



MINISTER'S TRANSITION BINDER

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

MINISTRY OVERVIEW

Ministry:

Ministry of Social Development and Social Innovation

Ministry Mandate:

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need a system of supports to help them achieve their social and economic independence and secure a better future. The ministry's key responsibilities include:

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

The ministry is guided by three key pieces of legislation: the Employment and Assistance Act, the Employment and Assistance for Persons with Disabilities Act, and the Community Living Authority Act.

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

The BC Employment and Assistance caseload is divided into two groups: temporary assistance for individuals who are unemployed or underemployed and disability assistance for individuals who have a disability designation. Both caseloads are impacted by the economy and changing demographics.

The ministry is committed to providing quality services that is consistent and responsive no matter where or how it is delivered. The public may access ministry services through traditional channels such as by phone, face-to-face, email, online and fax, and more recently by providing additional self-serve options. The diverse geography of the province and the needs of the people served have guided how the ministry develops its service delivery strategy.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

MINISTRY OVERVIEW

Individuals who disagree with a ministry decision regarding their eligibility to receive assistance can appeal to the Employment and Assistance Appeal Tribunal, an independent, quasi-judicial body that provides an independent and accessible appeal process.

The Minister is responsible for Community Living BC (CLBC). As part of the responsibility for adults with developmental disabilities, CLBC is accountable to the legislature through the ministry. CLBC is a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families. The Ministry funds CLBC, sets and communicates government's mandate, establishes key policy and priority direction, and oversees performance.

The ministry is also the lead for Accessibility 2024, a 10 year action plan to make B.C. the most accessible province in Canada for people living with disabilities. Accessibility 2024 includes cross-government commitments and partnerships with business and the disability communities that will help improve accessibility in B.C. for people with disabilities.

Budget:

\$2.981B

Full Time Equivalents (FTEs):

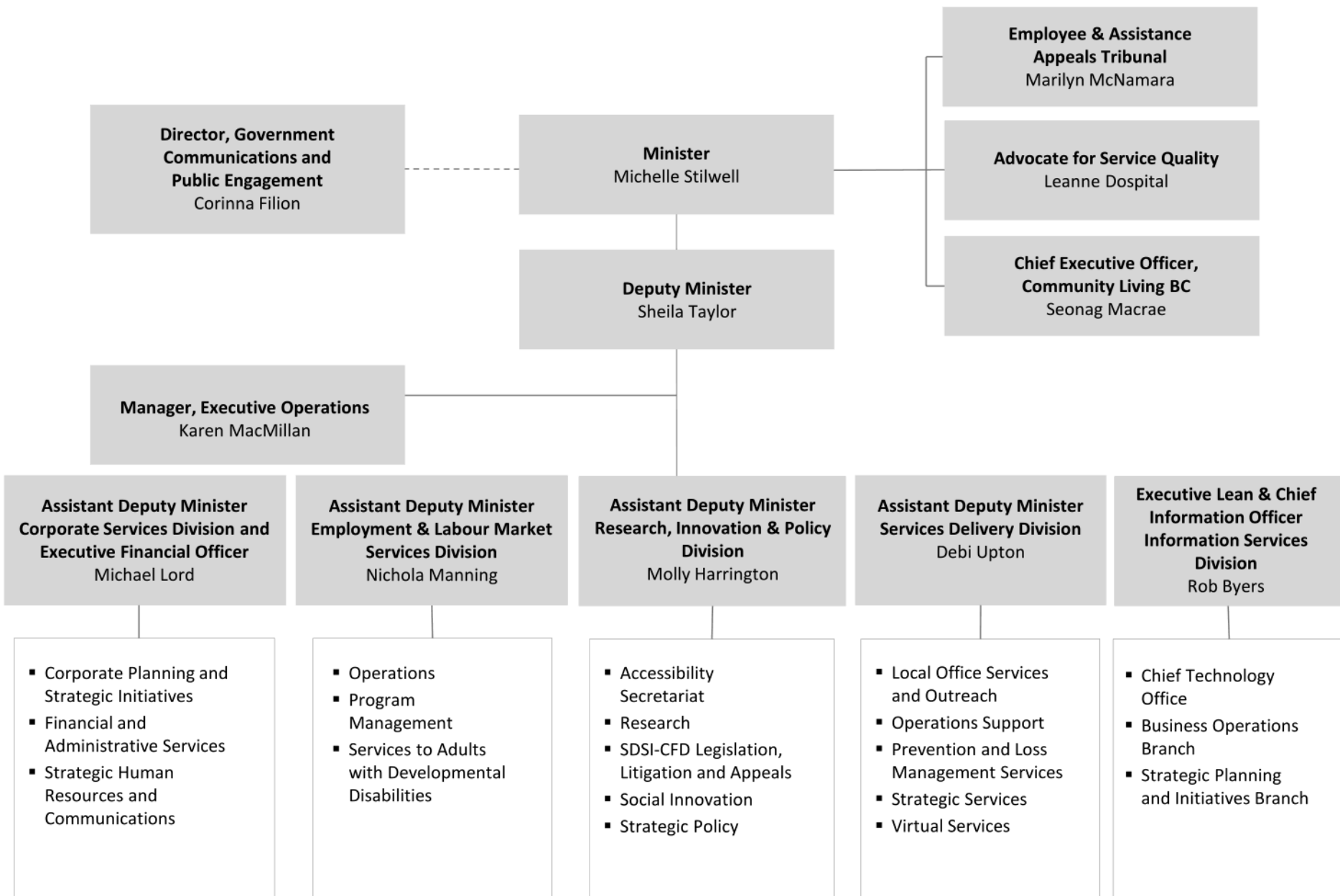
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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

MINISTRY OVERVIEW

Organizational Chart:





MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION EXECUTIVE MEMBER BIOGRAPHY

**Sheila A. Taylor, Deputy Minister
Ministry of Social Development and Social Innovation**



Sheila Taylor was appointed Deputy Minister of the Ministry of Social Development and Social Innovation on June 10, 2013.

Sheila has been with the BC Public Service since 1986 and has held a number of senior executive and management roles. Prior to her current appointment, Sheila was the Associate Deputy Minister and Chief Operating Officer for the Ministry of Finance where she also had responsibility for the Crown Agency Resource Office and Crown Agency review process. Other executive roles held over the years include: Assistant Deputy Minister, Medical Services with the Ministry of Health; Assistant Deputy Minister, Finance and Management Services with the Ministry of Transportation; Executive Financial Officer and Corporate Secretary for the B.C. Transportation Financing Authority; A/Executive Financial Officer and Senior Financial Officer for the Ministries of Water, Land and Air Protection and Sustainable Resource Management; and various director and manager positions with the Ministry of Finance and Ministry of Transportation.

Sheila has served on a number of major project capital boards, as a trustee on the Municipal Pension Plan Board, as a member on the Forensic Psychiatric Services Commission and is currently Deputy Chair of the Medical Services Commission.

Sheila holds a Bachelor of Science degree in Business Administration (Finance).

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION EXECUTIVE MEMBER BIOGRAPHY

Debi Upton, Assistant Deputy Minister Service Delivery Division



Debi Upton was appointed Assistant Deputy Minister, Service Delivery Division, in March 2016.

Prior to that, Debi was Assistant Deputy Minister, Hiring and Service Operations Division, in the BC Public Service Agency.

Debi brings a wealth of experience to the Service Delivery Division; she spent 23 years of her career in various roles here at this Ministry. She has successfully implemented strategic changes to service delivery models to improve client service and introduced modern technology service options. Debi is a versatile leader known for strong entrepreneurial and innovative thinking. She is also known for leading high performing teams. She has a sincere interest in employee engagement and believes strongly in supporting staff and focusing on the continuous improvement of service delivery to better support clients.

Debi holds a Diploma in Public Sector Management from the University of Victoria, is a graduate of the Executive Leadership Program from The Niagara Institute, and has completed the Executive Leadership Program at Royal Roads University.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

EXECUTIVE MEMBER BIOGRAPHY

**Michael Lord, Assistant Deputy Minister and Executive Financial Officer
Corporate Services Division**



In his role as Assistant Deputy Minister, Corporate Services Division and Executive Financial Officer, Michael is responsible for corporate planning, human resources, internal communications, and IT services as well as the ministry's budget and financial services.

Michael has a background in economics, political science and accounting. He began his career articling with an accounting firm, primarily working with First Nations and municipal governments. Keen to expand the scope of his enquiry, he moved to Victoria to complete his designation as a Chartered Accountant. Michael first joined the Public Service in 2005, with the Ministry of Finance, where he worked with ministries conducting program reviews. After a brief period with the Ministry of Health, where he oversaw the financial analysis of the Health Authorities, he returned to Finance to continue working with ministries leading a variety of governance and accountability projects, reporting to Treasury Board.

Michael joined the Natural Resource Sector (NRS) in 2010, spending more than half his time working as Executive Director and Chief Financial Officer. During this time, Michael made significant contributions including working on the Climate Leadership Plan, delivering the wind-down of the Pacific Carbon Trust, and helping to secure the purchase of private properties on Quadra Island for the purpose of park land. Michael was a highly valued contributor to the CSNR executive team and worked hard to build solid relationships with partners and central agencies. Additionally, whether flipping burgers during Public Service Week or getting drenched in the dunk tank for the Provincial Employee Community Services Fund campaign, Michael helped to create a positive work environment.

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION EXECUTIVE MEMBER BIOGRAPHY

**Molly Harrington, Assistant Deputy Minister
Research, Innovation and Policy Division**



Molly Harrington has worked for the British Columbia public service since 1994 and has been with the Research, Innovation and Policy Division as Assistant Deputy Minister of the Ministry of Social Development and Social Innovation since September 2008. She is responsible for government's income and disability assistance policy, Accessibility 2024 and government's Social Innovation agenda. She holds a B.A. in economics and history from the University of Toronto and an M.A. in planning from the University of British Columbia and a Graduate Diploma in Social Innovation from the University of Waterloo.

Molly commenced her government service with Small Business, Tourism and Culture, working on economic mitigation strategies; then moved to Forest Renewal BC, working with community, employment and business development programs with local government and first nation communities; and on to be a part of the Treaty Negotiations Office, she worked as both a negotiator and as Director of the Treaty Implementation and Legislation Branch. Molly operated as the CEO and ADM of the Crown Agencies Secretariat within the Ministry of Finance from 2005 to 2008 overseeing government's portfolio of crown corporations and developed the Crown Agency Governance system that allowed devolution of oversight from the Ministry of Finance to individual ministries.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION EXECUTIVE MEMBER BIOGRAPHY

Nichola Manning, Assistant Deputy Minister Employment and Labour Market Services Division



Nichola joined the ministry in September 2013 as Assistant Deputy Minister of the Employment of Labour Market Services Division (ELMSD). The division is responsible for the development, management, and evaluation of a diverse array of employment programs and services, designed to assist clients with finding and sustaining employment.

Nichola's previous position was in the Ministry of Health where she held the position of Assistant Deputy Minister of the Medical Services and Health Human Resources Division. Nichola was responsible for the Medical Services Program, physician human resource policy, negotiations and issues management, primary health care redesign, health-sector human resource planning, post-graduate medical education, and oversight of the provincial blood and laboratory services. Prior to that, she held a variety of Executive Director and Director positions in the Ministry of Health.

Nichola has a Masters degree in public administration from the University of Victoria.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION EXECUTIVE MEMBER BIOGRAPHY

Rob Byers, Executive Lead Information Services Division



Rob has been with the Provincial government since 1992. Rob's public sector career began with the Ministry of Health (Vital Statistics Agency) before moving to the Social Sector in the early 2000's. He has held a variety of senior leadership positions within the Ministry of Social Development and Social Innovation (SDSI) and was responsible for the business alignment function within the final phase of the ICM Project. Rob joined Information Services Division (ISD) in February 2014.

As Executive Lead, Rob oversees the Information Services Division which provides strong information management and information technology resource planning. He is responsible for Information Technology (IT) solutions that enable the business strategies within the Ministries of Children and Family Development and Social Development and Social Innovation. His role oversees the development of the social sector's IT strategy and architecture, the alignment of IT with business strategies, internal and external IT sourcing and the development of an IT governance framework that defines the working relationships and sharing of information and technology components among various business areas in the social sector.

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Social Development and Social Innovation Strategic Agenda 2017/18

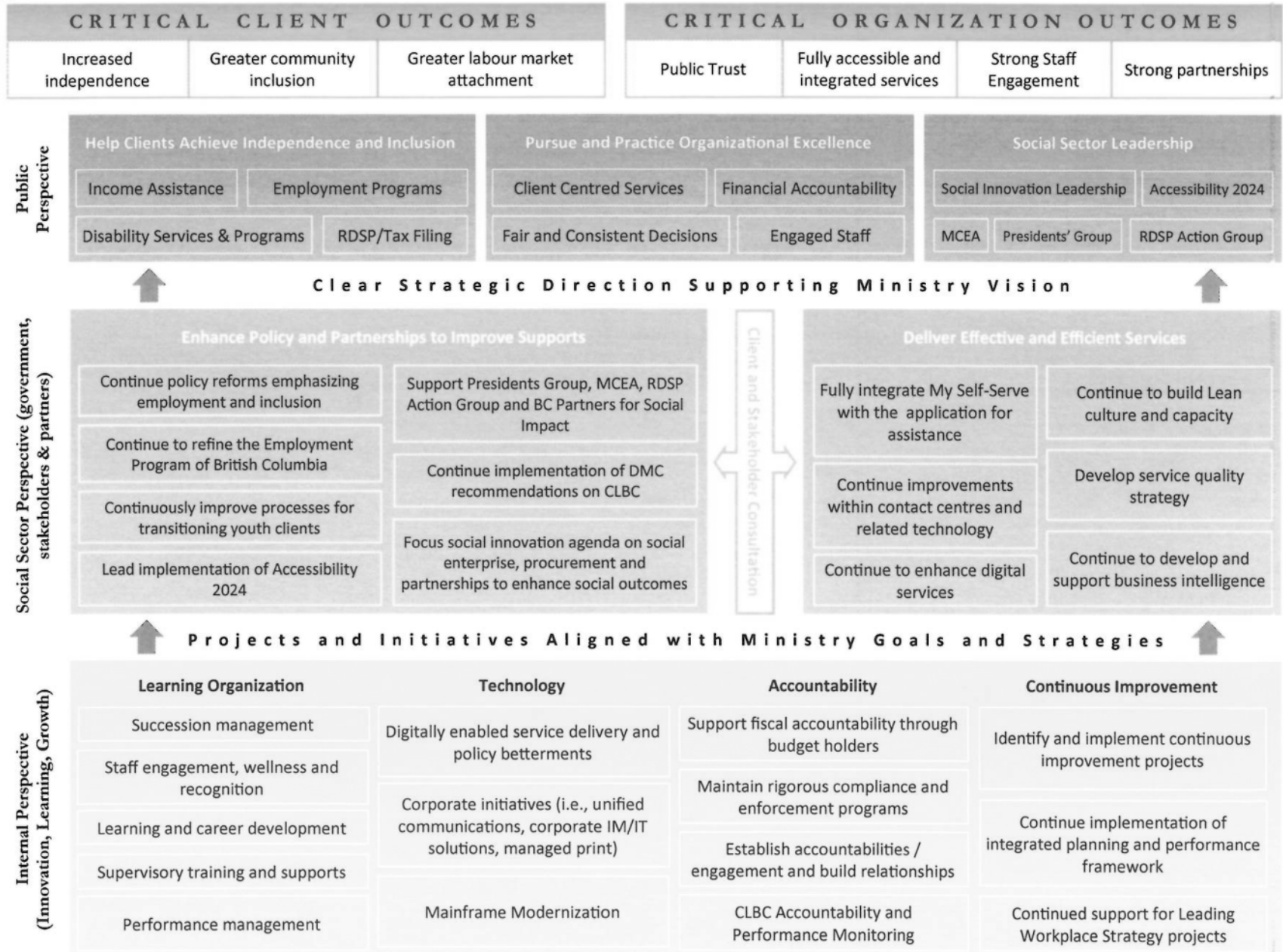
MINISTRY VISION

We make a difference in the lives of British Columbians trying to overcome social and economic barriers:

- 1) by believing in their ability to realize their full potential and make meaningful contributions to their community; and
- 2) by providing access to services to help them achieve their goals.

CRITICAL GOALS TO ACHIEVE OUR VISION

1. Every client will experience consistent and responsive service, no matter where or how it is delivered
2. Our clients are encouraged to achieve a greater degree of independence and community involvement
3. Our employees are motivated because they make a difference and contribute to a positive work environment
4. Through sound decision making, engagement, excellent financial management and transparent accountability practices, the ministry has earned the public's trust and confidence



CLBC—Community Living BC; DMC—Deputy Minister's Council; IM/IT—Information Management/Information Technology; MCEA—Minister's Council on Employment and Accessibility; RDSP—Registered Disability Savings Plan

May, 2017

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION LEGISLATIVE PRIORITIES

Priorities:

No legislative priorities at this time

**Ministry of
Social Development and Social Innovation**

**2017/18 – 2019/20
SERVICE PLAN**

February 2017



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

Ministry of Social Development and Social Innovation:

PO BOX 9933
STN PROV GOVT
VICTORIA, B.C.
V8W 9R2

or visit our website at
www.gov.bc.ca/sdsi/

Published by the Ministry of Social Development and Social Innovation

Minister Accountability Statement



The Ministry of Social Development and Social Innovation 2017/18 - 2019/20 Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in black ink, appearing to read 'M Stilwell'.

Honourable Michelle Stilwell
Minister of Social Development and Social Innovation
February 7, 2017

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Purpose of the Ministry

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

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

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

Strategic Direction and Context

Strategic Direction

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

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

Strategic Context

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

The BC Employment and Assistance (BCEA) caseload is divided into two groups: temporary assistance for individuals who are unemployed or underemployed and disability assistance for individuals who have a disability designation. Both caseloads are impacted by the economy and changing demographics. The temporary assistance caseload levelled off in 2016/17, a trend that is expected to continue, reflecting labour market adjustments, a weak Alberta economy and net in-migration to B.C. Demographic shifts resulting from longer life expectancies and an aging population have resulted in continued growth in the disability assistance caseload.

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

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

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

Demographic

British Columbia's population aged 19 to 64 is expected to increase by 80,000 (2.8 percent) by 2020.¹ At the same time, the population is getting older. Over the same period, the population aged 19 to 24 is projected to decline by 9.2 percent while the population between the ages of 55 to 64 is projected to increase by 5.6 percent. A rise in the population increases the pool of potential BCEA clients. In addition, people are more likely to develop a disability as they age increasing the incidence of persons with disabilities.

Economic

The Economic Forecast Council (EFC) expects British Columbia's real GDP to grow by 2.3 per cent in 2017 and 2.2 per cent in 2018. Meanwhile for Canada, the EFC projects national real GDP growth of 1.9 per cent in 2017 and 2.0 per cent in 2018. As such, B.C.'s economic growth is expected to outperform Canada in the coming years. Downside risks to B.C.'s economic outlook include the potential for a slowdown in North American economic activity, ongoing fragility in Europe, slower than anticipated Asian demand (particularly in China), and uncertainty in the outlook for the Canadian dollar.

Goals, Objectives, Strategies and Performance Measures

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

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

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

Strategies

- Provide clients with timely supports for which they are eligible.

¹ Population Projections, BC Stats.

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

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

Strategies

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

Performance Measure 1: Percentage of ministry decisions confirmed on appeal

Performance Measure	Baseline	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Percentage of decisions confirmed on appeal	90%*	90%	90%	90%	90%

Data Source: *Average of percentages reported in the Employment and Appeals Tribunal Annual Reports 2011/12-2015/16

Discussion

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

Performance Measure 2: Clients who register for My Self-Serve

Performance Measure	2015/16 Actual	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Clients Registering for My Self-Serve	28,000	35,000	40,000	45,000	50,000

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

Discussion

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

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

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

Strategies

- Support people to work by ensuring ministry programs and initiatives reduce unnecessary dependency on income assistance.
- Work with other government ministries to provide those on income assistance with targeted services and supports that secure employment and independence.
- Consider individual client needs in delivering employment programs and services.

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

Performance Measure	2015/16 Actual	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Employment-obligated clients as a percentage of the population aged 19-64	1.1%	1.1%	1.1%	1.1%	1.1%

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

Discussion

This measure tracks employable individuals who receive temporary assistance as a percentage of B.C.'s working age population between the ages of 19 and 64. These individuals must participate in employment-related activities for the purpose of achieving financial independence. In line with Goal 3, a decline in the measure indicates greater independence from temporary assistance among working age British Columbians. The ministry has revised this measure to include employment-obligated clients who may have a medical condition that would require an extended period of time for them to find employment. The employable caseload is sensitive to the state of the labour market, so any weakness in the labour market in 2016 and 2017 from a potential slow down in the economy would put pressure on the caseload. Additionally, a prolonged downturn in the Alberta economy could result in more people moving to B.C., which would put further pressure on the income assistance caseload.

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

Performance Measure	2015/16 Estimate	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Median length of time clients with employment obligations receive assistance	7.6	7.6	7.5	7.5	7.4

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

Discussion

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

can rise if economic opportunities are limited or because new clients have more barriers to employment.

Objective 2.2: Ensure effectiveness of the Employment Program of BC

Strategies

- Reduce barriers and provide employment service and supports to all clients including Persons with Disabilities, Immigrants, Aboriginal people and other client inclusion groups, so they move towards independence and self-reliance.
- Work collaboratively with partner ministries through the Labour Market Priorities Board to ensure ministry employment programs and supports are aligned with the priorities of the BC Jobs Plan and the Skills for Jobs Blueprint.
- Create opportunities for partnerships and innovation at the community and employer level.

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

Performance Measure	2015/16 Actual	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Percentage of Employment Program of BC case-managed clients who achieve employment	50%	51%	53%	55%	55%

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

Discussion

This performance measure reflects the percentage of case-managed Employment Program of BC clients who achieved employment. The ministry serves clients in all regions of the province at 84 Employment Service Centre storefronts, providing a wide range of services and supports tailored to the unique needs of each individual. Enhancements to program practices in recent years have continued to have a positive impact on the number of clients achieving employment. As a result, the ministry expects increasingly stronger employment outcomes as reflected by the future targets.

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

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

Strategies

- Provide adults with disabilities access to responsive services to support them in participating as full citizens and in achieving improved outcomes consistent with the goals outlined in Accessibility 2024.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Monitor and support the transition process for youth with special needs who are entering adulthood to ensure they access the ministry's disability assistance program and the adult community living services offered through Community Living BC.

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

Strategies

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

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

Performance Measure	2015/16 Actual	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Total amount of exempted earnings received by Persons with Disabilities cases	\$90 million	\$92 million	\$94 million	\$96 million	\$97 million

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

Discussion

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

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

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

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

Strategies

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

- Facilitate, develop and implement social finance tools to create new opportunities for innovation.

Discussion

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

Resource Summary

Core Business Area*	2016/17 Restated Estimates ¹	2017/18 Estimates	2018/19 Plan	2019/20 Plan
Operating Expenses (\$000)				
Income Assistance	1,815,138	1,999,140	2,020,329	2,026,422
Employment	29,000	29,014	29,014	29,014
Community Living Services	881,781	940,619	976,751	987,751
Employment and Assistance Appeal Tribunal	1,796	1,797	1,800	1,800
Executive and Support Services	10,487	10,503	10,588	10,588
Total	2,738,202	2,981,073	3,038,482	3,055,575
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Executive and Support Services	4,034	4,228	3,200	200
Total	4,034	4,228	3,200	200

For comparative purposes, amounts shown for 2016/17 have been restated to be consistent with the presentation of the 2017/18 Estimates.

*Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates.](#)

Appendices

Appendix A: Ministry Contact Information

Employment and Income Assistance

The ministry has 48 Employment and Income Assistance offices and 35 partnerships with Service BC locations throughout British Columbia. To find the office that provides services for a specific community, go to <http://www.eia.gov.bc.ca/contacts/offices.html>, or contact the ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

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

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

Employment and Labour Market Services

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

**Ministry of Social Development
and
Social Innovation**

**2015/16
ANNUAL SERVICE PLAN REPORT**



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

Ministry of Social Development and Social Innovation

PO BOX 9933
STN PROV GOV'T
VICTORIA, BC
V8W 9R2

or visit our website at

www.gov.bc.ca/sd

Minister's Message and Accountability Statement



I am pleased to present The Ministry of Social Development and Social Innovation Annual Service Plan Report which provides a summary of our performance and highlights of our achievements.

Over the last year, the ministry has moved forward on significant policy reforms that support our mandate to help people find a path towards greater social and economic independence.

We have increased asset limits for people on disability assistance, made changes to the disability assistance application process, announced an increase to disability assistance rates and launched the Single Parent Employment Initiative, a program that helps single parents on income or disability assistance secure employment opportunities. As of March 31,

2016, more than 2,400 single parents have accessed the program and we look forward to seeing those numbers grow.

In total, we have invested \$2.6 billion last year on a system of integrated programs and services that range from financial assistance and supports for those who are unemployed or unable to work to services that help people achieve their employment goals.

All British Columbians should have the opportunity to participate in their communities, find employment, and build a meaningful life. I am proud to lead a ministry dedicated to achieving that vision.

The Ministry of Social Development and Social Innovation Annual Service Plan Report compares the ministry's actual results to the expected results identified in the *2015/16 – 2017/18 Service Plan* in accordance with the Budget Transparency and Accountability Act. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to read 'M Stilwell'. The signature is stylized with a large 'M' and a cursive 'Stilwell'.

Honourable Michelle Stilwell
Minister of Social Development and Social Innovation
June 17, 2016

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Purpose of the Ministry

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

Strategic Direction and Context

Strategic Direction

Strategic direction is derived from the ministry's legislative framework and Government's corporate plans and priorities. The ministry is guided by three key pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, and the *Community Living Authority Act*. Government's priorities for the ministry are outlined in the Minister's Mandate Letter and emphasize job creation, ensuring a secure tomorrow and finding better ways to improve the lives of British Columbians living with a disability.

Strategic Context

Clients and their families as well as advocates and service providers are critical stakeholders in determining the direction of the ministry; consultations over the past year with these groups have led to improvements in both service quality and policies.

Changes to the ministries service delivery function to provide a standardized provincial model enhance client access to ministry services through integrated contact centres with new technology and enables more self-service delivery functionality.

The ministry has also initiated policy changes, including income tax exemptions and improvements to help single parents and families with children find employment and achieve financial independence.

The ministry's activities are influenced by the external environment; this includes changing demographics, new technologies and the economy. British Columbia's real GDP increased by 3.0 per cent in 2015 (according to preliminary GDP by industry data from Statistics Canada), following growth of 2.9 per cent in 2014. Employment in BC grew by 1.2 per cent in 2015, an improvement from the 0.6 per cent growth rate observed the year before. Solid retail sales growth was supported by steady employment growth, increased tourism and a relatively high level of interprovincial migration to the province. Employment and population gains also benefitted BC's housing market. Meanwhile, unbalanced global demand and declining commodity prices took a toll on BC exports and manufacturing shipments in 2015. Going forward, downside risks to British Columbia's economy include the potential for a slowdown in North American activity, ongoing fragility in Europe, and

slower than anticipated Asian demand, particularly from China. Additional risks include uncertainty in the outlook for the Canadian dollar and weak inflation.

Report on Performance

The ministry operates in accordance with *Budget Transparency and Accountability Act* and the *Taxpayer Accountability Principles*, ensuring continuous support of a balanced provincial budget, prudent and accountable fiscal practices, transparency and providing quality services for clients.

The ministry made significant progress on delivering the priorities identified in the Minister's Mandate Letter, demonstrating fiscal accountability while providing increasingly effective and accessible services to our clients and improved services for Persons with Disabilities. Highlights include:

- Improving supports for families on income assistance by exempting Family Maintenance child support payments
- Assisting single parents on income and disability assistance gain independence through employment by launching the Single Parent Employment Initiative
- Improving supports for British Columbians receiving disability assistance by increasing asset limits and passing legislation to streamline the application process for some new applicants
- Providing \$3 million annually over the next three years to deliver the new Technology@Work program to support people with disabilities who need assistive technology for employment
- Completing five new service integrations with Service BC and opening the first urban office with Service BC in Victoria
- Launching the 'How to Start and Manage a Registered Disability Savings Plan in B.C.' guide for people with disabilities
- Launching Social Impact Purchasing guidelines to help ensure that the ministry's purchasing and procurement activities consider the social and environmental impacts of the dollars we spend along with value for money

The Ministry and Community Living British Columbia (CLBC) have developed an accountability framework supported by a performance framework and engagement strategy, incorporating the Taxpayer Accountability Principles to ensure that budget targets are met and that funds are being directed to meet client needs in the most effective way.

Goals, Objectives, Strategies and Performance Results

The ministry is continuously looking at new and innovative ways to enhance services and programs for clients. While this year has included several achievements, the ministry remains committed to continuous improvement through the use of Lean and through consultation with clients, stakeholders and the broader community. In addition, the ministry continues to strengthen its performance measurement framework. This work includes the development of new performance measures for Goal 1 and the revision of a performance measure for Goal 3 that have been captured in the Ministry 2016/17 – 2018/19 Service Plan to effectively report on the ministry's alignment with government's strategic agenda and direction.

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

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

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

Strategies

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

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

Strategies

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

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

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

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

Strategies

- Support people to work by ensuring ministry programs and initiatives reduce unnecessary dependency on income assistance.

- Work with the Ministry of Children and Family Development to identify opportunities that will provide single parents with enhanced services and supports that secure employment and independence.
- Consider individual client needs in delivering employment programs and services.

Performance Measure 1: Expected to Work caseload as a percentage of the population aged 19-64.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Expected to Work caseload as a percentage of the population aged 19-64	1.1%	1.0%	1.0%	1.1%	1.0%	1.0%

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

Discussion

Clients who are considered employable and are deemed “expected to work” must participate in employment-related activities to achieve financial independence. This measure tracks the percent of British Columbia’s working-age population receiving temporary assistance with employment-related obligations.

When the Alberta economy was booming, there was an increase in workers leaving BC for Alberta. With the deterioration of the Alberta economy, net migration from Alberta has been on the rise as unemployed workers return to BC. The ministry has begun to see this in the caseload with increases in out-of-province cases starting assistance. As a result, the employable caseload grew in 2015/16 resulting in an increase in the percent of the population on the expected to work caseload.

The baseline for this performance measure has shifted since the release of the 2014/15 to 2016/17 Service Plan due to retroactive revisions to the population numbers from BC Stats. As a result, the base population used in the calculation for the performance measure changes each year which can result in a change in the measure. To allow for comparability over time the ministry revises the measure for all years.

Performance Measure 2: Median length of time clients who have employment obligations receive Income Assistance.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2015/16 Estimate	2016/17 Target	2017/18 Target
Median length of time clients with employment obligations receive assistance (months)	6.9	7.6	6.8	6.8	7.5	7.5

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

Discussion

Median durations measure the number of months it takes for half of new starting employment obligated cases¹ to stop receiving assistance. High durations signify new employment obligated cases are having more difficulty becoming independent and are at greater risk of becoming a long-term client. Durations on assistance can rise if economic opportunities are limited or because new clients have more barriers to employment.

Since median durations measure the number of months it takes for half of a cohort of new employment-obligated clients to stop receiving assistance, the measure looks forward. The reporting lag means the actual figure for 2015/16 is not available for the date of this report, therefore an estimate is provided.

Based on the estimate, the ministry expects to meet its target and will report actual results in next year's Annual Service Plan Report.

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

Strategies

- Reduce barriers and provide employment service and supports to all clients including Persons with Disabilities, immigrants, Aboriginal people and other specialized populations, so they move towards independence and self-reliance.
- Work collaboratively with partner ministries through the Labour Market Priorities Board to ensure ministry employment programs and supports align with the priorities of the BC Jobs Plan and the Skill's for Jobs Blueprint.
- Create opportunities for partnerships and innovation at the community and employer level.

¹ A new starting employment obligated case is defined as a case with employment obligations (i.e., Expected-to-Work or Expected-to-Work Medical Condition) that begins receiving income assistance and has not been in receipt of assistance in the previous 12 months.

Performance Measure 3: Percent of Employment Program of BC clients obtaining employment.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percent of Employment Program of BC case-managed clients who achieve employment	34%	42%	41%	50%	51%	53%

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

Discussion

This performance measure reflects the percentage of case-managed Employment Program of BC clients obtaining jobs. The 2015/16 outcome rate increased to 50%, surpassing the 41% target. This result reflects the ongoing efforts by the ministry and case managers to support clients to move to employment as well as the overall state of the British Columbia's labour market. Based on the existing trend, new targets have been set for future years in the Ministry 2016/17 Service Plan.

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

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

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

Strategies

- Provide adults with disabilities access to responsive services to support them to participate as full citizens and have improved outcomes consistent with the goals outlined in Accessibility 2024.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Monitor and support the transition process for special needs youth who are entering adulthood to ensure they access the Ministry's disability assistance program as well as adult community living services offered through Community Living BC.

Objective 3.2: Engage British Columbians across sectors to enhance community inclusion for Persons with Disabilities.

Strategies

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

Performance Measure 4: Percent of Persons with Disabilities with declared earnings.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percent of Persons with Disabilities with declared earnings	15.6%	16.2%	16.3%	14.5%	N/A	N/A

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

Discussion

The ministry provides incentives, supports, and programs to Persons with Disabilities to work, including earnings exemptions and employment programs, for them to increase their self-reliance, participate in their communities and build skills and experience that may lead to employment.

This measure was established to track the percentage of Persons with Disabilities with declared earnings. The ministry has replaced monthly earnings exemptions with the Annualized Earnings Exemption (AEE) for all ministry clients receiving assistance. The AEE provides greater flexibility in calculating earnings exemptions to help individuals receiving disability assistance who are able to work and take advantage of employment opportunities to keep more of their earnings.

The ministry has retired this performance measure and replaced it with a more informative measure in the 2016/17 Service Plan that reports on the total amount of exempted earnings received by Persons with Disability cases.

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

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

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

Strategies

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

Performance Measures: Impact of Social Enterprise in British Columbia

Government involvement in the fast growing social innovation sector is relatively new. The ministry is supporting this growth through a series of initiatives and is developing complementary baseline measures to gauge and monitor success. This includes quantifying the number of social enterprises in British Columbia as well as developing metrics to calculate the impact of new finance tools such as contract policies. The ministry is also exploring options for evaluating public knowledge and support for social innovation and social enterprises.

Discussion

The ministry launched Social Impact Purchasing Guidelines in March 2015 as an initiative to support growth in the social innovation sector. These guidelines require ministry staff to consider social value, in addition to financial value, when procuring goods and services. In February 2016, the ministry conducted its first formal procurement process incorporating social impact criteria – an Invitation to Quote (ITQ) for security services for ministry offices on Vancouver Island, in the Interior and in Northern BC. Demonstrating social impact was a mandatory requirement of the ITQ, and the successful proponents identified a variety of impacts, including environmentally sustainable business practices and working with local agencies to hire people with barriers to employment.

The ministry also engaged in a number of activities to support the growth of the province's social enterprise sector. May 2015 was proclaimed the second annual Social Enterprise Month in British Columbia to celebrate B.C. social enterprises and the contributions they make to the strength and resilience of our communities. May 20, 2015 was also proclaimed Aboriginal Social Enterprise Day in recognition of the long history of social enterprise in Aboriginal communities and their contribution to improving socio-economic outcomes for Aboriginal People.

Financial Report

Discussion of Results

For 2015/16, the ministry met the financial targets set out by the Ministry of Finance. The majority of the ministry's budget supported Income Assistance which totalled \$1.77 billion in 2015/16, in the following four categories:

- \$346 million for Temporary Assistance;
- \$983 million for Disability Assistance;
- \$298 million for supplementary assistance which includes supplements for low income seniors, travel assistance and dental and optical care; and,
- \$138 million for program management.

Funding for employment programs is partially provided by the federal government through the Labour Market Development Agreement. Federal contributions in 2015/16 totaled \$300 million while the province allocated \$24 million for employment programs and services. Services to adults with developmental disabilities are provided by the ministry's service delivery crown agency, Community Living BC and the Ministry's 'Services to Adults with Developmental Disabilities Program', which was allocated close to \$837 million. In line with government's goal of prudent fiscal management, expenditures for executive and support services were limited to \$8.8 million.

Outlook for the Coming Year

Changes to the economic environment have an impact on ministry caseloads. Expected improvement to the economy and labour market conditions are offset by continued deterioration of the Alberta economy as unemployed workers return to BC. The result is a modest forecasted increase to the Temporary Assistance caseload. Growth in the Disability Assistance caseload will continue as the result of demographic shifts, in particular the aging of the province's population. Demand for services is also forecasted to grow for Community Living BC. As the primary funder, the ministry will be working closely with Community Living BC to ensure strategies are in place to manage these demands.

Financial Report Summary Table

	Estimated ¹	Other Authorizations	Total Estimated	Actual	Variance ²
Operating Expenses ('000)					
Income Assistance³	1,713,937	23,281	1,737,218	1,745,207	7,989
Employment⁴	30,000		30,000	23,970	-6,030
Community Living Services⁵	837,447		837,447	837,447	0
Employment and Assistance Appeal Tribunal	1,756		1,756	1,400	-356
Executive and Support Services	10,435		10,435	8,832	-1,603
Sub-Total	2,593,575	23,281	2,616,856	2,616,856	0
Adjustment of Prior Year Accrual				-119	-119
Total	2,593,575	23,281	2,616,856	2,616,737	-119
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Executive and Support Services	2,938		2,938	340	-2,598
Total	2,938	0	2,938	340	-2,598

1. Income Assistance and Executive Support Services are restated to reflect an internal transfer.
2. Variance represents "Actual" minus "Total Estimates". If "Actual" is greater than "Total Estimates" the variance will be positive.
3. Other Authorizations' refers to contingency access which was used to offset caseload pressures.
4. Reflects BC Employment Program costs, net of federal recoveries. Total spending was \$324 million, which included \$24 million provincial and \$300 million recovered federally.
5. Includes direct transfers to Community Living British Columbia (CLBC) and the Ministry's program 'Services to Adults with Developmental Disabilities' (\$3.1M).

Appendix A: Contact Information and Hyperlinks

Contact Information

Employment and Income Assistance

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

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

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

Employment and Labour Market Services

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

Appendix B: List of Crowns, Agencies, Boards and Commissions

The ministry is responsible for Community Living BC, a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families in the province, providing oversight on the agencies operational and financial accountability frameworks. Information on CLBC programs and services can be found [here](#).

Appendix C – Minister’s Mandate and Actions Summary

In the Premier’s annual Mandate Letter to the Minister dated June 10, 2014, the Minister of Social Development and Social Innovation received direction on strategic priorities for the 2015/16 fiscal year. These priorities and the ministry’s resulting actions are summarized below:

Mandate Letter Direction	Ministry’s Action
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.	<ul style="list-style-type: none"> • Budget targets were met • Monthly budget forecasting, monitoring and reporting
2. Consider the findings of the disabilities public consultation process and make recommendations to Cabinet on ways to improve the lives of British Columbians living with a disability.	<ul style="list-style-type: none"> • Review and analysis of public consultation results • Released the Disability Consultation Report: Moving Together Toward an Accessible BC • *Released Accessibility 2024 – 10 Year Action Plan
3. Host a provincial summit on disabilities in June 2014.	<ul style="list-style-type: none"> • Summit held on June 16, in Vancouver with 300 representatives from the disability, government and business community
4. Ensure funding increases provided to CLBC in Balanced Budget 2014 are managed efficiently and report back to cabinet on how the resources were allocated.	<ul style="list-style-type: none"> • Developed and signed an Accountability Framework with CLBC that articulates roles, responsibilities and reporting requirements • Monthly meetings between SDSI and CLBC Executive to review reports and deliverables
5. Manage the budget of CLBC to ensure both fiscal discipline and maximum service delivery to individuals.	<ul style="list-style-type: none"> • CIBC issued Mandate Letter and Budget Letter • CLBC met budget target and ensured more than 93% of budget funding was for service delivery
6. Work with the Ministry of Technology, Innovation and Citizens’ Services and the Ministry of Children and Family Development to fully implement the new Integrated Case Management system by December 31, 2014.	<ul style="list-style-type: none"> • The Integrated Case Management system was completed in November 2014
7. Continue broad outreach in the business and not-for profit community to increase employment opportunities for unemployed British Columbians.	<ul style="list-style-type: none"> • Continue to leverage the Employment Program of BC to support unemployed individuals to move to employment and to address labour market gaps • Work in partnership with other agencies, such as Ministry of Jobs, to reach employers and community-serving organizations to increase the level of awareness about program

	services and funding (available through the Community and employer Partnership Fund)
8. Work with the BladeRunners program to ensure program participants are aware of and can participate in the LNG opportunity.	<ul style="list-style-type: none"> • WorkBC Employment Service Centres, a key employment resource in communities, works to identify and refer appropriate clients to the BladeRunners program as a mechanism to help clients achieve their employment goals
9. Continue to grow and support the Social Innovation sector in our province.	<ul style="list-style-type: none"> • Develop and implement a three-year Social Innovation Strategy for BC that includes the development of a social impact purchasing strategy and the launch of a BC online social innovation hub/community to showcase social innovation activity and connect stakeholders with resources and with each other
10. Report back to Cabinet on the impact of the Community Contribution Company this innovation is having in fostering new social enterprise in British Columbia.	<ul style="list-style-type: none"> • Development of a Cabinet Submission in partnership with the Ministry of Finance on Community Contribution Company's including any recommendations to enhance the development of this sector
11. Work with the Ministry of Children and Family Development to provide options to Cabinet that will ensure barriers are removed for single mothers looking to develop their skills to secure long-term employment.	<ul style="list-style-type: none"> • Implemented the Single Parent Employment Initiative which assists parents on income and disability assistance gain independence through employment

* Highlights to "Report on Performance", page 6.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

OUTSTANDING REPORTS & ISSUES NOTE

Outstanding reports:

The ministry's 2016 Client Service Satisfaction Survey ran Feb 22 to April 8, 2016. As with the 2014 baseline survey, this survey was open to all BCEA clients receiving ministry services. Respondents were asked to rate their satisfaction by individual service channel and their overall satisfaction with the services they received from the ministry. They were also asked a series of questions gauging awareness of ministry services. We have committed to posting the survey report publicly on the ministry's website under Ministry Reports by end of June.

Issues raised by Officers of the Legislature:

Ombudsperson

In 2009, the Ombudsperson issued a report called "Last Resort - Improving Fairness and Accountability in BC's Income Assistance Program." SDSI accepted all 27 recommendations. SDSI continues to work on six recommendations related to the Persons with Persistent Multiple Barriers (PPMB) category of assistance, and provides updates to the Ombudsperson when requested.

Office of the Auditor General

In 2014, the Office of the Auditor General issued an audit report called "Disability Assistance: An Audit of Program Access, Integrity and Results." SDSI accepted all 10 recommendations. SDSI made legislative changes in 2016 to help streamline the Persons with Disabilities (PWD) designation application process, and is making progress on developing an evaluation framework for the PWD program.

Office of the Auditor General

In 2015, the Office of the Auditor General issued a report on their audit of the Integrated Case Management (ICM) system access controls and data quality. The ministry accepted all eight recommendations. In February of 2017, the OAG released its Progress Audit which focused on the extent to which the ICM Audit recommendations had been achieved. The ministry continues work to address any outstanding recommendations.

Ministry of Social Development and Social Innovation

30-60-90 Day Issue Summary

as of June, 2017

30 Days

Description		Date
ICM Release 4.3 IP2016 and general enhancements	Information	June 2017
Accessibility 2024 Annual Progress Report – three year update released highlighting progress	Report	June 2017

s.12,s.13

s.12,s.13,s.16

Healthy Kids Program Enhancements - In March 2017 the ministry announced changes to the Healthy Kids Program that will be effective in September. <ul style="list-style-type: none"> Expanding the program to include hearing aids Improving rates for dental services received by children. 	Regulation	July 2017 tbd
Legacy Application Maintenance and Management Procurement This contract is for system maintenance and support services for more than 100 applications across the social sector. The RFP was posted April 27, 2017. Anticipate		July 2017 tbd

contract to be awarded by July, with the current contract expiring in September 2017 for both legacy system providers (Quartech & Avocette).		
BCGEU Worker Survey A workplace survey summary document focusing on the ministry and front line service delivery staff was released by the BC Government Employees Union (BCGEU) on its website April 18, 2017. More detailed findings have yet to be shared with the ministry.		July 2017 tbd
Client Satisfaction Survey The ministry's 2016 client Service Satisfaction Survey ran Feb 22 to April 8, 2016. As with the 2014 baseline survey, this survey was open to all BCEA clients receiving ministry services. Respondents were asked to rate their satisfaction by individual service channel and their overall satisfaction with the services they received from the ministry. They were also asked a series of questions gauging awareness of ministry services. We have committed to posting the survey report publicly on the ministry's website under Ministry Reports by July 8 in response to FOI request from May 2017.		July 2017 tbd
TransLink Contract TransLink agreement ended Dec 31/2015, operated on Letter of Agreement for 2016, contract in negotiation to start Jan 1/17 to Dec 31/19. New contract to be signed by end of July 2017. We continue to operate under a letter of agreement until the contract is signed.	Service Delivery	July 2017 tbd
Presidents Group Meeting Ministry staff will not be attending this meeting.	Meeting	July 7

60 Days

NIL		
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90 days

Medical Services Plan (MSP) Premium Assistance SDSI needs to make regulatory amendments to ensure that planned changes to MSP	Regulation	September, 2017
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Premium Assistance do not unintentionally expand eligibility for SDSI programs.		
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s.12,s.13,s.16,s.17

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION BUDGET

The budget for 2017/18 is \$2.98 billion for ministry operations, and provides a \$243M increase from the \$2.74 billion in 2016/17, and \$151 million more than the Budget 2016 fiscal plan.

Table 1.1 Budget by Core Business (\$ millions)

	2016/17 Budget Restated	2017/18 Change	2017/18 Budget	2018/19 Plan	2019/20 Plan
Income Assistance	1,815.1	184.0	1,999.1	2,020.3	2,026.4
Temporary Assistance	320.0	20.6	340.6	334.5	324.5
Disability Assistance (DA)	1,077.7	157.2	1,234.9	1,256.3	1,268.4
Supplementary Assistance	276.5	5.7	282.2	285.4	289.4
Program Management	140.9	0.5	141.4	144.1	145.4
Employment	29.0	-	29.0	29.0	29.0
Community Living BC	881.8	58.8	940.6	976.8	987.8
Employment and Assistance Appeals Tribunal	1.8	-	1.8	1.8	1.8
Executive and Support Services	10.5	-	10.5	10.6	10.6
	2,738.2	242.9	2,981.1	3,038.5	3,055.6

DISCUSSION:

The ministry's 2017/18 operating budget is \$2.98B, with the fiscal plan forecasting a budget of \$3.04B in 2018/19, and \$3.06B in 2019/20.

Over the next three years, Budget 2017 includes \$510M in new funding to address caseload pressure, increase disability assistance rates and other supplementary benefits, and provide more funds to Community Living BC (CLBC). That figure includes \$199M in new funding over the next three years to raise assistance levels for Persons with Disabilities (PWD's).

Income Assistance

- The Ministry continues to experience caseload pressures. The 2017/18 budget includes \$40.4M to address increased demands, based on the December 2016 caseload forecast.
- Effective April 1, 2017, PWD received a rate increase of \$50 per person, totalling \$64.3M in 2017/18, \$66.5M in 2018/19 and \$68.6M in 2019/20.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION BUDGET

- Adjustments were made to policy, allowing full exemption of the remaining child related benefits valued at \$2.5M.
- Additional social policy changes were introduced, targeted towards dependent children of income assistance clients, valued at \$6M. The Healthy Kids program received additional support for children's dental care by increasing the dental fees paid to dentists to 75% of the dental fee guide at a cost of \$5M annually. The changes also provided \$1M per year to offer hearing aids to children of low-income families.
- An Economic Stability Dividend (ESM) of \$0.443 (\$1.3M over three years) was received for staff, which is offset by a one-time reduction of \$0.413M due to a government wide salary benefit adjustment.
- The \$184M increase, based on the blue book 2017/18, includes \$70.78M from prior year decisions for caseload increases of \$40.9M, a DA rate increase of \$29.4M and ESM \$0.50M.

Community Living BC

Government has approved an operating budget for CLBC of \$941M for 2017/18, which includes an increase in provincial funding of \$58.8M over the previous year.

- Incremental funding of \$29.6M to address increased case load pressures.
- Incremental funding related to the ESM of \$8M, in addition to \$1.2M to fund the Economic Stability Dividend totalling \$9.2M.
- The \$58.8M increase includes \$20M from prior year decisions for caseload of \$9M and ESM for \$11M.

Employment Program of BC (EPBC)

- The budget for EPBC will be \$328M in 2017/18.
- The ministry receives \$299M from the federal government under the Labour Market Development Agreement.
- The other \$29M is provincial funding. In 2017/18 \$1M of provincial funding for the Supporting Community Assistance Program (SCAP) was moved to BC Housing for allocation to the Homeless Prevention Program (HPP).

Attachments

Tables demonstrating the changes in budget and fiscal plans.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION BUDGET

Attachments

Table 1.2 Budget 2016/17 Restated Compared to Budget 2017/18 (\$ millions)

	2016/17 Budget Restated	Prior year	Caseload	Exemp. (policy change)	ESM	ESD	PWD rate	Social Policy	Benefits rate	2017 Budget
IA	1,815.1	70.8	40.4	2.5	-	0.4	64.3	6.0	(0.4)	1,999.1
Empl.	29.0	-	-	-	-	-	-	-	-	29.0
CLBC	881.8	20.0	29.6	-	8.0	1.2	-	-	-	940.6
EAAT	1.8	-	-	-	-	-	-	-	-	1.8
ESS	10.5	-	-	-	-	-	-	-	-	10.5
	2,738.2	90.8	70.0	2.5	8.0	1.7	64.3	6.0	(0.4)	2,981.1

The budget for 2017/18 is \$2B for Income Assistance, a \$184 million increase from 2016/17.

Table 1.3 Caseload Budget - 2017 Fiscal Plan (\$ millions)

	2016/17 Budget Restated	2017/18 Change	2017/18 Budget	2018/19 Plan	2019/20 Plan
Temporary Assistance	320.0	20.6	340.6	334.5	324.5
Disability Assistance	1,077.7	157.2	1,234.9	1,256.3	1,268.4
Supplementary Assistance	276.5	5.7	282.2	285.4	289.4
Program Management	140.9	0.5	141.4	144.1	144.4
	1,815.1	184.0	1,999.1	2,020.3	2,026.4

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

ADM Responsible:

Molly Harrington, ADM, Research, Innovation and Policy Division

Divisional Description:

The Research, Policy and Innovation Division (RIPD) is an integrated service, policy and legislation unit of the Ministry of Social Development and Social Innovation (SDSI).

RIPD provides research and analysis, policy, regulations, legislation, advice, strategic services and consultation for the broad span of ministry functions. It also coordinates the accessibility and social innovation functions of government.

There are five branches in RIPD:

The Strategic Policy Branch leads the development, implementation and evaluation of the government's policies for vulnerable adults, including income and disability assistance. The branch also leads ministry's intergovernmental and stakeholder relations activities, which includes Federal, Provincial, Territorial (FPT), aboriginal partnerships and consultations with disability and poverty stakeholders.

The Research Branch leads and conducts research and evaluation projects that make recommendations supporting policy development, caseload forecasting, employment programs, estimated impacts of new initiatives and ministry budget design.

The MSD-MCFD Legislation, Litigation and Appeals Branch manages litigation issues and provides legislation, appeal and reconsideration services to both SDSI and the Ministry of Children and Family Development (MCFD).

The Accessibility Branch leads the implementation of government's disability strategy, Accessibility 2024. The branch is responsible for the minister's stakeholder advisory function for Accessibility 2024: the Minister's Council on Employment and Accessibility (disability stakeholders) and the Presidents Group (business leaders focused on increasing employment of persons with disabilities).

The Social Innovation Branch leads the Provincial Social Innovation Agenda by providing strategic direction and management expertise to the implementation of cross-government and cross-sector social innovation initiatives. Most recently this included a province-wide social innovation forum with youth social innovation awards provided by the minister.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

Budget:

\$8.08M

Full Time Equivalents (FTEs):

61.5

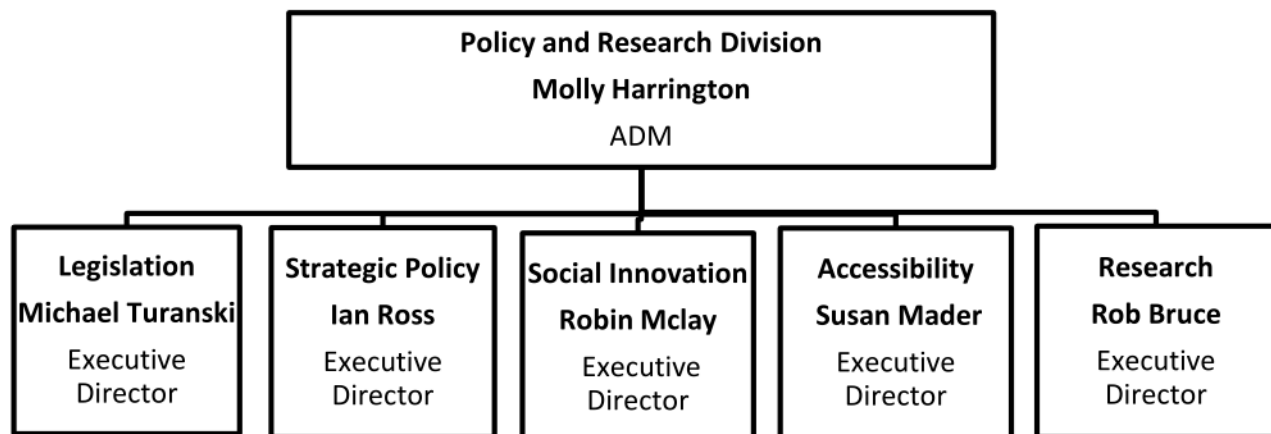
Related Legislation:

Employment and Assistance Act

Employment and Assistance for Persons with Disabilities Act

Community Living Authority Act

Human Resource Facility Act (section 1.1 (b) and (c))

Organizational Chart:

4. **Reconsideration and Appeal services: Ensure administrative fairness by delivering an effective and efficient reconsideration and appeal system**
 - a. Complete reconsiderations within legislated timeframes
 - b. Continue to engage advocates and ministry colleagues to understand and refine reconsideration and appeal processes to better meet the needs of people on assistance
5. **Staff: maintain and encourage a productive environment where staff are encouraged to meet their career goals while supporting the work of the ministry**
 - a. Provide staff with the tools, the opportunities, and access to information and training to excel at their work
 - b. Provide opportunities for formal and informal collaboration between branches
 - c. Staff and supervisors have timely and meaningful conversations about performance and work goals
 - d. Celebrate our successes
 - e. Provide Indigenous Cultural Safety Training offered by the Provincial Health Services Authority. The training is accredited by the College of Family Physicians of Canada and all RIPD staff will receive certification upon completion



ADM Message

I am pleased to present this year's business plan for the Research, Innovation and Policy Division (RIPD). This plan sets out broad goals that drive our work for government and the public. I encourage you to review this and share your thoughts with me. It's important that I hear your ideas on ways we can meet our goals and improve our working environment.

As always, thank you for your ongoing commitment, hard work and professionalism as we support the ministry to deliver services to vulnerable people throughout B.C.

This last year was another very busy and productive year, and together we made several changes so people on assistance get more supports that they need for the wellbeing of their families. Two increases to disability assistance rates were made seven months apart, as well as a range of other significant changes that help families throughout the province. Most recently, we worked together to see \$24 million go to low-income families for fresh food, dental and hearing care for children, and to support community initiatives to reduce poverty.

In February 2017, we hosted the BC Summit on Social Innovation with about 200 attendees and launched awards to recognize exceptional young innovation leaders who are making a difference to the lives of fellow British Columbians and their communities.

We also made progress in the implementation of the Accessibility 2024 action plan, and continue to work with our colleagues across government and with our external advisory committees to bring forward innovative, effective programs, initiatives and ideas to make B.C. a more accessible place for people with disabilities.

We had an opportunity to host the first ever policy jam to bring staff together with poverty advocates and to expose staff throughout the ministry to the process of putting together a cabinet submission. It was a fun and valuable day and we received positive feedback from attendees.

Looking ahead, we will continue to work together to build on these accomplishments to make life a little easier and affordable for people on assistance.

I hope you feel proud about our accomplishments this past year. I appreciate each of you and your enthusiasm, expertise and commitment to service.

Sincerely,
Molly Harrington



RIPD Overview

Income assistance is provided to about 177,000 British Columbians. Ministry programs help them build connections with their communities and secure employment while meeting the labour market needs of the province. Programs are designed to provide temporary help to people who can work and longer-term support to those who may need it.

Our role is to provide support to the ministry in research, policy, reconsideration and appeals, legislation, litigation and social innovation. We provide a range of support so the ministry can successfully deliver services to improve the lives of low-income British Columbians.

The services we provide are delivered through five branches, with about 72 staff in two ministries: SDSI (60 staff) and the Ministry of Children and Family Development (12 staff). The legislation, litigation and appeals team supports both ministries.

Division Highlights

Over the last year, we have helped make meaningful changes to improve the lives of British Columbians, including:

- Increasing disability assistance rates in September 2016 and April 2017.
- Extending transportation supports to all people on disability assistance, and eliminating the \$45 Annual Bus Pass fee for them.
- Investing \$24 million to increase access for low-income families to fresh food, dental and hearing care for children, and supporting community initiatives to reduce poverty.
- Introducing legislation to streamline the designation process for people whose disability has already been assessed by a comparable program. People with an assessment from the following programs are no longer required to complete the full disability assistance application form:
 - Canada Pension Plan – Disability
 - Community Living BC
 - At-Home Program
 - Pharmacare – Palliative Care
- Ensuring British Columbia has the most comprehensive child benefit exemptions of any province or territory. Since September 2015, the following full exemptions have been introduced for income and disability assistance recipients:
 - Child Support
 - Canada Pension Plan Disabled Contributor’s Child Benefits
 - Canada Pension Plan and WorkSafe BC Orphan’s Benefits
 - EI Maternity and Parental Benefits
 - Public Guardian and Trustee Payments
- Releasing the Accessibility 2024 Year Two Progress Report, with highlights from across government, the disability community and the business community.
- Through the Presidents Group, a network of B.C. business leaders who champion improving employment opportunities for people with disabilities, hiring two Accessibility and Inclusion Consultants to research, pilot and develop a toolkit of resources and processes to support B.C. businesses to become more inclusive employers.
- Proclaimed the third annual Disability Employment Month and RDSP Awareness Month, and the second annual Aboriginal Disability Awareness Month.
- Supported the federal accessibility legislation consultation through participation in public engagement sessions and federal roundtables, and through formal submissions from the Presidents Group and the Minister’s Council on Employment and Accessibility.
- Collaborating with disability stakeholders to further streamline the Annual Earnings Exemption (AEE), so that people who maximize their earnings can automatically re-qualify for the full exemption amount when the exemption resets each year.
- Negotiating an agreement with the federal government to provide on-reserve services for CLBC and the BC Bus Pass program.
- Organizing and hosting the BC Summit on Social Innovation in partnership with Vancity, the Vancouver Foundation, SFU-Radius, and the BC Partners for Social Impact.
- Launching the BC Government’s Youth Social Innovation Awards to recognize and reward the contributions that young people are making to advance social innovation in British Columbia.
- Developing and publishing the first social innovation inventory that includes the broad range of social innovation initiatives, programs and projects throughout the province.

RIPD goals and strategies for 2017/2018

- 1. Accessibility 2024: Follow through on the Accessible BC Summit commitments to implement Accessibility 2024**
 - a. Report out on year-three of Accessibility 2024
 - b. Implement year-four of Accessibility 2024, including preparing for potential consultations on made-in-BC accessibility legislation
 - c. Support the work of the Minister’s Council, Presidents Group and RDSP Action Group
- 2. Implement policy reforms: assess the impact of recent policy reforms and review existing policies to effectively support more clients in moving towards employment and support B.C. in becoming the most progressive place for people with disabilities in Canada**
 - a. Implement income and disability assistance strategies to improve outcomes for people on assistance
 - b. Continue working with stakeholders, to enhance policies and regulations for people on disability assistance
 - c. Continue to focus on providing policy advice to the Employment Program of BC to create opportunities and policies for people to gain skills and employment
- 3. Social innovation: improve outcomes for British Columbia’s most vulnerable people by working with partners across all sectors to identify, promote and support new, innovative ways of addressing B.C.’s social challenges and opportunities**
 - a. Continue building a strong and vibrant BC Partners for Social Impact network by developing and maintaining strategic and productive relationships in the public, private and non-profit sectors
 - b. Collaborate with partners to maximize private and non-profit social financing to achieve social impact
 - c. Work with internal and external partners to grow and sustain B.C.’s social enterprise sector
 - d. Advance social procurement practices across government through active engagement, outreach and knowledge-sharing

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Income Assistance

Program Description

Income Assistance (also known as Temporary Assistance or “basic welfare”) provides support and shelter payments to help low income singles and families while they are looking for work.

As of March 2017, the Temporary Assistance caseload was 45,417. The caseload counts singles and families. When spouses and dependent children are included, nearly 72,000 people received Temporary Assistance. The amount of income assistance depends on family composition. For instance, the rate for an employable single person on income assistance is \$610 per month and an employable couple receives \$877.22 per month.

To ensure that available resources go to those people who need them most, applicants are expected to apply for and access all other sources of income and assets before qualifying (e.g. Canadian Pension Plan (CPP), Employment Insurance). Initial and ongoing eligibility is determined by:

- Income and asset tests
- Employment obligations (e.g., requirements to seek work)
- Administrative and other requirements (Proof of Identity, Citizenship Status, Residency, etc)

Employable applicants are expected to look for work before they receive assistance. Applicants in immediate need of food, shelter or urgent medical attention are provided with assistance while they complete their work search. Where able, people receiving income assistance are expected to complete an employment plan, seek work, and participate in employment programs.

Some clients have restrictions which can limit their ability to work or look for work, either temporarily or for lengthy periods. These restrictions may be situational such as: a family with a single parent with a child under three years of age; a person being deemed to have multiple barriers to employment; or a person having a significant medical condition that restricts their ability to work. There are exemptions in place to temporarily excuse clients in these situations from employment obligations.

An employable client receiving income assistance has an earnings exemption of \$200 per month to assist with building job skills and experience. Supplementary assistance is also available to provide additional benefits for specific health or general needs - for more information, see Supplementary Assistance – General and Supplementary Assistance – Health.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

The following chart contains budget information on assistance paid out to or on behalf of clients and does not include program management costs.

Assistance Type	2015/16		2016/17		2017/18 Budget (\$000)
	Budget	Actual	Budget	Actual ¹	
Income (Temporary) Assistance	320,040	346,428	320,000	337,395	340,600

1. Ministry accessed \$19.7 million from Housing Priority Initiatives Special Accounts in 2016/17 for eligible expenditures related to housing and shelter programs under Income Assistance.
Data Source: FASB

Related Legislation:

- *BC Employment and Assistance Act*
- BC Employment and Assistance Regulations

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Disability Assistance

Program Description

Disability assistance provides support and shelter payments to people who are low-income with a severe disability, and can't fully support themselves or gain independence.

To be eligible for disability assistance, a person must be 18 years old and meet the criteria for the Persons with Disabilities (PWD) designation. As of March 2017, the Disability Assistance caseload was 100,000. Including spouses and dependent children, there were nearly 120,000 recipients.

To be designated as PWD, applicants must have a severe mental or physical impairment that is likely to continue for at least two years. People must apply for and access all other sources of income and assets. Initial and ongoing eligibility is determined by both:

- Income and asset tests, and
- Administrative and other requirements (Proof of Identity, Citizenship Status, Residency, etc).

Payments to people on disability assistance depend on family composition:

- a single person may receive funds for support and shelter up to \$1033.42 per month
- a couple both with PWD designation may receive up to \$1773.06 per month.

People can also access a range of supplements for specific health or general needs - for more information see Supplementary Assistance – General and Supplementary Assistance – Health. People receiving disability assistance also receive free Medical Service Plan coverage and free Pharmacare.

While people on disability assistance are not required to seek work, they can access the Employment Program of British Columbia and other supports to assist them in employment. PWDs also have an annual earnings exemption of \$9,600 (for a single person). People who leave disability assistance for employment or to move on to federal income support programs maintain access to specific health supplements to help them move towards self-sufficiency.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

The following chart contains budget information on assistance paid out to or on behalf of clients and does not include program management costs.

Assistance Type			2016/17		2017/18 Budget (\$000)
	Budget (\$000)	Actual (\$000)	Budget (\$000)	Actual ¹ (\$000)	
Disability Assistance	976,475	982,988	1,077,714	1,023,618	1,234,940

1. Ministry accessed \$68.6 million from Housing Priority Initiatives Special Accounts in 2016/17 for eligible expenditures related to housing and shelter programs under Income Assistance.

Related Legislation:

- *BC Employment and Assistance for Persons with Disabilities Act*
- *BC Employment and Assistance for Persons with Disabilities Regulation*

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Supplementary Assistance – General

Program Description

Supplementary Assistance provides people on income and disability assistance and some other low-income people with access to additional benefits to assist with specific needs and circumstances. Supplementary Assistance is divided into two basic categories: general supplements and health supplements.

General supplements, with a few exceptions, are available to people on income and disability assistance. Examples include security deposits, crisis supplement, school start-up and confirmed job supplement (see current list in Appendix 1). Ministry staff determine eligibility on criteria and documentation requirements are outlined in policy and regulation.

A limited number of general supplements are also available to low-income people and families who are not receiving income or disability assistance. These supplements include: Bus Pass Program (for seniors), Senior's Supplement, and Funeral Supplement. Eligibility for these programs is based on financial need.

Total budget for supplementary assistance, includes costs allocated for clients receiving income assistance, disability assistance and clients not receiving income assistance. It does not include program management costs.

Assistance Type	2015/16		2016/17		2017/18 Budget (\$000)
	Budget (\$000)	Actual (\$000)	Budget (\$000)	Actual (\$000)	
Totals	158,511	163,766	146,199	153,935	145,585

Note: Bus pass for people on disability assistance, clothing supplement for clients in special care facilities, crisis supplement, family bonus top up, guide dog and service dog supplement, pre-natal shelter supplement, and lost or stolen cheques are not reflected in the budget table as they are not reported at that level. These supplements are paid out under Income (Temporary) and Disability Assistance.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Appendix 1

Supplementary Assistance – General

General Supplement	Description
Bus Pass for people on disability assistance	People with the PWD designation can choose to have a bus pass. The pass is valid for travel within TransLink or BC Transit areas. There is no annual fee for the pass. If they don't want a pass, they will get \$52 added to their disability payment cheque each month. They can switch back and forth anytime.
Bus Pass for Low-income Seniors	Low-income seniors (ie: getting Guaranteed Income Supplement or 60-64 on income assistance) can get an annual pass for \$45 per year.
Camp Fees	Monetary supplement of up to \$200 per year to fully or partially cover the cost of attending a recognized camp for dependent children or adult recipients of disability assistance.
Christmas Supplement	Monetary supplement to assist clients with additional costs at Christmas. Rates: <ul style="list-style-type: none"> • Single: \$35 per calendar year • Couple: \$70 per calendar year • Single or two-parent family with dependent children: \$70 per calendar year plus \$10 for each dependent child
Clothing Supplement for Clients in Special Care Facilities	Monetary supplement to assist clients in obtaining necessary clothing that is not provided through their care facility. Amount provided is based on actual need and when no other resources available to family unit.
Community Volunteer Supplement (CVS)	Monthly monetary supplement of up to \$100 per eligible client to cover required clothing, transportation, and other expenses for a client with no employment obligations to participate in a community volunteer program. Effective October 31, 2011, the CVS waitlist was eliminated and no new applicants are being accepted.
Confirmed Job Supplement	Monetary supplement of up to \$1000 per family to allow clients with a confirmed offer of employment to purchase the essential transportation and work-related items they need to begin a job that will enable the family to leave assistance.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

General Supplement	Description
Co-op Share Purchase	A repayable monetary supplement available to assist a client to purchase cooperative housing membership shares. Limited to the lesser of following: \$850, or 50% of cost of membership shares.
Crisis Supplement	<p>A monetary supplement to aid the client in an emergency of an unexpected nature when all other resources have been exhausted. Maximums:</p> <ul style="list-style-type: none"> • Food: Up to \$20 per person per month • Clothing: Up to \$100 per person per year or \$400 per family of four or more per year • Shelter: Restricted to the actual cost up to the maximum monthly shelter allowance for the family unit <p>The cumulative amount of crisis supplements over 12 consecutive months must not exceed twice the maximum amount of support and shelter that would be available to the family at the time the request is made.</p>

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

General Supplement	Description
Family Bonus (FB)Top Up Supplements	<p>A temporary monetary supplement to cover financial needs when a Family Bonus (FB) payment (administered by Canada Revenue Agency) has been delayed, suspended, cancelled, or requires adjustment. Rates are indexed to the federal National Child Benefit Supplement.</p> <ul style="list-style-type: none"> • First child - \$192.33 per calendar month • Second child -\$170.16 per calendar month • Subsequent children - \$161.91 per calendar month <p>An automatic adjustment may also be issued for families who do not receive the maximum FB per dependent child because: their income was too high the previous year, or they have a newborn, or an 18 year old child.</p> <p>Where a family unit receives a retroactive FB payment for the months for which they also received a Temporary FB Top-Up Supplement, the amount of the income exemption for the retroactive payment will be reduced by the amount paid via the Temporary FB Top-Up Supplement. The maximum reduction will be the lesser of:</p> <ul style="list-style-type: none"> • The amount of the FB retroactive payment, and • The amount provided via the temporary FB top-up supplement <p>The maximum reduction will not exceed one month's assistance for the family unit.</p> <p>Effective July 1, 2017, the Family Bonus Top-Up Supplement will be renamed the Child Benefits Top-Up Supplement to align with changes to federal child benefits.</p>
Funeral Supplement	<p>Supplement to assist with basic funeral costs when no other resources are available to the estate of the deceased person or certain responsible persons. The supplement pays an amount for specific funeral goods and services as outlined in regulation. Also available to non-clients.</p>
Guide Dog and Service Dog Supplement	<p>Monetary supplement of \$95 per month to assist with the costs of a certified Guide Animal.</p>
Identification Supplement	<p>One time monetary supplement available to clients receiving hardship assistance to cover the cost of obtaining the necessary ID to establish identity for the purpose of determining eligibility. The ministry may pay for birth certificates, SIN cards, BCID cards and BC driver's licenses.</p>

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

General Supplement	Description
Moving, Transportation and Living Costs	<p>Monetary supplement to cover necessary moving, transportation, and living expenses in certain situations when no other resources are available. Reasons for issuing the supplement include:</p> <ul style="list-style-type: none"> • Confirmed job • Imminent threats to physical safety, including fleeing an abusive relationship • Child protection hearing • Court hearing • DNA paternity testing
Pre-Natal Shelter Supplement	<p>Monthly monetary supplement to assist single pregnant recipients (with no spouse and no dependent child) in meeting extra costs associated with securing or maintaining stable accommodation prior to the birth of their child.</p> <p>Maximum of \$195/ month for up to 8 months issued upon confirmation of pregnancy and shelter costs above the single shelter rate of \$375/month.</p>
Lost or Stolen Cheques	<p>Provides replacement cheque for an unendorsed cheque that has been stolen.</p>
School Start-up Supplement	<p>An annual monetary supplement to cover the extra costs associated with a dependent child's schooling. Child aged 5 to 11: \$100 per calendar year / Child aged 12 and over: \$175 per calendar year.</p>
Security Deposits	<p>A repayable monetary supplement to assist in securing rental accommodation.</p> <p>Clients are limited to a maximum of two outstanding security deposits unless they are:</p> <ul style="list-style-type: none"> • fleeing an abusive relationship; • are required to move because their rental premises are being sold, demolished or condemned; or • are homeless or at imminent risk of homelessness
Utility Security Deposit	<p>A repayable monetary supplement to assist with the cost of securing service for electricity or natural gas. Amount paid is the minimum amount necessary to obtain service.</p>

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

General Supplement	Description
Senior's Supplement	<p>A monthly monetary supplement payable to provide a minimum income for low-income seniors on Old Age Security / Guaranteed Income Supplement (OAS/GIS).</p> <ul style="list-style-type: none"> • Maximum rate for a single senior - \$49.30 • Maximum rate for a senior couple - \$120.50
Transportation to Alcohol and Drug Facilities	<p>Monetary supplement to meet the costs of transportation to and from an approved special care facility for residential alcohol and drug treatment in BC. Lowest cost available with acceptance into A&D residential facility and eligible only if no other resources or alternative travel options are available. If paying mileage, rate is \$.20 per km and meals are paid at \$4 each.</p>
Travel Supplement	<p>A monthly monetary supplement of up to \$46 to assist with the cost of attending a self-help skill program or supported work-placement program approved by Community Living British Columbia.</p>

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Supplementary Assistance - Health

Program Description

People receiving income and disability assistance can access Supplementary Assistance to help them with specific needs and circumstances. Supplementary Assistance is divided into two basic categories: General Supplements and Health Supplements.

Everyone on assistance gets premium free Medical Service Plan (MSP) and PharmaCare coverage through the Ministry of Health. They may also access health supplements such as optical, dental, diet, nutritional, medical equipment and supplies (see Appendix 1). Depending on the specific supplement, eligible clients may receive the supplement as either a monetary or in-kind/product supplement.

Eligibility for health supplements varies depending on family type (expected-to-work, or persons with disabilities, for example), age, or individual's needs.

Eligibility decisions are made by ministry staff based on criteria and documentation requirements outlined in policy and regulation. Each supplement has its own eligibility criteria but some general rules apply including:

- the item must be medically necessary;
- the item is the least expensive available to meet the need;
- the person has no other resources available to pay, such as private medical insurance; and
- a prescription or documentation from a health professional may be required.

Some former clients, such as those who get Medical Services Only (MSO) coverage, may still access specific health supplements, premium free MSP and PharmaCare coverage. For example, people with a PWD designation can get MSO coverage if they leave disability assistance for work or for federal benefits, such as a pension. People with a Persons with Persistent Multiple Barriers designation also have access to MSO coverage if they leave assistance at age 65 for federal benefits.

Ongoing access to MSO coverage for former clients depends on individual circumstances, including residency in BC and income level.

The ministry may also provide specific health supplements for any person, including non-clients, demonstrating a direct and imminent life-threatening health need and who has no other resources available to meet that need. The supplements available to address a specific life-threatening need are medical equipment, medical supplies and medical transportation. People who have a life-threatening health need must meet the eligibility

Date: May 8, 2017

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

requirements of the requested supplement; income testing is completed for non-clients, ensuring that supplements are provided only to those most in need.

The ministry also provides access to basic dental and optical coverage to dependent children in low income families through the Healthy Kids Program. Enrolment in the Healthy Kids program happens automatically for families in receipt of MSP premium-assistance through the Ministry of Health. In March 2017, government announced that the Healthy Kids Program would include Hearing Aids, effective September 2017. An increase to dental service rates for children was also announced.

Total budget for supplementary assistance, includes costs allocated for clients receiving income assistance, disability assistance and clients not receiving income assistance. It does not include program management costs.

The supplements with highest proportion of the Health Supplements budget include dental and Orthodontic (\$56.3M), medical equipment (including hearing aids and orthoses) (\$24.9M) and monthly nutritional supplement (\$20.8M).

Assistance Type	2015/16		2016/17		2017/18 Budget (\$000)
	Budget (\$000)	Actual ¹ (\$000)	Budget (\$000)	Actual (\$000)	
Health Supplements	127,491	113,163	130,312	132,667	136,635

¹ An additional \$21.4M provided by HLTH brings total government expenditures to \$134.6M
Data: FASB

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Reconsideration and Appeal

Program Description

People who apply for or receive assistance with the BC Employment and Assistance Program can request a reconsideration of most ministry decisions made by the Service Delivery Division. For example, someone applies for and is denied the Persons with Disabilities designation or a general supplement, such as a crisis grant, can ask for a reconsideration of the decision.

The reconsideration decision is the first step in the ministry's appeals process and is conducted internally by reconsideration officers, separate from the Service Delivery Division. The reconsideration decision is a new and final ministry decision.

Individuals have 20 business days to submit a request for reconsideration from the date they received notice of the ministry's original decision. The regulations require a reconsideration to be conducted and mailed to individuals within 10 business days after receipt of a reconsideration request, or 20 business days if an extension is approved.

The ministry conducted 3,621 reconsiderations in fiscal 2016/2017. Over 97% of reconsideration decisions were made within legislated timelines.

If people are not satisfied with the results of a reconsideration decision, they may request an appeal to be heard by the Employment and Assistance Appeal Tribunal (Tribunal).

The Tribunal is an independent quasi-judicial agency established in September 2002 following the proclamation of the *Employment and Assistance Act*. The Tribunal's mission is to provide an independent and accessible appeal process that delivers timely and fair decisions reviewing ministry decisions related to income and disability assistance.

The Tribunal conducted 589 appeals in 2016/2017. Only eight per cent of reconsideration decisions were rescinded by the Tribunal.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Accessibility

Program Description

Increasing accessibility and inclusion for people with disabilities has a positive benefit for everyone - individuals, families, communities and workplaces, as a means to break down attitudinal as well as physical barriers and reduce poverty and achieve good lives.

More than half a million British Columbians, or 15% of the population, self-identify as having a disability. With close to one million job openings expected in BC over the next decade, working-aged people with disabilities – 334,000 British Columbians aged 15 to 64 – also represent an important and largely untapped employee talent pool.

Accessibility 2024 10-Year Action Plan

From December 3, 2013 - March 11, 2014, the BC government led a consultation with British Columbians to find what can be done to increase accessibility and decrease barriers for people with disabilities in BC. This consultation was done in partnership with the disability and business communities.

In response to the feedback received, a 10-year action plan – Accessibility 2024 – was released that set the vision for BC to become the most progressive province in Canada by 2024.

12 building blocks were identified that came out of themes that emerged from the disability consultation process:

- | | |
|--------------------------------|--------------------------|
| ○ Inclusive Government | ○ Income Support |
| ○ Accessible Service Delivery | ○ Employment |
| ○ Accessible Internet | ○ Financial Security |
| ○ Accessible Built Environment | ○ Inclusive Communities |
| ○ Accessible Housing | ○ Emergency Preparedness |
| ○ Accessible Transportation | ○ Consumer Experience |

Progress reports are released annually in June, highlighting accessibility achievements made by government, municipalities, local and provincial disability organizations, businesses and individuals.

For consideration:

- The Year Three Progress Update is on track for release in June, 2017.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Accessibility Legislation

The Government of Canada held consultations on federal accessibility legislation from June 2016 until February 28, 2017, and is expected to table accessibility legislation in late 2017/early 2018.

While the federal government may not be able to create legislation that affects areas that fall solely under BC jurisdiction, there are a number of areas where there is shared jurisdiction – communications, public spaces, employment and transportation.

Ontario, Manitoba and Quebec already have accessibility legislation, and Nova Scotia has set a goal to be accessible by 2030 under the Accessibility Act, passed April 27, 2017.

Canada and BC already have a strong human rights legal framework in place to protect the fundamental rights of people with disabilities (Canadian Charter of Rights and Freedoms and BC's Human Rights Code).

The U.N. Convention on the Rights of Persons with Disabilities, which Canada has signed and BC has supported, also sets out the right to live in the community with choices equal to others.

For consideration:

- With BC's commitment, as part of Accessibility 2024, to consult on accessibility legislation, it is most likely that BC will be pressed to move forward with accessibility legislation within the next five years.

Accessibility Leadership Team

The Leadership Team responsible for the implementation of the action plan is comprised of government, the disability community and the business community working together to reduce barriers and increase accessibility for people living with disabilities.

The Minister of Social Development and Social Innovation is the lead for government.

There are three external advisory groups that provide advice and leadership to government around accessibility – the Minister's Council on Employment and Accessibility, the Presidents Group and the RDSP Action Group.

The **Minister's Council on Employment and Accessibility** is comprised of individuals with disabilities and family members as well as representatives from the business, non-government and government sectors advising the Minister of Social Development and Social Innovation on solutions and strategies to increase employment and accessibility for persons with disabilities.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

For consideration:

- The current interim Chair of the Minister's Council, Jaimie Borisoff, indicated in 2016 when he agreed to be the Chair that he wanted to participate for one year. If he is not willing to continue as Chair, a new Chair will need to be identified and appointed to the Minister's Council.
- A Minister's meeting with the Minister's Council should be convened within six months.

The **Presidents Group** is a network of 23 BC business leaders who engage with employers across the province to increase employment opportunities for people with disabilities and create a more accessible consumer marketplace. The Presidents Group was an outcome achieved from the Minister's Council on Employment and Accessibility 2012 Action Plan.

To support their work, the Presidents Group recently hired two Accessibility and Inclusion Consultants on two-year contracts, via funding from the Vancouver Foundation.

For consideration:

- To maximize meeting attendance for this busy group of executives, a 2017 meeting schedule has been set:
 - Friday, July 7th 9:00-11:00am at Vancouver International Airport in Vancouver
 - Friday, Sept 29th 9:00-11:00am in Vancouver (location TBD)
 - Friday, Dec 15th 10:00am-12:00pm in Vancouver (location TBD)

The **Registered Disability Savings Plan (RDSP) Action Group** is made up of leaders in BC who have demonstrated a commitment to promoting the benefits of RDSPs in their sectors and communities. This group was an outcome of government's commitment in Accessibility 2024 to create a group to champion the RDSP to improve the financial security of people with disabilities.

For consideration:

- A Minister's meeting with the RDSP Action Group should be convened within six months.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Social Innovation

Program Description

Social innovation is emerging globally as a framework for action to address the most complex, persistent social challenges. It provides a focused, structured approach to generating, developing, implementing and scaling new ideas. Among the fundamental principles of social innovation are a focus on system-wide change and, as a result, cross-sector collaboration and partnership.

The government of BC has supported social innovation since 2011 with the Premier's appointment of a social innovation advisory group. In 2013 BC became the first jurisdiction in Canada to identify a minister responsible for social innovation.

The Ministry of Social Development and Social Innovation leads the cross-government work to support social innovation and social enterprise in British Columbia. Some of the key issues and recent highlights include the following.

Social Procurement

Advancing social procurement is one of the key strategic objectives for supporting social innovation in BC. The ministry developed and secured Ministry of Finance approval of Social Impact Purchasing Guidelines in 2015 and work is underway with all ministries to adopt the guidelines. The guidelines provide procurement practices that help achieve value for tax payers and meet important social and environmental objectives.

Resilient Capital Program

In 2008, the BC government provided a \$2.2-million grant to the Vancouver Foundation, who partnered with Vancity Credit Union to create the Resilient Capital Program. Resilient Capital makes debt and equity investments, ranging from \$50,000 - \$1.3 million to finance social enterprises to build resilient communities. With partner contributions, the program has grown to \$10 - \$15 million and supports 26 social enterprise start-ups in BC.

Community Contribution Companies

In March 2012, government introduced legislation to create the Community Contribution Company (C3), a hybrid corporate structure that allows social enterprises to issue shares and pay dividends while redirecting the majority of profits toward a community purpose. BC was the first jurisdiction in Canada to create such a business model. To date 49 organizations have incorporated as C3s.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

British Columbia Partners for Social Impact (BSPSI)

The BC Partners for Social Impact (BCPSI) is a multi-sector social innovation network that was established to seek new ways to promote and support social innovation, social finance, and social enterprises. The partnership is led by three co-chairs representing government, non-profit, and business. More than 100 members continue to play an important role to support and advance social innovation.

Social Innovation in British Columbia Inventory

The ministry worked with the public, non-profit and business sectors to produce the first-ever comprehensive inventory of BC social innovation initiatives. A 12-booklet series is available online at www.hubcapbc.ca.

British Columbia Social Innovation Summit

The BC Social Innovation Summit took place in Vancouver on February 8, 2017. Organized in partnership with Vancouver Foundation, Vancity Credit Union, and Simon Fraser University RADIUS, the event convened over 200 stakeholders from all sectors to celebrate and discuss social innovation in the province.

British Columbia Social Innovation Youth Awards

As part of the BC Summit, the ministry launched the BC Social Innovation Youth Awards. Twelve people under 30 received \$1,000 cash prizes as a way of recognizing the diversity and leadership of BC youth in advancing social innovation.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Intergovernmental Relations

Program Description

The ministry participates in two Federal-Provincial-Territorial (FPT) intergovernmental tables:

- Forum of Ministers Responsible for Social Services (MRSS) - The purpose of MRSS is to advance the social and economic well-being of Canadians. The federal government and all provinces and territories participate. The Forum provides an avenue to promote inter-jurisdictional discussion, co-operation and collaboration on social service topics of mutual interest and significance. The Ministry of Children and Family Development also participates in this forum. Current priority topics include persons with disabilities, accessibility, poverty, social assistance and child welfare.
- Forum of Labour Market Ministers – The Forum of Labour Market Ministers was established to strengthen interjurisdictional discussion and cooperation on labour market priorities throughout Canada. The federal government and all provinces and territories participate. Current priorities include renegotiation of FPT labour market transfer agreements, training and employment services, improving labour market information, labour mobility and apprenticeship. The Ministry of Jobs, Tourism and Skills Training and Responsible for Labour (JTSTL) also participates in this forum.

The current issues of interest to the ministry at the federal-provincial level are:

- The federal government's commitment to implement accessibility legislation within the next year
- The federal government's commitment to renegotiate the labour market transfer agreements with the provinces within the next few months
- The federal government's commitment to a national poverty strategy
- The government of Ontario's piloting of Basic Income (guaranteed annual income)

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue:

Caseload – key information

Background:

The BC Employment and Assistance caseload (BCEA) is composed of two main groups - temporary assistance and disability assistance. Temporary assistance, also referred to as income assistance, includes employable clients and clients who are temporarily excused because of either a barrier to employment, such as a medical condition combined with low skills and education, or because they are a single parent with a child under the age of three. Disability assistance includes those clients who have a significant and prolonged medical condition that impacts their activities to daily living, and are therefore likely to remain on assistance for a long period of time.

Temporary Assistance

Historically, the temporary assistance caseload was much higher than the disability assistance caseload. In 1991, the temporary assistance caseload accounted for 88 percent of all BCEA cases, whereas today it accounts for 31 percent. The temporary assistance caseload is sensitive to the labor market, so increases when there are sharp economic downturns, as in 2008-2009, and declines during economic expansions. While the temporary assistance caseload does decline when the economy improves after a downturn, it tends to improve at a slower rate than it increases.

The temporary assistance caseload is also sensitive to migration flows, especially immigration from Alberta. The current economic weakness in Alberta is putting pressure on the temporary assistance caseload as people move back to B.C., or move to B.C. rather than Alberta.

Also, while employment growth helps reduce the temporary assistance caseload, certain sectors are more important than others. Sectors such as food and accommodation, retail, and transportation and warehousing are key employers of BCEA clients, so weakness in these sectors can put pressure on the temporary assistance caseload even if the overall labour market is improving. This is what is happening now as the accommodation and food services and transportation and warehousing sectors have experienced declines, despite a growing economy. Because of these factors, the temporary assistance caseload has been rising for the last 18 months, although recently data suggests the growth rate may be declining and the caseload may even start to decline.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

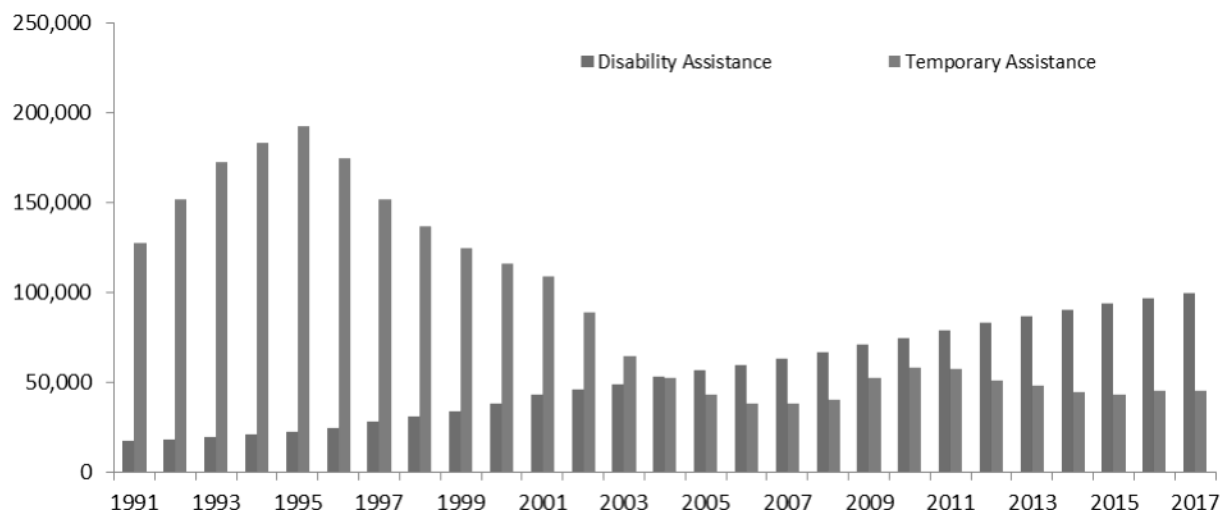
ISSUES NOTE

Disability Assistance

The disability assistance caseload increases each year, the result of a growing and aging population, and the increasing incidence of disabilities in the general population. The disability assistance caseload typically grows at a rate that is higher than the general population. In 2016, the disability assistance caseload grew by an average of 3.3 percent, down from 3.9 percent in 2015 and its lowest rate since at least 1991. This growth rate was much higher than the 0.7 percent increase in the population of 18 to 64 year olds in BC. Historically, the Persons with Disabilities caseload has grown by 4 to 5 percent per year. There are currently 33 disability cases per 1,000 people ages 18 to 64, where as in 1991 there were only 8.

Temporary and Disability Assistance Caseloads

1991 - 2017



Detailed Caseload Information

The Expected-to-Work caseload, including those with a medical condition, increased by 346 cases (1.0 percent) to 33,895 from March 2016 to March 2017. This is 6,815 cases (25 percent) higher than in the same month prior to the recession. Starting cases have levelled off, but the percentage of cases existing each month has declined to 5.7 percent in 2016 from 6 percent in 2015. In 2007, the last full year prior to the recession, 9.3 percent of Expected to Work cases exited each month.

The Persons with Persistent Multiple Barriers category (predominantly singles) continues to decline. In 2016 the caseload averaged 4,444, down from an average of 5,490 in 2015. In March 2017 the Persons with Persistent Multiple Barriers caseload was 3,893, down 866 (18.2 percent) from March 2016 and below the pre-recession level of 6,981.

Date: May 8, 2017

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

The Temporarily Excused (predominantly single parents) caseload has increased year-over-year, up 276 cases or 3.8 percent to 7,629 in March 2017. In the same month prior to the recession, the Temporarily Excused caseload was 5,973. The caseload averaged 7,061 in 2016, up 1,106 cases from 2015.

In 2016, the Persons with Disabilities caseload averaged 96,601 cases, up 3,095 (3.3 percent) from 93,506 in 2015. The caseload grew by 3,475 cases (3.9 percent) in 2015. In March 2017 the Persons with Disabilities caseload was 100,189 compared to 95,322 in March 2016.

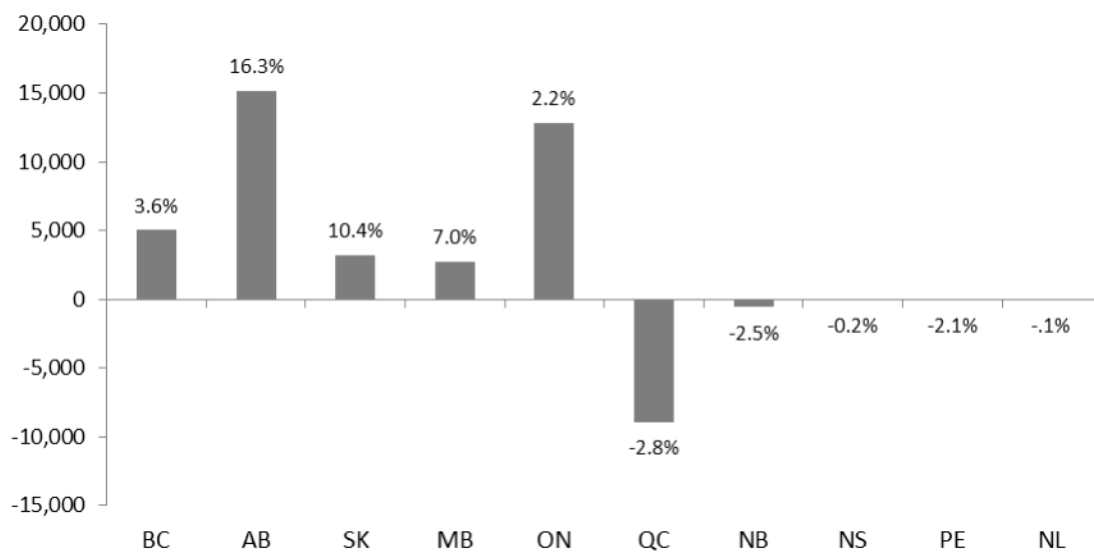
From December 2015 to December 2016, BC experienced a 3.6 percent increase in the BC Employment and Assistance caseload. This was the fourth highest increase behind Alberta (16.3 percent), Saskatchewan (10.4 percent) and Manitoba (7.0 percent). Ontario increased by 2.2 percent, while the other provinces experienced caseload declines.

The number of regular Employment Insurance beneficiaries is an important leading indicator for the BC Employment and Assistance caseload, as many will exhaust their EI benefits and apply for income and disability assistance. In 2016 an average of 54,325 unemployed received regular EI benefits in a month, or 35.8 percent of the unemployed. In 2015 53,453 unemployed received regular EI benefits each month, or 35.4 percent of the unemployed. Only Ontario had a lower EI coverage rate than BC – 28.6 percent.

INTERJURISDICTIONAL COMPARISONS:

Percentage Change in Total Income and Disability Assistance Caseloads by Province

December 2015 to December 2016



MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

Employment and Assistance Caseloads as Percentage of the 15 to 64 year Old Population by Province

August 2008 and August 2016

	Aug. 2008	Rank (Aug. 2008)*	Aug. 2016	Rank (Aug. 2016)*
British Columbia	3.7%	9	4.6%	7
Alberta	2.7%	10	3.7%	10
Saskatchewan	3.8%	7	4.7%	6
Manitoba	4.1%	6	4.9%	4
Ontario	5.3%	3	6.6%	2
Quebec	6.5%	2	5.9%	3
New Brunswick	4.7%	4	4.9%	5
Nova Scotia	4.4%	5	4.4%	8
Prince Edward Island	3.8%	8	3.9%	9
Newfoundland & Labrador	7.1%	1	6.8%	1

*Lowest to highest per capita income assistance rate (of population age 15 to 64).

Regular Employment Insurance Beneficiaries and Employment Insurance Coverage Rates by Province

December 2015 and December 2016 - Seasonally Adjusted

	Beneficiaries		Coverage Rates (%)	
	Dec. 2016	Dec. 2015	Dec. 2016	Dec. 2015
British Columbia	54,950	54,410	37.1	32.4
Alberta	97,870	63,210	46.2	36.6
Saskatchewan	20,150	15,450	50.5	44.9
Manitoba	15,780	15,410	37.3	38.4
Ontario	136,820	144,910	28.6	29.0
Quebec	132,330	148,060	45.0	42.8
New Brunswick	33,260	32,290	90.9	93.3
Nova Scotia	28,860	28,080	71.4	66.4
Prince Edward Island	7,790	7,600	91.6	95.0
Newfoundland & Labrador	38,080	33,990	94.0	88.3

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

Issue:

Cross Jurisdictional Rates Comparison

Background:

BC's rate for income assistance has not been raised for 10 years and ranks 8th out of 10 provinces in Canada. BC's rate for disability assistance has been raised twice in the last 12 months and ranks 4th out of 10 provinces.

The BC Employment and Assistance Program is structured in a manner that is similar and consistent with income assistance programs throughout Canada. All programs base eligibility on the same criteria - financial assets, income levels, residency, employability and citizenship.

Single Individuals - Total of Monthly Support and Shelter

	<u>Employable</u>	<u>Barriers/ PPMB</u>	<u>Person with a Disability</u>
British Columbia	610.00	657.92	1,033.42
Alberta	627.00	809.00	1,588.00
Saskatchewan	678.21	825.37	1,391.00
Manitoba	753.00	969.40	969.40
Ontario	706.00	706.00	1,128.00
Quebec	668.00	954.00	954.00
New Brunswick	537.00	576.00	763.00
Prince Edward Island	619.00	812.00	812.00
Nova Scotia	575.00	810.00	810.00
Newfoundland & Labrador	754.00	754.00	754.00
BC RANK	8	9	4

Date:

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

Single Parent, 1 Child, Age 6 - Total of Monthly Support and Shelter and Child Benefits

	Employable	Barriers/PPMB	Person with a Disability
British Columbia	1,395.58	1,443.58	1,819.08
Alberta	1,474.67	1,669.67	2,129.67
Saskatchewan	1,551.63	1,577.54	2,120.00
Manitoba	1,624.00	1,757.00	1,757.00
Ontario	1,529.00	1,529.00	2,108.00
Quebec	1,389.00	1,675.00	1,675.00
New Brunswick	1,357.83	1,357.83	1,544.83
Prince Edward Island	1,551.00	1,551.00	1,551.00
Nova Scotia	1,480.08	1,480.08	1,480.08
Newfoundland & Labrador	1,618.58	1,618.58	1,618.58
BC RANK	8	9	4

Date:

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

ADM Responsible:

Debi Upton, ADM, Service Delivery Division

Divisional Description:

Service Delivery Division (SDD) provides BC Employment and Assistance Services through various service delivery channels. Citizens can access services online, by phone, or in person at one of 47 local SDSI offices or 36 integrated Service BC locations. In addition, the division also has after-hours access for urgent needs, and outreach and integration services provided by specialized staff and trusted third party providers. Key services include determining eligibility for income assistance programs, referrals to employment programs, and outreach to connect clients with other supports and services for citizens throughout British Columbia. The division works collaboratively with local agencies and stakeholders such as BC Housing, Health Authorities, Ministry of Children & Family Development and others.

In addition to income and disability assistance payments, the ministry provides a broad range of supplements that are comparable with those in other provinces. For example supports can include crisis supplements to help with food, shelter or clothing; or security deposits to help with securing housing.

The ministry provides health supplements for eligible clients to meet specific health needs such as medical equipment or medical transportation. Some low income British Columbians who are not income or disability assistance clients may also be eligible for a limited number of the health supplements provided through the ministry. These citizens include former clients who qualify for Medical Services Only coverage, Transitional Health Services coverage, and low-income individuals who have a life-threatening health need.

Other specialized services include administration of indigent burials for eligible citizens of BC and providing support to clients participating in alcohol and drug rehabilitation programs in special care facilities.

A key focus for the program is to give clients the best chance for financial independence and overall well-being. For this reason, employment is the main focus of the BC Employment and Assistance Program. Employment planning helps people on assistance who are employable take immediate steps to find employment through programs and services that will help them find a job or become more employable.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

Service Delivery Division is organized into five branches:

Virtual Services:

Delivers contact centre services (toll free line); intake – applications for assistance; health assistance services including Persons with Disabilities (PWD) application adjudication; specialized services e.g. funerals and emergency after-hours services.

Local Office Services:

Delivers programs and services at ministry offices and Service BC locations across BC including front counter and outreach services to multi-barriered clients, working closely with community service providers to connect clients with financial assistance and community supports.

Prevention and Loss Management Services:

Leads the development and implementation of prevention, loss management and enforcement strategies and programs designed to mitigate financial loss, detect and defer fraud and abuse, and investigate serious offenders.

Strategic Services:

Delivers divisional strategy support to the division including: projects and policy implementation, quality assurance, stakeholder relations and engagement, strategic planning and the continuous improvement of service delivery including service delivery technology strategy.

Operations Support:

Provides support services to the division, including: business intelligence and analytics; finance, facilities and contract management; -occupational health and safety, recruitment and staffing; training and development; and scheduling and workload management.

Budget:

\$103.5M

Full Time Equivalents (FTEs):

1591

Related Legislation:

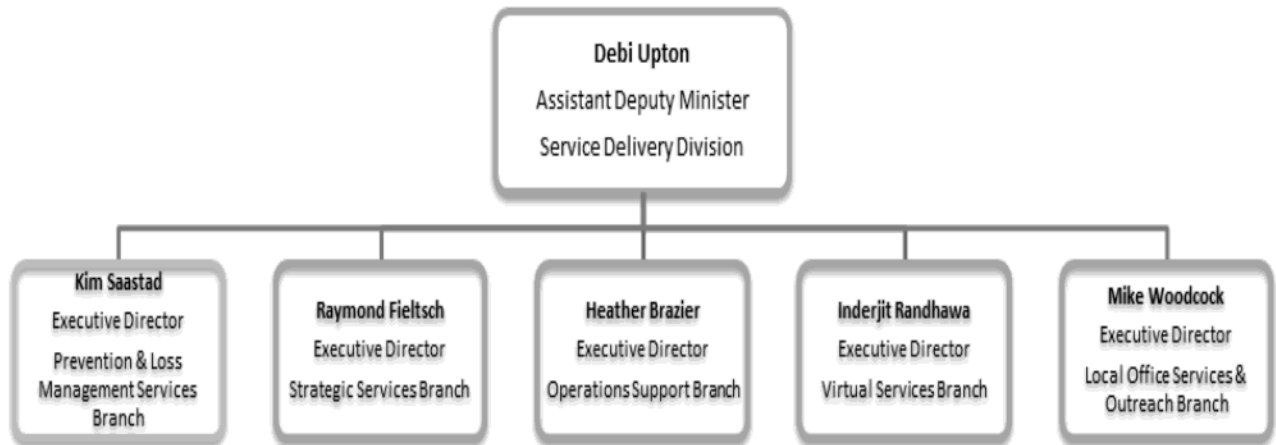
Employment and Assistance Act

Employment and Assistance for Persons with Disabilities Act

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

Organizational Chart:



Business Plan 2017/18

SERVICE DELIVERY DIVISION



It is my pleasure to present the Service Delivery Division Business Plan for 2017/18. I want to thank everyone for the very warm welcome I have received this past year, many of you have taken the time to discuss your concerns and ideas with me and you have helped shape our priorities for the year ahead. In my first year as ADM I have seen how hard this division has worked to modernize service delivery and provide consistent,

reliable service to our clients. We made some good progress last year, we focused on stability and maturing our service delivery model and you will see that theme continued in our 2017/18 business plan as we continue on the path to achieve our vision of operating as One Province, One Team, with Reliable Service delivery.

The employees in our division make positive impacts every day in the lives of our clients, staff are dedicated to their work and to each other and this is reflected in the teamwork and engagement I have seen in every office I've had the chance to visit. Hiring, training and engagement of staff is an ongoing priority for this division,

and we will continue to refine how we hire and how we support our teams. We operate in a technology enabled model, and we need to know how to leverage the information available to us to improve the quality of our services. Establishing service standards will give both staff and clients a clearer understanding of what to expect in each of our service streams.

I look forward to a productive and successful 2017/18 for the Service Delivery Division as we work to achieve continued successes in each of the goals outlined in this business plan.

~ Debi Upton

Our Vision One Province, One Team, Reliable Service

Our Mission Deliver responsive, accessible and secure income & disability services

SDSI's Ministry Vision Statement

We make a difference in the lives of British Columbians trying to overcome social and economic barriers:

- By believing in their ability to realize their full potential and make meaningful contributions to the community and;
- By providing access to services to help them achieve their goals

Our Goals

GOAL 1: MODERN AND CONSISTENT SERVICE

We will deliver services that are responsive, standardized, and predictable, regardless of the client's method of contact or location.

Key Objectives

- Ensure contact centres are suitably resourced
- Define and develop a service quality program across the division
- Validate and establish service standards where required
- Pursue expanded partnership with Service BC

GOAL 2: UNIFIED EFFORT TO DELIVER QUALITY SERVICES

We will support a high-performing staff culture through recognition, transparency, responsibility and accountability.

Key Objectives

- Develop a staffing plan that aligns with the service needs of our clients
- Provide refresher training to front line staff
- Develop strategies to improve WES scores and continue to focus on engagement and recognition

GOAL 3: IMPROVING SERVICE DELIVERY – NOW AND FOR THE FUTURE

We will continue to explore ways to improve service delivery by enhancing programs, leveraging technology, and using data in decision making.

Key Objectives

- Continue enhancement of digital service channels
- Build business intelligence tools and use data to make informed service delivery decisions
- Refine business processes and supporting documentation
- Promote automated schedule tools to support service delivery

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Prevention and Loss Management Services Overview

Program Description:

The Prevention and Loss Management Services Branch leads the development and implementation of prevention, loss management and enforcement strategies and programs designed to mitigate financial loss, detect and defer fraud and abuse, and investigate serious offenders. Preventing program losses at the outset reduces client overpayments and subsequent debt recovery efforts and costs.

The branch has three primary focus areas:

- A prevention and compliance component consisting of Investigative Officers who conduct third-party checks, perform compliance reviews on files, and verify client information to assess and make eligibility decisions;
- An enforcement component consisting of Ministry Investigators who are Special Provincial Constables with the appointed authority to conduct complex criminal investigations and law enforcement activities;
- A headquarters component consisting of business support staff who design and implement prevention and loss management strategies to achieve business objectives, continuously improve service quality, and promote program integrity.

The branch works proactively with other ministry staff to prevent loss from occurring at the point of entry to assistance and by performing compliance reviews on cases and supports front-line service delivery with a dedicated Strategic Third-Party Assist and Referral Team, which conducts third-party database checks on most applications for assistance.

Special project reviews ensure quality control and monitoring, and determine program trends or gaps across the caseload. The branch uses a centralized services model to align with other ministry businesses and provide consistent service to clients province-wide and works with ministry staff to address risks to program integrity, support continuous improvement of services, and identify training needs.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Service Delivery – Virtual Services

Program Description:

Virtual Services delivers contact centre services (toll free line); intake – applications for assistance; health assistance services including Persons with Disabilities (PWD) application adjudication; and specialized services (for example, funerals and emergency after-hours services).

The ministry's call line is managed through four provincial contact centres across the province and receives about 1.5 million calls every year. The call line provides a variety of options for citizens including accessing client information through a self-serve process, or the ability to speak to a ministry representative. An after-hours emergency line is also available outside of core hours managed by a small team of SDSI staff co-located with the Ministry of Children and Family Development in Vancouver.

Income assistance applications are managed by centralized virtual intake teams working together to support a provincial intake model managing applications submitted through the recently streamlined My Self-Serve online application. The ministry continues to support those applicants who are unable to access online services through a staff supported intake and specialized outreach workers such as hospitals, correctional institutions and youth transitions.

The health assistance team administers health supplements through client service requests, liaising with medical suppliers, and has now launched a medical practitioner phone line to provide direct support to health care professionals.

Specialized services teams are located across the province working together through a provincial queue to manage service requests for supplements, facilities processing, employment plans, indigent burials, and reconsiderations.

While the ministry will continue to provide face to face services to clients for whom phone or self-service channels are not viable service options, the ministry continues to move towards more technology-enabled and virtually delivered services to provide people with more flexibility on how, when and where to access services.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Service Delivery – Local Office Services

Program Description:

Local Office Services delivers programs and services at 47 ministry office locations and 36 partnership Service BC offices around the province that offer point of contact services during regular business hours. This also includes front counter and outreach services to multi-barriered clients, working closely with community service providers to connect clients with financial assistance and community supports.

The ministry has dedicated Outreach and Integration staff who focus on connecting B.C.'s most vulnerable citizens with financial assistance and community supports. Clients are encouraged to sign up for direct deposit in order to eliminate the need for office visits on cheque issue week and to receive their funds quicker.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue:

Contact Center Phone Times

Background:

The ministry operates a provincial contact centre that receives an average of 125,000 calls each month from citizens using the 1-866-866-0800 call line. This translates into about 1.5 million calls every year. The call line provides a variety of options for citizens including the ability to speak to a ministry representative and various 24/7 automated service offerings allow callers to access their information at a time that is convenient to them.

We have taken action to reduce wait times, including systems enhancements, increased staff, and additional shifts. These steps are paying off.

- During 2016, call wait times were reduced significantly – from almost an hour and a half in January, down to 30-40 minutes throughout most of 2016. We aim to answer/return all calls within an hour.
- In March 2016 a 10AM to 6PM staffing shift was implemented. This shift allows the Ministry to ensure all callers waiting in the queue up to 4PM will be answered the same day, rather than waiting until the following day.

The improvement in call wait times is a sign of improved service delivery. The contact centre provides clients with an efficient service delivery option rather than having to make arrangements to visit a local office in person.

Through a continued focus on system enhancements we now offer:

- An announcement to callers letting them know the real wait time they can expect when they choose the option to speak to a ministry representative. Previously approximate wait times were announced.
- The option for callers to enter a call back number, including call back numbers with an extension. When this option is selected their place in the queue is maintained. The call back option is a popular feature for callers who do not wish to wait on hold or for those who need to maximize the use of their cell phone plan minutes.
- Enhancements to accept calls from outside of BC as well as most Voice-over Internet Protocol (VoIP) services, (i.e. Skype, Google Talk, etc.). This change is a result of feedback from clients and advocates. With the growing caller base moving to less expensive communication options such as VoIP, we expedited this change to support broader accessibility.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

There have also been enhancements to service offerings to Advocates and the Public Guardian and Trustee (PGT). This streamlines the process for addressing multiple requests and has resulted in improved service outcomes for clients and advocates. A recent enhancement now allows advocates to contact the ministry through an email in addition to the 1-866 option. The Contact Centre team manages all these requests within a 24 hour turn around period.

It is important to note, while the average wait time has improved, there are still peaks and valleys associated with wait times typically that happen throughout the year. For example, there are high call volumes during cheque issue week, which means wait times are typically longer during that week. Wait times also tend to be longer on Mondays and Fridays and during peak staff vacation period. On the other hand, there are periods where average wait times are quite short, particularly mid-week. There are also higher call wait times associated with increased call volume when changes to legislation happen, or during the BC Bus Pass renewal period.

The contact centre is one of several service delivery options available to clients. We also encourage clients to activate and access their My Self Serve account as a means of minimizing wait times.

We strive respond to all callers within an hour and we're continually looking to enhance service offerings to clients.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue: Integrated My Self-Serve (MySS) Application

Background:

My Self-Serve is the ministry's online client portal that allows a client to access file information, submit cheque stubs and access services requests for some ministry services 24 hours a day, without having to call or come into a ministry office. The portal also allows the ministry to send important reminders and messages to the client electronically and provides easy access to ministry forms and policy information.

On February 27, 2017, the ministry combined its online application tool (the Self Serve Assessment and Application or SSAA) and its online client services portal (My Self Serve or MySS) into a single, streamlined online tool for all income and disability assistance applicants and clients.

MySS has a new look and feel, increasing ease of use including an optimized mobile view. The intent is to improve citizen experience and increase operational efficiency. MySS is more user-friendly and allows applicants to access the benefits of the client portal, such as uploading documents, checking the status of an application and receiving help online from ministry staff.

The new integrated online tool provides a single online access point for both applicants and recipients, and responds to much of what we've heard from stakeholders. Applications are triaged and processed in the order they are received, and we continue to expedite those with immediate needs, including those fleeing abuse.

Applicants applying online will create a MySS account, giving them access to MySS functionality during the application process. To setup a MySS account and apply for assistance or access other services online, users will need to have access to a mobile device or computer with Internet access and be able to provide three pieces of information:

- email address
- Social Insurance Number (SIN)
- basic BCeID (the username and password users set-up while applying for a new MySS account)

The ministry recognizes that online services are not suitable for everyone. That's why there are two ways to apply for assistance: online or worker-assisted by phone. Applicant(s) unable to register for MySS or use the online service (i.e. no computer access or no SIN) will contact the ministry by phone or in person to initiate the application. As they do now, applicants with no phone will follow a process for no-phone intake accommodation.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

The ministry continues to explore opportunities to further simplify the process of applying for assistance.

In 2016, we received approximately 72,000 applications for income and disability assistance. These are processed virtually where ever possible or in person if the client requires it. Of the 72,000 applications, an average of 53% of applicants did not pursue their application. This has gone down slightly from 2015 (54%).

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

Issue:

BC Government Employees Union (BCGEU) Member Survey

Background:

The BCGEU conducted a workplace survey of ministry staff (component 6 – Social, Information and Health; component 12 – Administrative Services) in November 2016. The intent was to gather information on workloads, worker experience, health and safety, staffing, workplace conditions and job satisfaction. This survey was intended as a follow up to a child, youth and family services survey conducted in spring 2014.

A summary of the survey outcomes focusing on the ministry and frontline service delivery staff was released by the BCGEU on its website on April 18, 2017. The summary highlighted the ministry's 1-866 toll-free information line, hiring and staff workload. More detailed findings have yet to be shared with the ministry.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

ADM Responsible:

Nichola Manning, ADM, Employment and Labour Market Services Division

Divisional Description:

The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of the Employment Program of BC (EPBC), designed to provide any unemployed British Columbian with a range of employment services and supports. EPBC was launched on April 2, 2012 after over three years of extensive consultations with communities across British Columbia. EPBC is delivered through 73 contracts operating 84 WorkBC Employment Services Centres across the province.

Services to Adults with Developmental Disabilities (STADD) was launched in December 2012 in response to the 2011 Deputy Ministers' review of Community Living BC (CLBC). STADD supports youth and young adults with developmental disabilities plan for transition to adulthood and navigate government and community supports and services. STADD operates in over 90 communities across the province and is continuing to expand.

The division consists of three branches:

The Program Management Branch is responsible for supporting the overall Employment Program of BC delivery and service quality through planning, policy, systems management, governance, and quality assurance. The branch supports ongoing program improvement through analysis, performance measurement and evaluation. The branch includes an office responsible for ensuring the needs of specialized populations, including persons with disabilities, youth, immigrants etc, continue to be met through the program.

The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local levels, along with activities that support the development of strong and productive relationships with service providers and community partners to ensure effective service delivery. The branch also provides corporate supports and resources including communications, project management and implementation, employee engagement, stakeholder relationship development and issues management at the divisional level. Operations branch is also responsible for delivery of Community and Employer Partnerships (CEP). CEP fosters employment opportunities for unemployed British Columbians through community based projects which access five unique streams. These can range from community labour market planning to projects that provide training and real world work experience providing a community benefit.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

Services to Adults with Developmental Disabilities (STADD) Branch assists transitioning youth with developmental disabilities and their families coordinate supports and services from various government agencies and community organizations. STADD navigators, ministry partners and agencies work with youth and the family to develop and implement a transition plan. In the Fraser and Vancouver Regions STADD is currently operational in Surrey, Langley, Delta, Burnaby, Abbotsford, and Vancouver. In the Northern Region, STADD is operational in Bulkley/Stikine, Haida Gwaii/Prince Rupert, Peace North, Prince George, and Nechako Lakes. STADD also serves communities around Cariboo, Gold Trail (including Merritt), Kamloops, and South Okanagan in the Interior Region along with Nanaimo, Courtenay, and Parksville/Qualicum on Vancouver Island. Phased expansion will continue in the Fraser Region and in rural and remote communities across the Interior and Northern Regions in 2017/18.

Budget:

\$331M Gross

Full Time Equivalents (FTEs):

224

Related Legislation:

Employment and Assistance Act and Regulation

Employment and Assistance For Persons with Disabilities Act and Regulation

Employment Insurance Act and Regulation

Labour Market Development Agreement

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

Organizational Chart:



EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION
2017/18 Business Plan

DIVISION OVERVIEW

We administer two programs in our Division: the Employment Program of BC (EPBC) and Services to Adults with Developmental Disabilities (STADD).

EPBC: We support unemployed British Columbians in achieving sustainable employment as quickly as possible, having served over 342,000 clients since the program was first launched in 2012. Through our WorkBC Employment Services Centres and online services we provide all British Columbians with access to a range of supports including employment needs assessments, skills development, training, job placement supports, and customized employment services addressing barriers and other circumstances to achieve employment or improve employment readiness.

STADD: We lead a one-government approach to individual and family centred transition planning for youth and young adults with developmental disabilities. Working collaboratively with other ministries and local, regional and provincial partners, we aim to coordinate an integrated system of services and supports from youth to and through adulthood to enable people with developmental disabilities to achieve the greatest independence they are able.



OVER
200
DEDICATED
EMPLOYEES

2017
2018
BUSINESS
PLAN



3
BRANCHES

1
VISION













STRATEGIC CONTEXT

Rapid social, economic and technological shifts are changing the way we live and work as well citizens’ expectations of government, which in turn puts a responsibility on us to be more innovative, collaborative and responsive.

As we plan for the future of EPBC and STADD over the next year, we will continue to expand our partnerships across the Ministry, government, and other key stakeholders to ensure our services are as effective and seamless as possible for the citizens we serve. We will also continue to engrain a culture of continuous improvement, achieving *service delivery excellence* through individually small, incremental changes that add up to significant improvements. Recognizing that having great people is critical to our success, we will reaffirm our commitment to making ELMSD a great place to work and strive for *organizational excellence*.

In 2017/18 we will build upon our many achievements, devoting ourselves to make our services better every day while building towards the future.

—Our Vision—

For all British Columbians to realize their full potential by assisting them coordinate and plan for their future through sustained employment and community attachment.

PROGRAM RESULTS

As of March 2017

EPBC RESULTS

- Over 342,000 individuals served.
- Over 265,000 received services through an employment case manager.
- Almost 52,000 non-case managed apprentices.
- Over 108,000 employment and 1,055 community attachment outcomes (unpaid work experience placements) achieved.

STADD RESULTS

- 946 individuals have been served by a STADD navigator and, of these, 786 are currently being served.
- 377 partner organization staff and 92 individuals and families using shared planning online system, Collaborate.
- For individuals with an employment goal, 61% have been connected to employment services and 34% have achieved employment.
- STADD is now operational in over 90 communities across BC.

GOALS		AREAS OF FOCUS	
SERVICE DELIVERY EXCELLENCE	1. Continue to refine service offerings and delivery	A.	Work with service providers to enhance the availability and accessibility of services to all clients, province-wide
		B.	Increase employment opportunities through Community and Employer Partnerships (CEP) and foster collaborative, coordinated networks of community organizations and employers
		C.	Engage with service providers to identify and share leading practices
		D.	Support greater labour market participation for people with disabilities under Accessibility 2024
		E.	Support eligible clients through the Single Parent Employment Initiative (SPEI)
		F.	Collaborate with government and community partners to increase awareness and accessibility of STADD services
		G.	Increase access to transition planning services through STADD expansion (regional, rural and remote practice, co-location with Foundry)
	2. Ensure program framework continues to be adaptive and responsive to labour market and community needs	A.	Support service providers in using Targeting, Referral and Feedback (TRF) for timely client interventions and targeted responses to labour market needs
		B.	Ensure employment programing continues to serve the needs of British Columbians through the renegotiation of the labour market transfer agreements
		C.	Foster an ongoing partnership with JTST for the delivery of joint-ministry employment programing initiatives
		D.	Expand availability and access to labour market data to better inform service delivery and training decisions
		E.	Engage in mutually supportive activities across partner organizations to enhance client outcomes and employment opportunities
		F.	Ensure the input of youth and their families inform the ongoing design, enhancements and evaluation of STADD
	3. Continue to increase program outcome metrics while working within the Division's budget	A.	Consider all business decisions from a cost-effectiveness lens; balancing program outcomes with fiscal responsibility
ORGANIZATIONAL EXCELLENCE	4. Foster a work environment and culture that makes ELMSD a great place to work	A.	Continue to implement the action plan in response to work environment and engagement surveys
		B.	Support a culture of innovation and continuous improvement by encouraging staff to be creative, experiment, take thoughtful risks, try new concepts and learn from the results
		C.	Champion employee engagement and wellbeing by supporting and encouraging social engagements, employee recognition, and a healthy work-life balance
	5. Expand leadership capacity across the Division	A.	Foster and develop new leaders and reinforce the Division's succession management strategy by expanding the Leadership Development Program across the Division
		B.	Provide opportunities for staff to expand their day-to-day leadership capacity through participation in key initiatives and growth opportunities
	6. Ensure business decisions are supported by robust data and analytics	A.	Expand and enhance access to relevant, timely and reliable data through the Business Intelligence Portal
		B.	Develop Information Sharing Agreements with key STADD partners
	7. Continue to innovate and build towards future program iterations	A.	Build strategic partnerships across government to support ELMSD programs
		B.	Finalize program design for EPBC renewal
		C.	Conduct status report evaluating STADD expansion activities to inform program refinement and provincial roll-out

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program:

Employment Program of BC Overview

Program Description:

The Employment Program of BC (EPBC) supports all unemployed British Columbians in achieving sustainable employment as quickly as possible. The program provides comprehensive employment services and supports ranging from independent self-serve services to intensive case management based on individual client needs.

The EPBC is delivered by contracted service providers through 84 storefront WorkBC Employment Services Centres (ESCs) throughout BC, ensuring that British Columbians can access needed services and supports, wherever they live in the province. There are currently 73 contracts, held by 46 contractors, with 251 unique sub-contractors.

Community and Employer Partnerships (CEP) are an important component of the Employment Program of BC, supporting projects to increase employment opportunities for unemployed British Columbians through the use of agency and business partnerships, shared information and technology, and innovative processes and practices.

Responsive to community events, program staff support communities in transition and impacted workers by ensuring WorkBC ESCs are providing necessary transitional employment services and that CEP funds are available to address labour market issues and increase employment opportunities.

The EPBC is largely funded through the federal Labour Market Development Agreement (LMDA).

Program Results

Since 2012, the EPBC has provided employment supports and services to over 348,000 individuals. Out of those, nearly 270,000 people (77 percent) have received one-on-one personal supports with a case manager, with more than 110,000 finding employment as a result. In fiscal year 2016/17, there were approximately 42,000 clients actively receiving services through EPBC and an employment rate of 55 percent, exceeding the 2016/17 Service Plan target of 51 percent (see Appendix). The Ministry publishes statistical reports to the ministry website which include client volumes, outcomes and other relevant information.

Specialized Populations

The EPBC has built in controls to ensure that clients who identify themselves as a member of a Specialized Population are accommodated to achieve their employment

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

goals. Specialized Populations identified within the EPBC include: People with disabilities, Aboriginal peoples, Youth, Immigrants, Francophones, People living in rural and remote areas, Survivors of violence and/or abuse and People with multiple barriers. As of March 2017, 72 percent of clients have self-identified as belonging to at least one Specialized Population.

Services to Persons with Disabilities

The program ensures that employment supports are available to people with disabilities (PWDs) when assessed as needed. While not all PWDs require additional services and supports, a wide variety of disability-related services and supports are available. A number of other initiatives have also been launched through the program to support the Accessibility 2024 action plan. As part of EPBC governance, the External Advisory Panel on Specialized Populations provides advice to the Ministry on enhancements to services access and/or delivery within the program design mandate.

Program Controls and Evaluation

There is a coordinated framework of controls to provide assurance that the program is meeting its objectives, and individual contractors are meeting their performance requirements. The EPBC control framework consists of six inter-related control components: (1) Financial Management Controls, (2) Contract and System Controls, (3) Quality Assurance Program, (4) External Audits, (5) Program and Contract Performance Measurement and Reporting and (6) Program Evaluation.

An external contractor, Ference & Company, completed a comprehensive program evaluation on March 31, 2016 to assess how the EPBC is meeting its intended principles, outcomes, and objectives. The results from this evaluation are being used to inform future program development.

2017/18 Budget

Administrative: \$20.535M (federally funded)
Program: \$278M (federal), \$29M (provincial)

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Appendix:

Ministry Service Plan 2016/17 Performance Measure 5

Percent of Employment Program of BC clients obtaining employment.

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

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Single Parent Employment Initiative

Program Description:

Single parents face greater challenges and need extra support in building the lives they want for themselves and their children. In 2015, government introduced a number of changes to help single parents and families with children, who are on income or disability assistance, by launching the Single Parent Employment Initiative (SPEI).

The purpose of SPEI is to remove barriers for single parents on income and disability assistance in order to help them secure long-term employment. As of December 31, 2016, there were 18,000 single-parent families with 30,000 children on income and disability assistance in BC.

SPEI aims to reduce the duration single parents are on income and disability assistance, and increase the number who leave the income and disability assistance caseload for long-term, full-time employment, by targeting training to in-demand occupations.

SPEI participants have increased access to Employment Program of BC services and supports and can remain on income assistance while accessing up to 12 months of funded Skills Training or Wage Subsidy Work Experience (paid work experience placements) for in-demand jobs. Additionally, SPEI participants receive assistance with child-care and transportation costs. Once employed, child-care and transitional health services are provided for up to 12 months.

As of March 31, 2017, nineteen months after the launch of SPEI, approximately 4,675 single parents were participating in SPEI services under the EPBC. Of the 4,675 single parents, 4,280 (nearly 92%) were single mothers.

Since launch, 955 single parents have found employment in a variety of in-demand occupations within sectors such as health, construction, community service and retail receiving an average hourly rate of \$15.00/hr.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Technology @ Work

Program Description:

Technology@Work provides assistive technologies (such as mobility supports), assistive devices (such as alternative keyboards and voice input equipment), and workplace modifications to people with disabilities who have a work opportunity (including volunteering), or who are working and need an assistive device to do their job.

When designing the program the Ministry consulted with:

- Minister's Council on Employment and Accessibility,
- Expert Advisory Panel on Specialized Populations,
- Presidents Group (prominent and influential business leaders that act as an advisory committee to government),
- Supporting Increased Participation (stakeholder group), and
- A public engagement session with users of assistive technology.

Technology@Work launched in May 2015 after a formal Request for Proposal process on the BC-Bid site, and is delivered by the Neil Squire Society, an agency that has been providing assistive technologies to people with disabilities in BC and across Canada for over 30 years.

By March 31, 2017, the program had received 1,062 client applications. Of these applicants, 393 individuals received assistive technology and currently there are another 80 individuals working through the process of needs determination, acquisition, and follow up.

The annual budget for Technology@Work is \$3 million. This allotment is shared between the Ministry of Social Development and Social Innovation (SDSI) committing \$2 million and the Ministry of Jobs, Tourism, and Skills Training (JTST) committing \$1 million.

The Ministry also provides assistive technology to persons with disabilities through a number of different programs:

- The Employment Program of BC provides a range of employment related assistive technologies including assistive devices and equipment, communication and hearing devices, ergonomic supports, interpreting and captioning services, and workplace access and modification.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

- In April 2012, the Ministry launched Assistive Technology BC (ATBC) to create an assistive technology loan bank for public post-secondary students with disabilities to increase their independence and enhance training and employment opportunities for the future.
 - ATBC has a 7 year contract, total value of \$3.6 million, and has served nearly 660 students to date.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Community and Employer Partnerships

Program Description:

The Community and Employer Partnerships (CEP) Fund is a component of the Employment Program of BC and is funded through the B.C.- Canada Labour Market Development Agreement.

CEP provides project funding to increase employment opportunities for unemployed British Columbians through the use of local community partnerships, shared information, technology and innovative practices.

The Ministry is responsible for administering five CEP funding streams:

1. Job Creation Partnerships (JCP) support local projects that provide work experience and skills enhancement to eligible job seekers to help them obtain sustainable employment.
2. Labour Market Partnerships (LMP) support and facilitate strategies and activities to address local labour market or human resources issues.
3. Research and Innovation (R&I) supports exploration to find better ways of delivering programming to help individuals find or return to work.
4. Project Based Labour Market Training (PBLMT) supports local projects that provide a combination of on the job and/or off the job employment training to eligible participants to help them obtain sustainable employment.
5. Social Innovation (SI) expands the scope of the CEP program goals to support innovative projects that address social challenges beyond unemployment.

CEP funding is available to all applicant categories and applications are accepted throughout the year. Applications focusing on People with Disabilities, Youth, Aboriginals, Liquid Natural Gas and Social Innovation sectors are given priority.

The CEP Fund was launched on May 28, 2012 with funding provided under the Labour Market Development Agreement (LMDA). From April 2012 to March 2017, the Ministry entered into 284 CEP agreements with 65 new agreements in 2016. As of March 2017, 1,600 job seekers benefited from work experience and employment training through CEP.

CEP expenditures for all streams in fiscal year 16/17 totalled \$13.04M and the CEP base budget for fiscal year 17/18 is \$10M.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Services to Adults with Developmental Disabilities

Program Description:

Services to Adults with Developmental Disabilities (STADD) was launched in December 2013 in response to the 2011 Deputy Ministers' review of Community Living BC (CLBC) services to persons with disabilities. STADD is a one-government response to support individuals with developmental disabilities plan for life transitions and navigate government and community supports and services. Since the program was introduced in 2013, approximately 1,004 individuals and families have received support.

STADD was created to assist transitioning youth with developmental disabilities and their families coordinate supports and services from various government agencies and community organizations. STADD navigators, ministry partners and agencies work with youth and the family to develop and implement a transition plan.

Youth between the ages of 16-24 with developmental disabilities are eligible for STADD services and may be referred through CLBC, school staff, Ministry of Children and Family Development social workers or health authorities. Individuals and their families may also self-refer.

In 2013 the STADD program consisted of four Early Implementation Sites dedicated to youth and young adults (aged 16 to 24) located in Surrey, Nanaimo-Courtenay, Kamloops-Merritt and Prince George-Haida Gwaii and one Older Adult Site (55+) located in Burnaby.

An evaluation of the STADD Program was completed in 2015, leading to the development of an phased expansion plan to provide stability and time to test and refine the model for full provincial roll out.

The expansion activities complete as of FY2016-17 includes roll-out to the Fraser region, testing of rural and remote service in the North and Interior regions, and introduction of the Navigator role in Vancouver through testing at the Granville Youth Health Centre.

In the Fraser Region STADD is currently operational in Surrey, Langley, Delta, Burnaby, and Abbotsford where approximately 433 individuals and families have received support.

On Vancouver Island, STADD serves Nanaimo, Courtenay, and Parksville/Qualicum, where to date, 238 individuals and families have received support.

In the Northern Region, STADD is operational in Bulkley/Stikine, Haida Gwaii/Prince Rupert, Peace North, Prince George, and Nechako Lakes, where to date, 155 individuals

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

and families have received support.

In the Interior Region, STADD serves Kamloops, communities around Cariboo, Gold Trail (including Merritt), and South Okanagan, where to date, 173 individuals and families have received support.

In 41 new communities in Rural and Remote areas, STADD is working with partners to develop tele-practice options and use technology to enhance communications between families, individuals and partners providing services. In the Interior and the North, 42 individuals and families have received support through the testing of this model.

Phased expansion will continue in the Fraser Region and in additional rural and remote communities across the Interior, Northern and Northern Vancouver Island Regions in 2017/18.

A total of 27 navigators will be in place by the end of December 2017.

STADD also participates in a joint employment program committee with CLBC and the Employment Program of BC, identifying best practices and improving the opportunities for individuals with developmental disabilities to secure employment.

Additional program features include the Integrated Services Support Team (ISST) – which provides a dedicated response to families and individuals with developmental disabilities who are not satisfied with supports or services provided by CLBC and another Ministry or Authority.

The STADD budget is \$3.1 million in 2017/18.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue:

Employment Program of BC Contract Renewal

Background:

The Employment Program of BC (EPBC) supports all unemployed British Columbians in achieving sustainable employment as quickly as possible through an integrated system of employment services and supports. The EPBC is funded through both federal and provincial investments. Annually, approximately \$300M is transferred to the province through the Labour Market Development Agreement and \$30M is utilized from provincial funds. The original term of the EPBC contracts was for five years with the option of up to a two-year extension. That extension was utilized bringing the end of the term to March 31, 2019 and new contracts will be required for April 1, 2019. This creates an opportunity to enhance and improve the EPBC, focusing on achieving improved outcomes, including more sustainable jobs for British Columbians.

Since 2012, the EPBC has provided employment supports and services to over 348,000 individuals. Out of those, nearly 270,000 people (77 percent) have received one-on-one personal supports with a case manager, with more than 110,000 finding employment as a result. Given the results of the program, the ministry intends to continue the delivery of employment services and supports under the EPBC.

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue:

BC Centre for Employment Excellence

Existing contract with the Social Research and Demonstration Corporation to operate the BC Centre for Employment Excellence concludes July 31, 2017.

Background:

Over the last five years, the Ministry has held two consecutive agreements with the Social Research and Demonstration Corporation (SRDC) to operate the BC Centre for Employment Excellence (BCCfEE). The BCCfEE has been the single coordination point for research; connecting the BC employment services sector and the employer community with important information and support as the Employment Program of BC (EPBC) evolved.

The Ministry has held ongoing conversations with SRDC about the need to establish sustainable funding for the Centre. The BCCfEE has been funded through Community and Employer Partnerships (CEP), which are designed to be finite funding and cannot form an organization's long term core funding. To that end, a Request for Proposal issued in February 2012, outlined the expectation for the BCCfEE to become self-sustaining by acquiring other sources of funding.

SRDC has leveraged partnership opportunities to collaborate on a variety of employment related issues from across a broad range of government, private sector and nonprofit sectors. However SRDC's efforts to pursue other sources of revenue have not been successful in achieving self-sufficiency and have indicated that they will be unable to do so.

SRDC is in its final month of the contract to operate the BCCfEE.

Schedule A of the contract states:

- By May 31, 2017, the Project Holder will stop operating under the BC Centre for Employment Excellence, and
- By July 31, 2017, the Project Holder will have completed a final report for the project and submit it to the Province for review and approval.

Arrangements are being made to transfer information currently housed on the BCCfEE website to an alternate public access point.

In addition to the BCCfEE contract, SRDC has held an additional 11 Research and Innovation agreements with the ministry, with 6 agreements currently active.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

Coincidentally, in the 2017 federal budget, under Canada's Innovation and Skills Plan, a new organization will be established to support skills development and measurement in Canada. This organization will:

- Identify the skills sought and required by Canadian employers,
- Explore new and innovative approaches to skills development, and
- Share information and analysis to help inform future skills investments and programming.

The mandate of the new organization aligns closely with that of the BCCfEE and will operate at a national level while being supported by provincial jurisdictions; minimizing the need for a provincial specific centre.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue:

Labour Market Transfer Agreement and Labour Market Development Agreement

Background:

The Ministry of Social Development and Social Innovation (SDSI) received an offer letter from the Government of Canada in June which signaled the beginning of negotiations for amendments and increases to Labour Market Transfer Agreements (LMTA). SDSI will require an updated negotiating mandate in order to proceed to renegotiation with the federal government.

The LMTA is the broad term for a number of federal agreements with BC that include;

- The Labour Market Development Agreement (LMDA) and the Labour Market Agreement for Persons with Disabilities (LMAPD) administered by the Ministry of Social Development and Social Innovation, and
- The Canada Jobs Fund (CJF), and the Targeted Initiative for Older Workers (TIOU) administered by the Ministry of Jobs, Tourism and Skills Training and the Minister Responsible for Labour (JTST).

The federal government has proposed consolidation of the Canada Jobs Fund, Labour Market Agreement for Persons with Disabilities and Targeted Initiative for Older Workers agreements into the Workforce Development Agreement (WDA) and has proposed expanded eligibility and additional funding for both the LMDA and WDA for six years starting in fiscal year 2017-18.

The LMDA was established in 2008 and transferred responsibility from Canada to BC for programs and services aimed at helping Employment Insurance (EI) clients and the unemployed general public to prepare for and obtain employment. It is currently a perpetual agreement that provides BC with approximately \$300M annually to deliver employment programming and supports.

SDSI uses LMDA funding to administer the Employment Program of BC (EPBC) through 84 WorkBC Employment Services Centres throughout the province.

In December 2016, BC negotiated an interim amendment to the LMDA to take advantage of expanded eligibility for Employment Insurance (EI) clients. This amendment came with an additional \$13.4 million in one-time funding, which was invested in services for priority target groups, including clients with multiple barriers to employment, people with disabilities, Aboriginal people, youth and recent immigrants.

Date:

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION ISSUES NOTE

National and BC Funding Profile (Six-year additional LMDA funding in millions of dollars)

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	TOTAL
Canada	\$125	\$225	\$250	\$350	\$425	\$425	\$1,800M
BC	\$ 13.576M	\$ 24.437M	\$ 27.152M	\$ 38.013M	\$ 46.159M	\$ 46.159M	\$ 195.497M

The 2017 federal Budget announced a funding increase to LMTA's totaling \$2.7 billion over six years, starting in 2017-18. This includes a proposal to invest an additional \$1.8 billion nationally over six years to expand the LMDA. This would provide BC with additional funding increasing annually from \$13.6M to \$46.16M (see chart above). The 2017 federal Budget also proposed expanding eligibility for programs and services under these agreements.

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

Executive Responsible:

Rob Byers, Executive Lead, Information Services Division

Divisional Description:

Supporting both Ministry of Social Development and Social Innovation (SDSI) and the Ministry of Children and Family Development (MCFD), the Information Services Division (ISD) provides strong information management and information technology (IM/IT) resource planning, decision making, project and issues management, security and privacy functions and desktop support.

The division was created to serve the social sector's current and future IM/IT needs. Its Executive Lead, Rob Byers, oversees the operation of its branches:

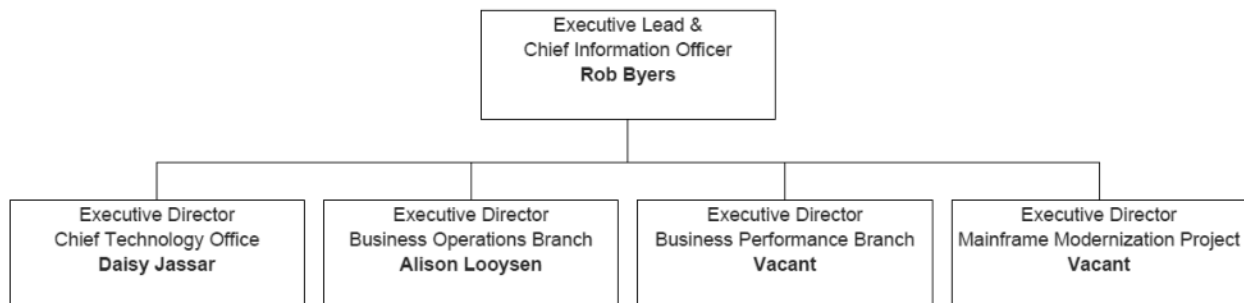
- Chief Technology Office
- Business Operations Branch
- Business Performance Branch
- Mainframe Modernization Project

Budget: \$58M

Full Time Equivalent (FTEs): 145

Related Legislation: None Applicable

Organizational Chart:



2016/17 Business Plan

Executive Message

The Information Services Division (ISD) provides information management and information technology (IM/IT) support to the Ministries of Children and Family Development and Social Development and Social Innovation. Services include resource planning, project and issues management, security and privacy functions and desktop support. The division was created to serve the social sector’s current and future IM/IT needs.

ISD is now growing into maturity as a division, as is the social sector service delivery model the division created to support our customers. In order to grow and develop from a project environment to a mature operational service-oriented division, our 2016/17 business plan asks us all to focus on providing the best possible service to those we work with and serve. The goal of this year’s plan is to lay the foundation of a strong service culture; enabling an environment where we set expectations with those we work with and serve, and where each of us has the ability to deliver on a high standard of service every day.

I look forward to our year ahead.

Rob Byers
Executive Lead

Our Vision and Mission

Vision: To be recognized as a model organization in the delivery of Information Management / Information Technology (IM/IT) services

Mission: To be a trusted and valued partner in the provisioning of quality IM/IT services and support for the Social Sector

Internal Factors

- Ongoing divisional foundation-setting with regard to both our people and processes
- Government focus on Leading Workplace Strategies and lease savings
- Awareness of budget and performance management targets

External Strategic Context

External strategic context is the external environment in which we operate. Understanding what external influences may affect us and our work can help us plan for and accommodate changes that will occur throughout the year.



Our Division: Who We Are

- Approximately 140 Full-Time Equivalent staff (FTEs)
- Support for nearly 6,500 employees across the social sector
- Support for over 100 applications

STRATEGIC PRIORITIES: 2016/17



Goal 1: People / Organization

Our People are Prepared to Serve

- We are engaged in our work through the use of transparent communication and equal participation
- We develop talent and capacity in ourselves, and in those who we work with and serve
- We are creating a workforce for the future both within the division and with our corporate HR partners
- We are each responsible for contributing to a culture of accountability

Performance Measures:

1. Three of the four phases of the 2016/17 – 2017/18 divisional People Plan are 100% complete by March 31, 2017:
 - a. Phase 1, Planning and Drafting, will be complete by April 2016.
 - b. Phase 2, Consultation and Communication, will be complete by July 2016.
 - c. Phase 3, Operate and Update, will be complete by March 2017.
2. Improve key focus areas across the division, as determined through consultation on 2015 WES scores, by delivering a WES engagement plan that links directly to each of our MyPerformance profiles by May 30, 2016.
3. Create a long-term approach to planning across the division: develop a three-year cycle for business, capital, people, continuity and IM/IT development planning beginning in FY17/18.



Goal 2: Service Excellence

Building Service Culture, Exceeding Expectations

- This year, we are cementing the foundation needed to deliver high-quality IM/IT solutions into the future
- We use empathic design to better understand and deliver what is expected from those who receive our services
- We have the data collection mechanisms in place to monitor customer service objectively in accordance with ITIL standards
- We all develop and maintain appropriate partnerships and relationships across the social sector and broader public service

Performance Measures:

1. We have the tools, processes and mechanisms in place to gather customer service data from those we work with and serve by May 31, 2016.
2. By December 31, 2016, we have a divisional approach to evaluating customer service data and a shared approach to implementing recommendations.
3. Create a visual map by March 2017 that identifies IM/IT groups across the public service with whom it is vital that we have relationships / partnerships with to ensure we can connect new solutions to IM/IT problems experienced by those we work with and serve.



Goal 3: Value for Money

Service-Focused Accountability

- We have accurate, timely and transparent financial reporting
- Our governance and planning structures enables our projects and operations to be successful
- We balance the costs of providing IT with delivering practical solutions to business problems for the social sector

Performance Measures:

1. Each work unit is trained and meets the targets in their budget letters:
 - a. Training for staff / Expense Authorities (included in People Plan) completed by July 31, 2016.
 - b. Budget letters will go out by August 31, 2016 and be a MyPerformance measure for all budget holders and their teams.
2. Develop and document a process cycle that builds capacity to solve IM/IT problems for the businesses we serve in a way that is repeatable, dependable and measureable by March 2017.



Goal 4: Innovation

Leading-Edge Public Sector IT Solutions

- We leverage our expertise and curiosity to challenge the status quo in support of a culture of innovative exploration and solutions
- We are integrated into our customers’ policy and program development processes and are able to provide early information about technology solutions
- We are a strong link for our ministry customers to central government technology boards, committees and organizations

Performance Measures:

1. Every work unit, led by their Director, will find a problem to solve and develop a solution by March 2017 that will be voted on by everyone in the division. These projects are to be documented as part of each of our MyPerformance profiles.
2. Create a space within the current governance and team structure to discuss, develop and report out on innovative initiatives within the division by May 30, 2016.
3. Everyone in the division has completed Lean 201A and records a Lean Where You Work (LWYW) project in the BC Lean database by March 31, 2017.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Chief Technology Office

Program Description

The Chief Technology Office holds responsibility for managing a technology and service portfolio that includes:

Business Intelligence and Data Quality team

This team ensures the operation and ongoing evolution of technology for business intelligence, ensures the quality of common data, and supports three data warehouses.

Product and Service Management team

This team is responsible for the effective and efficient management of over 100 applications used to support the social sector, 219 servers and 92 terabytes of data.

Workplace Technology & Application Development team

This team is responsible for user technology, collaboration services, test management and application planning & development across the ministries. This includes device and software solutions, audio video conferencing tools, workstation equipment and peripherals as well as assistive technology and network solutions.

Security, Privacy and Compliance Management team

This team supports the social sector in getting work done in a secure and privacy respectful manner. The team verifies security compliance for over 100 applications, manages security and privacy incidents for the Social Sector, leads the completion of security threat risk assessments (STRA) for sector applications and projects, reviews privacy impact assessments for all sector initiatives, and is responsible for the sector's compliance strategy.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Business Operations Branch

Program Description

The Business Operations Branch is made up of:

Business Alignment team

This team provides day-to-day operational and project support for both ministries for over 130 Ministry applications. Their roles include:

- Business Analysis such as documenting business requirements, participating in strategic planning with ministries, and business case development;
- Application Lifecycle Management such as managing incidents, requests and releases; Service Management by working to provide service delivery improvements liaising with technology teams and Ministry program areas;
- Contract Management by working with Alliance Management Office to develop and manage system contracts and ensure quality assurance; and
- Technology Planning & Development by working within Information Services Division (ISD) to develop strategic Information Technology plans and project management methodologies.

Service and Request Management team

This team provides front line application systems and access support for over 9,000 Ministry staff in the Ministries of Social Development and Social Innovation (SDSI) and Children and Family Development (CFD), over 6,000 staff within our service providers and various stakeholders. The Social Sector Service Desk is the primary point of contact for the Ministries. Staff are located in Victoria and Vancouver. Day to day support includes responding and resolving application problems and service requests.

Alliance Management Office

This team facilitates positive relationships with vendors; acts as primary liaison between business stakeholders, vendor representatives, legal counsel, and central government procurement, and ensures contracts and service level agreements are viable and comply with strategic vision, government policy and legislation.

Finance and Administrative Supports team

This team provides day-to-day oversight, processing and management of the division's financial services including budget and capital management, and reporting and forecasting to Information Services Division (ISD) branches, the ministries and government.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Business Performance Branch

Program Description

The Business Performance Branch has two teams:

Project Management Office

This team is responsible for overseeing the sector's capital and operational projects of all sizes, project management standards and project reporting to all governance bodies including central government and the Office of the Chief Information Officer (OCIO).

Governance, Strategic Planning and Engagement team

This team is responsible for the sector's information management and information technology (IM/IT) governance, development and management of the long range IM/IT Strategic Plan, integration of transformation business planning with IM/IT service delivery, division communications and staff engagement, training, emergency management, issues management and LEAN.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue

Mainframe Modernization Project (MMP)

Background

The social sector provides critical benefits and support programs to vulnerable citizens in the province. In order to continue to meet the objectives and goals of the respective Ministry Service Plans, the social sector requires the capability to maintain and utilize long-term solutions for some of their essential service delivery functionality. The current mainframe systems, on which much of this functionality is stored, is over 30 years old, complex, and does not meet the demands of today's changing business.

The MMP seeks to transform current functionality and processes from a mainframe-based process using obsolete technology to one that aligns with current government standards and corporate applications. Future policy changes and enhancements would no longer require investment into old technology, reducing future technology maintenance and project costs.

As part of the push towards standardization of corporate solutions across government, the Office of the Chief Information Officer (OCIO) is pursuing a strategy to significantly reduce or completely eliminate the current tenancy on the mainframe by 2021. The social sector currently occupies the largest percentage of hosting space on the mainframe in government, at over 43%, and the MMP represents a significant opportunity to take a leadership role on the migration from the aging system onto a more long-term solution. In addition, future information management & information technology (IM/IT) capital projects that seek to improve program service delivery will encounter reduced complexity as part of the implementation, due to the decreased number of integrations between current systems.

The project roadmap spans five years, beginning in 2017 and completing by the end of Q1 in 2021. At peak, three sub-projects will be executed concurrently. The MMP will be implemented using a phased approach whereby functionality is transitioned in waves, with core functionality built early and added to over time.

The investments made to the MMP will enable the social sector to deliver increasing levels of service to clients and citizens, while reducing the risk to government of catastrophic failures in its systems.

Date: May 8, 2017

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

ISSUES NOTE

Issue

Integrated Case Management (ICM) System Performance

Background

The purpose of the ICM project was to integrate multiple program areas and systems from the Ministries of Social Development and Social Innovation (SDSI) and Children and Family Development (CFD) into a single system, both to improve information sharing and case management across the social services sector, and to replace some disparate, aging systems no longer considered sustainable for program delivery. The ICM system has been functional and available over 99 per cent of the time since its launch.

In November 2014, the ministry signed a maintenance and support contract with Deloitte Inc. for an annual cost of approximately \$10 million. The contract expires in February 2020 and is well within the average cost for similar information management & information technology (IM/IT) systems. Services covered under the contract include management and monitoring of all ICM environments, application of patches and upgrades, and investigation and resolution of issues. Improved information sharing includes:

- Timely access to complete client information for better decision making and quicker turnaround.
- Frontline staff have the necessary tools to make eligibility decisions and identify situations that require immediate attention.
- Information can be shared appropriately between program areas so clients don't have to provide personal information and repeat their story multiple times.
- ICM has also helped the ministry quickly roll out significant policy changes like the Single Parent Employment Initiative, higher gifts and assets limits for people with disabilities, and child support exemptions.

We will continue to enhance ICM to ensure it remains a stable, secure and reliable system.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

ADM Responsible:

Michael Lord, ADM and Executive Financial Officer, Corporate Services Division

Divisional Description:

The Corporate Services Division (CSD) is responsible for leading the provision of strategic business and corporate services in support of ministry programs, and leading multi-ministry initiatives in the social sector. The division is organized into three branches:

- The Financial Services Branch is responsible for financial governance and control, budgets and forecasting, procurement, asset management including fleet and facilities, and records management services;
- Strategic Human Resources Branch is primarily responsible for workforce planning and engagement strategies, communication, and organizational development; and
- Corporate Planning & Strategic Initiatives Branch leads the delivery of ministry strategic and service planning, corporate performance management, risk management, and business continuity management.

CSD is also the primary liaison for Community Living BC (CLBC), working closely to develop and implement Accountability and Performance Measurement Frameworks, incorporating the Taxpayer Accountability Principles. The division helps to manage CLBC's budget, to ensure both fiscal discipline and maximum service delivery to individuals.

Additionally, the Assistant Deputy Minister of CSD provides shared oversight of sector IM/IT with the Ministry of Children and Family Development, participating on the IM/IT Governance Committee. The position also leads multi-ministry initiatives and representing/advancing government's interests within the social services sector with organizations such as Healthcare Benefits Trust (HBT) and Community Social Services Employers' Association (CSSEA).

Budget:

\$8.239M

Full Time Equivalent (FTEs):

85

Date: May 8, 2017

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MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

DIVISIONAL OVERVIEW

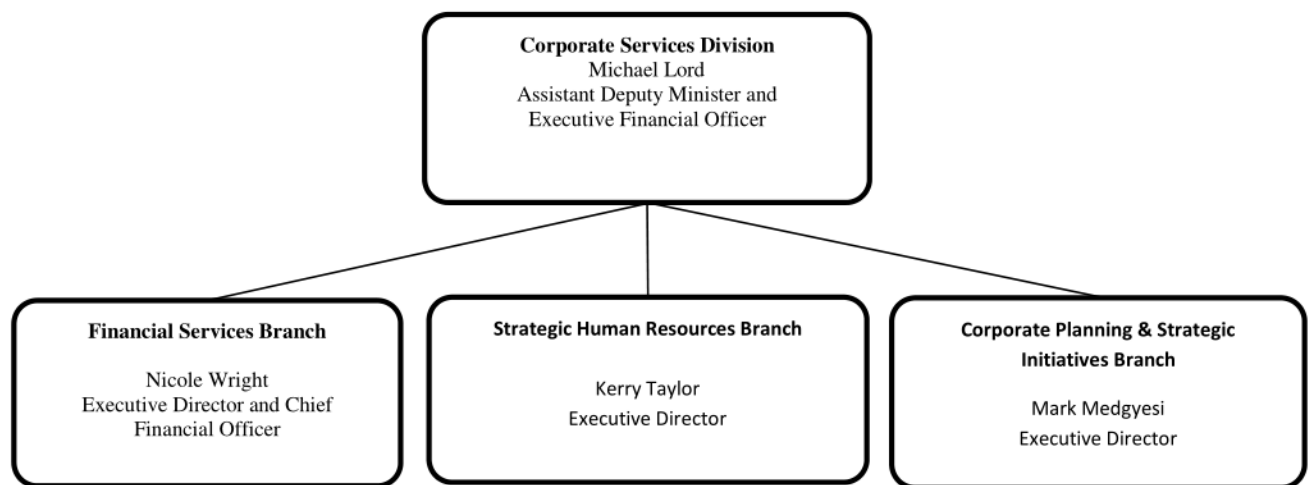
Related Legislation:

Budget Transparency and Accountability Act

Balanced Budget and Ministerial Accountability Act

Financial Administrative Act

Organizational Chart:



Vision

Our services are valued, accessible and easy to use

Mission

We provide innovative business solutions and advice that support the ministry's strategic direction

GOAL 1 OUR PEOPLE

Support a highly skilled and inspired corporate services team

Strategies

- Be prepared for succession
- Support a learning organization

GOAL 2 OUR CLIENTS

Engage our partners to better identify and support their needs

Strategies

- Strengthen client outreach and relationship building
- Involve clients in our work and support clients in theirs
- Strengthen mutual capacity

GOAL 3 OUR SERVICES

Enhance the delivery of corporate services through continuous improvement

Strategies

- Systematically review our services for efficiency, effectiveness and alignment with client and corporate needs
- Encourage, value, recognize and implement new ideas and service improvements

Our work and workplace exemplify the core BC Public Service values – courage, teamwork, passion, service, curiosity and accountability. Building on these, our work is also guided by three key principles:

Leadership

We lead by example, take personal ownership, fulfill our accountabilities, and support others to do so

Collaboration

We strive for cooperation, openness and transparency with our clients, stakeholders and each other

Responsible Stewardship

We facilitate ministry alignment with legislation, policy and government's corporate direction

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Program

Strategic Human Resources and Communications

Program Description:

This program supports ministry executive and divisional clients in the development and implementation of strategies to address human resource and work-force priorities as set out in *Where Ideas Work, the Corporate Plan for the BC Public Service*, Public Service Agency policy and direction and strategic direction from ministry executive. The program provides:

- Strategic HR advice, workforce planning, HR issues management, executive staffing strategies and support, succession strategies and HR metrics;
- Ministry communications including strategies and tools that connect employees to the information they need to do their jobs;
- Engagement, employee recognition and wellness strategies and supports;
- Organizational learning and development including training strategies and leadership development.

Active or pending initiatives and issues include:

- Supporting implementation of the Corporate Succession Management 3 year roadmap;
- Strengthening supervisor training and supports;
- Development of a new ministry intranet site;
- Introduction of a new ministry recognition awards program;
- Engagement, learning, training and career development strategies;
- Attendance management supports and strategies.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Financial and Administrative Services

Program Description:

This program supports ministry executive and divisional clients to meet financial, budgeting, accountability and administrative responsibilities as set out in the Financial Administration Act, Budget Transparency and Accountability Act, Treasury Board Directives, government Core Policy and Procedures and the Taxpayer Accountability Principles. The program provides:

- Financial governance including accounting, procurement, and financial policy advice, financial reporting, and financial management of banking and payment run, accounts payable/receivable, and debt collection;
- Budget development and forecasting, implementation and monitoring of financial controls, and support for Estimates debate;
- Oversight of Accountability and Performance Measurement Frameworks and budget development and monitoring with Community Living BC;
- Asset and facilities management including planning, procurement, upkeep and tenant improvements, moves, physical office security, and vehicle fleet management; and
- Delivery of the Senior Supplement benefit, Sponsorship Default Recovery, and the Canada Pension Plan (CPP) recovery programs.

Active or pending initiatives and issues include:

- Development of the ministry's post-election budget and providing CLBC with direction and support in the development of theirs;
- Fiscal year end reporting (Public Accounts);
- Office of the Auditor General (OAG) year end audit;
- Space (lease) and tenant improvement planning;
- Settlement of litigation and payment options for clients receiving methadone counselling and/or treatment;
- Debt management initiatives in conjunction with other divisions (RIPD, SDD) and the Ministry of Finance;
- Information Sharing Agreement with the Employment and Social Development Canada for sharing of information on Old Age Security and Guaranteed Income Supplement (OAS/GIS) and CPP programs as they relate to ministry programs.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Corporate Planning and Strategic Initiatives

Program Description:

In line with the applicable legislation, core policy, central government direction and strategic direction from ministry executive, this program supports the integration, development and implementation of the following responsibilities, across divisions within the ministry, and with other ministries and external agencies as needed:

- Strategic planning, performance management and reporting, and risk management;
- Business process and continuous improvement including advisory, facilitation and project management services;
- Occupational Health and Safety and Business Continuity planning, programming and reporting;
- Leadership and support for multi-ministry initiatives, representing and advancing government's interests within the social services sector.

Active or pending initiatives and issues include:

- Implementation of the Healthcare Benefits Trust (HBT) Funding Agreement;
- Development of the 2017 ministry Risk Register;
- Development of the 2016/17 Annual Service Plan Report (ASPR) for the ministry and supporting CLBC in the development of its ASPR;
- Development of the ministry Service Plan and supporting CLBC in the development of their Service Plan to accompany the post-election budget;
- Development of options for a joint disability health benefits program with the Ministry of Health.

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

Program

Advocate for Service Quality (ASQ)

Program Description:

Leanne Dospital was appointed by an Order in Council in April 2016 and reports directly to the Minister of Social Development and Social Innovation. As an independent advisor to the Minister, the Advocate meets with the Minister at least quarterly to review the activities of the office as well as submits an annual report. The Advocate has an administrative reporting relationship to the Deputy Minister of Social Development and Social Innovation. BC is the only jurisdiction in Canada with an Advocate for Service Quality.

The ASQ works in cooperation with, but independently from, government, Community Living BC (CLBC), and community agencies. The ASQ helps adults and transitioning youth who have intellectual disabilities (including Autism and Fetal Alcohol Spectrum Disorders), their families, and service providers when they need a neutral third party to step in to help solve problems and find solutions to concerns and complaints. The ASQ's goal is to ensure that individuals and their families receive quality service from CLBC, government, and service providers.

Background

The Advocate for Service Quality position was established in 1992 to ensure that individuals with intellectual disabilities and their families had an independent voice during the process of downsizing and closing institutions. Since that time, the Advocate position has assumed both a strategic and pragmatic role in reflecting and, where possible, integrating the wishes and concerns of individuals and families and the opportunities and constraints of government in meeting them. The office helps ensure that an accessible, transparent, and accountable approach to individuals with intellectual disabilities is maintained and has worked to promote positive change and increased understanding of all partners.

Role of the Advocate for Service Quality

The Advocate serves as an independent voice for individuals with intellectual disabilities and their families using voluntary collaborative processes with key stakeholders (governments, community agencies, private organizations, and advocacy groups) to identify and help address unique concerns that highlight systemic issues affecting the well-being of individuals with intellectual disabilities and to propose innovative solutions to address them.

The Advocate is expected to form strong linkages with the Deputy Minister (SDSI), senior staff (SDSI), the Office of the Ombudsperson, the Office of the Representative for

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

PROGRAM OVERVIEW

Children and Youth, the Ministry of Children and Family Development, Community Living BC, Health Authorities and the Ministry of Health, the Public Guardian and Trustee, and community advocacy organizations such as the Family Support Institute and Inclusion BC.

Scope of Responsibilities

The Advocate responds to and advises on a range of supports and services that impact the lives of individuals with intellectual disabilities. This includes mediating, negotiating and problem-solving where the established processes are not satisfactorily addressing problems and an external, objective perspective is required. Support can range from direct involvement in case-specific issues to critical incident reviews and other actions that may be necessary to assist the Minister or Deputy Minister in decision-making.

Where an individual complaint identifies a broader systemic issue, it may become a catalyst for initiating a practice or policy review. The Advocate raises awareness of the systemic challenges facing adults with intellectual disabilities and provides professional expert advice and strategic support to the Minister, the Deputy Minister, and the Board, CEO, and senior management of CLBC; works collaboratively with individuals, families, policy makers, service providers and others to identify solutions to systemic issues; and makes recommendations for improvement or change to policies.

Accountabilities & Authorities

In addition to the responsibilities cited above, the Advocate will:

- Maintain broad-based liaisons and effective strategic communications with SDSI and CLBC staff, service providers and key stakeholders to ensure respective objectives and responsibilities associated with the position's scope are met;
- Develop and meet regularly with a Provincial Advisory Group of individuals, families and community representatives who are able to provide insight, ideas and support to the Advocate;
- Track and monitor engagement/issues/relevant statistics and feedback as basis for annual or ad hoc reports to the Minister and senior Ministry Executives;
- Consult with and make independent recommendations to the Minister on case, situational or systemic issues;
- Conduct impartial reviews as requested by the Minister or Deputy Minister;
- Identify work priorities and develop plans;
- Travel regularly to consult, educate, and support individuals, families, community representatives, and government staff;

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION PROGRAM OVERVIEW

- Participate in or organize training related to the interests of individuals with intellectual disabilities and their families either directly or through increased understanding of dispute resolution and mediation practices.

2015 Program Review

Over 25 years, the role of the Advocate has evolved to reflect the changing priorities and needs of individuals, families, and the community living sector; eg: individuals no longer live in institutions. The previous Advocate, Jane Holland, retired in early 2015 prompting the Minister to commission a review of the ASQ. Seven recommendations were made and adopted by the Minister that help define the priorities of the ASQ.

Stats

The average number of new calls per year to the ASQ over the period FY11 to FY17 = 220.

The main issues being monitored are funding, quality of service, youth transitioning, health services, and access to CLBC services.



COMMON ACRONYMS

AEE	Annual Earnings Exemption
AHOP	Aboriginal Homeless Outreach program
BCEA	BC Employment and Assistance
CCB	Canada Child Benefit
C & E	Compliance & Enforcement
CEP	Community and Employer Partnership
CFO	Chief Financial Officer
CIC	Citizenship & Immigration Canada
CIO	Chief Information Officer
CIHR	Child in the Home of a Relative
CLBC	Community Living BC
CMHC	Canada Mortgage and Housing Corporation
CPP	Canada Pension Plan
CPPD	Canada Pension Plan Disability
CRSQ	Community Relations and Service Quality Manager
CSD	Corporate Services Division
CSSEA	Community Social Services Employer's Association
CRV	Compliance Review
CSW	Client Service Worker
CTB	Child Tax Benefit
CVS	Community Volunteer Supplement
DA	Disability Assistance
EAAT	Employment and Assistance Appeal Tribunal
EAC	Employment and Assistance Centre
EAO	Employment and Assistance Office
EAPWD	Employment and Assistance for People with Disabilities
EAW	Employment Assistance Worker
EFO	Executive Financial Officer
EFT	Electronic Funds Transfer (direct deposit)
EI	Employment Insurance
ELMSD	Employment and Labour Market Services Division
EP	Employment Plan
EPBC	Employment Program of British Columbia
ETW	Expected to Work

FM	Family Maintenance
FMEP	Family Maintenance Enforcement Program
FOI	Freedom of Information
FOIPPA	Freedom of Information and Protection of Privacy Act
FPT	Federal-Provincial-Territorial
GA	Gain Assistance (number)
GIS	Guaranteed Income Supplement
HAB	Health Assistance Branch
HBT	Healthcare Benefit Trust
HITT	Housing Integrated Task Team
IA	Income Assistance
ICM	Integrated Case Management
IGR	Intergovernmental Relations
ILBC	Independent Living BC (BC Housing program)
INAC	Indigenous and Northern Affairs Canada
IO	Investigative Officer
IRT	Incident Reporting and Tracking
ITR	Intent to Rent (form)
ISD	Information Services Division
LICO	Low Income Cut Off
LMDA	Labour Market Development Agreement
LMTA	Labour Market Transfer Agreement
LMAPD	Labour Market Agreement for People with Disabilities
MIS	Management Information System
MNS	Monthly Nutritional Supplement
MSO	Medical Service Only
MSP	Medical Services Plan
MYSS	My Self Serve
NCB	National Child Benefit
NEO	No Employment Obligations
NFA	No Fixed Address
O/P	Overpayment
OAG	Office of the Auditor General
OAS	Old Age Security
OLR	Online Resource
PBC	Pacific Blue Cross
PGT	Public Guardian and Trustee
PLMS	Prevention and Loss Management Services
PPM	Policy and Procedures Manual
PPIM	Policy and Program Implementation Manager
PPMB	Persons with Persistent Multiple Barriers to Employment

PWD	Persons with Disabilities
RCY	Representative for Children and Youth
RDSP	Registered Disability Savings Plan
RIPD	Research, Innovation and Policy Division
SA	Supplementary Assistance
SAFER	Shelter Aid for Elderly Persons
SAS	Supervisor of Administrative Services
SDD	Service Delivery Division
SET	Self Employment Training
SRH	Supportive Recovery Home
SR	Service Request
SRO	Single Room Occupancy
STS	Special Transportation Subsidy
STADD	Services to Adults with Developmental Disabilities
TA	Temporary Assistance
TPA	Third Party Administered (Advocate)
TRR	Telephone Response Record
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
WES	Work Environment Survey
YTP	Youth Transition Protocol

Social Development and Social Innovation - Key Stakeholders

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Advocate for Service Quality	<p>Leanne Dospital Advocate for Service Quality</p> <p>604 775-1238</p> <p>ASQ@gov.bc.ca</p>	<p>Leanne Dospital, appointed by, and reports to the Minister of Social Development</p> <p>The role of the Advocate for Service Quality includes assisting youth with special needs transitioning to adulthood in accessing supports and services.</p> <p>The Advocate works for adults with developmental disabilities and transitioning youth with special needs and their families.</p> <p>For more information visit http://www.hsd.gov.bc.ca/advocate/</p>	<ul style="list-style-type: none"> Disability Assistance, in particular matters related to youth transition 	

Branch	Organization	Contact	Description	Key Issues	Address
SDD	Aids Vancouver	Laura Imayoshi 604 696-4676 laurai@aidsvancouver.org Main Telephone: 604-893-2201	AIDS Vancouver exists to alleviate individual and collective vulnerability to HIV and AIDS through support, public education and community based research. Over 7,000 people from all over the world are annually accessing some form of service provided by AIDS Vancouver.	Visually distinct Compass Card (red) may be grounds for discrimination from bus drivers.	Office at 1107 Seymour St. is being rebuilt 803 East Hastings Street Vancouver BC
SDD	ASK Wellness	Kim Galloway Bob Hughes 250-376-7558	Programs assist those in our community who are in crisis with anything that leaves a family or individual on the streets, without food, health or employment.	<ul style="list-style-type: none"> • Online Application time consuming, particularly with BCeID requirement • Need more assistance at the local office and more computers • Computer literacy an issue for the vulnerable population 	Kamloops ASK Wellness 433 Tranquille Rd, Kamloops BC V2B 3G9
ELMSD	Association of Service Providers for Employment and Career Training (ASPECT)	Janet Morris-Reade, CEO	ASPECT is an umbrella organization representing over 100 community-based trainers in BC. It promotes the interests and activities of members to strengthen their capacity to provide services to people with barriers to employment.	<ul style="list-style-type: none"> • 	977 Alston Street Victoria, BC, Canada, V9A 3S5

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	BC Aboriginal Network on Disability Society (BCANDS)	Neil Belanger, Executive Director (250) 381-7303 –Ext: 208 exdir@bcands.bc.ca	BCANDS is a provincial, not for profit, charitable Society serving the unique and diverse health, disability and informational needs of the Indigenous people with disabilities in BC. BCANDS provides adjudication services for Indigenous and Northern Affairs Canada (INAC) for the people residing on-reserve for the Persons with Disabilities (PWD) designation and the Monthly Nutritional Supplement (MNS) program.	<ul style="list-style-type: none"> • Supports and services for Indigenous people with disabilities in B.C • Member of the RDSP Action Group, the Minister's Council on Employment and Accessibility, and the Supporting Increased Participation (SIP) Group 	1179 Kosapsum Crescent, Victoria, BC

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	BC Office of the Representative for Children and Youth (RCY)	Bernard Richard, Acting Representative for Children and Youth	Background of Organization – The RCY supports children, youth and families, who need help in dealing with the child-serving system, provide oversight to the Ministry of Children and Family Development and advocates for improvements to the child-serving system. The Acting Rep was appointed in November 2016.	<ul style="list-style-type: none"> Advocacy for young adults under 24 who are eligible for CLBC services 	
RIPD	BC Ombudsperson	Jay Chalke, Ombudsperson	The B.C. Ombudsperson is an officer of the provincial legislature; independent of government and political parties; responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable.	<ul style="list-style-type: none"> Individual complaints (e.g., opened about 1000 SDSI complaint files in 15/16) Special Reports (e.g., 2014 investigation in the SDSI Reconsideration and Appeals Process; 2009 Report on Income Assistance) Persons with Persistent Multiple Barriers category of income assistance 	

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	BC Public Interest Advocacy Centre (BCPIAC)	Leigha Worth, Executive Director Erin Pritchard Tannis Braithwaite	A non-profit, public interest law office that provides representation to groups that would not otherwise have the resources to effectively assert their interests in issues of major public concern.	s.14	
RIPD/ ELMSD/ SDD	Canadian Mental Health Association (CMHA)	Bev Gutray, Chief Executive Officer, CMHA BC Division	The Canadian Mental Health Association focuses on combating mental health problems and emotional disorders. The CMHA's programs assist with employment, housing, early intervention for youth, peer support, recreation services for people with mental illness, stress reduction workshops and public education campaigns for the community. In addition, the CMHA acts as a social advocate to encourage public action and commitment to strengthening community mental health services and legislation and policies affecting services.	<ul style="list-style-type: none"> • Policy advocacy on employment, income and disability assistance for people with mental health problems • Member of the Supporting Increased Participation (SIP) Group 	

Branch	Organization	Contact	Description	Key Issues	Address
CLBC	CEO Network	Ernie Baatz, President 250-564-6408 bcceonetwork@bcceonetwork.ca	The BC CEO Network represents over 100 executive leaders from the social service sector. The network represents private and non-profit agencies, both large and small, from across the province.	CLBC works collaboratively with the network to identify ways to ensure fair and accountable funding, efficient business practices and that the system of supports is sustainable for adults with developmental disabilities.	950 Kerry Street, Prince George, V2M 5A3
CLBC	Centre for Inclusion and Citizenship	Tim Stainton, Professor and Director 604-822-9674 Timothy.Stainton@ubc.ca	The Centre for Inclusion and Citizenship is a partnership between the UBC School of Social Work, community living organizations and supporters seeking to further the inclusion and full citizenship of people with intellectual disabilities and their families locally, nationally and globally. It is Canada's only university-based research centre with a dedicated focus on intellectual disability policy and practice.	CLBC partners with the Centre for Inclusion and Citizenship on specific projects, generally related to research and practice. Currently, CLBC is working with CIC and a range of partners in developing the Transitioning Youth with Disabilities and Employment (TYDE) project. TYDE is seeking research funding to test best practices for promoting employment among youth with intellectual disabilities or ASD.	2080 West Mall, Vancouver, V6T 1Z2

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Communication Assistance for Youth and Adults (CAYA)	Jeff Riley, Manager s.22	CAYA's goal is to ensure individuals with speech disabilities have continued access to Speech Generating Devices, thus continuing the investment made in these young adults and supporting their ability to lead productive lives. The vision for CAYA is that all adults without functional speech will be able to receive the skilled assistance and appropriate speech generating technology they require for an independent life, in a timely manner, regardless of where they live in BC.	<ul style="list-style-type: none"> Disability and accessibility issues 	700 – 655 West Kent Ave. North, Vancouver, BC V6P 6T7

Branch	Organization	Contact	Description	Key Issues	Address
ELMSD	ConnecTra	Duane Geddes, Executive Director	<p>ConnecTra is undertaking a pilot project to recruit and train community “connectors” who meet with people with disabilities – individually, one-on-one – to help them become more involved in the community. The principal outcomes of this pilot project are to determine whether their approach can improve or increase:</p> <ul style="list-style-type: none"> -Labour market attachments; -Increased levels of community involvement; and -Increased levels of physical activity and improved overall health. 	<ul style="list-style-type: none"> • 	

Branch	Organization	Contact	Description	Key Issues	Address
RIPD/ SDD	Disability Alliance BC (DABC)	Jane Dyson, Executive Director Phone Email	A non-profit provincial, cross-disability advocacy organization that represents people with all types of disabilities throughout BC. DABC is an umbrella group. Its membership includes individuals and groups from the communities of people who use wheelchairs, people with visual or hearing impairments, and people with hidden disabilities, mental health disabilities, learning disabilities and HIV/AIDS.	<ul style="list-style-type: none"> • Supports and services for people with disabilities with a strong focus on low income and poverty. • Member of the RDSP Action Group and Minister's Council on Employment and Accessibility. • Income and Disability Rates • Ministry contact centre phone wait times 	#204 - 456 West Broadway, Vancouver BC V5Y 1R3

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Employment & Assistance Appeal Tribunal	Marilyn McNamara, Chair 250 356-6374 Marilyn.McNamara@gov.ca	The Employment and Assistance Appeal Tribunal (Tribunal) is an independent quasi-judicial agency established on September 30, 2002 following the proclamation of the <i>Employment and Assistance Act</i> . The Tribunal's mission is to provide an independent and accessible appeal process that delivers timely and fair decisions reviewing Ministry of Social Development (MSD) determinations in regards to the employment and assistance program, and Ministry of Children and Family Development (MCFD) determinations in regards to the child care subsidy program.	s.22	Suite 500 – 1675 Douglas St, Victoria, BC V8W-2G6

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Federation of Community Social Services of BC	Rebecca Ataya, Interim Executive Director 250 480-7387	The Federation of Community Social Services of BC is a recognized voice in BC for community services to children, youth, families and adults with vulnerabilities. We represent over 140 diverse, caring and committed member agencies who serve the needs of children and youth, women, people with disabilities and families. Our mission is to promote excellence in community services and we do it by advocating, networking, skill-building and public education.	<ul style="list-style-type: none"> Disability Issues 	
ELMSD	First Nations Human Resource Labour Council (FNHRLC) – Includes ASETS - ELMSD	There is no lead identified as the FNHRLC has a rotating chair. A list of members is available at http://fnhrlc.ca/contacts.html		<ul style="list-style-type: none"> 	

Branch	Organization	Contact	Description	Key Issues	Address
ELMSD	Francophone Federation of BC		Official representative organization of BC's Francophone community. The FFCB represents 37 member associations offering a variety of resources touching on every aspect of Francophone day-to-day life and answering to the needs of the 360,000 French speakers in BC.		1575 W 7th Ave, Vancouver, BC V6J 1S1
ELMSD	Human Resources and Skills Development Canada	Ian Shugart, Deputy Minister of Human Resources and Skills Development Canada (HRSDC)		•	
ELMSD	Immigrant Employment Council of BC	Sangeeta Subramanian, Senior Manager, Workplace Development		•	

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Inclusion BC (formerly known as BC Association for Community Living)	Faith Bodnar, Executive Director 604 777-9100 ext 516	Inclusion BC is a provincial association that promotes the participation of people with developmental disabilities in all aspects of community life. Inclusion BC supports activities dedicated to building inclusive communities that value the diverse abilities of all people.	<ul style="list-style-type: none"> Disability Assistance Rates Disability Employment Member of the Supporting Increased Participation (SIP) Group 	227 6th Street, New Westminster BC V3L 3A5
RIPD	Indigenous and Northern Affairs Canada (INAC)	Catherine Lappe, Regional Director General Allyson Rowe, Associate Regional Director General, INAC Honourable Carolyn Bennett, Minister of Indigenous and Northern Affairs Canada	Responsible for provision of Income and Disability Assistance for on-reserve residents in BC, delivered by individual First Nations.	<ul style="list-style-type: none"> Comparability of income/disability assistance policies on/off reserve 	

Branch	Organization	Contact	Description	Key Issues	Address
SDD	Kettle Friendship Society	Kris Sutherland	Provides services to mental health clients- SDSI, advocacy for seniors, landlord tenant disputes, referrals to treatment, tax filing	<ul style="list-style-type: none"> • MySS/requires more support from ministry • Phones – too long to connect, wait times. • Client access to T5007 from local office • Advocate Enquiry Line/1-866 – consent form not enough to request service on behalf of client 	1725 Venables Street, Vancouver V5L 2H3
RIPD	Ministry of Families, Children and Social Development	Louise Levonian, Deputy Minister (ESDC) Honourable Jean-Yves Duclos, Minister of Families Children and Social Development	The Ministry of Families, Children and Social Development (formerly the <i>Minister of Employment and Social Development</i>) is responsible for Employment and Social Development Canada the federal department that oversees programs such as Employment Insurance, Canada Pension Plan, Old Age Security, and Canada Student Loans. The Minister is also in charge of Service Canada.	<ul style="list-style-type: none"> • Employment Insurance • Canada Child Benefit • Federal Poverty Reduction Strategy • Housing • Social Innovation • Labour Market Transfer Agreements (with Minister Responsible for Employment, Workforce Development and Labour) • Accessibility Legislation (supporting Minister of Sport and Persons with Disabilities) 	

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Ministry of Sport and Persons with Disabilities	James van Raalte, Director General, Office for Disability Issues (ESDC) Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities		<ul style="list-style-type: none"> Federal Accessibility Legislation Registered Disability Savings Plan (RDSP) 	Office for Disability Issues: 1st Floor-105 Hotel de Ville Gatineau, QC K1A 0J9 Minister: House of Commons Ottawa, OntarioCanadaK 1A 0A6

Branch	Organization	Contact	Description	Key Issues	Address
ELMSD	Neil Squire Society	Greg Pyc, Western Regional Manager 604-473-9363	<p>The Neil Squire Society was a contractor with the Employment Program for Persons with Disabilities core program (one contract). It also held a special health contract. Participating in the EPBC as sub-contractors in six catchment areas.</p> <p>It is a non-profit society, with a solid track record serving those with disabilities, including 10+ years of contract history with the ministry</p>	•	
ELMSD	Okanagan College	Jim Hamilton, President 250 862-5403	<p>Okanagan College is a public, post-secondary institution with over 120 certificates, diplomas, degrees and programs including apprenticeship and pre-apprenticeship trades programs. Its largest campus is located in Kelowna, British Columbia, Canada.</p>	•	1000 Klo road, Kelowna, BC

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Planned Lifetime Advocacy Network (PLAN)	Tim Ames, Executive Director	A not-for-profit charity created by and for families who have a relative with a disability. Their goal is to ensure a safe and secure future for families who have a relative with a disability and, in the process, to provide them a peace of mind.	<ul style="list-style-type: none"> • Supports and services for people with disabilities, primarily developmental disabilities • Member of the RDSP Action Group 	#260- 3665 Kingsway Vancouver, BC V5R 5W2
ELMSD	Progressive Intercultural Community Services Society (PICS)	Charan Gil, Chief Executive Officer 604-596-7722 or Satbir S. Cheema, Director, Employment Programs and Planning 604-596-7722	The PICS Society provides various programs and services, including employment programs, settlement services, language services, social programs and housing services to new immigrants, seniors, farm workers and youth.	<ul style="list-style-type: none"> • 	

Branch	Organization	Contact	Description	Key Issues	Address
RIPD/ SDD	Rick Hansen Foundation (RHF)	Brad Brohman, Vice President, Government Relations	The Rick Hansen Foundation's focus is 1) to find a cure for spinal cord injury (SCI) and 2) to improve the quality of life for those with SCI and related disabilities. The Foundation creates opportunities for collaboration, engages people with disabilities in setting priorities, and supports leaders and experts in the field to discover and share new knowledge.	<ul style="list-style-type: none"> • Accessibility certification 	300-3820 Cessna Drive, Richmond, BC, V7B 0A2

Branch	Organization	Contact	Description	Key Issues	Address
ELMSD	Social Research and Demonstration Corporation (SRDC)	Susanna Lui Gurr, Managing Director, BC Centre for Employment Excellence, (CfEE) 604 601-4073	SRDC has had two contracts for The BC Centre for Employment Excellence aka CfEE or “The Centre”. The first contract was for three years Jun/2012 – May/15). This contract came as a result of an RFP chaired by Sergei Bouslov. This Centre was envisioned as a hub for knowledge transfer between employers and the employment services sector and researchers on best practices and Innovation. The Centre was not self-sufficient at the end and obtained a second contract. The Ministry initially required The Centre to move to a point by the end of the three year period wherein they would be self-sufficient. Ultimately that was not the case.	•	440 - 789 West Pender St, Vancouver BC, V6C 1H2

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Supporting Increased Participation (SIP) *see attached list for membership	see attached list	<p>The SIP group consists of both government and community members who have a mutual interest in policy and programming related to persons with disabilities. The common purpose of the group is to look at ways to support increased participation for persons with disabilities in BC, through community inclusion, employment, volunteering and social connections.</p> <p>A main focus of the group is on information and data sharing, particularly about the disability assistance caseload, to promote discussion about opportunities.</p>	<ul style="list-style-type: none"> • Key stakeholder group providing policy advice on Annual Earnings Exemptions • Persons with Disabilities (PWD) Eligibility and Application Process • Persons with Persistent Multiple Barriers (PPMB) category 	

Branch	Organization	Contact	Description	Key Issues	Address
ELMSD	Technology@Work	Greg Pyc gregp@neilsquire.ca and Gary Birch at garyb@neilsquire.ca 604 473-9360	T@W supports people with disabilities who have workplace or getting to and from the workplace barriers in British Columbia who require Assistive Technology for employment, self-employment or volunteer activities. Eligibility for T@W program: <ul style="list-style-type: none"> ○ must be currently employed, self-employed, volunteering or have a confirmed job offer. ○ must have a work related barrier due to a disability which can be addressed by assistive technology. This also includes barriers related to traveling to and from the workplace. 	<ul style="list-style-type: none"> • 	

Branch	Organization	Contact	Description	Key Issues	Address
SDD	Together Against Poverty Society (TAPS)	<p>Stephen Portman (Advocacy lead)</p> <p>Kelly Newhook (Executive Director)</p> <p>(250) 361-3521</p> <p>Part of moving forward</p>	<p>TAPS is the only organization in Victoria providing free, face-to-face legal advocacy for people with income assistance, disability benefits and tenancy issues.</p> <p>TAPS provides legal education and training through seminars and free one-on-one legal advocacy and representation. TAPS has a newsletter, TAPROOT with updated legal information that is widely distributed throughout Greater Victoria.</p> <p>TAPS advocates help people in the Victoria area with matters that involve any of the following: disability benefits applications and appeals; social assistance (welfare); landlord/tenant disputes; and income tax for low-income earners</p> <p>http://www.tapsbc.ca/</p>	<ul style="list-style-type: none"> • Reconsiderations and Appeals of service delivery decisions • Accessibility of ministry services • Definition of “Spouse” for purposes of income/disability assistance 	#302 - 895 Fort Street Victoria

Branch	Organization	Contact	Description	Key Issues	Address
RIPD	Vancouver Foundation	Kevin McCort, President and CEO 604 688-2204	The Vancouver Foundation was formerly established by an Act of the Provincial Legislature in 1950. Today it has grown to become the largest community foundation in Canada, with an asset base of approximately \$800 million. The mission of the foundation is to create positive and lasting impacts on communities through knowledge, networks, and philanthropy. The Vancouver Foundation has a province-wide mandate. Granting areas include but are not limited to: Children Youth and Families, Disability Support, Education, and Health and Medical Research.	<ul style="list-style-type: none"> • Member of the RDSP Action Group and the Minister's Council on Employment and Accessibility • Disability Supports for Employment Fund • Community Poverty Reduction Fund 	Suite 200 – 475 West Georgia St Vancouver, BC Canada V6B 4M9
RIPD	West Coast LEAF	Kasari Govender	Legal Advocacy organization focused on issues related to women's equality, inclusive of intersex and transgender persons.	s.14	Address: 555-409 Granville Street Vancouver, BC V6C 1T2

Supporting Increased Participation (SIP)

- British Columbia Coalition of Persons with Disabilities (BCCPD)
Jane Dyson, Executive Director / Robin Loxton, Director of Advocacy
BCCPD: 604-875-0188
Fax: 604-875-9227
ifproject@bccpd.bc.ca
- Canadian Mental Health Association (CMHA) British Columbia Division
Bev Gutray – Executive Director
Tel: 604-688-3234
Bev.gutray@cmha.bc.ca
- Community Legal Assistance Society (CLAS)
Telephone: 604-685-3425
Fax: 604-685-7611
Toll Free: 1-888-685-6222
- Inclusion BC (formerly British Columbia Association for Community Living)
Faith Bodnar
604 777-9100 EXT 516
- Social Planning and Research Council (SPARC)
Telephone: 604-718-7733
Fax: 604-736-8697
info@sparc.bc.ca
- Social and Enterprise Development Innovations (SEDI)
Tel: 416-665-2828
Fax: 416-665-1661
info@sedi.org

MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION SUGGESTED BRIEFINGS

Suggested Briefings:

1. Ministry Overview – Deputy Minister and ADMs
2. Research, Innovation and Policy Division overview – DM and Molly Harrington
 - Income and Disability Assistance – How it All Works
 - Accessibility
 - Social Innovation
3. Service Delivery Division overview – DM and Debi Upton
 - Contact Center Phone Times
 - Integrated My Self-Serve (MySS) Application
 - BCGEU member survey
4. Employment and Labour Market Services Division – DM and Sergei Bouslov
 - Procurement for the Employment Program of BC
 - Labour Market Development Agreement negotiations with the federal government
5. Information Services Division – DM and Rob Byers
 - Request for Proposals – IT Services Procurement
 - ICM System Overview (general background)
 - ICM System Performance
 - OCIO Business Cases
6. Corporate Services Division – DM and Michael Lord
 - Budget Briefing
7. Community Living BC – Seonag Macrae, CEO, Tom Christensen, Board Chair, and DM
8. Employment and Assistance Appeal Tribunal (EAAT) - Marilyn McNamara, Chair and DM
9. Advocate for Service Quality – Leanne Dospital and DM