archer, Terri SDSI:EX **Sent:** Tuesday, May 31, 2016 1:33 PM **To:** McGaghey Jones, Stacey SDSI:EX
Subject: MYSS wording re: Bus Pass

Hi Stacey, we have others looking at this also but thought I'd give you a chance to chime in too. Any suggested edits for this My Self Serve wording?

2.1.1 – Confirmation Page

Your Bus Pass Application Service Request for "NAME" has been created. Once this request has been submitted and processed, a monthly bus pass will be issued effective "INSERT DATE (month/year) - IS TO BE CALCULATED BY THE SYSTEM". By applying for a bus pass, you will no longer receive the Transportation Support Allowance effective that month.

2.2.1 – Confirmation page

Your Bus Pass Cancellation Service Request for "NAME" has been created. Once this request has been submitted and processed, your monthly bus pass will be cancelled effective "INSERT DATE (month/year) - IS TO BE CALCULATED BY THE SYSTEM" and you will begin to receive Transportation Support Allowance effective that month.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
<image001.png>
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From: Bowen, Chelsea SDSI:EX
Sent: Tuesday, May 31, 2016 1:04 PM
To: Craigie, Shelly M SDSI:EX; Archer, Terri SDSI:EX
Cc: Pendergast, Shannon M SDSI:EX
Subject: MYSS wording

Hi Shelly,

I have two minor comments. Technically the bus pass is the TSA, as well as the \$52 cash, so we should refer to the TSA of \$52 whenever possible.

Thank you,
Chelsea

TSA – Transportation support allowance

From: Craigie, Shelly M SDSI:EX
Sent: Tuesday, May 31, 2016 12:10 PM
To: Bowen, Chelsea SDSI:EX; Archer, Terri SDSI:EX
Subject: FW: MySS and OPC Updated FDD - Wording Provided by the Business
Importance: High

Hi Chelsea & Terri, can you please have a look at this wording? It's for the MYSS client initiated SR's, and follows the standard wording already approved for other services.

From: Sharma, Lalita K SDSI:EX
Sent: Thursday, May 26, 2016 9:24 AM
To: Craigie, Shelly M SDSI:EX; Laws, Stephen SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Bhardwaj, Prashant SDSI:EX; Hoey, Marlene SDSI:EX; Muraro, Yvonne T SDSI:EX
Subject: RE: MySS and OPC Updated FDD - Wording Provided by the Business
Importance: High

Hi Everyone,

Here's the 'wording' provided by the business (Marlene Approved). Shelly, Marlene would like you to review and provide your input as well.

Thanks, Lalita

From: Craigie, Shelly M SDSI:EX
Sent: Tuesday, May 24, 2016 11:49 AM
To: Sharma, Lalita K SDSI:EX; Laws, Stephen SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Bhardwaj, Prashant SDSI:EX
Subject: RE: MySS and OPC Updated FDD

I would like the MYSS team to submit the wording so it's consistent with the wording used throughout.

From: Sharma, Lalita K SDSI:EX
Sent: Tuesday, May 24, 2016 11:09 AM
To: Laws, Stephen SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Bhardwaj, Prashant SDSI:EX
Subject: RE: MySS and OPC Updated FDD

Fyi – we are working on the wording, when is this is due?

From: Laws, Stephen SDSI:EX
Sent: Tuesday, May 24, 2016 11:07 AM
To: Sharma, Lalita K SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Bhardwaj, Prashant SDSI:EX
Subject: MySS and OPC Updated FDD

Hi Lalita, Sharlene,

The FDD has been updated to include the latest OPC changes and includes a question from Shelly which Lalita will take to the business (wording).

Sharlene, can you get confirmation that the OPC section is signed off? Once I have that I will send to Yvonne for final approval and will update my development accordingly.

Thanks

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, June 1, 2016 11:17 PM
To: SSBC PSS BCMail MPPP
Cc: Nicholson, Carilynn MTIC:EX; Jensen, Dana SDSI:EX
Subject: Ministry of Social Development and Social Innovation - Req #: 1460755319
Attachments: SERVICE REQUEST - PWD Bus Pass Client Letter - June updates

Attached is a new request for a client mailout. The client letter is currently being drafted and will align in messaging and timing with other communications.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
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Bill To			
* Ministry of/Organization	Branch	* BC Mail Plus Customer No.	
Ministry of Social Development and Social Innovation	Strategic Transformation Branch	214910	
* Contact Name	* Telephone	Fax	
Terri Archer	250 356 6718	250 552 6450	
Email			
Terri.Archer@gov.bc.ca			
Address		City	Province Postal Code
8th flr -614 Humboldt St		Victoria	BC V8W 9R2
Job Details			
Job Name			Preferred Completion Date
PWD Bus Pass Client Letter - June updates			2016-06-20
<input type="checkbox"/> RUSH - Surcharge Applies			
Address Database			
For customer supplied mailing lists please confirm that the personal information collected (i.e. name, address) is in compliance with the Freedom of Information and Protection of Privacy Act. Consult your ministry information and privacy branch if you are not sure.			
<input type="checkbox"/> Customer Supplied			
Envelopes			
Envelope 1:		Envelope 2 (i.e. return env. or business reply):	
Quantity	Size	Quantity	Size
36,360	Letter		
Return address to be used on outgoing mailed product:			
PO Box 9992 Victoria BC V8W 9R7			
Product To Be Mailed			
Is the product printed at Queen's Printer?		Provide QP Requisition Number	
<input checked="" type="radio"/> Yes <input type="radio"/> No			
Instructions Description of Materials and Processing Requirements			
one page, double-sided, blk/wht, standard approx. 36,360			
Please note preferred completion date is the week of June 20th.			
Leftover Material			
<input type="radio"/> Recycle <input checked="" type="radio"/> Return to Sender <input type="radio"/> Send to Alternate Address			
Expense Authority <input type="checkbox"/> I am the expense authority			
Name		* Expense Authority Email	Date
Dana Jensen		Dana.Jensen@gov.bc.ca	2016-06-01



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SERVICE REQUEST #
1460755319

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Operator/Data Entry

Date

Operator/Label/Reports/Merge

Date

Special Instructions to Planners/Operators

From: Archer, Terri SDSI:EX
Sent: Wednesday, June 1, 2016 4:34 PM
To: Ross, Ian SDSI:EX; McGaghey Jones, Stacey SDSI:EX
Cc: Fieltsch, Raymond SDSI:EX; Leslie, Sean GCPE:EX; Jensen, Dana SDSI:EX
Subject: BC Bus Pass Client Letter - June updates DRAFT
Attachments: BC Bus Pass Client Letter - June updates DRAFT.docx

Hi Ian and Stacey,

attached is a draft updated client letter for the Bus Pass changes for your pre-eapproval review and for consultation purposes. I have an e-approval placeholder set up for this letter plus the comm package (MySS, IVR, stub message). The intent is to upload the external stakeholder reviewed version to e-approvals by June 9 with final e-approvals due June 10th.

My understanding from the GCPE comm plan is that this draft letter will go to Disability Alliance BC early next week for review with a quick turnaround (June 7/8).

Please let me know if anything changes and keep us posted. Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement

Manager, Strategic Transformation Branch

Ministry of Social Development and Social Innovation

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Page 008 to/à Page 009

Withheld pursuant to/removed as

s.13

From: Archer, Terri SDSI:EX
Sent: Friday, June 10, 2016 4:34 PM
To: Anholt, Jennifer A SDSI:EX; Evans Locker, Ann SDSI:EX; MacLean, Amber SDSI:EX; Craigie, Shelly M SDSI:EX (shelly.craigie@gov.bc.ca); Bandechha, Pardip MSD:EX (Pardip.Bandechha@gov.bc.ca); LaHue, Anita SDSI:EX; Leslie, Sean GCPE:EX; Anderson, Maryann GCPE:EX; McGaghey Jones, Stacey SDSI:EX
Cc: Jensen, Dana SDSI:EX
Subject: FYI only - Bus Pass/TSA comms pkg in e-approvals
Attachments: Bus Pass and Disability Assistance Rate Increase FAQs - Internal for Staff Only (June updates V3).docx; PWD Bus Pass Client Comms for June - draft.docx; PWD letter bus pass (V4 Draft).docx

As a heads up, here are three key DRAFT documents (just as a courtesy FYI) that are now in e-approvals.

- **Internal Staff FAQs**
- **Client Comms** (IVR and MySS draft message and proposed timing)
- **Client letter** – reviewed by Disability Alliance of BC, earlier version reviewed by CLBC, and Policy pre-approved

Three webpages are also going through separate approvals (lead by Stacey)

- Bus Pass Program landing page
- Transportation Support Allowance for PWDs
- BC Bus Pass for Seniors and Others

Terri Archer, MA | Stakeholder Relations & Engagement

Manager, Strategic Transformation Branch

Ministry of Social Development and Social Innovation

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Where ideas work



SENIOR TOP WORK UNIT



Bus Pass and Disability Assistance Rate Increase (Sept 2016)

- The ministry is eliminating the \$45 bus pass administration fee and the need for an annual renewal process.
- Beginning September 1, 2016, all clients who have the Persons with Disabilities designation will receive a monthly rate increase of \$25.
- Everyone will also receive a \$52 Transportation Support Allowance.
- This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD payment.
- Because we are eliminating the \$45 administration fee, the bus pass they hold will no longer have an expiry date of December 31, 2016.
- At any time, PWDs can decide to give up their BC Bus Pass and instead receive their \$52 Transportation Support Allowance on their next assistance payment.
- They can also change their mind at a later date and ask for a new bus pass.
- Updates continue to be posted to the Bus Pass Program website at www.gov.bc.ca/buspassprogram as details are finalized.
- For more information, see the Disability Assistance Rate Increase website, [Disability Assistance Rate Increases table](#) and [Factsheet](#).

Here are the options for PWDs:

Option 1: I WANT TO KEEP MY BUS PASS

- You don't need to do anything.
- You can keep using your bus pass and continue using it after September 1.
- Starting in September (payment date August 24), you will also automatically receive a \$25 monthly increase to your PWD payment.

Note: If you change your mind in the future, you can call us before the 5th of any month. You will see the increases outlined in Option 2 on your payment the following month.

Option 2: I WANT TO GIVE UP MY BUS PASS AND RECEIVE MY TRANSPORTATION SUPPORT AS A \$52 PAYMENT

- You must let us know by August 5, 2016 for this to be in effect for September 1.
- Starting in September (payment date August 24), you will automatically receive \$52 on your PWD payment for Transportation Support Allowance.
- You can use the \$52 in a way that works best for you.
- If you choose this option, please hold on to your Bus Pass until September. You can continue to use it until then. After September 1, you do not need to return it to us but it will no longer be valid.
- Starting in September (payment date August 24), you will also automatically receive a \$25 monthly increase on your PWD payment.

Note: please remember, you can switch back to the bus pass at any time by letting us know by the 5th day of the month. A new bus pass will be issued to you.

TRANSPORTATION SUPPORT ALLOWANCE Q&As:

Will there still be an annual renewal process for PWDs who want a BC Bus Pass?

No. By eliminating the \$45 annual administration fee, there is no longer a need for annual renewal. PWDs with a BC Bus Pass will continue to be able to use their bus pass without having to renew it annually.

How do people inform the ministry they don't want a bus pass anymore?

Clients will be able to inform the ministry through our toll-free telephone line or through email if they want or don't want a BC Bus Pass.

They can call 1 866 866-0800 or email the BC Bus Pass program at SDSIBUSPA@gov.bc.ca to opt out of the program. Or, starting in August, they can let us know online through My Self Serve.

If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \$25 rate increase?

Beginning September 1, 2016, all clients who have the Persons with Disabilities designation and receive assistance will receive a \$25 monthly rate increase and a Transportation Support Allowance as a bus pass or a \$52 payment.

They have options – see table on page 2.

The changes mean that everyone gets an increase to their monthly payment and everyone has access to the same monthly benefits.

Previously, only people in communities with public transit were eligible to apply for transportation supports. Now every PWD has access to a Transportation Support Allowance.

How do these changes impact disability clients who have a subsidized annual bus pass now?

Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

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Going forward, people receiving disability assistance will no longer have to pay the \$45 administration fee.

By eliminating the \$45 administration fee, there is no longer a need for annual renewal. People receiving disability assistance with a BC Bus Pass will continue to be able to use their bus pass without having to renew it annually.

Will people who opt out of their bus pass to get a higher assistance payment be allowed to change their mind?

Yes - they can change their mind at any time. They just need to let the ministry know.

Will you reimburse a portion of the \$45 fee to those PWDs that have already paid it this year?

No, the administration fee is not pro-rated and will not be reimbursed.

PWDs may choose to opt out of the program at any time and receive their \$52 Transportation Allowance on their next assistance cheque, or they can keep their bus pass. Going forward, people receiving disability assistance will no longer have to pay the \$45 administration fee.

If a client chooses not to receive a BC Bus Pass, do they have to use Transportation Support Allowance to buy a bus pass in their community?

No. They can determine how to use their Transportation Support Allowance.

If I have a bus pass now or choose to get one in 2017, can I change my mind and cancel my bus pass later in the year?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the Transportation Support Allowance of \$52 on the next payment from the ministry. This is the added flexibility that comes with the monthly increase – clients have a choice on an ongoing basis.

How can clients tell the ministry to cancel their pass or opt in to the BC Bus Pass program?

Clients will be able to inform the ministry via our toll-free telephone line or through email that they want to opt-in or opt-out of the BC Bus Pass program.

They can call 1 866 866-0800 or email the BC Bus Pass program at SDSIBUSPA@gov.bc.ca to opt out of the program. Or, starting in August, they can let us know online through My Self Serve.

Does this change apply to couples where both are PWD?

Yes. Each PWD person has access to the rate increase and the Transportation Support Allowance and can make a choice.

For example:

- For a couple where both have a bus pass, they will both receive their bus pass. Plus the couple will receive an additional \$25 dollars for each person on their monthly payment, for a total of \$50.
- For a couple where neither wants a bus pass – the couple will receive \$154 on their monthly payment: a \$25 support allowance increase for each PWD person, plus a \$52 transportation support allowance for each PWD person.

What about a couple where only one client has the PWD designation?

The family unit will get the rate increase depending on what the PWD client chooses.

- If the PWD client chooses to continue to access a subsidized annual BC Bus Pass, the family unit will see a rate increase of \$25 per month, in addition to the bus pass.
- If they choose not to receive a bus pass, they will receive the \$25 rate increase and will also receive the Transportation Support Allowance of \$52 per month.

I'm a senior on PWD, what do the changes mean for me?

If you are a PWD **and** in receipt of disability assistance then the rate increase will apply to you. You will receive the \$25 rate increase. You will also receive the Transportation Support Allowance of \$52. You can choose to use your Transportation Support Allowance for a BC Bus Pass or receive money on your assistance payments.

If you are a senior who has the PWD designation **and are no longer** in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program for low-income seniors. You can get [more information on eligibility](#).

How are seniors affected by this change?

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There is no change to the BC Bus Pass Program for low-income seniors. The changes only apply to PWDs. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

How do I apply for the BC Bus Pass?

See Information on eligibility and how to apply.

The bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.

In some communities, a bus pass costs less than the \$52 transportation support allowance and people may be better off purchasing a bus pass directly from BC Transit. (For example, a bus pass currently costs \$40 a month in Fort St. John and \$35 in Quesnel).

- You can find bus pass rates in your community through the BC Transit website
- If you live in the Greater Vancouver Area, you can find fare rate information through Translink

How do I know what the cost of a bus pass is in my community?

You can find bus pass rates in your community through the BC Transit website.

If you live in the Greater Vancouver Area, you can find fare rate information through Translink.

SPECIAL TRANSPORTATION SUBSIDY (STS) CHANGES:

How do these changes impact clients with STS?

Starting on the September 2016 cheque, people will receive \$52 in the form of a Transportation Support Allowance.

Every year people who got STS received a one-time payment in April. This year, they received a prorated cheque on April 20, 2016 for \$329. This represents five months of STS (April to August 2016).

As of September 1, 2016, they will get an additional \$25 per month for support and an additional \$52 per month for transportation. They do not have to apply for it.

Will the Transportation Support Allowance affect my ability to get a discount on my auto insurance?

As a PWD, you may be eligible for a refund through the Ministry of Finance on the tax paid for fuel purchases under the BC Government Fuel Tax Refund Program for Persons with Disabilities. If you have a vehicle in your name, you can register for the motor fuel tax refund (see the Ministry of Finance Tax Bulletin for more information: https://www.sbr.gov.bc.ca/documents_library/bulletins/mft_004.pdf)

Once registered, you may also qualify for a 25% discount on your Basic Autoplan Insurance. All you have to do is bring your confirmation letter from the Fuel Tax Refund Program to your Autoplan broker's office to have the discount added to your policy.

I used to receive STS and paid for my auto insurance with that annual payment. How will this affect my auto insurance payment?

ICBC offers a monthly payment plan option. There is 2.5% finance fee. There is also a \$15 enrollment fee for a new policy, it is not charged when someone renews their insurance. For someone who pays \$1,000 for their existing auto insurance, the finance fee would add approximately \$25 a year.

Can I still apply for STS?

Yes, up until August 2016.

I am currently an STS client. Can I choose to apply for a BC Bus Pass?

Yes, as of September 1, 2016, anyone with the Persons with the Disability designation living will be able to receive a BC Bus Pass, with no administrative fee or annual renewal process.

RATE INCREASE Q&As:

Will people in subsidized housing see their rent increase as a result of this change?

No. The disability assistance rate increase provided in Budget 2016 will have no effect on the rent tenants pay in provincially subsidized housing.

In provincial subsidized units, tenants receiving income or disability assistance pay a flat rate consistent with the shelter component of provincial assistance rates.

Will the PWD rate increase have an effect on the comforts allowance rate?

Yes. All PWDs receiving disability assistance, including those in long term care, will receive the increase. The comforts allowance will increase from \$95 per month to \$120 per month. There is no change to the per diems paid to care facilities.

In addition, PWDs in long term care will also receive Transportation Support Allowance as either a bus pass or \$52 addition to their comforts payment.

CLIENT SCENARIOS:

I am PWD receiving disability assistance and I live in a bus pass area.

Effective September 1, 2016, you will receive a \$25 increase to your monthly support allowance. In addition, you will have access to transportation support. You will have a choice – you may either receive a \$52 cash payment, which will be added to your monthly assistance payment, or you may choose to receive a bus pass that can be used to access BC Transit and Translink services.

If you choose to have a bus pass, that pass will no longer have an expiry date, and you will not need to renew it annually. In addition, you will no longer have to pay a \$45 annual administration fee for your bus pass.

Whether you choose cash or a bus pass, you can change how you receive transportation support at any time. To switch forms of transportation support, notify the ministry by the 5th of the month so that the change can be made in time for your next disability assistance cheque.

I am PWD receiving disability assistance and but I do not live in a bus pass area.

Effective September 1, 2016, you will receive a \$25 increase to your monthly support allowance. In addition, you will have access to transportation support. Your \$52 transportation support will be added to your monthly assistance payment. You can spend your \$52 transportation support allowance however you choose, without having to provide receipts or other proof of transportation expenses.

If you move into a bus pass region, you can choose to change your form of transportation support at any time. To switch forms of transportation support, notify the ministry by the 5th of the month so that the change can be made in time for your next disability assistance cheque.

I am a PWD living in a facility and receive the comforts allowance.

Effective September 1, 2016, your comforts allowance will increase from \$95 per month to \$120 per month, a \$25 increase. In addition, you will have access to transportation support. You will have a choice – you may either receive a \$52 cash payment, which will be added to your monthly assistance payment, or you may choose to receive a bus pass that can be used to access BC Transit and Translink services. If you choose the cash payment instead of a bus pass, your total monthly payment will be \$172 (\$120 comforts plus \$52 transportation support).

I am a PWD receiving disability assistance and living in a room and board situation.

Effective September 1, 2016, you will receive a \$25 increase to your monthly support allowance. In addition, you will have access to transportation support. You will have a choice – you may either receive a \$52 cash payment, which will be added to your monthly assistance payment, or you may choose to receive a bus pass that can be used to access BC Transit and TransLink services.

I am a PWD who receives disability assistance as a top-up to my other income (e.g., CPP-D).

As long as your income is below the new disability assistance rates (\$983.42 for a single individual), you will receive the full amount of transportation support (\$52 cash or a bus pass), regardless of your income from other sources.

I am a PWD who receives disability assistance for only part of the year because I exhaust my Annual Earnings Exemption limit.

After you exhaust your annual earnings exemption limit, you will transition to MSO coverage. When you are eligible for regular disability assistance in the next calendar year, you will be automatically re-instated. To facilitate this process, continue to submit Monthly Reports (cheque stubs) every month. You will receive continuous transportation support (either as \$52 cash or as a bus pass) throughout this entire period. As long as you submit a cheque stub every month, you will automatically receive a disability assistance cheque again at the end of February of the next calendar year.

I am a PWD who is currently receiving disability assistance but I will soon transition off assistance due to income from other sources (e.g., CPP-D, OAS/GIS).

When you start getting your other benefits, you will leave disability assistance and transition onto Medical Services Only (MSO) benefits. You will continue to receive transportation support (either as \$52 cash or as a bus pass) until the end of the calendar year.

I am a PWD who receives disability assistance but my assistance is reduced each month because I have a debt to repay to the ministry.

Your transportation support (either as \$52 cash or as a bus pass) will not be impacted even if you have other obligations such as direct rent payments, security deposit or other repayments. You will always receive your transportation support each month.

PWD Bus Pass Client Update

No - Chq Stub/Payment: *(Determined not applicable as PWD/Bus Pass specific and many PWDs are EFT)*

IVR message: (Timing – week of June 20; Location - Bus Pass option - caller presses 3, then 1 to get to Bus Pass Program)

Beginning September 1, 2016, people with the Persons with Disabilities designation will automatically receive a rate increase of \$25 to their monthly support allowance.

They will also receive a \$52 Transportation Support Allowance. PWD clients will now have the choice to keep their bus pass OR receive their Transportation Support Allowance in the form of \$52 added to their PWD payment.

In addition, for PWDs we are eliminating the \$45 bus pass administration fee and the need for an annual renewal process.

More information is available online through the Bus Pass Program at www.buspass.gov.bc.ca.

My Self Serve: (Timing – week of June 20; Location – targeted broadcast message to PWD bus pass holders)

Beginning September 1, 2016, as an individual receiving disability assistance you will automatically receive a rate increase of \$25 to their monthly support allowance.

You will also receive a \$52 Transportation Support Allowance. You will now have the choice to keep your bus pass OR receive your Transportation Support Allowance in the form of \$52 added to your monthly payment.

In addition, we are eliminating the \$45 bus pass administration fee and the need for an annual renewal process.

More information is available online through the Bus Pass Program at www.buspass.gov.bc.ca.

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Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Monday, June 13, 2016 3:23 PM
To: Archer, Terri SDSI:EX
Subject: FW: FYI only - Bus Pass/TSA comms pkg in e-approvals

Hi Terri, Bus Pass staff have looked at the communications, they are not recommending any adjustments. ☺

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Kelly, Georgina SDSI:EX
Sent: Monday, June 13, 2016 2:36 PM
To: LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Subject: RE: FYI only - Bus Pass/TSA comms pkg in e-approvals

They look good to me.

Georgina Kelly
Manager Field Services
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: LaHue, Anita SDSI:EX
Sent: Friday, June 10, 2016 5:37 PM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: FW: FYI only - Bus Pass/TSA comms pkg in e-approvals

For you to review and let me know if there are any changes.

I know that Teri says it is just a courtesy FYI, but Raymond was fine with some minor changes, if needed.

Let me know.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Archer, Terri SDSI:EX

Sent: Friday, June 10, 2016 4:34 PM

To: Anholt, Jennifer A SDSI:EX; Evans Locker, Ann SDSI:EX; MacLean, Amber SDSI:EX; Craigie, Shelly M SDSI:EX; Bandechha, Pardip SDSI:EX; LaHue, Anita SDSI:EX; Leslie, Sean GCPE:EX; Anderson, Maryann GCPE:EX; McGaghey Jones, Stacey SDSI:EX

Cc: Jensen, Dana SDSI:EX

Subject: FYI only - Bus Pass/TSA comms pkg in e-approvals

As a heads up, here are three key DRAFT documents (just as a courtesy FYI) that are now in e-approvals.

- **Internal Staff FAQs**
- **Client Comms** (IVR and MySS draft message and proposed timing)
- **Client letter** – reviewed by Disability Alliance of BC, earlier version reviewed by CLBC, and Policy pre-approved

Three webpages are also going through separate approvals (lead by Stacey)

- Bus Pass Program landing page
- Transportation Support Allowance for PWDs
- BC Bus Pass for Seniors and Others

Terri Archer, MA | *Stakeholder Relations & Engagement*

Manager, Strategic Transformation Branch

Ministry of Social Development and Social Innovation

SERVICE DELIVERY DIVISION

(250) 356-6718



Where ideas work



SUSITOPWORKUNIT

From: Kerr, Christie SDSI:EX on behalf of Upton, Debi L SDSI:EX
Sent: Monday, July 11, 2016 10:23 AM
To: SDSI SDD All
Subject: ADM Message: PWD Rates Communication

What's new in the

SERVICE DELIVERY DIVISION

To all staff,

In any policy implementation there are many dependencies and processes that must be followed, and we acknowledge this can result in challenges getting information to both staff and clients in a timely and effective manner.

In the case of the PWD Rates project, the regulations will soon be available publicly, but are not in effect until September 1, 2016. Regulations have been submitted to Cabinet for approval, and they will be published in the Policy Manual as soon as we receive approval.

We are working with the policy branch to develop the accompanying policy and procedural materials which will be available for September 1st.

Training will be available starting this week, along with an interactive webpage for you to submit any outstanding questions throughout the implementation.

We understand you may receive questions from clients prior to receiving all the supporting materials. Please use the following key messages during this interim period:

- Our policy is currently in development and will be available September 1st.
- Staff are currently taking training specific to the PWD Rates in preparation for the September 1st effective date, so that we can answer questions as we get closer to the effective date of September 1st.

Effective September 1, all PWD clients in receipt of disability assistance will receive a \$25 support rate increase.

They will also receive Transportation Support in the form of \$52 or a physical bus pass, and have the option to change the form of Transportation Support by contacting the ministry before the 5th of the month.

If a client:

- Has a bus pass and wants to switch to \$52 in September, use the new Service Request sub type to record their choice.
- Does not have a bus pass, and wants the \$52 in September – neither of you have to do anything. The client will receive the \$25 and the \$52 for September.

- Does not have a bus pass and wants a Bus Pass starting in September, use the new Service Request sub type to record their choice.

Regards,

Debi Upton, Assistant Deputy Minister
Service Delivery Division
Ministry of Social Development and Social Innovation
7th fl, 614 Humboldt St | Victoria, BC | V8W 9R2
P: 250 387-6906

Evans Locker, Ann SDSI:EX

From: Jensen, Dana SDSI:EX
Sent: Wednesday, August 24, 2016 3:13 PM
To: Archer, Terri SDSI:EX
Subject: Re: CLBC - Changes to PWD Communication

FYI. We took off the last slide as seemed to much for them. And it didn't come up

Sent from my iPhone

On Aug 24, 2016, at 2:34 PM, Archer, Terri SDSI:EX <Terri.Archer@gov.bc.ca> wrote:

Hi Harleen, I now have a finalized and fully approved presentation available that Dana and Anita just used to present PWD rates/Bus Pass information to the Cowichan Valley Transit committee today. Plus, there is an approved Factsheet/handout to go with it.

I believe this material will suit your purpose. I will send it to you shortly.

Please let me know if/when you secure travel approval for this presentation. I assume you'll need Anita's approval for that.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
<image001.png>
(250) 356-6718

From: SDSI OPS SUPPORT Community Relations and Service Quality SDSI:EX
Sent: Friday, August 19, 2016 11:57 AM
To: Bousquet, Jeannine M SDSI:EX; SDSI OPS SUPPORT Community Relations and Service Quality SDSI:EX; Archer, Terri SDSI:EX; Forland, Steve SDSI:EX
Cc: Jones, Allen SDSI:EX; Evans Locker, Ann SDSI:EX
Subject: RE: CLBC - Changes to PWD Communication

As a local CRSQ, I can provide information to them. The only obstacle is that this will require travel as the request is to attend in person.

But more importantly is there any 'presentation' or information package that includes all of these changes for PWD clients? If not, I could prepare one.

Harleen

From: Bousquet, Jeannine M SDSI:EX
Sent: Thursday, August 18, 2016 1:26 PM
To: SDSI OPS SUPPORT Community Relations and Service Quality SDSI:EX; Archer, Terri SDSI:EX; Forland, Steve SDSI:EX
Cc: Jones, Allen SDSI:EX; Evans Locker, Ann SDSI:EX
Subject: RE: CLBC - Changes to PWD Communication

Hi Terri and Steve. Do you know if there is anything planned to do presentations about the upcoming PWD changes? CLBC in Kamloops, 100 Mile House and Williams Lake have asked for somebody to attend their office and do a presentation. I would suspect this would fall to the GEO CRSQ's? That is if anything is planned. Thanks kindly.

Jeannine

From: SDSI OPS SUPPORT Community Relations and Service Quality SDSI:EX
Sent: Thursday, August 18, 2016 1:14 PM
To: Bousquet, Jeannine M SDSI:EX
Subject: FW: CLBC - Changes to PWD Communication

Hi Jeannine,
This may be a HAB item thus seeking your advice?

From: Van, Sharon A SDSI:EX
Sent: Thursday, August 18, 2016 12:15 PM
To: SDSI OPS SUPPORT Community Relations and Service Quality SDSI:EX
Cc: Wilms, Laurel SDSI:EX; Roberts, Kris SDSI:EX; Byrne, Terence M SDSI:EX; Walker, Monique B SDSI:EX
Subject: CLBC - Changes to PWD Communication

Hi CRSQs

We've been receiving requests from CLBC in Kamloops, 100 Mile House and Williams Lake - for someone to attend their offices and do a presentation for the upcoming PWD changes

Is this something that will be done Provincially for these service providers?

Please let me know who will be doing this and I will let them know - or I can provide you with the names of the CLBC staff making the request for you to follow up with

Thanks

Sharon Van
Supervisor
Local Services Income Assistance & Outreach
Ministry of Social Development & Social Innovation
Kamloops Downtown (471) Kamloops Northshore (472)
Merritt (474) 100 Mile House (480) Williams Lake (481)

Direct Line # ^{s.17}
Cell # ^{s.17}

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, August 24, 2016 2:45 PM
To: Price, Harleen SDSI:EX; SDSI OPS SUPPORT Community Relations and Service Quality SDSI:EX
Cc: Bousquet, Jeannine M SDSI:EX; Bandechha, Pardip MSD:EX (Pardip.Bandechha@gov.bc.ca)
Subject: Presentation and Factsheet/handout for CLBC - Changes to PWD Communication
Attachments: fs_2016BudgetChanges_June2016 FINAL.DOCX; August 24 Cowichan Valley Regional District .pptx

Hi Harleen,

as promised, here are the two approved resources I mentioned. If you use the presentation, (which was NOT handed out to the Cowichan Valley Transit committee but only presented at the event), please remember to update the title/opening slide removing reference to CVRD and resave the document with the updated information.

Thanks very much.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

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Sent: Wednesday, August 24, 2016 2:35 PM
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Sharon Van
Supervisor

Local Services Income Assistance & Outreach
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Kamloops Downtown (471) Kamloops Northshore (472)
Merritt (474) 100 Mile House (480) Williams Lake (481)

Direct Line # s.17

Cell # s.17

FACTSHEET

June 22, 2016

Ministry of Social Development and Social Innovation

Monthly rate increase for people on Disability Assistance

- Beginning September 1, 2016, all Persons with Disability (PWD) clients will receive a rate increase of \$25 per month and a \$52 Transportation Support Allowance - providing extra support to 100,000 people in B.C.
- The increase provides fairness in the system and more choice for people on disability assistance.
- There are currently two transportation supports available to people on disability assistance:
 - A bus pass if they live in communities served by Translink and BC Transit; or
 - A Special Transportation Subsidy, which is paid annually and equates to \$66 a month.
- Around 55,000 people with the Person with Disabilities (PWD) designation receive a subsidized bus pass or the special transportation subsidy.
- Another 45,000 people on disability assistance do not currently receive any form of transportation related subsidy.

Bus Pass

- Clients with an existing bus pass will continue to be able to use their bus pass and will get a \$25 monthly rate increase starting in September.
- Clients can cancel their bus pass and receive their \$52 Transportation Support Allowance on their monthly payment in addition to the \$25 monthly rate increase.
- The \$45 annual administration fee and the annual BC Bus Pass Program renewal process have been eliminated.
- The subsidized bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.
- In some communities, where a bus pass costs less than the annual subsidized pass, people may be better off not renewing their annual pass and instead purchasing a bus pass directly from BC Transit with the monthly rate increase of \$77. (For example, a bus pass currently costs \$40 a month in Fort. St. John, \$35 in Quesnel and \$44 in Chilliwack).
- There is no change to the BC Bus Pass Program for low income seniors.
- For more information on the BC Bus Pass program, visit: www.gov.bc.ca/buspassprogram

Special Transportation Subsidy (STS)

- The STS is available to people who live in areas served by public transit who are unable to use the public transportation system due to their disability.
- A medical certificate from a physician is required in order to qualify for the STS.

- Traditionally STS recipients receive a one-time payment for the year in April, which is equivalent to \$66 per month. This year, they received a prorated cheque on April 20, 2016 for \$329. This represents five months of STS (April to August 2016).
- As of September 1, 2016, people receiving STS will get the \$52 monthly Transportation Support Allowance plus the additional \$25 increase on their monthly payment. They do not have to apply or provide medical documentation to receive the transportation benefit.

Contact: Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and
Social Innovation
250 356-1670

Presentation
for
Cowichan Valley Regional District
(CVRD) Transit Committee

August 24, 2016

Duncan, BC



Ministry of
Social Development
and Social Innovation

Recent Changes

- First province to annualize earnings exemptions for people with disabilities
 - helps people whose ability to work can fluctuate during the year maximize their earnings
- Higher asset exemption
 - PWDs can now hold significantly more assets and can receive financial gifts and inheritances with no impact on their monthly assistance.
- Child Support Payment Exemption
- Single Parent Employment Initiative
 - Single Parents can retain their assistance and receive specific supports while they train for in demand jobs.
- Sept 2016 – PWD Streamlined Access to Disability Assistance
 - the ministry will introduce a simplified process to apply for the Person with Disabilities (PWD) designation for individuals who have already been approved for certain federal or provincial disability programs.
- Sept 2016 – Rate increase
 - \$170 million in new funding over the next three years to support people with disabilities



PWD Rate Increase – Sept 2016

- Financial security is a commitment in Accessibility 2024.
- Beginning September 1, 2016, everyone who has the Persons with Disabilities Designation will receive a \$25 monthly increase, and a \$52 transportation support allowance.
- The \$170 million in new funding over the next three years to support people with disabilities will provide fairness and equity in the system.
- Previously, 45,000 people on disability assistance received no transportation supports. Now transportation supports have been extended to **everyone** on disability assistance - providing support to 100,000 people in B.C.
- All PWDs will benefit from this increase and **any PWD who wants a subsidized bus pass will still be able to access one.**

BC Bus Pass Program

- The BC Bus Pass Program has two components: a bus pass for low-income seniors and a bus pass for people with the Persons with Disabilities (PWD) Designation.
- The pass is valid in communities served by BC Transit or TransLink.



Bus Pass for Low-Income Seniors

- Available to low income seniors for a \$45 annual administration fee.
- The bus pass for low-income seniors is available to persons:
 - Receiving Old Age Security (OAS) and the Guaranteed Income Supplement (GIS);
 - Aged 60 and over receiving the federal Spouse's Allowance to OAS;
 - Aged 65 and older who meet all eligibility requirements for the GIS except the 10-year residency requirement;
 - Aged 60 or older receiving income assistance;
 - Aged 60 or older who live on a First Nations reserve and receive assistance from the band office; and
 - A spouse of a person who has a PWD designation and is receiving disability assistance and:
 - Is aged 60 or older,
 - Receives federal Spouse's Allowance to OAS or GIS; or
 - Is aged 65 years or older and meets all the eligibility requirements for GIS except the 10 year residency requirement; and



Bus Pass for People with PWD Designation

- As of September 1, 2016 clients receiving disability assistance who have the PWD designation will receive a \$52 Transportation Support Allowance.
- People can receive transportation support as a bus pass or as \$52 added to their monthly payment.
- They can switch back and forth between a bus pass and the \$52 payment at any time.
- The \$45 annual administration fee has been eliminated for PWDs.
- The Transportation Support Allowance for PWD clients is available to:
 - People with the PWD designation who are receiving disability assistance or hardship assistance;
 - BCEA clients with the PWD designation who meet all the eligibility requirements for the GIS (are 65 and over) except the 10 year residency and continue to receive disability assistance; and
 - People with PWD designation who live on a First Nations reserve and receive assistance from the band office.



Bus Pass / Compass Card

- Due to TransLink's gate closure April 8th, BC Transit users could no longer use their annual bus pass to access service in the TransLink area.
- The ministry issued Compass Cards at no cost to all 18,000 BC Transit Bus Pass Program clients in April.
- This change was made so that everyone with an annual BC Bus Pass would continue to have access in both TransLink and BC Transit areas.
- See the [BC Bus Pass Program](#) website for details.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Sunday, August 28, 2016 10:17 PM
To: Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX; LaHue, Anita SDSI:EX
Subject: Status Request: Bus Pass msg on IVR

Hi Bus Pass folks, can you please let me know the status of the public/client facing message. It's important that we get updated messaging up on the phones (if it is not already uploaded) and we were working closely with Aaron on this prior to his move.

I can assist with the HQ and GCPE approvals once I get the draft message from you.

Thanks very much.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: MacLean, Amber SDSI:EX **Sent:** Tuesday, August 9, 2016 4:23 PM **To:** Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; Archer, Terri SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: Bus Pass msg on IVR

Hello Allen (In Anita's absence re: rates/ bus pass project role) and Georgina –
Below are two bus pass messages on the phone lines (note, Aaron removed the ice message, so technically, it is down right now, but he is getting it put back up).

A concern was brought forward that the messaging no longer applies to PWD bus pass holders.

Can you please provide your preferred updated IVR messaging for the bus pass program?

We will then get it approved by gcpe etc, and have Aaron get it posted.

Thanks,
Amber

IVR message: (Aaron has submitted a Ticket to deactivate)

Did you know you can request Bus Pass services online at buspass.gov.bc.ca. You are able to submit pass new pass requests, replacement requests and address changes online.
Please remain on the line to speak to the next available agent.

ICE message:

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm Monday to Friday except statutory holidays.

Did you know that you can apply for a bus pass, update your address, request a replacement bus pass online, or contact the Bus Pass Program by email? Please visit www.buspass.gov.bc.ca for instructions.

To assist staff with this call, please have the following information ready:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number"

Thank you for contacting the Bus Pass Program.

Aaron Born, Manager, Telephony Services

Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: Leslie, Sean GCPE:EX
Sent: Monday, August 29, 2016 1:11 PM
To: Archer, Terri SDSI:EX
Subject: RE: Response request re: Increase to PWD Clients

I'm not sure these will help, but I haven't found anything specific as to the alleged inequity-maybe it's just been too obvious for us to write a specific message!

- The BC Employment and Assistance for Persons with Disabilities Program provides disability assistance and supplements that support greater independence for people with disabilities.
- The ministry provides Persons with Disabilities (PWD) with higher assistance rates and a wide range of supports including supplements related to employment, housing, transportation, children and family needs, health, and financial crisis.
- Income assistance provides temporary help to people who are expected to work.
- We are providing the supports people need to get back into the workforce, while helping to improve the financial picture for vulnerable individuals and families.

From: Archer, Terri SDSI:EX
Sent: Monday, August 29, 2016 12:52 PM
To: Leslie, Sean GCPE:EX
Subject: Response request re: Increase to PWD Clients

Hi Sean,

I'm working on a draft response to a Per Diem home who raised a concern that with the PWD rate increase stating 'there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month'.

Bullets I've been able to find so far include:

- Beginning September 1, 2016, everyone who has the Persons with Disabilities Designation will receive a \$25 monthly increase, and a \$52 transportation support allowance (TSA) and clients can choose to receive the TSA in the form of a bus pass or as cash.
- Financial security for Persons with Disabilities is a commitment in Accessibility 2024.

What I don't have is a KM that PWDs have higher expenses etc or something that speaks to what they consider as an 'inequity' amongst PWD/disability assistance vs IA recipients. Do you have wording on that piece?

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Archer, Terri SDSI:EX
Sent: Wednesday, August 24, 2016 4:43 PM
To: MacLean, Amber SDSI:EX
Subject: Response request re: Increase to PWD Clients

Hi Amber, is there a PPIM or someone I can work with to draft a response regarding the concern raised below from a Per Diem Home provider who states, 'there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month'.

I need help responding on this one. Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Harrower, Ian SDSI:EX
Sent: Wednesday, August 24, 2016 4:20 PM
To: Archer, Terri SDSI:EX
Cc: Brown, Trent D SDSI:EX
Subject: FW: Increase to PWD Clients

Hi Terri. I will need some help with this one... can you assist? Thanks so much...

From: Brown, Trent D SDSI:EX
Sent: Wednesday, August 24, 2016 3:55 PM
To: Harrower, Ian SDSI:EX
Subject: FW: Increase to PWD Clients

Ian

I am hoping you can help me with a response to one of our per diem providers given her question below.

Thanks

From: Susan Sanderson [mailto:susansanderson.realisticsuccess@shaw.ca]
Sent: Wednesday, August 24, 2016 3:30 PM
To: Brown, Trent D SDSI:EX
Subject: Increase to PWD Clients

Hello:

I understand that some PWD clients received a \$25 rate increase (and possibly the transportation allowance). In our Per Diem Homes, there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month.....

Susan Sanderson, Executive Director

The Realistic Success Recovery Society

Cell: 778-836-6504

Operators of the Trilogy Houses *Real* Recovery for Men

Continuing the Legacy of Co-Founder Gary T. Robinson

Certified BC Ministry of Health – Assisted Living Registry

Web: www.therecoverysociety.com Facebook: <https://www.facebook.com/trilogy.houses>

Shaw TV Documentary on Trilogy Houses: <http://youtu.be/v9UPXa07bgI>

Second Shaw TV Documentary on Trilogy Houses: http://www.youtube.com/watch?v=CerElOaf3iE&list=UUrY-iP3AYw6gSxL_LKYH2Q&index=4&feature=plcp

Evans Locker, Ann SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Wednesday, August 31, 2016 9:17 AM
To: Emery, Ali SDSI:EX; Johns, Kimberlee SDSI:EX; Johnston, Kaleigh SDSI:EX
Cc: Jensen, Dana SDSI:EX; Archer, Terri SDSI:EX
Subject: pwd rates approved

Importance: High

Hello friends – the DMO has approved the PWD Rates package! (Eapproval 190598). We are good to go for tomorrow with updating website, pubs etc.

Kaleigh – could you please circulate a reference list of the various updates, so we can all be sure we've got it all covered?

(Ali – thank you for your note that you've already updated the typo in 3220!)

Thank you,
Amber

Evans Locker, Ann SDSI:EX

From: Pratt, Megan SDSI:EX
Sent: Wednesday, August 31, 2016 1:36 PM
To: Archer, Terri SDSI:EX
Cc: MacLean, Amber SDSI:EX; Anholt, Jennifer A SDSI:EX; Gesslein, Tanya SDSI:EX; Mikkelsen, Brigitte SDSI:EX
Subject: RE: 81/stub with messaging error

Hi Terri

I will need to find out more on this. Each month FASB reviews and approves all cheque stub, cheque, EFT, and EFT stub messaging which we then send to production. The messaging that we sent to production on bus pass this month was correct, as you saw in the email I attached previously. This is internal to SDSI (ISD)...but as I don't normally get involved to this level (s.22 is away and I am covering for her) I will need to do some further review. You may be assured that I AM in conversations with the folks at ISD on this, and am as concerned as all of you that this occurred and want to prevent similar occurrences in future.

Thanks,

Megan Pratt, CPA, CGA
Director, Financial Operations
Financial & Administrative Services Branch | BC Ministry of Social Development and Social Innovation
PO Box 9950, Stn Prov Govt, Victoria BC V8W 9R3
Cell: (250) 480-9134/E-mail: Megan.Pratt@gov.bc.ca

"It always seems impossible until its done." ~ Nelson Mandela



Where ideas work



From: Archer, Terri SDSI:EX
Sent: Wednesday, August 31, 2016 1:27 PM
To: Pratt, Megan SDSI:EX
Cc: MacLean, Amber SDSI:EX; Anholt, Jennifer A SDSI:EX; Gesslein, Tanya SDSI:EX; Mikkelsen, Brigitte SDSI:EX
Subject: RE: 81/stub with messaging error

This was only for the PWD EFT stubs? Is stub messaging entered manually for each group of clients? Is it entered internally (by the ministry somewhere) or by BC Mail Plus?

Just asking out of curiosity, not to lay blame. I just want to understand the process better. Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
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From: Pratt, Megan SDSI:EX
Sent: Wednesday, August 31, 2016 1:21 PM

To: Archer, Terri SDSI:EX
Cc: MacLean, Amber SDSI:EX; Anholt, Jennifer A SDSI:EX; Gesslein, Tanya SDSI:EX; Mikkelsen, Brigitte SDSI:EX
Subject: FW: 81/stub with messaging error
Importance: High

Hi Terri,

We have found the explanation for the error on this cheque stub. Apparently it was missed during a three-person review, and has now been fixed to reflect the correct amount of \$52. This occurred on EFT stubs for PWD clients, and the production area has confirmed that EFT amounts were correct. We will monitor going forward.

Thank you for your help with bringing this to our attention!

Megan Pratt, CPA, CGA
Director, Financial Operations
Financial & Administrative Services Branch | BC Ministry of Social Development and Social Innovation
PO Box 9950, Stn Prov Govt, Victoria BC V8W 9R3
Cell: (250) 480-9134/E-mail: Megan.Pratt@gov.bc.ca

"It always seems impossible until its done." ~ Nelson Mandela



Where ideas work



From: Zipp, Dan SDSI:EX
Sent: Wednesday, August 31, 2016 1:15 PM
To: Pratt, Megan SDSI:EX
Cc: McKenzie, Rob SDSI:EX; Gesslein, Tanya SDSI:EX
Subject: FW: 81/stub with messaging error
Importance: High

This text is in a control card that is updated by Production Control as part of the BCEA month-end set up, using instructions from the business. It was checked by three people, but unfortunately this typo was missed by them all. The text has now been updated to reflect the correct amount.

There are two control cards – one for cheques and one for EFT's - which would explain why not all stubs were impacted. The one with the transposed digits was just for EFTs – and many of those are no longer sent to print (e.g. PWD without income).

This was text only, it did not affect amounts or calculations.

Production Control is extremely embarrassed about this. Sorry for the confusion.

Dan Zipp, SDSI Legacy Integration
Information Services Division
*'Partnering with the Ministries of Children and Family Development
and Social Development and Social Innovation'*
(604) 660-4450 Suite 1900 – 1050 West Pender St, Van, BC, V6E 3S7 [MAP](#)

From: Pratt, Megan SDSI:EX
Sent: Wednesday, August 31, 2016 12:00 PM
To: Zipp, Dan SDSI:EX
Cc: McKenzie, Rob SDSI:EX; Gesslein, Tanya SDSI:EX

Subject: FW: 81/stub with messaging error
Importance: High

Hi Dan,

A worker has come across a cheque message with an incorrect amount – with respect to the PWD bus pass. Per the attached, “All clients with the persons with disabilities designation now receive a \$25 rate increase and a \$25 transportation supplement allowance” The highlighted area should read “\$52”. The cheque messaging that went out for the August cheque run had the correct amount (email attached). Tanya has done some digging and per the green highlighted area in the email string below, notes that this client is the only one of the four listed who is PWD and received the \$52 TSA. Would you be able to look into this error for us, please? We just would like to ensure that this doesn’t occur in future. If you could please let me know of any updates on this I would really appreciate it.

Many thanks,

Megan Pratt, CPA, CGA
Director, Financial Operations
Financial & Administrative Services Branch | BC Ministry of Social Development and Social Innovation
PO Box 9950, Stn Prov Govt, Victoria BC V8W 9R3
Cell: (250) 480-9134/E-mail: Megan.Pratt@gov.bc.ca

“It always seems impossible until its done.” ~ Nelson Mandela



Where ideas work



From: Archer, Terri SDSI:EX
Sent: Wednesday, August 31, 2016 10:37 AM
To: Gesslein, Tanya SDSI:EX
Cc: Pratt, Megan SDSI:EX; MacLean, Amber SDSI:EX; Anholt, Jennifer A SDSI:EX
Subject: 81/stub with messaging error

Hi FASB, it appears that somehow, there may be a misprint on some stubs with regard to the PWD rate increase message on the Sept stubs.

A worker reports that she found a stub (attached) that was submitted for Sep21 issue (MP note: I believe that Terri means the Aug 24th cheque issue) (that has the bottom part attached from this chq issue), that says 'All clients with the persons with disabilities designation now receive a \$25 rate increase and a \$25 transportation support allowance' It does give the \$52 TSA amount in the next paragraph.

Oddly, this error is not on all stubs, many are correct with the \$52 amount appearing in that spot – very strange.

Any idea how this might have occurred (so we can ensure it doesn't occur in the future)?

Terri Archer, MA | *Stakeholder Relations & Engagement*
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Anholt, Jennifer A SDSI:EX **Sent:** Wednesday, August 31, 2016 9:52 AM **To:** Archer, Terri SDSI:EX
Subject: FW: 81 with wrong message

Is this something you can assist with?

From: Goodless-Mason, Tara SDSI:EX
Sent: Tuesday, August 30, 2016 5:40 PM
To: Anholt, Jennifer A SDSI:EX
Subject: FW: 81 with wrong message

Hi Jennifer.

I was wondering if you could point me in the right direction.

I am trying to report an error on client communication going out (it was the attachment on a client's monthly cheque).

I tried the various divisional info links listed on the Loop-but no branch seemed to fit.

Fortunately, it does seem to be limited issue-I couldn't find any in my Courtenay office that said \$25, but this one obviously did have the wrong info on it. And no rhyme or reason as to why.

I thought we should probably report it up just in case....

Thank you.

Tara Goodless-Mason

Supervisor – **Local Office Services and Outreach**
Ministry of Social Development and Social Innovation
Courtenay 139 & Powell River 141
730 Grant Ave, Courtenay, BC, V9N 2T3
250 334 1144
139 ICM Fax - 1-855-771-8778
141 ICM Fax - 1-855-771-8779

From: Goodless-Mason, Tara SDSI:EX
Sent: Tuesday, August 30, 2016 5:07 PM
To: Parsons, Rhonda M SDSI:EX
Cc: Hutton, Rossella C SDSI:EX
Subject: RE: 81 with wrong message

I couldn't figure out who's chq it might have been attached to....they're all a mix- 1 PWD, 2 ETW and 1 PPMB file.

As Scooby Doo would say....Ruh Oh.

I'll pass it up the line though. I'm not sure that anyone would be too concerned with it now if the message doesn't go out again next month.

I'll keep you posted if I hear anything more.

Great catch ☺

Tara Goodless-Mason

Supervisor – **Local Office Services and Outreach**
Ministry of Social Development and Social Innovation
Courtenay 139 & Powell River 141
730 Grant Ave, Courtenay, BC, V9N 2T3
250 334 1144
139 ICM Fax - 1-855-771-8778
141 ICM Fax - 1-855-771-8779

From: Parsons, Rhonda M SDSI:EX
Sent: Friday, August 26, 2016 9:05 AM
To: Goodless-Mason, Tara SDSI:EX
Subject: RE: 81 with wrong message

I know it is so weird! It is from one of four stubs that was dropped in our box, but not sure which one, as I had torn the bottom portion off. I do know it is one of these four:

s.22

Let me know if you solve the mystery. I just can't figure out how it could happen as I would think the 'message' on all the chqs is auto printed on all of them the same...too strange (At least it wasn't all the cheques, but I just can't imagine this being the only one, lol)



From: Goodless-Mason, Tara SDSI:EX
Sent: Thursday, August 25, 2016 1:33 PM
To: Parsons, Rhonda M SDSI:EX
Subject: RE: 81 with wrong message

That is weird. Do you happen to recall what file it was on? Just so I can review the case.

Tara Goodless-Mason

Supervisor – **Local Office Services and Outreach**
Ministry of Social Development and Social Innovation
Courtenay 139 & Powell River 141
730 Grant Ave, Courtenay, BC, V9N 2T3
250 334 1144
139 ICM Fax - 1-855-771-8778
141 ICM Fax - 1-855-771-8779

From: Parsons, Rhonda M SDSI:EX
Sent: Thursday, August 25, 2016 11:46 AM
To: Goodless-Mason, Tara SDSI:EX
Subject: 81 with wrong message

Hey Tara,

I just noticed on a stub that was submitted for Sep21 issue (that has the bottom part attached from this chq issue), that it says 'All clients with the persons with disabilities designation now receive a \$25 rate increase and a \$25 transportation support allowance'. Did they transpose the 25 for the tsa part? It does give the \$52 amount also below it, but as it confused me, (which doesn't take much these days) I was just wondering if this was an error or I am missing something.

Okay, now before I sent this off to you, I went to the chq box and looked through the chqs still remaining. These ones all say \$52. I am attaching a copy of the one I am talking about, so you don't think I am totally crazy, lol.

I am just kind of at a loss as to how this would happen and if it could have affected more chqs ☺ Like we really need any more confusion...lol

Like I said, I just happened to notice this on a stub getting submitted, and the rest remaining in our box are okay. Realistically this is likely not even a big deal, as I doubt if many clients read the bottom part, but just wanted to let you have a look in case it came up again.

Rhonda Parsons

Client Service Worker - Office 141
Ministry of Social Development & Social Innovation
6944 Alhambra Street
Powell River BC V8A 2C1
Phone 250-735-1717 Fax 250-735-8779
email rhonda.parsons@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Jensen, Dana SDSI:EX
Sent: Wednesday, August 31, 2016 9:17 AM
To: Archer, Terri SDSI:EX
Subject: FW: QA_PWD Bus Pass (V2)
Attachments: QA_PWD Bus Pass (V2).docx

From: Leslie, Sean GCPE:EX
Sent: Tuesday, August 30, 2016 4:20 PM
To: Ross, Ian SDSI:EX; Jensen, Dana SDSI:EX
Cc: Collins, Heather SDSI:EX; Evans Locker, Ann SDSI:EX; MacMillan, Karen SDSI:EX; Anderson, Maryann GCPE:EX; Fillion, Corinna GCPE:EX
Subject: QA_PWD Bus Pass (V2)

Hi Ian and Dana, we've put together a new QA on the PWD/Bus Pass issue in advance of any interviews MMS might give on September 1st.

Please let me know if you have any edits/changes you'd like to make. I'm aiming to get this up to the MO by tomorrow afternoon.

Thanks kindly.

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

Q&A
PWD Rate Increase
August 24, 2016

- 1. Critics say people with disabilities are being forced to choose between a bus pass or food. Why has government forced them to make this choice?**

Previously, only about half of the people on disability assistance received transportation support, while the other half – 45,000 people - did not.

Now everyone on disability assistance will receive a \$25 increase in assistance and a \$52 transportation support allowance. They can choose to receive that transportation support in the form of a bus pass, or on their assistance cheque.

These changes bring equity to our system of transportation supports.

I understand that people hoped to see a larger increase in rates, and we would like to do more when the financial situation allows.

That said, our government is investing \$170 million to raise disability assistance rates and ensure that everyone on disability assistance receives transportation support.

- 2. But why are you forcing them to make this kind of a choice?**

This is not about forcing anyone to make a choice-this is about equity. We are providing a \$52 transportation support allowance to everyone on disability assistance. This gives them the opportunity to choose how best to meet their transportation needs-and ensures for the first time that everyone is receiving transportation support.

- 3. How many PWD's have turned in their bus pass to get the \$52 transportation support on their next cheque?**

Around 3,500 people out of 35,000 have chosen to receive their transportation support allowance on their assistance payment instead of a bus pass.

It's important to remember that at any time, they can change their mind and opt for the bus pass instead.

We've also eliminated the \$45 administration fee for PWD's in response to input from people with disabilities, stakeholders and advocates.

We are the only government in Canada that provides a subsidized bus pass to people with disabilities and low-income seniors—and we will continue to do so.

- 4. What if they change their mind?**

If they let the ministry know by the 5th of the month, the change will be reflected on the following month's cheque.

5. Why didn't you just leave the bus pass program alone and give all PWD's the same increase?

The previous system meant that about half of the people receiving disability assistance received no extra support for their transportation needs. This was unfair.

By investing \$170 million, we are providing an increase to disability assistance of \$25 per month, and extending transportation supports to all 100,000 PWD's.

PWD's who live in communities served by transit can receive their transportation support allowance in the form of a bus pass, or on their assistance payment. And they can change their mind at any time.

6. Income assistance rates have been frozen since 2007-why not raise them as well?

We would like to increase rates when we are in a financial position to do so.

We do know that the best social assistance program is a good paying job that provides people with dignity, respect and opportunity. I believe people who can work want to be self-sufficient, support their families and contribute to their communities.

Our comprehensive social safety net is in place to provide temporary support to help people find meaningful work. It is also meant to help people who need longer-term support.

7. You're also eliminating the Special Transportation Subsidy which helped thousands of people with disabilities who can't use public transit. What are you doing for those people?

People who received the Special Transportation Subsidy as a lump-sum payment will now receive transportation support as part of their monthly assistance payments.

8. Will the government raise assistance rates in next year's budget?

While I can't speak to next year's budget, we would like to raise rates further when we are in a financial position to do so.

We are always looking at ways to improve our policies to ensure we are providing the necessary supports for the people we serve.

And it's important to note that the comprehensive social safety net that we have in place is not just about rates-it's about subsidized housing, free MSP and Pharmacare, free medical supplies and equipment, subsidized child care, and employment services to help people who are able to work find employment.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, August 31, 2016 3:59 PM
To: Gesslein, Tanya SDSI:EX
Cc: MacLean, Amber SDSI:EX; Mikkelson, Brigitte SDSI:EX; Jensen, Dana SDSI:EX; Pratt, Megan SDSI:EX
Subject: 81/stub messaging (for September)
Attachments: PWD stub wording20160831.pdf

Hi Tanya, in follow up to the stub message, the DMO requested an update to the wording for next month's run (attachment shows the edit request).

Please ensure the following update is the version used for September. Thanks.

All clients with the Persons with Disability designation now receive a \$25 rate increase and a \$52 Transportation Support Allowance.

You may receive Transportation Support as an in-kind bus pass or \$52 cash added to your total monthly assistance payment.

If you would like to change how you receive the monthly Transportation Support, contact us at 1-866-866-0800 or by visiting a local office.

You can also indicate your choice when completing your monthly report.

Thank you.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

- REPORT ALL EARNINGS AND ANY CHANGES EACH MONTH

s.13

ALL CLIENTS WITH THE PERSONS WITH DISABILITIES DESIGNATION NOW RECEIVE A \$25 RATE INCREASE AND A \$25 TRANSPORTATION SUPPORT ALLOWANCE.

s.13

s.13 YOU MAY RECEIVE TRANSPORTATION SUPPORT AS AN IN-KIND BUS PASS
\$52 CASH ADDED TO YOUR TOTAL MONTHLY ASSISTANCE PAYMENT.

IF YOU WOULD LIKE TO CHANGE HOW YOU RECEIVE THE MONTHLY TRANSPORTATION SUPPORT, CONTACT US AT 1-866-866-0800 OR BY VISITING A LOCAL OFFICE.

YOU CAN ALSO INDICATE YOUR CHOICE WHEN COMPLETING YOUR MONTHLY REPORT.

From: Pratt, Megan SDSI:EX
Sent: Thursday, September 1, 2016 8:19 AM
To: Archer, Terri SDSI:EX; Gesslein, Tanya SDSI:EX
Cc: MacLean, Amber SDSI:EX; Mikkelson, Brigitte SDSI:EX; Jensen, Dana SDSI:EX
Subject: RE: 81/stub messaging (for September)

Hi Terri,

I'm answering in^{s.22} absence today. I'll personally work with ISD to ensure that this messaging is revised (and is correct) for the September cheque run.

Thanks,

Megan Pratt, CPA, CGA

Director, Financial Operations

Financial & Administrative Services Branch | BC Ministry of Social Development and Social Innovation

PO Box 9950, Stn Prov Govt, Victoria BC V8W 9R3

Cell: (250) 480-9134/E-mail: Megan.Pratt@gov.bc.ca

"It always seems impossible until its done." ~ Nelson Mandela



Where ideas work



From: Archer, Terri SDSI:EX
Sent: Wednesday, August 31, 2016 3:59 PM
To: Gesslein, Tanya SDSI:EX
Cc: MacLean, Amber SDSI:EX; Mikkelson, Brigitte SDSI:EX; Jensen, Dana SDSI:EX; Pratt, Megan SDSI:EX
Subject: 81/stub messaging (for September)

Hi Tanya, in follow up to the stub message, the DMO requested an update to the wording for next month's run (attachment shows the edit request).

Please ensure the following update is the version used for September. Thanks.

All clients with the Persons with Disability designation now receive a \$25 rate increase and a \$52 Transportation Support Allowance.

You may receive Transportation Support as an in-kind bus pass or \$52 cash added to your total monthly assistance payment.

If you would like to change how you receive the monthly Transportation Support, contact us at 1-866-866-0800 or by visiting a local office.

You can also indicate your choice when completing your monthly report.

Thank you.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Thursday, September 1, 2016 12:50 PM
To: LaHue, Anita SDSI:EX
Cc: Leslie, Sean GCPE:EX; Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX
Subject: RE: Bus Pass Concerns - monitor

Hi Anita, in speaking with GCPE, they noted that the Minister has been on CBC and has done other public messaging on the bus pass with the correct information so at this time, they will stand by and continue to monitor public reaction.

Staff have the correct info so we will manage the news misinformation as we do normally and monitor. GCPE will look at posting an update if deemed needed.

Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Archer, Terri SDSI:EX
Sent: Thursday, September 1, 2016 12:38 PM
To: Anderson, Maryann GCPE:EX
Cc: Leslie, Sean GCPE:EX; Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; LaHue, Anita SDSI:EX
Subject: FYI: Bus Pass Concerns
Importance: High

Hi Maryann, you may be aware already but it seems there are news articles providing incorrect information to the public about the Bus Pass etc.

Is GCPE addressing this incorrect public messaging?

Two key issues being raised by clients calling in are:

- news/paper is saying prices of bus pass going up \$25.00
- paid their \$45 ANNUAL bus pass fee yet are having their support reduced to offset the 'bus pass option'. They feel they should either be refunded their 'annual' fee of \$45 or not have their support reduced from September to December

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: LaHue, Anita SDSI:EX <Anita.LaHue@gov.bc.ca> **Sent:** Thursday, September 1, 2016 12:06 PM **To:** Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX

Cc: Simson, Yvette SDSI:EX; Kelly, Georgina SDSI:EX **Subject:** FW: bus pass concerns

So, these news articles, there is also one with CBC are sending the wrong message – is GCPE doing something about it? Or can they?

Here is the one from CBC:

http://www.cbc.ca/news/canada/british-columbia/b-c-disability-rates-go-up-september-1-1.3742686?utm_content=buffer56e55&utm_medium=social&utm_source=twitter.com&utm_campaign=buffer

Thoughts?

Anita

From: LaHue, Anita SDSI:EX
Sent: Thursday, September 1, 2016 12:03 PM
To: Jones, Stacey L SDSI:EX; Kelly, Georgina SDSI:EX
Cc: Johnston, Jody SDSI:EX; Holtom, Michèle L SDSI:EX; Fekete, Gitta SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: bus pass concerns

The Times Columnist has done this article:

<http://www.timescolonist.com/news/local/disability-benefits-cut-by-bus-pass-expense-1.2333067>

Are our key messages working to address this?

The email below is very good information to get, it is important to know what the complaints are about. Do you think it might be helpful to start tracking the number of complaints that you get at the Supervisor level? I know that Janis tracks complaints she gets at her level, but you and your team manage the majority of the complaints.

Thoughts?

Anita

From: Jones, Stacey L SDSI:EX
Sent: Wednesday, August 31, 2016 11:27 AM
To: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Cc: Johnston, Jody SDSI:EX; Holtom, Michele L SDSI:EX; Fekete, Gitta SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX; Jones, Stacey L SDSI:EX
Subject: bus pass concerns

Hello

As we get closer to the PWD rate change going into effect staff are receiving more complaint calls about the bus pass and the rates.

One scenario:

Been getting a lot of calls from people stating that the news/paper is saying prices of bus pass going up \$25.00 half my bus pass calls today been about that, looks like its mostly new west/burnaby/coq area

Second scenario:

I have spoken to 2 clients who are extremely upset because they paid their \$45 ANNUAL bus pass fee yet are having their support reduced to offset the 'bus pass option'. They both have stated that they should either be refunded their 'annual' fee of \$45 or not have their support reduced from September to December.

Just a FYI

Stacey Jones

Supervisor, Provincial Contact Centre
Regional Services Division
Ministry of Social Development and Social Innovation



From: Archer, Terri SDSI:EX
Sent: Thursday, September 1, 2016 2:53 PM
To: Jensen, Dana SDSI:EX
Subject: Response request re: Increase to PWD Clients

From: Archer, Terri SDSI:EX
Sent: Thursday, September 1, 2016 2:11 PM
To: Leslie, Sean GCPE:EX
Subject: RE: Response request re: Increase to PWD Clients

Hi Sean, how about this draft response (based on the Q+As and other approved messaging, just tweaked very slightly for the context.

Hello Susan, thank you for raising your concern that with the PWD rate increase, you feel there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month.

Income assistance provides temporary help to people who are expected to work.

The BC Employment and Assistance for Persons with Disabilities Program provides disability assistance and supplements that support greater independence for people with disabilities. The ministry provides Persons with Disabilities (PWD) with higher assistance rates and a wide range of supports including supplements related to employment, housing, transportation, children and family needs, health, and financial crisis. Beginning September 1, 2016, everyone who has the Persons with Disabilities Designation will receive a \$25 monthly increase, and a \$52 transportation support allowance (TSA) and clients can choose to receive the TSA in the form of a bus pass or as cash.

We know the ministry would like to increase the income assistance rates when in a financial position to do so. We also know that the best social assistance program is a good paying job that provides people with dignity, respect and opportunity. Our comprehensive social safety net is in place to provide temporary support to help people find meaningful work. It is also meant to help people who need longer-term support.

Terri Archer, MA | *Stakeholder Relations & Engagement*
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY *CONSULTANT*
(250) 356-6718

From: Leslie, Sean GCPE:EX
Sent: Monday, August 29, 2016 1:11 PM
To: Archer, Terri SDSI:EX
Subject: RE: Response request re: Increase to PWD Clients

I'm not sure these will help, but I haven't found anything specific as to the alleged inequity-maybe it's just been too obvious for us to write a specific message!

- The BC Employment and Assistance for Persons with Disabilities Program provides disability assistance and supplements that support greater independence for people with disabilities.
- The ministry provides Persons with Disabilities (PWD) with higher assistance rates and a wide range of supports including supplements related to employment, housing, transportation, children and family needs, health, and financial crisis.
- Income assistance provides temporary help to people who are expected to work.
- We are providing the supports people need to get back into the workforce, while helping to improve the financial picture for vulnerable individuals and families.

From: Archer, Terri SDSI:EX
Sent: Monday, August 29, 2016 12:52 PM
To: Leslie, Sean GCPE:EX
Subject: Response request re: Increase to PWD Clients

Hi Sean,

I'm working on a draft response to a Per Diem home who raised a concern that with the PWD rate increase stating 'there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month'.

Bullets I've been able to find so far include:

- Beginning September 1, 2016, everyone who has the Persons with Disabilities Designation will receive a \$25 monthly increase, and a \$52 transportation support allowance (TSA) and clients can choose to receive the TSA in the form of a bus pass or as cash.
- Financial security for Persons with Disabilities is a commitment in Accessibility 2024.

What I don't have is a KM that PWDs have higher expenses etc or something that speaks to what they consider as an 'inequity' amongst PWD/disability assistance vs IA recipients. Do you have wording on that piece?

Terri Archer, MA | Stakeholder Relations & Engagement
 Manager, Strategic Services Branch
 Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
 (250) 356-6718

From: Archer, Terri SDSI:EX
Sent: Wednesday, August 24, 2016 4:43 PM

To: MacLean, Amber SDSI:EX
Subject: Response request re: Increase to PWD Clients

Hi Amber, is there a PPIM or someone I can work with to draft a response regarding the concern raised below from a Per Diem Home provider who states, 'there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month'.

I need help responding on this one. Thanks.

Terri Archer, MA | **Stakeholder Relations & Engagement**
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Harrower, Ian SDSI:EX
Sent: Wednesday, August 24, 2016 4:20 PM
To: Archer, Terri SDSI:EX
Cc: Brown, Trent D SDSI:EX
Subject: FW: Increase to PWD Clients

Hi Terri. I will need some help with this one... can you assist? Thanks so much...

From: Brown, Trent D SDSI:EX
Sent: Wednesday, August 24, 2016 3:55 PM
To: Harrower, Ian SDSI:EX
Subject: FW: Increase to PWD Clients

Ian

I am hoping you can help me with a response to one of our per diem providers given her question below.

Thanks

From: Susan Sanderson [<mailto:susansanderson.realisticsuccess@shaw.ca>]
Sent: Wednesday, August 24, 2016 3:30 PM
To: Brown, Trent D SDSI:EX
Subject: Increase to PWD Clients

Hello:

I understand that some PWD clients received a \$25 rate increase (and possibly the transportation allowance). In our Per Diem Homes, there is now a monthly inequity between those clients on PWD and those on basic income assistance. Those who receive \$95 and those who receive \$120 per month.....

Susan Sanderson, Executive Director
The Realistic Success Recovery Society
Cell: 778-836-6504
Operators of the Trilogy Houses *Real* Recovery for Men
Continuing the Legacy of Co-Founder Gary T. Robinson
Certified BC Ministry of Health – Assisted Living Registry
Web: www.therecoveryociety.com Facebook: <https://www.facebook.com/trilogy.houses>
Shaw TV Documentary on Trilogy Houses: <http://youtu.be/v9UPXa07bgl>

Second Shaw TV Documentary on Trilogy Houses: http://www.youtube.com/watch?v=CerEIOaf3jE&list=UUrY-jP3AYw6gSxL_LKYH2Q&index=4&feature=plcp

From: SDSI SDD Field Communications SDSI:EX
Sent: Wednesday, June 22, 2016 11:01 AM
To: SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI SDD SAS All; SDSI SDD Supervisor All
Cc: SDSI Strategic Services Branch; SDSI PLMS 989 Headquarters; Evenden, Cristopher SDSI:EX; Brouwer, Siobhain K SDSI:EX; Boreen, Michael MTIC:EX; Marion, Joanne MTIC:EX; SDSI OPS SUPPORT Performance Reporting and Metrics SDSI:EX; Schiphorst, Susan A MCF:EX; Evans Locker, Ann SDSI:EX; Chambers, Richelle SDSI:EX; Galbraith, Elaine SDSI:EX; Lee, Yudy U SDSI:EX; Punia, Mandhir S SDSI:EX; Mogenson, Jody R SDSI:EX; Balson, Ashley SDSI:EX; Byers, Rob A SDSI:EX; ISD Business Support SDSI:EX; SDSI Support SDSI:EX; Proceviat, Sherri SDSI:EX; Boschma, Sharlene A SDSI:EX; Stibbs, Jay J SDSI:EX; Chiu, Cary SDSI:EX; Bauer, Melissa L SDSI:EX; Sia, Pina SDSI:EX; Johnson, Eugene SDSI:EX; Pendergast, Shannon M FIN:EX; Chan, Norman SDSI:EX; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors; SDSI Business Support Managers; SDSI Field Service Managers; SDSI Community Relations and Service Quality Managers; SDSI Organizational Health and Development Managers
Subject: ACTION REQUIRED: PWD Bus Pass Update - Effective September 1, 2016

Update

FIELD COMMUNICATION

This message is sent from the SDSI SDD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

PWD Bus Pass Update – September 1, 2016

CHANGE IN PROCESS/PROCEDURES

What's changing?

Effective September 1, 2016, the ministry has eliminated the annual \$45 administration fee and the annual renewal process for the PWD Bus Pass.

The PWD bus pass will no longer have an expiry date for clients in receipt of Disability Assistance.

PWD clients with an active bus pass will receive a letter by the end of June.

The letter outlines upcoming Bus Pass Program changes and explains their options with the new Transportation Support Allowance (TSA).

The BC Bus Pass program remains unchanged for seniors.

Background

Earlier today, the ministry announced the above administrative changes to the BC Bus Pass program for clients with the PWD designation.

As you know from a recent field communication, PWD clients may choose to receive the TSA as a bus pass or as \$52 added to their monthly payment.

Clients may notify us by the 5th of any month for the change to occur the next benefit month. *This means, if a PWD client with a bus pass wants to switch to \$52, they must notify us by August 5th for the change to take effect for September.*

If they cancel their bus pass, they can still change their mind at a later date and request a new bus pass.

Action: Refer to the June 2nd field communication on how to record PWD client choices using the **new Service Request Sub Types**.

Refer to Internal and External Communications for a copy of the client letter and staff FAQs.

Resources

In a few weeks, training will be available on the Loop for you to access at a time that works best for you. The training will be available through to September, and ongoing as needed.

This training will cover the policy, system and business changes coming into effect for the September 1st PWD rate increase.

Please plan to complete the training session as soon as possible, so that you can properly administer September benefits for our PWD clients.

The Managers of Organizational Health and Development will be working with your MFSs and Supervisors to ensure all staff are supported in accessing this important information.

Stay tuned for more details.

For more information

Please review the BC Bus Pass program website.

Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.

From: Kerr, Christie SDSI:EX on behalf of Upton, Debi L SDSI:EX
Sent: Monday, July 11, 2016 10:23 AM
To: SDSI SDD All
Subject: ADM Message: PWD Rates Communication

What's new in the

SERVICE DELIVERY DIVISION

To all staff,

In any policy implementation there are many dependencies and processes that must be followed, and we acknowledge this can result in challenges getting information to both staff and clients in a timely and effective manner.

In the case of the PWD Rates project, the regulations will soon be available publicly, but are not in effect until September 1, 2016. Regulations have been submitted to Cabinet for approval, and they will be published in the Policy Manual as soon as we receive approval.

We are working with the policy branch to develop the accompanying policy and procedural materials which will be available for September 1st.

Training will be available starting this week, along with an interactive webpage for you to submit any outstanding questions throughout the implementation.

We understand you may receive questions from clients prior to receiving all the supporting materials. Please use the following key messages during this interim period:

- Our policy is currently in development and will be available September 1st.
- Staff are currently taking training specific to the PWD Rates in preparation for the September 1st effective date, so that we can answer questions as we get closer to the effective date of September 1st.

Effective September 1, all PWD clients in receipt of disability assistance will receive a \$25 support rate increase.

They will also receive Transportation Support in the form of \$52 or a physical bus pass, and have the option to change the form of Transportation Support by contacting the ministry before the 5th of the month.

If a client:

- Has a bus pass and wants to switch to \$52 in September, use the new Service Request sub type to record their choice.
- Does not have a bus pass, and wants the \$52 in September – neither of you have to do anything. The client will receive the \$25 and the \$52 for September.

- Does not have a bus pass and wants a Bus Pass starting in September, use the new Service Request sub type to record their choice.

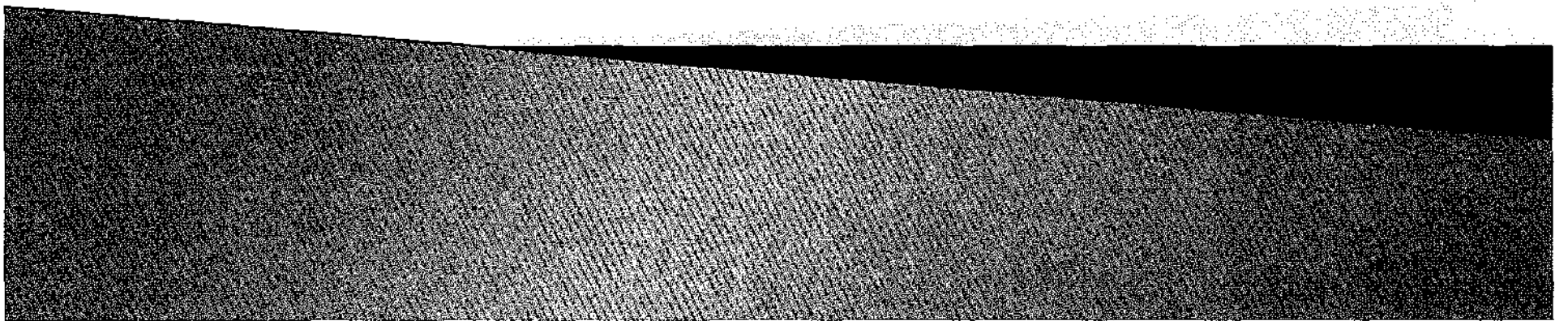
Regards,

Debi Upton, Assistant Deputy Minister
Service Delivery Division
Ministry of Social Development and Social Innovation
7th fl, 614 Humboldt St | Victoria, BC | V8W 9R2
P: 250 387-6905|

Evans Locker, Ann SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Monday, June 27, 2016 4:34 PM
To: LaHue, Anita SDSI:EX
Subject: DRAFT DRAFT DRAFT PWD Rates Training.pptx
Attachments: PWD Rates Training.pptx

PWD Rates Training

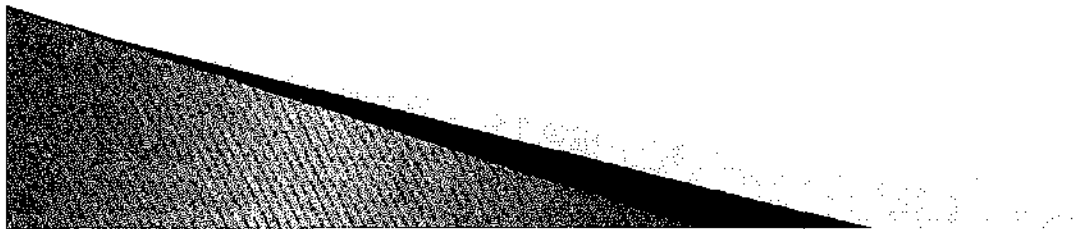


PWD Rate Increase Sept 2016

Master Reference Sheet

	Rate Increase	Bus Pass	Transportation Support	MSOs
Policy Basics	Individuals with PWD designation + \$25 support	<ul style="list-style-type: none"> • No fee • No renewal • Whole province 	\$52 or Bus Pass for each PWD Can switch monthly Two Forms: TSA and TTS	Stubs and Automatic Reapplication
Learning Objective:	<ul style="list-style-type: none"> • Rate change, • Eligibility, Income at Intake 	<ul style="list-style-type: none"> • New SR Sub Types • Important Batch Dates • Importance of Address Accuracy 	<ul style="list-style-type: none"> • Calculations • Difference between what initiates TSA and TTS • Income at Intake 	Allow System to Automate MSO
	Clients Over 65		Understanding Client View (chq, myss, ivr)	

Purpose



Background – BC Budget speech 2016

- ▶ *To support the goals established in Accessibility 2024 — this government's plan to make B.C. the most progressive province in Canada for people with disabilities — Budget 2016 provides \$170 million over three years to increase income assistance rates for Persons with Disabilities. This increase in rates will take effect Sept. 1, 2016.*
- ▶ *In addition to being challenged by rates that haven't changed in a number of years, depending on where you live, you may or may not receive assistance for a basic need like transportation costs.*
- ▶ *Some get \$52 for a bus pass. Others get a special transportation subsidy. Almost half of those on disability assistance, roughly 47,000 people, get nothing.*
- ▶ *We think that's unfair, and we think all British Columbians ... no matter where they live ... deserve to have their need to move about taken into account.*
- ▶ *That's particularly true for those with disabilities.*
- ▶ *Disability Assistance is there to promote greater independence for people with disabilities, and transportation is fundamental to independence.*
- ▶ *Rather than providing a transportation subsidy that only benefits some, effective Sept. 1, irrespective of where they live, those on disability assistance will be receiving an increase — up to \$77 per month and the freedom to make their own choice about how to meet their own unique transportation needs.*

Slide 4

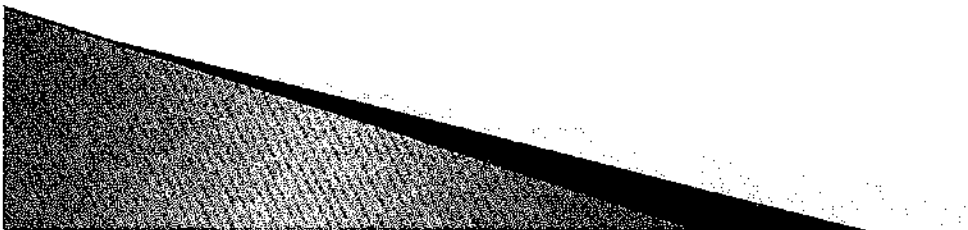
WLS2 Is this what we're looking for for policy intent? Direct quote of budget speech?

Do we want to paraphrase?

Whitwick, Laura-Lee SDSI:EX, 2016-05-27

Policy Changes

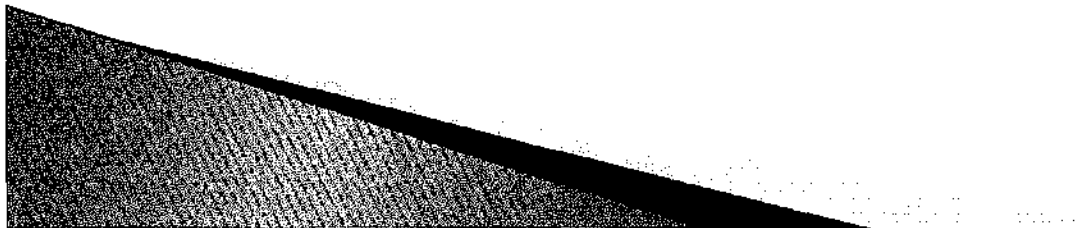
- Rate Increase
- Transportation Support Allowance (TSA)
- Transitional Transportation Allowance (TTS)
- MSO and TTS
- Bus Pass Program Changes



Rate Increase

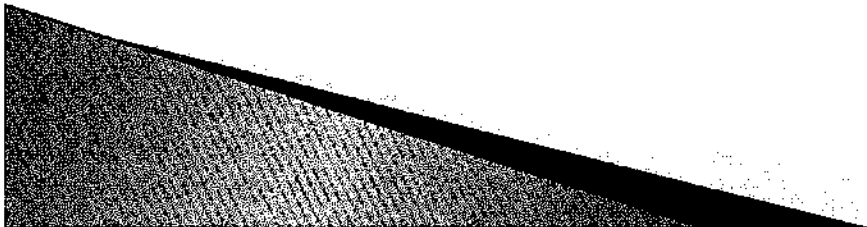
- ▶ Who
 - All contacts with PWD designation and in receipt of disability assistance
- ▶ What
 - A \$25 support rate increase
- ▶ Looks Like
 - Existing support rate of \$5....becomes \$5...
 - Two clients with PWD designation receive \$50.00
- ▶ How
 - Applies to Allowance Codes 41, 70, and 05
- ▶ When
 - September benefit month, August 24 cheque issue

[Go Back](#)



PWD Bus Pass Program Changes

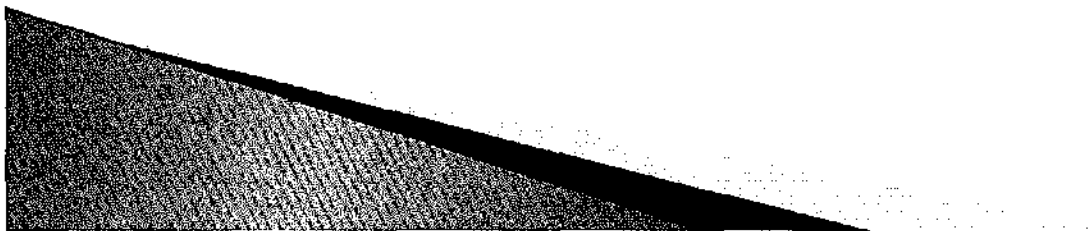
- The \$45 annual fee has been eliminated
- There is no expiry date for a pwd bus pass, therefore, no annual renewal required
- PWD clients anywhere in the Province are eligible for a Bus Pass (not limited to transit areas)
- BC Bus Pass transferable for both BC Transit and Translink



Transportation Support

- ▶ Each PWD client will now also receive Transportation Support valued at \$52
- ▶ Provided as \$52 or as in-kind subsidized bus pass
- ▶ Clients choose which form of Transportation Support they want, and can change their choice on a monthly basis
- ▶ If received as cash, is never prorated
 - PWD clients will ALWAYS receive a minimum \$52 cash or the physical bus pass

[Go Back](#)



Two Modes of Transportation Support



PWD client in receipt of
Disability Assistance
whose monthly payment
is \$52 or more

Issued under the *BCEA PD
Act*

Two Modes of Transportation Support

Transitional Transportation Support (TTS)



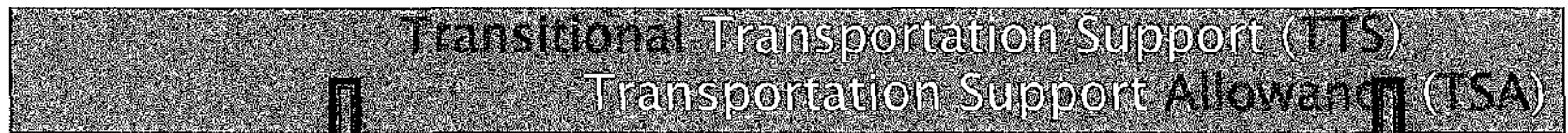
PWD client in receipt of
Disability Assistance
whose monthly payment
is less than \$52

AND

MSO clients

Issued under the *Supply
Act*

Two Modes of Transportation Support



PWD client in receipt of Disability Assistance whose monthly payment is less than \$52

AND

MSO clients

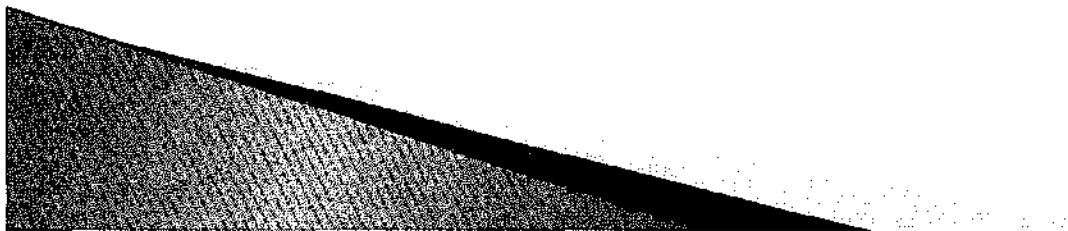
Issued under the *Supply Act*

PWD client in receipt of Disability Assistance whose monthly payment is \$52 or more

Issued under the *BCEA PD Act*

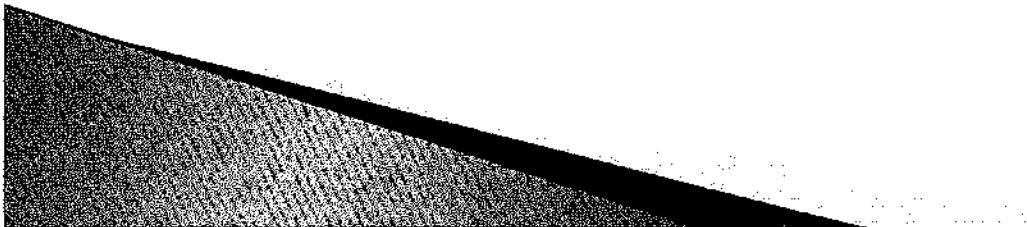
MSO and TTS

- ▶ PWD clients who transition to MSO will receive TTS until the end of the year they transition to MSO in the form of cash or an in-kind bus pass
 - Exception: MSO reason AEE Zero/TF AEE Zero will receive TTS until Feb of the following year to allow for smooth transition of these files back to AEE.



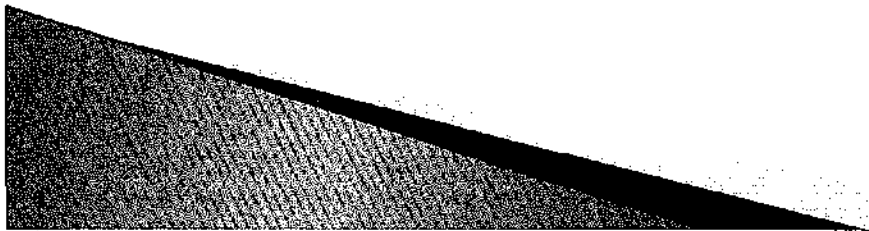
Messaging to Clients

- ▶ ?Communication strategy for clients?



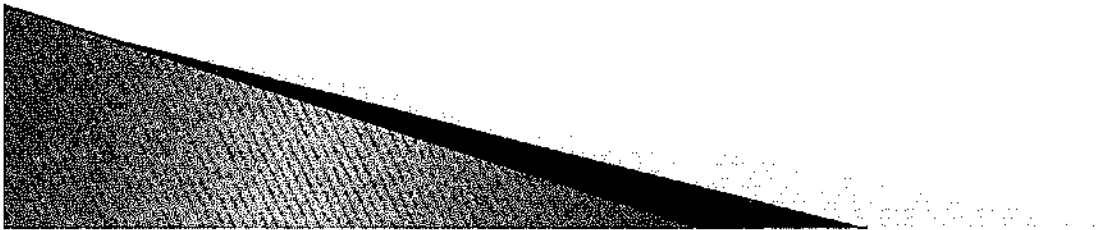
System Changes

- ▶ Benefit Plans
- ▶ MSO Batch Job
- ▶ Bus Pass Application PWD SR & Bus Pass Cancelation PWD
- ▶ Bus Pass Batch Jobs
- ▶ MYSS
- ▶ IVR
- ▶ Considerations for Intake
- ▶ Clients Aging Out
- ▶ Client Impacts



Benefit Plan Changes

- ▶ 3 new Benefit Allowance Codes
 - 24 – TSA in Cash
 - 63 – Transitional Transportation Support
 - 87– TSA In-Kind (Bus Pass)
- ▶ Interim Calculation
 - = (Sum of Allowances) – Sanctions – Excess Income
- ▶ Adjustment Line** WLS4



Slide 15

WLS4

Waiting on confirmation on adjustment - speakers notes may not be accurate

Whitwick, Laura-Lee SDSI:EX, 2016-06-22

Scenario 1 –Single PWD Client, no dependents, some income – no Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Support	41	556.42
Shelter	42	375.00
TSA in Cash	24	52.00
Excess Unearned	93	(-200.00)
Interim Calculation		783.42
Cheque Amount		\$783.42

Scenario 1 –Single PWD Client, no dependents, some income – no Bus Pass

Plans					Assisted Eligibility	Automated Eligibility	Refresh
Menu	New	Query					
Program	Start Period	Status	Total	Remainder			
Employment and Assistance	Jun 2016	Approved	\$983.42	\$983.42			
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42			
Employment and Assistance	Aug 2016	Approved	\$783.42	\$0.00			

Benefits							1 - 1
Menu	New	Query	Create Order	Create Recurring Orders			
Benefit Name	Product	Amount	Status	Frequency	Last Name	First	
Support & Shelter M...	Excess Unearned Income...	(\$200.00)	Approved	Monthly	Training	Scenario	
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training	Scenario	
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training	Scenario	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario	

Scenario 2 –Single PWD Client, no dependents, some income – With Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Support	41	556.42
Shelter	42	375.00
TSA in Cash	24	52.00
Excess Unearned	93	(-200.00)
Interim Calculation		783.42
TSA In-Kind (Bus Pass)	87	(-52.00)
Cheque Amount		\$731.42

Scenario 2 –Single PWD Client, no dependents, some income – With Bus Pass

Plans						
Menu ▾		New	Query	Assisted Eligibility	Automated Eligibility	Refresh
Program	Start Period	Status	Total	Remainder		
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93		
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42		
Employment and Assistance	Aug 2016	Approved	\$731.42	\$0.00		

Benefits						
Menu ▾		New	Query	Create Order	Create Recurring Orders	1 - 6
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name
Support & Shelter M...	Excess Unearned Income ...	(\$200.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training	Scenario
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training	Scenario
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario

Scenario 3 –Single PWD Client, no dependents, has excess income, no Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Support	41	556.42
Shelter	42	375.00
TSA in Cash	24	52.00
Excess Unearned	93	(-970.00)
Interim Calculation		13.42
Transitional Transportation Support	63	38.58
Cheque Amount		\$52.00

Scenario 3 –Single PWD Client, no dependents, has excess income, no Bus Pass

Plans					
Menu ▾		New	Query	Assisted Eligibility	Automated Eligibility
		Refresh		Co	
Program	Start Period	Status	Total	Remainder	
Employment and Assistance	Jun 2016	Approved	\$983.42	\$983.42	\$
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42	\$
Employment and Assistance	Aug 2016	Approved	\$52.00	\$0.00	\$

Benefits

Menu

New

Query

Create Order

Create Recurring Orders

1 - 5 of 5

Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name
Support & Shelter M...	Excess Uneamed Income...	(\$970.00)	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	Transitional Transportatio...	\$38.58	Approved	Monthly	Training	Scenario-No-E

Scenario 4 –Single PWD Client, no dependents, has excess income, has Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Support	41	556.42
Shelter	42	375.00
TSA in Cash	24	52.00
Excess Unearned	93	(-970.00)
Interim Calculation		13.42
Transitional Transportation Support	63	38.58
TSA In-Kind (Bus Pass)	87	(-52.00)
Cheque Amount		\$0.00

Slide 22

WLS3

100% will be asked if this file can get crisis grants/other supplements during training - double check this answer (pretty sure it's yes) and put answer in speakers notes for trainers on this slide
Whitwick, Laura-Lee SDSI:EX, 2016-05-30

Scenario 4 –Single PWD Client, no dependents, has excess income, has Bus Pass

Plans				
<div>Menu ▾</div> <div>New</div> <div>Query</div> <div>Assisted Eligibility</div> <div>Automated Eligibility</div> <div>Refresh</div>				
Program	Start Period	Status	Total	Remainder
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42
Employment and Assistance	Aug 2016	Approved	\$0.00	\$0.00

Benefits						
<div>Menu ▾</div> <div>New</div> <div>Query</div> <div>Create Order</div> <div>Create Recurring Orders</div>						
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name
Support & Shelter M...	Excess Unearned Income ...	(\$970.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training	Scenario
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training	Scenario
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Transitional Transportatio...	\$38.58	Approved	Monthly	Training	Scenario

Scenario 5 –Single PWD Client, too much income, will transition to MSO – no Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Support	41	556.42
Shelter	42	375.00
TSA in Cash	24	52.00
Excess Unearned	93	(-1100.00)
Interim Calculation		(-116.58)
Transitional Transportation Support	63	52.00
Cheque Amount		\$52.00

Scenario 5 –Single PWD Client, too much income, will transition to MSO – no Bus Pass

Plans					
<div> Menu New Query Assisted Eligibility Automated Eligibility Refresh Co </div>					
Program	Start Period	Status	Total	Remainder	Allocati
Employment and Assistance	Jun 2016	Approved	\$983.42	\$983.42	\$0.00
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42	\$0.00
Employment and Assistance	Aug 2016	Approved	▼ \$0.00	\$0.00	\$0.00

Benefits						
<div> Menu New Query Create Order Create Recurring Orders 1 - 5 of 5 </div>						
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name
Support & Shelter M...	Excess Unearned Income...	(\$1,100.00)	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario-No-E
Support & Shelter	Transitional Transportatio...	\$52.00	Approved	Monthly	Training	Scenario-No-E

Scenario 6 –Single PWD Client, too much income, will transition to MSO – with Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Support	41	556.42
Shelter	42	375.00
TSA in Cash	24	52.00
Excess Unearned	93	(-1100.00)
Interim Calculation		(-116.58)
Transitional Transportation Support	63	52.00
TSA In-Kind (Bus Pass)	87	(-52.00)
Cheque Amount		\$0.00

Scenario 6 –Single PWD Client, too much income, will transition to MSO – with Bus Pass

Plans

Menu ▾

New

Query

Assisted Eligibility

Automated Eligibility

Refresh

Program	Start Period	Status	Total	Remainder
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42
Employment and Assistance	Aug 2016	Approved	\$0.00	\$0.00

11

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Benefits

Menu ▾

New

Query

Create Order

Create Recurring Orders

1 - 6

Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name
Support & Shelter M...	Excess Unearned Income ...	(\$1,100.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training	Scenario
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training	Scenario
Support & Shelter	TSA in Cash - 24	\$52.00	Approved	Monthly	Training	Scenario
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Transitional Transportatio...	\$52.00	Approved	Monthly	Training	Scenario

Scenario 7 – PWD Couple –Key Player chooses Bus Pass, Spouse choose TSA

Benefit Line	Allowance Code	Contact	Amount (\$)
Support	41	Key Player	999.06
Shelter	42	Key Player	570.00
TSA In Cash	24	Key Player	52.00
TSA In Cash	24	Spouse	52.00
Excess Unearned	93	Key Player	(-200.00)
Interim Calculation			1473.06
TSA In Kind (Bus Pass)	87	Key Player	(-52.00)
Cheque Amount			1421.06

Scenario 7A – PWD Couple –Key Player chooses Bus Pass, Spouse choose TSA – \$200 Unearned

Plans					Assisted Eligibility	Automated Eligibility	Refresh
Menu ▾					New	Query	
Program	Start Period	Status	Total	Remainder			
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93			
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42			
Employment and Assistance	Aug 2016	<input checked="" type="checkbox"/> Approved	\$1,421.06	\$0.00			

Benefits							1 -
Menu ▾							Create Recurring Orders
New							Create Order
Query							
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name	
Support & Shelter M...	Excess Unearned Income ...	(\$200.00)	Approved	Monthly	Training	Scenario	
Support & Shelter	Shelter - 42	\$570.00	Approved	Monthly	Training	Scenario	
Support & Shelter	Support - 41	\$999.06	Approved	Monthly	Training	Scenario	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Spouse	
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario	

Scenario 7B – PWD Couple –Key Player chooses Bus Pass, Spouse choose TSA – \$1600 Unearned

Plans				
<div>Menu ▾</div> <div>New</div> <div>Query</div> <div>Assisted Eligibility</div> <div>Automated Eligibility</div> <div>Refresh</div>				
Program	Start Period	Status	Total	Remainder
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42
Employment and Assistance	Aug 2016	Approved	\$52.00	\$0.00

Benefits						
<div>Menu ▾</div> <div>New</div> <div>Query</div> <div>Create Order</div> <div>Create Recurring Orders</div> <div>1 - 7</div>						
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name
Support & Shelter M...	Excess Unearned Income ...	(\$1,600.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Shelter - 42	\$570.00	Approved	Monthly	Training	Scenario
Support & Shelter	Support - 41	\$999.06	Approved	Monthly	Training	Scenario
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Spouse
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario
Support & Shelter	Transitional Transportatio...	\$30.94	Approved	Monthly	Training	Scenario


Scenario 7C – PWD Couple –Key Player chooses Bus Pass, Spouse choose TSA – \$1650 Unearned

Plans				
Menu New Query Assisted Eligibility Automated Eligibility Refresh				
Program	Start Period	Status	Total	Remainder
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42
Employment and Assistance	Aug 2016	Approved	\$52.00	\$0.00

Benefits							
Menu New Query Create Order Create Recurring Orders 1 - 8							
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name	
Support & Shelter M...	Excess Unearned Income	(\$1,650.00)	Approved	Monthly	Training	Scenario	
Support & Shelter	Shelter - 42	\$570.00	Approved	Monthly	Training	Scenario	
Support & Shelter	Support - 41	\$999.06	Approved	Monthly	Training	Scenario	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Spouse	
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario	
Support & Shelter	Transitional Transportatio...	\$28.94	Approved	Monthly	Training	Spouse	
Support & Shelter	Transitional Transportatio...	\$52.00	Approved	Monthly	Training	Scenario	


Scenario 8 –Single PWD – MSO Case no Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Transitional Transportation Support	63	52.00
Cheque Amount		\$52.00

Plans **Menu** **New** **Query**  **Assisted Eligibility** **Automated Eligibility** **Refresh**

Program	Start Period	Status	Total	Remainder	A
Employment and Assistance	Jun 2016	Approved	\$983.42	\$983.42	\$0.00
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42	\$0.00
Employment and Assistance	Aug 2016	Approved	\$52.00	\$0.00	\$52.00

Benefits **Menu** **New** **Query**  **Create Order** **Create Recurring Orders** **1 - 1**

Benefit Name	Product	Amount	Status	Frequency	Last Name	First
Support & Shelter	Transitional Transportatio...	\$52.00	Approved	Monthly	Training	Scenario

Scenario 9 –Single PWD – MSO Case – with a Bus Pass

Benefit Line	Allowance Code	Amount (\$)
Transitional Transportation Support	63	52.00
TSA In-Kind (Bus Pass)	87	(-52.00)
Cheque Amount		\$0.00

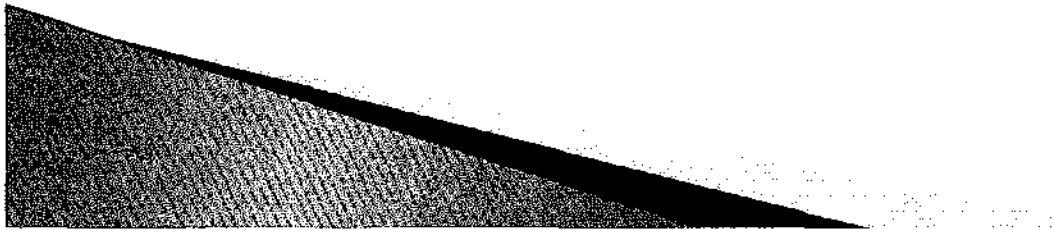
Plans					
Menu ▾		New	Query	Assisted Eligibility	Automated Eligibility
				Refresh	
Program	Start Period	Status	Total	Remainder	#
Employment and Assistance	Jun 2016	Approved	\$593.93	\$593.93	\$0.00
Employment and Assistance	Jul 2016	Pending	\$608.42	\$608.42	\$0.00
Employment and Assistance	Aug 2016	Approved	▼ \$0.00	\$0.00	\$0.00

Benefits

Menu ▾		New	Query	Create Order	Create Recurring Orders	1 --
Benefit Name	Product	Amount	Status	Frequency	Last Name	First
Support & Shelter M...	TSA In Kind (Bus Pass) - 87 (\$52.00)		Approved	Monthly	Training	Scenario
Support & Shelter	Transitional Transportatio...	\$52.00	Approved	Monthly	Training	Scenario

Benefit Plans: Interim Calculation

- ▶ Interim Calculation = Sum of all allowances including TSA- Sanctions – Excess Income
- ▶ Benefit Calculation Tool<Shar's worksheet>
- ▶ Auto-closure – TSA/TTS will prevent auto-closure
- ▶ TTS and Christmas Bonus/School Startup



Debt Recapture

- ▶ Debt will not be recaptured when the assistance payable to the case is less than the number of PWDs without a bus pass multiplied by \$52.
 - This is to prevent Debt recapture from pushing the file into issuing TTS, or increasing the amount of TTS required. Debt recapture will be paused on those cases.



Benefit Plans: Adjustment

Plans					
Menu ▾		New	Query	Assisted Eligibility	Automated Eligibility
				Refresh	Col
Program	Start Period	Status	Total	Remainder	Allocati
Employment and Assistance	Jun 2016	Approved	\$983.42	\$983.42	\$0.00
Employment and Assistance	Jul 2016	Approved	\$983.42	\$983.42	\$0.00
Employment and Assistance	Aug 2016	Approved	▼ \$0.00	\$0.00	\$0.00

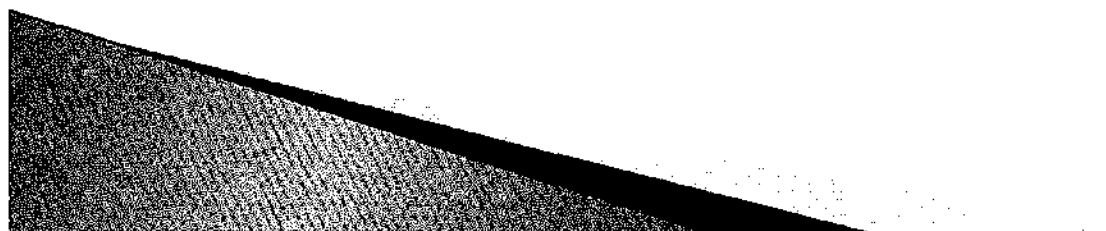
Orders		
Menu ▾		Query
		Submit Order
Order Number	Status	Amount
1-9544394093	Insufficient Funds	\$0.00

Benefits					
Menu ▾		New	Query	Create Order	Create Recurring Orders
				1 - 5 of 5	
Benefit Name	Product	Amount	Status	Frequency	Last Name
Support & Shelter M...	Excess Unearned Income...	(\$1,100.00)	Approved	Monthly	Training
Support & Shelter	Shelter - 42	\$375.00	Approved	Monthly	Training
Support & Shelter	Support - 41	\$556.42	Approved	Monthly	Training
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training
Support & Shelter	Transitional Transportatio...	\$52.00	Approved	Monthly	Training

Line Items		
Menu ▾		New
		Query
STOB	Product	Total Amount
7917	Excess Unearned Income - 93 (\$1,100.00)	
7917	Transitional Transportation S...	\$52.00
7917	TSA In Cash - 24	\$52.00
7917	Shelter - 42	\$375.00
7917	Support - 41	\$556.42


Benefit Plans: Adjustment Cont'd

- ▶ Insufficient funds on PWD file it will ALWAYS = \$52 cheque OR bus pass at cheque run (single client)
- ▶ <Screenshot with Adjustment after defect fixed – ask for EA case single PWD KP no BP \$1100 income to go through cheque run>



Benefit Plans – Tips and Tricks

- ▶ Reminder – Show More button
- ▶ Reminder – Benefit Plan is Sortable

Benefits									
Menu ▾		New	Query		Create Order	Create Recurring Orders		1 - 8 of 8	
Benefit Name	Product	Amount	Status	Frequency	Last Name	First Name	In-Cycle	Sta	
Support & Shelter M...	Excess Unearned Income...	(\$1,650.00)	Approved	Monthly	Training	Scenario	✓	2016-Ai	
Support & Shelter	Shelter - 42	\$570.00	Approved	Monthly	Training	Scenario	✓	2016-Ai	
Support & Shelter	Support - 41	\$999.06	Approved	Monthly	Training	Scenario	✓	2016-Ai	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Scenario	✓	2016-Ai	
Support & Shelter	TSA In Cash - 24	\$52.00	Approved	Monthly	Training	Spouse	✓	2016-Ai	
Support & Shelter M...	TSA In Kind (Bus Pass) - 87	(\$52.00)	Approved	Monthly	Training	Scenario	✓	2016-Ai	
Support & Shelter	Transitional Transportation...	\$28.94	Approved	Monthly	Training	Spouse	✓	2016-Ai	
Support & Shelter	Transitional Transportation...	\$52.00	Approved	Monthly	Training	Scenario	✓	2016-Ai	

Slide 38

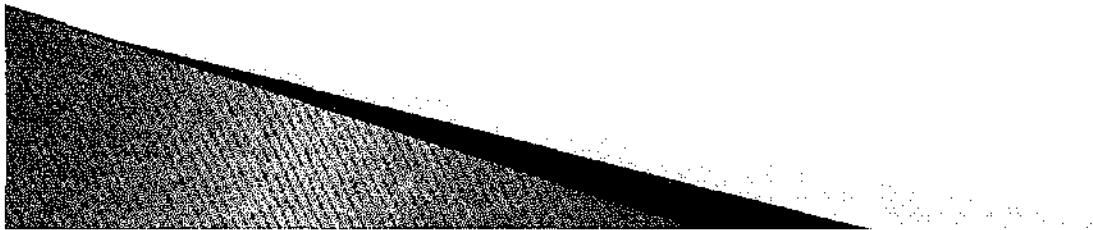
WLS5

Amber - review the phrasing on speaker notes? I'm trying not to freak people out that the plans are getting crazy long, but I want to remind them of the tools we have because the plans are now crazy long

Please make sure this slide has approved messaging! :)
Whitwick, Laura-Lee SDSI:EX, 2016-06-22

MSO Batch Job Changes

- ▶ Detects Disability Assistance Cases which were only in receipt of TTS for the current month, and would only be receiving TTS for the next month, MSO Batch Job run transitions case to MSO prior to Cheque Run in the same month this occurs
- ▶ Purpose: to ensure PWD clients always receive Transportation Support and to enable smooth transition to AEE in the following year
- ▶ Will run 2 days prior to Cheque Run (Cut Off) every Month
- ▶ Workers **MUST** allow system to automate MSO via Batch Job
 - ****Do not manually transition cases to MSO****



MSO Batch Job Continued

- ▶ Batch Job Cancels previous Benefit Lines
- ▶ Creates TTS benefit Line with Appropriate Cancellation Dates
 - End of current calendar year (Other than AEE Zero/TF AEE Zero)
 - Last day of Feb of the following year (AEE Zero/TF AEE Zero)
- ▶ Does not change cheque production flag



MSO Batch Job – Important Dates

- ▶ Aug 5th 2016 – Will run with Old rules
- ▶ Aug 17th 2016 – Skipping Batch Job
- ▶ Sept 14th 2016 – Will run with New Rules

2016 AUGUST						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24★	25	26	27
28	29	30	31			

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2016 SEPTEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14📅	15	16	17
18	19	20	21★	22	23	24
25	26	27	28	29	30	

www.free-printable-calendar.com

Bus Pass Changes

- ▶ New SR Sub-Types for Application PWD and Cancellation PWD
- ▶ Batch Jobs for cancellation and application – automated so the system does the work
- ▶ ‘Set to be Cancelled’ Flag
- ▶ \$45 annual fee eliminated for PWD clients
- ▶ All PWD clients can choose TSA in form of bus pass regardless of valid transit area
- ▶ Full functionality Aug 8 2016 – until then use transitional process



Reminder: Transitional Processes until Aug 5th 2016

PWD Clients Asking About Bus Pass & Rate Increase

- Advise PWD Bus Pass Holders to hold onto their bus passes for now
- Passes remain active to September
- They will receive a letter in June with further details
- Remind them to check the [BC Bus Pass Program](#) website for ongoing updates
- We can record their choice

SR – PWD Bus Pass Opt Out

To opt out of the PWD Bus Pass and switch to the Transportation Support as \$52 for September

- Choose the correct contact
- Create a Service Request
- Type: Bus Pass
- Sub Type: Cancellation PWD (**NEW*)
- Check-in and Update Status to Pending

SR - PWD Bus Pass Opt In

To opt into the PWD Bus Pass Program in September:

- Choose the correct contact
- Create a Service Request
- Type: Bus Pass
- Sub Type: Application PWD (**NEW*)
- Check-in and Update Status to Pending

Status Quo Options

- If a PWD client wants to *keep their bus pass* in September – they do not need to do anything. Their bus pass will remain active.
- If a PWD client wants a bus pass before September, follow the existing process.

Bus Pass: Application PWD SR

- ▶ Type: Bus Pass; Sub-Type: Application PWD
 - No longer using Type: Bus Pass; Sub-type: Application
- ▶ Contact Specific – Will only be use SR for one contact at a time, only for PWD clients
- ▶ Created on Contact Summary (not EA case)
- ▶ Use 'Submit' button to ready SR for Batch Job

1-9545082470 1 of 1

Menu New Delete Query Copy Check In Submit

Service Request Information

Restricted:	Overdue:	Related SR:
Priority: *	3-Standard	
Due Date:	2016-Jul-23 03:14:45	
Last Name:	Training	
First Name:	Scenario-No-Bus-Pass	
Middle Name:		
Case #:		

Type and Ownership

Type: *	Bus Pass	Owner:	HGWRK27
Sub-Type:	Application PWD	Service Office: *	055 - PROVINCIAL S
Sub Sub-Type:		Local Office:	055 - PROVINCIAL SER
Start:	2016-Jun-23 03:14:45	Contact Method: *	In-Person
Created: *	2016-Jun-23 03:14:45	Memo:	
Created By:	HGWRK27		
Provider Id:			
Provider Name:			
Created By Office:	055 - PROVINCIAL SER		

Status and Resolution

Status: *	Pending
Sub-Status:	System
Closed:	
Resolution:	
Resolution Description:	

Bus Pass: Application PWD SR Cont'd

- ▶ Submit button – popup errors if issues to correct
- ▶ EA case MUST have active primary case address, with the purpose field populated for the SR to work

Purpose field is blank on primary address.(SBL-BPR-00131)

OK

Ownership

Type: Bus Pass Owner: HGV

Type: Application PWD Service Office: 056

Type: Local Office: 056

Start: 2016-Jun-23 03:14:45 Contact Method: In-Person

Memo:

Contact does not have PWD status.(SBL-BPR-00131)

OK

Ownership

Type: Bus Pass Owner: HGV

Type: Application PWD Service Office: 056

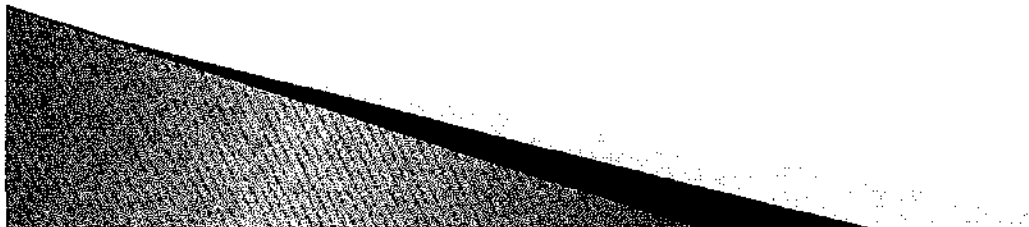
Type: Local Office: 056

Start: 2016-Jun-23 02:23:20 Contact Method: In-Person

Memo:

Bus Pass Application Batch Job

- ▶ Bus Pass Application Batch Job runs 2nd Friday of every Month
- ▶ Creates or Re-opens and sets up Bus Pass Case
- ▶ Benefits and Order created for FOLLOWING Month (Approved Status, Order Start Date 1st of following Month)
- ▶ Adds TSA In Kind (Bus Pass) –87 to EA benefits
- ▶ Hidden Bus Pass Indicator Set to Yes
- ▶ If Batch Job encounters error, will rollback all changes and put original SR into Cancelled/Error State with Resolution of error message



Implications of Batch Job Date – Application

2016 OCTOBER						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3 	4	5 	6	7	8
9	10 	11	12	13	14 	15
16	17 	18	19	20	21	22
23	24 	25	26 	27	28	29
30	31 					

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Bus Pass Application Batch Job



Translink Batch Job



Cheque Issue

Bus Pass: Cancellation PWD SR

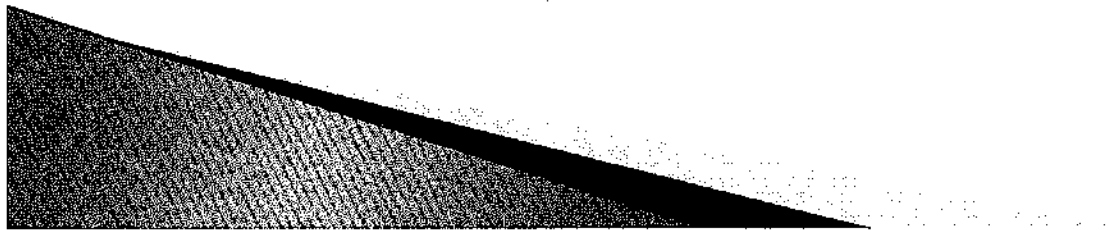
- ▶ Type: Bus Pass; Sub-type: Cancellation PWD
 - No longer using Type: Bus Pass; Sub-type: Cancellation
- ▶ Contact Specific – Will only be use SR for one contact at a time, only for PWD clients
- ▶ Created on Contact Summary (not EA case)
- ▶ Use 'Submit' button to ready SR for Batch Job
- ▶ Advise client to return BC Transit Pass in following month

The screenshot shows a software interface with a message box and a form. The message box at the top says "No Open Bus Pass Case found for contact (SBL-BPR-00131)" with an "OK" button. Below the message box is a form titled "Type and Ownership". The form contains the following fields:

Type*	Bus Pass	Owner	HQV/RK32
Sub-Type*	Cancellation PWD	Service Office*	106
Sub-Sub-Type*		Local Office*	103
Start	2016-Jun-23 04:37:55	Contact Method*	In Person
Created*	2016-Jun-23 04:37:55	Memo	
Created By	5 R. N.		

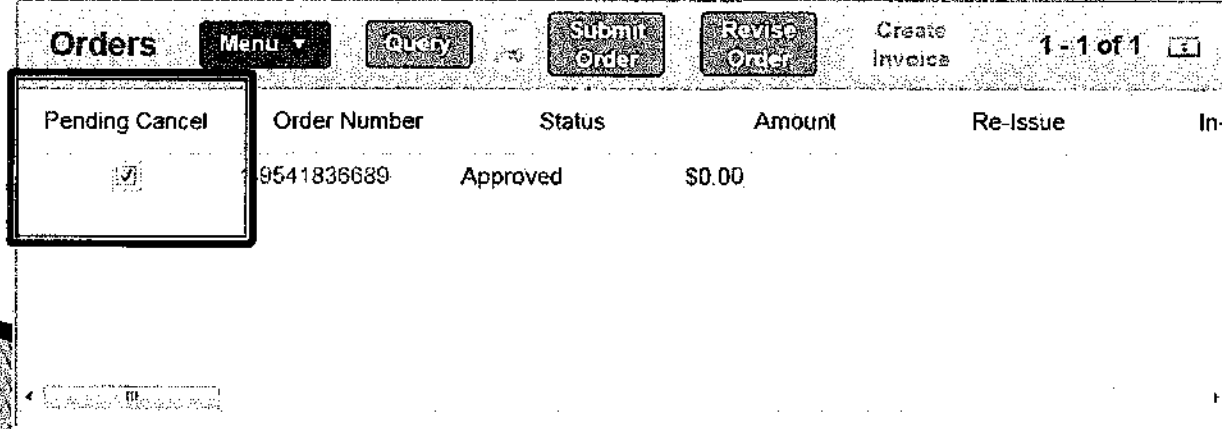
Bus Pass Cancellation Batch Jobs

- ▶ 2 Bus Pass Cancellation Batch Jobs
 - 1st Batch Run – 1 day before Cheque Run
 - 2nd Batch Run – 1st day of follow month
- ▶ 1st Cancellation Batch Run (Day before Cheque Run)
 - Sets 'Pending Cancel' flag on Bus Pass order
 - Effective End Date of Bus Pass Order updated to last day of current calendar month
 - TSA In Kind (Bus Pass) –87 Benefit line Rejected on EA Case
 - Hidden Bus Pass Indicator set to No



Bus Pass Cancellation Batch Jobs Cont'd

- ▶ 2nd Cancellation Batch Job (1st day of the month)
 - Runs 1st of every month
 - Picks up files that went through 1st Bus Pass Cancellation Batch in previous month
 - Cancels Bus Pass Order with Effective End Date of Last day of the previous Month



The screenshot shows a software interface with a table of orders. A dialog box titled 'Pending Cancel' is open, showing a checkbox that is checked. The table has columns for Order Number, Status, Amount, Re-Issue, and In-t. The first row shows Order Number 9541836689, Status Approved, and Amount \$0.00.

Order Number	Status	Amount	Re-Issue	In-t
9541836689	Approved	\$0.00		

Implications of Batch Job Dates– Cancellation

2016 OCTOBER						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3 	4	5 	6	7	8
9	10 	11	12	13	14 	15
16	17 	18	19	20 	21	22
23	24 	25	26 	27	28	29
30	31 					

www.free-printable-calendar.com



Cancellation Prep Batch Job



2nd Cancellation Batch Job





Cheque Issue

Dates to consider for Bus Pass

- ▶ Calendar
- ▶ For Bus Pass Application PWD – if processed BEFORE the Batch Job, the bus pass will be ready for the next month, and TSA will not be received on the next benefit month cheque. If the request is received AFTER the Batch Job has already run, the bus pass will not be ready until the month FOLLOWING next month, and the client will still receive one more month of TSA.
- ▶ For Bus Pass Cancellation PWD – if processed BEFORE the First Cancellation Batch Job (Day before Cheque Run), the bus pass will be cancelled the next month, and TSA will be received on the next benefit month cheque. If the request is received AFTER the First Batch Job has already run, the bus pass will not be cancelled until the month FOLLOWING next month, and the client not receive TSA until the second month.
- ▶ In the rare circumstances that the SR misses the batch job(s) but it is necessary to complete the cancellation or application urgently, the SR can be processed manually. These situations will require supervisor approval

MYSS View

Messages 	
Service Requests 	Confirmation
Monthly Report	This request is for PORTALTEST, BLOODSTONE who is currently receiving monthly Transportation Support Allowance (TSA). Once this request has been processed, a monthly bus pass will be issued starting the month of June 2016. At this point PORTALTEST, BLOODSTONE will stop receiving TSA.
Financial Assistance	
Employment Information	I declare that all information I have provided is true and complete. I understand that the accuracy of the information I provide may be checked by comparing it against information held by other governments, public bodies, private agencies and individuals. The BC government may verify and obtain information to confirm my eligibility or eligibility of my dependents
Personal Information	<input type="button" value="Cancel"/> <input type="button" value="Save & Close"/> <input type="button" value="Sign & Complete"/>
Document History	

Submission Confirmation

Success - you have signed your Service Request.

Use the Submit button to complete your request.

Submission Confirmation

Success - your Bus Pass Application Service Request has been submitted. To view the status of your online Service Request submissions, select Service Requests from the main menu.

Financial Assistance

Currently receiving Disability Assistance under the *Employment and Assistance for Persons with Disabilities Act*

Annual Earnings Exemptions*

Your Annual Earnings Exemption limit remaining as of 4/25/2016 1:08:24 PM:

100.00

If you have earned income that you have not yet reported, or if your monthly report has not been processed, the limit remaining may not be up to date. You can check the status of your monthly report on the [Monthly Report](#) page.

Current Annual Earnings Exemption Participants:

Annual Earnings Exemption participants must report all income received each calendar month. The monthly report must be submitted before the fifth of the month.

Estimated Assistance for June 2016

The information you are viewing is the most current information that the ministry has on file. If you have not yet submitted your monthly report, or it has not been processed, your estimated assistance amount may not be up to date. You can check the status of your monthly report on the [Monthly Report](#) page.

Cheque Issue Date: May 25, 2016

Estimated Assistance Amount: **\$52.00**

Cheque Held: Yes

Disability Assistance

Type	Amount	Expiry Date
Support	\$956.42	
Shelter	\$375.00	
Transportation Support Allowance	\$52.00	
Transitional Transportation Supplement	\$19.00	

Deductions

Type	Amount
Excess Unearned Income Deduction	\$550.00

[Click here for more information about Annual Earnings Exemption](#)

Informational Assistance

15007

Financial Assistance

Currently receiving Disability Assistance under the *Employment and Assistance for Persons with Disabilities Act*

Annual Earnings Exemptions*

Your Annual Earnings Exemption limit remaining as of 4/25/2016 1:09:24 PM:

100.00

If you have earned income that you have not yet reported, or if your monthly report has not been processed, the limit remaining may not be up to date. You can check the status of your monthly report on the [Monthly Report](#) page.

Current Annual Earnings Exemption Participants:

Annual Earnings Exemption participants must report all income received each calendar month. The monthly report must be submitted before the 5th of the month.

Estimated Assistance for June 2016

The information you are viewing is the most current information that the ministry has on file. If you have not yet submitted your monthly report or it has not been processed, your estimated assistance amount may not be up to date. You can check the status of your monthly report on the [Monthly Report](#) page.

Cheque Issue Date: May 25, 2016

Estimated Assistance Amount: **\$0.00**

Cheque Held: Yes

Disability Assistance

Type	Amount	Expiry Date
Support	\$556.42	
Shelter	\$375.00	
Bus Pass	--	

Deductions

Type	Amount
Excess Unearned Income Deduction	\$950.00

[Click here for more information about Annual Earnings Exemption](#)



Financial Assistance

Estimated Assistance for June 2016

The information you are viewing is the most current information that the ministry has on file. If you have not yet submitted your monthly report, or it has not been processed, your estimated assistance amount may not be up to date. You can check the status of your monthly report on the [Monthly Report](#) page.

Cheque Issue Date: May 25, 2016

Estimated Assistance Amount: **\$52.00**

Cheque Held: Yes

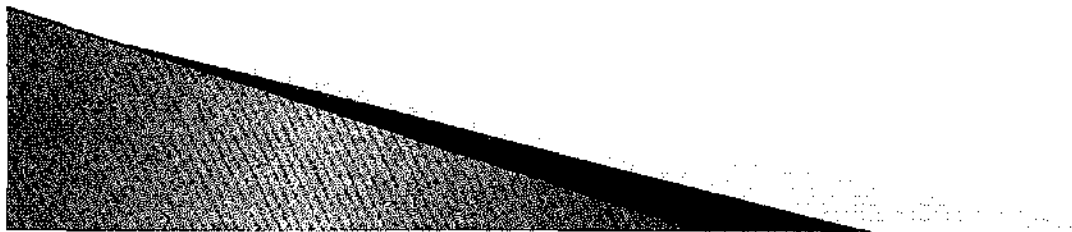
Assistance

Type	Amount	Expiry Date
Transitional Transportation Supplement	\$52.00	

 Confirmation of Assistance

 T5007

IVR



Considerations for Intake

- ▶ The \$25 direct rate increase as well as the \$52 Transportation Support options are both considered part of the support rate when considering eligibility at intake.
 - Ex. Single PWD support rate for intake purposes:
 $\$556.42 \text{ (support)} + \$52 \text{ (TSA)} = \$608.42$
 - \$375 Max Shelter
 - Total maximum for single PWD = \$983.42
- ▶ Returning PWD applicants have to meet existing income criteria prior to being eligible for TTS
- ▶ Reminder: Ensure updating purpose field on addresses



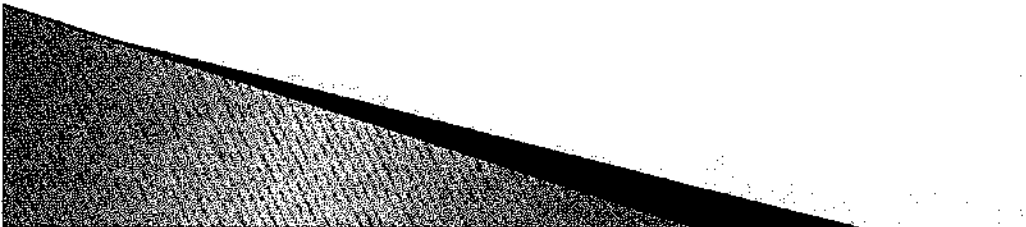
Clients Aging Out

- ▶ PWD clients over 65 will receive the increased support allowance and the Transportation Support Allowance. These increased amounts will be considered when transitioning to MSO
- ▶ Non-PWD clients over 65 (currently receiving equivalent of PWD rates) will NOT receive the increased support amount or TSA.



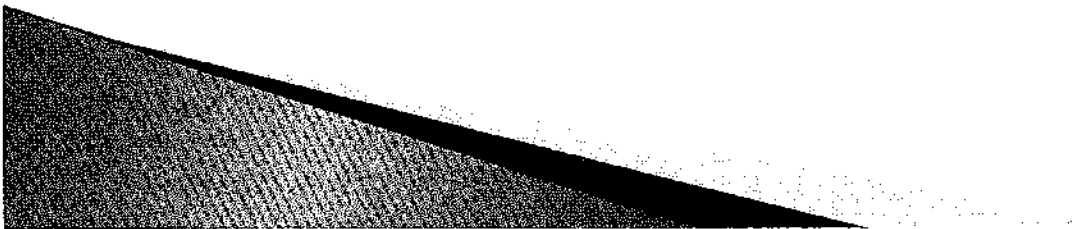
Client Impacts

- ▶ ?Stub view?



Special Considerations

- MSO Batch Job – running with Old Rule Aug 5th; NOT running Aug 17th; Running with New Rules Sep 14th
- Just for the September 2016 month, the bus pass will not be cancelled for PWD clients requesting the Transportation Support Allowance of \$52. The bus pass will be cancelled effective October 1st.



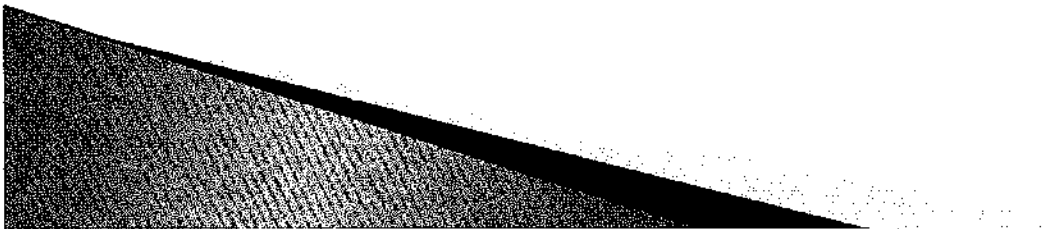
Transitional Processes

- ▶ <Bus pass transitional process earlier in pwpt>
- ▶ Any others?>



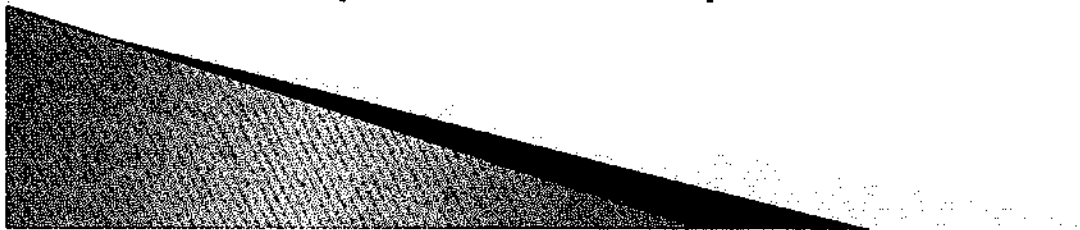
Impacts to Workers

- ▶ Use New SR Sub-types for Bus Pass Application PWD/Cancellation PWD
 - Increased automation = Reduced Workload!
 - Ensure Addresses on Cases are updated correctly
- ▶ Allow MSO Batch Job to transition Cases to MSO
 - Increased automation = Reduced Workload!
- ▶ New Benefit Lines for new policy changes
 - Use 'Show More' and Sort function if need on Benefit Plans
- ▶ Know Batch Job Dates so will know impacts on SRs/client requests



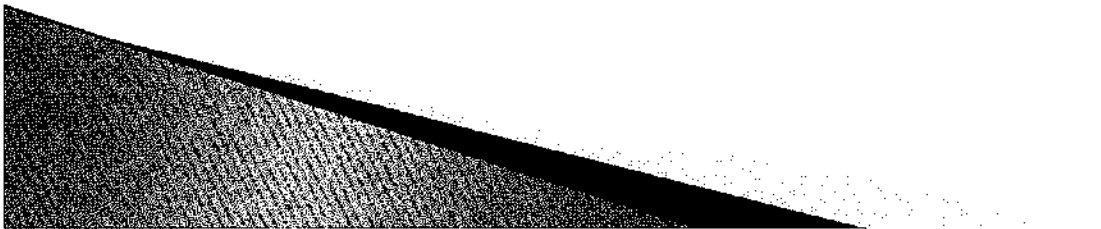
Recap

- ▶ Increased Rate for PWD clients
- ▶ PWD clients choose form of Transportation Support that meets their needs
 - Choice managed through new SRs and heavily automated via batch jobs
 - Always in receipt of \$52 TSA or bus pass
- ▶ \$45 annual fee eliminated
- ▶ 3 new Benefit Lines, plus Adjustment line
- ▶ MSO files to transition using increased automation in MSO Batch Job (AEE/No delay TTS)
- ▶ Insufficient funds on PWD file (single) = \$52 cheque OR bus pass at cheque run

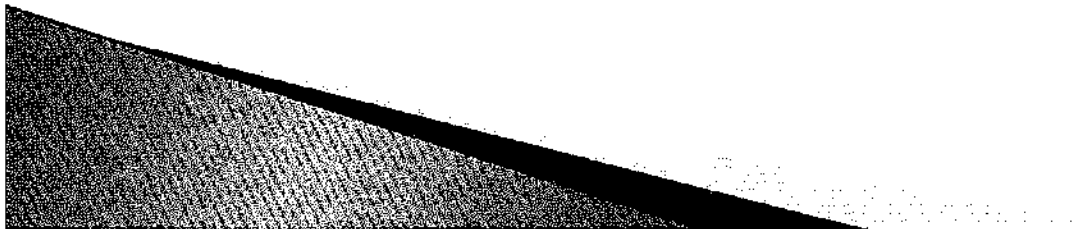


Resources

- ▶ Benefit Calculation Tool (Shar's Worksheet)
- ▶ Batch Jobs Calendar



Questions



Evans Locker, Ann SDSI:EX

From: Kelly, Georgina SDSI:EX
Sent: Friday, June 3, 2016 2:12 PM
To: LaHue, Anita SDSI:EX
Subject: FW: BC Bus Pass Client Letter - June updates DRAFT
Attachments: BC Bus Pass Client Letter - June updates DRAFT.docx

Hi Anita

If you have some time today – could we chat about the letter? I’m wondering if we are going to confuse the clients with some of the information we are providing.

I’d just like to get your perspective/thoughts before I respond.

G

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 11:09 AM
To: Kelly, Georgina SDSI:EX
Subject: BC Bus Pass Client Letter - June updates DRAFT

FYI

Page 144 to/à Page 145

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX


From: Archer, Terri SDSI:EX
Sent: Friday, September 2, 2016 7:43 AM
To: LaHue, Anita SDSI:EX
Subject: Fw: Bus Pass msg on IVR

Here's the approved IVR message on bus pass info.

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Born, Aaron SDSI:EX
Sent: Friday, September 2, 2016 6:12 AM
To: Archer, Terri SDSI:EX
Subject: Re: Bus Pass msg on IVR

Thanks Terri!

Aaron Born, Operations Support Manager
Service Delivery Division, Operations Support
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
T: 604-703-6928 M: 604-819-9247  Aaron.Born@gov.bc.ca

From: Archer, Terri SDSI:EX
Sent: September-01-16 3:31 PM
To: Born, Aaron SDSI:EX
Subject: Bus Pass msg on IVR

Hi Aaron, just one small edit for the IVR script (updated in your original version below). Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement

Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation

SERVICE DELIVERY DIVISION
(250) 356-6718

From: Leslie, Sean GCPE:EX **Sent:** Thursday, September 1, 2016 3:23 PM **To:** Archer, Terri SDSI:EX
Subject: RE: Bus Pass msg on IVR

No real concerns, I'm just nitpicky on the dating. I would rather it read "As of September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for people with disabilities has been eliminated."

Other than that, good by me. Thanks and cheers!

Sean Leslie

Senior Public Affairs Officer

Ministry of Social Development and Social Innovation

(250) 356-1670(o)

(250) 893-4403(m)

From: Archer, Terri SDSI:EX **Sent:** Thursday, September 1, 2016 3:05 PM **To:** Leslie, Sean GCPE:EX **Subject:** RE: Bus Pass msg on IVR **Importance:** High

Hi Sean, this script for upload on the phone system looks fine to me. Any concerns or edits from you?

Terri

From: Born, Aaron SDSI:EX **Sent:** Tuesday, August 30, 2016 1:33 PM **To:** Archer, Terri SDSI:EX **Subject:** FW: Bus Pass msg on IVR

Terri,

Please find below the purposed script that PCC is requesting to record for BP callers. Do you approve or have edits that you would like to make?

Script

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm.

You can apply for a bus pass, update your address, request a replacement bus pass online, or you can contact the Bus Pass Program by email. Please visit www.buspass.gov.bc.ca for instructions.

~~Starting September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for the bus pass will be eliminated as part of the September disability assistance rate changes.~~

As of September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for people with disabilities has been eliminated.

Low income seniors and other eligible applicants can access the program at a reduced cost. An initial application and an annual renewal application and fee will still be required. The 2017 renewal applications will be sent out in the fall of 2016.

Existing bus pass clients should not throw out their Compass Card as it can be reloaded from year to year. New applicants to the bus pass program will be sent a Compass Card once eligibility has been confirmed.

To assist staff with this call, please have the following information ready, your:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number

Personal information will be requested from you in order for you to apply for a Bus Pass. This information is collected under the authority of and will be used for the purpose of administering the BC Bus Pass Program. The collection, use and disclosure of information is subject to the provisions of the Freedom of Information and Protection of Privacy Act.

Thank you for contacting the Bus Pass Program.

Thanks!

Aaron Born, Manager, Telephony Services

Service Delivery Division, Virtual Services Stream

Ministry of Social Development and Social Innovation

45540 Yale Road, Chilliwack, BC

M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: Jones, Stacey L SDSI:EX

Sent: Thursday, August 25, 2016 8:51 AM

To: Born, Aaron SDSI:EX; Kelly, Georgina SDSI:EX

Cc: Fekete, Gitta SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX

Subject: RE: Bus Pass msg on IVR

The correct link is:

www.buspass.gov.bc.ca - we have a 1 year redirect on this That will direct people to the actual address which is:

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>

From: Born, Aaron SDSI:EX

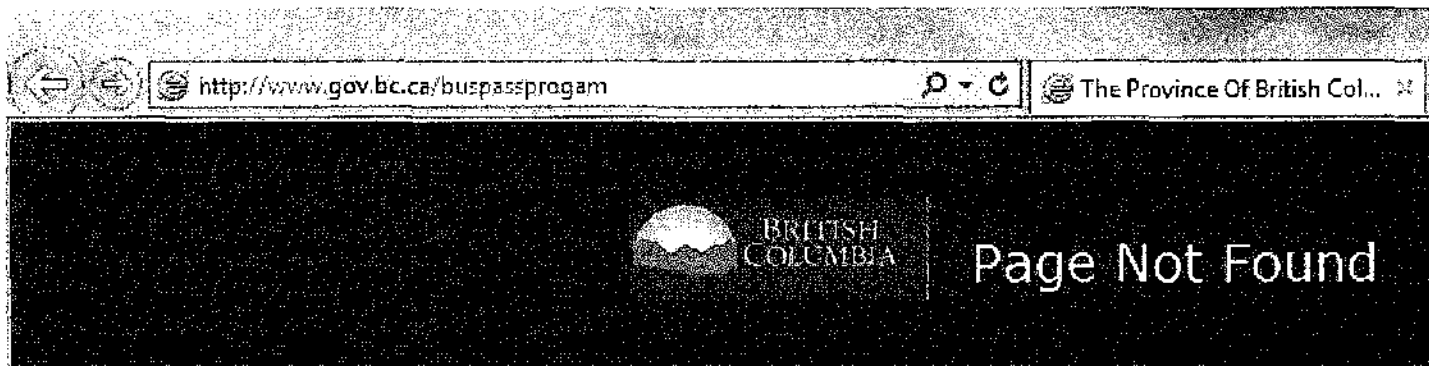
Sent: Wednesday, August 24, 2016 2:16 PM

To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX

Cc: Fekete, Gitta SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX

Subject: RE: Bus Pass msg on IVR

OK, I will take it forward. First can you please confirm the URL that is part of the message? When I click on it, I receive a government "Page cannot be displayed" as seen below. Just want to make sure I am submitting the correct text.



This page cannot be found

The page you're looking for might have been unavailable.

Suggestions to help you find what you're looking for:

- Check that the web URL has been entered correctly.
- Go to our [Home Page](#) and browse the site.
- Use our [Service & Forms Finder](#).
- Contact our Call Centre:
 - Enquiry BC - Call Centre hours of operation:
 - o In Victoria: 250-387-6121
 - o In Vancouver: 604-660-2422
 - o Elsewhere in B.C.: 1-800-663-3800
 - o Outside B.C.: 604-660-2422
 - o Email: EnquiryBC@gov.bc.ca
- Go to our [Home Page](#) and use the search function.

Aaron Born, Manager, Telephony Services
Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: Kelly, Georgina SDSI:EX
Sent: Wednesday, August 24, 2016 2:12 PM
To: Born, Aaron SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: Bus Pass msg on IVR

Hi Aaron

I don't believe it has been approved by either SSB or GCPE

Georgina Kelly

Acting Director, Service Delivery

Provincial Contact Centre

Social Development and

Social Innovation

(cel) 604-617-6457

From: Born, Aaron SDSI:EX
Sent: Wednesday, August 24, 2016 12:59 PM
To: Jones, Stacey L SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Kelly, Georgina SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: Bus Pass msg on IVR

Stacey,

Has this message been reviewed and approved by SSB and GCPE?

If not, I can reach out to them for approvals and then provide you with the instructions on recording the message.

Aaron Born, Manager, Telephony Services

Service Delivery Division, Virtual Services Stream

Ministry of Social Development and Social Innovation

45540 Yale Road, Chilliwack , BC

M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: Jones, Stacey L SDSI:EX
Sent: Wednesday, August 24, 2016 12:27 PM
To: Born, Aaron SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Kelly, Georgina SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: FW: Bus Pass msg on IVR

Importance: High

Hello Aaron:

Georgina has approved the IVR messaging below – can you provide me the details and then we can move forward.

Stacey

From: Kelly, Georgina SDSI:EX
Sent: Tuesday, August 23, 2016 1:40 PM
To: Jones, Stacey L SDSI:EX
Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX
Subject: RE: Bus Pass msg on IVR

I'll support the recommendation

Georgina Kelly

Acting Director, Service Delivery

Provincial Contact Centre

Social Development and

Social Innovation

(cel) 604-617-6457

From: Jones, Stacey L SDSI:EX
Sent: Monday, August 22, 2016 3:01 PM
To: Kelly, Georgina SDSI:EX

Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX

Subject: RE: Bus Pass msg on IVR

I don't know the scope of bus pass on MYSS so I cant comment on this.

Can we just move forward with the recommendation below at this time?

From: Kelly, Georgina SDSI:EX

Sent: Thursday, August 11, 2016 11:51 AM

To: Jones, Stacey L SDSI:EX

Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX

Subject: RE: Bus Pass msg on IVR

How about referring them to mySS as well.

Georgina Kelly

Manager Field Services

Provincial Contact Centre

Social Development and

Social Innovation

(cel) 604-617-6457

From: Jones, Stacey L SDSI:EX

Sent: Thursday, August 11, 2016 11:27 AM

To: Kelly, Georgina SDSI:EX

Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX

Subject: RE: Bus Pass msg on IVR

Importance: High

So if I understand your additions you state that PWD clients can apply online however we removed the online form from their side.

I would remove it as it is confusing.

You could add something in there about them speaking to someone at their local office perhaps

What we are seeing now is TONS of emails coming from advocates and PWD clients wanting to contact the program and not knowing how anymore as the on-line form was removed.

My suggestion was the following: Anita stated that we HAVE to add a FOI disclaimer to dialogue with clients and instead of all staff having to say it, it was recommended that we add it to the IVR. The version below does not have it.

SUGGESTED RECORDED MESSAGE

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm.

You can apply for a bus pass, update your address, request a replacement bus pass online, or you can contact the Bus Pass Program by email. Please visit www.gov.bc.ca/buspassprogram for instructions.

~~Persons with Disabilities can now receive a bus pass as part of their disability assistance and the annual renewal application and fee for the bus pass are no longer required.~~

Starting September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for the bus pass will be eliminated as part of the September disability assistance rate changes.

Low income seniors and other eligible applicants can access the program at a reduced cost. An initial application and an annual renewal application and fee will still be required. The 2017 renewal applications will be sent out in the fall of 2016.

Existing bus pass clients should not throw out their compass card as it can be reloaded from year to year. New applicants to the bus pass program will be sent a Compass Card once eligibility has been confirmed.

To assist staff with this call, please have the following information ready:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number

Personal information will be requested from you in order for you to apply for a Bus Pass. This information is collected under the authority of and will be used for the purpose of administering the BC Bus Pass Program. The collection, use and disclosure of information is subject to the provisions of the Freedom of Information and Protection of Privacy Act.

Thank you for contacting the Bus Pass Program.

From: Kelly, Georgina SDSI:EX

Sent: Tuesday, August 9, 2016 4:35 PM

To: Jones, Stacey L SDSI:EX

Subject: FW: Bus Pass msg on IVR

Hi Stacey

Here are my thoughts what do you think?

Georgina Kelly

Manager Field Services

Provincial Contact Centre

Social Development and

Social Innovation

(cel) 604-617-6457

From: MacLean, Amber SDSI:EX

Sent: Tuesday, August 9, 2016 4:23 PM

To: Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX

Cc: Jensen, Dana SDSI:EX; Archer, Terri SDSI:EX; Johnston, Kaleigh SDSI:EX

Subject: Bus Pass msg on IVR

Hello Allen (In Anita's absence re: rates/ bus pass project role) and Georgina –

Below are two bus pass messages on the phone lines (note, Aaron removed the ice message, so technically, it is down right now, but he is getting it put back up).

A concern was brought forward that the messaging no longer applies to PWD bus pass holders.

Can you please provide your preferred updated IVR messaging for the bus pass program?

We will then get it approved by gcpe etc, and have Aaron get it posted.

Thanks,

Amber

IVR message: (Aaron has submitted a Ticket to deactivate)

Did you know you can request Bus Pass services online at buspass.gov.bc.ca. You are able to submit pass new pass requests, replacement requests, and address changes online or if you are a PWD client request a change to your bus pass or transportation allowance.

Please remain on the line to speak to the next available agent.

ICE message:

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm Monday to Friday except statutory holidays.

Did you know that you can apply for a bus pass, update your address, request a replacement bus pass online, and request a change to your bus pass or transportation allowance if you are a PWD client or contact the Bus Pass Program by email? Please visit www.buspass.gov.bc.ca for instructions.

To assist staff with this call, please have the following information ready:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number"

Thank you for contacting the Bus Pass Program.

Aaron Born, Manager, Telephony Services

Service Delivery Division, Virtual Services Stream

Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack , BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Jones, Allen SDSI:EX
Sent: Thursday, June 23, 2016 4:33 PM
To: LaHue, Anita SDSI:EX
Subject: FW: CDW - PWD bus pass order
Attachments: PWD Client - To Bus Pass.docx; FINAL Budget 2016 2016 Business Requirements v0.86.docx

Thoughts?

Allen Jones | Manager Operations Support
Ops Support | Ministry of Social Development and Social Innovation
w: 250-619-9619 | e: allen.jones@gov.bc.ca

For all reporting requests please remember to use the following inbox
SDSI.OPSSupport.Performance.ReportingandMetrics@gov.bc.ca

From: Guilbeault, Wayne SDSI:EX
Sent: Thursday, June 23, 2016 3:38 PM
To: Malcolm, Jim SDSI:EX; Jones, Allen SDSI:EX
Cc: Logie, Kevin SDSI:EX
Subject: FW: CDW - PWD bus pass order

Some information on the upcoming R4.2.3x PWD Policy change.

Allan, how will this impact our Bus Pass cube?

Wayne Guilbeault, Sr. Business Analyst
Information Services Division (ISD), Business Intelligence and Data Quality
Partnering with the Ministries of Children & Family Development
and Social Development and Social Innovation
5th Floor, 609 Broughton St
PO Box 9436 Stn Prov. Govt
Victoria, BC, V8W 9V3
Phone: 250 387-1758

From: Burgess, Natalie L SDSI:EX
Sent: Thursday, June 9, 2016 11:42 AM
To: Guilbeault, Wayne SDSI:EX
Cc: Sharma, Lalita K SDSI:EX
Subject: RE: CDW - PWD bus pass order

Hi Wayne,

I am not sure if you aware but there are some changes going into the 4.2.3X release for bus pass program area. Eligible PWD and MSO clients will receive TSA or TTS and they can choose between bus pass or money. This is a change to current process. I have attached the BRD for your review and a document which tells the "story" of a PWD client applying for a bus pass.

I have consulted with Lalita and she advised, from what she remembers about the bus pass program area, and their need for reporting statistics, you would probably need to make changes in the system they use for reporting. (Cognos?)

If you require further conversation or would like a meeting, I will arrange one for the 3 of us.

Thank you ☺


From: Guilbeault, Wayne SDSI:EX
Sent: Monday, June 6, 2016 10:25 AM
To: Burgess, Natalie L SDSI:EX
Subject: RE: CDW - PWD bus pass order

I will need more context...

Is this OBIEE CDW? If so, what report (RSDxxx)?

Regional Services Division

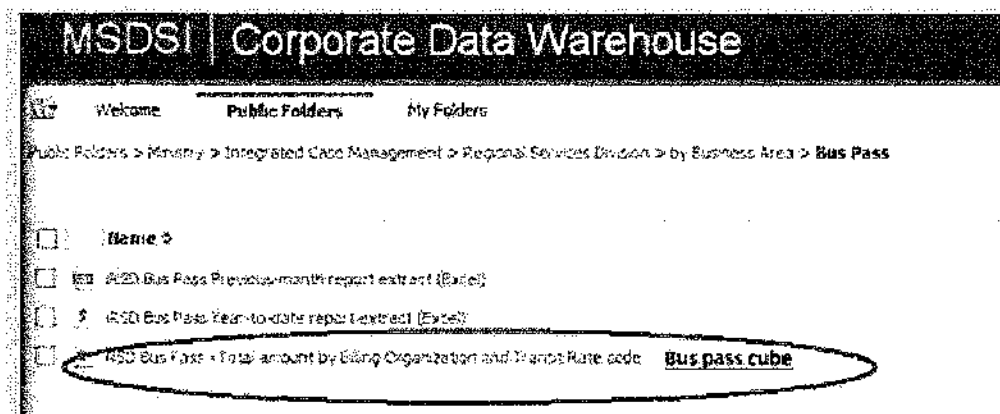
Report Catalog RSD002 - Employment / Independence Review RSD005 - Employment / Independence Summary Report RSD009 - Number of Days to Complete SRs by SLA Duration

 Ministry of Social Development and Social Innovation

Regional Services Division Reports

- [RSD002 - Employment / Independence Review](#)
- [RSD005 - Employment / Independence Summary Report](#)
- [RSD009 - Number of Days to Complete SRs by SLA Duration](#)
- [RSD010a - Active Sanctions](#)
- [RSD010b - Sanctions Summary](#)
- [RSD011 - Employment of Public Support - Application Transitions \(Prof. Dev.\)](#)
- [RSD013 - Overview/Geographic Information](#)
- [RSD013 - Core Statistics](#)
- [RSD016 - Employment Planning - Employment and Independence and REBC SRs Match](#)
- [RSD017 - Employment Planning - Active REBC Contacts Requiring Review of EP SRs](#)
- [RSD018 - Employment Planning - List and Count of Referral Status](#)

We have two Cognos CDW bus pass reports plus the bus pass cube



Wayne Guilbeault, Sr. Business Analyst
 Information Services Division (ISD), Business Intelligence and Data Quality
 Partnering with the Ministries of Children & Family Development
 and Social Development and Social Innovation
 5th Floor, 609 Broughton St
 PO Box 9436 Stn Prov. Govt'
 Victoria, BC, V8W 9V3
 Phone: 250 387-1758

From: Burgess, Natalie L SDSI:EX
Sent: Monday, June 6, 2016 9:37 AM
To: Guilbeault, Wayne SDSI:EX
Subject: CDW - PWD bus pass order

Hi Wayne. Can you please tell me how we would go about testing this? I am not familiar with this report.

4.17.10	Ability for newly approved PWD bus pass orders to not be included in the existing CDW report for the month. They should be included only from the effective start date which will be the first of the following month.

Thank you,

Natalie Burgess
 Business Analyst, Information Services Division (ISD)
 Serving the Ministries of Social Development and Social Innovation
 & Children and Family Development
 Cell: s.17

PWD Client, New Bus Pass

Sample Client

Single

Existing PWD Case – Status “E” (Eligible) (All statuses “H”, “O”, “R”, “B” included therefore using “E” status)

Timeline – August 8, 2016

The client does not have a bus pass. On their EA Case, the TSA will be showing in their September Benefit Plan.

- Client requests a Bus Pass (Can be done through MySS, in which case the SR is created automatically)
- Point of Contact will search for Contact and create the Bus Pass SR, subtype Application PWD
- The worker clicks the Submit, the system puts the SR status to Pending, sub-status System

Bus Pass Batch Job – August 12 (2nd Friday of every month)

- For Applications
- The batch job looks for the SR and Bus Pass case
- If there is no Bus Pass case, the system opens a Bus Pass case for Office 55, with work queue set to PWD and assigned HSDGENUSR
- The system attaches the Primary Address (residential/mailling) taken from the EA case
- The Bus Pass case indicator is set to current year
- OPA will be invoked to create a Benefit Line for 0.00\$ and a Bus Pass Order in “Approved” status on Bus Pass Case
- The system sets the hidden indicator “Next Month Bus Pass” to “Y”
 - >This triggers integration to contact on MIS
 - > This triggers rate recalculation on the contacts EA case to insert the Benefit Plan 87 (-52\$) on the Benefit Line and the TSA remains approved
- AOA is invoked to recalculate orders
- The SR is closed with the Resolution “Service Provided”

Post Batch Job

The EA case September Benefit Plan will show:

- TSA 52\$
- Benefit Plan (87) -52\$

August 15 (Monday after batch job)

- The batch is sent to Translink (happens every Monday)
 - >The batch picks up all *approved* orders and the case integration state will be "Processing"

August 16

- The feedback from Translink will populate the Bus Pass serial number
- The system sets "Contact Active Bus Pass" to "Y", "Next Month Bus Pass" to "Y" and sends the information to MySS

PWD Policy Changes

Business Requirements Document

SDSI – PID #1617-0003

Author: Shauna Elliott
Creation Date: April 3, 2016
Last Updated: May 19, 2016
Document Number: 6450-25
Version: V 0.86

Approvals:

The undersigned approved this business case as providing an appropriate justification for the proposed change investment.

<u>Project Sponsor</u> Rob Byers <i>ADM – Information Services Division</i>	<u>Signature</u> <hr/>	<u>Date</u> <hr/>
<u>Project Sponsor</u> Debi Upton <i>ADM – Service Delivery Division</i>	<u>Signature</u> <hr/>	<u>Date</u> <hr/>
<u>Project Sponsor</u> Molly Harrington <i>ADM – Research, Innovation and Policy Division</i>	<u>Signature</u> <hr/>	<u>Date</u> <hr/>
<u>Project Sponsor</u> Len Dawes <i>ADM and EFO, Corporate Services Division</i>	<u>Signature</u> <hr/>	<u>Date</u> <hr/>

Document Information and Revision History

INFORMATION SERVICES DIVISION



<i>Project</i>	PWD Policy Changes		
<i>Title</i>	Business Requirements		
<i>Author</i>	Shauna Elliott		
<i>Version</i>	0.84		
<i>Status</i>	Draft		
<i>HISTORY</i>			
<i>Version</i>	<i>Date</i>	<i>Changes made by:</i>	<i>Description of Change</i>
0.1	April 3, 2016	Shauna Elliott	Initial draft
0.7	April 19, 2016	Shauna Elliott	Incorporated feedback from requirements meeting and subsequent feedback from Policy and business.
0.8	May 8, 2016	Shauna Elliott	Submitted for review
0.81	May 10, 2016	Shauna Elliott	Updated based on review comments.
0.82	May 11, 2016	Shauna Elliott	Updated to reflect system behavior for the calculation amounts.
0.83	May 12, 2016	Shauna Elliott	Finalized approvers and reviewers
0.84	May 13, 2016	Shauna Elliott	Submitted for review
0.85	May, 19, 2016	Prashant Bhardwaj	Extended the Approver List and updated based on review comments

Distribution and Signoff List

I agree that this document accurately and completely describes business requirements for the proposed project. Changes to business requirements at a later date, once system design and development have begun, will increase the time and cost to complete the project. Impacts to budget and timelines arising from changes to business requirements will be the responsibility of the business area Project Sponsor. Business requirement change approval will be documented in appendices to this document.

REVIEW AND SIGN-OFF	SIGNATURE	DATE
<i>Martha Thomas, Executive Director and CFO, Financial & Admin Services</i>		
<i>Ian Ross Executive Director, Strategic Policy Branch</i>		<i>May 18, 2016</i>
<i>Raymond Fieltsch Executive Director, STB</i>		<i>May 12, 2016</i>
<i>Rob Byers, Executive Lead ISD</i>		<i>May 18, 2016</i>
<i>Molly Harrington, ADM, Research, Innovation and Policy Division</i>		<i>May 18, 2016</i>
<i>Debbie Upton, ADM, Service Delivery Division</i>		<i>May 18, 2016</i>
<i>Len Dawes, ADM and EFO, Corporate Services Division</i>		<i>May 18, 2016</i>

ADDITIONAL REVIEWERS	INITIALS
<i>Chelsea Bowen</i>	<i>May 11, 2016</i>
<i>Shelly Craigie</i>	<i>May 11, 2016</i>
<i>Sharlene Hall</i>	<i>May 11, 2016</i>
<i>Anita La Hue</i>	<i>May 12, 2016</i>
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<i>Nancy Allen</i>	<i>May 12, 2016</i>
<i>Georgina Kelly</i>	<i>May 11, 2016</i>
<i>Stacey Jones</i>	<i>May 11, 2016</i>
<i>Myleen Aco</i>	<i>May 11, 2016</i>
<i>Terri Dorhey</i>	<i>May 11, 2016</i>
<i>Cris Evenden</i>	<i>May 11, 2016</i>

<i>Sheri Proceviat</i>	
<i>Alvin Oh</i>	<i>May 11, 2016</i>
<i>Laura Lee Whitwick</i>	<i>May 11, 2016</i>
<i>Sandy Lewke</i>	<i>May 11, 2016</i>

Acronyms and Glossary

The following acronyms and terms may be used throughout the document and are described below for reader reference.

Acronym or term	Definition
EA	Employment and Assistance
EAW	Employment and Assistance Worker
PWD	Person With Disabilities
IA	Income Assistance
DA	Disability Assistance
MIS	Management Information System
TSA	Transportation Support Allowance
TTS	Transitional Transportation Support
MSO	Medical Services Only
SSAA	Self-Serve Assessment and Application
T5	Refers to the T5007 Tax Slip sent by the Ministry to the Clients to report assistance received.
STS	Special Transportation Subsidy (to be discontinued as of September 2016)

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1. Introduction

1.1 Purpose of this Document

The purpose of this document is to detail business area requirements for Social Sector IM/IT projects. Business requirements are the activities or functions of the business area that must be performed to meet organizational objectives.

The BRD should be approved by the business area Project Sponsor and the Information Services Division (ISD) Project Sponsor prior to the start of system design or development. Exceptions to BRD sign off must be approved in writing by the ISD Project Sponsor. Further changes to business requirements require additional written business approval. The BRD is the foundation for subsequent project deliverables, including system design, but does not outline the technical solution. As introducing new requirements during design or development may have a significant effect on project cost and timelines, it is critical to confirm business requirements early in the project life cycle.

The objectives of the BRD are to:

- describe business needs clearly, completely and accurately
- document business area and ISD approval
- provide a foundation for the project team to design a solution
- provide the basis for subsequent phases of the project, including systems requirements, design, development, and user acceptance testing

1.2 Background

As part of the BC Budget speech in 2016, the following was announced:

To support the goals established in Accessibility 2024 – this government's plan to make B.C. the most progressive province in Canada for people with disabilities — Budget 2016 provides \$170 million over three years to increase income assistance rates for Persons with Disabilities. This increase in rates will take effect Sept. 1, 2016.

In addition to being challenged by rates that haven't changed in a number of years, depending on where you live, you may or may not receive assistance for a basic need like transportation costs.

Some get \$52 for a bus pass. Others get a special transportation subsidy. Almost half of those on disability assistance, roughly 47,000 people, get nothing.

We think that's unfair, and we think all British Columbians ... no matter where they live ... deserve to have their need to move about taken into account.

That's particularly true for those with disabilities.

Disability Assistance is there to promote greater independence for people with disabilities, and transportation is fundamental to independence.

Rather than providing a transportation subsidy that only benefits some, effective Sept. 1, irrespective of where they live, those on disability assistance will be receiving an increase — up to \$77 per month and the freedom to make their own choice about how to meet their own unique transportation needs.

This won't eliminate the challenges those living with disabilities face, and it won't suddenly make life easier, but we hope it will help make life a little less hard.

The purpose of this project is to implement the business and system changes based on policy and legislation developed as a result of the above budget announcement.

2. Requirements Scope

2.1 Scope of Business Requirements

This section describes what business functionality is in scope and out of scope for implementation.

2.1.1 In Scope

The scope of this BRD is all changes required to support the Budget 2016 changes for PWD. These changes will be implemented into systems mainly during the 4.2.3.x release on August 8, 2016. Additional releases will contain those requirements listed in the Out of Scope section below.

2.1.2 Out of Scope

The following are included in the scope of this BRD however will not be delivered as part of the 4.2.3.x release on August 8, 2016:

- Requirements related to Special Transportation Subsidy (4.1.9 and all of 4.24)
- Requirements related to Bus Pass renewal (all of 4.22)
- Requirements related to clients automatically being transitioned from MSO back to Disability Assistance after exhausting AEE. This includes any changes to Manual Admin rules (all of 4.16)
- Requirements related to T5s (all of 4.10)
- System changes for requirements related to waiving the \$45 administration fee for clients on reserve (4.17.11)

3. Project Overview

3.1 Impacted Program areas and processes

The following are functional areas and business processes that will be impacted by the Budget 2016 changes.

Program Areas:

- Employment and Assistance
 - Disability Assistance (Including Long Term Care, Room and Board, and Hardship)
 - MSO
- Bus Pass
- Employment Program of BC

Business Processes – Employment and Assistance:

- Disability Assistance – Initial Eligibility (new client)
- Disability Assistance – Change in Circumstances – Client becomes PWD
- Disability Assistance – Change in Circumstances – Client stops being PWD

- Disability Assistance – Change in Circumstances – Add a Spouse
- Disability Assistance – Change in Circumstances – Remove a Spouse
- Disability Assistance – Change in Circumstances – Case Closure
- Disability Assistance – Reconsideration and Appeals
- Disability Assistance – T5
- Disability Assistance – Monthly In-Cycle Benefits
- Disability Assistance – Reissue TSA or TTS
- Disability Assistance – Transition to MSO

- MSO – Assess Eligibility
- MSO – Positive Report
- MSO – Reinstatement of Disability Assistance

Business Processes – Bus Pass:

- Bus Pass – Initial Eligibility
- Bus Pass – Reissue
- Bus Pass – Cancel Bus Pass
- Bus Pass – Change in Circumstances – Case Closure
- Bus Pass – Change in Circumstances, Lost/Stolen, and Refunds
- Bus Pass – Annual Renewal

Business Processes – Employment and Assistance:

- Remove Special Transportation Subsidy

4. Employment and Assistance

4.1 Overarching Requirements

- 4.1.1 Ability to increase the support amount by \$25/month for all recipients of disability and hardship assistance with the Persons with a Disability (PWD) designation whether they are receiving regular support and shelter, Room and Board, Special Care / Comforts with per diems or Hardship Assistance.
- 4.1.2 Ability to eliminate the Special Transportation Subsidy effective for the September 2016 benefit month.
- 4.1.3 Ability for PWD clients to choose between receiving the monthly Transportation Support Allowance (TSA) as either a subsidized bus pass or as \$52/month.
- 4.1.4 Ability for the \$25 rate increase and Transportation Support Allowance to be provided to each PWD client on an Employment and Assistance Case.
- 4.1.5 Income Assistance (Non-PWD) clients over 65 years of age who receive the equivalent of the current disability rate will not receive the increased support amount or the Transportation Support Allowance. No changes to their assistance will be made as a part of this change.
- 4.1.6 Ability for PWD clients over 65 years of age to receive the increased support amount and the Transportation Support Allowance. These increased amounts will also be considered for if/when they transition to MSO.
- 4.1.7 Ability for PWD clients moving from disability assistance to MSO to receive either \$52/month of Transitional Transportation Support (TTS) or a subsidized bus pass for the remainder of the calendar year.
- 4.1.8 Ability for the Transportation Support Allowance to be issued as code 24 and for the Transitional Transportation Support to be issued as code 63.
- 4.1.9 Ability to issue TSA (code 24) and TTS (code 63) as an underpayment if required.
- 4.1.10 Ability to increase assistance of all family composition types for PWD clients in receipt of Disability Assistance. For example: for a single PWD recipient of Disability Assistance they will now receive up to \$983.42. This includes the \$25 increase to support and the Transportation Support Allowance.
- 4.1.11 Ability for a PWD client who chooses to receive Transportation Support Allowance as cash to receive a minimum of \$52 on their cheque. In a situation where disability assistance drops below \$52 for a given month, they will receive a cheque for \$52. This will consist partially of TTS in the situation where assistance drops to greater than \$0 and less than \$52 or solely of TTS in the situation where assistance drops to \$0.
- 4.1.12 Ability for the worker to manually process any request to switch between bus pass and TSA/TTS that the system may otherwise automate.
- 4.1.13 Ability for the HR00081 (the stub) to list the full Disability Assistance rate in the "total allowances" column. This will include the \$25 support rate increase and the \$52 in TSA. For example, for a single recipient this will say \$983.42 regardless of what the choice the client has made for receiving their TSA.

4.2 Special Consideration – September 2016

- 4.2.1 Just for the September 2016 month, the bus pass will not be cancelled for PWD clients requesting the Transportation Support Allowance of \$52. The bus pass will be cancelled effective October 1st.

4.3 Disability Assistance – Initial Eligibility (new Client)

- 4.3.1 No changes are required to the SSAA Application for this policy change. The estimator in the SSAA does not include the disability rates so will not need to be updated for these changes.
- 4.3.2 Ability to determine if returning client coming directly into Disability Assistance (who already has PWD designation) has a bus pass.
- 4.3.3 Ability to issue the Transportation Support Allowance as \$52 to a new client that has PWD designation that does not have a bus pass. This would be issued as part of the one-time cheque or cheques at intake (not prorated) and added as a monthly in-cycle benefit thereafter.
- 4.3.4 Ability to prevent system from issuing Transportation Support Allowance of \$52 on one-time cheques for the current calendar month for new PWD clients that already have a bus pass. Clients may still choose to receive the TSA as \$52 for the following calendar month if they do not wish to have the bus pass.
- 4.3.5 Ability for worker to override eligibility and issue \$52 of Transportation Support Allowance or Transitional Transportation Support if necessary per current system/business processes.
- 4.3.6 Ability to issue Transportation Support Allowance for the Key Player, the Spouse, or both, based on which contact(s) have the PWD designation on intake.
- 4.3.7 On cases where both the Key Player and the Spouse are PWD designated, ability for each contact to independently choose to receive Transportation Support Allowance as either the \$52/month or the bus pass.
- 4.3.8 Ability for Transportation Support Allowance for each eligible contact to show as a separate line item in the benefit plans in the system.
- 4.3.9 Ability for the rate initial eligibility of a single applicant for disability assistance to be considered to be \$983.42, which includes both the \$25 increase in support and the \$52 TSA. Rates for all other family compositions to follow suit and increase by \$25 in support and \$52 TSA for each PWD designated applicant.

4.4 Disability Assistance – Change in Circumstances – LA Client becomes PWD

- 4.4.1 Ability to determine if a client who has obtained the PWD designation has a bus pass.
- 4.4.2 Ability to issue pro-rated support for the current calendar month for newly designated PWD clients when appropriate. Transportation Support Allowance of \$52 will also be issued and will not be pro-rated.
- 4.4.3 Ability to add the Transportation Support Allowance to the monthly benefit plan for clients who are PWD eligible and choose to receive \$52/month.
- 4.4.4 If cheque cut off for the following month has passed at the time the PWD designation is approved, ability to issue the \$52 Transportation Support Allowance as a one-time benefit for newly designated PWD clients. Clients may choose to receive Transportation Support Allowance as a bus pass and will be eligible to receive it in the next in-cycle benefit month.
- 4.4.5 Ability for newly designated PWD clients to choose to receive a bus pass instead of the \$52 in Transportation Support Allowance. The client will receive Transportation Support Allowance as \$52 for the first month of assistance if PWD designation occurs after the 5th of the month. See requirements on bus pass initial eligibility for details.

4.5 Disability Assistance – Change in Circumstances – Client loses PWD designation

- 4.5.1 Ability to cancel Transportation Support Allowance on the monthly benefit plans of clients who are no longer PWD eligible.
- 4.5.2 Ability to prevent the system from issuing Transportation Support Allowance or TTS to a client that is not PWD eligible.
- 4.5.3 Ability for the worker to cancel the benefit lines for TSA and/or TTS if a PWD designated client is deceased.
- 4.5.4 Ability for the worker to initiate the process to cancel the bus pass and close the bus pass case if a PWD designated client is deceased.

4.6 Disability Assistance – Change in Circumstances – Add a spouse

- 4.6.1 When a spouse with the PWD designation is added to a case, ability to determine if they already have a bus pass.
- 4.6.2 When a spouse with the PWD designation is added to a case, ability for a worker to determine if they have already been issued the Transportation Support Allowance for the current month on any case.
- 4.6.3 Ability for the worker to issue the Transportation Support Allowance immediately as \$52 for a PWD designated spouse who does not have a bus pass and has not already been issued the Transportation Support Allowance for the current month on another case.
- 4.6.4 Ability for the worker to set up issuing the Transportation Support Allowance as \$52 on an in-cycle monthly benefit starting in the next benefit month when a PWD designated spouse with no bus pass is added to the case.
- 4.6.5 Ability for newly added PWD designated spouse to choose to receive the Transportation Support Allowance as a bus pass instead of the \$52. The client may receive \$52 for the first month of assistance if PWD designation occurs after the 5th of the month. See requirements on bus pass initial eligibility for details.

4.7 Disability Assistance – Change in Circumstances – Remove a spouse

- 4.7.1 When a spouse with the PWD designation is end dated on a case, ability to cancel the Transportation Support Allowance for the spouse from the next benefit month for which payment has not yet occurred. In the case where key player is also PWD designated and receiving Transportation Support Allowance, their benefit will remain eligible on the case and only the spouse's benefit will be cancelled.
- 4.7.2 If a spouse with a PWD designation becomes the key player on another case, ability for the worker to determine that they have already been issued the Transportation Support Allowance for the current month on another case and not issue it again.
- 4.7.3 If a spouse with a PWD designation leaves a case and does not move to another case, ability for the worker to manually initiate a process to have the bus pass cancelled.

4.8 Disability Assistance – Change in Circumstances – Case closure

- 4.8.1 Ability for Disability Assistance cases to be evaluated for MSO prior to closure.
- 4.8.2 Clients with closed cases will not have the ability to receive Transitional Transportation Support.
- 4.8.3 Ability to ensure that the Disability Assistance case does not auto-close or transition to MSO if the only support the PWD eligible client is receiving is the bus pass.
- 4.8.4 Ability for the system to automatically cancel the bus pass when an Employment and Assistance Case closes for the following reasons: Person deceased; Moved out of Province; Married/cl or

reconcile; Non comply-Info request; In Prison/Halfway house; No response-signal letter; By request-Reason unknown

4.9 Disability Assistance – Change in Circumstances – Reconsideration and Appeals

- 4.9.1 Ability for Transportation Support Allowance to follow the normal Reconsideration and Appeals processes.
- 4.9.2 Ability for Transitional Transportation Support to follow the normal Reconsideration and Appeals processes.

4.10 Disability Assistance – T5

- 4.10.1 Ability for Transportation Support Allowance of \$52/month to be included in a PWD designated client's T5007 income for months when they choose the \$52.
- 4.10.2 Ability for value of \$52/month to be included in a PWD designated client's T5007 income for months when they choose the bus pass.
- 4.10.3 Ability for Transitional Transportation Support of \$52/month or of a bus pass valued at \$52/month to be included in a PWD designated client's T5007 income for months when they were in receipt of TTS.

4.11 Disability Assistance – Monthly In-Cycle Benefits

- 4.11.1 Ability to issue Transportation Support Allowance of \$52 as a Monthly In-Cycle Benefit for either the Key Player, the Spouse, or both. Contacts that are eligible for Transportation Support Allowance of \$52 must be PWD eligible and either do not have a bus pass or have a bus pass which will be cancelled effective the first of the calendar month for which the \$52 is issued.
- 4.11.2 Ability to increase the Support (41 Support, 70 Hardship Support, or 05 Comforts) amount for Disability Assistance by \$25/month per PWD designated client on the Case. For clients on Room and Board, codes 42 or 71 would also allow the increase rate amount.
- 4.11.3 Ability for PWD designated clients to view increased support amount in Estimated Assistance Amount on My Self-Serve.
- 4.11.4 Ability for PWD designated client to view Transportation Support Allowance of \$52 as a line item on My Self-Serve if they have chosen to receive the \$52.
- 4.11.5 Ability for PWD designated clients to see that they are in receipt of a bus pass on My Self-Serve if they have chosen to receive the bus pass.
- 4.11.6 Ability for PWD designated clients to view Transitional Transportation Support (if applicable) as a line item on My Self-Serve.
- 4.11.7 Ability for the IVR system to reflect increase in support amount for PWD designated clients.
- 4.11.8 Ability for the IVR system to reflect new Transportation Support Allowance and new Transitional Transportation Supports.
- 4.11.9 Ability for the IVR system to reflect that a PWD client is receiving a bus pass.
- 4.11.10 Ability for Overpayment Calculator to reflect that a PWD designated client received Transportation Support Allowance or Transitional Transportation Support as a bus pass in a given benefit month.
- 4.11.11 Ability to prevent the system from issuing Transportation Support Allowance twice to the same client on the same case. The existing override process would be followed in situations where this is necessary.
- 4.11.12 Ability to ensure that the Disability Assistance continues to allow supplements to be issued even if the only support the PWD eligible client is receiving is the bus pass and no monthly cheque is otherwise being issued.

Examples of Monthly payments:

Table 1: Single DA case with Non Exempt Income \$931.42 or less (\$931.42 = \$906.42 +25)

Monthly Calculation		Monthly Payment
Support	\$556.42	Ranges between \$52 and \$983.42
Shelter	\$375.00	
TSA	\$ 52.00	
- max income \$931.42		
Support	\$556.42	Ranges between \$0 and \$931.42 <u>and</u> bus pass (provided under TSA)
Shelter	\$375.00	

TSA	\$ 52.00	
– max income \$931.42		
TSA In-Kind (Bus Pass) - \$ 52.00		

For example:

- A person receiving \$983.42 monthly (and chooses cash) who has \$920 in other non-exempt income (earned after exhausting AEE or unearned) is eligible for \$63.42 in assistance. They will receive \$63.42 in cash.
- A person receiving \$931.42 and a bus pass who has \$920 in other non-exempt income (earned after exhausting AEE, or unearned) is eligible for \$11.42 in cash and continues to receive the bus pass.

Table 2: Single DA case with Non Exempt Income of \$931.42 to \$983.42

Monthly Calculation	Monthly Payment
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 – income of \$931.01 to \$982.99 TTS in amount required to top up assistance to \$52 Sum is \$52	\$52
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 – income of \$931.01 to \$982.99 TTS in amount required to top up assistance to \$52 TSA In-Kind (Bus Pass) - \$ 52.00 Sum is zero	bus pass

For example:

- A person who has \$982 in other income (earned or unearned) is eligible for \$1.42 in assistance. TTS of \$50.58 will be added so that assistance is equal to \$52. They will receive \$52 in cash or a bus pass.
- A person who has \$935 in other income (earned or unearned) is eligible for \$48.42 in assistance. TTS of \$3.58 will be added so that assistance is equal to \$52. They will receive \$52 in cash or a bus pass.

Table 3: Single DA case with Non Exempt Income is \$983 or greater (becomes MSO)

Monthly Calculation	Monthly Payment
Income greater than the DA rate, therefore issue TTS \$52	Issue Transitional Transportation Support (TTS) of \$52 until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason
Income greater than the DA rate, therefore issue TTS bus pass valued at \$52	Issue Transitional Transportation Support (TTS) of bus pass valued at \$52 until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason

For example:

- A person who has \$1,000 in other non-exempt income (earned or unearned) is not eligible for assistance. If income amount exceeds the disability assistance rate as of the Wednesday immediately preceding cheque cut-off, the client will be automatically transitioned to MSO. They will receive either \$52 or a bus pass under TTS.

**Table 4: Single DA case with Non Exempt Income is \$983 or greater
(exception scenario, missed the automatic transition to MSO)**

Monthly Calculation	Monthly Payment
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 – income > \$983.42 Adjustment to get to \$0 sum before TTS	\$0, therefore, issue Transitional Transportation Support (TTS) of \$52 until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 – income of \$983 or more TSA In-Kind (Bus Pass) -\$ 52.00 System rounds benefit total of less than \$0 to \$0.	\$0, therefore, issue Transitional Transportation Support (TTS) of bus pass valued at \$52 until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason

For example:

- A person who has \$1,000 in other non-exempt income (earned or unearned) is not eligible for assistance. If this is not known to the system as of the Wednesday immediately preceding cheque cut-off, the client will not transition to MSO until the following month.
- If a client has chosen cash, an adjustment line will be added to return the assistance total to \$0 prior to adding the TTS. This is to ensure that the cheque amount of \$52 is clearly reflected in the system and not reduced by additional excess income.

Table 5: Single DA case in Licensed Residential Care (in receipt of Comforts allowance)

Monthly Calculation	Payment
Comforts \$120.00 TSA \$ 52.00 + daily user fees - income	Ranges between \$52 and total of \$120 + user fees
Comforts \$120.00 TSA \$ 52.00 + daily user fees - income TSA In-Kind (Bus Pass) -\$ 52.00	Ranges between \$0 and total of \$120 + user fees <u>and</u> bus pass valued at \$52

Example

- PWD in Long Term Care – facility costs \$900 per month; Client has \$800 in non-exempt income. \$800 applied to LTC cost. Client receives \$120 comforts plus TSA as \$52 or bus pass.
- PWD in Long Term Care – facility costs \$900 per month; Client has \$1000 non-exempt income. Daily user fees, comforts and TSA total \$1072. Client choosing cash will receive \$72. Client choosing the bus pass will receive \$20 and the bus pass.

- PWD in Long Term Care – facility cost \$900 per month; Client has \$1100 un-exempt income. Daily user fees, comforts and TSA total \$1072. Income exceeds DA rates therefore the client is not entitled to receive DA. Client will receive either \$52 or a bus pass under TTS.

Table 6: Single DA case where Non Exempt Income + debt repayment <= \$931.42

Monthly Calculation	Monthly Payment
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 - max income (\$931.42-debt) - debt repayment	Ranges between \$52 and (\$983.42 - debt repayment)
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 - max income (\$931.42-debt) - debt repayment TSA In-Kind (Bus Pass) -\$52.00	Ranges between \$0 and (\$931.42 - debt repayment) <u>and</u> bus pass (provided under TSA)

For example:

- A person receiving \$983.42 monthly who has \$911.42 in other non-exempt income (earned after exhausting AEE or unearned) and a \$20 debt repayment is eligible for \$52 in assistance. They will receive \$52 in cash or a bus pass.
- A person receiving \$983.42 monthly who has \$720 in other non-exempt income (earned after exhausting AEE, or unearned) and a \$20 debt repayment is eligible for \$263.42 in assistance. They will receive \$263.42 in cash or \$191.42 in cash and a bus pass.

Table 7: Single DA case where Non Exempt Income + debt repayment > \$931.42 and <= \$982.42

Monthly Calculation	Payment
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 - income of (\$931.42-debt) to (\$982.99-debt) Pause debt repayment TTS in amount required to top up assistance to \$52 Sum is \$52	Would range between \$0.00 and \$51.99 after debt repayment. Debt repayment is therefore paused and client is issued: - their assistance amount without the debt repayment, if \$52 or greater OR - \$52 under TTS
Support \$556.42 Shelter \$375.00 TSA \$ 52.00 - income of (\$931.01-debt) to (\$982.99-debt) Pause debt repayment TTS in amount required to top up assistance to \$52 TSA In-Kind (Bus Pass) - \$ 52.00	Would range between \$0.00 and \$51.99 after debt repayment therefore insufficient to cover value of bus pass. Debt repayment is therefore paused and client is issued: - if assistance amount without debt repayment is greater than \$52, the bus pass plus remaining assistance in cash OR - the bus pass under TTS

TTS	\$ 52.00	
TSA In-Kind (Bus Pass) -	\$ 52.00	
-	\$ 52.00	

Table 10: DA Case – Couple – both PWD

Monthly Calculation		Monthly Payment
Support	\$999.06	\$0, therefore, issue Transitional Transportation Support (TTS) of \$52 for each until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason
Shelter	\$570.00	
TSA (key player)	\$ 52.00	
TSA (spouse)	\$ 52.00	
- income > \$1673.06		
Adjustment to get to \$0 sum before TTS		
Support	\$999.06	\$0, therefore, issue Transitional Transportation Support (TTS) of bus pass valued at \$52 for each until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason
Shelter	\$570.00	
TSA (key player)	\$ 52.00	
TSA (spouse)	\$ 52.00	
- income of \$1673.06 or more		
TSA In-Kind (Bus Pass) -\$104.00		
System rounds benefit total of less than \$0 to \$0.		

For example:

- Total non-exempt income for the case is \$1700.00; As in table 3 above, if this income is known by the Wednesday immediately preceding cheque cut-off, the case will transition to MSO and the system will show only the TTS for each client either as cash or a bus pass.
- In the exception scenario where the income is not known by the Wednesday immediately preceding cheque cut-off, as in table 4 above, the system will show the above, including an adjustment to return assistance to zero prior to TTS in the scenario where the client(s) choose cash.

Table 11: DA Case – couple – 1 PWD, non-PWD spouse

Monthly Calculation		Monthly Payment
Support	\$725.56	\$0, therefore, issue Transitional Transportation Support (TTS) of \$52 until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason
Shelter	\$570.00	
TSA (key player)	\$ 52.00	
– income > \$1347.56		
Adjustment to get to \$0 sum before TTS		
Support	\$725.56	\$0, therefore, issue Transitional Transportation Support (TTS) of bus pass valued at \$52 until: -Feb 28/29 th of next calendar year, if MSO-AEE exhausted -December 31, is MSO for other reason
Shelter	\$570.00	
TSA (key player)	\$ 52.00	
– income of \$1347.56 or more		
TSA In-Kind (Bus Pass) -\$ 52.00		

Example works as in table 10.

4.12 Disability Assistance – Reissue TSA or TTS

- 4.12.1 Ability for the worker to reissue the \$52 Transportation Support Allowance or Transitional Transportation Support if necessary following existing job aid process for reissue.

4.13 Disability Assistance – Transition to MSO

- 4.13.1 Ability for the system to detect that Disability Assistance amount for a case will drop below zero due to reported income and to automatically transition the case to MSO prior to the cheque run in the same month when this occurs. Transition to MSO for any other reason will not be modified.
- 4.13.2 Ability to differentiate between clients that transition from Disability Assistance to MSO due to exhausted AEE and clients that transition to MSO for other reasons.
- 4.13.3 Ability for clients that transition from Disability Assistance to MSO due to exhausted AEE to receive Transitional Transportation Support (TTS) as \$52/month or a bus pass until they are reinstated onto Disability Assistance.
- 4.13.4 Ability for clients that transition from Disability Assistance to MSO due to reasons other than AEE to receive Transitional Transportation Support (TTS) or a bus pass until the end of the calendar year.
- 4.13.5 Ability for clients that transition back to Disability Assistance from MSO to stop receiving TTS when TSA is reinstated (not to preclude receiving TTS due to income).
- 4.13.6 Ability to cancel Transportation Support Allowance on the monthly benefit plans of clients who transition to MSO. They will be eligible for TTS instead.
- 4.13.7 Ability to update communications to clients transitioning to MSO due to AEE to reflect the new process around stubs and being reinstated into disability assistance. This will include updating two existing letters as well as the creation of a new letter.

4.14 MSO – Assess Eligibility

- 4.14.1 Ability to differentiate between clients that transition from Disability Assistance to MSO due to exhausted AEE and clients that transition to MSO for other reasons.
- 4.14.2 Ability to issue Transitional Transportation Support as a monthly in-cycle benefit on an MSO case for eligible PWD clients.

4.15 MSO – Positive Report

- 4.15.1 Ability for a client who is MSO who left Disability Assistance due to AEE being exhausted (MSO Reason Code "AEE Zero" or "TF AEE Zero") to submit a monthly stub manually or via My Self-Serve.

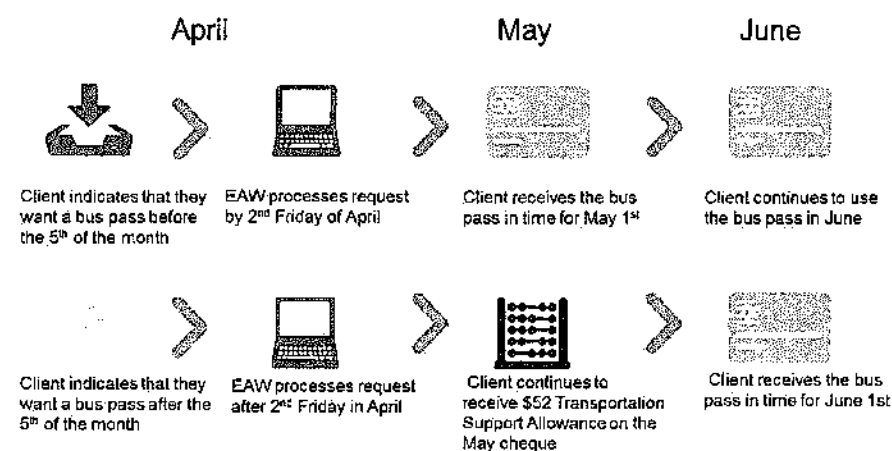
4.16 MSO – Reinstatement of Disability Assistance

- 4.16.1 Ability for clients with MSO Reason Code "AEE Zero" or "TF AEE Zero" (clients who moved to MSO upon exhausting AEE) who submit a monthly report by stub cut-off to automatically be reinstated onto Disability Assistance for the new AEE year.
- 4.16.2 Clients that were previously AEE exhausted that do not submit a monthly report by either the Friday before the cheque cut-off or by February 5 (MySS stub cut-off), may be required to re-apply for assistance if they so require. Late stubs must be processed by workers manually. Clients who do not submit a stub in February must re-apply.
- 4.16.3 Ability for above clients to be reinstated into residential care (class 05) if they were in that class prior to exhausting AEE and are still residing in the same facility.
- 4.16.4 Ability for MSO clients who have exhausted AEE and submit a stub prior to the new AEE year that makes them eligible for Disability Assistance to be manually reinstated early onto Disability Assistance without requiring a re-application.

4.17 Bus Pass – Initial Eligibility

- 4.17.1 Ability for all PWD clients who are receiving Disability Assistance to be eligible for Transportation Support Allowance in the form of a subsidized BC compass card bus pass or in the form of \$52/month.
- 4.17.2 Ability for PWD clients to be eligible to choose to receive TSA in the form of a bus pass regardless of whether or not they live in a transit area.
- 4.17.3 Ability to continue to identify the transit area on the bus pass case for purposes of contract payment. If the client does not live in a transit area this will be blank and managed manually.

- 4.17.4 Ability for a PWD client to choose to receive a bus pass effective the next calendar month by notifying SDSI through any channel before the 5th of the month.
- 4.17.5 Ability for a PWD client to choose to receive a bus pass effective the next calendar month by creating a client-initiated Service Request on My Self-Serve before the 5th of the month. This client-initiated Service Request must indicate the specific contact for which the bus pass is needed. If both the Key Player and Spouse require a bus pass, two client-initiated Service Requests must be created.
- 4.17.6 Ability to prevent the client from creating a second client-initiated request in the same month that makes a different choice from the first one.
- 4.17.7 Ability for the worker to manually process in the system that a PWD client has chosen to receive a bus pass effective the next calendar month (if received and processed before the second Friday of the month) or effective in two calendar months (if received and processed after the second Friday of the month).
- 4.17.8 Ability for the PWD client, including clients who have turned 65, to receive the bus pass without any requirement to pay a \$45 administration fee. This includes clients switching to the bus pass in 2016.
- 4.17.9 Ability to remove any bus pass eligibility rules related to Special Transportation Subsidy (STS).
- 4.17.10 Ability for newly approved PWD bus pass orders to not be included in the existing CDW report for the current month. They should be included only from the effective start date which will be the first of the following month.
- 4.17.11 Ability for PWD clients living on reserve to receive a bus pass without being required to pay the \$45 fee.



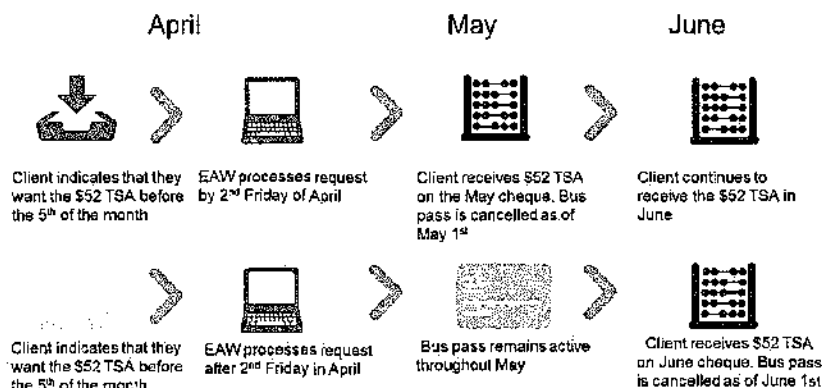
Process and timing for clients to switch to a bus pass

4.18 Bus Pass – Reissue

- 4.18.1 Ability for a PWD client to choose to receive a bus pass effective the next calendar month by notifying SDSI through any channel before the 5th of the month.
- 4.18.2 Ability for the worker to indicate in the system that a PWD client has chosen to receive a bus pass effective the next calendar month (if received and processed before the second Friday of the month) or effective in two calendar months (if received and processed after the second Friday of the month).
- 4.18.3 Ability for a PWD client to receive a \$0 reissue of the bus pass by the 1st of the appropriate calendar month when they choose to return to a bus pass a subsequent time in the same calendar year.
- 4.18.4 Ability for the system to process automatic reissue with no fee of the bus pass to be received by the 1st of the appropriate calendar month for PWD clients choosing to return to a bus pass.

4.19 Bus Pass – Cancel Bus Pass

- 4.19.1 Ability for all PWD clients who are receiving Disability Assistance to be eligible for a Transportation Support Allowance of \$52/ month instead of a subsidized bus pass.
- 4.19.2 Ability for a PWD client to choose to receive the Transportation Support Allowance of \$52 effective the next calendar month by notifying SDSI through any channel before the 5th of the month.
- 4.19.3 Ability for the worker to indicate in the system that a PWD client has chosen to receive the Transportation Support Allowance of \$52 effective the next calendar month (if received and processed by close of business the day before the cheque run) or effective in two calendar months (if received and processed after the second Friday of the month).
- 4.19.4 Ability for the system to process automatic issuance of the Transportation Support Allowance of \$52 effective in the appropriate benefit month and cancel the bus pass on the 1st of the appropriate calendar month for PWD clients choosing to cancel the bus pass and receive the \$52.
- 4.19.5 Ability for the worker to process issuance of the Transportation Support Allowance of \$52 effective in the appropriate benefit month and to cancel the bus pass on the last date of the appropriate calendar month for PWD clients choosing to cancel the bus pass and receive the \$52.
- 4.19.6 Ability for there to be an indication in the system if a bus pass has been cancelled automatically due to the choice to receive the TSA or TTS as \$52/month instead of as the bus pass or due to Employment and Assistance case closure.



Process and timing for clients to switch from a bus pass to the \$52 TSA

4.19.7 No requirement for any letter to be mailed out to the client when their bus pass is cancelled.

4.20 Bus Pass – Change in Circumstances, Lost/Stolen, and Refunds

- 4.20.1 Ability for the existing Bus Pass Change in Circumstances process to continue to be used for PWD clients entitled to TSA or TTS who have chosen the bus pass.
- 4.20.2 Ability for replacement fees for Lost/Stolen will be the same as for non-PWD clients (Seniors and Immigrants). Unlike in the existing process, requirement to pay a replacement fee, however, will not prevent the PWD bus pass from being issued to the client. This will be managed by business process within existing system functionality and will not require system changes to support.
- 4.20.3 Ability for the existing Bus Pass refund process to continue to be used for PWD clients in a rare situation that they pay the \$45 fee in spite of this not being required for them.

4.21 Bus Pass – Change in Circumstances – Close Case

- 4.21.1 Ability for the existing Bus Pass process around case closure to continue to be used going forward. Cases may be closed for additional reasons to be determined by business process, however no system changes are required to support this process.

4.22 Bus Pass – Annual Renewal

- 4.22.1 Ability for the Bus Pass Annual Renewal system logic to be updated to exclude PWD clients.
- 4.22.2 Ability for eligible PWD clients to continue to receive a bus pass in January if they had one in December and did not indicate a different choice by December 5th.
- 4.22.3 Ability for eligible PWD clients to receive a bus pass in January if they had received the TSA as \$52 in December but indicate the choice to receive a bus pass by December 5th.
- 4.22.4 Ability for PWD clients that transition to MSO due to AEE being exhausted to continue to choose to have TTS as either \$52 or a bus pass for January and February of the calendar year after they transition to MSO.
- 4.22.5 Ability for PWD clients that transition to MSO for any other reason besides AEE being exhausted to no longer receive the TTS after December 31st of the year they transition to MSO.

4.23 Remove Special Transportation Subsidy

- 4.23.1 Ability for workers to continue to issue Special Transportation Subsidy as a one-time benefit for April – August entitlement until the cheque cut-off at the end of September. After that workers will not be able to add STS as a benefit.
- 4.23.2 Ability to issue an administrative underpayment for Special Transportation Subsidy back as far as 12 months, per current policy. This will be able to be issued up until August of 2017.
- 4.23.3 Ability to remove the STS denial letter (HR320) from ICM effective as of the cheque cut-off at the end of September 2016.
- 4.23.4 Ability to prevent users from creating Reconsideration or Appeals Service Requests for STS after the cheque cut-off at the end of August 2017.

5. Data Requirements

5.1 Data Remediation

- 5.1.1 Ability for new Bus Pass Indicator field on the Contact and the Work Queue field on the Bus Pass case to be populated to reflect which PWD clients already have a bus pass at the time of the system launch.
- 5.1.2 Ability for the new TSA benefit line to be added to the September in-cycle benefit plans for all PWD clients that do not have a bus pass. These lines must be created prior to the August cheque run.
- 5.1.3 No TTS line will be added to the September benefits for clients that transitioned to MSO prior to September 1, 2016.

5.2 Data Administration

- 5.2.1 Ability for bus pass indicator to be available for data stewards to update in the case of a contact merge.

6. Reporting Requirements

6.1 CDW Requirements

- 6.1.1 Ability for new operational fields created as part of this project to be added to the ICM CDW. Design document to outline exact fields and field names to be added to CDW but will include the new Bus Pass Indicator on the Contact.

6.2 Research Requirements

- 6.2.1 Ability for the new Bus Pass Indicator field to be added to the MIS extracts used for research.

Evans Locker, Ann SDSI:EX

From: Leslie, Sean GCPE:EX
Sent: Tuesday, August 23, 2016 4:04 PM
To: Taylor, Sheila A SDSI:EX
Cc: MacMillan, Karen SDSI:EX; Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; Upton, Debi L SDSI:EX; Anderson, Maryann GCPE:EX
Subject: FW: For Your Approval: Bus Pass/PWD changes to the Cowichan Valley Regional Transit Committee
Attachments: August 24 Cowichan Valley Regional District .pptx

Hi Sheila, sorry for the lateness, but please find attached the updated Power Point presentation for Anita's appearance before the Cowichan Valley Regional Transit Committee tomorrow.
If you have any concerns, please let me know.
Thanks and cheers!

Sean

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From: Leslie, Sean GCPE:EX
Sent: Tuesday, August 23, 2016 4:04 PM
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If you have any concerns, please let me know.
Thanks and cheers!

Sean

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Tuesday, August 23, 2016 11:25 AM
To: Kelly, Georgina SDSI:EX
Subject: FW: INAC PWD email and letter
Attachments: VANCOUVR-#3417312-v1-BUS_PASS_LETTER_FOR_PWD_CLIENTS_2016.PDF

fyi

From: Sandison, Denise SDSI:EX
Sent: Monday, August 22, 2016 4:05 PM
To: LaHue, Anita SDSI:EX; Jones, Allen SDSI:EX
Subject: FW: INAC PWD email and letter

FYI

This is the letter that went out re the on-reserve bus pass. Thanks for all of your help.

Denise



August 9, 2016

Re: Changes to PWD rates and BC Bus Pass Program

As a Persons with Disabilities (PWD) income support client, Indigenous and Northern Affairs Canada (INAC) is sending this letter through your Band Social Development Worker (BSDW) to provide you with information about the changes to the on-reserve disability assistance rate, the Transportation Support Allowance and the BC Bus Pass program for Persons with Disabilities effective September 1, 2016.

How will this affect you?

- Starting September 1st, **all** individuals receiving on-reserve PWD income support will receive a rate increase of \$25 to their monthly PWD support allowance.
- In addition, a \$52 monthly Transportation Support Allowance (STA) **or** an in-kind monthly bus pass will be provided to all clients receiving on-reserve PWD assistance to assist with your transportation needs.

If you do NOT live in an area serviced by BC Transit or Translink:

You will automatically receive the \$25 monthly PWD rate increase and the \$52 Transportation Allowance added to your PWD support benefits, beginning September 1st, 2016, for a monthly total of \$77.

If you live in an area serviced by BC Transit or Translink, there are two options:

Option 1: I want to keep my bus pass

- You will no longer have to pay an annual \$45 administration fee.
- Inform your BSDW and continue to use the bus pass you already have.
- **You will not** receive the \$52 Transportation Support Allowance, but will receive the monthly \$25 increase to your disability assistance cheque.
- If you change your mind and want the Transportation Support Allowance instead of the bus pass, let your BSDW know when you submit your monthly renewal declaration so they can cancel your bus pass. You will then receive the \$52 Transportation Support Allowance on your next disability assistance cheque.

.../2

Option 2: I want to cancel my bus pass and receive the \$52 Transportation Support Allowance

- **You must let your BSDW know as soon as possible** in order to receive your Transportation Support Allowance of \$52 starting September 1, 2016.
- Starting in September you will automatically receive \$52 on your disability assistance cheque, in addition to the \$25 income support increase, for a monthly total of \$77 monthly.
- If you choose to cancel your bus pass, **it will be valid until August 31, 2016**. After September 1, you can discard your bus pass as it will no longer be valid.
- If you change your mind and wish to receive the bus pass again instead of the \$52 Transportation Support Allowance, please let your BDSW know at the time of your monthly renewal. A new bus pass will be issued to you and will be valid the following month.

For more information, please contact your Band Social Development Worker.

Sincerely,

William McArthur
Manager, Social Programs - BC Region
Indigenous and Northern Affairs Canada
British Columbia Region
600 - 1138 Melville Street
VANCOUVER BC V6E 4S3

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 10:39 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: Jones, Stacey L SDSI:EX; Lane, Cheree N SDSI:EX
Subject: FW: PWD Bus Pass Program - PWD Client Choices

Hello:

I have been contacted by a supervisor stating clients are requesting to turn in their bus pass in order to receive the TSA effective September 1st.

As per my conversation with Georgina I am recommending the following interim work process when clients want to turn in their bus passes IMMEDIATELY.

Send an email to the bus pass program at:

SDSIBUSPA@gov.bc.ca

SUBJECT LINE - CANCEL bus pass

In the body of the email you must include the following:

Clients Name:
Client ID number from the card:
Last 4 digits of the serial number on the card:
Confirmation that the pass has been kept/destroyed by worker:

I have confirmed with the supervisor who contacted me that she does NOT currently have access to the Bus Pass Program in ICM – therefore is not able to create the SRs indicated below. The SRs should be used to capture someone who is not turning in their pass today but have identified their intent to opt OUT of the program in August.

Can we please have a communication sent out again to staff to explain the interim process?

Also – training of LOS / Intake staff on the new process and new SRs? Is there a plan in place for someone to do the training so staff understand the timelines associated with the opting IN and OUT of the program etc.

Thank you
Stacey

From: SDSI SDD Field Communications SDSI:EX

Sent: Thursday, June 2, 2016 10:51 AM

To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5

Subject: PWD Bus Pass Program - PWD Client Choices

Update

FIELD COMMUNICATION

This message is sent from the SDSI SDD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

PWD Bus Pass Program – PWD Client Choices

CHANGE IN PROCESS/PROCEDURES

Action for staff

The Disability Assistance Rate Increases begin September 1, 2016. If PWD Bus Pass clients are asking how to opt out of the Bus Pass Program for September, please advise them to:

- Hold onto their bus pass for now (passes remain active to September 2016),
- Let them know they will receive a letter in late June /early July with further details, and
- Remind them to check the BC Bus Pass Program and Disability Assistance Rate Increases websites for ongoing updates.

If the client wishes to opt into or out of the PWD Bus Pass Program for September, advise you will record their choice on their file so they do not have to call back again (see "how-to" below).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

What's happening?

PWD clients with an active 2016 bus pass will receive a letter early June outlining what to do if they wish to opt out of the Bus Pass Program/subsidized bus pass.

If they opt out, they will receive the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

A sample of the client letter will be published to the Internal and External Communications page once it is approved.

Resources – updates pending, please check back mid-June and ongoing.

- [BC Bus Pass Program](#) website
- [Bus Pass FAQs](#)
- [Disability Assistance Rate Increases](#) website

HOW-TO Record PWD Client Choices using the new Service Request

- This new SR has been launched early to support client requests. SOPs and Job Aids are being created for implementation.

PWD Clients Asking About Bus Pass & Rate Increase

- o Advise PWD Bus Pass Holders to hold onto their bus passes for now
- o Passes remain active to September
- o They will receive a letter in June with further details
- o Remind them to check the BC Bus Pass Program website for ongoing updates
- o We can record their choice

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SR - PWD Bus Pass Opt In

To opt into the PWD Bus Pass Program in
September:

- o Choose the correct contact
- o Create a Service Request
- o Type: Bus Pass
- o Sub Type: Application PWD (*NEW)
- o Check-In and Update Status to Pending

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Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Friday, June 3, 2016 10:53 AM
To: Harrower, Ian SDSI:EX
Cc: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Subject: FW: PWD Bus Pass Program - PWD Client Choices

Hi Ian, this is an issue that has just been raised with Bus Pass and clients wanting to turn in the passes effective September 1, 2016. The Bus Pass team wants to implement an interim process. Not sure of the approval process for that as there is a Bus Pass Program Design Group that may be a part of this communication planning. Just and FYI, Janis

From: Ruel, Janis M SDSI:EX
Sent: Friday, June 3, 2016 10:44 AM
To: Jones, Stacey L SDSI:EX; Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Cc: Lane, Cheree N SDSI:EX; Anholt, Jennifer A SDSI:EX
Subject: RE: PWD Bus Pass Program - PWD Client Choices

Hi Stacey, I believe that Terri Archer is out of the office until next week. Anita and Georgina, would this request need to go through approvals and Jennifer Anholt to update a Field Communication? Thank you, Janis

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 10:39 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
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As per my conversation with Georgina I am recommending the following interim work process when clients want to turn in their bus passes IMMEDIATELY.

Send an email to the bus pass program at:

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SUBJECT LINE - CANCEL bus pass

In the body of the email you must include the following:

Clients Name:
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Last 4 digits of the serial number on the card:
Confirmation that the pass has been kept/destroyed by worker:

I have confirmed with the supervisor who contacted me that she does NOT currently have access to the Bus Pass Program in ICM – therefore is not able to create the SRs indicated below. The SRs should be used to capture someone who is not turning in their pass today but have identified their intent to opt OUT of the program in August.

Can we please have a communication sent out again to staff to explain the interim process?

Also – training of LOS / Intake staff on the new process and new SRs? Is there a plan in place for someone to do the training so staff understand the timelines associated with the opting IN and OUT of the program etc.

Thank you
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Subject: PWD Bus Pass Program - PWD Client Choices

Update

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PWD Bus Pass Program – PWD Client Choices

CHANGE IN PROCESS/PROCEDURES

Action for staff

The Disability Assistance Rate Increases begin September 1, 2016. If PWD Bus Pass clients are asking how to opt out of the Bus Pass Program for September, please advise them to:

- Hold onto their bus pass for now (passes remain active to September 2016),
- Let them know they will receive a letter in late June /early July with further details, and
- Remind them to check the BC Bus Pass Program and Disability Assistance Rate Increases websites for ongoing updates.

If the client wishes to opt into or out of the PWD Bus Pass Program for September, advise you will record their choice on their file so they do not have to call back again (see "how-to" below).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

What's happening?

PWD clients with an active 2016 bus pass will receive a letter early June outlining what to do if they wish to opt out of the Bus Pass Program/subsidized bus pass.

If they opt out, they will receive the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

A sample of the client letter will be published to the Internal and External Communications page once it is approved.

Resources – updates pending, please check back mid-June and ongoing.

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SR - PWD Bus Pass Opt In

To opt into the PWD Bus Pass Program in
September:

- o Choose the correct contact
- o Create a Service Request
- o Type: Bus Pass
- o Sub Type: Application PWD (*NEW)
- o Check-In and Update Status to Pending

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Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.

From: MacLean, Amber SDSI:EX
Sent: Tuesday, June 21, 2016 3:04 PM
To: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; Fieltch, Raymond SDSI:EX; Archer, Terri SDSI:EX; Craigie, Shelly M SDSI:EX; McCrae, Aura SDSI:EX
Subject: FYI: FINAL Full Distribution - Action Required: PWD Bus Pass Program Update
Attachments: Bus Pass and Disability Assistance Rate Increase FAQs - Internal for Staff Only.pdf; PWD Bus Pass letter.pdf

HI ALL – thanks for your input and approvals.
This is the final final version, and I've attached the client letter and FAQs, which will be posted to the loop tomorrow after the public sites go live.
I (we) will be sending the field comm out at 11am.

Thanks!
Amber

Update

FIELD COMMUNICATION

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Please contact your supervisor if you have any questions, concerns or clarifications on the content.

PWD Bus Pass Program Update – Effective September 1, 2016

CHANGE IN PROCESS / PROCEDURES

What's changing?

Effective September 1, 2016, the ministry has eliminated the annual \$45 administration fee and the annual renewal process for the PWD Bus Pass.

The PWD bus pass will no longer have an expiry date for clients in receipt of Disability Assistance.

PWD clients with an active bus pass will receive a letter by the end of June.

The letter outlines upcoming Bus Pass Program changes and explains their options with the new Transportation Support Allowance (TSA).

The BC Bus Pass program remains unchanged for seniors.

Background

Earlier today, the ministry announced the above administrative changes to the BC Bus Pass program for clients with the PWD designation.

As you know from a recent field communication, PWD clients may choose to receive the TSA as a bus pass or as \$52 added to their monthly payment.

Clients may notify us by the 5th of any month for the change to occur the next benefit month. *This means, if a PWD client with a bus pass wants to switch to \$52, they must notify us by August 5th for the change to take effect for September.*

If they cancel their bus pass, they can still change their mind at a later date and request a new bus pass.

Action: Refer to the June 2nd field communication on how to record PWD client choices using the **new Service Request Sub Types**.

Refer to Internal and External Communications for a copy of the client letter and staff FAQs (insert links).

Resources

In a few weeks, training will be available on the Loop for you to access at a time that works best for you. The training will be available through to September, and ongoing as needed.

This training will cover the policy, system and business changes coming into effect for the September 1st PWD rate increase.

Please plan to complete the training session as soon as possible, so that you can properly administer September benefits for our PWD clients.

The Managers of Organizational Health and Development will be working with your MFSs and Supervisors to ensure all staff are supported in accessing this important information.

Stay tuned for more details.

For more information

Please review the BC Bus Pass program website.

Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.



Bus Pass and Disability Assistance Rate Increase (Sept 2016)

- The ministry is eliminating the \$45 bus pass administration fee and the annual renewal process.
- Beginning September 1, 2016, all clients who have the Persons with Disabilities designation will receive a monthly rate increase of \$25.
- Everyone will also receive a \$52 Transportation Support Allowance.
- This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD payment.
- Because we are eliminating the \$45 administration fee, the bus pass they hold will no longer have an expiry date of December 31, 2016.
- At any time, PWDs can decide to cancel their BC Bus Pass and instead receive their \$52 Transportation Support Allowance on their next assistance payment.
- They can also change their mind at a later date and ask for a new bus pass.
- More information is posted on the Bus Pass Program website at www.gov.bc.ca/buspassprogram.
- For more information, see the Disability Assistance Rate Increase website, [Disability Assistance Rate Increases table](#) and [Factsheet](#).

Internal for Staff Use Only

Here are the options for PWDs:

Option 1: I WANT TO KEEP MY BUS PASS

- You don't need to do anything.
- You can keep using your bus pass and continue using it after September 1.
- Starting in September (payment date August 24), you will also automatically receive a \$25 monthly increase to your PWD payment.

Note: If you change your mind in the future, you can call us before the 5th of any month. You will see the increases outlined in Option 2 on your payment the following month.

Option 2: I WANT TO GIVE UP MY BUS PASS AND RECEIVE MY TRANSPORTATION SUPPORT AS A \$52 PAYMENT

- You must let us know by August 5, 2016 for this to be in effect for September 1.
- Starting in September (payment date August 24), you will automatically receive \$52 on your PWD payment for Transportation Support Allowance.
- You can use the \$52 in a way that works best for you.
- Starting in September (payment date August 24), you will also automatically receive a \$25 monthly increase on your PWD payment.
- If you choose this option, please hold on to your Bus Pass until September. You can continue to use it until then. After September 1, you do not need to return it to us but it will no longer be valid.

Note: please remember, you can switch back to the bus pass at any time by letting us know by the 5th day of the month. A new bus pass will be issued to you.

TRANSPORTATION SUPPORT ALLOWANCE Q&As:

Will there still be an annual renewal process for PWDs who want a BC Bus Pass?

No. By eliminating the \$45 annual administration fee, there is no longer a need for annual renewal. PWDs with a BC Bus Pass will continue to be able to use their bus pass without having to renew it annually.

How do people inform the ministry they don't want a bus pass anymore?

Clients will be able to inform the ministry through our toll-free telephone line or through email if they want or don't want a BC Bus Pass.

They can call 1 866 866-0800 or email the BC Bus Pass program at SDSIBUSPA@gov.bc.ca to cancel their bus pass. Or, starting in August, they can let us know online through My Self Serve.

If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \$25 rate increase?

Beginning September 1, 2016, all clients who have the Persons with Disabilities designation and receive assistance will receive a \$25 monthly rate increase and a Transportation Support Allowance as a bus pass or a \$52 payment.

They have options – see table on page 2.

The changes mean that everyone gets an increase to their monthly payment and everyone has access to the same monthly benefits.

Previously, only people in communities with public transit were eligible to apply for transportation supports. Now every PWD has access to a Transportation Support Allowance.

How do these changes impact disability clients who have a subsidized annual bus pass now?

Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

They can choose to keep their bus pass or have the \$52 Transportation Support Allowance added to their monthly payment.

Internal for Staff Use Only

Will you reimburse a portion of the \$45 fee to those PWDs that have already paid it this year?

No, the administration fee is not pro-rated and will not be reimbursed.

PWDs may choose to cancel their bus pass at any time and receive their \$52 Transportation Allowance on their next assistance cheque, or they can keep their bus pass. Going forward, people receiving disability assistance will no longer have to pay the \$45 administration fee.

If a client chooses not to receive a BC Bus Pass, do they have to use Transportation Support Allowance to buy a bus pass in their community?

No. They can determine how to use their Transportation Support Allowance.

In some BC Transit communities, a Bus Pass costs less than \$52 a month. As a result, some people may be better off purchasing a bus pass directly from BC Transit. Clients can go to the BC Transit website at: http://bctransit.com/*/choose-transit-system - select their community to find out the rate in their area.

If I have a bus pass now or choose to get one in 2017, can I change my mind and cancel my bus pass later in the year?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the Transportation Support Allowance of \$52 on the next payment from the ministry. This is the added flexibility that comes with the monthly increase – clients have a choice on an ongoing basis.

Will people who cancel their bus pass be allowed to change their mind later?

Yes - they can change their mind at any time and get a subsidized bus pass again. They just need to let the ministry know.

How can clients apply for a BC Bus Pass or tell the ministry they want to cancel their existing pass?

Clients can inform the ministry via our toll-free telephone line or through email that they want to request or cancel a bus pass.

They can call 1 866 866-0800 or email the BC Bus Pass program at SDSIBUSPA@gov.bc.ca to cancel their bus pass. Starting in August, they can let us know online through My Self Serve.

To switch forms of transportation support, a client must notify the ministry by the 5th of the month so that the change can be made in time for the next disability assistance cheque.

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For information on eligibility and how to apply: <http://www.sdsi.gov.bc.ca/programs/bus-pass.html>

The bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.

In some communities, a bus pass costs less than the \$52 transportation support allowance and people may be better off purchasing a bus pass directly from BC Transit. (For example, a bus pass currently costs \$40 a month in Fort St. John and \$35 in Quesnel).

- You can find bus pass rates in your community through the [BC Transit website](#)
- If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#)

Does this change apply to couples where both are PWD?

Yes. Each PWD person has access to the rate increase and the Transportation Support Allowance and can make a choice.

For example:

- For a couple where both have a bus pass, they will both receive their bus pass. Plus the couple will receive an additional \$25 dollars for each person on their monthly payment, for a total of \$50.
- For a couple where neither wants a bus pass – the couple will receive an additional \$154 on their monthly payment: a \$25 support allowance increase for each PWD person, plus a \$52 transportation support allowance for each PWD person.
- A PWD couple where only one person wants the bus pass will receive an additional \$102 on their monthly payment; a \$25 support allowance increase for both and a \$52 Transportation Support Allowance for one PWD, plus the individual's bus pass.

What about a couple where only one client has the PWD designation?

The family unit will get the rate increase depending on what the PWD client chooses.

- If the PWD client chooses to continue to access a subsidized annual BC Bus Pass, the family unit will see a rate increase of \$25 per month, in addition to the bus pass.
- If they choose not to receive a bus pass, they will receive the \$25 rate increase and will also receive the Transportation Support Allowance of \$52 per month.

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I'm a senior on PWD, what do the changes mean for me?

If you are a PWD and in receipt of disability assistance then the rate increase will apply to you. You will receive the \$25 rate increase. You will also receive the Transportation Support Allowance of \$52. You can choose to use your Transportation Support Allowance for a BC Bus Pass or receive the money on your assistance payments.

If you are a senior who has the PWD designation and are no longer in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program for low-income seniors. You can get <http://www.sdsi.gov.bc.ca/programs/bus-pass.html>,

How are seniors affected by this change?

There is no change to the BC Bus Pass Program for low-income seniors. The changes only apply to PWDs. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

SPECIAL TRANSPORTATION SUBSIDY (STS) CHANGES:

How do these changes impact clients with STS?

Starting on the September 2016 cheque, people will receive an additional \$52 each month in the form of a Transportation Support Allowance.

Every year people who got STS received a one-time payment in April. This year, they received a prorated cheque on April 20, 2016 for \$329. This represents five months of STS (April to August 2016).

As of September 1, 2016, they will get an additional \$25 per month for support and an additional \$52 per month for transportation. They do not have to apply for the Transportation Allowance.

Will the Transportation Support Allowance affect my ability to get a discount on my auto insurance?

This will not affect anyone who gets a discount on their Basic auto insurance.

As a PWD, you may be eligible for a refund through the Ministry of Finance on the tax paid for fuel purchases under the BC Government Fuel Tax Refund Program for Persons with Disabilities. If you have a vehicle in your name, you can register for the motor fuel tax refund (see the Ministry of Finance Tax Bulletin for more information: https://www.sbr.gov.bc.ca/documents_library/bulletins/mft_004.pdf)

Once registered, you may also qualify for a 25% discount on your Basic Autoplan Insurance. All you have to do is bring your confirmation letter from the Fuel Tax Refund Program to your Autoplan broker's office to have the discount added to your policy.

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I used to receive STS and paid for my auto insurance with that annual payment. How will this affect my auto insurance payment?

ICBC offers a monthly payment plan option. There is 2.5% finance fee. There is also a \$15 enrollment fee for a new policy, it is not charged when someone renews their insurance. For someone who pays \$1,000 for their existing auto insurance, the finance fee would add approximately \$25 a year.

Can I still apply for STS?

Yes, up until August 2016.

I am currently an STS client. Can I choose to apply for a BC Bus Pass?

Yes, as of September 1, 2016, anyone with the Persons with the Disability designation will be able to receive a BC Bus Pass, with no administrative fee or annual renewal process.

RATE INCREASE Q&As:

Will people in subsidized housing see their rent increase as a result of this change?

No. The disability assistance rate increase provided in Budget 2016 will have no effect on the rent tenants pay in provincially subsidized housing.

In provincial subsidized units, tenants receiving income or disability assistance pay a flat rate consistent with the shelter component of provincial assistance rates.

Will the PWD rate increase have an effect on the comforts allowance rate?

Yes. All PWDs receiving disability assistance, including those in long term care, will receive the increase. The comforts allowance will increase from \$95 per month to \$120 per month. There is no change to the per diems paid to care facilities.

In addition, PWDs in long term care will also receive Transportation Support Allowance as either a bus pass or a \$52 addition to their comforts payment.

CLIENT SCENARIOS:

Changes to Disability Assistance Effective September 1, 2016

Effective September 1, 2016, there are changes to disability assistance rates and transportation supports (including the bus pass program) for Persons with Disabilities. The following outlines these changes based on client scenarios.

I am PWD receiving disability assistance and I live in a bus pass region.

Effective September 1, 2016, you will receive a \$25 increase to your monthly support allowance. In addition, you will have access to transportation support. You will have a choice – you may either receive a \$52 cash payment, which will be added to your monthly assistance payment, or you may choose to receive a bus pass that can be used to access BC Transit and Translink services.

If you choose to have a bus pass, that pass will no longer have an expiry date, and you will not need to renew it annually. In addition, you will no longer have to pay a \$45 annual administration fee for your bus pass.

Whether you choose cash or a bus pass, you can change how you receive transportation support at any time. To switch forms of transportation support, notify the ministry by the 5th of the month so that the change can be made in time for your next disability assistance cheque.

I am PWD receiving disability assistance and but I do not live in a bus pass region.

Effective September 1, 2016, you will receive a \$25 increase to your monthly support allowance. In addition, you will have access to transportation support. Your \$52 transportation support will be added to your monthly assistance payment. You can spend your \$52 transportation support allowance however you choose, without having to provide receipts or other proof of transportation expenses.

If you move into a bus pass region, you can choose to change your form of transportation support at any time. To switch forms of transportation support, notify the ministry by the 5th of the month so that the change can be made in time for your next disability assistance cheque.

I am a PWD living in a facility and receive the comforts allowance.

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Effective September 1, 2016, your comforts allowance will increase from \$95 per month to \$120 per month, a \$25 increase. In addition, you will have access to transportation support. You will have a choice – you may either receive a \$52 cash payment, which will be added to your monthly assistance payment, or you may choose to receive a bus pass that can be used to access BC Transit and Translink services. If you choose the cash payment instead of a bus pass, your total monthly payment will be \$172 (\$120 comforts plus \$52 transportation support).

I am a PWD receiving disability assistance and living in a room and board situation.

Effective September 1, 2016, you will receive a \$25 increase to your monthly support allowance. In addition, you will have access to transportation support. You will have a choice – you may either receive a \$52 cash payment, which will be added to your monthly assistance payment, or you may choose to receive a bus pass that can be used to access BC Transit and Translink services.

I do not receive disability assistance because my income from other sources (e.g., CPP-D) is more than the current disability assistance rates (\$906.42 for a single individual).

As long as your income is below the new disability assistance rates (\$983.42 for a single individual), you will be eligible to apply for disability assistance. If your application is approved, you will be eligible for a top up from the ministry. Your top up amount will never be less than the full amount of transportation support (\$52 cash or a bus pass).

For example, if you receive \$950 per month in CPP-D, you will be eligible for the full amount of transportation support, which you can choose to receive as either \$52 cash or a bus pass.

If your income from other sources is **already** above the new disability assistance rate (\$983.42 for a single individual), you are not eligible for disability assistance or transportation support.

I am a PWD who receives disability assistance for only part of the year because I exceed my Annual Earnings Exemption limit.

After you exceed your annual earnings exemption limit (e.g., a single person earning more than \$9,600 per year), you will transition to Medical Services Only (MSO) coverage. When you are eligible for regular disability assistance in the next calendar

Internal for Staff Use Only

year, you will be automatically re-instated. To make sure this happens smoothly, continue to submit Monthly Reports (cheque stubs) every month. You will receive continuous transportation support (either as \$52 cash or as a bus pass) throughout this entire period. As long as you submit a cheque stub every month, you will automatically receive a disability assistance cheque again at the end of February of the next calendar year.

I am a PWD who is currently receiving disability assistance but I will soon transition off assistance due to income from other sources (e.g., CPP-D, OAS/GIS).

When you start getting your other benefits, you will leave disability assistance and transition onto Medical Services Only (MSO) benefits. You will continue to receive transportation support (either as \$52 cash or as a bus pass) until the end of the calendar year.

I am a PWD who receives disability assistance but my assistance is reduced each month because I have a debt to repay to the ministry.

Your transportation support (either as \$52 cash or as a bus pass) will not be impacted even if you have other obligations such as direct rent payments, security deposit or other repayments. You will always receive your transportation support each month.



[Date]

Dear [PWD Client Name]:

We are sending you this letter to provide more information about the BC Bus Pass program and the disability assistance rate increase that will start on September 1, 2016.

You are receiving this letter because you receive Persons with Disabilities (PWD) funding and you currently hold a bus pass.

It is important to note that we are also **eliminating the \$45 bus pass administration fee** and the need for an annual sign-up process.

Beginning September 1, 2016, you will automatically receive a rate increase of \$25 to your monthly support allowance. You will also receive a \$52 Transportation Support Allowance. You will now have the choice to use your bus pass OR receive your Transportation Support Allowance in the form of \$52 added to your PWD payment.

The bus pass you hold will no longer have an expiry date of December 31, 2016. At any time, you can decide on a month-by-month basis to contact the ministry to cancel your BC Bus Pass and instead receive your \$52 Transportation Support Allowance on your next assistance payment.

You can also change your mind at a later date and ask for a new bus pass.

Below is information about what your options are.

Option 1: I WANT TO KEEP MY BUS PASS

- You don't need to do anything.
- You can keep using your bus pass and continue using it after September 1.
- Starting in September (payment date August 24), you will also automatically receive a \$25 monthly increase to your PWD payment.

Note: If you change your mind in the future, you can call us before the 5th of any month to cancel your bus pass. You will see the increases outlined in Option 2 on your cheque the following month.

Option 2: I WANT TO CANCEL MY BUS PASS AND RECEIVE MY TRANSPORTATION SUPPORT AS A \$52 PAYMENT

- You must let us know by August 5, 2016 for this to be in effect for September 1. (see *How to Contact Us* below)
- Starting in September (cheque date August 24), you will automatically receive \$52 on your PWD payment for Transportation Support Allowance.
- You can use the \$52 in a way that works best for you.
- Starting in September (cheque date August 24), you will also automatically receive a \$25 monthly increase on your PWD payment.
- If you choose this option, **please hold on to your bus pass until September.** You can continue to use it until then. After September 1, you do not need to return it to us but it will no longer be valid.

Note: Please remember, you can switch back to the bus pass at any time by letting us know by the 5th day of the month. A new bus pass will be issued to you.

How to Contact Us

By Phone

Monday to Friday, 9 am – 4 pm, call 1-866-866-0800.

You will need to use one of the two options below when you call:

1. Input your Personal Identification (PID) number and PIN, or your Social Insurance Number, then press option 3, and then press option 1

OR

2. If you do not have a Personal Identification number or Social Insurance Number, enter your 10 digit phone number, then press option 3, then press option 1

By Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca.

Allow up to five business days to receive a response by email.

Online via My Self Serve

After Aug 5th, you can access services online through My Self Serve at www.myselfserve.gov.bc.ca, once registered.

For more information, please contact the ministry at 1-866-866-0800, or visit the Bus Pass Program website at www.buspass.gov.bc.ca.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, June 29, 2016 2:41 PM
To: LaHue, Anita SDSI:EX
Cc: Ruel, Janis M SDSI:EX
Subject: FYI: PWD Sept 1 IVR

Hi Anita, just thought you may be interested to know what the IVR will have for Bus Pass callers...

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Born, Aaron SDSI:EX
Sent: Wednesday, June 29, 2016 2:17 PM
To: MacLean, Amber SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Archer, Terri SDSI:EX
Subject: RE: PWD Sept 1 IVR

They will hear the benefit type and the amount

Aaron Born, Manager, Telephony Services
Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: MacLean, Amber SDSI:EX
Sent: Wednesday, June 29, 2016 1:49 PM
To: Born, Aaron SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Archer, Terri SDSI:EX
Subject: RE: PWD Sept 1 IVR

Thanks Aaron – so a client receiving \$52 transportation support will hear “Transportation Support, \$52” ?
or just “transportation support” ?

From: Born, Aaron SDSI:EX
Sent: Wednesday, June 29, 2016 1:44 PM
To: MacLean, Amber SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Archer, Terri SDSI:EX
Subject: RE: PWD Sept 1 IVR

Amber,

The PWD policy changes as it relates to the IVR, within General Enquiries-financial information are as follows:

Enhancement

Client is advised if they have a Bus Pass

- If the Benefit Plan does not have a benefit line with Product – “Transportation Support Allowance In Kind (Bus Pass) – 87” this step is skipped and no information is provided by the IVR to the client
- If the Benefit Plan has a Benefit Line with Product – “Transportation Support Allowance In Kind (Bus Pass) – 87”, Client is advised IVR reads out “You have a Bus Pass” (text to be confirmed)

Updates

The IVR provides the caller with all benefits being paid in the month and reads them out as described in ICM, for example:

Benefit Name Returned by ICM	Description for IVR Caller
Administrative Supplements	Administrative Supplements
Alcohol & Drug Services	Alcohol & Drug Services
Annual Allowance	Annual Allowance
Burials / Funerals Services	Burials / Funerals Services

All new codes would follow the same logic.

Hope that helps!

Aaron Born, Manager, Telephony Services

Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: MacLean, Amber SDSI:EX
Sent: Wednesday, June 29, 2016 11:11 AM
To: Born, Aaron SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Archer, Terri SDSI:EX
Subject: PWD Sept 1 IVR

Hello Aaron,

Could you advise what is happening with the IVR for the PWD rate increase and Transportation Support changes?

Specifically, I'm wondering what a PWD client will hear when they log in with their PID/PIN and want details of their monthly payment. It would be great to know what a PWD with a bus pass will hear, and what a PWD with the \$52 will hear.

Thanks,

Amber MacLean Parker, MPA
Strategy Manager, Policy and Program Implementation
Strategic Transformation Branch - Service Delivery Division
Ministry of Social Development & Social Innovation
M: 604-819-9247 ✉: Amber.MacLean@gov.bc.ca

From: SDSI SDD Field Communications SDSI:EX
Sent: Thursday, June 2, 2016 10:51 AM
To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5
Subject: PWD Bus Pass Program - PWD Client Choices

Update

FIELD COMMUNICATION

This message is sent from the SDSI SDD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

PWD Bus Pass Program – PWD Client Choices

CHANGE IN PROCESS/PROCEDURES

Action for staff

The Disability Assistance Rate Increases begin September 1, 2016. If PWD Bus Pass clients are asking how to opt out of the Bus Pass Program for September, please advise them to:

- Hold onto their bus pass for now (passes remain active to September 2016),
- Let them know they will receive a letter in late June /early July with further details, and
- Remind them to check the BC Bus Pass Program and Disability Assistance Rate Increases websites for ongoing updates.

If the client wishes to opt into or out of the PWD Bus Pass Program for September, advise you will record their choice on their file so they do not have to call back again (**see "how-to" below**).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

What's happening?

PWD clients with an active 2016 bus pass will receive a letter early June outlining what to do if they wish to opt out of the Bus Pass Program/subsidized bus pass.

If they opt out, they will receive the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

A sample of the client letter will be published to the Internal and External Communications page once it is approved.

Resources – updates pending, please check back mid-June and ongoing.

- BC Bus Pass Program website
- Bus Pass FAQs
- Disability Assistance Rate Increases website

HOW-TO Record PWD Client Choices using the new Service Request

- This new SR has been launched early to support client requests. SOPs and Job Aids are being created for implementation.

PWD Clients Asking About Bus Pass & Rate Increase

- o Advise PWD Bus Pass Holders to hold onto their bus passes for now
- o Passes remain active to September
- o They will receive a letter in June with further details
- o Remind them to check the BC Bus Pass Program website for ongoing updates
- o We can record their choice

SR –

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SR - PWD Bus Pass Opt In

To opt into the PWD Bus Pass Program in
September:

- o Choose the correct contact
- o Create a Service Request
- o Type: Bus Pass
- o Sub Type: Application PWD (*NEW)
- o Check-In and Update Status to Pending

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Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.

From: Johnston, Kaleigh SDSI:EX
Sent: Thursday, July 28, 2016 10:46 AM
To: Brouwer, Siobhain K SDSI:EX; Archer, Terri SDSI:EX; Craigie, Shelly M SDSI:EX; Bowen, Chelsea SDSI:EX; LaHue, Anita SDSI:EX; Tobin, Maxine SDSI:EX; Emery, Ali SDSI:EX; Johns, Kimberlee SDSI:EX; Peterson, Susan SDSI:EX
Cc: MacLean, Amber SDSI:EX
Subject: PWD Rates & Bus Pass changes - letters/publication/websites
Attachments: 0. PWD Rates and Bus Pass Changes - eapproval backgrounder package.docx; 1. Letter - HR3220 - Information to New Persons with Disabilities Designation - Edits.pdf; 2. Website - On Disability Assistance.docx; 3. Website - General and Health Supplements.docx; 4. Website - Leaving Disability Assistance.docx; 5. Publication - How To Complete your Monthly Report - Edits.pdf; 6. New MSO-AEE Exhausted Letter Fall 2016.docx

Hello All

For those of you I have not met yet, please allow me to introduce myself. I am a new analyst working on Amber's team and I am assisting her with the PWD Rates and Bus Pass changes.

Attached please find a backgrounder explaining are our recommended edits, as well as each of the edited letters, publications and websites.

If you could please provide any comments or concerns regarding the attached revisions by **Tuesday, August 2 at 12noon** that would be greatly appreciated.

Kaleigh Johnston
Senior Policy and Project Analyst
Strategic Services Branch | Service Delivery Division
Ministry of Social Development and Social Innovation
(P) 604.664.0787 (Mondays and Fridays)
(E) Kaleigh.Johnston@gov.bc.ca

Rush Please - September 1, 2016 implementation

Due date for approval: August 12, 2016

Background Information:

- The external communication package for this initiative includes a brochure, template letters, and SDSI external website content updates.
- Beginning September 1, 2016, applicants and recipients who have the Persons with Disabilities (PWD) Designation and are receiving disability or hardship assistance will receive a \$25 monthly increase, and a \$52 Transportation Support Allowance (TSA). The TSA can be provided as cash or as an in-kind bus pass with a value of \$52.
- Implementation Details:
 - **August 2, 2016** – Start e-Approval Package
 - **August 12, 2016** – Deadline for e-Approval Package
 - **September 1, 2016** – Effective date

Comments Section:

The following staff have reviewed and provided feedback:

Strategic Services Branch:

Kaleigh Johnston (entire package)
Amber MacLean (entire package)
Siobhain Brouwer (entire package)
Terri Archer (entire package)
Shelly Craigie (entire package)

Strategic Policy Branch:

Chelsea Bowen (entire package)

Health Assistance Branch:

Steve Forland (the letter)

Bus Pass Program

Anita LaHue

Corporate Communications:

Maxine Tobin (plain language for SDSI external website, brochure)
Susan Peterson (brochure)

ISD:

Ali Emery (forms, template letters)

Approval Path:

- Shannon Pendergast (Director, Strategic Policy Branch)
- Ian Ross (Executive Director, Strategic Policy Branch)
- Amber Maclean (Manager, Strategic Services Branch)
- Terri Archer (Manager, Strategic Services Branch)
- Dana Jensen (Director, Strategic Services Branch)
- Shelly Craigie (Manger, Strategic Services Branch)
- Raymond Fieltsch (ED, Strategic Services Branch)

October 21, 2016

- Anita LaHue (Director Operations Support)
- Kimberlee Johns (Director Corporate Communications)
- Stacey McGaghey Jones (Issues Manager, RIPD)
- Molly Harrington (ADM, RIPD)
- Anne Evans-Locker (Issues Manager, SDD)
- Debi Upton (ADM, Service Delivery Division)
- Maryann Anderson (Manager, GCPE)
- Karen MacMillan (Manager, Executive Operations, DMO)
- Sheila Taylor (DM, SDSI)

Add as watchers:

- Kaleigh Johnston
- Amber MacLean
- Sandy Johnson
- Robyn Bachand
- Susan Peterson
- Kimberlee Johns

The attachments for approvals are as follows:

1. Information to New Persons with Disabilities Designation (HR32220) – medium edits

- **Purpose:** This letter contains information about services and programs for which a client with the approved PWD designation may be eligible for. Revisions include updating broken links; adding a Transportation Support section; and, adding additional content to the Earning Exemptions section regarding clients continuing to submit monthly reports.
- **Timeline:** Implementation September 1, 2016
- **Internal Location:**
 - BCEA Policy and Procedures Manual >Forms and Letters (*Sampled*)
<https://intranet.gov.bc.ca/assets/gov/british-columbians-our-governments/policies-for-government/bc-employment-assistance-policy-procedure-manual/forms/pdfs/hr3220.pdf>
- **External Location:**
 - BCEA Policy and Procedures Manual >Forms and Letters (*Sampled*)
<http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/policies-for-government/bc-employment-assistance-policy-procedure-manual/forms/pdfs/hr3220.pdf>

2. On Disability Assistance – medium edits

- **Purpose:** This webpage outlines when an individual is on disability assistance the amount of financial support received depends on numerous factors. The page also identifies supplements individuals may be eligible for. Revisions include updating the referenced rates and removing the transportation subsidy section.
- **Timeline:** Implementation September 1, 2016
- **External Location:**
 - MSDSI Website > Services for People with Disabilities > Disability Assistance

<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance>

3. General & Health Supplements – minor edits

- **Purpose:** This webpage identifies general and health supplements individuals may be eligible for. Revisions include adding a note that clients with the Persons with Disability designation receive a Transportation Support Allowance as part of their disability assistance.
- **Timeline:** Implementation September 1, 2016
- **External Location:**
 - MSDSI Website > Income Assistance > On Assistance
<http://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/supplements>

4. Leaving Disability Assistance – minor edits

- **Purpose:** This webpage identifies medical services and health supplements that individuals may continue to be eligible for after leaving assistance. Revisions include referencing that a client may continue to receive transportation support, as well as, reminding clients to continue to submit monthly reports when exceeding an Annual Earning Exemption.
- **Timeline:** Implementation September 1, 2016
- **External Location:**
 - MSDSI Website > Services for People with Disabilities > Disability Assistance
 - <http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/leaving-disability-assistance>

5. How To Complete your Monthly Report - minor edits

- **Purpose:** A brochure for clients on how to complete monthly reports. Topics covered include: what to report; how to file; how to receive continued assistance; an example; and, questions and answers. The only revision includes adding content to the To Receive Continued Assistance section regarding clients continuing to submit monthly reports when exceeding an Annual Earning Exemption.
- **Timeline:** Implementation September 1, 2016
- **Internal Location:**
 - BCEA Policy and Procedures Manual >Additional Resources
<https://intranet.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-social-innovation/monthly-report.pdf>
- **External Location:**
 - BCEA Policy and Procedures Manual >Additional Resources
<http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-social-innovation/monthly-report.pdf>

6. PWD clients who become Annual Earning Exemption – Medical Services Only prior to September 1, 2016 - NEW

- **Purpose:** This is a one-time letter to PWD clients who exhaust their Annual Earning Exemption and become Medical Services Only prior to September 1, 2016. The letter is necessary to notify such clients to submit monthly reports for the rest of the calendar. This allows the ministry to automatically reassess eligibility for disability assistance, without the client having to reapply.
- **Timeline:** September / October 2016

Additional Notes:

1. Due to the policy changes a request has been made to remove the following forms and letters from ICM:
 - a. Application for Special Transportation Subsidy (HR2818)
 - b. Special Transportation Subsidy (HR3240)
2. Due to the policy changes the Bus Pass Program Information Card will be removed as an additional resource from the BCEA Policy and Procedures Manual. The Lower Mainland Contact Centre may wish to revisit having an information card in the future.
3. Changes to the Persons with Disabilities brochure relating to the PWD rates and bus pass project were made through the prescribed classes project.



INFORMATION FOR NEW PERSONS WITH DISABILITIES DESIGNATION

You have been approved for the Persons with Disabilities (PWD) designation. This letter contains information about services and programs for which you may be eligible.

Consent to Disclosure of Information:

If you wish to have a friend, family member or advocate speak with the ministry on your behalf, please complete and submit the Consent to Disclosure of Information form: <http://www.sdsi.gov.bc.ca/forms.html>. To have the consent faxed or mailed to you, please call 1-866-866-0800.

Direct deposit:

If you need a direct deposit application form, or help in opening a bank account, please let us know. To download a direct deposit application form, please visit: <http://www.sdsi.gov.bc.ca/forms.html>.

Reporting Income and Changes:

Under ministry legislation, you are only required to complete the Monthly Report (HR0081) if you have any income and/or changes in information or circumstances. The Monthly Report is often referred to as a "stub". If you have no income or changes to report, the stub does not need to be completed.

Please complete the Monthly Report (HR0081) and submit it by the 5th of the month if you have any changes to declare such as selling a car, receiving money or getting married. You can submit the stub by mail, in person or electronically through My Self Serve. For detailed information on how to complete or print the Monthly Report, please visit: <http://www.sdsi.gov.bc.ca/forms.html>. You can also phone or visit an office to obtain monthly reports (stubs).

Your monthly payment details are available by phone and online, through My Self Serve, so you can access the information you want, when you want it.

My Self Serve offers a secure, simple, convenient way to access services. Registered clients can:

- Access file information 24/7, including direct deposit amount, annual exemption amount remaining and monthly report (stub) status,
- Submit a monthly report (stub) online,
- Review important reminders and messages from the ministry, and
- Access other ministry information including forms and policy information.

If you have not yet registered, please visit myselfserve.gov.bc.ca.

The Ministry of Social Development and Social Innovation operates under the authority of the *Employment and Assistance Act* and *Regulations*, and the *Employment and Assistance for Persons with Disabilities Act* and *Regulations*.

Earnings Exemption:

All PWD receive an annual earnings exemption on earned income. The yearly annual earnings exemption limits are:

- \$9,600 for a single individual who has the Persons with Disabilities (PWD) designation
- \$12,000 for families with two adults, only one of which has the PWD designation
- \$19,200 for families where both adults have the PWD designation

Waiting for other income:

If you are waiting for Employment Insurance, WorkSafe BC, Canada Pension Plan or other income, you may need to sign an Assignment of Benefits or a Repayment Agreement form before receiving assistance. Signing these forms allows the ministry to recover money we issued to you for any time period that you were eligible to receive income from another agency. Please contact us at 1-866-866-0800, option 3 then 4.

Registered Disability Savings Plan (RDSP) and Trusts:

BC Employment and Assistance (BCEA) legislation states that a person receiving disability assistance can have assets held in a trust or RDSP, under certain conditions, without those assets affecting eligibility for assistance.

- For further information on trusts, please visit: www.sdsi.gov.bc.ca/pwd.htm.
- For information on how to apply for a RDSP, please visit Service Canada's website: www.servicecanada.gc.ca/eng/goc/rdsp.shtml

Medical Services Only:

Individuals who leave assistance for employment, or who receive regular income that surpasses the maximum allowable income for people receiving disability assistance will maintain their PWD designation and their eligibility for medical assistance. You are not required to reapply for the PWD designation if you reapply for disability assistance in the future.

The Ministry of Social Development and Social Innovation operates under the authority of the *Employment and Assistance Act* and Regulations, and the *Employment and Assistance for Persons with Disabilities Act* and Regulations.

Ministry of Social
Development and
Social Innovation

Telephone: 1-866-866-0800

Ministry Support:

The ministry offers a number of supports and services for which you may be eligible. These include:

- **Bus Pass:** An annual bus pass for individuals residing in areas serviced by BC Transit and Translink. The bus pass is subsidized by the Ministry of Social Development and Social Innovation and is available to eligible BC residents at a reduced cost of \$45 annually.

Online request for service and email: www.buspass.gov.bc.ca.

Fax: 1-855-771-8788

Phone: 1-866-866-0800

Mail: Bus Pass Program
PO Box 9985 STN PROV GOVT
Victoria, BC V8W 9R6

- **Special Transportation Subsidy:**
A special transportation subsidy may be provided to recipients of disability assistance who live in areas where the Bus Pass Program is available, but are unable to use public transportation due to their disability or because their disability would be exacerbated through use of public transportation. For more information, please visit: www.sdsi.gov.bc.ca/PROGRAMS

- **Dental and Orthodontic Services:**
Basic dental services, such as restorations, extractions, and preventative services are provided up to a maximum of \$1000 within two consecutive calendar years. For more information, please visit: www.sdsi.gov.bc.ca/factsheets/health.htm

- **Optical Services:**
The ministry may cover routine eye examinations, basic eyewear and repairs. For more information, please visit: www.sdsi.gov.bc.ca/factsheets/health.htm

- **Health Supplements:**
Health supplements may be provided to assist with specific health needs. Health supplements may include: diet supplements, medical equipment and devices, ongoing medical supplies and medical transportation. For more information, please visit: www.sdsi.gov.bc.ca/factsheets/health.htm

The Ministry of Social Development and Social Innovation operates under the authority of the *Employment and Assistance Act* and Regulations, and the *Employment and Assistance for Persons with Disabilities Act* and Regulations.

Ministry of Social
Development and
Social Innovation

Telephone: 1-866-866-0800

- **Employment Program of British Columbia:**

Provides one-stop access to a range of employment services available to all unemployed British Columbians. For information on this employment program and how to access services, please visit:
www.WorkBCCentres.ca.

Other Programs: Other ministries and agencies offer help to persons with disabilities.

- **Child Care:** The Ministry of Children and Family Development is responsible for child care subsidies. If you need help paying for child care, please call 1-888-338-6622 for more information.
- **Home Care:** If you need home care, please call Home and Community Care at the Ministry of Health at 1-888-533-2273.
- **Canada Revenue Agency** provides various services and programs for persons with disabilities, such as the disability tax credit. For more information, please visit: www.cra-arc.gc.ca/disability/

Other programs included are:

- Fishing license – reduced fee
- Camping in provincial parks – reduced fee
- Public transit – reduced fee for some services
- Consumer Fuel Tax Rebate – refund of fuel tax paid
- Vehicle insurance – reduced fee
- Homeowners Grant – reduced tax rate
- Recreation programs – reduced fee for some services

Some programs may require proof of your disability designation. Please contact your local ministry office if you require written confirmation of your PWD designation.

If you require further information, please contact the ministry at 1-866-866-0800.

Enclosures: [Persons with Disabilities brochure]
[Direct Deposit brochure]
[How to Complete the "Monthly Report" Form brochure]
[My Self Serve Client Information Sheet]

HR5220 (15/02/03)

The Ministry of Social Development and Social Innovation operates under the authority of the *Employment and Assistance Act* and Regulations, and the *Employment and Assistance for Persons with Disabilities Act* and Regulations.

Ministry of Social
Development and
Social Innovation

Telephone: 1-866-866-0800

<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance>

On Disability Assistance

When you're on disability assistance the amount of financial support you receive depends on the size of your family and whether another person in your family has a Persons with Disabilities designation.

For example, you could get:

- Up to ~~\$906~~983.42 if you are single
- Up to ~~\$1,670~~16.06 if you and your spouse both have a disability
- Up to ~~\$1,409~~332.08 if you are a single-parent family with two children

Find out how much money you could receive.

Community Living BC Payments

- If you are living in a Community Living BC facility, you may get up to ~~\$983~~06 per month, the current maximum disability assistance rate
- From your ~~\$906~~983, you pay your Community Living BC service provider \$716 per month for your basic living costs, leaving you with ~~\$190~~267 for personal expenses

Supplements

In addition to financial support, you may be eligible for supplements to help with the extra costs that people with disabilities may have.

- Find out what general supplements you may be able to get through income assistance

You must get pre-approval before you buy anything. Call 1 866 866-0800 or visit your local office to confirm:

- Your eligibility
- If the item or service you are requesting is eligible
- The process for getting each benefit

Health Supplement

You may be able to get money for a monthly nutritional supplement if you have a severe medical condition that causes:

- Chronic, progressive deterioration of health
- Symptoms of wasting

Transportation Supplement

~~You may be able to get a transportation subsidy if you can't use public transportation due to your disability or if your disability would be made worse through the use of public transit.~~

The transportation subsidy is available until September 1, 2016.

Working While on Assistance

If you have a disability and receive disability assistance, you can work and earn money. Money you earn, up to a certain amount, does not affect your monthly ~~cheque~~ payment.

- Find out how much money you can earn annually with no deductions from your disability assistance cheque

WorkBC

Explore career and job options and learn about day-to-day working conditions and what kinds of skills you'll need for today's job market. We'll help you:

- Get education and skills training, including funding for assistive adaptations.
- Gain work experience
- Find a job
- Create or expand your own business

Find a WorkBC centre.

<http://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/supplements>

When you receive assistance, you may be eligible for more money or services to cover extra costs.

General Supplements

Each supplement has different eligibility criteria. [Contact us](#) to find out if you qualify for any of these additional supports.

Bus Pass

If you are a low-income senior or receive disability assistance, you could get a reduced cost, annual bus pass.

Camp Fees

If you have children or are an adult with a disability, you could get money to pay part or the entire fee to attend a camp.

Christmas

This money helps with extra expenses at Christmas. It will automatically be added to your December payment.

Clothing

If you're living in a special care facility and have no other resources available, you may be able to get money to purchase necessary clothing.

Co-operative Housing Share Purchase

If you are moving into co-op housing, you may be eligible for money to pay for your membership share. You will have to repay this money when you move or leave assistance.

Crisis Supplement

If you face an unexpected emergency need, you may be able to get this payment which applies to situations that could affect you or your family's health or safety.

Family Bonus

If you have dependent children and have not received your Family Bonus payment from the federal government, you may be able to get a top-up supplement.

Family Maintenance

You can request help to get a [maintenance order for child or spousal support](#) from your former spouse. The government also [helps enforce maintenance orders](#).

Funeral Costs

The government may assist when a person dies and there is no money to pay for funeral expenses. This is available to anyone with low-income in B.C. who has no other funds, even if they are not on assistance.

Guide Dog and Service Dog

You may be able to get money to help with costs for your certified guide dog team, service dog team and/or a retired guide or service dog team.

Identification (I.D.) Fees

You could get money to obtain I.D. if you don't have what you need to apply for assistance.

Lost or Stolen Cheque

If your cheque is lost or stolen, you could get a replacement as long as you didn't sign the lost or stolen cheque.

Moving, Transportation, and Living Costs

You may be able to get money to cover your transportation and living expenses if you move or need transportation for:

- Starting a confirmed job, if you aren't eligible for supports from WorkBC
- Attending a court hearing when receiving family maintenance services
- Getting a court-ordered paternity blood test
- Finding a new place to live because your current housing has been sold or condemned

• Note: Clients with the Persons with Disability designation receive a Transportation Support Allowance as part of their disability assistance. They may choose to receive this as a BC Bus Pass or as cash added to their monthly payment.

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Pre-Natal Shelter

If you are pregnant, you may be able to get money to secure or maintain stable housing before your child is born. You must have no spouse and have no other dependent children.

School Start-Up

You could get extra money to buy back-to-school supplies for your dependent children.

Security Deposit

If you rent your housing, you could get help for your security deposit. You will have to pay this money back.

Travel

If you have a developmental disability, you could get money for travel to attend a self-help skill or work-placement program approved by Community Living British Columbia (CLBC).

Utility Security Deposit

If you need to get electricity or natural gas service, you may be able to get money for a security deposit. You will have to pay this money back.

Health Supplements

Each supplement has additional eligibility criteria. Contact us to find out if you qualify for any of these additional supports.

Alcohol & Drug Residential Treatment

If you are in an alcohol or drug residential treatment facility, you may be able to get help with the costs. This may include transportation to the facility or a comforts allowance.

Dental

Depending on the kind of assistance you receive, you may be able to get basic dental coverage.

Diet

If you need a special diet for a confirmed medical condition or diagnosis, you may be able to get help with the costs. This is different than the monthly nutritional supplement available for people on disability assistance.

Extended Medical Therapies

You may be able to get services such as acupuncture, chiropractic, massage therapy, naturopathy, podiatry and physical therapy.

Hearing Aids

You may be eligible for hearing aids and any repairs and supplies.

Infant Formula

For your child's first 12 months, you could get money for:

- Regular infant formula. This is only if your child is at risk from contracting a disease through breastfeeding
- Specialized infant formula. This is only if your child has a medical condition that requires special formula. You may be able to get this longer than 12 months if it's medically required

Medical Supplies, Equipment & Devices

If you have a medical need, you may be able to get money for necessary supplies, equipment and devices.

Medical Transportation

You may be able to get help if you must pay extraordinary costs to travel for essential medical treatment.

Natal Supplement

If you are pregnant or have an infant less than seven months old, you may be able to get an extra \$45 per month.

Nutritional Supplement

You may be able to get money for up to three months of nutritional supplements (for example, Ensure, Boost, etc.) to prevent critical weight loss if you're recovering from:

- Surgery
- A severe injury
- A serious disease
- Side effects of medical treatment

Optical

Depending on the kind of assistance you receive, you may be able to get optical services covered.

Orthotics & Bracing

You may be able to get orthoses to meet a medically essential need.

Tube Feeding

If your primary source of nutrition must be given through tube feeding and no other resources are available, you may be eligible for help with the cost of the nutritional product, and medically necessary equipment and supplies.

<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/leaving-disability-assistance>

Leaving Disability Assistance

You may continue to get medical services and health supplements after you leave assistance.

- [Learn more about health supplements](#)

These may include:

- Medical supplies
- Medical equipment and devices
- Dental services
- Optical (basic eyewear and repairs)
- Eye examinations (if not already covered by MSP)
- Infant formula supplement
- Extended medical therapies
- Medical transportation
- Premium free Medical Services Plan (MSP) coverage
- No deductible PharmaCare coverage
- Tube feed supplement

You may also continue to receive transportation support as a bus pass or \$52 monthly payment until the end of the year.

Eligibility

You may continue to get transportation and health benefits if you are a person with a disability and you leave assistance because your income is in excess of assistance rates for the following reasons:

- You (or your spouse) are turning 65 and receive federal income support, including Old Age Security (OAS) and Guaranteed Income Supplement (GIS)
- You are under age 65 and receive Canada Pension Plan (CPP) benefits
- Employment income
- Family maintenance income
- [You are in the agreements with young adults program](#)
- [You are receiving crime victim assistance](#)

If you leave disability assistance because of earning more than your Annual Earnings Exemption, you may continue to submit a monthly report. This will allow the ministry to reassess your eligibility for disability assistance without you having to reapply.

You may also be eligible for health benefits if you are a person with persistent multiple barriers or a person living in a special care facility and leave assistance because:

- You (or your spouse) are turning 65 and receive federal income support, including Old Age Security (OAS) and Guaranteed Income Supplement (GIS)
- You are receiving crime victim assistance

You will have to meet the applicable income test for your family unit.

If you have a life-threatening health need, but have no resources and are not eligible, contact us for help.

To Receive Continued Assistance

Completing the Monthly Report form lets ministry staff know that you are still in need of income assistance. You must also report any changes to your situation since your last request. Staff use this information to determine your eligibility or the amount of your next income assistance cheque.

You may need continued income assistance for a number of reasons:

- » You have not yet found a job.
- » You are attending ministry-approved training or an employability program.
- » Your job pays less than your assistance rate.
- » It has been determined you are unable to work.

Please note: If all family members receive assistance through the Persons with Disabilities Program, you are not required to fill in the Monthly Report form every month—do so only if there is a change to report (e.g., changes in family composition, marital status, assets or if you have income).

Questions and Answers

What will happen if I don't report my changes?

There are consequences for failing to complete and accurately report changes on your Monthly Report form. Consequences include rate reductions or periods of ineligibility for assistance. It is important to correctly report changes to ministry staff. If you do not submit your monthly report by the fifth of the month, your cheque may not be processed in time for it to be deposited to your account or mailed. This means you may have to come in and verify your information all over again. To avoid this, please be sure to complete the report fully, accurately and return it to the office by the fifth of the calendar month.

How do I obtain a Monthly Report form?

You can print Monthly Report forms from the ministry's website at: www.sdsi.gov.bc.ca/forms/pdf/HR0081.pdf. You can also phone or visit an office to obtain a form. The Monthly Report form is also available online, to registered users, through My Self Serve at: www.myselfserve.gov.bc.ca.

What if I have trouble filling in the Monthly Report form?

Phone the ministry's toll-free number at 1-866-866-0800 or visit any Employment and Income Assistance office. The staff will be pleased to help you.

When is the next cheque issue day?

Cheque issue day is the date marked on your Monthly Report form. Generally speaking, cheque issue is the last Wednesday of the month. A full cheque issue schedule is available at: www.myselfserve.gov.bc.ca or www.sdsi.gov.bc.ca/publicat/bcea/Cheqissu.htm. You can check the status of your monthly report through My Self Serve at www.myselfserve.gov.bc.ca or by calling 1-866-866-0800, please have your PID/PIN ready.

For More Information

Contact the Ministry of Social Development and Social Innovation by calling toll-free:

1-866-866-0800

or visit your local Employment and Income Assistance office or the ministry website at:

www.sdsi.gov.bc.ca



How to complete your "Monthly Report" form



Ministry of
Social Development
and Social Innovation

To ensure your cheque is available on time, complete the Monthly Report form correctly and submit by the fifth day of the calendar month. For example, if you received a February assistance cheque at the end of January, your Monthly

Report form for March assistance is due by February 5. You can submit your Monthly Report form online (if registered for My Self Serve), or the paper version (HR0081) can be submitted by mail or in person to any Employment and Income Assistance office.

What You Need to Report

- » All income, earned and unearned, such as: pension funds, Family Bonus payments, child support and/or spousal support, Child Tax Benefits, Employment Insurance benefits and income tax refunds. Report any money you received during the calendar month since your last Monthly Report form submission, including any money you did not declare previously. When declaring income, complete all boxes with either a zero or the appropriate dollar amount. Do not insert additional lines or leave any lines blank. Provide cheque stubs or pay stubs for verification. Note that some benefits (e.g., the Canada Pension Plan) must be entered on a designated line.
- » Assets: items you own, have received or have sold.
- » Family status: monthly assistance is based on the number of people in your family.
- » Employment: have you gained or lost a job.
- » You are attending schooling or training activities.
- » Change of address, shelter costs or residents in your home. If you have moved, provide a copy of a rent receipt or tenancy agreement for your new address.

How To File

Please note: Clients can submit their Monthly Report online (if registered for My Self Serve), or the paper version (HR0081) can be submitted by mail or in person. If a Monthly Report form is submitted online through My Self Serve, all supporting documents must still be submitted. You can submit supporting documents as electronic attachments through My Self Serve, by mail, fax or in person.

If a correction is required to a Monthly Report form that was submitted through My Self Serve, a paper version of the Monthly Report must be submitted by mail or in person. An original, signed, Monthly Report form must be submitted with the date(s) and description of the change clearly indicated.

If you have a spouse on your income or disability assistance file, you will need to complete the Monthly Report form together and your spouse will need to sign the form (if online, with their personal passcode).

An Example

You receive your February income assistance on January 24 and are requesting assistance for March:

- » Complete the Monthly Report form with all the information regarding your January income and changes.
- » Sign and date, as described above.
- » Provide the proper documents for any declared income or other changes, such as a new address.
- » Submit it to an Employment and Income Assistance office or online by February 5.

Staff will review the information and contact you if more information is required. The information you provide determines your eligibility for March assistance. If eligible, you will receive March assistance on cheque issue day at the end of February.

Remember:

- » Include your name, Social Insurance Number and a phone number where staff can reach you.
- » If submitting a paper version, use a pen to complete the Monthly Report form.
- » The information you report must include all changes that happened during the last calendar month. For example, any money received from January 1-31 must be reported by February 5. Incomplete or inaccurate information may result in the Monthly Report form being returned to you and your assistance being delayed.
- » If you are reporting changes, include details in the space provided.

MONTHLY REPORT

TO CONTINUE TO RECEIVE ASSISTANCE, COMPLETE THIS FORM AND SUBMIT TO THE AGENCY BY THE 5TH OF NEXT MONTH, OR ONLINE THROUGH YOUR MY SELF SERVE ACCOUNT (MYSELF.SERVE.GOV.BC.CA).

Notice: Information on this form is collected under the authority of the Employment and Assistance Act and the Employment and Assistance for Persons with Disabilities Act. This information will be used for verification of information and eligibility for assistance. The accuracy of the information provided on this form will be checked by comparing it against information held by other provincial, federal and private agencies. Collection, use and disclosure of this information is authorized by the Privacy Act. If you have questions about the collection, use or disclosure of this information, contact the Ministry.

Declaration: I understand that the Ministry may decide on the information to verify continuing eligibility for assistance under the above Act and Regulations. I declare that all of the information provided on this form to the Ministry of Social Development and Social Innovation is true and complete.

APPLICANT'S SIGNATURE _____ DATE _____ APPLICANT'S SIGNATURE _____ DATE _____

PRINT NAME _____ PRINT NAME _____

TELEPHONE _____ SOCIAL INSURANCE NUMBER _____ TELEPHONE _____ SOCIAL INSURANCE NUMBER _____

MONTHLY REPORT

EVERY MONTH TOTAL ALLOWANCE SHELTER PORTION INCOME DECLARED INCOME DEDUCTED OTHER DEDUCTIONS TOTAL CHEQUE

CASE D - CASELOAD

SINCE YOUR LAST DECLARATION:

HAS YOUR FAMILY UNIT RECEIVED OR EXPOSED TO ANY ASBESTOS? ☐ YES ☐ NO ☐ YES ☐ NO

ARE YOU STILL IN NEED OF ASSISTANCE? ☐ YES ☐ NO

ANY CHANGES TO YOUR SHELTER COSTS? ☐ YES ☐ NO

ANY CHANGES IN DEPENDENTS OR PERSONS LIVING IN THE HOME? ☐ YES ☐ NO

ARE YOU STILL ENROLLED IN SCHOOL OR TRAINING? ☐ YES ☐ NO ☐ YES ☐ NO

ARE YOU LOOKING FOR WORK? ☐ YES ☐ NO ☐ YES ☐ NO

ANY EMPLOYMENT CHANGES? ☐ YES ☐ NO ☐ YES ☐ NO

HAVE YOU MOVED OR ENTERED A FACILITY? ☐ YES ☐ NO ☐ YES ☐ NO

ANY CHANGES TO YOUR ADDRESS? ☐ YES ☐ NO ☐ YES ☐ NO

DECLARE ALL INCOME (Include pension) ENTER "0" IF NONE

INCOME DESCRIPTION	AMOUNT	INCOME DESCRIPTION	AMOUNT	
	Applicant 1	Applicant 2	Applicant 1	
EMPLOYMENT INCOME			WORKERS' COMPENSATION	
EMPLOYMENT INSURANCE			PRIVATE PENSIONS (EG. RETIREMENT, DISABILITY)	
SPOUSAL SUPPORT (ALIMONY)			TRUST INCOME	
CHILD SUPPORT			DISPOSABLE	
INCOME FINANCIAL SUPPORT			CANADA PENSION PLAN (CPP)	
STUDENT FUNDING (EG. LOANS, BURSARIES)			TAX CREDITS (EG. GST CREDIT)	
ROOM / BOARD INCOME			CHILD TAX BENEFITS	
RENTAL INCOME			INCOME TAX REFUND	
ALL OTHER INCOME OR MONEY RECEIVED			INCOME OF DEPENDENT CHILDREN	

PLEASE EXPLAIN ALL CHANGES INCLUDING INCOME:

The Monthly Report form is a legal document. Ministry staff can verify the information with private, provincial and federal agencies.

You and, if applicable, your spouse must complete all questions, then sign and date the Monthly Report form.

Dear [client name]:

We have streamlined the process to reinstate your monthly disability assistance payments in the new calendar year.

To automatically begin receiving disability assistance payments in the new year (starting at the end of February), begin submitting Monthly Reports (cheque stubs) before the 5th of each month to:

- report all qualifying income received each month, and
- report any change in family circumstances.

Your AEE limit will be reset to the maximum amount on January 1. You will automatically begin receiving disability assistance payments at the end of February based on your January earnings.

You can obtain Monthly Reports by contacting the ministry or online through My Self Serve once registered at <http://myselfserve.gov.bc.ca>.

If your income and/or family status changes, you may also contact the ministry at 1-866-866-0800 to have your financial eligibility for disability assistance re-assessed at any time. Please also let the ministry know if your address changes.

Sincerely,

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Wednesday, June 8, 2016 9:38 AM
To: Jensen, Dana SDSI:EX
Subject: RE: bus pass PWD page (again sorry for short notice)
Attachments: buspass-forpwd-revised-Anita.docx

Hi Dana, I am really struggling with this – I have made some changes – when you get a moment, can you give me a call?

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jensen, Dana SDSI:EX
Sent: Wednesday, June 8, 2016 8:52 AM
To: LaHue, Anita SDSI:EX
Subject: bus pass PWD page (again sorry for short notice)
Importance: High

Pls review with specific attention to the expiry of bus pass. As with home page, remember the FAQs will be gone so feel free to add anything important

Page Details:	
Theme/Sub-theme/Topic	Driving & Transportation > Passenger Travel > Public Transit, Buses, Taxis & Limousines
Sub-Topic/level 5	
Title	BC Bus Pass for People on Disability Assistance
Navigation Title	BC Bus Pass for People on Disability Assistance
Parent Page	
Path	www2.gov.bc.ca/gov/content/
Shortened URL	
Division	
Branch	
Lifecycle	

Metadata:	
Content Type	
Keywords	
Description	
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Choose an item. Choose an item.
Subject	
Security Classification	Low
Security Label	Public
Audience	Choose an item. Choose an item. Choose an item. Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters—appears in search and populates topic):

People on disability assistance can get a reduced-cost bus pass.

Body (mandatory, no character limit):

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Page 242

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*see [gov.bc.ca Web Style Guide](#) **Formatting: Right Column Boxes** for more details.

Promo Box	
Heading (max 40 characters)	BC Bus Pass and the Compass Card
Image (browse to assets)	/assets/gov/family-and-social-supports/services-for-people-with-disabilities/supports-services/compass-card.jpg
Image Link URL	
Target	Choose an item. <i>Links to webpage: current window. Links to another application: new window.</i>
Text (max 300 characters)	All BC Bus Pass users get a Compass Card. With Compass, you can take transit in both BC Transit and TransLink service areas. Find out more.

Comment [PAS12]: Jump link to Compass Card section

Related Links		
Heading (max 40 characters)	BC Bus Pass and PWD Rate Increases	
Text (max 1024 characters)	<p>Beginning September 1, 2016, people on disability assistance will get a rate increase of \$25.</p> <p>You will also get a \$52 transportation support allowance. This will either be added to your monthly assistance payment or given in the form of a bus pass.</p> <p>There will be no change to how you apply for a bus pass. If you currently get a BC Bus Pass, you can keep using it. You will get a renewal notice in the mail in late summer of 2016. You will also get a \$25 monthly rate increase starting in September.</p> <p>Find out more about the Bus Pass for people on disability assistance.</p> <p>Find out more about the rate increases.</p>	
Links	Link Text	URL

Comment [PAS13]: Add jump link to PWD section

Comment [PAS14]: Add link to rate increases page

Useful Contacts	
Intro (200 characters max)	
Email	
Street Address	
Mailing Address	
Telephone 1 555 555-5555	
Telephone 2 1-888-888-8888	

Evans Locker, Ann SDSI:EX

From: Kelly, Georgina SDSI:EX
Sent: Wednesday, June 22, 2016 9:23 AM
To: LaHue, Anita SDSI:EX; Simpson, Yvette SDSI:EX
Subject: RE: FYI: FINAL Full Distribution - Action Required: PWD Bus Pass Program Update

Thanks Anita—they look good.

Georgina Kelly
Manager Field Services
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: LaHue, Anita SDSI:EX
Sent: Tuesday, June 21, 2016 5:48 PM
To: Kelly, Georgina SDSI:EX; Simpson, Yvette SDSI:EX
Subject: FW: FYI: FINAL Full Distribution - Action Required: PWD Bus Pass Program Update

Fyi only, please don't distribute – this will go out tomorrow morning at 11 am. Just giving you the heads up.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: MacLean, Amber SDSI:EX
Sent: Tuesday, June 21, 2016 3:04 PM
To: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; Fieltch, Raymond SDSI:EX; Archer, Terri SDSI:EX; Craigie, Shelly M SDSI:EX; McCrae, Aura SDSI:EX
Subject: FYI: FINAL Full Distribution - Action Required: PWD Bus Pass Program Update

HI ALL – thanks for your input and approvals.

This is the final final version, and I've attached the client letter and FAQs, which will be posted to the loop tomorrow after the public sites go live.

I (we) will be sending the field comm out at 11am.

Thanks!
Amber

FIELD COMMUNICATION

This message is sent from the SDSI SDD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

PWD Bus Pass Program Update – Effective September 1, 2016

CHANGE IN PROCESS / PROCEDURES

What's changing?

Effective September 1, 2016, the ministry has eliminated the annual \$45 administration fee and the annual renewal process for the PWD Bus Pass.

The PWD bus pass will no longer have an expiry date for clients in receipt of Disability Assistance.

PWD clients with an active bus pass will receive a letter by the end of June.

The letter outlines upcoming Bus Pass Program changes and explains their options with the new Transportation Support Allowance (TSA).

The BC Bus Pass program remains unchanged for seniors.

Background

Earlier today, the ministry announced the above administrative changes to the BC Bus Pass program for clients with the PWD designation.

As you know from a recent field communication, PWD clients may choose to receive the TSA as a bus pass or as \$52 added to their monthly payment.

Clients may notify us by the 5th of any month for the change to occur the next benefit month.

This means, if a PWD client with a bus pass wants to switch to \$52, they must notify us by August 5th for the change to take effect for September.

If they cancel their bus pass, they can still change their mind at a later date and request a new bus pass.

Action: Refer to the June 2nd field communication on how to record PWD client choices using the new **Service Request Sub Types**.

Refer to Internal and External Communications for a copy of the client letter and staff FAQs (insert links).

Resources

In a few weeks, training will be available on the Loop for you to access at a time that works best for you. The training will be available through to September, and ongoing as needed.

This training will cover the policy, system and business changes coming into effect for the September 1st PWD rate increase.

Please plan to complete the training session as soon as possible, so that you can properly administer September benefits for our PWD clients.

The Managers of Organizational Health and Development will be working with your MFSs and Supervisors to ensure all staff are supported in accessing this important information.

Stay tuned for more details.

For more information

Please review the [BC Bus Pass](#) program website.

Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.

Evans Locker, Ann SDSI:EX

From: Simpson, Yvette SDSI:EX
Sent: Monday, July 18, 2016 10:25 AM
To: LaHue, Anita SDSI:EX
Subject: RE: Heads Up re: ACTION REQUIRED: PWD Bus Pass Update - Effective September 1, 2016

Thanks Anita ☺

Yvette

From: LaHue, Anita SDSI:EX
Sent: Tuesday, July 12, 2016 3:57 PM
To: Simpson, Yvette SDSI:EX; SDSI Service Delivery Directors; SDSI Field Service Managers
Cc: MacLean, Amber SDSI:EX
Subject: RE: Heads Up re: ACTION REQUIRED: PWD Bus Pass Update - Effective September 1, 2016

Can I please add:

If a PWD client contacts an office and would like a bus pass, assume they want a pass for September and create a SR now and let them know they will get their pass for September. Staff should be entering these SR now and ongoing. Here is the link to the document that shows how they create the SR.

If the client insists on getting a bus pass today, they will have to pay the \$45 admin fee, and they probably won't get their pass until closer to mid August (assuming they pay their \$45 fee right away).

Thanks

Anita

From: Simpson, Yvette SDSI:EX
Sent: Thursday, July 7, 2016 11:22 AM
To: SDSI Service Delivery Directors; SDSI Field Service Managers
Subject: Heads Up re: ACTION REQUIRED: PWD Bus Pass Update - Effective September 1, 2016

Good morning everyone,

On the heels of this recent Field Communication and the Policy and Process call this week with Amber MacLean, I just wanted to quickly re-inforce an important piece for all our teams to be aware of. The PWD rate change and the resultant impact to PWD clients re: bus pass/Transportation Subsidy highlights a fundamental shift in how our front line staff (including all EAW's and our CSW's at PoC) have been traditionally used to managing/responding to bus pass enquiries in the past.

Specifically, our front line staff should no longer default to referring IA clients enquiring about bus pass and/or the Transportation support to our Provincial Contact Centre. All our front line staff throughout the province should be referring to the steps outlined in the attached link how to record PWD client choices . It provides clear guidance on the action to take when approached by any IA clients enquiring about these

changes and/or requesting to "opt in" or "opt out" of the opportunity to have a bus pass or TSA. All our front line staff have the ability to assist IA clients with these enquiries now by following the guidance provided in the link above. The Matrix has also been updated to support.

As outlined below and relayed on the Policy and Process call earlier this week, training will be available in the coming weeks. The training will provide all our front line staff with more information on this change and what it means to them specifically. And, although not explicitly stated in the field comm, this **training is mandatory**. Amber and our MOHD's who are working on the training package will be sure to highlight that in future communications.

Through checking in with a few of our teams across the province I've heard mixed understanding from staff regarding how they would respond to these situations. Some are clearly following the process as outlined in the reference materials provided, while others are defaulting to referring clients to 1-866. This is likely a product of not realizing how this change impacts them. Recognizing this, I wanted to make sure that all of you as Directors and Managers recognize the change and expectations so that you in turn can support your teams in their understanding of the change, how it impacts them, the resources they have available and the requirement to attend the training once it is available.

Thanks everyone!

Yvette

Yvette Simpson
Director, Virtual Services
Ministry of Social Development
and Social Innovation

"One Province, One Team, Reliable Service"

From: SDSI SDD Field Communications SDSI:EX

Sent: Wednesday, June 22, 2016 11:01 AM

To: SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI SDD SAS All; SDSI SDD Supervisor All

Cc: SDSI Strategic Transformation Branch; SDSI PLMS 989 Headquarters; Evenden, Cristopher SDSI:EX; Brouwer, Siobhain K SDSI:EX; Boreen, Michael MTIC:EX; Marion, Joanne MTIC:EX; SDSI OPS SUPPORT Performance Reporting and Metrics SDSI:EX; Schiphorst, Susan A MCF:EX; Evans Locker, Ann SDSI:EX; Chambers, Richelle SDSI:EX; Galbraith, Elaine SDSI:EX; Lee, Yudy U SDSI:EX; Punia, Mandhir S SDSI:EX; Mogenson, Jody R SDSI:EX; Balson, Ashley; Byers, Rob A SDSI:EX; ISD Business Support SDSI:EX; SDSI Support SDSI:EX; Proceviat, Sherri SDSI:EX; Boschma, Sharlene A SDSI:EX; Stibbs, Jay J SDSI:EX; Chiu, Cary SDSI:EX; Bauer, Melissa L SDSI:EX; Sia, Pina SDSI:EX; Johnson, Eugene SDSI:EX; Pendergast, Shannon M SDSI:EX; Chan, Norman SDSI:EX; SDSI Service Delivery Directors; SDSI Performance and Risk Management Directors; SDSI Business Support Managers; SDSI Field Service Managers; SDSI Community Relations and Service Quality Managers; SDSI Organizational Health and Development Managers

Subject: ACTION REQUIRED: PWD Bus Pass Update - Effective September 1, 2016

Update

FIELD COMMUNICATION

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PWD Bus Pass Update – September 1, 2016

CHANGE IN PROCESS/PROCEDURES

What's changing?

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The PWD bus pass will no longer have an expiry date for clients in receipt of Disability Assistance.

PWD clients with an active bus pass will receive a letter by the end of June.

The letter outlines upcoming Bus Pass Program changes and explains their options with the new Transportation Support Allowance (TSA).

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Background

Earlier today, the ministry announced the above administrative changes to the BC Bus Pass program for clients with the PWD designation.

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If they cancel their bus pass, they can still change their mind at a later date and request a new bus pass.

Action: Refer to the June 2nd field communication on how to record PWD client choices using the new **Service Request Sub Types**.

Refer to Internal and External Communications for a copy of the client letter and staff FAQs.

Resources

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Please plan to complete the training session as soon as possible, so that you can properly administer September benefits for our PWD clients.

The Managers of Organizational Health and Development will be working with your MFSs and Supervisors to ensure all staff are supported in accessing this important information.

Stay tuned for more details.

For more information

Please review the [BC Bus Pass](#) program website.

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Evans Locker, Ann SDSI:EX

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 11:02 AM
To: LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: Lane, Cheree N SDSI:EX
Subject: RE: PWD Bus Pass Program - PWD Client Choices

You bet – thanks Anita!

From: LaHue, Anita SDSI:EX
Sent: Friday, June 3, 2016 10:55 AM
To: Jones, Stacey L SDSI:EX; Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: Lane, Cheree N SDSI:EX
Subject: RE: PWD Bus Pass Program - PWD Client Choices

Hi Stacey, as per our conversation this morning, can we put your request on hold until I have a chance to chat with Raymond on this.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 10:39 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: Jones, Stacey L SDSI:EX; Lane, Cheree N SDSI:EX
Subject: FW: PWD Bus Pass Program - PWD Client Choices

Hello:

I have been contacted by a supervisor stating clients are requesting to turn in their bus pass in order to receive the TSA effective September 1st.

As per my conversation with Georgina I am recommending the following interim work process when clients want to turn in their bus passes IMMEDIATELY.

Send an email to the bus pass program at:

SDSIBUSPA@gov.bc.ca

SUBJECT LINE - CANCEL bus pass

In the body of the email you must include the following:

Clients Name:

Client ID number from the card:

Last 4 digits of the serial number on the card:

Confirmation that the pass has been kept/destroyed by worker:

I have confirmed with the supervisor who contacted me that she does NOT currently have access to the Bus Pass Program in ICM – therefore is not able to create the SRs indicated below. The SRs should be used to capture someone who is not turning in their pass today but have identified their intent to opt OUT of the program in August.

Can we please have a communication sent out again to staff to explain the interim process?

Also – training of LOS / Intake staff on the new process and new SRs? Is there a plan in place for someone to do the training so staff understand the timelines associated with the opting IN and OUT of the program etc.

Thank you

Stacey

From: SDSI SDD Field Communications SDSI:EX

Sent: Thursday, June 2, 2016 10:51 AM

To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5

Subject: PWD Bus Pass Program - PWD Client Choices

Update

FIELD COMMUNICATION

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PWD Bus Pass Program – PWD Client Choices

CHANGE IN PROCESS/PROCEDURES

Action for staff

The Disability Assistance Rate Increases begin September 1, 2016. If PWD Bus Pass clients are asking how to opt out of the Bus Pass Program for September, please advise them to:

- Hold onto their bus pass for now (passes remain active to September 2016),
- Let them know they will receive a letter in late June /early July with further details, and
- Remind them to check the BC Bus Pass Program and Disability Assistance Rate Increases websites for ongoing updates.

If the client wishes to opt into or out of the PWD Bus Pass Program for September, advise you will record their choice on their file so they do not have to call back again (see “how-to” below).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

What’s happening?

PWD clients with an active 2016 bus pass will receive a letter early June outlining what to do if they wish to opt out of the Bus Pass Program/subsidized bus pass.

If they opt out, they will receive the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

A sample of the client letter will be published to the Internal and External Communications page once it is approved.

Resources – updates pending, please check back mid-June and ongoing.

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- Bus Pass FAQs
- Disability Assistance Rate Increases website

HOW-TO Record PWD Client Choices using the new Service Request

- This new SR has been launched early to support client requests. SOPs and Job Aids are being created for implementation.

PWD Clients Asking About Bus Pass & Rate Increase

- o Advise PWD Bus Pass Holders to hold onto their bus passes for now
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SR - PWD Bus Pass Opt In

To opt into the PWD Bus Pass Program in
September:

- o Choose the correct contact
- o Create a Service Request
- o Type: Bus Pass
- o Sub Type: Application PWD (*NEW)
- o Check-In and Update Status to Pending

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From: LaHue, Anita SDSI:EX
Sent: Friday, June 3, 2016 10:55 AM
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Cc: Lane, Cheree N SDSI:EX
Subject: RE: PWD Bus Pass Program - PWD Client Choices

Hi Stacey, as per our conversation this morning, can we put your request on hold until I have a chance to chat with Raymond on this.

Thanks

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Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

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Sent: Friday, June 3, 2016 10:39 AM
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Cc: Jones, Stacey L SDSI:EX; Lane, Cheree N SDSI:EX
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I have confirmed with the supervisor who contacted me that she does NOT currently have access to the Bus Pass Program in ICM – therefore is not able to create the SRs indicated below. The SRs should be used to capture someone who is not turning in their pass today but have identified their intent to opt OUT of the program in August.

Can we please have a communication sent out again to staff to explain the interim process?

Also – training of LOS / Intake staff on the new process and new SRs? Is there a plan in place for someone to do the training so staff understand the timelines associated with the opting IN and OUT of the program etc.

Thank you
Stacey

From: SDSI SDD Field Communications SDSI:EX

Sent: Thursday, June 2, 2016 10:51 AM

To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5

Subject: PWD Bus Pass Program - PWD Client Choices

Update

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PWD Bus Pass Program – PWD Client Choices

CHANGE IN PROCESS/PROCEDURES

Action for staff

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If the client wishes to opt into or out of the PWD Bus Pass Program for September, advise you will record their choice on their file so they do not have to call back again (**see “how-to” below**).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

What’s happening?

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From: Ruel, Janis M SDSI:EX
Sent: Friday, June 3, 2016 10:44 AM
To: Jones, Stacey L SDSI:EX; Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Cc: Lane, Cheree N SDSI:EX; Anholt, Jennifer A SDSI:EX
Subject: RE: PWD Bus Pass Program - PWD Client Choices

Hi Stacey, I believe that^{s.22} is out of the office until next week. Anita and Georgina, would this request need to go through approvals and Jennifer Anholt to update a Field Communication? Thank you, Janis

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 10:39 AM
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From: LaHue, Anita SDSI:EX
Sent: Friday, June 3, 2016 2:53 PM
To: Jones, Stacey L SDSI:EX; Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: Lane, Cheree N SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: PWD Bus Pass Program - PWD Client Choices

So, I just want to follow up.

After weighing the pros/cons, I think it would make best sense for us in the bus pass program to re-enforce the field communication, and ensure that Supervisors are following the process to create the SR and return the bus pass through the Opt Out process. I believe that there will be a policy call in mid June that will also re-enforce this process as well.

I suggest that the risk to add the process as identified below for those client who want to immediately cancel their pass outweighs the potential small cost of maybe having a few passes be paid for even though the client has handed them in.

I am not sure what situation there might be to cancel a card immediately for a PWD client except for the situation where the client is deceased.

Are you okay with us proceeding without this process identified below? Did you want me to set up a call to discuss further?

Stacey/Georgina, let me know your thoughts.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 11:02 AM
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Subject: RE: PWD Bus Pass Program - PWD Client Choices

You bet – thanks Anita!

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Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
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Cell #: 1-250-667-4171

From: Jones, Stacey L SDSI:EX
Sent: Friday, June 3, 2016 10:39 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: Jones, Stacey L SDSI:EX; Lane, Cheree N SDSI:EX
Subject: FW: PWD Bus Pass Program - PWD Client Choices

Hello:

I have been contacted by a supervisor stating clients are requesting to turn in their bus pass in order to receive the TSA effective September 1st.

As per my conversation with Georgina I am recommending the following interim work process when clients want to turn in their bus passes IMMEDIATELY.

Send an email to the bus pass program at:

SDSIBUSPA@gov.bc.ca

SUBJECT LINE - CANCEL bus pass

In the body of the email you must include the following:

Clients Name:
Client ID number from the card:
Last 4 digits of the serial number on the card:
Confirmation that the pass has been kept/destroyed by worker:

I have confirmed with the supervisor who contacted me that she does NOT currently have access to the Bus Pass Program in ICM – therefore is not able to create the SRs indicated below. The SRs should be used to capture someone who is not turning in their pass today but have identified their intent to opt OUT of the program in August.

Can we please have a communication sent out again to staff to explain the interim process?

Also – training of LOS / Intake staff on the new process and new SRs? Is there a plan in place for someone to do the training so staff understand the timelines associated with the opting IN and OUT of the program etc.

Thank you
Stacey

From: SDSI SDD Field Communications SDSI:EX

Sent: Thursday, June 2, 2016 10:51 AM

To: SDSI SAS - REGION 1; SDSI SAS - REGION 2; SDSI SAS - REGION 3; SDSI SAS - REGION 4; SDSI SAS - REGION 5; SDSI ALL EMPLOYMENT ASSISTANCE WORKERS; SDSI PLMS Investigative Officers; SDSI PLMS Supervisors; SDSI DS - REGION 1; SDSI DS - REGION 2; SDSI DS - REGION 3; SDSI DS - REGION 4; SDSI DS - REGION 5

Subject: PWD Bus Pass Program - PWD Client Choices

Update

FIELD COMMUNICATION

This message is sent from the SDSI SDD Field Communications mailbox. Please do not use your 'reply' button.

Please contact your supervisor if you have any questions, concerns or clarifications on the content.

PWD Bus Pass Program – PWD Client Choices

CHANGE IN PROCESS/PROCEDURES

Action for staff

The Disability Assistance Rate Increases begin September 1, 2016. If PWD Bus Pass clients are asking how to opt out of the Bus Pass Program for September, please advise them to:

- Hold onto their bus pass for now (passes remain active to September 2016),
- Let them know they will receive a letter in late June /early July with further details, and
- Remind them to check the BC Bus Pass Program and Disability Assistance Rate Increases websites for ongoing updates.

If the client wishes to opt into or out of the PWD Bus Pass Program for September, advise you will record their choice on their file so they do not have to call back again (see "how-to" below).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

What's happening?

PWD clients with an active 2016 bus pass will receive a letter early June outlining what to do if they wish to opt out of the Bus Pass Program/subsidized bus pass.

If they opt out, they will receive the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

A sample of the client letter will be published to the Internal and External Communications page once it is approved.

Resources – updates pending, please check back mid-June and ongoing.

- BC Bus Pass Program website
- Bus Pass FAQs
- Disability Assistance Rate Increases website

HOW-TO Record PWD Client Choices using the new Service Request

- This new SR has been launched early to support client requests. SOPs and Job Aids are being created for implementation.

PWD Clients Asking About Bus Pass & Rate Increase

- o Advise PWD Bus Pass Holders to hold onto their bus passes for now
- o Passes remain active to September
- o They will receive a letter in June with further details
- o Remind them to check the BC Bus Pass Program website for ongoing updates
- o We can record their choice

SR –

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SR - PWD Bus Pass Opt In

To opt into the PWD Bus Pass Program in
September:

- o Choose the correct contact
- o Create a Service Request
- o Type: Bus Pass
- o Sub Type: Application PWD (*NEW)
- o Check-In and Update Status to Pending

S

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Field Communications are posted to the SDD News Feed and archived on Internal and External Communications.

From: Archer, Terri SDSI:EX
Sent: Friday, September 2, 2016 8:43 AM
To: Kelly, Georgina SDSI:EX; LaHue, Anita SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX; Born, Aaron SDSI:EX
Subject: RE: Status Update: Bus Pass msg on IVR - correction
Attachments: Re: Bus Pass msg on IVR

Attached is what I sent to Aaron in response to the draft he provided.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Kelly, Georgina SDSI:EX
Sent: Friday, September 2, 2016 8:38 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: RE: Status Update: Bus Pass msg on IVR - correction

Thanks Terri – will you be sending us a copy of the approved script so that we can update the IVR?

Georgina Kelly
Acting Director, Service Delivery
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: Archer, Terri SDSI:EX
Sent: Thursday, September 1, 2016 6:36 PM
To: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: Re: Status Update: Bus Pass msg on IVR - correction

Sorry, I think I need to correct myself on this, I (and GCPE) approved a drafted script for the IVR this afternoon.

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Archer, Terri SDSI:EX
Sent: Thursday, September 1, 2016 6:02 PM
To: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: Re: Status Request: Bus Pass msg on IVR

Not that I'm aware of, awaiting the draft message.

Thanks

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: LaHue, Anita SDSI:EX
Sent: Thursday, September 1, 2016 6:00 PM
To: Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: RE: Status Request: Bus Pass msg on IVR

Was this sorted?

Anita

From: Archer, Terri SDSI:EX
Sent: Sunday, August 28, 2016 10:17 PM
To: Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Johnston, Kaleigh SDSI:EX; LaHue, Anita SDSI:EX
Subject: Status Request: Bus Pass msg on IVR

Hi Bus Pass folks, can you please let me know the status of the public/client facing message. It's important that we get updated messaging up on the phones (if it is not already uploaded) and we were working closely with Aaron on this prior to his move.

I can assist with the HQ and GCPE approvals once I get the draft message from you.

Thanks very much.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: MacLean, Amber SDSI:EX **Sent:** Tuesday, August 9, 2016 4:23 PM **To:** Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; Archer, Terri SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: Bus Pass msg on IVR

Hello Allen (In Anita's absence re: rates/ bus pass project role) and Georgina –
Below are two bus pass messages on the phone lines (note, Aaron removed the ice message, so technically, it is down right now, but he is getting it put back up).

A concern was brought forward that the messaging no longer applies to PWD bus pass holders.

Can you please provide your preferred updated IVR messaging for the bus pass program?

We will then get it approved by gcpe etc, and have Aaron get it posted.

Thanks,
Amber

IVR message: (Aaron has submitted a Ticket to deactivate)

Did you know you can request Bus Pass services online at buspass.gov.bc.ca. You are able to submit pass new pass requests, replacement requests and address changes online.

Please remain on the line to speak to the next available agent.

ICE message:

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm Monday to Friday except statutory holidays.

Did you know that you can apply for a bus pass, update your address, request a replacement bus pass online, or contact the Bus Pass Program by email? Please visit www.buspass.gov.bc.ca for instructions.

To assist staff with this call, please have the following information ready:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number"

Thank you for contacting the Bus Pass Program.

Aaron Born, Manager, Telephony Services

Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack , BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Born, Aaron SDSI:EX
Sent: Friday, September 2, 2016 6:13 AM
To: Archer, Terri SDSI:EX
Subject: Re: Bus Pass msg on IVR

Thanks Terri!

Aaron Born, Operations Support Manager
Service Delivery Division, Operations Support
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
T: 604-703-6928 M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: Archer, Terri SDSI:EX
Sent: September-01-16 3:31 PM
To: Born, Aaron SDSI:EX
Subject: Bus Pass msg on IVR

Hi Aaron, just one small edit for the IVR script (updated in your original version below). Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Services Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Leslie, Sean GCPE:EX **Sent:** Thursday, September 1, 2016 3:23 PM **To:** Archer, Terri SDSI:EX
Subject: RE: Bus Pass msg on IVR

No real concerns, I'm just nitpicky on the dating. I would rather it read "As of September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for people with disabilities has been eliminated."

Other than that, good by me. Thanks and cheers!

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

From: Archer, Terri SDSI:EX **Sent:** Thursday, September 1, 2016 3:05 PM **To:** Leslie, Sean GCPE:EX **Subject:** RE: Bus Pass msg on IVR **Importance:** High

Hi Sean, this script for upload on the phone system looks fine to me. Any concerns or edits from you?

Terri

From: Born, Aaron SDSI:EX **Sent:** Tuesday, August 30, 2016 1:33 PM **To:** Archer, Terri SDSI:EX **Subject:** FW: Bus Pass msg on IVR

Terri,

Please find below the purposed script that PCC is requesting to record for BP callers. Do you approve or have edits that you would like to make?

Script

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm.

You can apply for a bus pass, update your address, request a replacement bus pass online, or you can contact the Bus Pass Program by email. Please visit www.buspass.gov.bc.ca for instructions.

~~Starting September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for the bus pass will be eliminated as part of the September disability assistance rate changes.~~

As of September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for people with disabilities has been eliminated.

Low income seniors and other eligible applicants can access the program at a reduced cost. An initial application and an annual renewal application and fee will still be required. The 2017 renewal applications will be sent out in the fall of 2016.

Existing bus pass clients should not throw out their Compass Card as it can be reloaded from year to year. New applicants to the bus pass program will be sent a Compass Card once eligibility has been confirmed.

To assist staff with this call, please have the following information ready, your:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number

Personal information will be requested from you in order for you to apply for a Bus Pass. This information is collected under the authority of and will be used for the purpose of administering the BC Bus Pass Program. The collection, use and disclosure of information is subject to the provisions of the Freedom of Information and Protection of Privacy Act.

Thank you for contacting the Bus Pass Program.

Thanks!

Aaron Born, Manager, Telephony Services
Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 [E: Aaron.Born@gov.bc.ca](mailto:Aaron.Born@gov.bc.ca)

From: Jones, Stacey L SDSI:EX
Sent: Thursday, August 25, 2016 8:51 AM
To: Born, Aaron SDSI:EX; Kelly, Georgina SDSI:EX

Cc: Fekete, Gitta SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: Bus Pass msg on IVR

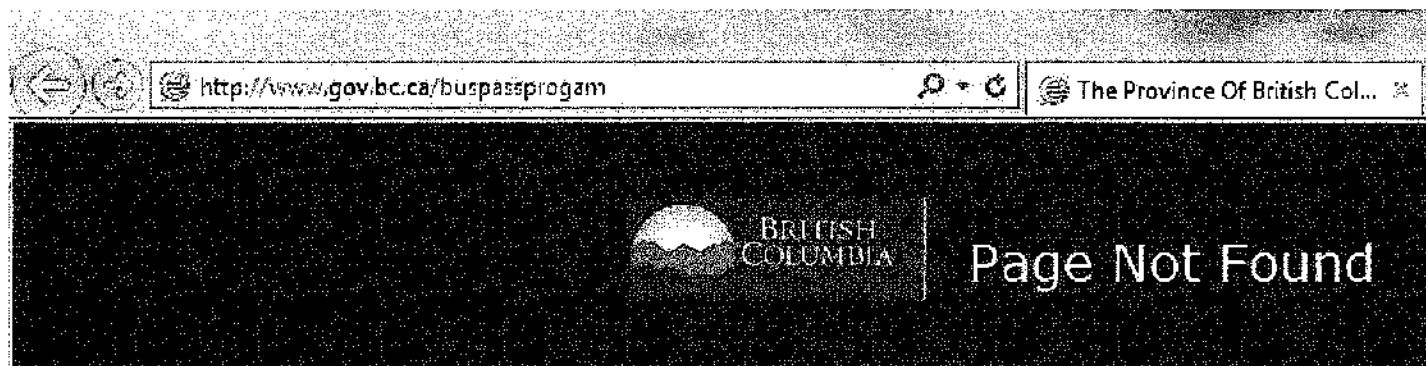
The correct link is:

www.buspass.gov.bc.ca - we have a 1 year redirect on this That will direct people to the actual address which is:

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>

From: Born, Aaron SDSI:EX
Sent: Wednesday, August 24, 2016 2:16 PM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: Bus Pass msg on IVR

OK, I will take it forward. First can you please confirm the URL that is part of the message? When I click on it, I receive a government "Page cannot be displayed" as seen below. Just want to make sure I am submitting the correct text.



This page cannot be found

The page you're looking for might have been unavailable.

Suggestions to help you find what you're looking for:

- Check that the web URL has been entered correctly.
- Go to our [Home Page](#) and browse the site.
- Use our [Service & Forms Finder](#).
- Contact our Call Centre:
 - Enquiry BC – Call Centre hours of operation:
 - o In Victoria: 250-387-6121
 - o In Vancouver: 604-660-2421
 - o Elsewhere in B.C.: 1-800-663-3800
 - o Outside B.C.: 604-660-2421
 - o Email: EnquiryBC@gov.bc.ca
- Go to our [Home Page](#) and use the search function.

Aaron Born, Manager, Telephony Services
Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 ✉: Aaron.Born@gov.bc.ca

From: Kelly, Georgina SDSI:EX
Sent: Wednesday, August 24, 2016 2:12 PM
To: Born, Aaron SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: Bus Pass msg on IVR

Hi Aaron

I don't believe it has been approved by either SSB or GCPE

Georgina Kelly
Acting Director, Service Delivery
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: Born, Aaron SDSI:EX
Sent: Wednesday, August 24, 2016 12:59 PM
To: Jones, Stacey L SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Kelly, Georgina SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: RE: Bus Pass msg on IVR

Stacey,

Has this message been reviewed and approved by SSB and GCPE?

If not, I can reach out to them for approvals and then provide you with the instructions on recording the message.

Aaron Born, Manager, Telephony Services
Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 E: Aaron.Born@gov.bc.ca

From: Jones, Stacey L SDSI:EX
Sent: Wednesday, August 24, 2016 12:27 PM
To: Born, Aaron SDSI:EX
Cc: Fekete, Gitta SDSI:EX; Kelly, Georgina SDSI:EX; Johnston, Jody SDSI:EX; Nguyen, Diem (Hai Dang) SDSI:EX
Subject: FW: Bus Pass msg on IVR
Importance: High

Hello Aaron:

Georgina has approved the IVR messaging below – can you provide me the details and then we can move forward.

Stacey

From: Kelly, Georgina SDSI:EX
Sent: Tuesday, August 23, 2016 1:40 PM
To: Jones, Stacey L SDSI:EX
Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX
Subject: RE: Bus Pass msg on IVR

I'll support the recommendation

Georgina Kelly
Acting Director, Service Delivery
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: Jones, Stacey L SDSI:EX
Sent: Monday, August 22, 2016 3:01 PM
To: Kelly, Georgina SDSI:EX
Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX
Subject: RE: Bus Pass msg on IVR

I don't know the scope of bus pass on MYSS so I cant comment on this.

Can we just move forward with the recommendation below at this time?

From: Kelly, Georgina SDSI:EX
Sent: Thursday, August 11, 2016 11:51 AM
To: Jones, Stacey L SDSI:EX
Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX
Subject: RE: Bus Pass msg on IVR

How about referring them to mySS as well.

Georgina Kelly
Manager Field Services
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: Jones, Stacey L SDSI:EX
Sent: Thursday, August 11, 2016 11:27 AM
To: Kelly, Georgina SDSI:EX
Cc: Nguyen, Diem (Hai Dang) SDSI:EX; Holtom, Michele L SDSI:EX; Johnston, Jody SDSI:EX; Fekete, Gitta SDSI:EX
Subject: RE: Bus Pass msg on IVR
Importance: High

So if I understand your additions you state that PWD clients can apply online however we removed the online form from their side.

I would remove it as it is confusing.

You could add something in there about them speaking to someone at their local office perhaps

What we are seeing now is TONS of emails coming from advocates and PWD clients wanting to contact the program and not knowing how anymore as the on-line form was removed.

My suggestion was the following: Anita stated that we HAVE to add a FOI disclaimer to dialogue with clients and instead of all staff having to say it, it was recommended that we add it to the IVR. The version below does not have it.

SUGGESTED RECORDED MESSAGE

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm.

You can apply for a bus pass, update your address, request a replacement bus pass online, or you can contact the Bus Pass Program by email. Please visit www.gov.bc.ca/buspassprogram for instructions.

~~Persons with Disabilities can now receive a bus pass as part of their disability assistance and the annual renewal application and fee for the bus pass are no longer required.~~

Starting September 1st, Persons with Disabilities can receive a bus pass as part of their disability assistance, and the annual renewal application and administration fee for the bus pass will be eliminated as part of the September disability assistance rate changes.

Low income seniors and other eligible applicants can access the program at a reduced cost. An initial application and an annual renewal application and fee will still be required. The 2017 renewal applications will be sent out in the fall of 2016.

Existing bus pass clients should not throw out their compass card as it can be reloaded from year to year. New applicants to the bus pass program will be sent a Compass Card once eligibility has been confirmed.

To assist staff with this call, please have the following information ready:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number

Personal information will be requested from you in order for you to apply for a Bus Pass. This information is collected under the authority of and will be used for the purpose of administering the BC Bus Pass Program. The collection, use and disclosure of information is subject to the provisions of the Freedom of Information and Protection of Privacy Act.

Thank you for contacting the Bus Pass Program.

From: Kelly, Georgina SDSI:EX
Sent: Tuesday, August 9, 2016 4:35 PM
To: Jones, Stacey L SDSI:EX
Subject: FW: Bus Pass msg on IVR

Hi Stacey

Here are my thoughts what do you think?

Georgina Kelly
Manager Field Services
Provincial Contact Centre
Social Development and
Social Innovation
(cel) 604-617-6457

From: MacLean, Amber SDSI:EX
Sent: Tuesday, August 9, 2016 4:23 PM
To: Kelly, Georgina SDSI:EX; Jones, Allen SDSI:EX
Cc: Jensen, Dana SDSI:EX; Archer, Terri SDSI:EX; Johnston, Kaleigh SDSI:EX
Subject: Bus Pass.msg on IVR

Hello Allen (In Anita's absence re: rates/ bus pass project role) and Georgina –
Below are two bus pass messages on the phone lines (note, Aaron removed the ice message, so technically, it is down right now, but he is getting it put back up).

A concern was brought forward that the messaging no longer applies to PWD bus pass holders.

Can you please provide your preferred updated IVR messaging for the bus pass program?

We will then get it approved by gcpe etc, and have Aaron get it posted.

Thanks,
Amber

IVR message: (Aaron has submitted a Ticket to deactivate)

Did you know you can request Bus Pass services online at buspass.gov.bc.ca. You are able to submit pass new pass requests, replacement requests, and address changes online or if you are a PWD client request a change to your bus pass or transportation allowance.

Please remain on the line to speak to the next available agent.

ICE message:

Thank you for contacting the BC Bus Pass Program. Phone lines are open from 9:00am to 4:00pm Monday to Friday except statutory holidays.

Did you know that you can apply for a bus pass, update your address, request a replacement bus pass online, and request a change to your bus pass or transportation allowance if you are a PWD client or contact the Bus Pass Program by email? Please visit www.buspass.gov.bc.ca for instructions.

To assist staff with this call, please have the following information ready:

- Primary phone number
- Date of birth
- Current address
- Account number (9 digit number that is printed on your pass) or Social Insurance Number"

Thank you for contacting the Bus Pass Program.

Aaron Born, Manager, Telephony Services
Service Delivery Division, Virtual Services Stream
Ministry of Social Development and Social Innovation
45540 Yale Road, Chilliwack, BC
M: 604-819-9247 e: Aaron.Born@gov.bc.ca

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/26/2016	2826	190872		e ?? appreciates the raise in PWD rates and the elimination of the bus pass administration fee.

Approvals

Date Approved	User	Title
9/23/2016 10:01 AM	Keene, Jeff SDSI:EX	Item Approved.
9/15/2016 3:51 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/13/2016 10:49 AM	MacMillan, Karen SDSI:EX	Item Approved.
9/13/2016 10:10 AM	Di Castri, Adriana SDSI:EX	Item Approved.

Comment Date	User	Title
9/26/2016 11:00 AM	Harvey, Danielle SDSI:EX	MMS edits saved to Library and Printable History saved to K Drive and uploaded to CLIFF log. eFiled at CU.
9/26/2016 8:16 AM	Di Castri, Adriana SDSI:EX	Final sent and saved to K drive. Please close and file.
9/23/2016 10:01 AM	Keene, Jeff SDSI:EX	One small MMS edit. The approved. Please add e-sig.
9/16/2016 2:51 PM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
9/16/2016 8:38 AM	D'Argis, Julie SDSI:EX	Approved by Sheila. CU to prepare/send final - JD
9/15/2016 3:51 PM	Taylor, Sheila A SDSI:EX	approved
9/13/2016 10:10 AM	Di Castri, Adriana SDSI:EX	Approved with edits. To Karen for review and approval.
9/8/2016 2:26 PM	Harvey, Danielle SDSI:EX	Response drafted and forwarded to Ad for approval.
9/7/2016 3:04 PM	Collins, Alison J SDSI:EX	Writer for Draft Response.

Path

Path Date	User	Title
9/26/2016 11:00 AM	Harvey, Danielle SDSI:EX	Item completed with the reason Completed.
9/26/2016 8:16 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
9/23/2016 10:01 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
9/16/2016 2:51 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
9/16/2016 8:38 AM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
9/15/2016 3:51 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
9/13/2016 10:49 AM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
9/13/2016 10:10 AM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
9/8/2016 2:26 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/7/2016 3:05 PM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
9/7/2016 3:04 PM	Collins, Alison J SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
9/23/2016 10:01 AM	Keene, Jeff SDSI:EX	Document [190872 e / MMS edit] Uploaded.
9/8/2016 11:27 AM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
9/7/2016 3:04 PM	Collins, Alison J SDSI:EX	Document [190872 e Incoming 1] Uploaded.

For support, email Collaborate@gov.bc.ca.

FINAL EMAIL RESPONSE

Ref: 190870

s.22

Thank you for your email of September 2, 2016, regarding disability assistance rates in British Columbia (BC).

Thank you for taking the time to voice your concerns.

As you are aware, effective September 1, 2016, all people who have the Persons with Disabilities (PWD) designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, anyone receiving disability assistance can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

I recognize that living with a disability and on a limited income is very difficult; however, I would like to take this opportunity to point out the supports that are available to people in British Columbia (BC) who are receiving disability assistance.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more supports like wheelchairs, orthotics, hearing aids, medical transportation and nutritional supplements. People with

disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

As well, on January 1, 2015, BC became the first province in Canada to annualize earnings exemptions so people receiving disability assistance can maximize their earnings by calculating it on an annual basis instead of monthly. This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

Child-support payments are now fully exempt for families receiving income and disability assistance and in December of 2015, BC also raised the asset limits for people on disability assistance.

- Single person or family where one person has the PWD designation: from \$5,000 to \$100,000
- Couple where both people have the PWD designation: from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier



MY ITEMS	MY ASSIGNED ITEMS	WATCHED ITEMS	CREATE	SUPPORT	SETTINGS	SUPER USER
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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
10/5/2016	2863	190870		s.22 protests the "clawback" (possibly referring to the cost of a Bus Pass Program?) and lack of funding increases for Persons with Disabilities.

Approvals

Date Approved	User	Title
9/29/2016 3:45 PM	Keene, Jeff SDSI:EX	Item NOT Approved.
9/29/2016 2:26 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/27/2016 3:36 PM	MacMillan, Karen SDSI:EX	Item Approved.
9/16/2016 3:07 PM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
10/5/2016 3:05 PM	Harvey, Danielle SDSI:EX	Final (not sent) and Printable History saved to K drive and uploaded to CLIFF log. eFiled at CU.
9/29/2016 3:45 PM	Keene, Jeff SDSI:EX	s.13
9/29/2016 2:50 PM	Di Castri, Adriana SDSI:EX	Finalized, To Jeff for MMS approval.
9/29/2016 2:43 PM	D'Argis, Julie SDSI:EX	Approved by Deputy, CU to prepare/send final - JD.
9/29/2016 2:26 PM	Taylor, Sheila A SDSI:EX	s.13
9/16/2016 3:07 PM	Di Castri, Adriana SDSI:EX	Approved with edits. To Karen for review and approval.
9/14/2016 4:09 PM	Harvey, Danielle SDSI:EX	Response drafted from approved wording: current bus pass wording and 189303 - MMS Insert. Forwarded to Ad for approval.
9/14/2016 8:57 AM	Collins, Alison J SDSI:EX	Writer for draft response using approved wording.

s.22

Path

Path Date	User	Title
10/5/2016 3:05 PM	Harvey, Danielle SDSI:EX	Item completed with the reason Completed.
9/29/2016 3:45 PM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
9/29/2016 2:50 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
9/29/2016 2:43 PM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
9/29/2016 2:26 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
9/27/2016 3:36 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
9/16/2016 3:07 PM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
9/14/2016 4:09 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/14/2016 8:58 AM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
9/14/2016 8:57 AM	Collins, Alison J SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
9/14/2016 3:27 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
9/14/2016 8:58 AM	Collins, Alison J SDSI:EX	Document [190870(s.22 incoming 1)] Uploaded.

For support, email ICollaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: Nohr, Tamie <Tamie.Nohr@leg.bc.ca>
Sent: Tuesday, September 6, 2016 8:59 AM
To: Minister, SDSI SDSI:EX
Subject: FW: Income Assistance Rates

Categories: MINISTER SIGNATURE

Tamie Nohr

Constituency Assistant | Michelle Stilwell, MLA Parksville-Qualicum
Office: 250-248-2625 | <http://michellestilwellmla.ca/>



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s.22

Sent: September 5, 2016 12:33 PM
To: Stilwell.MLA, Michelle ; premier@gov.bc.ca
Subject: Re: Income Assistance Rates

Dear Premier Clark and Minister Stilwell,

I am writing to ask that income assistance rates be raised, both for disabled and non-disabled persons in British Columbia.

The recent, very small increase for people with disabilities is not nearly enough. Once people pay for the bus pass, the increase is essentially nothing.

We are leaving vulnerable people in a precarious position. BC is in a strong enough financial position to provide a more humane level of assistance for both disabled and non-disabled persons. A significant increase is necessary.

Yours truly,

s.22

Di Castri, Adriana SDSI:EX

From: Rochon, Jake PREM:EX
Sent: Tuesday, September 6, 2016 11:13 AM
To: Minister, SDSI SDSI:EX
Subject: PO log 673886^{s.22}
Attachments: Re: Income Assistance Rates

Categories: ADD TO EXISTING LOG

Hello! We will leave this one for you since Min. Stilwell was sent an identical message. Thank you!

Jake Rochon
Correspondence Officer
Office of the Premier
(250) 356-1906

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Monday, September 5, 2016 12:33 PM
To: Stilwell.MLA, Michelle LASS:EX; OfficeofthePremier, Office PREM:EX
Subject: Re: Income Assistance Rates

Dear Premier Clark and Minister Stilwell,

I am writing to ask that income assistance rates be raised, both for disabled and non-disabled persons in British Columbia.

The recent, very small increase for people with disabilities is not nearly enough. Once people pay for the bus pass, the increase is essentially nothing.

We are leaving vulnerable people in a precarious position. BC is in a strong enough financial position to provide a more humane level of assistance for both disabled and non-disabled persons. A significant increase is necessary.

Yours truly,

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Tuesday, October 25, 2016 9:26 AM
To: s.22
Cc: 'premier@gov.bc.ca'
Subject: 190869 s.22 SDSI Response

Ref: 190869

s.22

Thank you for your email of September 5, 2016, addressed to the Honourable Christy Clark, Premier, and to me, regarding assistance rates in British Columbia and changes to the Bus Pass Program. Premier Clark has asked that I reply on her behalf, and I am pleased to do so.

Thank you for taking the time to share your concerns on behalf of vulnerable citizens of British Columbia.

As you are aware, effective September 1, 2016, all people who have the Persons with Disabilities (PWD) designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

In regard to your comment about raising income assistance rates, British Columbia is not in a financial position to consider increases to temporary assistance rates at this time.

Our government has implemented changes to provide greater 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.

Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: September 5, 2016 12:33 PM
To: Stilwell, M.L.A., Michelle ; premier@gov.bc.ca
Subject: Re: Income Assistance Rates

Dear Premier Clark and Minister Stilwell,

I am writing to ask that income assistance rates be raised, both for disabled and non-disabled persons in British Columbia.

The recent, very small increase for people with disabilities is not nearly enough. Once people pay for the bus pass, the increase is essentially nothing.

We are leaving vulnerable people in a precarious position. BC is in a strong enough financial position to provide a more humane level of assistance for both disabled and non-disabled persons. A significant increase is necessary.

Yours truly,

s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number
190869

Other Number

Selected Item				
Date Completed	ID	Cliff Number	Other Number	Subject
10/25/2016	2862	190869		S 22 asks that income assistance rates be raised for both expected to work and people with disabilities. Also complains about the Bus Pass Program and recent rate increase.

Approvals

Date Approved	User	Title
10/24/2016 10:52 AM	White, Christine SDSI:EX	Item Approved.
10/17/2016 1:23 PM	Taylor, Sheila A SDSI:EX	Item Approved.
10/5/2016 4:32 PM	MacMillan, Karen SDSI:EX	Item Approved.
9/16/2016 3:13 PM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
10/25/2016 9:28 AM	Collins, Allison J SDSI:EX	MMS edits document saved to K drive. Edits completed as indicated. Final emailed with cc to Premier, saved to K drive & uploaded into Cliff log. eFiled at CU.
10/24/2016 10:52 AM	White, Christine SDSI:EX	Blake edited, MMS edited, Please further edit then approved thank you! Christine
10/20/2016 11:27 AM	Di Castri, Adriana SDSI:EX	Finalized. To Christine for MMS approval.
10/18/2016 4:16 PM	Ramsay, Laura P SDSI:EX	Approved by DM. -lmr
10/17/2016 1:23 PM	Taylor, Sheila A SDSI:EX	approved
9/16/2016 3:13 PM	Di Castri, Adriana SDSI:EX	Approved with edit, To Karen for review and approval.
9/14/2016 3:20 PM	Harvey, Danielle SDSI:EX	Response drafted from approved wording: current bus pass wording, 189303 e 2 MMS insert and 113. BCEA- Rates- Temporary Assistance. Forwarded to Ad for approval.
9/14/2016 8:51 AM	Collins, Allison J SDSI:EX	Writer for draft response using approved wording.

Path

Path Date	User	Title
10/25/2016 9:28 AM	Collins, Allison J SDSI:EX	Item completed with the reason Completed.
10/24/2016 10:52 AM	White, Christine SDSI:EX	Item sent to Correspondence Coordinator.
10/20/2016 11:27 AM	Di Castri, Adriana SDSI:EX	Item sent to White, Christine.
10/18/2016 4:16 PM	Ramsay, Laura P SDSI:EX	Item sent to Correspondence Manager.
10/17/2016 1:23 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julia.
10/5/2016 4:32 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
9/16/2016 3:13 PM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
9/14/2016 3:20 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/14/2016 8:53 AM	Collins, Allison J SDSI:EX	Item sent to Correspondence Writer.
9/14/2016 8:51 AM	Collins, Allison J SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
10/24/2016 10:40 AM	White, Christine SDSI:EX	Document {190869MMS Edits} Uploaded.
9/14/2016 3:26 PM	Harvey, Danielle SDSI:EX	Document {Draft Template} Uploaded.

9/14/2016 2:50 PM Harvey, Danielle SDSI:EX
9/14/2016 8:52 AM Collins, Allison : SDSI:EX
9/14/2016 8:52 AM Collins, Allison : SDSI:EX



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Document (Draft Template) Uploaded.

Document (190865) Incoming 2 PO Ref Uploaded. s.22

Document (190865) Incoming 1 Uploaded. s.22

Di Castri, Adriana SDSI:EX


From: Nohr, Tamie <Tamie.Nohr@leg.bc.ca>
Sent: Friday, September 2, 2016 1:39 PM
To: Minister, SDSI SDSI:EX
Subject: FW: Province-wide protests mark day of increase in B.C. disability benefits

Categories: MINISTER SIGNATURE

Tamie Nohr

Constituency Assistant | Michelle Stilwell, MLA Parksville-Qualicum
Office: 250-248-2625 | <http://michellestilwellmla.ca/>



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s.22

Sent: September 1, 2016 9:24 PM
To: Christy Clark ; Stilwell.MLA, Michelle
Cc: Simons.MLA, Nicholas ; Opposition Leader ; Bennett.MLA, Bill ; Dix.MLA, Adrian ; Darcy.MLA, Judy ; Ralston.MLA, Bruce ; Prime Minister/Premier Ministre ; Pam Goldsmith-Jones MP
Subject: Province-wide protests mark day of increase in B.C. disability benefits

Dear Premier Clark

How cruel can you be Madam Premier: When today I see on CHEK TV your re-election adverts that we the people of BC are paying for, yet cannot find the money to allow the disabled to live above the poverty line. - You should be ashamed of yourself and your government

You make disabled people who no fault of theirs have to live in abject poverty in Christy Clarks BC - Shame Shame

Yours in disgust

s.22

.cc Prime Minister Local MP, Minister for the Disabled, Leader of the Opposition, MLA's, the Progressive Media

Note see article below

STRAIGHT TALK

Province-wide protests mark day of increase in B.C. disability benefits

by Carlito Pablo on September 1st, 2016 at 2:18 PM

<http://www.straight.com/news/770711/province-wide-protests-mark-day-increase-bc-disability-benefits>

4

Di Castri, Adriana SDSI:EX

From: MacMillan, Karen SDSI:EX
Sent: Thursday, September 8, 2016 1:33 PM
To: SDSI Executive Correspondence Services SDSI:EX
Cc: Di Castri, Adriana SDSI:EX
Subject: RE: Media Threat: Province-wide protests mark day of increase in B.C. disability benefits- s.22

Follow Up Flag: Follow up
Flag Status: Completed

Ok thanks, Don't think we need to give GCPE a heads up.

From: SDSI Executive Correspondence Services SDSI:EX
Sent: Thursday, September 8, 2016 1:26 PM
To: MacMillan, Karen SDSI:EX
Cc: Di Castri, Adriana SDSI:EX
Subject: Media Threat: Province-wide protests mark day of increase in B.C. disability benefits- s.22

Hi Karen:

The email below from ^{s.22} has a cc to the Progressive Media in the text. There's nothing to indicate the email was shared with the media; however, it may have been sent as a blind copy or in a separate communication.

Thanks.

Alison

Correspondence Coordinator
Executive Correspondence Services
P: 250-387-1879



From: Nohr, Tamie [<mailto:Tamie.Nohr@leg.bc.ca>]
Sent: Friday, September 02, 2016 1:39 PM
To: Minister, SDSI SDSI:EX
Subject: FW: Province-wide protests mark day of increase in B.C. disability benefits

Tamie Nohr

Constituency Assistant | Michelle Stilwell, MLA Parksville-Qualicum
Office: 250-248-2625 | <http://michellestilwellmla.ca/>



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s.22

Sent: September 1, 2016 9:24 PM

To: Christy Clark ; Stilwell.MLA, Michelle

Cc: Simons.MLA, Nicholas ; Opposition Leader ; Bennett.MLA, Bill ; Dix.MLA, Adrian ; Darcy.MLA, Judy ; Ralston.MLA, Bruce ; Prime Minister/Premier Ministre ; Pam Goldsmith-Jones MP

Subject: Province-wide protests mark day of increase in B.C. disability benefits

Dear Premier Clark

How cruel can you be Madam Premier: When today I see on CHEK TV your re-election adverts that we the people of BC are paying for, yet cannot find the money to allow the disabled to live above the poverty line. - You should be ashamed of yourself and your government

You make disabled people who no fault of theirs have to live in abject poverty in Christy Clarks BC - Shame Shame

Yours in disgust

s.22

.cc Prime Minister Local MP, Minister for the Disabled, Leader of the Opposition, MLA's, the Progressive Media

Note see article below

STRAIGHT TALK

Province-wide protests mark day of increase in B.C. disability benefits

by Carlito Pablo on September 1st, 2016 at 2:18 PM

<http://www.straight.com/news/770711/province-wide-protests-mark-day-increase-bc-disability-benefits>

4

FINAL EMAIL RESPONSE

Ref: 190867

s.22

Thank you for your email of September 1, 2016, addressed to the Honourable Christy Clark, Premier and to me, regarding supports for persons with disabilities in British Columbia (BC). Premier Clark has asked that I respond on her behalf.

As you are aware from previous ministry correspondence of May 3, 2016 and from the article you shared, effective September 1, 2016, all people who have the Persons with Disabilities (PWD) designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

You may be interested to know that the ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, anyone receiving disability assistance can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

In regard to your comments about persons with disabilities in our province living in poverty, I would like to take this opportunity to point out the supports that are available to people in British Columbia (BC) who are receiving disability assistance.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more supports like wheelchairs, orthotics, hearing aids, medical transportation and nutritional supplements. People with

disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

As well, on January 1, 2015, BC became the first province in Canada to annualize earnings exemptions so people receiving disability assistance can maximize their earnings by calculating it on an annual basis instead of monthly. This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

Child-support payments are now fully exempt for families receiving income and disability assistance and in December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the PWD designation: from \$5,000 to \$100,000
- Couple where both people have the PWD designation: from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing and sharing your feedback.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier



MY ITEMS

MY ASSIGNED ITEMS

WATCHED ITEMS

CREATE

SUPPORT

SETTINGS

SUPER USER

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190867

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
10/5/2016	2861	190867		s.22 complaints about the cost of election advertisements when people with disabilities are struggling to make ends meet.

Approvals

Date Approved	User	Title
9/25/2016 3:58 PM	Keene, Jeff SDSI:EX	Item NOT Approved.
9/29/2016 2:34 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/27/2016 3:30 PM	MacMillan, Karen SDSI:EX	Item Approved.
9/16/2016 3:00 PM	Di Castro, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
10/5/2016 3:01 PM	Harvey, Danielle SDSI:EX	Final (not sent) and Printable History saved to K drive and uploaded to CLIFF log. eFiled at CU.
9/29/2016 3:58 PM	Keene, Jeff SDSI:EX	s.13
9/29/2016 2:49 PM	Di Castro, Adriana SDSI:EX	Finalized. To Jeff for FIME approval.
9/29/2016 2:46 PM	D'Argis, Julie SDSI:EX	Approved by deputy. CU to prepare/send final - JMD
9/29/2016 2:34 PM	Taylor, Sheila A SDSI:EX	approved
9/16/2016 3:00 PM	Di Castro, Adriana SDSI:EX	Approved with edits. To Karen for review and approval.
9/14/2016 2:35 PM	Harvey, Danielle SDSI:EX	Response drafted from approved, most current bus pass wording and 199303 - MMS insert with minor edits. Please note writer has received Batch 2 response previously. Forwarded to Ad for approval.
9/14/2016 8:46 AM	Collins, Alison J SDSI:EX	Write for draft response using approved wording.

s.22

Path

Path Date	User	Title
10/5/2016 3:01 PM	Harvey, Danielle SDSI:EX	Item completed with the reason Completed.
9/29/2016 3:58 PM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
9/29/2016 2:49 PM	Di Castro, Adriana SDSI:EX	Item sent to Keene, Jeff.
9/29/2016 2:46 PM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
9/29/2016 2:34 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
9/27/2016 3:30 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
9/16/2016 3:00 PM	Di Castro, Adriana SDSI:EX	Item sent to MacMillan, Karen.
9/14/2016 2:35 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/14/2016 8:47 AM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
9/14/2016 8:46 AM	Collins, Alison J SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
9/14/2016 1:45 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
9/14/2016 8:47 AM	Collins, Alison J SDSI:EX	Document [190867 s.22] Uploaded.
9/14/2016 8:46 AM	Collins, Alison J SDSI:EX	Document [190867 Incoming-1] Uploaded.

s.22

For support, email iCollaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Tuesday, August 30, 2016 6:36 PM
To: OfficeofthePremier, Office PREM:EX
Cc: Minister, SDSI SDSI:EX; Mungall.MLA, Michelle LASS:EX; islandnews@ctv.ca; cbcnews@vancouver.cbc.ca; tips@chekevents.ca; localnews@timescolonist.com
Subject: Dental costs for individuals on Disability Social Assistance
Categories: MINISTER SIGNATURE

Madam Premier:

I am writing this letter on behalf of a developmentally delayed person^{s.22}
s.22 although really this is on behalf of all people that are receiving a Disability Social Assistance income. s.22 receives a Disability Social Assistance income which of course helps s.2 with rent and then a meager amount for day-to-day living. I have just read about the increase to s.2 monthly allowance which normally I would be grateful for, but then sadly I have read that s.2 will have to start paying for s.2 bus pass monthly, instead of annually. So with the increase of \$77/month minus the \$52/month bus pass, s.22 net increase is a paltry \$25 a month.

s.22 will now receive \$983 a month; s.2 pays \$550 a month for rent, which leaves s.2 \$433 for clothing, transportation, food and sundries. I also read with interest what you earn on top of your annual salary of \$102,878 an additional bi-weekly allowance of \$3,946; so not even your regular annual salary, just the allowance that you receive every two weeks, s.22 is expected to live on for almost a year. From this \$433/month not only is s.22 supposed to exist, s.2 is also supposed to pay for s.2 dental check-ups. Now of course someone on your side may say that s.2 receives \$1,000 every two years which is ok (definitely not great or even good), but this is only ok if the full amount of s.2 check-up is covered. But since your "fee guide" has not been updated in years, this doesn't even come close to covering the actual cost. For example, a simple cleaning is \$130 of which the government covers approximately \$88, just 68%; so that means s.22 has to come up with an additional \$42 to cover what should be a basic right for people like s.22 just like it is for sitting MLA's, whose coverage is, I believe 100%.

Now normally speaking I understand that everybody is different, we live in a Capitalist society and therefore the "you's and me's" of the world will never be equal in our earnings. But when it comes to our most vulnerable, I really believe we leave them far far behind the "you's and me's".

I am requesting that your government look at what they are doing for those on disability and do more; cover the dental costs of people receiving Disability Social Assistance., whatever they are!

I have attached, for your reference, a link to the fee schedule for dentist. I do not pretend to understand how to read it, but rest assured I have spoken with s.22 dentist and they advised me that the attached schedule does not come close to covering the actual costs of a visit to the dentist.

<http://www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-dentist.pdf>

I look forward to your response.
s.22

Cc: Honourable Michelle Stilwell
Honourable Michelle Mungall
CTV News
CBC News
CHECK News

Di Castri, Adriana SDSI:EX

From: Rochon, Jake PREM:EX
Sent: Wednesday, August 31, 2016 10:54 AM
To: Minister, SDSI SDSI:EX
Subject: PO log 673623 s.22
Attachments: Dental costs for individuals on Disability Social Assistance

Categories: ADD TO EXISTING LOG

Hello! I have an email here about PWD rates. It's worth noting that the writer is a bit combative. Would you be able to respond? I believe the minister was cc'd as well. Thank you!

Jake Rochon
Correspondence Officer
Office of the Premier
(250) 356-1906

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Tuesday, August 30, 2016 6:36 PM
To: OfficeofthePremier, Office PREM;EX
Cc: Minister, SDSI SDSI:EX; Mungall.MLA, Michelle LASS:EX; islandnews@ctv.ca; cbcnewsvancover@cbc.ca; tips@chekevents.ca; localnews@timescolonist.com
Subject: Dental costs for individuals on Disability Social Assistance

Madam Premier:

I am writing this letter on behalf of a developmentally delayed person s.22

s.22 although really this is on behalf of all people that are receiving a Disability Social Assistance

s.22 receives a Disability Social Assistance income which of course helps s.2 with rent and then a meager amount for day-to-day living. I have just read about the increase to s.2 monthly allowance which normally I would be grateful for, but then sadly I have read that s.2 will have to start paying for s.2 bus pass monthly, instead of annually. So with the increase of \$77/month minus the \$52/month bus pass, s.22 net increase is a paltry \$25 a month.

s.22 will now receive \$983 a month; s.2 pays \$550 a month for rent, which leaves s.2 \$433 for clothing, transportation, food and sundries. I also read with interest what you earn on top of your annual salary of \$102,878 an additional bi-weekly allowance of \$3,946; so not even your regular annual salary, just the allowance that you receive every two weeks, s.2 is expected to live on for almost a year.

From this \$433/month not only is s.22 supposed to exist, s.2 is also supposed to pay for s. dental check-ups. Now of course someone on your side may say that s.2 receives \$1,000 every two years which is ok (definitely not great or even good), but this is only ok if the full amount of s.2 check-up is covered. But since your "fee guide" has not been updated in years, this doesn't even come close to covering the actual cost. For example, a simple cleaning is \$130 of which the government covers approximately \$88, just 68%; so that means s.22 has to come up with an additional \$42 to cover what should be a basic right for people like s.22 just like it is for sitting MLA's, whose coverage is, I believe 100%.

Now normally speaking I understand that everybody is different, we live in a Capitalist society and therefore the "you's and me's" of the world will never be equal in our earnings. But when it comes to our most vulnerable, I really believe we leave them far far behind the "you's and me's".

I am requesting that your government look at what they are doing for those on disability and do more; cover the dental costs of people receiving Disability Social Assistance... whatever they are!

I have attached, for your reference, a link to the fee schedule for dentist. I do not pretend to understand how to read it, but rest assured I have spoken with s.22 dentist and they advised me that the attached schedule does not come close to covering the actual costs of a visit to the dentist.

<http://www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-dentist.pdf>

I look forward to your response.

s.22

Cc: Honourable Michelle Stilwell
Honourable Michelle Mungall
CTV News
CBC News
CHECK News
Victoria Times Colonist

Di Castri, Adriana SDSI:EX

From: Minister, SDSI SDSI:EX
Sent: Monday, September 26, 2016 8:20 AM
To: s.22
Cc: OfficeofthePremier, Office PREM:EX
Subject: 190837 s.22 SDSI Response

Ref: 190837

s.22

Thank you for your email of August 30, 2016, addressed to the Honourable Christy Clark, Premier, regarding the supports available to Persons with Disabilities (PWD) clients in British Columbia. Your correspondence has been forwarded to the Ministry of Social Development and Social Innovation, and as Minister I am pleased to respond.

I want to thank you for your advocacy on behalf of British Columbia's vulnerable citizens.

In regard to your comments about dental coverage for PWD clients, the ministry recognizes that private-sector dental fees continue to rise yearly and the ministry has committed significant funds to try to respond to those increases to maintain access for clients. Accordingly, since 2005 the ministry has increased the fees paid on behalf of clients to dentists and denturists three times.

Because they are private businesses, however, dentists or denturists set their own rates and are under no obligation to accept BCEA program rates. The ministry continues to work with the BC Dental Association on the matter of fees and the provision of affordable dental treatment to ministry clients.

You may be interested to note that there are low-cost dental clinics in British Columbia that offer services at ministry rates or at 10 to 30 percent below the current general practitioner's fee guide. Each clinic varies in fees and services provided.

To find a low-cost dental clinic near you, please access the British Columbia Dental Association website at <http://www.bcdental.org/yourdentalhealth/dentalclinics.aspx>.

The University of British Columbia (UBC) offers a reduced-cost dental clinic at 20 to 40 percent below the current general practitioner's fee guide. There are both student and faculty fee guides, depending on whether a student dentist or a licensed dentist performs the treatment. For more information, please visit the UBC Faculty of Dentistry's clinic website <http://www.dentistry.ubc.ca/treatment/about/>. Thank you again for writing and for sharing you feedback.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: Tuesday, August 30, 2016 6:36 PM
To: OfficeofthePremier, Office PREM:EX
Cc: Minister, SDSI SDSI:EX; Mungall, MLA, Michelle LASS:EX; islandnews@ctv.ca; cbcnewsyancouver@cbc.ca; tips@chekeews.ca; localnews@timescolonist.com
Subject: Dental costs for individuals on Disability Social Assistance

Madam Premier:

I am writing this letter on behalf of a developmentally delayed person^{s.22}
s.22 although really this is on behalf of all people that are receiving a Disability Social Assistance income. s.2 receives a Disability Social Assistance income which of course helps s.2 with rent and then a meager amount for day-to-day living. I have just read about the increase to s.2 monthly allowance which normally I would be grateful for, but then sadly I have read that s.2 will have to start paying for s.2 bus pass monthly, instead of annually. So with the increase of \$77/month minus the \$52/month bus pass, s.22 net increase is a paltry \$25 a month.
Joan will now receive \$983 a month; s.2 pays \$550 a month for rent, which leaves s.2 \$433 for clothing, transportation, food and sundries. I also read with interest what you earn on top of your annual salary of \$102,878 an additional bi-weekly allowance of \$3,946; so not even your regular annual salary, just the allowance that you receive every two weeks, s.22 is expected to live on for almost a year.
From this \$433/month not only is s.22 supposed to exist, s.2 is also supposed to pay for s. dental check-ups. Now of course someone on your side may say that she receives \$1,000 every two years which is ok (definitely not great or even good), but this is only ok if the full amount of s. check-up is covered. But since your "fee guide" has not been updated in years, this doesn't even come close to covering the actual cost. For example, a simple cleaning is \$130 of which the government covers approximately \$88, just 68%; so that means s.22 has to come up with an additional \$42 to cover what should be a basic right for people like s.22 just like it is for sitting MLA's, whose coverage is, I believe 100%.
Now normally speaking I understand that everybody is different, we live in a Capitalist society and therefore the "you's and me's" of the world will never be equal in our earnings. But when it comes to our most vulnerable, I really believe we leave them far far behind the "you's and me's".
I am requesting that your government look at what they are doing for those on disability and do more; cover the dental costs of people receiving Disability Social Assistance., whatever they are!
I have attached, for your reference, a link to the fee schedule for dentist. I do not pretend to understand how to read it, but rest assured I have spoken with s.22 dentist and they advised me that the attached schedule does not come close to covering the actual costs of a visit to the dentist.
<http://www2.gov.bc.ca/assets/gov/family-and-social-supports/income-assistance/on-assistance/schedule-dentist.pdf>

I look forward to your response.
s.22

Cc: Honourable Michelle Stilwell
Honourable Michelle Mungall

CTV News
CBC News
CHECK News
Victoria Times Colonist



MY ITEMS	MY ASSIGNEE'S ITEMS	WATCHED ITEMS	CREATE	SUPPORT	SETTINGS	SUPER USER
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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190837

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/26/2016	2003	190837		S. 22 advocating for person with disabilities, L... Not happy with \$25 PWD rate increase and \$52.00 transportation allowance, e... feels the dental fee guide is outdated and doesn't cover many dental costs.

Approvals		
Date Approved	User	Title
9/23/2016 10:00 AM	Keene, Jeff SDSI:EX	Item Approved.
9/15/2016 3:59 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/9/2016 2:40 PM	MacMillan, Karen SDSI:EX	Item Approved.
9/2/2016 4:22 PM	Harrington, Molly SDSI:EX	Item Approved.
9/2/2016 11:23 AM	Collins, Heather SDSI:EX	Item Approved.
9/1/2016 9:36 AM	Ross, Ian SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
9/26/2016 10:14 AM	Harvey, Danielle SDSI:EX	Printable History saved to K Drive and uploaded to CLIFF log. efiled at CU.
9/26/2016 8:21 AM	Di Castri, Adriana SDSI:EX	Final sent and saved to K drive. Please send final.
9/23/2016 10:00 AM	Keene, Jeff SDSI:EX	Blake edits. MMS Approval. Please add e-sig.
9/16/2016 2:52 PM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
9/16/2016 8:56 AM	O'Argis, Julie SDSI:EX	Approved by Deputy with Edits to Minister's wording. CU to edit's and prepare/send final - JD
9/15/2016 3:59 PM	Taylor, Sheila A SDSI:EX	approved with edits
9/2/2016 4:22 PM	Harrington, Molly SDSI:EX	approved MH
9/2/2016 11:23 AM	Collins, Heather SDSI:EX	Approved as A/IM. To Molly Harrington for review and approval.
9/2/2016 11:18 AM	Di Castri, Adriana SDSI:EX	Revised as requested. To Heather as A/IM for Molly's approval.
9/2/2016 11:14 AM	Collins, Heather SDSI:EX	Reviewed as A/IM. Please see comment in draft.
9/2/2016 10:08 AM	Di Castri, Adriana SDSI:EX	Drafted. To Heather as A/IM for review and approval.
9/1/2016 9:43 AM	Di Castri, Adriana SDSI:EX	Please draft response using approved wording. See Ian's notes for directions.
9/1/2016 9:36 AM	Ross, Ian SDSI:EX	please use standard rates, bus pass and dental language to respond. thanks
9/1/2016 9:25 AM	Collins, Heather SDSI:EX	RUSH - to SPB for bullets. Due at CU on Sept 2nd.
8/31/2016 4:12 PM	Collins, Allison J SDSI:EX	Forwarded to RUPD-ADM for bullet points re. dental fee guide. CU will include approved wording re. PWD rates, etc. Bullet points due on Sep 2/16.

Path

Path Date	User	Title
9/26/2016 10:14 AM	Harvey, Danielle SDSI:EX	Item completed with the reason Completed.
9/26/2016 8:21 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
9/23/2016 10:00 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
9/16/2016 2:52 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
9/16/2016 8:56 AM	O'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
9/15/2016 3:59 PM	Taylor, Sheila A SDSI:EX	Item sent to O'Argis, Julie.

9/9/2016 2:40 PM MacMillan, Karen SDSI:EX
 9/2/2016 4:22 PM Harrington, Molly SDSI:EX
 9/2/2016 11:23 AM Collins, Heather SDSI:EX
 9/2/2016 11:18 AM Di Castri, Adriana SDSI:EX
 9/1/2016 11:14 AM Collins, Heather SDSI:EX
 9/2/2016 10:09 AM Di Castri, Adriana SDSI:EX
 9/1/2016 9:43 AM Di Castri, Adriana SDSI:EX
 9/1/2016 9:36 AM Ross, Ian SDSI:EX
 9/1/2016 9:25 AM Collins, Heather SDSI:EX
 8/31/2016 4:13 PM Collins, Alison J SDSI:EX
 8/31/2016 4:12 PM Collins, Alison J SDSI:EX

Item sent to Taylor, Shella.
 Item sent to MacMillan, Karen..
 Item sent to Harrington, Molly.
 Item sent to Collins, Heather.
 Item sent to Di Castri, Adriana.
 Item sent to Collins, Heather.
 Item sent to Correspondence Writer.
 Item sent to Correspondence Manager.
 Item sent to Ross, Ian.
 Item sent to Collins, Heather.
 Item Created:

DocumentPath

Upload Date User
 9/23/2016 9:59 AM Keena, Jeff SDSI:EX
 9/2/2016 10:07 AM Di Castri, Adriana SDSI:EX
 8/31/2016 4:13 PM Collins, Alison J SDSI:EX

Title
 Document [190837 S.22 edits] Uploaded.
 Document [190837 S.22 DRAFT] Uploaded.
 Document [190837 S.22 Incoming 1] Uploaded.



For support, email Collaborate@gov.bc.ca.

August 19, 2016

Ministry of Social Development and Social Innovation
Strategic Transportation Branch
Box 9992 STN PROV GOVT
Victoria, BC V8W 9R7

To whom it may concern,

Commenting on your letter regarding the rate increase, February 16, 2016.

It appears to me that you are suggesting to people with disabilities who benefit from the bus pass program that they will be encouraged to choose between purchasing the bus pass on a monthly basis or Not in exchange for a \$77 subsidy.

I just canceled my bus pass, because, ^{s.22} I cannot take the bus (wait at the bus stop for any length of time) in rainy, cold, or otherwise health threatening weather, given my physical situation. I must cancel my bus pass because I cannot predict the weather.

Prior to this change, however, I would make all attempts to use mass transit where possible. Doing so would save me a small amount of money (the trip fair), and give me the personal satisfaction of doing my best to use mass transit where possible. People like me will still try to use mass transit, however, the policy change has reduced my incentive to make this effort. I suggest that it has strongly reduced the incentives for others, in my position, as well.

It is my understanding that this came about as a result of what appeared to be an unfair bias toward urban dwellers presented with the option of a low-cost bus pass for use with mass transit, when this option is not available to people of equivalent status, living in rural settings.

With all due respect to rural dwellers, the whole point of mass transit, and the multi-billions that are invested in it, is to efficiently serve an enormous urban population and remove as many cars/individual motor vehicles from the highways as possible. Reducing pollution and traffic, and allowing a Metropolis to function efficiently and progressively are worth the investment.

Unfortunately, the solution you are presenting encourages people like me, with disabilities, to save the money by NOT buying the bus pass and, instead, traveling minimally and ordering point-to-point travel, as needed, via the Handy Dart bus system.

P 1 of 2

Do you realize how bad of an idea this is?

Instead of using mass transit, for which the marginal cost is virtually zero for each additional passenger, you are encouraging people like myself to order a handy dart, which costs the taxpayer:

1. A \$50,000+ vehicle
2. a driver paid at union rate (approximately \$30 per hour?)
3. fuel
4. maintenance on the vehicle

Just one trip on Handy Dart (or at most two trips), by a wheelchair passenger^{s.22} far exceeds the cost of the monthly subsidy. Multiple trips, such as ten per month, for example, would result in an enormous waste of resources.

The subsidy should be going the other direction - as it has been, to encourage the use of mass transportation. If rural passengers, in places such as Robson, BC, for example (which I have visited) suffer for a lack of transit (which they do) perhaps you should be subsidizing their transport. Or perhaps you should be subsidizing their transition to a major metropolitan area. Certainly we should not be subsidizing the avoidance of mass transit, which encourages the use of more traffic clogging, fuel guzzling, individual/small capacity vehicles.

Thank you for your attention
s.22



October 12, 2016

s.22

Ref: 190830

Thank you for your letter of August 19, 2016, addressed to the Honourable Michelle Stilwell, Minister of Social Development and Social Innovation, regarding changes to the BC Bus Pass Program for Persons with Disabilities clients. Minister Stilwell has asked that we respond on her behalf and we are pleased to do so. We apologize for the delay.

The issue you have raised falls under the jurisdiction of the Ministry of Transportation and Infrastructure. We have, therefore, taken the liberty of forwarding a copy of your correspondence to the minister responsible, the Honourable Todd Stone for his review and consideration.

Should you wish to contact Minister Stone directly, you may reach him at:

Honourable Todd Stone
Minister of Transportation and Infrastructure and
Deputy House Leader
PO Box 9055 Stn Prov Govt
Victoria BC V8W 9E2
Email: Minister.Transportation@gov.bc.ca

Thank you again for writing.

Sincerely,

Ministry of Social Development and Social Innovation

cc: Honourable Todd Stone, Minister of Transportation and Infrastructure and
Deputy House Leader

Ministry of Social Development
and Social Innovation

Executive Correspondence Services
Deputy Minister's Office

PO Box 9934 Stn Prov Govt
Victoria BC V8W 9R2



MY ITEMS	MY ASSIGNEES ITEMS	WATCHED ITEMS	CREATE	SUPPORT	SETTINGS	SUPER USER
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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190830

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
10/12/2016	2797	190830		e 22 Is concerned about changes to the Bus Pass program, especially from an environmental point of view. Believes there is urban bias.

Approvals

Date Approved	User	Title
10/12/2016 2:55 PM	Di Castri, Adriana SDSI:EX	Item Approved.
10/12/2016 9:27 AM	Keene, Jeff SDSI:EX	Item NOT Approved.
10/6/2016 2:53 PM	Taylor, Shella A SDSI:EX	Item Approved.
10/5/2016 4:15 PM	MacMillan, Karen SDSI:EX	Item Approved.
10/4/2016 10:18 AM	Di Castri, Adriana SDSI:EX	Item Approved.
9/30/2016 3:50 PM	Taylor, Shella A SDSI:EX	Item NOT Approved.
9/27/2016 11:47 AM	MacMillan, Karen SDSI:EX	Item Approved.
9/15/2016 3:29 PM	Di Castri, Adriana SDSI:EX	Item Approved.
9/1/2016 10:06 AM	Ross, Ian SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
10/12/2016 3:28 PM	Collins, Alison J SDSI:EX	Final prepared and mailed, saved to K drive and uploaded into Cliff log. eFiled at CU.
10/12/2016 2:55 PM	Di Castri, Adriana SDSI:EX	Approved. Please send final.
10/12/2016 2:37 PM	Harvey, Danielle SDSI:EX	Response re-direct to TRAN drafted and forwarded to Ad for approval.
10/12/2016 1:57 PM	Collins, Alison J SDSI:EX	Writer for draft response to TRAN per MO request.
10/12/2016 9:27 AM	Keene, Jeff SDSI:EX	Please re-direct to transportation.
10/11/2016 8:03 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
10/6/2016 2:57 PM	O'Argis, Julie SDSI:EX	Approved by Deputy with one edit see deputy's note below. CU to prepare/send final - IMD
10/6/2016 2:53 PM	Taylor, Shella A SDSI:EX	approved with an edit (which I forgot to track)
10/4/2016 10:18 AM	Di Castri, Adriana SDSI:EX	Approved with minor edits. To Karen for review and approval.
10/3/2016 4:18 PM	Harvey, Danielle SDSI:EX	Revisions complete as per DM's comments with changes tracked. Forwarded to Ad for approval.
10/3/2016 2:09 PM	Di Castri, Adriana SDSI:EX	For revision. Please see DM's comments.
10/3/2016 1:57 PM	MacMillan, Karen SDSI:EX	Please see edits and comment from the DM
10/3/2016 1:44 PM	Ramsay, Laura P SDSI:EX	NOT Approved. Sending to Karen. -lmr
9/30/2016 3:50 PM	Taylor, Shella A SDSI:EX	standard wording or referral to MOT isn't needed, we're providing choice and also support to 45,000 people that received nothing previously. we understand the value of mass transit, which is why we continue to provide bus passes to those that want them.
9/15/2016 3:29 PM	Di Castri, Adriana SDSI:EX	Approved with edits. To Karen for review and approval.
9/15/2016 1:04 PM	Harvey, Danielle SDSI:EX	Revisions completed as per Karen's instruction and added re-direct to TRAN, forwarded to Ad for review and approval.
9/15/2016 7:48 AM	Di Castri, Adriana SDSI:EX	For revision. Please update as per Karen's instructions and send back to me for approval.
9/9/2016 2:25 PM	MacMillan, Karen SDSI:EX	
9/2/2016 1:54 PM	Di Castri, Adriana SDSI:EX	Drafted. To Karen for review and approval. Please see note in draft.

s.13

9/1/2016 2:28 PM	Di Castri, Adriana SDSI:EX	Please draft response using approved wording.
9/1/2016 10:06 AM	Ross, Ian SDSI:EX	please use existing bus pass/rates language
9/1/2016 10:02 AM	Collins, Heather SDSI:EX	To SPB for bullets - due at CU on Sept 6th.
8/31/2016 3:43 PM	Harvey, Danielle SDSI:EX	To RPD-ADM for Bullet Points. Please note: bullets due back to CU Sept. 6, 2016.
8/30/2016 4:16 PM	Collins, Alison J SDSI:EX	Writer for draft response.

Path.

Path Date	User	Title
10/12/2016 3:28 PM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
10/12/2016 2:55 PM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
10/12/2016 2:37 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
10/12/2016 1:57 PM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
10/12/2016 9:27 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
10/11/2016 8:03 AM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
10/6/2016 2:57 PM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
10/6/2016 2:53 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
10/5/2016 4:16 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
10/4/2016 10:18 AM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
10/3/2016 4:18 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
10/3/2016 2:09 PM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Writer.
10/3/2016 1:57 PM	MacMillan, Karen SDSI:EX	Item sent to Di Castri, Adriana.
10/3/2016 1:44 PM	Ramsay, Laura P SDSI:EX	Item sent to MacMillan, Karen.
9/30/2016 3:30 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
9/27/2016 1:47 AM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
9/15/2016 3:29 PM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
9/15/2016 1:04 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/15/2016 7:48 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Writer.
9/9/2016 2:25 PM	MacMillan, Karen SDSI:EX	Item sent to Di Castri, Adriana.
9/2/2016 1:54 PM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
9/1/2016 2:28 PM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Writer.
9/1/2016 10:06 AM	Ross, Ian SDSI:EX	Item sent to Correspondence Manager.
9/1/2016 10:02 AM	Collins, Heather SDSI:EX	Item sent to Ross, Ian.
8/31/2016 3:43 PM	Harvey, Danielle SDSI:EX	Item sent to Collins, Heather.
8/30/2016 4:16 PM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
8/30/2016 4:16 PM	Collins, Alison J SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
10/12/2016 2:14 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
9/2/2016 1:53 PM	Di Castri, Adriana SDSI:EX	Document [19083(S.22 DRAFT)] Uploaded.
8/31/2016 2:53 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
8/30/2016 4:16 PM	Collins, Alison J SDSI:EX	Document [19083(S.22 Incoming 1)] Uploaded.



For support, email: Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of SDSI Executive Correspondence Services SDSI:EX
Sent: Wednesday, October 12, 2016 4:34 PM
To: Transportation, Minister TRAN:EX
Subject: CC: 190830 ^{s.22} SDSI Response
Attachments: 190830 ^{s.22} Incoming 1.pdf; 190830 ^{s.22} Final as Sent.pdf

Good Afternoon:

Please find attached copies of an incoming letter from ^{s.22} and SDSI's redirect referral to the Ministry of Transportation.

Many thanks:

Executive Correspondence Services
Deputy Minister's Office
Ministry of Social Development & Social Innovation



Where ideas work

August 19, 2016

Ministry of Social Development and Social Innovation
Strategic Transportation Branch
Box 9992 STN PROV GOVT
Victoria, BC V8W 9R7

To whom it may concern,

Commenting on your letter regarding the rate increase, February 16, 2016.

It appears to me that you are suggesting to people with disabilities who benefit from the bus pass program that they will be encouraged to choose between purchasing the bus pass on a monthly basis or Not in exchange for a \$77 subsidy.

I just canceled my bus pass, because, s.22, I cannot take the bus (wait at the bus stop for any length of time) in rainy, cold, or otherwise health threatening weather, given my physical situation. I must cancel my bus pass because I cannot predict the weather.

Prior to this change, however, I would make all attempts to use mass transit where possible. Doing so would save me a small amount of money (the trip fair), and give me the personal satisfaction of doing my best to use mass transit where possible. People like me will still try to use mass transit, however, the policy change has reduced my incentive to make this effort. I suggest that it has strongly reduced the incentives for others, in my position, as well.

It is my understanding that this came about as a result of what appeared to be an unfair bias toward urban dwellers presented with the option of a low-cost bus pass for use with mass transit, when this option is not available to people of equivalent status, living in rural settings.

With all due respect to rural dwellers, the whole point of mass transit, and the multi-billions that are invested in it, is to efficiently serve an enormous urban population and remove as many cars/individual motor vehicles from the highways as possible. Reducing pollution and traffic, and allowing a Metropolis to function efficiently and progressively are worth the investment.

Unfortunately, the solution you are presenting encourages people like me, with disabilities, to save the money by NOT buying the bus pass and, instead, traveling minimally and ordering point-to-point travel, as needed, via the Handy Dart bus system.

P 1 of 2

Do you realize how bad of an idea this is?

Instead of using mass transit, for which the marginal cost is virtually zero for each additional passenger, you are encouraging people like myself to order a handy dart, which costs the taxpayer:

1. A \$50,000+ vehicle
2. a driver paid at union rate (approximately \$30 per hour?)
3. fuel
4. maintenance on the vehicle

Just one trip on Handy Dart (or at most two trips), by a wheelchair passenger, s.22 far exceeds the cost of the monthly subsidy. Multiple trips, such as ten per month, for example, would result in an enormous waste of resources.

The subsidy should be going the other direction - as it has been, to encourage the use of mass transportation. If rural passengers, in places such as Robson, BC, for example (which I have visited) suffer for a lack of transit (which they do) perhaps you should be subsidizing their transport. Or perhaps you should be subsidizing their transition to a major metropolitan area. Certainly we should not be subsidizing the avoidance of mass transit, which encourages the use of more traffic clogging, fuel guzzling, individual/small capacity vehicles.

Thank you for your attention.
s.22



October 12, 2016

s.22

Ref: 190830

Thank you for your letter of August 19, 2016, addressed to the Honourable Michelle Stilwell, Minister of Social Development and Social Innovation, regarding changes to the BC Bus Pass Program for Persons with Disabilities clients. Minister Stilwell has asked that we respond on her behalf and we are pleased to do so. We apologize for the delay.

The issue you have raised falls under the jurisdiction of the Ministry of Transportation and Infrastructure. We have, therefore, taken the liberty of forwarding a copy of your correspondence to the minister responsible, the Honourable Todd Stone for his review and consideration.

Should you wish to contact Minister Stone directly, you may reach him at:

Honourable Todd Stone
Minister of Transportation and Infrastructure and
Deputy House Leader
PO Box 9055 Stn. Prov Govt
Victoria BC V8W 9E2
Email: Minister.Transportation@gov.bc.ca

Thank you again for writing.

Sincerely,

Ministry of Social Development and Social Innovation

cc: Honourable Todd Stone, Minister of Transportation and Infrastructure and
Deputy House Leader

Dì Castri, Adriana SDSI:EX

From: OfficeofthePremier, Office PREM:EX
Sent: Thursday, August 25, 2016 11:04 AM
To: s.22
Cc: Minister, SDSI SDSI:EX
Subject: RE: income assistance

Categories: MINISTER SIGNATURE

s.22

Thank you for writing about the recent changes to the income assistance program in British Columbia. We appreciate reading your thoughts and kind words for the Premier.

On your behalf, we have shared a copy of your message with the Honourable Michelle Stilwell, Minister for Social Development and Social Innovation so that she, too, can be made aware of your views.

Thank you, again, for writing.

pc: Honourable Michelle Stilwell

s.22

Sent: Wednesday, August 24, 2016 8:24 PM
To: OfficeofthePremier, Office PREM:EX
Subject: income assistance

Hi
Thanks so much for the raise in income assistance. The extra money will go far to help out my friends. I look after a person with special needs and I am so happy that the Government is willing to help these people who mostly are unable to help themselves. It is a good day.

s.22



Virus-free. www.avast.com

Di Castri, Adriana SDSI:EX

From: Minister, SDSI SDSI:EX
Sent: Monday, September 26, 2016 8:23 AM
To: s.22
Cc: OfficeofthePremier, Office PREM:EX
Subject: 190820 s.22 SDSI Response

Ref: 190820

s.22

Thank you for your email of August 24, 2016, addressed to the Honourable Christy Clark, Premier, regarding recent changes to disability assistance rates in British Columbia. Your correspondence has been forwarded to the Ministry of Social Development and Social Innovation, and as Minister I am pleased to respond.

I appreciate receiving your kind words and am pleased to hear that the increase in assistance rates will provide additional support for your friends.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing and sharing your encouragement.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: Wednesday, August 24, 2016 8:24 PM
To: OfficeofthePremier, Office PREM:EX
Subject: income assistance

Hi

Thanks so much for the raise in income assistance. The extra money will go far to help out my friends. I look after a person with special needs and I am so happy that the Government is willing to help these people who mostly are unable to help themselves. It is a good day.

s.22



Virus-free. www.avast.com



MY ITEMS	MY ASSIGNEE'S ITEMS	WATCHED ITEMS	CREATE	SUPPORT	SETTINGS	SUPER USER
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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/26/2016	2796	190820		S.2 cares for a person with disabilities and is a representative of the raise in disability assistance, which S. believes will help people with disabilities.

Approvals

Date Approved	User	Title
9/23/2016 9:58 AM	Keene, Jeff SDSI:EX	Item Approved.
9/7/2016 11:15 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/1/2016 3:57 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/31/2016 11:03 AM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments			
Comment Date	User	Title	
9/26/2016 10:04 AM	Harvey, Danielle SDSI:EX	MMS edits saved to K drive and Printable History saved to K Drive and uploaded to CLIFF log. eFiled at CU.	
9/26/2016 8:23 AM	Di Castri, Adriana SDSI:EX	Final sent and saved to K drive. Please close and file.	
9/23/2016 9:58 AM	Keene, Jeff SDSI:EX	Approved by MMS. Please add e-sig.	
9/12/2016 4:36 PM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.	
9/9/2016 9:18 AM	Ramsay, Laura P SDSI:EX	Approved by Sheila: -lmr	
9/7/2016 11:15 PM	Taylor, Sheila A SDSI:EX	approved	
8/31/2016 11:03 AM	Di Castri, Adriana SDSI:EX	Approved with edits. To Karen for review and approval.	
8/31/2016 9:26 AM	Harvey, Danielle SDSI:EX	Response drafted and forwarded to Ad for approval.	
8/30/2016 3:59 PM	Collins, Allison J SDSI:EX	Writer for draft response.	

Path

Path Date	User	Title
9/26/2016 10:04 AM	Harvey, Danielle SDSI:EX	Item completed with the reason Completed.
9/26/2016 8:23 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
9/23/2016 9:58 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
9/12/2016 4:36 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
9/9/2016 9:18 AM	Ramsay, Laura P SDSI:EX	Item sent to Correspondence Manager.
9/7/2016 11:15 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argle, Julie.
9/1/2016 3:57 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
8/31/2016 11:03 AM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
8/31/2016 9:26 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
8/30/2016 3:59 PM	Collins, Allison J SDSI:EX	Item sent to Correspondence Writer.
8/30/2016 3:59 PM	Collins, Allison J SDSI:EX	Item Created.

Document Path

Upload Date	User	Title
9/23/2016 9:57 AM	Keene, Jeff SDSI:EX	Document [190820 Anonymous (MMS approval)] Uploaded.
8/31/2016 8:13 AM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
8/30/2016 3:59 PM	Collins, Allison J SDSI:EX	Document [190820 S.22 incoming 1] Uploaded.

Di Castri, Adriana SDSI:EX

From: Rochon, Jake PREM:EX
Sent: Tuesday, August 23, 2016 10:26 AM
To: Minister, SDSI SDSI:EX
Subject: PO log 673179 s.13
Attachments: Persons with Disability

Categories: MINISTER SIGNATURE

We've just received this one, which also contains the first message I'd sent you from s.22 . It looks like s. just copy and pasted a message from the BC Disability Caucus. Unclear if this will turn into a form letter campaign or not. Regardless, this letter is heavily modified in addition to the message from the caucus. Could you action this one as well? Thank you!

Jake Rochon
Correspondence Officer
Office of the Premier
(250) 356-1906

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Tuesday, August 23, 2016 9:50 AM
To: OfficeofthePremier, Office PREM:EX
Cc: Simons.MLA; Nicholas LASS:EX
Subject: Persons with Disability

I see the suffering of low income for persons with disability on a daily basis in my work place. I often need to pass tissues to the person in front of me because of the stress of trying to survive on such a small income. It is humiliating for them to have to beg and yet many of them do, just to survive. When putting the kind of stress on them that most can't handle, causes their disability that they are collecting for, to escalate to a point of not being able to cope any longer. I personally know a lady who has been paying for a prescription that is the only one that will work for her, out of her own pocket because it doesn't qualify for coverage. I also know of a man that had to pay over \$400 per month for heart medication that wasn't covered. He ended up on the street because he couldn't pay for the medication needed to survive and to house himself and feed himself at the same time. He died anyway. A direct result of the inadequate support he needed to survive. I see countless persons ending up in the hospital because their care is so shoddy and the only medication that they can take is out of their reach. Transportation is another issue entirely. To reduce persons with disability to having to walk or hitch hike puts them in extreme danger. I guess this is okay though. After all the government needs to save money so they can line their own pockets with their retirement package. How about actually doing something for the poor of this province instead. It is shameful that we have the highest poverty rate! Lets not forget the minimum wage. It has been proven that raising the wages did not cause businesses to close. In fact they had to hire new staff because suddenly there was a group of people that now had money to spend. It can actually help the economy. Lets see a rise in wages as well! Lets see some change for the poor. In a positive way! I am sending this petition below to make a further statement and to let our governing body know that what they are doing is NOT okay! I vote. My husband votes.

With hope,
s.22

No one who cares about people would leave the disabled in grinding poverty while giving tax breaks to the wealthy

BC DISABILITY CAUCUS-THURSDAY, JULY 14, 2016

Dear Honorable Christy Clark & the BC Liberal Caucus,

You and your neo-liberal government are following a false ideology that our economy and society will be healthier if corporations and the rich pay little or nothing in taxes. You need to abandon your wrongheaded dogma and pay attention to what you are doing to the majority of British Columbians.

Article 25. of the International declaration of human rights states that (1) Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. (2) Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

We ask you to:

1. Give persons on BC provincial disability benefits back their bus pass and expand transportation subsidies to areas not covered by pre-existing subsidies.
2. Stop clawing back CPP, CPP-D, employment insurance (EI), maternity EI, workers compensation, veterans benefits, survivor benefits, and other nonexempt income, insurance and pensions from provincial disability benefits.
3. Stop forcing people on provincial disability benefits onto Canada Pension Plan early.
4. Raise disability benefits to the poverty line & index them to inflation.
5. Stop clawing back funds from married and cohabiting British Columbians on provincial disability benefits.

Regards,

The BC Disability Caucus <http://tinyurl.com/j9x8xrk>

@bc_disability

#bcpoli #vanpoli #canpoli #disability

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Tuesday, August 30, 2016 11:53 AM
To: s.22
Cc: 'Premier@gov.bc.ca'; Minister, JTST JTST:EX
Subject: 190784 s.22 SDSI Response

Ref: 190784

s.22

Thank you for your email of August 23, 2016, addressed to the Honourable Christy Clark, Premier, regarding disability assistance in British Columbia (BC). Your correspondence has been forwarded to the Ministry of Social Development and Social Innovation, and as Minister I am pleased to respond on behalf of Premier Clark.

Thank you for taking the time to voice your concerns.

I recognize that living with a disability and on a limited income is very difficult; however, I would like to take this opportunity to point out the comprehensive set of supports that are available to people in BC who are receiving disability assistance.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more supports like wheel chairs, orthotics, hearing aids, medical transportation and nutritional supplements. People with disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

On January 1, 2015, BC became the first province in Canada to annualize earning exemptions so people receiving disability assistance can maximize their earnings by calculating it on an annual basis instead of monthly. This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

As well, child-support payments are now fully exempt for families receiving income and disability assistance and in December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the Persons with Disabilities (PWD) designation: from \$5,000 to \$100,000
- Couple where both people have the PWD designation: from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

The issue you have raised regarding minimum wage increases in BC falls under the jurisdiction of the Ministry of Jobs, Tourism, and Skills Training and Responsible for Labour. We have, therefore, taken the liberty of forwarding a copy of your correspondence to the minister responsible, the Honourable Shirley Bond for her review and consideration.

Should you wish to contact Minister Bond directly, you may reach her at:

Honourable Shirley Bond
Minister of Jobs, Tourism and Skills Training and
Minister Responsible for Labour
PO Box 9071 Stn Prov Govt
Victoria BC V8W 9E2
Email: JTST.Minister@gov.bc.ca

I want to reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance. The changes made ensure all 100,000 people receiving PWD benefits have access to a transportation allowance.

What will change is the monthly disability rate. Beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

As you may be aware, the BC Employment and Assistance (BCEA) program is a program of last resort, intended to assist people temporarily while they find work and to assist those with a disability who are not able to fully participate in the workforce. BCEA program clients are required to seek, accept, and use all other income to support themselves before accessing assistance.

Clients eligible for Canada Pension Plan (CPP) or CPP Disability benefits are therefore required to apply for those benefits before seeking income assistance. The ministry may provide a "top up" so a client's total income is equal to current income assistance rates.

For British Columbia's assistance rates please visit

<http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/bc-employment-and-assistance-rate-tables/disability-assistance-rate-table>.

This framework is common to income and disability assistance programs across Canada. It is also consistent with the intent of the BCEA program, which is to ensure clients' overall monthly income meets minimum standards, as defined by the income assistance rates established in legislation.

The ministry is not considering any changes to this policy at this time.

Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier
Honourable Shirley Bond, Minister of Jobs, Tourism and Skills Training and Minister
Responsible for Labour

s.22

Sent: Tuesday, August 23, 2016 9:50 AM
To: OfficeofthePremier, Office PREM:EX
Cc: Simons,MLA, Nicholas LASS:EX
Subject: Persons with Disability

I see the suffering of low income for persons with disability on a daily basis in my work place. I often need to pass tissues to the person in front of me because of the stress of trying to survive on such a small income. It is humiliating for them to have to beg and yet many of them do, just to survive. When putting the kind of stress on them that most can't handle, causes their disability that they are collecting for, to escalate to a point of not being able to cope any longer. I personally know a lady who has been paying for a prescription that is the only one that will work for her, out of her own pocket because it doesn't qualify for coverage. I also know of a man that had to pay over \$400 per month for heart medication that wasn't covered. He ended up on the street because he couldn't pay for the medication needed to survive and to house himself and feed himself at the same time. He died anyway. A direct result of the inadequate support he needed to survive. I see countless persons ending up in the hospital because their care is so shoddy and the only medication that they can take is out of their reach. Transportation is another issue entirely. To reduce persons with disability to having to walk or hitch hike puts them in extreme danger. I guess this is okay though. After all the government needs to save money so they can line their own pockets with their retirement package. How about actually doing something for the poor of this province instead. It is shameful that we have the highest poverty rate! Lets not forget the minimum wage. It has been proven that raising the wages did not cause businesses to close. In fact they had to hire new staff because suddenly there was a group of people that now had money to spend. It can actually help the economy. Lets see a rise in wages as well! Lets see some change for the poor. In a positive

way! I am sending this petition below to make a further statement and to let our governing body know that what they are doing is NOT okay! I vote. My husband votes.

With hope,

Debora M Scott

No one who cares about people would leave the disabled in grinding poverty while giving tax breaks to the wealthy

BC DISABILITY CAUCUS THURSDAY, JULY 14, 2016

Dear Honorable Christy Clark & the BC Liberal Caucus,

You and your neo-liberal government are following a false ideology that our economy and society will be healthier if corporations and the rich pay little or nothing in taxes. You need to abandon your wrongheaded dogma and pay attention to what you are doing to the majority of British Columbians.

Article 25. of the International declaration of human rights states that (1) Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. (2) Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

We ask you to:

1. Give persons on BC provincial disability benefits back their bus pass and expand transportation subsidies to areas not covered by pre-existing subsidies.
2. Stop clawing back CPP, CPP-D, employment insurance (EI), maternity EI, workers compensation, veterans benefits, survivor benefits, and other nonexempt income, insurance and pensions from provincial disability benefits.

3. Stop forcing people on provincial disability benefits onto Canada Pension Plan early.
4. Raise disability benefits to the poverty line & index them to inflation.
5. Stop clawing back funds from married and cohabiting British Columbians on provincial disability benefits.

Regards,

The BC Disability Caucus <http://tinyurl.com/j9x8xrk>

@bc_disability

#bcpoli #vanpoli #canpoli #disability



MY ITEMS	MY ASSIGNED ITEMS	WATCHED ITEMS	CREATE	SUPPORT	SETTINGS	SUPER USER
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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number
190784

Other Number

Selected Item				
Date Completed	ID	Cliff Number	Other Number	Subject
8/30/2016	2762	190784		s.22 provided a list of requirements regarding disability assistance in BC including BC Bus Pass Program, earnings exemptions, early CPP, rate increase & index linking to inflation, marriage & cohabitation, medication, minimum wage, etc.

Approvals

Date Approved	User	Title
8/30/2016 9:04 AM	Keene, Jeff SDSI:EX	Item Approved.
8/25/2016 1:49 PM	Taylor, Sheila A SDSI:EX	Item Approved.
8/24/2016 1:59 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/24/2016 11:14 AM	Di Castri, Adriana SDSI:EX	Item Approved.
8/24/2016 10:33 AM	Di Castri, Adriana SDSI:EX	Item NOT Approved.

Comments

Comment Date	User	Title
8/30/2016 11:54 AM	Collins, Alison J SDSI:EX	Final prepared and emailed with cc to Premier & Min. JFSTL. Saved to K drive and uploaded into Cliff log. eFiled at CU.
8/30/2016 9:04 AM	Keene, Jeff SDSI:EX	Approved by MMS. Please add e-sig.
8/25/2016 3:03 PM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/25/2016 2:59 PM	D'Argis, Julie SDSI:EX	Approved by Deputy. CU to prepare/ send final - JD
8/25/2016 1:49 PM	Taylor, Sheila A SDSI:EX	approved
8/24/2016 11:14 AM	Di Castri, Adriana SDSI:EX	Approved. To Karen for review and approval.
8/24/2016 11:11 AM	Harvey, Danielle SDSI:EX	Revisions completed. Forwarded back to Ad for approval.
8/24/2016 10:33 AM	Di Castri, Adriana SDSI:EX	For revision. Please address issues in the order they are laid out in the incoming.
8/23/2016 3:26 PM	Harvey, Danielle SDSI:EX	Response drafted from similar wording as in 190782, with modification for different content. Used: Redirect to JFSTL. Current Bus Pass wording, 206. PWD- CPP and PWD, 190622 - MMS
8/23/2016 1:21 PM	Collins, Alison J SDSI:EX	Final. Forwarded to Ad for approval.

s.22

Path

Path Date	User	Title
8/30/2016 11:54 AM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
8/30/2016 9:04 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/25/2016 3:03 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/25/2016 2:59 PM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
8/25/2016 1:49 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
8/24/2016 1:59 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
8/24/2016 11:14 AM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
8/24/2016 11:11 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
8/24/2016 10:33 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Writer.
8/23/2016 3:26 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
8/23/2016 1:23 PM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
8/23/2016 1:21 PM	Collins, Alison J SDSI:EX	Item Created.

DocumentPath

Upload Date

8/20/2016 9:03 AM

8/23/2016 3:05 PM

8/23/2016 1:22 PM

User

Keehe, Jeff SDSI:EX

Harvey, Danielle SDSI:EX

Collins, Alkon J SDSI:EX

Title

Document [190764 S. MM5 edit5] Uploaded.

Document [Draft Template] Uploaded.

Document [190764 Incoming 1] Uploaded.

s.22



For support, email ICollaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Monday, August 22, 2016 8:19 AM
To: Minister, SDSI SDSI:EX
Subject: FW: Bus pass and benefit rates for people with disabilities

Categories: MINISTER SIGNATURE

-----Original Message-----

From: s.22
Sent: August 20, 2016 10:50 AM
To: Stilwell.MLA, Michelle <Michelle.Stilwell.MLA@leg.bc.ca>
Subject: Bus pass and benefit rates for people with disabilities

Dear Hon Michelle Stilwell,

I am writing concerning the decision of my government to remove the yearly bus pass reduced rate for people with disabilities. This is a shame and a travesty. These are our vulnerable citizens who need our support. They live on a very small monthly benefit rate already and the small increase that has been granted will even become smaller if they get a monthly bus pass. I am happy to pay taxes and trust that my government use my tax dollars in a compassionate manner to provide for a basic sustainable living for those who are unable to work because of a disability. Allowing people with disabilities some sense of independence by being able to travel on public transit at an affordable rate is basic, compassionate and sensible.

In addition to reinstating the reduced yearly bus pass for people with disabilities, I also request that my government increase the monthly benefit rate to \$1200. This is not much money to live on. They will not get rich or be able to save. They need to be given a monthly benefit rate that will allow them to feel like they deserve the basics to survive and feel valued in our society. They matter. Show that you care and use the surplus that my government is so proud to announce to the world. We need to show the citizens of BC, Canada and the world that my government is compassionate and cares for vulnerable citizens, by using my tax dollars and those paid by British Columbians, to give a benefit that is sustainable.

Submitted with respect and hope,
s.22

Di Castri, Adriana SDSI:EX

From: Rochon, Jake PREM:EX
Sent: Monday, August 22, 2016 11:16 AM
To: Minister, SDSI SDSI:EX
Subject: RE: PO log 673084 s.22
Attachments: Bus pass and benefit rate for people with disabilities

Whoops! Sorry. Here it is.

From: Minister, SDSI SDSI:EX
Sent: Monday, August 22, 2016 11:15 AM
To: Rochon, Jake PREM:EX
Subject: RE: PO log 673084 s.22

Hi Jake,

Our correspondence unit needs the attachment please.

From: Rochon, Jake PREM:EX
Sent: Monday, August 22, 2016 10:09 AM
To: Minister, SDSI SDSI:EX
Subject: PO log 673084 s.22

Hello! Run of the mill PWD rates/bus pass email. Would you be able to respond?

Jake Rochon
Correspondence Officer
Office of the Premier
(250) 356-1906

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Saturday, August 20, 2016 10:55 AM
To: OfficeofthePremier, Office PREM:EX
Subject: Bus pass and benefit rate for people with disabilities

Dear Hon. Christy Clark,

I am writing concerning the decision of my government to remove the yearly bus pass reduced rate for people with disabilities. This is a shame and a travesty. These are our vulnerable citizens who need our support. They live on a very small monthly benefit rate already and the small increase that has been granted will even become smaller if they get a monthly bus pass. I am happy to pay taxes and trust that my government use my tax dollars in a compassionate manner to provide for a basic sustainable living for those who are unable to work because of a disability. Allowing people with disabilities some sense of independence by being able to travel on public transit at an affordable rate is basic, compassionate and sensible.

In addition to reinstating the reduced yearly bus pass for people with disabilities, I also request that my government increase the monthly benefit rate to \$1200. This is not much money to live on. They will not get rich or be able to save. They need to be given a monthly benefit rate that will allow them to feel like they deserve the basics to survive and feel valued in our society. They matter. Show that you care and use the surplus that my government is so proud to announce to the world. We need to show the citizens of BC, Canada and the world that my government is compassionate and cares for vulnerable citizens, by using my tax dollars and those paid by British Columbians, to give a benefit that is sustainable.

Submitted with respect and hope,
s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Friday, August 26, 2016 2:27 PM
To: s.22
Cc: 'premier@gov.bc.ca'
Subject: 190764 Garber SDSI Response

Ref: 190764

s.22

Thank you for your email of August 20, 2016, addressed to the Honourable Christy Clark, Premier, and to me, regarding recent changes to the Bus Pass Program and disability assistance rates. I am pleased to respond.

I want to thank you for your advocacy on behalf of British Columbia's vulnerable citizens.

Please be assured that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

What will change is the monthly disability rate. Beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

I recognize that living with a disability and on a limited income is very difficult, and noting your concern that your tax dollars provide basic sustainable living to people with disabilities, I'd like to take the time to share information on the comprehensive social safety net that our government provided on top of monthly assistance rates.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more supports like wheel chairs, orthotics, hearing aids, medical transportation and nutritional supplements. People with disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

On January 1, 2015, British Columbia (BC) became the first province in Canada to annualize earning exemptions so people receiving disability assistance can maximize their earnings by calculating it on an annual basis instead of monthly. This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

As well, child-support payments are now fully exempt for families receiving income and disability assistance and in December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the PWD designation: from \$5,000 to \$100,000
- Couple where both people have the PWD designation: from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

-----Original Message-----

s.22

Sent: August 20, 2016 10:50 AM

To: Stilwell, MLA, Michelle <Michelle.Stilwell.MLA@leg.bc.ca>

Subject: Bus pass and benefit rates for people with disabilities

Dear Hon Michelle Stilwell,

I am writing concerning the decision of my government to remove the yearly bus pass reduced rate for people with disabilities. This is a shame and a travesty. These are our vulnerable citizens who need our support. They live on a very small monthly benefit rate already and the small increase that has been granted will even

become smaller if they get a monthly bus pass. I am happy to pay taxes and trust that my government use my tax dollars in a compassionate manner to provide for a basic sustainable living for those who are unable to work because of a disability. Allowing people with disabilities some sense of independence by being able to travel on public transit at an affordable rate is basic, compassionate and sensible.

In addition to reinstating the reduced yearly bus pass for people with disabilities, I also request that my government increase the monthly benefit rate to \$1200. This is not much money to live on. They will not get rich or be able to save. They need to be given a monthly benefit rate that will allow them to feel like they deserve the basics to survive and feel valued in our society. They matter. Show that you care and use the surplus that my government is so proud to announce to the world. We need to show the citizens of BC, Canada and the world that my government is compassionate and cares for vulnerable citizens, by using my tax dollars and those paid by British Columbians, to give a benefit that is sustainable.

Submitted with respect and hope,

s.22



MY ITEMS	MY ASSIGNED ITEMS	WATCHED ITEMS	CREATE	SUPPORT	SETTINGS	SUPER USER
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ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190764

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
8/26/2016	2753	190764		S. 22 is unhappy with changes to the Bus Pass Program. S. also requests that PWD rates to be increased to \$1,200/month.

Approvals

Date Approved	User	Title
8/26/2016 11:40 AM	Keene, Jeff SDSI:EX	Item Approved.
8/25/2016 9:15 AM	Keene, Jeff SDSI:EX	Item NOT Approved.
8/23/2016 4:23 PM	Taylor, Shella A SDSI:EX	Item Approved.
8/23/2016 11:33 AM	MacMillan, Karen SDSI:EX	Item Approved.
8/23/2016 9:44 AM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/26/2016 2:29 PM	Collins, Alison J SDSI:EX	Final emailed, saved to K drive & uploaded into Cliff log. eFiled at CU.
8/26/2016 11:40 AM	Keene, Jeff SDSI:EX	Revisions approved. Please send final.
8/26/2016 11:26 AM	Di Castri, Adriana SDSI:EX	Revisions applied. To Jeff for MMS approval.
8/25/2016 10:52 AM	Collins, Alison J SDSI:EX	Revisions completed as indicated. As final was not approved, forwarded to Ad for Approval - Final.
8/25/2016 9:13 AM	Keene, Jeff SDSI:EX	Not approved. MMS Edits.
8/24/2016 9:46 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/24/2016 8:31 AM	D'Argis, Julie SDSI:EX	Approved by Deputy, CU to prepare/send final - JD approved
8/23/2016 4:23 PM	Taylor, Shella A SDSI:EX	approved
8/23/2016 9:44 AM	Di Castri, Adriana SDSI:EX	Approved with minor edits. To Karen for review and approval.
8/23/2016 9:02 AM	Harvey, Danielle SDSI:EX	Response drafted using current approved bus pass wording and 190622 MMS Edits. Forwarded to Ad for approval.
8/22/2016 11:50 AM	Collins, Alison J SDSI:EX	Writer for draft response using approved wording.

Path

Path Date	User	Title
8/26/2016 2:29 PM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
8/26/2016 11:40 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/25/2016 11:26 AM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/25/2016 10:52 AM	Collins, Alison J SDSI:EX	Item sent to Correspondence Manager.
8/25/2016 9:13 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/24/2016 9:46 AM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/24/2016 8:31 AM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
8/23/2016 4:23 PM	Taylor, Shella A SDSI:EX	Item sent to D'Argis, Julie.
8/23/2016 11:33 AM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Shella.
8/23/2016 9:44 AM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
8/23/2016 9:02 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
8/22/2016 11:51 AM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
8/22/2016 11:50 AM	Collins, Alison J SDSI:EX	Item Created.

s.22

DocumentPath

Upload Date	User	Title	
8/25/2016 9:12 AM	Keene, Jeff SDSI:EX	Document [190764 S.2 NMS edits (2016-08-24 17-13-44)] Uploaded.	
8/23/2016 8:29 AM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.	
8/22/2016 11:50 AM	Collins, Alison J SDSI:EX	Document [190764 Incoming 2 EO Ref] Uploaded.	s.22
8/22/2016 11:50 AM	Collins, Alison J SDSI:EX	Document [190764 Incoming 1] Uploaded.	s.22



For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Tuesday, August 16, 2016 3:37 PM
To: Minister, SDSI SDSI:EX
Subject: FW: New submission from Contact Your Constituency

Categories: FYI/FILE

From: Michelle.Stilwell.MLA@leg.bc.ca [<mailto:Michelle.Stilwell.MLA@leg.bc.ca>]
Sent: August 15, 2016 10:08 AM
To: Stilwell.MLA, Michelle
Subject: New submission from Contact Your Constituency

s.22

Comments & Feedback

I am deeply disturbed by the recent announcement of the bus clawback for people on disability. After freezing disability rates for 9 years! This is shameful.

This government continues to live in another world when it comes to it's citizens. I am a successful middle-class person and I see the unfairness of this decision. It is shortsighted to not look at the long term cost of keeping (mostly) women and children in poverty. We will all pay more for this later.

I am not impressed at all. You need to advocate for people with disabilities. As a society, we would all benefit.

Sincerely,

s.22

Di Castri, Adriana SDSI:EX

From: Bryce, Krista D <Krista.Bryce@leg.bc.ca>
Sent: Friday, August 12, 2016 12:48 PM
To: Minister, SDSI SDSI:EX
Subject: FW: Letter Re: Changes to Disability Bus Pass
Attachments: Minister of Social Development, Letter Regarding Changes to Bus Pass Program, Sept 1, 2016.pdf

Categories: MINISTER SIGNATURE

Resend – this email has the contact information for the constituent in new Westminster included.

s.22

Sent: August 12, 2016 12:44 PM
To: Stilwell.MLA, Michelle
Cc: Darcy.MLA, Judy ; Mungall.MLA, Michelle ; pjohnstone@newwestcity.ca
Subject: Letter Re: Changes to Disability Bus Pass

Sorry everyone for the resend. Following the directions in the auto reply, I have included my phone number, address, and postal code.

"To help my office provide the best service possible, please ensure your email includes your first and last name, phone number and address with postal code. Responses will not be provided to emails that do not include these details."

Correspondence relating to my ministerial portfolio will be directed to the Ministry of Social Development and Social Innovation.

Sincerely,

Michelle Stilwell, MLA
Parksville-Qualicum

s.22

Sent: Friday, August 12, 2016 12:34 PM
To: 'michelle.stilwell.MLA@leg.bc.ca'
Cc: 'judy.darcy.mla@leg.bc.ca'; 'michelle.mungall.mla@leg.bc.ca'; 'pjohnstone@newwestcity.ca'
Subject: Letter Re: Changes to Disability Bus Pass

Date: Friday, August 12, 2016

Attn: The Honorable Michelle Stilwell, Minister of Social Development & Social Innovation,
MLA Parksville-Qualicum

Dear Minister Stilwell,

I am seeking your help to advocate for the needs of people with disabilities who must rely on government support to survive. I am one such individual—and this past week I cancelled my annual bus pass due to the upcoming changes to the program.

▪ **Proposed Increase to PWD Doesn't Match Cost of Living Increases**

As you know, there has been no increase to the people with disabilities living allowance for 9 years. The \$25 proposed increase to start this September doesn't even cover the rental increases I have experienced during this time.

The monthly supplement I receive just covers my cost and expenses to live in a low income rental unit. Therefore, years ago, I made the decision to share my 1-bedroom apartment with a roommate. Since 2006, I have had 10 different roommates. This decision has helped me survive. However, with so few options available to me, I am running out of choices.

In addition to the increases in rent during this time period, the cost for food, clothing, health care supplements and support, electricity, and insurance have also gone up; one's basic needs to survive. Having only a \$25 increase to the supplement is simply not enough. *By increasing my costs to access public transportation, the "choice" you have offered me is between paying for my basic survival needs or having a monthly bus pass.*

▪ **Affordable Bus Pass Provides Emotional and Practical Support.**

For people with disabilities who need government support to survive, the annual bus pass program *helped to keep our disabilities from limiting our ability to contribute to our community*— it gave us access to health care; it allowed us to access more of our already-limited employment opportunities, and it allowed us to volunteer for our communities.

Having access to our public transportation system, without having to worry about having cash on hand, also gave me much needed comfort and security. For those of us who have cognitive issues as part of our physical disabilities, being relieved of such concerns can make the difference from being able to go out or not. I could access our public transportation system without having to think about fares, zones, and time limits. I could go out with friends without them being concerned if I could cover the cost that day. It also gave me the freedom to make mistakes without being penalized, such as going the wrong direction on a new route due to being temporarily disorientated.

I am also having a hard time getting around the numbers calculated below.

▪ **Increased Costs to Bus Pass Creates Barriers to Part-Time Work**

Recently, I started a part-time job. This is my first regular contract job in six years. I love contributing to the ongoing success of an organization, I love having a purpose, and I love that I found a job that accommodates my disabilities. It is also a bus, the SkyTrain, and another bus away. Because of these changes in cost to the PWD bus pass program, I have another barrier to the B.C. workforce.

In the table below, the difference in cost between the current annual bus pass and the new monthly bus pass is \$579. This is an increase of over 1200%. To see these figures was a shock for me. I cannot help but wonder how this change can be seen as providing a system of support to help vulnerable citizens like me achieve my social and economic potential.

For me personally, I travel to work using public transportation sometimes twice a week and sometimes once a week. To be in the office minimally once a week is part of my job requirements. Also included in the table below is the amount of increased costs I will experience, to meet my once a week travel minimum for this job.

Cost Comparison of the BC Bus Pass Program Before and After Sept 1, 2016.				
Yearly Costs	Before: Annual Bus Pass Fee	After: Newly Implemented \$52 Monthly Fee	Amount of Increase	Percentage Increase
	\$45	\$624	\$579	1,287%

Once a Week Yearly Costs	Before: Annual Bus Pass Fee	After: Work Related Travel Expenses: 1 DAY A WEEK (Single Adult Fare 2 Zones)* x (Round Trip) x (50 work weeks) = \$4.00 x 2 x 50	Amount of Increase	Percentage Increase
	\$45	\$400	\$355	788.9%

* <http://www.translink.ca/en/Fares-and-Passes/Single-Fares.aspx>

Juggling between "choices" to minimize the cost of even my most basic of needs is exhausting. With the upcoming changes to the bus program, I am not just juggling but gambling that by the end of the year I am saving money by NOT taking part in the newly implemented bus pass program, which is an extremely stressful and discouraging way to live.

▪ Changes to the Annual Bus Pass Service Agreement

In addition, I have purchased the annual bus pass several times now and have received this service, as the name implies for the year, 12 months. I purchased the annual bus pass this year, with the same understanding. However, in a letter from your Ministry, dated June 20, 2016, it states the following: The bus pass you hold will no longer have an expiry date of December 31, 2016...starting Sept 1, 2016.

In looking over the Business Practices and Consumer Protection Act: [SBC 2004] Chapter 2: Part 4 — Consumer Contracts: 25 (4) (a) (b) (c) give examples as to why a service contract could be broken, which don't seem to apply here. *If this a standard the government puts on other agencies, why do you not hold yourselves to a similar standard?*

As a result, I can't help but wonder if the cost changes made to the bus program, as well the date to cancel the already purchased annual-bus-pass mid-service, were done fairly, and I welcome a response to the following questions:

- Did you, or members of your team, calculate these numbers before the changes were proposed? If yes, how did you perceive this change would impact people in your community who need this support and who have *the least freedom of choice*?
- Has any other group of people been required to pay such a large increase in costs (over 1200%) for a government provided service before?
- If another body implemented a new system that resulted in such high increases to consumers, would it be legal?
- As the annual buss program has been going on for many years now, why not allow it to finish as promised to allow people who have the least ability to adapt quickly the time needed?

As the Minister responsible for providing a system of supports to help citizens achieve their social and economic potential, your work is vital and critical to me and people like me. Luckily, in my community we also have the support of our MLA Judy Darcy.

I have contacted her about this matter as I hope you will reach out to her and her colleague, Michelle Mungall, spokesperson for Social Development, MLA Nelson-Creston, to work collaboratively to get a deeper and broader understanding of some of the points I raised here. In addition, I am concerned about increased costs being put on other services due to these changes, with minimal benefit for people on PWD. Together, I am confident a better way of supporting people living with disabilities to achieve their social and economic potential can be found.

Sincerely,
s.22

CC

- Judy Darcy, MLA New Westminster, e: judy.darcy.mla@leg.bc.ca
- Michelle Mungall, MLA Nelson-Creston, e: michelle.mungall.mla@leg.bc.ca
- Patrick Johnstone, New Westminster City Councillor, Chair Access Ability Advisory Committee,
e: pjohnstone@newwestcity.ca

Date: Friday, August 12, 2016

Attn: The Honorable Michelle Stilwell, Minister of Social Development & Social Innovation,
MLA Parksville-Qualicum

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- Patrick Johnstone, New Westminster City Councillor, Chair Access Ability Advisory Committee, e: pjohnstone@newwestcity.ca

Di Castri, Adriana SDSI:EX

From: Minister, SDSI SDSI:EX
Sent: Monday, September 26, 2016 8:34 AM
To: s.22
Subject: 190702 s.22 SDSI Response
Attachments: Minister of Social Development, Letter Regarding Changes to Bus Pass Program, Sept 1, 2016.pdf

Ref: 190702

s.22

Thank you for your email of August 12, 2016, regarding changes to the Bus Pass Program and disability assistance rates. I am pleased to respond.

I appreciate you taking the time to voice your concerns and commend your advocacy on behalf of all persons with disabilities in British Columbia (BC).

I want to reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

As you know, beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. In addition, you will also receive a monthly Transportation Support Allowance, which you can choose to receive in the form of \$52 added to your PWD payment, or as a bus pass. I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

You have indicated that you have chosen to receive your transportation allowance as a \$52 payment. If you find you are using transit more frequently, please note that you can switch back to the bus pass simply by contacting the ministry on our toll-free line or by emailing the BC Bus Pass program

With regard to your specific questions about how the changes will impact people, it should be noted that before the changes, 45,000 people with the PWD designation received no transportation support from the ministry. Going forward, all people with the PWD designation will receive a rate increase, and access to transportation supports that they can choose to receive in a way that works for them. The changes are being brought in for September to provide the rate increase and transportation allowance as soon as possible, and to extend transportation support to clients who previously received none.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Finally, in your letter you note that you recently started a part-time job. As you may be aware, in January 2015, British Columbia became the first province in Canada to ensure people receiving disability assistance will be able to calculate their earnings on an annual basis instead of monthly, further reducing barriers to employment.

Annual earnings exemptions (AEE) are particularly helpful for people with disabilities whose ability to earn fluctuates during the year. With AEE a person on disability assistance may earn as much as \$9,600 a year, without a monthly maximum.

The ministry has also waived the waiting period for claiming earnings exemptions for former PWD clients reapplying for assistance so they can have the confidence to move into full independence, knowing that there is a safety net available if they need it.

For more information about your specific circumstances, I encourage you to contact your local Employment and Assistance office. A directory of offices across the province can be found at <http://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/access-services>. You may also reach the ministry by calling, toll free, 1-866-866-0800. Callers using this number now have the option of leaving a call back number and keep their place in line. They will also get an up-front message of the expected wait time.

Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

s.22

Sent: August 12, 2016 12:44 PM
To: Stilwell.MLA, Michelle
Cc: Darcy.MLA, Judy ; Mungall.MLA, Michelle ; pjohnstone@newwestcity.ca
Subject: Letter Re: Changes to Disability Bus Pass

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"To help my office provide the best service possible, please ensure your email includes your first and last name, phone number and address with postal code. Responses will not be provided to emails that do not include these details."

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Michelle Stilwell, MLA
Parksville-Qualicum

s.22

Sent: Friday, August 12, 2016 12:34 PM

To: 'michelle.stilwell.MLA@leg.bc.ca'

Cc: 'judy.darcy.mla@leg.bc.ca'; 'michelle.mungall.mla@leg.bc.ca'; 'pjohnstone@newwestcity.ca'

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In addition to the increases in rent during this time period, the cost for food, clothing, health care supplements and support, electricity, and insurance have also gone up; one's basic needs to survive. Having only a \$25 increase to the supplement is simply not enough. *By increasing my costs to access public transportation, the "choice" you have offered me is between paying for my basic survival needs or having a monthly bus pass.*

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	\$45	\$400	\$355	788.9%

* <http://www.translink.ca/en/Fares-and-Passes/Single-Fares.aspx>

Juggling between "choices" to minimize the cost of even my most basic of needs is exhausting. With the upcoming changes to the bus program, I am not just juggling but gambling that by the end of the year I am saving money by NOT taking part in the newly implemented bus pass program, which is an extremely stressful and discouraging way to live.

• Changes to the Annual Bus Pass Service Agreement

In addition, I have purchased the annual bus pass several times now and have received this service, as the name implies for the year, 12 months. I purchased the annual bus pass this year, with the same understanding. However, in a letter from your Ministry, dated June 20, 2016, it states the following: The bus pass you hold will no longer have an expiry date of December 31, 2016...starting Sept 1, 2016.

In looking over the Business Practices and Consumer Protection Act: [SBC 2004] Chapter 2: Part 4 — Consumer Contracts: 25 (4) (a) (b) (c) give examples as to why a service contract could be broken, which don't seem to apply here. *If this a standard the government puts on other agencies, why do you not hold yourselves to a similar standard?*

As a result, I can't help but wonder if the cost changes made to the bus program, as well the date to cancel the already purchased annual-bus-pass mid-service, were done fairly, and I welcome a response to the following questions:

- Did you, or members of your team, calculate these numbers before the changes were proposed? If yes, how did you perceive this change would impact people in your community who need this support and who have *the least freedom of choice*?
- Has any other group of people been required to pay such a large increase in costs (over 1200%) for a government provided service before?
- If another body implemented a new system that resulted in such high increases to consumers, would it be legal?

- As the annual buss program has been going on for many years now, why not allow it to finish as promised to allow people who have the least ability to adapt quickly the time needed?

As the Minister responsible for providing a system of supports to help citizens achieve their social and economic potential, your work is vital and critical to me and people like me. Luckily, in my community we also have the support of our MLA Judy Darcy.

I have contacted her about this matter as I hope you will reach out to her and her colleague, Michelle Mungall, spokesperson for Social Development, MLA Nelson-Creston, to work collaboratively to get a deeper and broader understanding of some of the points I raised here. In addition, I am concerned about increased costs being put on other services due to these changes, with minimal benefit for people on PWD. Together, I am confident a better way of supporting people living with disabilities to achieve their social and economic potential can be found.

Sincerely,
s.22

CC

- Judy Darcy, MLA New Westminster, e: judy.darcy.mla@leg.bc.ca
- Michelle Mungall, MLA Nelson-Creston, e: michelle.mungall.mla@leg.bc.ca
- Patrick Johnstone, New Westminster City Councillor, Chair Access Ability Advisory Committee, e: pjohnstone@newwestcity.ca

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190702

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/26/2016	2730	190702		S.22 is upset about the PWD rates and changes to the bus pass program.

Approvals		
Date Approved	User	Title
9/23/2016 9:43 AM	Keene, Jeff SDSI:EX	Item Approved.
9/7/2016 11:21 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/1/2016 3:49 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/31/2016 9:50 AM	Harrington, Molly SDSI:EX	Item Approved.
8/30/2016 11:49 AM	Ross, Ian SDSI:EX	Item Approved.
8/29/2016 10:32 AM	Gurney, Tara SDSI:EX	Item Approved.
8/24/2016 9:57 AM	Collins, Heather SDSI:EX	Item Approved.
8/23/2016 11:45 AM	Di Castri, Adriana SDSI:EX	Item Approved.
8/23/2016 11:12 AM	Harvey, Danielle SDSI:EX	Item Approved.
8/22/2016 12:15 PM	Ross, Ian SDSI:EX	Item Approved.
8/22/2016 11:28 AM	Gurney, Tara SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
9/26/2016 9:58 AM	Harvey, Danielle SDSI:EX	Printable History saved to K Drive and uploaded to CLIFF log. eFiled at CU.
9/26/2016 9:34 AM	Di Castri, Adriana SDSI:EX	Final sent and saved to K drive. Please close and file.
9/23/2016 9:43 AM	Keene, Jeff SDSI:EX	Approved by MMS. please add e-sig.
9/12/2016 4:42 PM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval. Please note this draft is not a duplicate as the DM's comments suggest.
9/9/2016 9:20 AM	Ramsey, Launa R SDSI:EX	Approved by Sheila...however please see her comment/question. - lmr
9/7/2016 11:21 PM	Taylor, Sheila A SDSI:EX	approved (any chance we have already responded to this one? It seems very familiar.
9/1/2016 3:24 PM	Di Castri, Adriana SDSI:EX	Added ASE wording as discussed. To Karen for review and approval.
9/1/2016 2:41 PM	MacMillan, Karen SDSI:EX	Will come and discuss
8/31/2016 9:50 AM	Harrington, Molly SDSI:EX	approved MH
8/30/2016 11:49 AM	Ross, Ian SDSI:EX	approved
8/29/2016 10:32 AM	Gurney, Tara SDSI:EX	Restructured a little, and made some edits.
8/24/2016 9:57 AM	Collins, Heather SDSI:EX	look ok?
8/23/2016 11:45 AM	Di Castri, Adriana SDSI:EX	Approved with edits as A/IM. To Ian Ross for review and approval.
8/23/2016 11:12 AM	Harvey, Danielle SDSI:EX	Approved with substantial edits. To Heather as A/IM for review and approval.
8/23/2016 10:43 AM	Di Castri, Adriana SDSI:EX	Revisions complete through additional bullets provided. Forwarded to Ad for approval.
8/23/2016 10:43 AM	Di Castri, Adriana SDSI:EX	Please incorporate additional bullets from RIPD.
8/22/2016 4:02 PM	Harvey, Danielle SDSI:EX	Response drafted from bullets provided and wording used in 190613/190698. Writer's questions not answered. Please send back for revision, if necessary. Forwarded to Ad for review/ approval.
8/22/2016 1:39 PM	Di Castri, Adriana SDSI:EX	Please draft response from bullets and content in 190613/190698. I think it is important to note that the \$45 was an annual

8/22/2016 12:15 PM
 8/18/2016 10:22 AM
 8/17/2016 3:37 PM
 8/17/2016 3:30 PM

Ross, Ian SDSI:EX
 Pendergast, Shannon M SDSI:EX
 Collins, Heather SDSI:EX
 Harvey, Danielle SDSI:EX

administrative fee and was not pre-rated, therefore will not be reimbursed.

approved bullets

Can you please draft bullets? Due Monday. Thanks.

To SPB for bullets. Note: bullets due to CU by Aug 22nd.

To RPD for Bullet Points. Please note bullets due back to Writer by August 22, 2016 (3 days).

Path

Path Date

User

Title

9/26/2016 9:58 AM
 9/26/2016 6:34 AM
 9/23/2016 5:43 AM
 9/12/2016 4:42 PM
 9/9/2016 9:20 AM
 9/7/2016 11:21 PM
 9/1/2016 3:49 PM
 9/1/2016 3:24 PM
 9/1/2016 2:41 PM
 8/31/2016 9:50 AM
 8/30/2016 11:49 AM
 8/25/2016 10:32 AM
 8/24/2016 2:12 PM
 8/24/2016 9:57 AM
 8/23/2016 11:45 AM
 8/23/2016 11:12 AM
 8/23/2016 10:41 AM
 8/22/2016 4:02 PM
 8/22/2016 1:39 PM
 8/22/2016 12:15 PM
 8/23/2016 11:28 AM
 8/18/2016 10:22 AM
 8/17/2016 3:37 PM
 8/17/2016 3:30 PM
 8/17/2016 3:29 PM

Harvey, Danielle SDSI:EX
 Di Castri, Adriana SDSI:EX
 Keene, Jeff SDSI:EX
 Di Castri, Adriana SDSI:EX
 Ramsay, Laura P SDSI:EX
 Taylor, Sheila A SDSI:EX
 MacMillan, Karen SDSI:EX
 Di Castri, Adriana SDSI:EX
 MacMillan, Karen SDSI:EX
 Harrington, Molly SDSI:EX
 Ross, Ian SDSI:EX
 Gurney, Taro SDSI:EX
 Ross, Ian SDSI:EX
 Collins, Heather SDSI:EX
 Di Castri, Adriana SDSI:EX
 Harvey, Danielle SDSI:EX
 Di Castri, Adriana SDSI:EX
 Harvey, Danielle SDSI:EX
 Di Castri, Adriana SDSI:EX
 Ross, Ian SDSI:EX
 Gurney, Taro SDSI:EX
 Pendergast, Shannon M SDSI:EX
 Collins, Heather SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX

Item completed with the reason Completed.
 Item sent to Correspondence Coordinator.
 Item sent to Correspondence Coordinator.
 Item sent to Keene, Jeff.
 Item sent to Correspondence Manager.
 Item sent to D'Argis, Julia.
 Item sent to Taylor, Sheila.
 Item sent to MacMillan, Karen.
 Item sent to Di Castri, Adriana.
 Item sent to MacMillan, Karen.
 Item sent to Harrington, Molly.
 Item sent to Ross, Ian.
 Item sent to Gurney, Taro.
 Item sent to Ross, Ian.
 Item sent to Collins, Heather.
 Item sent to Correspondence Manager.
 Item sent to Correspondence Writer.
 Item sent to Correspondence Manager.
 Item sent to Correspondence Writer.
 Item sent to Correspondence Manager.
 Item sent to Ross, Ian.
 Item sent to Gurney, Taro.
 Item sent to Pendergast, Shannon.
 Item sent to Collins, Heather.
 Item Created:

DocumentPath

Upload Date

User

Title

9/23/2016 9:43 AM
 8/23/2016 10:52 AM
 8/22/2016 3:09 PM
 8/22/2016 11:24 AM
 8/17/2016 3:29 PM

Keene, Jeff SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX
 Gurney, Taro SDSI:EX
 Harvey, Danielle SDSI:EX

Document {190702 - [MS approval]} Uploaded. s.22
 Document {190702 - [Additional Bullets]} Uploaded. s.22
 Document [Draft Template] Uploaded.
 Document {190702 - S.22} Uploaded.
 Document {190702 - [incoming 1]} Uploaded. s.22



For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Monday, August 8, 2016 10:23 PM
To: Minister, SDSI SDSI:EX
Subject: Bus pass debacle

Categories: MINISTER SIGNATURE

Dear minister, something is terribly wrong with the logic that there is a choice to spend a measly \$77 increase, first in a decade, on food, OR on the much inflated monthly bus Pass. There has not been a meaningful increase in I.A. Rates, people are desperate, Going from food banks to food programs and you talk about choices.

Most people are in receipt of HPIA through circumstances, not choice, children raised in such families are constantly being told and shown, that their family is at least second Class. Have you personally shopped for food lately? Seen the price of fruit and vegetables, tried to rent an apartment for I.A. Shelter rates? I didn't think so.

Please reverse the bus pass clawback, and please start showing people that B.C. Liberals know what people are going through and take measures to correct them.

Yours truly, s.22

Sent from my iPad

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Tuesday, August 23, 2016 1:29 PM
To: s.22
Subject: 190619 s.22 SDSI Response

Follow Up Flag: Follow up
Flag Status: Completed

Ref: 190619

s.22

Thank you for your email of August 8, 2016, regarding disability assistance rates and the Transportation Support Allowance. I am pleased to respond.

I appreciate you taking the time to voice your concerns.

As you are aware, beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. As you mentioned, this means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, they can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance cheque. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that is something we will continue to look at as we focus on growing the economy, which enables us to have the funds to pay for these support programs.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

-----Original Message-----

s.22

Sent: Monday, August 08, 2016 10:23 PM
To: Minister, SDSI SDSI:EX
Subject: Bus pass debacle

Dear minister, something is terribly wrong with the logic that there is a choice to spend a measly \$77 increase, first in a decade, on food, OR on the much inflated monthly bus Pass. There has not been a meaningful increase in I.A. Rates, people are desperate, Going from food banks to food programs and you talk about choices.

Most people are in receipt of HPIA through circumstances, not choice, children raised in such families are constantly being told and shown, that their family is at least second Class. Have you personally shopped for food lately? Seen the price of fruit and vegetables, tried to rent an apartment for I.A. Shelter rates? I didn't think so

Please reverse the bus pass clawback, and please start showing people that B.C. Liberals know what people are going through and take measures to correct them.

Yours truly, s.22

Sent from my iPad



ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190619

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
8/23/2016	2682	190619		S.22 is not happy with the \$25.00 monthly rate increase and \$52.00 monthly transportation subsidy.

Approvals

Date Approved	User	Title
8/23/2016 11:19 AM	Keene, Jeff SDSI:EX	Item Approved.
8/19/2016 9:01 AM	Keene, Jeff SDSI:EX	Item Approved.
8/19/2016 8:41 AM	Keene, Jeff SDSI:EX	Item Approved.
8/17/2016 10:22 AM	Taylor, Shelia A SDSI:EX	Item Approved.
8/16/2016 4:24 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/12/2016 1:48 PM	Harrington, Molly SDSI:EX	Item Approved.
8/12/2016 1:40 PM	McGaghey Jones, Stacey SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/23/2016 1:36 PM	Collins, Allison J SDSI:EX	Final emailed from Minister's mailbox, saved to K drive & uploaded into Cliff log. eFiled at CU.
8/23/2016 11:19 AM	Keene, Jeff SDSI:EX	approved by MMS. please send final
8/19/2016 9:01 AM	Keene, Jeff SDSI:EX	sending back to myself.
8/19/2016 8:41 AM	Keene, Jeff SDSI:EX	approved by MMS after one edit. Please add e-sig.
8/17/2016 2:06 PM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/17/2016 12:25 PM	D'Argis, Julie SDSI:EX	Approved by Shelia. CU to prepare/send final - JD
8/17/2016 10:22 AM	Taylor, Shelia A SDSI:EX	approved
8/12/2016 1:48 PM	Harrington, Molly SDSI:EX	approved MM
8/12/2016 1:40 PM	McGaghey Jones, Stacey SDSI:EX	For approval plz. SMJ
8/12/2016 11:20 AM	Harvey, Danielle SDSI:EX	Forwarded to Stacey for approval- see below comment for drafting info.
8/11/2016 2:43 PM	MacMillan, Karen SDSI:EX	These letters should go through RPD not SDD. Thanks
8/11/2016 1:36 PM	Evans Locker, Ann SDSI:EX	Sending to Karen as discussed. AEL
8/11/2016 9:08 AM	Harvey, Danielle SDSI:EX	Response drafted from approved bus pass wording with minor tracked changes, as requested, and wording from 190192 MMS edit. Forwarded to Ann for approval.
8/9/2016 11:45 AM	Di Castri, Adriana SDSI:EX	S.22 Please draft response from approved wording.
8/9/2016 11:44 AM	Di Castri, Adriana SDSI:EX	Minister Draft

Path

Path Date	User	Title
8/23/2016 1:36 PM	Collins, Allison J SDSI:EX	Item completed with the reason Completed.
8/23/2016 11:19 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/19/2016 9:01 AM	Keene, Jeff SDSI:EX	Item sent to Keene, Jeff.
8/19/2016 8:41 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/17/2016 2:06 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/17/2016 12:25 PM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
8/17/2016 10:22 AM	Taylor, Shelia A SDSI:EX	Item sent to D'Argis, Julie.
8/16/2016 4:24 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Shelia.

8/12/2016 1:48 PM	Harrington, Molly SDSI:EX	Item sent to MacMillan, Karen.
8/12/2016 1:40 PM	McGaghey Jones, Stacey SDSI:EX	Item sent to Harrington, Molly.
8/12/2016 11:20 AM	Harvey, Danielle SDSI:EX	Item sent to McGaghey Jones, Stacey.
8/11/2016 2:43 PM	MacMillan, Karen SDSI:EX	Item sent to Harvey, Danielle.
8/11/2016 1:36 PM	Evans Locker, Ann SDSI:EX	Item sent to MacMillan, Karen.
8/11/2016 9:08 AM	Harvey, Danielle SDSI:EX	Item sent to Evans Locker, Ann.
8/9/2016 11:45 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Written.
8/9/2016 11:44 AM	Di Castri, Adriana SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
8/19/2016 8:40 AM	Keene, Jeff SDSI:EX	Document [190258 S.22 MMS edits] Uploaded.
8/10/2016 2:05 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
8/9/2016 11:44 AM	Di Castri, Adriana SDSI:EX	Document [190619 S.22 Incoming 1] Uploaded.



For support, email ICollaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: Rochon, Jake PREM:EX
Sent: Monday, August 8, 2016 9:53 AM
To: Minister, SDSI SDSI:EX
Subject: PO log 672250 s.22
Attachments: I am going to be homeless and loose my house because I can't afford my bills on disability

Categories: MINISTER SIGNATURE

Hello there! Last one from the weekend here. A specific PWD case. s.2 seems like she may need emergency funds. Would you be able to action for a response of some kind? Thank you!

Jake Rochon
Correspondence Officer
Office of the Premier
(250) 356-1906

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Monday, August 8, 2016 8:04 AM
To: OfficeofthePremier, Office PREM:EX
Subject: I am going to be homeless and loose my house because I can't afford my bills on disability

To MLA and Premier Christy Clark:

I am having a hard time paying my bills. I did not pay my property tax on time, nor the water and garbage bills on time because they are outrageous compared to the money I receive to live on. I am behind on my hydro bill too.

I might be loosing my house if I don't get some help to pay these bills and I will be homeless living on the street because I surely can't afford \$1000 for rent only getting \$906 per month.

Christy Clark, I think you need to check and see what you can rent for the maximum \$906 per month that I get to live on a disability allowance because its IMPOSSIBLE.

I get \$10,872 to live on ..how much do you get Christy Clark? My water and garbage bill alone is \$1,200 per year and then there is the cost to build the water system on my property tax bill which my property tax bill was close to \$1,000. That leaves me \$8,672 for hydro, phone, internet, gas, car insurance, food, clothing, prescriptions, computer renew and maintenance, kitchen appliances, monthly hair dye, dog food, etc..

Its just not enough and the increase wasn't enough either.

s.22

s.22

Page 366

Withheld pursuant to/removed as

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Thursday, August 25, 2016 9:40 AM
To: s.22
Cc: 'premier@gov.bc.ca'
Subject: 190610 Schnurr SDSI Response

Ref: 190610

s.22

Thank you for your email of August 8, 2016, addressed to the Honourable Christy Clark, Premier, regarding Persons with Disabilities (PWD) benefits rates. As Minister, I am pleased to respond.

I appreciate you taking the time to share your concerns.

As you are aware, beginning September 1, 2016, all people who have the PWD designation will receive a monthly rate increase of \$25.

Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

In your email you note that you are a homeowner, which allows you access to your home's equity. In addition to accessing this equity you may also qualify for the regular tax deferment program. The regular tax deferment program is a low interest loan program that allows you to defer paying all or part of your property taxes on your principal residence if you are 55 or older, a surviving spouse of any age or a person with disabilities. For more information please visit:

<http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program>.

You also mention that you are having difficulty paying your BC Hydro bills. Staff have advised that the ministry is not paying BC Hydro on your behalf and that this is an option should you choose. Staff can also assist in setting up an equal payment plan for your BC Hydro account should you wish to pursue that option instead.

I recognize that living with a disability and on a limited income is very difficult; however, I would like to take this opportunity to clearly point out the truly comprehensive set of supports that are available to people in British Columbia (BC) who are receiving disability assistance.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more support like wheel chairs, orthotics, hearing aids, medical transportation and nutritional supplements.

People with disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

More than 22, 000 people who have left disability assistance still receive these benefits, and will continue to do so if they meet eligibility requirements.

As well, on January 1, 2015, BC became the first province in Canada to annualize earning exemptions so people receiving disability assistance can maximize their earnings by calculation it on an annual basis instead of monthly.

This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

As well child-support payments are now fully exempt for families receiving income and disability assistance.

In December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the PWD designation; from \$5,000 to \$100,000
- Couple where both people have the PWD designation; from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

I would finally like to bring to your attention the disability tax credit (DTC), a non-refundable tax credit used to reduce the tax payable on the income tax and benefit return for persons with disabilities. Being eligible for the DTC can open the door to other federal, provincial, or territorial programs such as the registered disability savings plan, the working income tax benefit, and the child disability benefit. For details regarding eligibility, please visit <http://www.cra-arc.gc.ca/tx/ndvds/sgmnts/dsblts/dtc/menu-eng.html>.

Thank you again for writing.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: Monday, August 08, 2016 8:04 AM

To: OfficeofthePremier, Office PREM:EX

Subject: I am going to be homeless and loose my house because I can't afford my bills on disability

To MLA and Premier Christy Clark:

I am having a hard time paying my bills. I did not pay my property tax on time, nor the water and garbage bills on time because they are outrageous compared to the money I receive to live on. I am behind on my hydro bill too.

I might be loosing my house if I don't get some help to pay these bills and I will be homeless living on the street because I surely can't afford \$1000 for rent only getting \$906 per month.

Christy Clark, I think you need to check and see what you can rent for the maximum \$906 per month that I get to live on a disability allowance because its IMPOSSIBLE.

I get \$10,872 to live on ., how much do you get Christy Clark? My water and garbage bill alone is \$1,200 per year and then there is the cost to build the water system on my property tax bill which my property tax bill was close to \$1,000. That leaves me \$8,672 for hydro, phone, internet, gas, car insurance, food, clothing, prescriptions, computer renew and maintenance, kitchen appliances, monthly hair dye, dog food, etc..

Its just not enough and the increase wasn't enough either.

s.22

Page 370

Withheld pursuant to/removed as

s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190610

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
6/25/2016	2605	190610		S.22 writes to Premier, complaining about PWD rates compared to cost of living.

Approvals

Date Approved	User	Title
6/25/2016 9:10 AM	Keene, Jeff SDSI:EX	Item Approved.
8/22/2016 5:09 PM	Taylor, Sheila A SDSI:EX	Item Approved.
8/22/2016 3:07 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/18/2016 4:09 PM	Di Castri, Adriana SDSI:EX	Item Approved.
8/17/2016 9:14 AM	Keene, Jeff SDSI:EX	Item NDT Approved.
8/11/2016 11:09 AM	Harrington, Molly SDSI:EX	Item Approved.
8/10/2016 3:57 PM	MacMillan, Karen SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/25/2016 9:42 AM	Collins, Alison J SDSI:EX	MMS edits saved to K drive. Edit completed as indicated. Final emailed with cc to Premier. Saved to K drive & uploaded into Cliff log. Filed at CU.
8/25/2016 9:10 AM	Keene, Jeff SDSI:EX	Approved with one edit. Please add p-stg
8/23/2016 9:31 AM	Di Castri, Adriana SDSI:EX	Revisions approved by DM. To Jeff for MMS approval.
8/23/2016 8:39 AM	D'Angis, Julie SDSI:EX	Approved by Deputy. CU to prepare/send final - JD
8/22/2016 5:09 PM	Taylor, Sheila A SDSI:EX	approved
8/22/2016 1:24 PM	Di Castri, Adriana SDSI:EX	To Karen for review and approval. Confirmed with FIN that property tax deferment messaging is correct. Please see note in draft.
8/18/2016 4:09 PM	Di Castri, Adriana SDSI:EX	Approved with edits and a question. To Karen for review and approval.
8/18/2016 11:11 AM	Harvey, Danielle SDSI:EX	Revisions complete from MMS direction. Please see SDD client info document. May require further edits. Forwarded to Ad for review and approval.
8/17/2016 2:29 PM	Di Castri, Adriana SDSI:EX	For revision. Please see MMS instructions.
8/17/2016 9:14 AM	Keene, Jeff SDSI:EX	Please see MMS directions.
8/16/2016 7:50 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/12/2016 9:16 AM	D'Angis, Julie SDSI:EX	Approved by Molly as A/DM. CU to prepare/send final - JD
8/11/2016 2:41 PM	MacMillan, Karen SDSI:EX	Molly has approved as A/DM
8/11/2016 11:09 AM	Harrington, Molly SDSI:EX	approved MH
8/10/2016 3:57 PM	MacMillan, Karen SDSI:EX	For approval as A/DM
8/10/2016 9:45 AM	Di Castri, Adriana SDSI:EX	Revised. To Karen for review and approval.
8/9/2016 1:32 PM	MacMillan, Karen SDSI:EX	See comment in doc
8/9/2016 11:06 AM	Di Castri, Adriana SDSI:EX	Drafted from approved wording and MMS edits (189338). To Karen for review and approval.
8/9/2016 10:46 AM	Di Castri, Adriana SDSI:EX	Minister Draft

Path

Path Date	User	Title
8/25/2016 9:42 AM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.

8/25/2016 9:10 AM
 8/23/2016 9:31 AM
 8/22/2016 8:39 AM
 8/22/2016 5:09 PM
 8/22/2016 3:07 PM
 8/22/2016 1:24 PM
 8/22/2016 10:20 AM
 8/18/2016 4:09 PM
 8/18/2016 11:11 AM
 8/17/2016 2:29 PM
 8/17/2016 9:14 AM
 8/16/2016 7:50 AM
 8/12/2016 9:16 AM
 8/11/2016 2:41 PM
 8/11/2016 11:05 AM
 8/10/2016 3:57 PM
 8/10/2016 9:45 AM
 8/9/2016 1:32 PM
 8/9/2016 11:06 AM
 8/9/2016 10:46 AM

Keene, Jeff SDSI:EX
 Di Castri, Adriana SDSI:EX
 D'Argis, Julie SDSI:EX
 Taylor, Sheila A SDSI:EX
 MacMillan, Karen SDSI:EX
 Di Castri, Adriana SDSI:EX
 MacMillan, Karen SDSI:EX
 Di Castri, Adriana SDSI:EX
 Harvey, Danielle SDSI:EX
 Di Castri, Adriana SDSI:EX
 Keene, Jeff SDSI:EX
 Di Castri, Adriana SDSI:EX
 D'Argis, Julie SDSI:EX
 MacMillan, Karen SDSI:EX
 Harrington, Molly SDSI:EX
 MacMillan, Karen SDSI:EX
 Di Castri, Adriana SDSI:EX
 MacMillan, Karen SDSI:EX
 Di Castri, Adriana SDSI:EX
 Di Castri, Adriana SDSI:EX

Item sent to Correspondence Coordinator.
 Item sent to Keene, Jeff.
 Item sent to Correspondence Manager.
 Item sent to D'Argis, Julie.
 Item sent to Taylor, Sheila.
 Item sent to MacMillan, Karen.
 Item sent to Di Castri, Adriana.
 Item sent to MacMillan, Karen..
 Item sent to Correspondence Manager.
 Item sent to Correspondence Writer.
 Item sent to Correspondence Coordinator.
 Item sent to Keene, Jeff.
 Item sent to Correspondence Manager.
 Item sent to D'Argis, Julie.
 Item sent to MacMillan, Karen.
 Item sent to Harrington, Molly.
 Item sent to MacMillan, Karen.
 Item sent to Di Castri, Adriana.
 Item sent to MacMillan, Karen.
 Item Created.

DocumentPath

Upload Date

8/25/2016 9:05 AM
 8/18/2016 10:46 AM
 8/17/2016 9:14 AM
 8/17/2016 9:08 AM
 8/9/2016 10:47 AM
 8/9/2016 10:47 AM

User

Keene, Jeff SDSI:EX
 Harvey, Danielle SDSI:EX
 Keene, Jeff SDSI:EX
 Keene, Jeff SDSI:EX
 Di Castri, Adriana SDSI:EX
 Di Castri, Adriana SDSI:EX

Title

Document [19061C.S.22 MMS edits] Uploaded.
 Document [19061C.S.22 SD Client Info] Uploaded.
 Document [19061C.S.22 MMS direction] Uploaded.
 Document [19061C.S.2 MMS edits] Uploaded.
 Document [19061C.S.22 Incoming 1] Uploaded.
 Document (DRAFTING TEMPLATE) Uploaded.



For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Saturday, August 27, 2016 6:44 PM
To: Minister, SDSI SDSI:EX
Subject: Re: 190610 s.22 SDSI Response
Categories: ADD TO EXISTING LOG

To Minister Stillwell:

1. \$77.00 extra after 10 years with no increase is certain not enough
2. I am a homeowner who does not want involved with the homeowner tax deferral because it is rape of someones hard earned home.
3. \$52 per month does not cover insurance for a vehicle even .. I don't live on a bus route. You did not address my complaint of no money for insurance, vehicle repairs, etc.
4. It wouldn't matter if I was on an equal payment plan with Hydro or not when you are struggling to pay the Hydro bill increases with no increase in Disability rates to cover that. You must think people can live eating dirt or something... honestly!!!
5. I request that you attend the food bank in Vernon BC and see exactly what people get to live on for two months cause that is only how often they are allowed to go to the Food bank in Vernon BC.
6. And prescriptions are not \$100 covered in fact I had to pay \$100 for^{s.22}
s.22 and \$25^{s.22}
s.22 The
health care system leaves a lot to be desired.
7. I born and raised in BC all my life and I have to apply for Fair Pharmacare all the time or it runs out? It is a pain in the butt applying all the time when I born and raised here.
8. I am asked to help pay for dentures or physio appointments too. No money for that either.

I am not a happy camper and I despise my government. Not everyone can afford to work with the price of gas when they live 45 minutes from town, and no help with gas either. Minister Stillwell, you need to start living on what people on a disability have to live on. See if you can even find a place to live with what you feel people should be able to live on. Most rent is more than what you expect people to live on. People on a disability don't get a life. They don't have money for a pet, or to take a holiday or even to go out for the evening. Its a pretty sick government that does this to people.

s.22

On 8/25/2016 9:40 AM, Minister, SDSI SDSI:EX wrote:

Ref: 190610

s.22

Thank you for your email of August 8, 2016, addressed to the Honourable Christy Clark, Premier, regarding Persons with Disabilities (PWD) benefits rates. As Minister, I am pleased to respond. I appreciate you taking the time to share your concerns.

As you are aware, beginning September 1, 2016, all people who have the PWD designation will receive a monthly rate increase of \$25.

Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

In your email you note that you are a homeowner, which allows you access to your home's equity. In addition to accessing this equity you may also qualify for the regular tax deferment program. The regular tax deferment program is a low interest loan program that allows you to defer paying all or part of your property taxes on your principal residence if you are 55 or older, a surviving spouse of any age or a person with disabilities. For more information please visit:

<http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program>.

You also mention that you are having difficulty paying your BC Hydro bills. Staff have advised that the ministry is not paying BC Hydro on your behalf and that this is an option should you choose. Staff can also assist in setting up an equal payment plan for your BC Hydro account should you wish to pursue that option instead.

I recognize that living with a disability and on a limited income is very difficult; however, I would like to take this opportunity to clearly point out the truly comprehensive set of supports that are available to people in British Columbia (BC) who are receiving disability assistance.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more support like wheel chairs, orthotics, hearing aids, medical transportation and nutritional supplements.

People with disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

More than 22, 000 people who have left disability assistance still receive these benefits, and will continue to do so if they meet eligibility requirements.

As well, on January 1, 2015, BC became the first province in Canada to annualize earning exemptions so people receiving disability assistance can maximize their earnings by calculation it on an annual basis instead of monthly.

This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

As well child-support payments are now fully exempt for families receiving income and disability assistance.

In December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the PWD designation; from \$5,000 to \$100,000
- Couple where both people have the PWD designation; from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

I would finally like to bring to your attention the disability tax credit (DTC), a non-refundable tax credit used to reduce the tax payable on the income tax and benefit return for persons with disabilities.

Being eligible for the DTC can open the door to other federal, provincial, or territorial programs such as the registered disability savings plan, the working income tax benefit, and the child disability benefit. For details regarding eligibility, please visit <http://www.cra-arc.gc.ca/tx/ndvdlis/sgmnts/dsblts/dtc/menu-eng.html>.

Thank you again for writing.

Sincerely,

Michelle Stilwell

Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: Monday, August 08, 2016 8:04 AM

To: OfficeofthePremier, Office PREM:EX

Subject: I am going to be homeless and loose my house because I can't afford my bills on disability
To MLA and Premier Christy Clark:

I am having a hard time paying my bills. I did not pay my property tax on time, nor the water and garbage bills on time because they are outrageous compared to the money I receive to live on. I am behind on my hydro bill too.

I might be loosing my house if I don't get some help to pay these bills and I will be homeless living on the street because I surely can't afford \$1000 for rent only getting \$906 per month.

Christy Clark, I think you need to check and see what you can rent for the maximum \$906 per month that I get to live on a disability allowance because its IMPOSSIBLE.

I get \$10,872 to live on .. how much do you get Christy Clark? My water and garbage bill alone is \$1,200 per year and then there is the cost to build the water system on my property tax bill which my property tax bill was close to \$1,000. That leaves me \$8,672 for hydro, phone, internet, gas, car insurance, food, clothing, prescriptions, computer renew and maintenance, kitchen appliances, monthly hair dye, dog food, etc..

Its just not enough and the increase wasn't enough either.

s.22

Page 376

Withheld pursuant to/removed as

s.22

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Saturday, August 27, 2016 7:01 PM
To: Minister, SDSI SDSI:EX
Subject: Re: 190610^{s.22} - SDSI Response

Categories: ADD TO EXISTING LOG

Can you tell me what the average adult spends on groceries per month?

Can you tell me what transportation costs when you live 45 minutes from town and there is no bus service?

Can you tell me what the average single person with old appliances living alone would spend on Hydro?

Can you tell me what the average household would spend to heat their small home?

I think you need to look at these things more in depth to be more honest with what people need to live on.

Thank you
s.22

=====

On 8/25/2016 9:40 AM, Minister, SDSI SDSI:EX wrote:
Ref: 190610
s.22

Thank you for your email of August 8, 2016, addressed to the Honourable Christy Clark, Premier, regarding Persons with Disabilities (PWD) benefits rates. As Minister, I am pleased to respond. I appreciate you taking the time to share your concerns.

As you are aware, beginning September 1, 2016, all people who have the PWD designation will receive a monthly rate increase of \$25.

Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

In your email you note that you are a homeowner, which allows you access to your home's equity. In addition to accessing this equity you may also qualify for the regular tax deferral program. The regular tax deferral program is a low interest loan program that allows you to defer paying all or part of your property taxes on your principal residence if you are 55 or older, a surviving spouse of any age or a person with disabilities. For more information please visit:

<http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program>.

You also mention that you are having difficulty paying your BC Hydro bills. Staff have advised that the ministry is not paying BC Hydro on your behalf and that this is an option should you choose. Staff can also assist in setting up an equal payment plan for your BC Hydro account should you wish to pursue that option instead.

I recognize that living with a disability and on a limited income is very difficult; however, I would like to take this opportunity to clearly point out the truly comprehensive set of supports that are available to people in British Columbia (BC) who are receiving disability assistance.

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People with disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

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As well, on January 1, 2015, BC became the first province in Canada to annualize earning exemptions so people receiving disability assistance can maximize their earnings by calculation it on an annual basis instead of monthly.

This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

As well child-support payments are now fully exempt for families receiving income and disability assistance.

In December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the PWD designation; from \$5,000 to \$100,000
- Couple where both people have the PWD designation; from \$10,000 to \$200,000

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

I would finally like to bring to your attention the disability tax credit (DTC), a non-refundable tax credit used to reduce the tax payable on the income tax and benefit return for persons with disabilities.

Being eligible for the DTC can open the door to other federal, provincial, or territorial programs such as the registered disability savings plan, the working income tax benefit, and the child disability benefit. For details regarding eligibility, please visit <http://www.cra-arc.gc.ca/tx/ndvdl/sqmnts/dsblts/dtc/menu-eng.html>.

Thank you again for writing.

Sincerely,

Michelle Stilwell

Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: Monday, August 08, 2016 8:04 AM

To: OfficeofthePremier, Office PREM:EX

Subject: I am going to be homeless and loose my house because I can't afford my bills on disability
To MLA and Premier Christy Clark:

I am having a hard time paying my bills. I did not pay my property tax on time, nor the water and garbage bills

on time because they are outrageous compared to the money I receive to live on. I am behind on my hydro bill too.

I might be loosing my house if I don't get some help to pay these bills and I will be homeless living on the street because I surely can't afford \$1000 for rent only getting \$906 per month.

Christy Clark, I think you need to check and see what you can rent for the maximum \$906 per month that I get to live on a disability allowance because its IMPOSSIBLE.

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Its just not enough and the increase wasn't enough either.

s.22

Page 380

Withheld pursuant to/removed as

s.22

Di Castri, Adriana SDSI:EX

From: FIN OFFICE FIN:EX
Sent: Friday, August 12, 2016 12:50 PM
To: SDSI Executive Correspondence Services SDSI:EX
Subject: Redirect: Disability Benefit Announcement

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Danielle, For LOGGING

We are redirecting this to you for handling. Our apologies for the delay.

Thanks!

Céline Anderson
Correspondence Coordinator
Ministerial Correspondence Section
Ministry of Finance
phone 604-660-3548

Correspondence intranet page |

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender immediately. Any unauthorized copying, disclosure or distribution of the e-mail or the information it contains is strictly forbidden.

-----Original Message-----

From: deJong, MLA, Mike [<mailto:Mike.deJong.MLA@leg.bc.ca>]
Sent: Wednesday, March 30, 2016 9:28 AM
To: Minister, FIN FIN:EX
Subject: FW: Disability Benefit Announcement

-----Original Message-----

s.22

Sent: March 28, 2016 9:10 AM
To: deJong, MLA, Mike <Mike.deJong.MLA@leg.bc.ca>
Cc: McRae, MLA, Don <Don.McRae.MLA@leg.bc.ca>
Subject: Disability Benefit Announcement

I am writing to express my disappointment with the recent announcement of the planned increase of \$77. monthly to Disability Benefits. For this group of vulnerable people who are unable through no fault on their part to earn an income and support themselves, it appears that this government is unwilling to do the right thing. We are fortunate to live in a part of the world that has the wealth and resources to care for vulnerable people however our government has chosen to degrade and insult them further with this meagre and long overdue increase.

To further magnify the travesty of this misstep, the transit subsidy was removed for this group. Your comment that the "people can decide if that's what they want to spend their money on" is insulting and disrespectful.

At the very least I recommend that the transit subsidy be reinstated. The recipients of the subsidy are dependent on transit for access to basic needs like grocery shopping and medical appointments. These are not discretionary activities. This is not a political issue. It is about respect and human dignity. I expect your government will rethink your policy and listen to your constituents.

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of SDSI Deputy Minister SDSI:EX
Sent: Wednesday, August 17, 2016 4:13 PM
To: s.22
Cc: Minister, FIN FIN:EX
Subject: 190704 s.22 SDSI Response

Ref: 190704

s.22

Thank you for your email of March 28, 2016, addressed to the Honourable Michael de Jong, Minister of Finance and Government House Leader, regarding recent changes to the Persons with Disabilities (PWD) assistance benefit and the Bus Pass Program. Your correspondence has been forwarded to the Ministry of Social Development and Social Innovation, and as Deputy Minister, I am pleased to respond and apologize for the delay.

I want to reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

Beginning September 1, 2016, all people who have the PWD designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

Thank you again for writing.

Sincerely,

Sheila Taylor
Deputy Minister
Ministry of Social Development and Social Innovation

cc: Honourable Michael de Jong, Minister of Finance and Government House Leader

-----Original Message-----

s.22

Sent: March 28, 2016 9:10 AM
To: deJong, MLA, Mike <Mike.deJong.MLA@leg.bc.ca>
Cc: McRae, MLA, Don <Don.McRae.MLA@leg.bc.ca>
Subject: Disability Benefit Announcement

I am writing to express my disappointment with the recent announcement of the planned increase of \$77. monthly to Disability Benefits. For this group of vulnerable people who are unable through no fault on their part to earn an income and support themselves, it appears that this government is unwilling to do the right thing. We are fortunate to live in a part of the world that has the wealth and resources to care for vulnerable people however our government has chosen to degrade and insult them further with this meagre and long overdue increase.

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At the very least I recommend that the transit subsidy be reinstated. The recipients of the subsidy are dependent on transit for access to basic needs like grocery shopping and medical appointments. These are not discretionary activities. This is not a political issue. It is about respect and human dignity. I expect your government will rethink your policy and listen to your constituents.

s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190704

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
8/17/2016	2710	190704		S.22 Is unhappy with the \$77 PWD rate increase and modifications to the Bus Pass Program and Transportation Support Subsidy.

Approvals

Date Approved	User	Title
8/17/2016 10:19 AM	Taylor, Sheila A SDSI:EX	Item Approved.
8/16/2016 4:43 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/16/2016 11:16 AM	Harrington, Molly SDSI:EX	Item Approved.
8/16/2016 11:12 AM	Collins, Heather SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/17/2016 4:14 PM	Collins, Alison J SDSI:EX	Final emailed with cc to Min Ro. Saved to K drive and uploaded into Cliff log. eFiled at CU.
8/17/2016 2:04 PM	Di Castri, Adriana SDSI:EX	Please send final.
8/17/2016 12:22 PM	D'Angis, Julie SDSI:EX	Approved by Sheila. CU to prepare/send final -- JD
8/17/2016 10:19 AM	Taylor, Sheila A SDSI:EX	approved
8/16/2016 4:43 PM	MacMillan, Karen SDSI:EX	Finance just redirected this letter from March to us. Because it is so old I asked that it be done for your signature.
8/16/2016 11:16 AM	Harrington, Molly SDSI:EX	approved MH
8/16/2016 11:12 AM	Collins, Heather SDSI:EX	Approved as A/IM. To Molly Harrington for review and approval.
8/15/2016 2:17 PM	Harvey, Danielle SDSI:EX	Response drafted from approved bus pass wording and forwarded to Heather Collins (OBO Stacey) for approval.
8/15/2016 1:38 PM	Harvey, Danielle SDSI:EX	RUSH: To Writer for Deputy Draft using approved wording for bus pass/ PWD Rates.

Path

Path Date	User	Title
8/17/2016 4:14 PM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
8/17/2016 2:04 PM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
8/17/2016 12:22 PM	D'Angis, Julie SDSI:EX	Item sent to Correspondence Manager.
8/17/2016 10:19 AM	Taylor, Sheila A SDSI:EX	Item sent to D'Angis, Julie.
8/16/2016 4:43 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
8/16/2016 11:16 AM	Harrington, Molly SDSI:EX	Item sent to MacMillan, Karen.
8/16/2016 11:12 AM	Collins, Heather SDSI:EX	Item sent to Harrington, Molly.
8/15/2016 2:17 PM	Harvey, Danielle SDSI:EX	Item sent to Collins, Heather.
8/15/2016 1:38 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Writer.
8/15/2016 1:36 PM	Harvey, Danielle SDSI:EX	Item Created.

Document Path

Upload Date	User	Title
8/15/2016 1:41 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
8/15/2016 1:37 PM	Harvey, Danielle SDSI:EX	Document [19070 S.22 Incoming L] Uploaded.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Monday, August 8, 2016 3:22 PM
To: OfficeofthePremier, Office PREM:EX
Cc: Minister, SDSI SDSI:EX; michelle.stillwell.mla@leg.bc.ca; SDSI Deputy Minister SDSI:EX; Minister, FIN FIN:EX; deJong.MLA, Mike LASS:EX; Transportation, Minister TRAN:EX; todd.stone.mla@leg.bc.ca; Transportation, Deputy Minister TRAN:EX; oppositionleader@leg.bc.ca; Mungall.MLA, Michelle LASS:EX; carol.james.mla@leg.bc.ca; Trevena.MLA, Claire F LASS:EX; Simons.MLA, Nicholas LASS:EX
Subject: Unjust Changes to Annual Bus Pass Program
Importance: High

**UNJUST CHANGES TO ANNUAL BUS PASS PROGRAM
TARGET PEOPLE WITH DISABILITIES**

BACKGROUND/FACTS

For many **People with Disabilities (PWD)** the monthly B.C. Disability Benefits (BCDB) of \$906.42 is their only source of income. This amount has not increased in nearly ten years.

People with Disabilities are currently eligible for the Annual Bus Pass Program (ABP) that offers affordable, convenient and easy access to the public transit system for a flat fee of \$45/year.

CAUSE FOR ALARM

The Ministry of Social and Housing Development (MSHD) recently announced that BCDB will be increased by \$77/mo; yet, simultaneously, the ministry plans to cancel the ABP (effective September 1, 2016).

People with Disabilities currently on the ABP are left with the following options:

- Accept the monthly increase of \$77 (for a total of \$984.42 in BCDB), and have their Annual Bus Pass cut off this September (four months before the current \$45/year program ends), or
- Submit to having \$52/month deducted from their BCDB to pay for a monthly Translink concession bus pass to replace the Annual Bus Pass.

This represents a claw back of 67% and effectively limits the monthly BCDB increase to only \$25/mo.

Critically, the MSHD changes do not consider **People with Disabilities** who also rely on daily HandyDart service to transport them to and from day program centres – a cost of \$5.50 per day roundtrip (\$110/mth).

During their time at the centres, **People with Disabilities** need their ABP to access additional programs and services within the community. If the MSHD compels **People with Disabilities** HandyDart users who also depend on public transportation to pay an additional \$52/mo. for a concession transit pass (to replace the ABP), their monthly transportation costs skyrocket to \$162/mo.

The provincial government's plan continues its flagrant harassment of **People with Disabilities** to:

- Terminate the ABP for **People with Disabilities** prematurely by four months this year (September–December 2016), and charge them an extra \$208 more for 2016.

- Penalize **People with Disabilities** Annual Bus Pass holders, while other ABP holders enjoy this benefit for all of 2016.

Social & Housing Development Minister Michelle Stillwell claims:

- The 67% claw back of \$52/month is needed to support the 45,000 who do not receive transportation benefits.
- To justify the increase in transportation costs with the proposed increase in disability benefits.
(*Comment: The province allocates other types of funding with no strings attached.*)

PROPOSED SOLUTION

Instead of the impending 67% claw back of \$52/month from **People with Disabilities**, it would be far more equitable to claw back 67% of each MLA's salaries to pay for full benefits for all **People with Disabilities**. However, a more realistic solution is to reconsider the proposed cancellation of the ABP for People with Disabilities and:

- Provide a real and meaningful increase of \$77/mo. for all **People with Disabilities**.
- Continue the current Annual Bus Pass for **People with Disabilities**.
- Find new and adequate transportation funding allocation to support all **People with Disabilities**.

s.22

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Monday, August 8, 2016 3:22 PM
To: OfficeofthePremier, Office PREM:EX
Cc: Minister, SDSI SDSI:EX; michelle.stillwell.mla@leg.bc.ca; SDSI Deputy Minister SDSI:EX; Minister, FIN FIN:EX; deJong.MLA, Mike LASS:EX; Transportation, Minister TRAN:EX; todd.stone.mla@leg.bc.ca; Transportation, Deputy Minister TRAN:EX; oppositionleader@leg.bc.ca; Mungall.MLA, Michelle LASS:EX; carol.james.mla@leg.bc.ca; Trevena.MLA, Claire F LASS:EX; Simons.MLA, Nicholas LASS:EX
Subject: Unjust Changes to Annual Bus Pass Program
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged
Categories: Danielle, FWD'D to Karen for Necessary Action, Add to log

DH: Add to 190622 as ^{s.22} Incoming 1 DMO

UNJUST CHANGES TO ANNUAL BUS PASS PROGRAM TARGET PEOPLE WITH DISABILITIES

BACKGROUND/FACTS

For many **People with Disabilities (PWD)** the monthly B.C. Disability Benefits (BCDB) of \$906.42 is their only source of income. This amount has not increased in nearly ten years.

People with Disabilities are currently eligible for the Annual Bus Pass Program (ABP) that offers affordable, convenient and easy access to the public transit system for a flat fee of \$45/year.

CAUSE FOR ALARM

The Ministry of Social and Housing Development (MSHD) recently announced that BCDB will be increased by \$77/mo; yet, simultaneously, the ministry plans to cancel the ABP (effective September 1, 2016).

People with Disabilities currently on the ABP are left with the following options:

- Accept the monthly increase of \$77 (for a total of \$984.42 in BCDB), and have their Annual Bus Pass cut off this September (four months before the current \$45/year program ends), or
- Submit to having \$52/month deducted from their BCDB to pay for a monthly Translink concession bus pass to replace the Annual Bus Pass.

This represents a claw back of 67% and effectively limits the monthly BCDB increase to only \$25/mo.

Critically, the MSHD changes do not consider **People with Disabilities** who also rely on daily HandyDart service to transport them to and from day program centres – a cost of \$5.50 per day roundtrip (\$110/mth).

During their time at the centres, **People with Disabilities** need their ABP to access additional programs and services within the community. If the MSHD compels **People with Disabilities** HandyDart users who also depend on public transportation to pay an additional \$52/mo. for a concession transit pass (to replace the ABP), their monthly transportation costs skyrocket to \$162/mo.

The provincial government's plan continues its flagrant harassment of **People with Disabilities** to:

- Terminate the ABP for **People with Disabilities** prematurely by four months this year (September–December 2016), and charge them an extra \$208 more for 2016.
- Penalize **People with Disabilities** Annual Bus Pass holders, while other ABP holders enjoy this benefit for all of 2016.

Social & Housing Development Minister Michelle Stillwell claims:

- The 67% claw back of \$52/month is needed to support the 45,000 who do not receive transportation benefits.
- To justify the increase in transportation costs with the proposed increase in disability benefits.
(*Comment: The province allocates other types of funding with no strings attached.*)

PROPOSED SOLUTION

Instead of the impending 67% claw back of \$52/month from **People with Disabilities**, it would be far more equitable to claw back 67% of each MLA's salaries to pay for full benefits for all **People with Disabilities**. However, a more realistic solution is to reconsider the proposed cancellation of the ABP for **People with Disabilities** and:

- Provide a real and meaningful increase of \$77/mo. for all **People with Disabilities**.
- Continue the current Annual Bus Pass for **People with Disabilities**.
- Find new and adequate transportation funding allocation to support all **People with Disabilities**.

s.22



August 19, 2016

Ref: 190622

s.22

Thank you for your email of August 8, 2016, addressed to the Honourable Christy Clark, Premier, regarding changes to the Bus Pass Program and disability assistance rates. As Minister of Social Development and Social Innovation, I am pleased to respond on behalf of Premier Clark.

Thank you for taking the time to voice your concerns.

I want to reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

What will change is the monthly disability rate. Beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

.../2

Ministry of Social Development and
Social Innovation

Office of the Minister

Mailing Address:
PO Box 9058 Stn Prov Govt
Victoria BC V8W 9E2

Location:
Room 247
Parliament Buildings
Victoria BC V8V 1X4

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

I recognize that living with a disability and on a limited income is very difficult; however, I would like to take this opportunity to point out the comprehensive set of supports that are available to people in British Columbia (BC) who are receiving disability assistance.

On top of the basic disability assistance rate, everyone on assistance receives free Medical Services Plan coverage and 100 percent coverage of eligible prescription costs as well as dental and optical coverage.

People with disabilities have access to even more supports like wheel chairs, orthotics, hearing aids, medical transportation and nutritional supplements. People with disabilities who leave assistance for employment or federal programs like Old Age Security are also eligible to keep basic health supplements.

On January 1, 2015, BC became the first province in Canada to annualize earning exemptions so people receiving disability assistance can maximize their earnings by calculating it on an annual basis instead of monthly. This is particularly helpful for individuals with disabilities whose ability to work can fluctuate during the year.

As well, child-support payments are now fully exempt for families receiving income and disability assistance and in December of 2015, BC also raised the asset limits for people on disability assistance:

- Single person or family where one person has the PWD designation: from \$5,000 to \$100,000
- Couple where both people have the PWD designation: from \$10,000 to \$200,000

.../3

Cash gifts or inheritances now have no impact on disability assistance, provided the recipient is within the asset limit.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing and sharing your concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Stilwell". The signature is fluid and cursive, with the first letter of the last name being a large, stylized 'S'.

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Friday, August 19, 2016 2:13 PM
To: s.22
Cc: 'premier@gov.bc.ca'
Subject: 190622 s.22 SDSI Response

Importance: High

Ref: 190622

s.22

Thank you for your email of August 8, 2016, addressed to the Honourable Christy Clark, Premier, regarding changes to the Bus Pass Program and disability assistance rates. As Minister of Social Development and Social Innovation, I am pleased to respond on behalf of Premier Clark.

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The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

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Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier

s.22

Sent: Monday, August 08, 2016 3:22 PM

To: OfficeofthePremier, Office PREM:EX

Cc: Minister, SDSI SDSI:EX; michelle.stilwell.mla@leg.bc.ca; SDSI Deputy Minister SDSI:EX; Minister, FIN FIN:EX; deJong.MLA, Mike LASS:EX; Transportation, Minister TRAN:EX; todd.stone.mla@leg.bc.ca; Transportation, Deputy Minister TRAN:EX; oppositionleader@leg.bc.ca; Mungall.MLA, Michelle LASS:EX; carol.james.mla@leg.bc.ca; Trevena.MLA, Claire F LASS:EX; Simons.MLA, Nicholas LASS:EX

Subject: Unjust Changes to Annual Bus Pass Program
Importance: High

UNJUST CHANGES TO ANNUAL BUS PASS PROGRAM TARGET PEOPLE WITH DISABILITIES

BACKGROUND/FACTS

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- Find new and adequate transportation funding allocation to support all **People with Disabilities**.

s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number
190622

Other Number

Selected Item				
Date Completed	ID	Cliff Number	Other Number	Subject
8/19/2016	2689	190622		S.22 are upset that everyone on PWD will receive a \$52.00 transportation subsidy and \$25.00 rate increase.

Approvals

Date Approved	User	Title
8/19/2016 8:54 AM	Keene, Jeff SDSI:EX	Item Approved.
8/17/2016 10:28 AM	Taylor, Shella A SDSI:EX	Item Approved.
8/16/2016 4:30 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/16/2016 11:27 AM	Harrington, Molly SDSI:EX	Item Approved.
8/16/2016 11:24 AM	Collins, Heather SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/18/2016 2:16 PM	Collins, Allison J SDSI:EX	MMS edits saved to K drive. Edits completed as indicated. Final mailed and emailed with cc to Premier. Saved to K drive & uploaded into Cliff log. efiled at CU.
8/19/2016 8:54 AM	Keene, Jeff SDSI:EX	approved by MMS please add edit
8/17/2016 2:08 PM	Di Castro, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/17/2016 12:27 PM	O'Argis, Julie SDSI:EX	Approved by Shella. CU to prepare/send final - JD
8/17/2016 10:28 AM	Taylor, Shella A SDSI:EX	approved
8/16/2016 11:27 AM	Harrington, Molly SDSI:EX	approved MH
8/16/2016 11:24 AM	Collins, Heather SDSI:EX	Approved as A/JM. To Molly Harrington for review and approval.
8/15/2016 1:56 PM	Mocia, Margaret SDSI:EX	Re-directing to Heather Collins, A/Issue Manager
8/12/2016 1:39 PM	Harvey, Danielle SDSI:EX	To Stacey for approval. Please see comments below for drafting info.
8/11/2016 4:21 PM	MacMillan, Karen SDSI:EX	This is RIPD not SDD
8/11/2016 3:57 PM	Evans Locker, Ann SDSI:EX	As discussed. AEL
8/11/2016 1:47 PM	Harvey, Danielle SDSI:EX	Response drafted from approved bus pass wording and wording th 190354 S.22 Final as Sent. Forwarded to Ann for approval.
8/9/2016 11:57 AM	Di Castro, Adriana SDSI:EX	Please draft response from approved wording.
8/9/2016 11:56 AM	Di Castro, Adriana SDSI:EX	Minister Draft

Path

Path Date	User	Title
8/19/2016 2:16 PM	Collins, Allison J SDSI:EX	Item completed with the reason Completed.
8/19/2016 8:54 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/17/2016 2:08 PM	Di Castro, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/17/2016 12:27 PM	O'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
8/17/2016 10:28 AM	Taylor, Shella A SDSI:EX	Item sent to O'Argis, Julie.
8/16/2016 4:30 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Shella.
8/16/2016 11:27 AM	Harrington, Molly SDSI:EX	Item sent to MacMillan, Karen.
8/16/2016 11:24 AM	Collins, Heather SDSI:EX	Item sent to Harrington, Molly.
8/15/2016 1:56 PM	Mocia, Margaret SDSI:EX	Item sent to Collins, Heather.
8/12/2016 1:39 PM	Harvey, Danielle SDSI:EX	Item sent to McGaghey Jones, Stacey.
8/11/2016 4:21 PM	MacMillan, Karen SDSI:EX	Item sent to Harvey, Danielle.

8/11/2016 3:57 PM	Evans Locker, Ann SDSI:EX
8/11/2016 1:47 PM	Harvey, Danielle SDSI:EX
8/9/2016 11:57 AM	Di Castro, Adriana SDSI:EX
8/9/2016 11:56 AM	Di Castro, Adriana SDSI:EX

DocumentPath

Upload Date	User
8/19/2016 8:54 AM	Keene, Jeff SDSI:EX
8/15/2016 1:15 PM	Harvey, Danielle SDSI:EX
8/11/2016 9:44 AM	Harvey, Danielle SDSI:EX
8/9/2016 11:57 AM	Di Castro, Adriana SDSI:EX



For support, email iCollaborate@gov.bc.ca.

Item sent to MacMillan, Karen.
Item sent to Evans Locker, Ann.
Item sent to Correspondence Writer.
Item Created.

Title

Document [19062] [MS edits] Uploaded.	s.22
Document [190622] [incoming 1.DM] Uploaded.	s.22
Document [Draft Template] Uploaded.	
Document [19062] [incoming 1] Uploaded.	s.22

Di Castri, Adriana SDSI:EX

From: Bryce, Krista D <Krista.Bryce@leg.bc.ca>
Sent: Monday, August 8, 2016 8:45 AM
To: Minister, SDSI SDSI:EX
Subject: FW: Disability Bus Pass Program

Categories: MINISTER SIGNATURE

Ministry related

s.22

Sent: August 5, 2016 6:23 PM
To: Stilwell.MLA, Michelle
Cc: s.22 ; Editor - Kamloops This Week ; s.22
s.22 ; Letters to Editor - Times Colonist - Victoria, BC ; s.22 ; NL Newsroom ;
s.22
Subject: RE: Disability Bus Pass Program.

s.22

August 5, 2016

Michelle Stilwell
Minister of Social Development
Parliament Buildings
Victoria, BC
V8V 1X4

RE: Disability Bus Pass Program

Dear Ms. Stilwell

As Minister of Social Development overseeing the new BC Disability Bus Pass program and the long-overdue 'increase' for those on PWD, I would like to ask you if you are going to reimburse \$15 to each of the thousands of citizens with disabilities that you have stolen from by changing the 'annual' expiry date of Bus Pass from December 31st to August 31st?

The annual bus pass which used to cost \$45 per year was in effect to December 31st now expires August 31st yet all these people have paid for the pass until December 31st. Therefore, there is 1/3 of the year left which we have already paid for but are now being charged \$52/month beginning September 1st.

Please let me know how and when I (and all the others on PWD) can expect to receive this reimbursement.

Sincerely

s.22

CC
Media

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Thursday, August 25, 2016 9:54 AM
To: s.22
Subject: 190613 Wall SDSI Response

Ref: 190613

s.22

Thank you for your email of August 5, 2016, regarding the Bus Pass Program.

Beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25.

Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the Persons with Disabilities designation. Because the annual administration fee and renewal process is being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

The annual \$45 administration fee is not pro-rated and will not be reimbursed.

Thank you again for writing.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

s.22

Sent: August 5, 2016 6:23 PM

To: Stilwell.MLA, Michelle

Cc: s.22

, Editor - Kamloops This Week ; s.22

s.22 ; Letters to Editor - Times Colonist - Victoria, BC ; s.22 NL Newsroom ;

s.22

Subject: RE: Disability Bus Pass Program

s.22

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Minister of Social Development
Parliament Buildings
Victoria, BC
V8V 1X4

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Please let me know how and when I (and all the others on PWD) can expect to receive this reimbursement.

Sincerely

s.22

CC
Media

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

Item Number

Chff Number

190513

Other Number

Selected Item

Date Completed	ID	Chff Number	Other Number	Subject
8/25/2016	2572	190513		S. 22 asks MMS to reimburse PWD's \$15.00 each because the expiry date on bus passes changed from December 31st to August 31st. Asks when she should expect her reimbursement.

Approvals

Date Approved	User	Title
8/25/2016 9:15 AM	Keene, Jeff SDSI:EX	Item Approved.
8/22/2016 5:14 PM	Taylor, Sheila A SDSI:EX	Item Approved.
8/22/2016 3:25 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/19/2016 10:54 AM	Harrington, Molly SDSI:EX	Item Approved.
8/17/2016 9:33 AM	Collins, Heather SDSI:EX	Item Approved.
8/15/2016 4:22 PM	Pendergast, Shannon M SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/25/2016 9:56 AM	Collins, Alison J SDSI:EX	MMS edits document saved to K drive. Final emailed, saved to K drive & uploaded into Chff log. eFiled at CU.
8/25/2016 9:15 AM	Keene, Jeff SDSI:EX	Approved by MMS. Please add e-sig
8/23/2016 11:49 AM	Di Castro, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/23/2016 11:30 AM	MacMillan, Karen SDSI:EX	DM has approved with edits
8/23/2016 8:38 AM	D'Angis, Julie SDSI:EX	Approved by Deputy with edits - Over to you to review edits - JO
8/22/2016 5:14 PM	Taylor, Sheila A SDSI:EX	approved with edits
8/19/2016 10:54 AM	Harrington, Molly SDSI:EX	approved NH
8/17/2016 9:33 AM	Collins, Heather SDSI:EX	Approved as A/IM. To Molly Harrington for review and approval.
8/16/2016 2:54 PM	Di Castro, Adriana SDSI:EX	Approved with significant edits. Please see notes in draft. To Heather as A/IM for review and approval.
8/16/2016 8:52 AM	Harvey, Danielle SDSI:EX	Response drafted from GCPE bullets provided with minor tracked changes and forwarded to Ad for approval.
8/16/2016 7:51 AM	Di Castro, Adriana SDSI:EX	Please treat GCPE content as bullet points and draft response as per Sharon.
8/15/2016 4:22 PM	Pendergast, Shannon M SDSI:EX	I have nothing to add to the content from GCPE. Approve GCPE content as bullets for drafting on behalf of Jan Ross. Please draft letter.
8/10/2016 10:48 AM	McGaghay Jones, Tracey SDSI:EX	Pls review letter + word doc. Can you add a better response? Thanks
8/9/2016 7:45 AM	Di Castro, Adriana SDSI:EX	Please have staff provide bullet points.
8/9/2016 7:45 AM	Di Castro, Adriana SDSI:EX	Minister Draft

Path

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8/25/2016 9:56 AM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
8/25/2016 5:15 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/23/2016 11:49 AM	Di Castro, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/23/2016 11:30 AM	MacMillan, Karen SDSI:EX	Item sent to Di Castro, Adriana.
8/23/2016 8:38 AM	D'Angis, Julie SDSI:EX	Item sent to MacMillan, Karen.
8/22/2016 5:14 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Angis, Julie.

8/22/2016 3:25 PM
 8/19/2016 10:54 AM
 5/17/2016 9:33 AM
 8/16/2016 2:54 PM
 8/15/2016 8:52 AM
 8/15/2016 7:51 AM
 8/15/2016 4:22 PM
 8/10/2016 10:48 AM
 8/9/2016 7:46 AM
 8/9/2016 7:45 AM

MacMillan, Karen SDSI:EX
 Harrington, Molly SDSI:EX
 Collins, Heather SDSI:EX
 Di Castri, Adriana SDSI:EX
 Harvey, Danielle SDSI:EX
 Di Castri, Adriana SDSI:EX
 Pendergast, Shannon M SDSI:EX
 McGaghey Jones, Stacey SDSI:EX
 Di Castri, Adriana SDSI:EX
 Di Castri, Adriana SDSI:EX

Item sent to Taylor, Sheila.
 Item sent to MacMillan, Karen.
 Item sent to Harrington, Molly.
 Item sent to Collins, Heather.
 Item sent to Correspondence Manager.
 Item sent to Correspondence Writer.
 Item sent to Di Castri, Adriana.
 Item sent to Pendergast, Shannon.
 Item sent to McGaghey Jones, Stacey.
 Item Created;

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Upload Date

8/25/2016 9:15 AM
 8/16/2016 8:26 AM
 8/10/2016 10:47 AM
 8/9/2016 7:45 AM

User

Keene, Jeff SDSI:EX
 Harvey, Danielle SDSI:EX
 McGaghey Jones, Stacey SDSI:EX
 Di Castri, Adriana SDSI:EX

Title

Document [190613 S. MMS edits] Uploaded.
 Document [Draft Template] Uploaded.
 Document [From GCPB] Uploaded.
 Document [159513 - Incoming 4] Uploaded.

s.22



For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: Rochon, Jake PREM:EX
Sent: Friday, September 9, 2016 8:54 AM
To: Minister, SDSI SDSI:EX
Subject: PO log 674012 s.22
Attachments: 674012 s.22

Categories: MINISTER SIGNATURE

Hello there! Another standard bus pass letter here. Would you be able to respond OBO? Thank you!

Jake Rochon
Correspondence Officer
Office of the Premier
(250) 356-1906



HEALTH OFFICERS COUNCIL OF BRITISH COLUMBIA

Dr. Carl Badenhorst, Chair
c/o NI Medical Health Office
355 11th St. Courtenay B.C. V9N 1S4
Phone: 250-331-8591
Fax: 250-331-8513

August 24, 2016

Honourable Christy Clark, MLA
Premier of British Columbia
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

Dear Premier Clark:

Enclosed is a letter from the Health Officers' Council of B.C. Chair regarding the BC Bus Pass Program and the Special Transportation Subsidy.

It seems that the previous letter from March 18, 2016 was displaced therefore we are resending it.

Kind regards,

Jennifer Stigter

Administrative Assistant to the Chair
Health Officers Council of B.C.
c/o NI Medical Health Office
355 11th Street | Courtenay BC V9N 1S4
250.331.8591 | Fax: 250.331.8513 | NIMHOAdmin@viha.ca



HEALTH OFFICERS COUNCIL OF BRITISH COLUMBIA

*Dr. Charl Badenhorst, Chair
c/o NI Medical Health Office
355 11th St. Courtenay B.C. V9N 1S4
Phone: 250-331-8591
Fax: 250-331-8513*

August 24, 2016

Honourable Christy Clark, MLA
Premier of British Columbia
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

Dear Premier Clark:

We are writing in response to your government's budget, tabled on February 16, 2016, which announced a modest increase of \$77 to persons with disabilities benefits while also drastically changing important programs that improve access to transportation for many people with disabilities. For the reasons set out in this letter, our organizations strongly oppose the changes to the BC Bus Pass Program and the Special Transportation Subsidy. We call on the government to leave these programs in place, and to provide a meaningful rate increase for all income assistance and disability assistance recipients.

The BC Bus Pass Program currently offers an annual bus pass at a reduced cost of \$45 per year for disability assistance recipients in areas where BC Transit and Translink operate. The Special Transportation Subsidy provides a lump sum subsidy to people who reside in an area where the Bus Pass Program operates, but are unable to use public transit because of a disability, to help offset the cost of alternative transportation. Approximately 55,000 of the 100,000 provincial disability assistance recipients rely on one of these two transportation programs. Many of our organizations work directly with people with disabilities, and all are acutely aware of the importance of these programs to ensure people are able to move about their communities, whether that be to shop for basic necessities, attend medical appointments, go to school, or take part in social gatherings.

As you know, those who rely on these programs will now be charged \$52/month for a bus pass, or \$66/month for the Special Transportation Subsidy. This means that for those recipients, the rate increase is actually only \$25 or \$11, respectively. Further, the government has said that it will still charge the \$45 per year "administrative fee" on top of that. Promoting the change as a \$77 increase to disability rates is misleading and unfair. While the government maintains that its aim is to make the system fairer for people with disabilities who do not currently receive support for transportation, the proposed changes are not the right approach.

It has been almost a decade since the government has increased income assistance and disability rates—and at \$906 per month, disability assistance rates in BC are among the lowest in the country. In Alberta, for example, the government increased the comparable disability benefit (Assured Income for the Severely Handicapped (AISH)) to \$1588 in 2012. The recently announced \$77 increase to BC's disability assistance rates would be a welcome (if inadequate) change, if it were truly providing that increase to all.

Page 1 of 2

When the change was announced, the Honourable Minister of Finance Michael de Jong spoke about how it would allow those on disability assistance "the freedom to make their own choice about how to meet their own unique transportation needs". For many living in poverty in BC, this is not a real choice. While the \$77 increase will undeniably help those living outside the areas where the Bus Pass Program and Special Transportation Subsidy operate, it creates an impossible choice for those that do rely on these transportation programs. With disability assistance frozen at a paltry \$906 per month—an amount clearly inadequate to meet basic needs—it will be difficult not to opt to put the \$77 each month toward previously unmet needs like food or rent. The Bus Pass Program and Special Transportation Subsidy allowed vulnerable members of our communities to make a \$45 purchase once per year, and then have a reliable method of transportation year-round. The proposed changes to these programs will result in social isolation for those who "choose" not to renew, particularly for those with disabilities that restrict their mobility.

Finally, we are concerned about implementation of the proposed changes, which will inevitably be fraught with practical problems for both disability assistance recipients and Ministry staff. Over the last several years, there has been a radical shift from in-person services at local Ministry offices to services that are primarily delivered through a centralized phone line and over the Internet. Wait times on the phone line are long, and many users of Ministry services lack the reliable phone or computer access required to access the services—and may also lack the capacity to navigate the new systems. It is difficult to reach Ministry staff at all, let alone the appropriate staff for a particular matter. Many that rely on the current transportation programs fear they will be unable to access Ministry staff in a timely way to resolve the issues that arise, and that staff will be ill-equipped to address the problems.

As our provincial government tabled its budget, it celebrated BC's strong financial outlook. Minister de Jong emphasized that BC is in a position to "offer greater support to the most vulnerable among us." It is long past due for the government to make real commitments to do just that—and to share some of this province's wealth with the members of our communities that need it most.

Our organization collectively urges you to:

- Bring back the \$45 per year bus pass for people with disabilities;
- Eliminate the new \$52/month bus pass fee;
- Allow everyone receiving PWD benefits to keep the \$77/month increase;
- Bring back the Special Transportation Subsidy, and introduce a rural transportation subsidy for those living outside the areas where the Bus Pass Program and Special Transportation Subsidy operate; and
- Raise income and disability assistance significantly by October 1, 2016 to reflect the cost of living, and then index to inflation.

Sincerely,



Dr. Chari Badenhorst, MD
Medical Health Officer to the Northeast
BSc, BScHons, BScHons (Epi & Biostats), MMedSc, MBChB

Di Castri, Adriana SDSI:EX

From: Minister, SDSI SDSI:EX
Sent: Tuesday, October 4, 2016 9:17 AM
To: nimhoadmin@viha.ca
Cc: OfficeofthePremier, Office PREM:EX
Subject: 190902 Badenhorst SDSI Response
Attachments: 190902 Badenhorst Incoming 1.pdf

Ref: 190902

Charl Badenhorst, MD
Chair
Medical Health Officer to the Northeast
Health Officers Council of British Columbia
nimhoadmin@viha.ca

Dear Dr. Badenhorst:

Thank you for your letter of August 24, 2016 addressed to the Honourable Christy Clark, Premier, regarding the disability assistance rate increase announced in Budget 2016. Your correspondence has been forwarded to the Ministry of Social Development and Social Innovation, and as Minister I am pleased to respond on behalf of Premier Clark.

I want to thank you for your advocacy on behalf of vulnerable citizens in British Columbia.

Let me reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

What has changed is the monthly disability rate. Effective September 1, 2016, all ministry clients who have the Persons with Disabilities (PWD) designation have received a monthly rate increase of \$25 and a new Transportation Support Allowance of \$52.00 for a total increase of \$77.00. The Transportation Support Allowance may be received in the form of a bus pass or on their PWD assistance cheque.

The ministry has also eliminated the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. There is now no need to reapply each year for a bus pass through the BC Bus Pass program.

At any time, PWD clients can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance cheque. They can also change their mind later and ask for, and receive, a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

With respect to the comparison with Alberta disability assistance, I would like to point out that while Alberta Income for the Severely Handicapped (AISH) has higher disability payments, BC supports almost twice as many clients per capita. This is in part because AISH disability programs require permanent or enduring disability, whereas BC stipulates a severe mental or physical impairment with a duration of at least two years. Alberta also requires that the condition substantially limits a person's ability to earn a livelihood; BC's disability assistance program does not refer to employability, only that the condition directly impacts a person's ability to perform daily living activities.

Finally, I am sorry to hear about the difficulties your clients have faced in accessing ministry services by phone. Telephone service has become an increasingly popular option for ministry clients, particularly for those who are unable to attend a local Employment and Assistance (EA) office in person.

We know that people want flexibility in how they access government services. The ministry has made a number of improvements to the services it delivers to the people who access them. These innovative service delivery changes have been made as a result of input from clients across the province and we will continue to listen to them and adapt systems and processes where appropriate.

I want to assure you that in-person services will always be available to clients who request it, as well as outreach and integration services for the most vulnerable.

I appreciate your feedback and would like to assure you that the ministry is committed to the continuous improvement of the ways in which we deliver services to the public.

Thank you again for writing.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

cc: Honourable Christy Clark, Premier



HEALTH OFFICERS COUNCIL OF BRITISH COLUMBIA

Dr. Carl Badenhorst, Chair
c/o NI Medical Health Office
355 11th St. Courtenay B.C. V9N 1S4
Phone: 250-331-8591
Fax: 250-331-8513

August 24, 2016

Honourable Christy Clark, MLA
Premier of British Columbia
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

Dear Premier Clark:

Enclosed is a letter from the Health Officers' Council of B.C. Chair regarding the BC Bus Pass Program and the Special Transportation Subsidy.

It seems that the previous letter from March 18, 2016 was displaced therefore we are resending it.

Kind regards,

Jennifer Stigter

Administrative Assistant to the Chair
Health Officers Council of B.C.
c/o NI Medical Health Office
355 11th Street | Courtenay BC V9N 1S4
250.331.8591 | Fax: 250.331.8513 | NIMHOAdmin@viha.ca



HEALTH OFFICERS COUNCIL OF BRITISH COLUMBIA

Dr. Charl Badenhorst, Chair
c/o NI Medical Health Office
355 11th St. Courtenay B.C. V9N 1S4
Phone: 250-331-8591
Fax: 250-331-8513

August 24, 2016

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Premier of British Columbia
PO Box 9041 Stn Prov Govt
Victoria BC V8W 9E1

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Page 1 of 2

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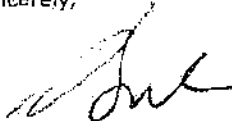
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Sincerely,



Dr. Chari Badenhorst, MD
Medical Health Officer to the Northeast
BSc, BScHons, BScHons (Epi & Biostats), MMedSc, MChB

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

CLIFF Number
190902

Other Number

Selected Item

Date Completed	ID	CLIFF Number	Other Number	Subject
10/5/2016	2850	190902		Chart Badenhorst is concerned about the recent increase in the disability assistance rate and changes to the bus pass program.

Approvals

Date Approved	User	Title
10/4/2016 8:45 AM	Keene, Jeff SDSI:EX	Item Approved.
9/22/2016 4:28 PM	Taylor, Sheila A SDSI:EX	Item Approved.
9/20/2016 6:41 PM	Upton, Debi L SDSI:EX	Item Approved.
9/20/2016 3:09 PM	Evans Locker, Ann SDSI:EX	Item Approved.
9/15/2016 4:41 PM	Evans Locker, Ann SDSI:EX	Item Approved.
9/12/2016 4:46 PM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
10/5/2016 2:08 PM	Harvey, Danielle SDSI:EX	MMS edits saved to Library. Printable History saved to K Drive and uploaded to CLIFF log. eFiled at CU.
10/4/2016 9:17 AM	Di Castri, Adriana SDSI:EX	Final sent and saved to K drive. Please close and file.
10/4/2016 8:45 AM	Keene, Jeff SDSI:EX	Blake edited. MMS approved. Please add e-sig.
9/26/2016 9:37 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
9/22/2016 4:48 PM	Ramsay, Laura P SDSI:EX	Approved by DM. -lmm
9/22/2016 4:28 PM	Taylor, Sheila A SDSI:EX	approved
9/21/2016 5:25 PM	MacMillan, Karen SDSI:EX	To Sheila for approval. -lmm
9/20/2016 6:41 PM	Upton, Debi L SDSI:EX	Approved.
9/20/2016 3:09 PM	Evans Locker, Ann SDSI:EX	Edited as per discussion. MMS edits highlighted. Sent to Debi for review and approval. Please send to Karen MacMillan once approved. AEL.
9/19/2016 4:22 PM	Harvey, Danielle SDSI:EX	Back to you with comment re: MMS wording.
9/19/2016 4:06 PM	Evans Locker, Ann SDSI:EX	coming to talk to you about this. AEL.
9/15/2016 4:41 PM	Evans Locker, Ann SDSI:EX	Sent to Debi for review and approval. Please send to Karen MacMillan once approved or back to Ann with edits. AEL.
9/12/2016 4:46 PM	Di Castri, Adriana SDSI:EX	Approved with minor edit. To Ann for review and approval.
9/12/2016 3:05 PM	Harvey, Danielle SDSI:EX	Response drafted from 189414 S. 22 MMS Final (same incoming) with updated bus pass wording and updated new staff hiring wording from Ann. Forwarded to Ad for approval.
9/9/2016 3:04 PM	Harvey, Danielle SDSI:EX	To Writer for Draft Response using approved wording. *please do not use batch for this one.*

Path

Path Date	User	Title
10/5/2016 2:08 PM	Harvey, Danielle SDSI:EX	Item completed with the reason 'Completed'.
10/4/2016 9:17 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
10/4/2016 8:45 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
9/26/2016 9:37 AM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
9/22/2016 4:48 PM	Ramsay, Laura P SDSI:EX	Item sent to Correspondence Manager.
9/22/2016 4:28 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
9/21/2016 5:25 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.

9/20/2016 6:41 PM
 9/20/2016 3:09 PM
 9/19/2016 4:22 PM
 9/19/2016 4:09 PM
 9/18/2016 3:21 PM
 9/15/2016 4:41 PM
 9/12/2016 4:46 PM
 9/12/2016 3:05 PM
 9/9/2016 3:04 PM
 9/9/2016 3:01 PM

Upton, Debi L SDSI:EX
 Evans Locker, Ann SDSI:EX
 Harvey, Danielle SDSI:EX
 Evans Locker, Ann SDSI:EX
 Upton, Debi L SDSI:EX
 Evans Locker, Ann SDSI:EX
 Di Castro, Adriana SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX

Item sent to MacMillan, Karen.
 Item sent to Upton, Debi.
 Item sent to Evans Locker, Ann.
 Item sent to Correspondence Writer.
 Item sent to Evans Locker, Ann.
 Item sent to Upton, Debi.
 Item sent to Evans Locker, Ann.
 Item sent to Correspondence Manager.
 Item sent to Correspondence Writer.
 Item Created.

DocumentPath

Upload Date
 10/4/2016 8:45 AM
 9/12/2016 9:43 AM
 9/12/2016 9:42 AM
 9/9/2016 3:05 PM
 9/9/2016 3:02 PM

User
 Keene, Jeff SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX
 Harvey, Danielle SDSI:EX

Title

Document [190902 Badenhorst MMS edits] Uploaded.
 Document [190902 Badenhorst DRAFT] Uploaded.
 Document [190902 Badenhorst Duplicate Printable History] Uploaded.
 Document [Draft Template] Uploaded.
 Document [190902 Badenhorst Incoming 1] Uploaded.



For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Thursday, September 8, 2016 7:32 PM
To: Minister, SDSI SDSI:EX; SDSI Deputy Minister SDSI:EX
Subject: Bus Pass Program

I am a client receiving PWD benefits. I was happy to learn that after many years we finally received a raise in our monthly benefits, but then greatly disappointed to hear the monthly bus pass program would cost me \$52 per month from the amount of \$45 annually.

I only recently was forced to stop using my bike for transportation, and will not be able to always use other services due to high costs.

I will need a bus pass to attend all doctors appointments, to go to the food bank and to participate in healthy activities to improve my quality of life.

I would appreciate if you would consider PWD clients the much anticipated \$77 monthly raise but also reinstate our \$45/year bus pass.

Sincerely

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Friday, September 16, 2016 9:30 AM
To: s.22
Subject: 190895 Van Tienen SDSI Response

Ref: 190895

s.22

Thank you for your email of September 8, 2016, regarding the disability assistance rate increase announced in Budget 2016.

Firstly, I want to clarify that the BC Bus Pass program is still in place and continues to be available to individuals on disability assistance.

What has changed is the monthly disability rate. Effective September 1, 2016, all people who have the PWD designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, anyone receiving disability assistance can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, and increased participation in the community.

Thank you again for writing and sharing your feedback.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

-----Original Message-----
s.22

Sent: Thursday, September 08, 2016 7:32 PM
To: Minister, SDSI SDSI:EX; SDSI Deputy Minister SDSI:EX
Subject: Bus Pass Program

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Sincerely

s.22

Di Castri, Adriana SDSI:EX

From: Nohr, Tamie <Tamie.Nohr@leg.bc.ca>
Sent: Tuesday, September 6, 2016 9:16 AM
To: Minister, SDSI SDSI:EX
Subject: FW: the bus pass decision

Categories: MINISTER SIGNATURE

Tamie Nohr

Constituency Assistant | Michelle Stilwell, MLA Parksville-Qualicum
Office: 250-248-2625 | <http://michellestilwellmla.ca/>



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s.22

Sent: September 6, 2016 9:12 AM
To: Stilwell.MLA, Michelle
Subject: the bus pass decision

Madam,

The bus pass system for people on disability needed improvement, but the decision that was made was unjust. Every person on disability, particularly those who are physically impaired to the point of requiring walkers, scooters, wheelchairs, etc., who live on a very low income, should have the right for affordable access to public transportation. What your Liberal government has chosen to do is callous and short sighted. Your suggestion that people may choose to buy a pass or not sounds disturbingly like 'let them eat cake'.

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Friday, September 16, 2016 9:26 AM
To: s.22
Subject: 190871 s.22 SDSI Response

Ref: 190871

s.22

Thank you for your email of September 6, 2016, regarding the disability assistance rate increase announced in Budget 2016.

Firstly, I want to clarify that the BC Bus Pass program is still in place and continues to be available to individuals on disability assistance.

What has changed is the monthly disability rate. Effective September 1, 2016, all people who have the PWD designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, anyone receiving disability assistance can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

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Thank you again for writing and sharing your feedback.

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Minister of Social Development and Social Innovation

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s.22

Di Castri, Adriana SDSI:EX

From: Nohr, Tamie <Tamie.Nohr@leg.bc.ca>
Sent: Tuesday, September 6, 2016 8:59 AM
To: Minister, SDSI SDSI:EX
Subject: FW: Bus Passes

Categories: MINISTER SIGNATURE

Tamie Nohr
Constituency Assistant | Michelle Stilwell, MLA Parksville-Qualicum
Office: 250-248-2625 | <http://michellestilwellmla.ca/>

☞ Please consider the environment before printing this email

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-----Original Message-----
s.22

Sent: September 5, 2016 5:39 PM
To: Stilwell.MLA, Michelle <Michelle.Stilwell.MLA@leg.bc.ca>
Subject: Bus Passes

Hon. Michelle Stilwell,

I am absolutely astonished at your mean spiritness and callous attitude in taking away bus passes from vulnerable people. If anyone should know better it is you but then you are being well compensated by the taxpayers of B.C. and reality is tossed away. The meager \$77 increase in supplementation is insulting enough, why do this?

I hope that voters remember this at the next election.

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Friday, September 16, 2016 9:22 AM
To: s.22
Subject: 190868 s.22 SDSI Response

Ref: 190868

s.22

Thank you for your email of September 5, 2016, regarding the disability assistance rate increase announced in Budget 2016.

Firstly, I want to clarify that the BC Bus Pass program is still in place and continues to be available to individuals on disability assistance.

What has changed is the monthly disability rate. Effective September 1, 2016, all people who have the PWD designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

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Minister of Social Development and Social Innovation

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s.22

Di Castri, Adriana SDSI:EX

From: Bryce, Krista D <Krista.Bryce@leg.bc.ca>
Sent: Thursday, September 1, 2016 8:53 AM
To: Minister, SDSI SDSI:EX
Subject: FW: Disability benefits and bus pass changes

Categories: ADD TO EXISTING LOG

-----Original Message-----

s.22

Sent: August 31, 2016 10:36 PM
To: Stilwell.MLA, Michelle <Michelle.Stilwell.MLA@leg.bc.ca>
Cc: Clark Premier Christy <premier@gov.bc.ca>
Subject: Disability benefits and bus pass changes

Dear Minister Stilwell,

I am writing to voice my objection to deducting the cost of the monthly bus pass from the disability allowance of many people with disabilities. You have worked with seniors. You have worked with people with disabilities and low income people. I believe it is very unfair to take away the cost of the monthly bus pass. I know about your explanation and it simply is not fair to deprive many disabled people from being able to take a bus to appointments, to visit friends, to shop, etc. It really does seem very cruel to make their difficult lives even more difficult. It is penalizing people with little or no power or resources. I strongly urge you to reconsider this decision and restore the free bus pass. It would show that your government has some compassion.

Yours truly,

s.22

Di Castri, Adriana SDSI:EX

From: Bryce, Krista D <Krista.Bryce@leg.bc.ca>
Sent: Thursday, September 1, 2016 8:53 AM
To: Minister, SDSI SDSI:EX
Subject: FW: Disability benefits and bus pass changes

Categories: MINISTER SIGNATURE

s.22

Sent: August 31, 2016 10:48 PM
To: StilwellMLA, Michelle
Cc: Clark Premier Christy
Subject: Fwd: Disability benefits and bus pass changes

Here is my message again with all the information you require in order for me to receive a reply to my email.

s.22

Begin forwarded message:

s.22

Subject: Disability benefits and bus pass changes
Date: 31 August, 2016 10:36:05 PM PDT
To: michelle.stilwell.MLA@leg.bc.ca
Cc: Clark Premier Christy <premier@gov.bc.ca>

Dear Minister Stilwell,

I am writing to voice my objection to deducting the cost of the monthly bus pass from the disability allowance of many people with disabilities. You have worked with seniors; You have worked with people with disabilities and low income people. I believe it is very unfair to take away the cost of the monthly bus pass. I know about your explanation and it simply is not fair to deprive many disabled people from being able to take a bus to appointments, to visit friends, to shop, etc. It really does seem very cruel to make their difficult lives even more difficult. It is penalizing people with little or no power or resources. I strongly urge you to reconsider this decision and restore the free bus pass. It would show that your government has some compassion.

Yours truly,

Page 427

Withheld pursuant to/removed as

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Allison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Friday, September 16, 2016 9:17 AM
To: s.22
Subject: 190865 s.22 SDSI Response

Ref: 190865

s.22

Thank you for your email of August 31, 2016, regarding the disability assistance rate increase announced in Budget 2016.

Firstly, I want to clarify that the BC Bus Pass program is still in place and continues to be available to individuals on disability assistance.

What has changed is the monthly disability rate. Effective September 1, 2016, all people who have the PWD designation have begun to receive a monthly rate increase of \$25. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process have been eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, anyone receiving disability assistance can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, and increased participation in the community.

Thank you again for writing and sharing your feedback.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

-----Original Message-----
s.22

Sent: August 31, 2016 10:36 PM
To: Stilwell, MLA, Michelle <Michelle.Stilwell.MLA@leg.bc.ca>
Cc: Clark Premier Christy <premier@gov.bc.ca>
Subject: Disability benefits and bus pass changes

Dear Minister Stilwell,

I am writing to voice my objection to deducting the cost of the monthly bus pass from the disability allowance of many people with disabilities. You have worked with seniors. You have worked with people with disabilities and low income people. I believe it is very unfair to take away the cost of the monthly bus pass. I know about your explanation and it simply is not fair to deprive many disabled people from being able to take a bus to appointments, to visit friends, to shop, etc. It really does seem very cruel to make their difficult lives even more difficult. It is penalizing people with little or no power or resources. I strongly urge you to reconsider this decision and restore the free bus pass. It would show that your government has some compassion.

Yours truly,
s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190862

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/16/2016	2834	190862		BATCH: Bus Pass Program--Post September 1, 2016.

Approvals

Date Approved	User	Title
9/14/2016 8:55 AM	Di Castro, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
9/16/2016 9:34 AM	Collins, Allison J SDSI:EX	Finals prepared and emailed, saved to K drive and uploaded into Cliff log. efiled at CL.
9/14/2016 8:55 AM	Di Castro, Adriana SDSI:EX	This batch response has been approved by the DMO and MO.
9/14/2016 8:47 AM	Harvey, Danielle SDSI:EX	Batch Response drafted from approved wording emailed today. Forwarded to Ad for approval.
9/8/2016 1:38 PM	Collins, Allison J SDSI:EX	Writer for draft response using updated approved wording.

Path

Path Date	User	Title
9/16/2016 9:34 AM	Collins, Allison J SDSI:EX	Item completed with the reason Completed.
9/14/2016 8:55 AM	Di Castro, Adriana SDSI:EX	Item sent to Correspondence Coordinator.
9/14/2016 8:47 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/8/2016 1:41 PM	Collins, Allison J SDSI:EX	Item sent to Correspondence Writer.
9/8/2016 1:38 PM	Collins, Allison J SDSI:EX	Item Created.

DocumentPath

Upload Date	User	Title
9/14/2016 8:39 AM	Harvey, Danielle SDSI:EX	Document (Draft Template) Uploaded.
9/8/2016 1:41 PM	Collins, Allison J SDSI:EX	Document [190865 S. 22 Incoming 1] Uploaded.

For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Thursday, September 1, 2016 11:37 AM
To: Minister, SDSI SDSI:EX; OfficeofthePremier, Office PREM:EX
Subject: Where is my bus-pass

Categories: REPLY DIRECT (STAFF/CU SIGNATURE)

According to your web site

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/seniors>

my \$45 pass I paid for at the beginning of the year is still valid, why isn't it? Or did you think because I am physically disabled I am too stupid to be able to use a computer?

I qualify for the \$45 a year pass under 2 categories

60-64 years old and someone in your family unit is a Person with Disabilities receiving disability assistance from the Province of British Columbia

60-64 years old and on income assistance from the Province of British Columbia

In addition while you did pay the increase in my monthly bank deposit you also took the \$52 from me and have not provided the bus pass, Where is it? By canceling the pass I was using and only allowing me \$25 a month more you have made me worse off as now every time I take the buss it will cost me \$5. You have restricted my travel and ability to function as a normal person.

s.22

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Thursday, September 1, 2016 11:58 AM
To: Minister, SDSI SDSI:EX; OfficeofthePremier, Office PREM:EX
Subject: Re: Thank you for your email

My buss pass was important to me too, As soon as possible for someone that the actions of your ministry has isolated at home for having committed the heinous crime while working for the provincial government is not an appropriate action unless by as soon as possible means you will fix the problem today for not just me but the many others your people have also willfully isolated today. In effect you have consigned me to prison without trial.

I am far too well aware of your definition of as soon as possible means 6 weeks if I am lucky.

Minister, SDSI SDSI:EX:

> ~ This is an automatic reply. Please do not respond to this email. ~

>

> I appreciate your email. It is important to me, and my office will review it as soon as possible. This automatic reply is to assure you that your correspondence has been received. We process all emails according to urgency and, where appropriate, a response will be prepared.

>

> If you have questions or require immediate assistance regarding ministry programs, services or eligibility requirements, please contact a local Employment and Assistance office by calling, toll free, 1-866-866-0800. Alternatively, a directory of offices across the province can be found online at <http://www.eia.gov.bc.ca/contacts/offices.html>.

>

> Thank you for writing.

>

> Sincerely,

>

> Michelle Stilwell

> Minister of Social Development and Social Innovation

>

> Helpful Ministry Links:

> * Applying for BC Employment and Assistance<<http://www.hsd.gov.bc.ca/publicat/bcea/BCEA.htm>>

> * Self-Serve Assessment and Application Tool<<https://www.iaselfserve.gov.bc.ca/HomePage.aspx>>

> * Cheque Issue Dates<<http://www.hsd.gov.bc.ca/publicat/bcea/Cheqissu.htm>>

> * Information for Persons With Disabilities<<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities>>

> * Reconsideration and Appeals Process<<http://www.sdsi.gov.bc.ca/publicat/bcea/appeal.htm>>

> * Employment Services<<http://www.eia.gov.bc.ca/Programs/epbc/index.htm>>

> * Ministry of Social Development and Social Innovation website<<http://www.gov.bc.ca/hsd/>>

> * Ministry Policy, Procedures and Program Information <<http://www.hsd.gov.bc.ca/oir>>

> * Ministry Quick Links<<http://www.hsd.gov.bc.ca/fs.htm>>

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Page 433

Withheld pursuant to/removed as

s.22

Di Castri, Adriana SDSI:EX

From: Stone, MLA, Todd <Todd.Stone.MLA@leg.bc.ca>
Sent: Thursday, September 1, 2016 12:45 PM
To: Minister, SDSI SDSI:EX
Subject: FW: What will politicians need to do to get my vote in May 2017

Categories: ADD TO EXISTING LOG

-----Original Message-----

From: Worksafe [<mailto:worksafe@sios.ca>]
Sent: September 1, 2016 10:33 AM
s.22

Subject: What will politicians need to do to get my vote in May 2017

Having been relegated to the fringe of society due to being injured at work has given me a different perspective on the realities of life in BC.

We all have our personal list of priorities of what should be done.

Unfortunately many disabled BC residents are not given an opportunity to be heard and will each have a list of concerns.

During the last 14 years the list of concerns for many has grown considerably. For now I will focus on just 3 things that will make a significant difference for many residents of BC 1. A yet another Royal Commission on Worksafe BC (by the time of the next election it will have been 20 years since the last) this time the Commission should be charged with not only looking at the policies of WorksafeBC, their charge should also include, is Worksafe BC actually in compliance with their own stated policies (recent court decisions would indicate they are not). The commission should also be extended to look at the accomplishments of WCAT. Far from an independent tribunal with the majority of their employees coming from Worksafe, 100% of their funding and work load from Worksafe, independent is not the first word one thinks of to describe them. The Workers Advisors office should close, it serves no purpose other than to frustrate injured workers and cost them time and money. During my investigation into the Worksafe world I have yet to find a single injured worker that has a good thing to say about the office. Neither WCAT nor the Worker's Advisor Office appear to have ever been audited and desperately need an audit. Despite deputy minister Trevor Hughes purportedly responsible for WCAT the Worker's Advisor's office and Worksafe claiming Worksafe is audited every year, none are audited in the true sense of the word and the Auditor General's office has advised me auditing Worksafe is not in their mandate (Mr. Hughes should inform himself of what the Auditor General does and does not do). The supposed audit done every year on Worksafe is nothing more than a simple confirmation the dollars add up and were entered into the correct balance sheet column, far from a real audit. The entire operations that Deputy Minister Trevor Hughes is responsible for needs not just a Royal Commission but also a full audit.

2. The plight of the disabled in BC has been seriously overlooked. No one with any common sense can possibly think anyone, let alone a disabled person can exist with any level of human dignity on less than \$1000 a month (which includes rent of \$375 a month). The latest stunt of the provincial government of "providing" an additional \$77 a month then taking \$52 a month away for a bus pass that they have not provided the disabled workers with is another example of how little the human dignity of the disabled is respected in BC. Yes, some have disabled themselves by "willful misadventure" but not all many have a deeper cause to their disability and others of being injured at work such as

myself were injured at work. Far far too many committing the heinous crime is a crime worthy of being essentially imprisoned in an economic prison and marginalised at the fringes of society. One wonders had the province been more humanitarian with the disabled how much of the costs would the recent tent

city at the court house costs been saved. Had they raised the support level earlier I doubt the tent city would have occurred.
s.22

These 3 points generate these 3 requirements if a politician wants my vote. Many others will have requirements that cover these requirements as well.

1. A full Audit and new Royal Commission on WorksafeBC/WCAT and the worker's advisors office. Are the foundation principals as laid down by the Meridith Commission being followed?
2. The plight of the disabled in BC needs to be addressed from an humanitarian perspective. BC has one of if not the lowest support system in Canada for the disabled and one of the highest costs of living in the country.

s.22

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Thursday, September 1, 2016 3:07 PM
To: Minister, SDSI SDSI:EX; OfficeofthePremier, Office PRÉM:EX
Subject: Re: Thank you for your email

Categories: ADD TO EXISTING LOG

I did even more of a search of the government web sites re bus passes for people on PWD. Not only is the previous link I sent to you re my bus pass and my \$% I paid for the whole year should apply. I also found as part of the Government (note not Transit policy and procedure manual that because I am turning 65 this year there is no charge including the \$45 for me this year

<http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/bc-bus-pass-program>

"Note: Recipients with the PWD designation, who are receiving disability assistance and turn 65 years of age, begin receiving OAS/GIS, and transition to MSO can continue to receive a bus pass under the low-income seniors program. In the year they turn 65 years of age, there is no fee."

When can I expect the return of my \$52 and the \$45 that apparently I should not have had to pay this year along with my bus pass valid until the end of the year s.22

s.22

Minister, SDSI SDSI:EX:

> ~ This is an automatic reply. Please do not respond to this email. ~

>

> I appreciate your email. It is important to me, and my office will review it as soon as possible. This automatic reply is to assure you that your correspondence has been received. We process all emails according to urgency and, where appropriate, a response will be prepared.

>

> If you have questions or require immediate assistance regarding ministry programs, services or eligibility requirements, please contact a local Employment and Assistance office by calling, toll free, 1-866-866-0800.

Alternatively, a directory of offices across the province can be found online at

<http://www.eia.gov.bc.ca/contacts/offices.html>.

>

> Thank you for writing.

>

> Sincerely,

>

> Michelle Stilwell

> Minister of Social Development and Social Innovation

>

> Helpful Ministry Links:

> * Applying for BC Employment and Assistance<<http://www.hsd.gov.bc.ca/publicat/bcea/BCEA.htm>>

> * Self-Serve Assessment and Application Tool<<https://www.jaselfserve.gov.bc.ca/HomePage.aspx>>

> * Cheque Issue Dates<<http://www.hsd.gov.bc.ca/publicat/bcea/Cheqissu.htm>>

> * Information for Persons With Disabilities<<http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities>>

> * Reconsideration and Appeals Process<<http://www.sdsi.gov.bc.ca/publicat/bcea/appeal.htm>>

> * Employment Services<<http://www.eia.gov.bc.ca/Programs/epbc/index.htm>>

- > * Ministry of Social Development and Social Innovation website<<http://www.gov.bc.ca/hsd/>>
- > * Ministry Policy, Procedures and Program Information <<http://www.hsd.gov.bc.ca/olr>>
- > * Ministry Quick Links<<http://www.hsd.gov.bc.ca/fs.htm>>

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>
>

s.22



Ministry of
Social Development
and Social Innovation

TELEPHONE RESPONSE RECORD

Cliff Reference #: Cliff 190840
Date: September 7, 2016
Client Name: s.22
CASE #:
Office:

CALL DETAILS:

Aug 31, 2016 email received from CRSQ requesting bus pass program contact client.

Sept 2, 2016 phone call made to s.22 explaining that s.22 will not receive a new pass but s.22 pass has been reloaded with the new benefits.

Sept 2, 2016 email response sent back to CRSQ that issue is resolved.

CONTACT NAME: Stacey Jones
CONTACT NUMBER: 250 387-3457

Updated: October 25, 2016

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

Item Number

Cliff Number

190840

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
9/9/2016	2807	190840		S.22 received the \$25.00 rate increase; however, \$52.00 was deducted for a bus pass that s. hasn't been provided with. Also mentions WorkSafe BC/WCAT issues.

Approvals

Date Approved User Title

There are no items to show in this view of the "Approvals" list. To add a new item, click "New".

Comments

Comment Date	User	Title
9/9/2016 11:02 AM	Collins, Alison J SDSI:EX	TRR saved to K drive and uploaded into Cliff log, eFiled at CU.
9/8/2016 8:56 AM	Kerr, Christie SDSI:EX	TRR approved. No further action required. Please close and file.
9/7/2016 4:04 PM	Collins, Alison J SDSI:EX	Incomings 3 and 4 uploaded into eApps item, Christie and Ann emailed.
9/1/2016 2:19 PM	Bachand, Robyn SDSI:EX	Sent to CRSQ. Log to sit in Christie's items until TRR received.
9/1/2016 1:36 PM	Collins, Alison J SDSI:EX	Cliff referral forwarded to Robyn with a cc to Ann in Karen B and Christie's absence.
9/1/2016 1:31 PM	Evans Locker, Ann SDSI:EX	Please send to Ops support inbox for call to client. Need TRR, AEL.
9/1/2016 1:22 PM	Collins, Alison J SDSI:EX	Cliff referral emailed to S.22 emailed with cc's to Christie Kerr and Ann Evans Locker.
9/1/2016 1:17 PM	Collins, Alison J SDSI:EX	Response deadline: Sep 9/15. SDD - ADM for RUSH Reply Direct - Phone Call (per HQ). X-Refs: 190551 189191 188569 188498 etc.

Path

Path Date	User	Title
9/9/2016 11:02 AM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
9/8/2016 8:56 AM	Kerr, Christie SDSI:EX	Item sent to Correspondence Coordinator.
9/1/2016 2:19 PM	Bachand, Robyn SDSI:EX	Item sent to Kerr, Christie.
9/1/2016 1:31 PM	Evans Locker, Ann SDSI:EX	Item sent to Bachand, Robyn.
9/1/2016 1:22 PM	Collins, Alison J SDSI:EX	Item sent to Kerr, Christie.
9/1/2016 1:17 PM	Collins, Alison J SDSI:EX	Item Created.

Document Path

Upload Date	User	Title
9/8/2016 8:52 AM	Kerr, Christie SDSI:EX	Document [190840] - TRR Uploaded. S.22
9/7/2016 4:03 PM	Collins, Alison J SDSI:EX	Document [190840] - Incoming 4 Uploaded. S.22
9/7/2016 4:03 PM	Collins, Alison J SDSI:EX	Document [190840] - Incoming 3-MQTT Ref Uploaded. S.22
9/1/2016 1:18 PM	Collins, Alison J SDSI:EX	Document [190840] - Incoming 2 Uploaded. S.22
9/1/2016 1:17 PM	Collins, Alison J SDSI:EX	Document [190840] - Incoming 1 Uploaded. S.22

Di Castri, Adriana SDSI:EX

From: Bryce, Krista D <Krista.Bryce@leg.bc.ca>
Sent: Tuesday, August 23, 2016 12:39 PM
To: Minister, SDSI SDSI:EX
Subject: FW: Cancellation of Transportation Subsidies

Importance: High

Categories: MINISTER SIGNATURE

s.22

Sent: August 22, 2016 4:44 PM
To: Stilwell.MLA, Michelle
Cc: Hon. Christy Clark ; deJong.MLA, Mike
Subject: Cancellation of Transportation Subsidies
Importance: High

s.22

Hon. Michelle Stilwell
PO Box 9058 Stn Prov Govt
Victoria, BC V8W 9E2

Dear Hon. Stilwell:

Re: Loss of Transportation Subsidies

It is now only a few weeks until your plan to cancel transportation subsidies for PWD recipients will come into effect. I had hoped that you would have cancelled your plans by now. I do want to thank you for cancelling the \$45 yearly "administrative fee" for those who will be purchasing their \$52/month bus passes through your government.

You had signed agreements with the 35,000 people who paid \$45 for their 2016 bus pass which was for January 1, 2016 to December 31, 2016, but apparently you are still determined to break those agreements on September 1, 2016. I was just on TransLink's website, and as of today there was still no mention on their website about people on PWD being eligible for concession rates or the \$52/month bus pass. Are you planning to circumvent TransLink's rules as well as your agreements with people currently receiving the \$45/year bus passes? TransLink's website still states that the only people eligible for the concession rate, including the \$52/month bus pass, are children ages 5-13, secondary school students ages 14-19 with a valid GoCard, Seniors 65+ with proof of age & HandyCard holders. Will people receiving PWD Benefits only qualify if they purchase their bus passes through your Ministry rather than directly from TransLink or will all PWD recipients qualify for the concession rate?

Your decision to cancel transportation subsidies for all people receiving PWD Benefits still feels very unfair to me. You decided that people who currently receive the Special Transportation Subsidy do not have high transportation costs, when in actual fact our transportation costs are far greater than either the \$45/year people with yearly bus passes currently pay

or the planned \$52/month or \$624/year which people will be required to pay if they want subsidized bus passes. Of course those who received the STS received more than those who received no transportation subsidies at all.

I went onto the Canadian Automobile Association's website to calculate the annual cost to operate my current vehicle. The actual annual cost came to \$4500/year to purchase, insure, maintain, and fuel my vehicle, which is actually less than half of the Canadian national average of \$10,456/year. The \$792/year I used to receive as the STS, plus the \$400/year reduction in basic car insurance, and the \$60/year gasoline tax rebate comes to a total of \$1252, which is actually only 28% of the total cost to operate my vehicle, leaving me to cover the remaining \$3,248. That is far greater than the \$45/year people used to pay for their yearly bus passes! The only thing that these subsidies paid for was my car insurance, and then only because I also have a 43% safe driving discount. Yet you treat us as though we have always received more than our fair share of transportation subsidies (we only deserve an \$11/month increase rather than \$25/month). How did you come to that conclusion? While I do not expect you to pay for the entire cost of operating my vehicle, I DO expect you to accept the fact that we have always been required to cover the majority of the costs of paying for our main form of transportation

You could have easily solved the inequity by offering all people receiving PWD Benefits one of the two transportation subsidies and then giving each individual the same size of increase. That would have been a lot fairer than giving the people with the highest transportation costs the smallest rate increase. Apparently you believe that the costs of owning and operating a motor vehicle have not risen during the past 10 years. Your idea of "fair" means giving each person the same amount of money regardless of the cost of meeting their needs; this is only fair to those with costs lower than or equal to the amount of money given. You have decided to only meet the needs of "average" disabled individuals receiving PWD Benefits in this province, and ignore the needs of the rest. Apparently you are still unaware of the fact that each disabled person has a different set of needs, because there are a multitude of different disabilities among people receiving PWD Benefits.

You act as though we use our own vehicles instead of public transit just for the convenience. In actual fact, it is a great burden to be required to own and operate our vehicles, and we do it at great cost to our financial wellbeing. Many of us simply cannot handle using public transportation on a regular basis. When I do use public transit, I pay for it with greatly increased pain and fatigue, and I often spend several days recuperating from each transit trip. I cannot stand to wait for buses where there are no transit benches, nor can I stand on transit. I cannot carry heavy items on transit vehicles, either. According to online discussions of people receiving PWD Benefits, many people drive because there are no bus stops close enough to where they live or travel to, to enable them to use public transit. Many of us who have mobility disabilities but do not use wheelchairs find it very difficult to use public transit.

In the Convention on the Rights of Persons with Disabilities, First Report of Canada, British Columbia along with other provinces had to agree to uphold the UN Convention on the Rights of Persons with Disabilities. Section 304, in the section under British Columbia states: "As part of a full range of health assistance and dental coverage, persons who receive disability assistance are eligible to receive mobility devices, low-cost annual bus passes, and special transportation subsidies." Your government has, of course, reduced the number of items covered under health assistance and dental coverage, and the low-cost annual bus passes and special transportation subsidies will vanish in a few weeks. The BC Liberal Government has steadily reduced services for people in BC who receive PWD Benefits. As far as I am concerned, the British Columbian government is NOT upholding its part of the agreement.

Please do what is right and fair, and offer the current transportation subsidies to all recipients receiving PWD Benefits and then give each person the same size of rate increase.

Sincerely,

s.22

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Thursday, October 13, 2016 1:16 PM
To: s.22
Subject: 190787 s.22 SDSI Response
Importance: High

Ref: 190787

s.22

Thank you for your email of August 22, 2016, regarding the disability assistance rate increase and the Bus Pass Program. I am pleased to respond and I apologize for the delay.

I want to assure you that the BC Bus Pass Program is still in place and continues to be available to individuals on disability assistance.

What has changed is the monthly disability rate. Effective September 1, 2016, all people who have the Persons with Disabilities (PWD) designation have begun to receive a monthly rate increase. They will also receive a Transportation Support Allowance. This means people who have the PWD designation now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry has also eliminated the \$45 annual administration fee and the renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, anyone receiving disability assistance can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

The pass is not available to the public, only to people in receipt of disability assistance and is administered by the ministry, which is why you would not see this advertised on the TransLink website. If you wish to receive the pass, or if you decide you would rather receive the Transportation Support Allowance as cash, you can switch simply by contacting the ministry on our toll-free line or by emailing the BC Bus Pass program.

With regard to your comments about the Special Transportation Subsidy (STS), the ministry acknowledges that people who operate their own vehicle will have higher transportation costs, whether they do so by choice or by necessity.

Before these changes, if a person did not live in an area serviced by transit, they would not receive any transportation support. Now everyone will receive as much as any other PWD client and can use that money for any alternative transportation.

In order to further assist with the costs of operating a vehicle, the Ministry of Finance has a Fuel Tax Refund Program for eligible people with disabilities. Detailed information on this program can be found at http://www.sbr.gov.bc.ca/documents_library/bulletins/mft_004.pdf.

In addition to safe driver discounts, the Insurance Corporation of British Columbia also offers discounts up to twenty-five percent off basic auto plan insurance to persons with disabilities, who have been approved for the Fuel Tax Refund Program described above. More information on this can be found here: <http://www.icbc.com/autoplan/costs/Pages/Discounts-and-savings.aspx>.

A comprehensive list of transportation support for persons with disabilities can be explored online at <http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services#transportation>.

I do hope you have been accessing these supports as they provide you other financial means and savings. Again, thank you for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

s.22

Sent: August 22, 2016 4:44 PM
To: Stilwell.MLA, Michelle
Cc: Hon. Christy Clark ; deJong.MLA, Mike
Subject: Cancellation of Transportation Subsidies
Importance: High

s.22

Hon. Michelle Stilwell
PO Box 9058 Stn Prov Govt
Victoria, BC V8W 9E2

Dear Hon. Stilwell:

Re: Loss of Transportation Subsidies

It is now only a few weeks until your plan to cancel transportation subsidies for PWD recipients will come into effect. I had hoped that you would have cancelled your plans by now. I do want to thank you for cancelling the \$45 yearly "administrative fee" for those who will be purchasing their \$52/month bus passes through your government.

You had signed agreements with the 35,000 people who paid \$45 for their 2016 bus pass which was for January 1, 2016 to December 31, 2016, but apparently you are still determined to break those agreements on September 1, 2016. I was just on TransLink's website, and as of today there was still no mention on their website about people on PWD being eligible for concession rates or the \$52/month bus pass. Are you planning to circumvent TransLink's rules as well as your agreements with people currently receiving the \$45/year bus passes?

TransLink's website still states that the only people eligible for the concession rate, including the \$52/month bus pass, are children ages 5-13, secondary school students ages 14-19 with a valid GoCard, Seniors 65+ with proof of age & HandyCard holders. Will people receiving PWD Benefits only qualify if they purchase their bus passes through your Ministry rather than directly from TransLink or will all PWD recipients qualify for the concession rate?

Your decision to cancel transportation subsidies for all people receiving PWD Benefits still feels very unfair to me. You decided that people who currently receive the Special Transportation Subsidy do not have high transportation costs, when in actual fact our transportation costs are far greater than either the \$45/year people with yearly bus passes currently pay or the planned \$52/month or \$624/year which people will be required to pay if they want subsidized bus passes. Of course those who received the STS received more than those who received no transportation subsidies at all.

I went onto the Canadian Automobile Association's website to calculate the annual cost to operate my current vehicle. The actual annual cost came to \$4500/year to purchase, insure, maintain, and fuel my vehicle, which is actually less than half of the Canadian national average of \$10,456/year. The \$792/year I used to receive as the STS, plus the \$400/year reduction in basic car insurance, and the \$60/year gasoline tax rebate comes to a total of \$1252, which is actually only 28% of the total cost to operate my vehicle, leaving me to cover the remaining \$3,248. That is far greater than the \$45/year people used to pay for their yearly bus passes! The only thing that these subsidies paid for was my car insurance, and then only because I also have a 43% safe driving discount. Yet you treat us as though we have always received more than our fair share of transportation subsidies (we only deserve an \$11/month increase rather than \$25/month). How did you come to that conclusion? While I do not expect you to pay for the entire cost of operating my vehicle, I DO expect you to accept the fact that we have always been required to cover the majority of the costs of paying for our main form of transportation.

You could have easily solved the inequity by offering all people receiving PWD Benefits one of the two transportation subsidies and then giving each individual the same size of increase. That would have been a lot fairer than giving the people with the highest transportation costs the smallest rate increase. Apparently you believe that the costs of owning and operating a motor vehicle have not risen during the past 10 years. Your idea of "fair" means giving each person the same amount of money regardless of the cost of meeting their needs; this is only fair to those with costs lower than or equal to the amount of money given. You have decided to only meet the needs of "average" disabled individuals receiving PWD Benefits in this province, and ignore the needs of the rest. Apparently you are still unaware of the fact that each disabled person has a different set of needs, because there are a multitude of different disabilities among people receiving PWD Benefits.

You act as though we use our own vehicles instead of public transit just for the convenience. In actual fact, it is a great burden to be required to own and operate our vehicles, and we do it at great cost to our financial wellbeing. Many of us simply cannot handle using public transportation on a regular basis. When I do use public transit, I pay for it with greatly increased pain and fatigue, and I often spend several days recuperating from each transit trip. I cannot stand to wait for buses where there are no transit benches, nor can I stand on transit. I cannot carry heavy items on transit vehicles, either. According to online discussions of people receiving PWD Benefits, many people drive because there are no bus stops close enough to where they live or travel to, to enable them to use public transit. Many of us who have mobility disabilities but do not use wheelchairs find it very difficult to use public transit.

In the Convention on the Rights of Persons with Disabilities, First Report of Canada, British Columbia along with other provinces had to agree to uphold the UN Convention on the Rights of Persons with Disabilities. Section 304, in the section under British Columbia states: "As part of a full range of health assistance and dental coverage, persons who receive disability assistance are eligible to receive mobility devices, low-cost annual bus passes, and special transportation subsidies." Your government has, of course, reduced the number of items covered under health assistance and dental coverage, and the low-cost annual bus passes and special transportation subsidies will vanish in a few weeks.

The BC Liberal Government has steadily reduced services for people in BC who receive PWD Benefits. As far as I am concerned, the British Columbian government is NOT upholding its part of the agreement.

Please do what is right and fair, and offer the current transportation subsidies to all recipients receiving PWD Benefits and then give each person the same size of rate increase.

Sincerely,

s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number
180787

Other Number

Selected Item				
Date Completed	ID	Cliff Number	Other Number	Subject
10/13/2016	2801	180787		S.22 is concerned that the government is moving ahead with its plan to change the Bus Pass Program and special transportation subsidy for people with disabilities.

Approvals

Date Approved	User	Title
10/12/2016 4:16 PM	Keene, Jeff SDSI:EX	Item Approved.
10/6/2016 2:47 PM	Taylor, Sheila A SDSI:EX	Item Approved.
10/5/2016 2:36 PM	MacMillan, Karen SDSI:EX	Item Approved.
10/4/2016 10:11 AM	Di Castri, Adriana SDSI:EX	Item Approved.
9/30/2016 4:27 PM	Taylor, Sheila A SDSI:EX	Item NOT Approved.
9/29/2016 2:56 PM	MacMillan, Karen SDSI:EX	Item Approved.
9/27/2016 4:15 PM	Harrington, Molly SDSI:EX	Item Approved.
9/26/2016 3:14 PM	Ross, Ian SDSI:EX	Item Approved.
9/26/2016 6:21 AM	McGaghey Jones, Stacey SDSI:EX	Item Approved.
9/22/2016 6:19 PM	Ross, Ian SDSI:EX	Item Approved.
9/19/2016 3:05 PM	Harrington, Molly SDSI:EX	Item Approved.
9/16/2016 3:12 PM	McGaghey Jones, Stacey SDSI:EX	Item Approved.
9/16/2016 9:31 AM	McGaghey Jones, Stacey SDSI:EX	Item Approved.
9/15/2016 3:22 PM	Di Castri, Adriana SDSI:EX	Item Approved.
9/14/2016 12:54 PM	McGaghey Jones, Stacey SDSI:EX	Item Approved.
9/13/2016 10:31 AM	Di Castri, Adriana SDSI:EX	Item Approved.
9/9/2016 9:20 AM	Ross, Ian SDSI:EX	Item Approved.
9/7/2016 11:02 AM	Gurney, Tara SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
10/13/2016 1:19 PM	Collins, Alison J SDSI:EX	MMS edits document saved to K drive. Edits completed as indicated. Final emailed, saved to K drive & uploaded into CMFF log. eFiled at CU.
10/12/2016 4:16 PM	Keene, Jeff SDSI:EX	Edited by Blake, Approved by MMS, Please add e-sig
10/11/2016 8:00 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
10/6/2016 3:21 PM	MacMillan, Karen SDSI:EX	Please see DM's minor edits
10/6/2016 2:53 PM	O'Angis, Julie SDSI:EX	To Karen to review minor edits and send to CU. Approved by Deputy with minor edits, CU to make edits and prepare/send final - JMB
10/6/2016 2:47 PM	Taylor, Sheila A SDSI:EX	approved with edits
10/4/2016 10:11 AM	Di Castri, Adriana SDSI:EX	Approved with edits. To Karen for review and approval.
10/4/2016 8:05 AM	Hanvey, Danielle SDSI:EX	Revisions completed as per DM's comments. Confirmed with ICBC that disability discount is in addition to safe driving discount. Forwarded to Ad for approval.
10/3/2016 2:11 PM	Di Castri, Adriana SDSI:EX	For revision. Please see DM's comments.
10/3/2016 1:56 PM	MacMillan, Karen SDSI:EX	Please see DM's comments and edits.
10/3/2016 1:46 PM	Ramsay, Launa P SDSI:EX	NOT Approved by DM. Sending log to Karen. -lmr
9/30/2016 4:27 PM	Taylor, Sheila A SDSI:EX	please see edits - add info about other provincial programs that assist PWDS with the cost of operating a vehicle -- ICBC 25%

9/29/2016 2:56 PM	MacMillan, Karen SDSI:EX	discount on insurance (I believe it's in addition to the safe drivers discount but please confirm) and Finance's gas tax rebate
9/27/2016 4:15 PM	Harrington, Molly SDSI:EX	See Molly's comments
9/26/2016 3:14 PM	Ross, Ian SDSI:EX	approved MH
9/26/2016 12:28 PM	Harrington, Molly SDSI:EX	fixed
		letter still says all clients get \$25 rate increase, when STS clients didn't...
9/26/2016 8:21 AM	McGaghey Jones, Stacey SDSI:EX	Revised. For OK, pls. SMJ
9/22/2016 6:19 PM	Ross, Ian SDSI:EX	with edits per molly's request.
9/19/2016 3:05 PM	Harrington, Molly SDSI:EX	she received GTS - S. 13
		S. 13 Can you amend this letter please.
9/16/2016 3:12 PM	McGaghey Jones, Stacey SDSI:EX	SMJ sending for IR. Ian approved. For your OK pls. SMJ
9/16/2016 9:31 AM	McGaghey Jones, Stacey SDSI:EX	I asked for some edits: Are you ok with this letter now? SMJ
9/15/2016 3:22 PM	Di Castri, Adriana SDSI:EX	Approved with edits. To Stacey for review and approval.
9/15/2016 9:37 AM	Harvey, Danielle SDSI:EX	Revisions complete. Added current bus pass approved wording and kept some info from bullet points, also with one edit re; TransLink. Forwarded to Ad for approval.
9/15/2016 7:45 AM	Di Castri, Adriana SDSI:EX	For revision. Please update as per Stacey's instructions and send to me afterwards. Please flag anything that you feel RPO could provide additional content for.
9/14/2016 12:54 PM	McGaghey Jones, Stacey SDSI:EX	Hi, as discussed. Pls update with approved bus pass language. Thx. SMJ
9/13/2016 10:31 AM	Di Castri, Adriana SDSI:EX	Approved. To Stacey for review and approval.
9/9/2016 2:21 PM	Harvey, Danielle SDSI:EX	Response drafted from bullets and provided TransLink contact info. Forwarded to Ad for approval.
9/9/2016 10:02 AM	Harvey, Danielle SDSI:EX	To Writer for Draft Response using bullets provided.
9/9/2016 9:20 AM	Ross, Ian SDSI:EX	approved
9/7/2016 11:02 AM	Gurney, Tara SDSI:EX	For your review

1 of 30

Path

Path Date	User	Title
10/13/2016 1:19 PM	Collins, Allison J SDSI:EX	Item completed with the reason Completed.
10/12/2016 4:16 PM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
10/11/2016 8:00 AM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
10/6/2016 3:21 PM	MacMillan, Karen SDSI:EX	Item sent to Di Castri, Adriana.
10/6/2016 2:53 PM	O'Argis, Julia SDSI:EX	Item sent to MacMillan, Karen.
10/6/2016 2:47 PM	Taylor, Shella A SDSI:EX	Item sent to O'Argis, Julia.
10/5/2016 2:36 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Shella.
10/4/2016 10:11 AM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
10/4/2016 8:05 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
10/3/2016 2:11 PM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Writer.
10/3/2016 1:56 PM	MacMillan, Karen SDSI:EX	Item sent to Di Castri, Adriana.
10/3/2016 1:46 PM	Ramsay, Laura P SDSI:EX	Item sent to MacMillan, Karen.
9/30/2016 4:27 PM	Taylor, Shella A SDSI:EX	Item sent to O'Argis, Julia.
9/29/2016 2:56 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Shella.
9/27/2016 4:15 PM	Harrington, Molly SDSI:EX	Item sent to MacMillan, Karen.
9/26/2016 3:14 PM	Ross, Ian SDSI:EX	Item sent to Harrington, Molly.
9/26/2016 12:28 PM	Harrington, Molly SDSI:EX	Item sent to Ross, Ian.
9/26/2016 8:21 AM	McGaghey Jones, Stacey SDSI:EX	Item sent to Harrington, Molly.
9/22/2016 6:19 PM	Ross, Ian SDSI:EX	Item sent to McGaghey Jones, Stacey.
9/19/2016 3:05 PM	Harrington, Molly SDSI:EX	Item sent to Ross, Ian.
9/16/2016 3:12 PM	McGaghey Jones, Stacey SDSI:EX	Item sent to Harrington, Molly.
9/16/2016 9:31 AM	McGaghey Jones, Stacey SDSI:EX	Item sent to Ross, Ian.
9/15/2016 3:22 PM	Di Castri, Adriana SDSI:EX	Item sent to McGaghey Jones, Stacey.
9/15/2016 9:37 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/15/2016 7:45 AM	Di Castri, Adriana SDSI:EX	Item sent to Correspondence Writer.
9/14/2016 12:54 PM	McGaghey Jones, Stacey SDSI:EX	Item sent to Correspondence Manager.
9/13/2016 10:31 AM	Di Castri, Adriana SDSI:EX	Item sent to McGaghey Jones, Stacey.
9/9/2016 2:21 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
9/9/2016 10:02 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Writer.
9/9/2016 9:20 AM	Ross, Ian SDSI:EX	Item sent to Correspondence Manager.

1 of 30

DocumentPath

Upload Date	User
10/12/2016 4:15 PM	Keene, Jeff SDSI:EX
9/9/2016 12:05 PM	Harvey, Danielle SDSI:EX
9/7/2016 10:59 AM	Gurney, Tara SDSI:EX
8/31/2016 4:35 PM	Harvey, Danielle SDSI:EX
8/31/2016 2:49 PM	Collins, Allison J SDSI:EX



For support, email Collaborate@gov.bc.ca.

Title	
Document [190781] - [4498 edits] Uploaded.	s.22
Document [Draft Template] Uploaded.	
Document [190787] - Uploaded.	s.22
Document [Draft Template] Uploaded.	
Document [19078] - [Incoming:1] Uploaded.	s.22

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Friday, August 19, 2016 10:29 AM
To: Minister, SDSI SDSI:EX
Cc: Darcy.MLA, Judy LASS:EX
Subject: People on disability pensions

Categories: MINISTER SIGNATURE

Dear Minister,

After reading the government's new decision about people with disabilities receiving the BC pension, I can only say that I am appalled. Cancelling the existing bus pass program is the height of hubris. Such a decision shows the complete lack of empathy or even a modicum of compassion for the disabled.

The changes to the bus pass program and the associated increase in costs is an insult to all the people of British Columbia. The new program will simply push the disabled back into the shadows and further undermine the advances that have been made over the past few years. These people will no longer be able to take part in the economic, social, cultural or recreational activities of their communities. This is more than just a step backward – it is a denial of their right to be included in the larger society. I can only surmise that these people will not be able to take part in the political life of a Canadian citizen. It will be cost-prohibitive for them to attend political meetings or even get to a polling station to exercise their right to vote. As a handicapped person, I am very thankful that you cannot take away my bus pass. Without that bus pass, I would not be able to attend my ^{s.22} go to
s.22 get to the grocery store, get to the

pharmacy, the family doctor or the dentist. I would not be able to attend Church or cultural, political and social activities in my community. The same goes for my

^{s.22} We both thank God that we are not under your ministry.

There are two people who work on a committee with me who will be severely impacted by the short-sighted policy of your ministry. Their contributions to the work of this committee are extremely valuable and will be sorely missed by the other committee members and the people of their community.

Such a short-sighted, mean-spirited policy has no place in a progressive, forward-thinking province as is British Columbia.

Regards.

^{s.22}

Di Castri, Adriana SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Thursday, August 25, 2016 11:18 AM
To: s.22
Subject: 190754^{s.22} SDSI Response

Ref: 190754

s.22

Thank you for your email of August 19, 2016, regarding changes to the Bus Pass program. I am pleased to respond.

I appreciate your advocacy on behalf of British Columbia's most vulnerable citizens and want to reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

What will change is the monthly disability rate. Beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

s.22

Sent: Friday, August 19, 2016 10:29 AM
To: Minister, SDSI SDSI:EX
Cc: Darcy.MLA, Judy LASS:EX
Subject: People on disability pensions

Dear Minister,

After reading the government's new decision about people with disabilities receiving the BC pension, I can only say that I am appalled. Cancelling the existing bus pass program is the height of hubris. Such a decision shows the complete lack of empathy or even a modicum of compassion for the disabled.

The changes to the bus pass program and the associated increase in costs is an insult to all the people of British Columbia. The new program will simply push the disabled back into the shadows and further undermine the advances that have been made over the past few years. These people will no longer be able to take part in the economic, social, cultural or recreational activities of their communities. This is more than just a step backward – it is a denial of their right to be included in the larger society. I can only surmise that these people will not be able to take part in the political life of a Canadian citizen. It will be cost-prohibitive for them to attend political meetings or even get to a polling station to exercise their right to vote. As a handicapped person, I am very thankful that you cannot take away my bus pass. Without that bus pass, I would not be able to attend my ^{s.22}, go to

s.22

get to the grocery store, get to the pharmacy, the family doctor or the dentist. I would not be able to attend Church or cultural, political and social activities in my community. The same goes for my

s.22 We both thank God that we are not under your ministry.

There are two people who work on a committee with me who will be severely impacted by the short-sighted policy of your ministry. Their contributions to the work of this committee are extremely valuable and will be sorely missed by the other committee members and the people of their community.

Such a short-sighted, mean-spirited policy has no place in a progressive, forward-thinking province as is British Columbia.

Regards,

s.22

ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

190754

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
8/25/2016	2746	190754		S.22 complains about the Bus Pass Program.

Approvals

Date Approved	User	Title
8/25/2016 9:05 AM	Keene, Jeff SDSI:EX	Item Approved.
8/22/2016 4:48 PM	Taylor, Sheila A SDSI:EX	Item Approved.
8/22/2016 3:31 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/22/2016 3:25 PM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/25/2016 11:20 AM	Collins, Alison J SDSI:EX	MMS edit's document saved to K drive. Edits completed as indicated. Final emailed, saved to K drive & uploaded into Cliff log. eFiled at CU.
8/25/2016 9:05 AM	Keene, Jeff SDSI:EX	approved by MMS. please add e-sign
8/23/2016 9:46 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/23/2016 8:59 AM	D'Argis, Julie SDSI:EX	Approved by Deputy. CU to prepare/send final - JP
8/22/2016 4:48 PM	Taylor, Sheila A SDSI:EX	approved
8/22/2016 3:25 PM	Di Castri, Adriana SDSI:EX	Approved with minor edit. To Karen for review and approval.
8/22/2016 2:55 PM	Harvey, Danielle SDSI:EX	Response drafted from current approved Bus Pass wording and forwarded to Ad for approval.
8/19/2016 4:34 PM	Collins, Alison J SDSI:EX	Writer for draft response using approved wording.

Path

Path Date	User	Title
8/25/2016 11:20 AM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
8/25/2016 9:05 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/23/2016 9:46 AM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/23/2016 8:59 AM	D'Argis, Julie SDSI:EX	Item sent to Correspondence Manager.
8/22/2016 4:48 PM	Taylor, Sheila A SDSI:EX	Item sent to D'Argis, Julie.
8/22/2016 3:31 PM	MacMillan, Karen SDSI:EX	Item sent to Taylor, Sheila.
8/22/2016 3:25 PM	Di Castri, Adriana SDSI:EX	Item sent to MacMillan, Karen.
8/22/2016 2:55 PM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
8/19/2016 4:35 PM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
8/19/2016 4:34 PM	Collins, Alison J SDSI:EX	Item Created.

Document Path

Upload Date	User	Title
8/25/2016 9:05 AM	Keene, Jeff SDSI:EX	Document [190754 S.2 MMS edits] Uploaded.
8/22/2016 2:42 PM	Harvey, Danielle SDSI:EX	Document [Draft Template] Uploaded.
8/19/2016 4:34 PM	Collins, Alison J SDSI:EX	Document [190754 incoming-L] Uploaded.

s.22



For support, email Collaborate@gov.bc.ca.

Di Castri, Adriana SDSI:EX

From: s.22
Sent: Saturday, August 27, 2016 10:29 AM
To: Minister, SDSI SDSI:EX
Subject: Re: 190754 s.22 SDSI Response

Categories: ADD TO EXISTING LOG

Dear Minister,

Your government is still cancelling the yearly pass already purchased by these people. On top of that, your government is now charging them a monthly fee for the bus pass. Instead of a \$77 monthly increase, those who require a bus pass will actually get \$25 increase, after 11 years since the last increase.

Such a policy shows how truly cheap, black-hearted, and cruel beyond belief your government policy is. Your "reasoning" for such a policy is merely lame excuses and totally self-serving.

Regards,

s.22

From: Minister, SDSI SDSI:EX

Sent: Thursday, August 25, 2016 11:17 AM

s.22

Subject: 190754 s.22 SDSI Response

Ref: 190754

s.22

Thank you for your email of August 19, 2016, regarding changes to the Bus Pass program. I am pleased to respond.

I appreciate your advocacy on behalf of British Columbia's most vulnerable citizens and want to reassure you that the BC Bus Pass program is still in place and will continue to be available to individuals on disability assistance.

What will change is the monthly disability rate. Beginning September 1, 2016, all people who have the Persons with Disabilities (PWD) designation will receive a monthly rate increase of \$25. Everyone will also receive a Transportation Support Allowance. This means they will now have the choice to keep their bus pass or receive their Transportation Support Allowance in the form of \$52 added to their PWD cheque.

The ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the PWD designation. Because the annual administration fee and renewal process are being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

I know many people would like to see a larger increase in assistance rates, and that's something we will continue to look at.

These changes are being made to benefit all people on disability assistance throughout the province, and build on our commitment to help them gain greater independence, security of income, enhanced well-being and increased participation in the community.

Thank you again for writing and sharing your concerns.

Sincerely,

Michelle Stilwell
Minister of Social Development and Social Innovation

s.22

Sent: Friday, August 19, 2016 10:29 AM
To: Minister, SDSI SDSI:EX
Cc: Darcy, MLA, Judy LASS:EX
Subject: People on disability pensions

Dear Minister,

After reading the government's new decision about people with disabilities receiving the BC pension, I can only say that I am appalled. Cancelling the existing bus pass program is the height of hubris. Such a decision shows the complete lack of empathy or even a modicum of compassion for the disabled.

The changes to the bus pass program and the associated increase in costs is an insult to all the people of British Columbia. The new program will simply push the disabled back into the shadows and further undermine the advances that have been made over the past few years.

These people will no longer be able to take part in the economic, social, cultural or recreational activities of their communities. This is more than just a step backward – it is a denial of their right to be included in the larger society. I can only surmise that these people will not be able to take part in the political life of a Canadian citizen. It will be cost-prohibitive for them to attend political meetings or even get to a polling station to exercise their right to vote.

As a handicapped person, I am very thankful that you cannot take away my bus pass. Without that bus pass, I would not be able to attend my ^{s.22} get to the grocery store, get to the pharmacy, the family doctor or the dentist. I would not be able to attend Church or cultural, political and social activities in my community. The same goes for my ^{s.22} We both thank God that we are not under your ministry.

There are two people who work on a committee with me who will be severely impacted by the short-sighted policy of your ministry. Their contributions to the work of this committee are extremely valuable and will be sorely missed by the other committee members and the people of their community.

Such a short-sighted, mean-spirited policy has no place in a progressive, forward-thinking province as is British Columbia.

Regards,

s.22

Di Castri, Adriana SDSI:EX

From: Blake, Kristen SDSI:EX
Sent: Friday, August 12, 2016 12:28 PM
To: Keene, Jeff SDSI:EX
Subject: Fwd: s.22
Attachments: 20160812114207.pdf; ATT00001.htm

Hello,

Can we please have a letter drafted to express this persons concerns.

Thanks,
Kristen

Sent from my iPhone

Begin forwarded message:

From: "Begin, Robert Gary" <RobertGary.Begin@leg.bc.ca>
To: "Blake, Kristen SDSI:EX" <Kristen.Blake@gov.bc.ca>
Subject: FW: s.22

Hello again: Please find the certificate and paper that s.22 claims allows he is entitled to have both until the end of 2016 according to the documents that s gave me. I tried my best to clarify the 4th and 5th paragraphs but s insisted in having Victoria send s a letter. s does not have a phone. I advised him to go to Social Development s.22 office. s claims to have done that and they do not speak the truth. If its possible for a letter to be put together and sent that will not be the answer s wants but it's a reply pointing out what is and what is not. Thanks Gary Begin, Constituency Assistant.

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: August 12, 2016 11:43 AM
To: Begin, Robert Gary <RobertGary.Begin@leg.bc.ca>
Subject: s.22



August 26, 2016

Ref: 190698

s.22

Thank you for your letter of August 12, 2016, sent on your behalf by Richard Lee, MLA for Burnaby North, regarding the Bus Pass Program. As Minister of Social Development and Social Innovation, I am pleased to respond.

I understand you would like to keep your bus pass until December. As was communicated to you through ministry correspondence on June 20, 2016, beginning September 1, 2016, you will receive a \$25 increase to your monthly assistance rate. In January, if you choose to cancel your bus pass, you will see the additional \$25 for your monthly allowance and at that time \$52 in transportation support to spend how you choose.

As you are aware, the ministry is also eliminating the \$45 bus pass administration fee and the annual renewal process for people who have the Persons with Disabilities designation. Because the annual administration fee and renewal process is being eliminated, the bus pass they hold will no longer expire on December 31st of each year.

At any time, Persons with Disabilities can decide to cancel their BC Bus Pass and instead receive a \$52 Transportation Support Allowance on their next assistance payment. They can also change their mind later and ask for a new bus pass.

.../2

Ministry of Social Development and
Social Innovation

Office of the Minister

Mailing Address:
PO Box 9058 Stn Prov Govt
Victoria BC V8W 9E2

Location:
Room 247
Parliament Buildings
Victoria BC V8V 1X4

- 2 -

The annual \$45 administration fee is not pro-rated and will not be reimbursed.

Thank you again for writing.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Stilwell". The signature is fluid and cursive, with the first letter of the last name being a large, stylized "S".

Michelle Stilwell
Minister

cc: Richard Lee, MLA, Burnaby North



ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

Item Number

Cliff Number

190698

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
8/26/2016	2725	190698		S.22 went to MLA Richard Lee's office wanting to keep bus pass until Dec/16 as in e "contract", and then wants to cancel it, so e can receive the \$52 to use on other modes of transport.

Approvals

Date Approved	User	Title
8/25/2016 11:35 AM	Keene, Jeff SDSI:EX	Item Approved.
8/25/2016 9:07 AM	Keene, Jeff SDSI:EX	Item NOT Approved.
8/22/2016 4:52 PM	Taylor, Sheila A SDSI:EX	Item Approved.
8/22/2016 3:16 PM	MacMillan, Karen SDSI:EX	Item Approved.
8/19/2016 10:42 AM	Harrington, Molly SDSI:EX	Item Approved.
8/18/2016 11:38 AM	Collins, Heather SDSI:EX	Item Approved.
8/17/2016 10:58 AM	Di Castri, Adriana SDSI:EX	Item Approved.

Comments

Comment Date	User	Title
8/25/2016 2:17 PM	Collins, Alison J SDSI:EX	MMS edit's document saved to K drive. Final printed & mailed, saved to K drive & uploaded into Cliff log. eFiled at CU.
8/26/2016 11:35 AM	Keene, Jeff SDSI:EX	revisions approved please send final
8/25/2016 12:16 PM	Di Castri, Adriana SDSI:EX	Revisions applied. To Jeff for MMS approval.
8/25/2016 11:36 AM	Harvey, Danielle SDSI:EX	Response revised as per MMS edits and forwarded to Ad for approval.
8/25/2016 10:39 AM	Collins, Alison J SDSI:EX	Rerouted to Writer for revision. Please see note from M.D.
8/25/2016 9:07 AM	Keene, Jeff SDSI:EX	Not approved. Please see MMS feedback.
8/23/2016 9:37 AM	Di Castri, Adriana SDSI:EX	Finalized. To Jeff for MMS approval.
8/23/2016 8:57 AM	D'Angis, Julie SDSI:EX	Approved by Deputy. CU to prepare/send final - JD
8/22/2016 4:52 PM	Taylor, Sheila A SDSI:EX	approved
8/19/2016 10:42 AM	Harrington, Molly SDSI:EX	approved MH
8/18/2016 11:38 AM	Collins, Heather SDSI:EX	Approved as A/IM. To Molly Harrington for review and approval.
8/17/2016 10:58 AM	Di Castri, Adriana SDSI:EX	Approved. To Heather as A/IM for review and approval.
8/17/2016 10:18 AM	Harvey, Danielle SDSI:EX	Response drafted from same wording used in 190613 (condensed approved bus pass wording). Forwarded to Ad for approval.
8/16/2016 3:26 PM	Collins, Alison J SDSI:EX	Writer for draft response using approved wording. Pls route through RPD for any additional wording that may be needed. "COA received" "Requests response by mail."

s.22

Path

Path Date	User	Title
8/26/2016 2:17 PM	Collins, Alison J SDSI:EX	Item completed with the reason Completed.
8/26/2016 11:35 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.
8/25/2016 12:16 PM	Di Castri, Adriana SDSI:EX	Item sent to Keene, Jeff.
8/25/2016 11:36 AM	Harvey, Danielle SDSI:EX	Item sent to Correspondence Manager.
8/25/2016 10:39 AM	Collins, Alison J SDSI:EX	Item sent to Correspondence Writer.
8/25/2016 9:07 AM	Keene, Jeff SDSI:EX	Item sent to Correspondence Coordinator.

8/23/2016 9:37 AM Di Castro, Adriana SDOI:EX
 8/23/2016 8:57 AM D'Argis, Julie SDOI:EX
 8/22/2016 4:52 PM Taylor, Sheila A SDOI:EX
 8/22/2016 3:16 PM MacMillan, Karen SDOI:EX
 8/19/2016 10:42 AM Harrington, Molly SDOI:EX
 8/18/2016 11:38 AM Collins, Heather SDOI:EX
 8/17/2016 10:58 AM Di Castro, Adriana SDOI:EX
 8/17/2016 10:18 AM Harvey, Danielle SDOI:EX
 8/16/2016 3:27 PM Collins, Alison J SDOI:EX
 8/16/2016 3:26 PM Collins, Alison J SDOI:EX

DocumentPath:

Upload Date	User
8/25/2016 9:05 AM	Keene, Jeff SDOI:EX
8/17/2016 9:34 AM	Harvey, Danielle SDOI:EX
8/16/2016 3:56 PM	Harvey, Danielle SDOI:EX
8/16/2016 3:27 PM	Collins, Alison J SDOI:EX

Item sent to Keene, Jeff.
 Item sent to Correspondence Manager.
 Item sent to D'Argis, Julie.
 Item sent to Taylor, Sheila.
 Item sent to MacMillan, Karen.
 Item sent to Harrington, Molly.
 Item sent to Collins, Heather.
 Item sent to Correspondence Manager.
 Item sent to Correspondence Writer.
 Item Created.

Title
Document [190698] S.22 MMS edits] Uploaded.
Document [190316 GCPE Bullets (Bus Pass)] Uploaded.
Document [Oralt Template] Uploaded.
Document [19069] S.22 Incoming 1] Uploaded.



For support, email iCollaborate@gov.bc.ca.

Draft - Persons with Disabilities rate increase and bus pass update

As part of Budget 2016, government is increasing the support allowance for PWDs receiving assistance by \$25 a month. The rate increase is effective September 1.

At the same time, PWDs on assistance will also receive a transportation support allowance. This allowance is provided either as \$52 added to their monthly cheque or as a bus pass.

On September 1, the \$45 bus pass administration fee is eliminated for PWDs. Their bus pass no longer expires on December 31 and clients no longer need to apply annually.

PWDs can switch at any time and receive the \$52 transportation support allowance instead of a bus pass, or vice-versa. To switch, people need to contact the ministry by the 5th day of the month before they want to change.

Here is some more detail for PWDs who may be in a range of situations:

- **Living in a facility and receiving comforts allowance** – comforts allowance for PWDs will increase from \$95 per month to \$120 per month, a \$25 increase, on September 1. PWDs will also receive the transportation support allowance. If they choose the cash payment instead of a bus pass, their total monthly payment will be \$172 (\$120 comforts plus \$52 transportation support).
- **Living in a room and board situation** – they will receive a \$25 support allowance increase and the \$52 transportation allowance. They can receive the money on their cheque or receive a bus pass.
- **PWD clients receiving other benefits** – As long as someone's income is below the new disability assistance rate (\$983.42 for a single individual), they will be eligible to apply for disability assistance. They will be eligible for a top up from the ministry if their application is approved. Their top up amount will never be less than the full amount of transportation support (\$52 cash or a bus pass). For example, if they receive \$950 per month in CPP-D, they will be eligible for the full amount of transportation support, which they can choose to receive as either \$52 cash or a bus pass. If their income from other sources is already above the new disability assistance rate (\$983.42 for a single individual), they are not eligible for disability assistance or transportation support.
- **Annual Earning Exemption** - If a PWD exceeds the Annual Earning Exemption, the ministry transitions them to Medical Services Only (MSO) coverage. During this time, people need to continue to submit their cheque stubs every month so the ministry can smoothly transition them back to regular disability assistance in the next calendar year. They will continue to receive transportation support while receiving MSO.
- **Transitioning to OAS/GIS** – When someone leaves PWD and starts receiving other benefits, such as OAS/GIS, they will receive MSO coverage through the ministry. They will continue to receive transportation support until the end of the calendar year.