

# **Estimate Notes 2023/2024**

**Minister Sheila Malcolmson**



**CONFIDENTIAL**

# Ministry of Social Development and Poverty Reduction

## Program Notes 2023/2024

### Table of Contents

#	Title	Division
1	Annual Service Plan Report 2021-22	CSD
2	Ministry 2023-24 Service Plan	CSD
3	Organizational Chart	CSD
<b>Budget</b>		
4	Blue Book Pages	CSD
5	Minister's Mandate Letter	CSD
6	Minister's Office Budget	CSD
7	Ministry Budget – CLBC	CSD
8	Ministry Budget and FTE Overview	CSD
9	Ministry Budget – Income Assistance	CSD
10	Ministry Budget – Sustainable Services Mandate	CSD
11	Ministry Budget – WorkBC	CSD
<b>COVID</b>		
12	Treatment of Federal COVID Benefits	RIPD/CSD
13	COVID-19 Caseload Impacts	RIPD
14	COVID-19 Recovery	RIPD
15	COVID-19 Workforce Impact and Vaccination Mandate	CSD
16	COVID-19 Seniors, Federal Benefits and impacts to GIS/Senior's Supplement	CSD
17	Extreme Weather Emergency Response	CSD/SDD
18	COVID-19 Staff – Work from Home	CSD
19	COVID-19 Confirmed Case Response	CSD
<b>Community Living British Columbia (CLBC)</b>		
20	CLBC 2023-24 Service Plan	CSD
21	CLBC – 2021-22 Annual Report	CSD
22	CLBC – Budget and Programs (FTEs)	CLBC
23	CLBC – COVID-19 Impacts and Response	CLBC
24	CLBC – Executive Compensation	CLBC
25	Home Sharing Program – Response to the Office of the Auditor General (OAG) Audit and other service issues	CLBC
26	CLBC – Mandate Letter	CLBC
27	CLBC – Organization Chart	CLBC
28	CLBC – Re-Imagining Community Inclusion Work Plan	CLBC
29	CLBC - Impact of MCFD changes	CLBC
30	CLBC - Housing	CLBC
31	CLBC - Service Provider Recruitment and Retention	CLBC
<b>Key Topics</b>		
<b>Corporate Services Division</b>		



32	Social Service Sector – Low Wage Redress	CSD
33	Social Service Sector Roundtable	CSD
34	Year-End Grants	CSD
	<b>Service Delivery Division</b>	
35	Service Delivery – Budget and FTE overview	SDD
36	Service Delivery – Community Services	SDD
37	Service Delivery – Contact Centres	SDD
38	Homelessness – Community Integration Services	SDD
39	Intake and Eligibility	SDD
40	Ukraine	SDD/ELMSD
	<b>Accessibility Directorate</b>	
41	<i>Accessible B.C. Act</i> Implementation	Acc Dir
42	Provincial Accessibility Committee	Acc Dir
43	Parliamentary Secretary for Accessibility	Acc Dir
	<b>Research, Innovation and Policy Division</b>	
44	Basic Income: Report and Recommendations	RIPD
45	Federal Programs: CPP & CPP-D	RIPD
46	Supplements: General, Health & Crisis	RIPD
47	Earnings Exemptions	RIPD
48	Income and Disability Assistance Rates	RIPD
49	Declaration Act and Reconciliation Overview	RIPD
50	Poverty Reduction Overview	RIPD
51	Overdose Crisis	RIPD
52	Mandate Letter Commitments: Parliamentary Secretary for Community Development and Non-Profits	RIPD
53	Residential Facilities	RIPD/SDD
54	On-Reserve Supports	RIPD
55	Homelessness Initiatives	RIPD
	<b>Employment and Labour Market Services Division</b>	
56	Community and Employer Partnerships (CEP)	ELMSD
57	Labour Market Transfer Agreements – LMDA & WDA	ELMSD
58	Services to Indigenous Peoples	ELMSD
59	Services to Persons with Disabilities (PWD)	ELMSD
60	Single Parent Employment Initiative	ELMSD
61	WorkBC Overview and Results	ELMSD
62	WorkBC Renewal	ELMSD
63	WorkBC Assistive Technology Services	ELMSD
64	WorkBC Employment Services – Communities in Transition	ELMSD
65	Apprenticeship Services	ELMSD
66	Skills Training and Financial Supports Expansion	ELMSD
67	Strategic Investment Spending Plan	ELMSD
68	Care Economy	ELMSD
69	Financial Model and Contractor Compensation	ELMSD

	<b>Information Services Division</b>	
70	ICM Systems' Performance	ISD
71	Social Sector Technology Roadmap 2030	ISD

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

## **2021/22 Annual Service Plan Report August 2022**



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

Ministry of Social Development and Poverty Reduction  
STN PROV GOVT  
Victoria BC  
V8W 9R2

1-866-866-0800

Or visit our website at

[www.gov.bc.ca/SDPR](http://www.gov.bc.ca/SDPR)

Published by the Ministry of Social Development and Poverty Reduction.

## Minister's Accountability Statement



The *Ministry of Social Development and Poverty Reduction 2021/22 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2021/22 – 2023/24 Service Plan* created in April 2021. I am accountable for those results as reported.

A handwritten signature in cursive script, reading "N. Simons".

Honourable Nicholas Simons  
Minister of Social Development and Poverty Reduction  
July 29, 2022

## Table of Contents

Minister's Accountability Statement .....	3
Letter from the Minister.....	5
Purpose of the Annual Service Plan Report.....	6
Purpose of the Ministry.....	6
Strategic Direction .....	7
Operating Environment.....	7
Report on Performance: Goals, Objectives, Measures and Targets.....	9
Financial Report.....	13
Discussion of Results.....	13
Financial Summary .....	14
Appendix A: Agencies, Boards, Commissions and Tribunals.....	15

## Letter from the Minister

As the Minister of Social Development and Poverty Reduction, I am pleased to present the Ministry of Social Development and Poverty Reduction 2021/22 Annual Service Plan Report, which summarizes our work and highlights achievements from April 1, 2021 to March 31, 2022.

During this reporting period, people in B.C. continued to struggle with the dual health pandemics of COVID-19 and the opioid crisis. In addition, unprecedented disasters, including raging wildfires and the atmospheric rivers affected people's lives in every corner of B.C. We have also been deeply affected and motivated by the devastating findings at former residential school sites and the mounting imperative of reconciliation.

Throughout, we have been – and will continue to be – steadfast in our commitment to the people of B.C., advancing inclusive and accessible services, supports, and opportunities that we and our families need now and into the future.

During 2021/22, I was particularly proud of implementing the largest-ever permanent increase in income assistance and disability assistance rates. Effective April 1, 2021, we increased rates by \$175 per month, and increased the senior's supplement by \$50 per month – the first ever increase since the senior's supplement was introduced in 1987.

In 2021, we also introduced and passed the *Accessible British Columbia Act*, B.C.'s first-ever accessibility legislation and have made steady progress on implementation, appointing the inaugural members of the Provincial Accessibility Committee.

We were also able to run another intake of the WorkBC Work Experience Opportunities Grant, providing a workforce for non-profit organizations and employment experience for people who were receiving income or disability assistance. The new WorkBC app also provides another tool to help people navigate B.C.'s labour market with support from one of 102 WorkBC Centres around the province.

Recognizing the disproportionate impact COVID-19 had on the non-profit sector, we were able to set aside \$30 million from 2021/22 year-end funding for the Non-Profit Recovery and Resiliency Fund. The fund received an additional \$4 million from Vancouver Foundation and applications launched in July.

Each day my ministry works to support people in need. I appreciate the hard work of all ministry staff in helping to build a better, more inclusive and accessible B.C. for all.



Honourable Nicholas Simons  
Minister of Social Development and Poverty Reduction  
July 29, 2022

## Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the *Budget Transparency and Accountability Act* (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the ministry's performance related to the forecasted targets documented in the previous year's Service Plan.

## Purpose of the Ministry

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities and increasing inclusion. The purpose of the ministry is to provide strategic leadership and quality services that empower British Columbians in need to share in the Province's prosperity, so that everyone has the opportunity to participate fully in their community and to reach their full potential.

SDPR is guided by five pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, the *Poverty Reduction Strategy Act*, the *Accessible British Columbia Act*, and the *Community Living Authority Act*. The Minister is responsible for Community Living BC (CLBC) and is supported by the Parliamentary Secretary for Community Development and Non-Profits and the Parliamentary Secretary for Accessibility. The ministry's key responsibilities include:

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



## Strategic Direction

The strategic direction set by Government in 2020, Minister Nicholas Simons' [2020 Mandate Letter](#), and government's coordinated response to the COVID-19 pandemic shaped the goals, objectives, performance measures and financial plan outlined in the [2021/22 Ministry of Social Development and Poverty Reduction Service Plan](#) and the actual results reported on in this annual report.

## Operating Environment

The ministry provided income and disability assistance to an average of 213,000 people each month in 2021/22, including 42,000 dependent children and 118,000 people with the Persons with Disabilities designation.

Poverty statistics for 2020 showed that government supports and the strengthening of the economy near the end of the year were able to reduce the number of people living in poverty by 214,000 from 2019, including moving 19,000 children out of poverty. With 382,000 British Columbians living in poverty according to the Market Basket Measure,<sup>1</sup> B.C. currently has the second highest poverty rate (tied with two other provinces) in the country and the third lowest for child poverty. This number includes 43,000 children in low-income families and 36,000 seniors.

While the COVID-19 pandemic continued to impact the economy in 2021/22, federal income supports minimized the need for additional income assistance supports.

Inflation began to see substantial growth in 2021/22 as prices rose by 2.8% from 2020/21. By March 2021, the annual rate of inflation reached 6%, the first time it had been that high since April 1991. High inflation may pose additional challenges for income and disability clients who often do not have the flexibility to change their purchasing patterns or use savings to offset price increases.

The ministry responded to extreme weather and emergency events (e.g. heat dome, wildfires, flooding and extreme weather) by ensuring clients continued to receive their monthly payments. In person ministry offices remained open where possible, while the online and telephone service options saw an increase in use. The ministry worked with communities in coordinating resources for clients to access as needed during the extreme weather or emergency events.

## Demographics and Economy

BC Employment and Assistance (BCEA) program caseloads are affected by demographic and economic factors. The income assistance caseload is very sensitive to the state of the labour market, but because of federal income support programs implemented to support Canadians impacted by the pandemic the caseload growth rate was low, only starting to rise in October when many of the federal benefits ended. In 2021/22 the income assistance caseload increased by 0.5 per cent, down from a 3.1 per cent increase the previous year.

---

<sup>1</sup> Statistics Canada Table 11-10-0135-01 Low-income statistics by age, sex and economic family type.

The disability assistance caseload, made up of individuals who have a disability designation, has continued to grow as the result of longer life expectancies and growing population. The disability assistance caseload increased by 1.5 per cent in 2021/22 compared to a 3.8 per cent increase the previous year. This was the lowest growth rate since 1988/89.

British Columbia's economic recovery strengthened in 2021. B.C.'s real GDP growth of 6.2 per cent was the second highest among provinces (behind Prince Edward Island), following a contraction of 3.4 per cent in 2020. Growth in B.C.'s real GDP was mostly driven by service-producing industries such as real estate, rental and leasing, healthcare and social assistance, and professional, scientific, and technical services. Goods-producing industries also experienced growth with gains in most sectors, led by mining, quarrying and oil and gas extraction. While B.C.'s recovery broadened in 2021, it remained uneven as sectors such as accommodation and food services, and arts, entertainment and recreation have yet to fully recover to pre-pandemic levels. B.C.'s labour market strengthened in 2021, with employment growth of 6.6 per cent while wages and salaries increased by 11.3 per cent. Consumer spending on goods remained at elevated levels and nominal retail sales posted overall growth of 12.6 per cent. Meanwhile, inflation grew throughout the year and increased by 2.8 per cent on an annual basis, largely due to supply-chain disruptions, resilient demand for goods and services, and high energy prices. Residential construction activity reached a record high in 2021, with housing starts increasing by 25.6 per cent. At the same time, home sales also reached a record high in 2021 while the average home sale price saw double-digit increases. On the external front, B.C.'s international merchandise exports grew by 36.0 per cent, reflecting a combination of the recovery in global demand and higher commodity prices amid impacts from the B.C. floods and landslides in November 2021.

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

## Goal 1: Reduce Poverty in British Columbia

### Objective 1: Implement the cross-government, province-wide Poverty-Reduction Strategy

#### Key Highlights

- A \$175 per adult increase in income and disability assistance rates was implemented April 1, 2021, the largest ever rate increase.
- The Senior's Supplement was increased by \$50 per recipient, the first time the rate has been increased since the program was introduced in 1987.
- The ministry increased the comforts allowance for people on income assistance living in special care facilities by \$20 to \$115 per month.
- The minimum wage was increased to \$15.20 from \$14.60 on June 1, 2021.

Performance Measure(s)	2016 Baseline	2019 - 2024 Target	2020 Actuals
1.1a Total Poverty Rate <sup>1</sup>	15.3%	10.8%	7.6%
1.1b Child Poverty Rate	17.0%	7.2%	5.0%

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

<sup>1</sup>As a result of a delay in the reporting of poverty statistics and the time it takes for investments to impact poverty rates, there are no interim targets

#### Discussion of Results

The Province achieved both of its poverty reduction targets in 2019 through federal and provincial investments in children and families and supports to low-income workers. Despite the economic slowdown caused by the pandemic, poverty rates dropped significantly in British Columbia and across all provinces in 2020, the latest year for which data is available. This is largely the result of government COVID-19 relief supports, especially the federal Canada Emergency Response Benefit and Canada Recovery Benefits, which provided more money to British Columbians than was lost through reduced employment. The labour market showed significant strength in the latter part of the fiscal year which also helped to reduce poverty.

Inflation averaged 3.7% in 2021/22, its highest level since 1991/92. This put pressure on all British Columbians but especially low-income singles and families who often lack the ability to change spending patterns to adjust for rising prices. Rising prices will also make it hard for people to escape and remain out of poverty if their wages don't rise by the same amount. This will become an even greater challenge in 2022/23 if high inflation persists.

The ministry will be able to determine the impact of the elimination of federal benefits on the poverty rate when the 2022 poverty statistics are released by Statistics Canada in 2024.

## Goal 2: British Columbians in need have services, supports and opportunities that make life better

### Objective 2.1: Deliver reliable, responsive, consistent, accessible, and secure income and disability assistance services

Delivering modern and consistent service with a focus on reliability, responsiveness, and relationship building has been a key priority. The ministry continues to expand and improve online self-service options which increases accessibility of services for clients regardless of their location in British Columbia.

#### Key Highlights

- Updated the reporting tool that clients use to report their monthly income/changes to improve accuracy and ease of use for clients
- Expanded the options available for clients to submit their monthly reporting by adding a self-service telephone reporting.
- Improved accessibility of disability applications by permanently providing electronic versions online for health professionals.
- Established the Homelessness Supports Project Team to work cross government with other ministry partners to address the needs of people experiencing homelessness.

Performance Measure(s)	2019/20 Actual	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
2.1 Number of clients using My Self-Serve <sup>1</sup>	87,109	97,543	99,000	112,236	101,000	103,000

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

#### Discussion of Results

There has been a steady increase of clients using My Self Service since its implementation in 2014. To support clients in accessing ministry services during the pandemic, the ministry actively promoted the use of My Self Serve to further support physical distancing and ensure the health and safety of clients and ministry employees. The ministry exceeded the 2021/2022 Target as a result, and targets for future years will be adjusted.

## Objective 2.2: WorkBC Employment Services clients achieve employment

### Key Highlights

- WorkBC Employment Services served approximately 70,000 clients in 2021/22 virtually or in-person including personalized case management services to approximately 14,700 people with disabilities, 7,300 Indigenous clients and 19,000 immigrants.
- WorkBC expanded access to services including Personal Counselling for Employment Readiness and Skills Enhancement Services to enable access for all WorkBC clients assessed as requiring these services.
- Nearly \$4.2 million in Work Experience Opportunity Grants were made available for eligible organizations to create work experience opportunities for approximately 840 vulnerable individuals impacted by COVID-19.
- In response to the rapidly changing labour market and to support recovery efforts, the ministry committed nearly \$17.7 million to fund 95 projects that create work experience and training opportunities to prepare job seekers for available jobs and support an inclusive economic recovery in B.C. communities.
- WorkBC supported about 13,500 apprentices to complete classroom apprenticeship training and over 1,900 individuals with disabilities to overcome work-related barriers and thrive in the workplace using assistive technology.

Performance Measure(s)	2020/21 Baseline	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
2.2 Number of clients who achieve employment <sup>1</sup>	12,900	28,300	14,400	28,300	28,300

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

<sup>1</sup> Employment is defined as a full-time job (30 or more hours/week) or a part-time job (when part-time employment is desired; less than 30 hours/week), or self-employment (business is implemented and considered operational), after WorkBC services and/or supports.

### Discussion of Results

The target for this measure was not met due to ongoing challenges as a result of the COVID-19 pandemic, the need for ongoing provincial health measures, and the resulting impacts to the labour market. While overall employment in B.C. has recovered, high-contact service industries took longer to recover resulting in fewer jobs in lower skilled occupations. This is creating challenges for income assistance clients as almost 75% of new starting Expected-to-Work cases have high school or less as their highest level of educational attainment.

Many unemployed individuals have been out of the labour market for an extended period of time. This can lead to people needing more support and taking longer to acquire the necessary skills and experience to find new sustainable employment. In response, WorkBC adapted its strategies including expanding eligibility for services such as wage subsidy and skills enhancement.

### Goal 3: Individuals with disabilities live, work and participate in their communities on an equal basis with all British Columbians

#### Objective 3.1: Support a comprehensive and integrated system of supports and services for individuals with disabilities

##### Key Highlights

- Passed the *Accessible British Columbia Act* which allows the provincial government to establish accessibility standards to make government and organizations more accessible and to remove barriers faced by people with disabilities.
- Provided \$4.8 million grant to support employers to hire, rehire and retain people with disabilities for long-term successful employment.
- One-time funding to administer a return-to-work and disability management education program and support project over the next four years.
- Funding to help people with developmental disabilities who are eligible for Community Living BC services to get support to return to the workforce and increase their digital literacy.

Performance Measure(s)	2020/21 Baseline	2021/22 Target	2021/22 Actual	2022/23 Target	2023/24 Target
3.1 Total amount of earnings exemptions reported by Persons with Disabilities cases <sup>1</sup>	\$129 million	\$150 million	\$156 million	\$168 million	\$170 million

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

<sup>1</sup>The impact of COVID-19 on the labour market reduced PWD earnings in 2021/21.

##### Discussion of Results

The strong economy in 2021/22 and the loosening of COVID-19 restrictions meant that the total amount of income earned and exempted increased by \$27 million compared to 2020/21 and exceed both the target of \$150 million and the pre-pandemic amount of \$149 million. Clients also benefitted from the increase in the annualized earnings exemption maximum amounts in January 2021.

## **Financial Report**

### **Discussion of Results**

For 2021/22, the ministry met the financial targets set out by the Ministry of Finance. The majority of the ministry's budget supported Income Assistance which totalled \$3.0 billion in 2021/22. The ministry's Income Assistance budget included the following four categories:

- \$562 million for Temporary Assistance.
- \$1.8 billion for Disability Assistance.
- \$498 million for supplementary assistance which includes supplements for low-income seniors, medical supplies and equipment, and dental and optical care.
- \$155 million for program management (including front-line staff).

Funding for Employment Programs is mostly provided by the federal government through the Labour Market Development Agreement. Federal contributions in 2021/22 totaled \$351 million, while the Province spent \$22 million for employment programs and services.

Funding of over \$1.3 billion was provided for services to adults with developmental disabilities, delivered through the ministry's service delivery crown agency, Community Living BC.

In line with government's goal of prudent fiscal management, expenditures for Executive and Support Services were limited to \$12 million.

## Financial Summary

	Estimated	Other Authorizations <sup>1</sup>	Total Estimated	Actual	Variance <sup>2</sup>
<b>Operating Expenses (\$000)</b>					
Income Assistance	3,026,572	0,000	3,026,572	3,025,307	-1,265
Employment <sup>3</sup>	29,169	0,000	29,169	22,168	-7,001
Community Living Services <sup>4</sup>	1,290,394	0,000	1,290,394	1,292,394	2,000
Employment and Assistance Appeal Tribunal	1,849	0,000	1,849	1,405	-444
Executive and Support Services	11,817	0,000	11,817	11,958	141
<b>Sub-total</b>	<b>4,359,801</b>	<b>0,000</b>	<b>4,359,801</b>	<b>4,353,232</b>	<b>-6,569</b>
Adjustment of Prior Year Accrual	0,000	0,000	0,000	-4,056	-4,056
<b>Total</b>	<b>4,359,801</b>	<b>0,000</b>	<b>4,359,801</b>	<b>4,349,176</b>	<b>-10,625</b>
<b>Ministry Capital Expenditures (\$000)</b>					
<b>Executive and Support Services<sup>5</sup></b>	<b>2,313</b>	<b>0,000</b>	<b>2,313</b>	<b>0,000</b>	<b>-2,313</b>
<b>Total</b>	<b>2,313</b>	<b>0,000</b>	<b>2,313</b>	<b>0,000</b>	<b>-2,313</b>

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

<sup>2</sup> “Variance” represents “Actual” minus “Total Estimated”. If “Actual” is greater than “Total Estimated” the variance will be positive.

<sup>3</sup> Reflects WorkBC costs, net of recoveries from the federal government. Total spent in 2021/22 was \$373 million, which included \$22 million in provincial spending and \$351 million recovered from the federal government.

<sup>4</sup> \$2 million in grant funding paid out through Community Living BC in March 2022.

<sup>5</sup> No vehicles were replaced in 2021/22. Vehicle budget and capital budget to support WorkBC was reprofiled to future years.



## **Appendix A: Agencies, Boards, Commissions and Tribunals**

As of July 29, 2022, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following:

### Community Living BC

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

- Adults with a diagnosis of developmental disability. Criteria include age of onset, intellectual functioning, and adaptive behavior; and
- Adults who have a diagnosis of fetal alcohol spectrum disorder or autism spectrum disorder (also known as pervasive developmental disorder) and significant limitations in adaptive functioning.

### Employment and Assistance Appeal Tribunal

The Employment and Assistance Appeal Tribunal is an administrative tribunal established under the authority of the *Employment and Assistance Act* to provide clients with an efficient and transparent appeal process that is independent from the Ministry of Social Development and Poverty Reduction. The Tribunal hears appeals on decisions made by the Ministry of Social Development and Poverty Reduction to refuse, reduce or discontinue certain benefits or supplements. The Tribunal also hears appeals on decisions made by the Ministry of Children and Family Development to refuse, reduce or discontinue a subsidy under the Child Care Subsidy Act.

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

## **2023/24 – 2025/26 Service Plan**

**February 2023**



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

Ministry of Social Development and Poverty Reduction  
STN PROV GOVT  
Victoria BC  
V8W 9R2

1-866-866-0800

Or visit our website at

[www.gov.bc.ca/SDPR](http://www.gov.bc.ca/SDPR)

Published by the Ministry of Social Development and Poverty Reduction

## Minister's Accountability Statement



The Ministry of Social Development and Poverty Reduction 2023/24 – 2025/26 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 grey ink, appearing to read 'SM', followed by a long horizontal line.

Honourable Sheila Malcolmson  
Minister of Social Development and Poverty Reduction  
February 22, 2023

## Table of Contents

Minister's Accountability Statement .....	3
Strategic Direction.....	5
Purpose of the Ministry.....	5
Operating Environment.....	6
Economic Statement .....	7
Performance Planning .....	7
Financial Summary .....	14
Appendix A: Public Sector Organizations .....	15

## Strategic Direction

In 2023/24, the Government of British Columbia will continue our work to make life better for people in B.C., improve the services we all rely on, and ensure a sustainable province for future generations. Government will focus on building a secure, clean, and fair economy, and a province where everyone can find a good home – whether in a rural area, in a city, or in an Indigenous community. B.C. will continue working toward true and meaningful reconciliation by supporting opportunities for Indigenous Peoples to be full partners in an inclusive and sustainable province. The policies, programs and projects developed over the course of this service plan period will focus on results that people can see and feel in four key areas: attainable and affordable housing, strengthened health care, safer communities, and a secure, clean and fair economy that can withstand global economic headwinds.

This 2023/24 service plan outlines how the Ministry of Social Development and Poverty Reduction will support the government's priorities and selected items identified in the [December 2022 Minister's Mandate Letter](#).

## Purpose of the Ministry

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities and increasing inclusion. The purpose of the ministry is to provide quality services for British Columbians in need, to ensure that everyone has the opportunity to participate fully in their community and to reach their full potential.

SDPR is guided by five pieces of legislation: the [Accessible British Columbia Act](#), the [Employment and Assistance Act](#), the [Employment and Assistance for Persons with Disabilities Act](#), the [Poverty Reduction Strategy Act](#) and the [Community Living Authority Act](#). The Minister is responsible for the [Community Living BC](#) (CLBC) and is supported by the Parliamentary Secretary for Community Development and Non-Profits and the Parliamentary Secretary for Accessibility. The ministry's key priorities (identified in the December 2022 mandate letters) include:

- Updating the [TogetherBC: BC's Poverty Reduction Strategy](#) by March 2024, to continue reducing the number of people, and in particular children, who are in poverty in B.C.;
- Leading work with the Ministry of Finance to continue addressing impacts on low-income people caused by cost-of-living increases related to global inflation;
- Continuing to lead work on food security and dignified access to food in partnerships with food producers, grocery stores, food banks, schools, and non-profits, with support from the Ministry of Agriculture and Food;
- Supporting the work of the Ministry of Housing to better coordinate services to deliver improved outcomes for people living in Vancouver's Downtown Eastside, in collaboration with the Ministries of Mental Health and Addictions, Health, and

Public Safety and Solicitor General, as well as Indigenous Peoples, external partners and others;

- Ensuring the voices of people living with disabilities are heard in all policy development;
- Continuing work to engage advocates, communities, and businesses to ensure the new *Accessible British Columbia Act* is well understood and effective at making B.C. more accessible and inclusive for everyone – including the implementation of accessible service delivery and employment accessibility standards; and
- Continuing work to support the ministry's food security mandate, including recognizing the impacts of global inflation and extreme weather events on household food security for British Columbians.

Further to the above, two key priorities for the ministry (outside mandate letters) are:

- Leading collaborative engagement through the [Social Services Sector Roundtable](#) to help strengthen the important community social services that people count on every day; and
- Through [Community Living BC](#), continue working on the [Re-imagining Community Inclusion Initiative](#) and the [Re-imagining Community Inclusion Work Plan](#) to improve services for adults with developmental disabilities and their families.

## Operating Environment

The ministry provided income and disability assistance to an average of 213,000 people each month in 2021/22, including 42,000 dependent children and 118,000 people with the Persons with Disabilities designation.

Poverty statistics for 2020 showed that government supports and the strengthening economy near the end of the year were able to reduce the number of people living in poverty by 214,000 from 2019, including moving 19,000 children out of poverty. With 382,000 British Columbians living in poverty according to the Market Basket Measure, B.C. currently has the second highest poverty rate (tied with two other provinces) in the country and the third lowest for child poverty. This number includes 43,000 children in low-income families and 36,000 seniors.

While the COVID-19 pandemic continued to impact the economy in 2021/22, federal income supports provided additional income assistance supports.

Inflation began to see substantial growth in 2021/22 and has further increased in 2022/23, averaging 7.6% in the first half of the fiscal year. Inflation has been a major challenge for all British Columbians, but poses additional challenges for income and disability clients who often cannot change their purchasing patterns or use savings to offset rising prices. Adding to the pressure is that the cost of necessities like food and rent have risen by 8.5% and 5.7% respectively in 2022/23. The federal and provincial governments have provided temporary relief to residents, that has helped offset the impact of rising costs for low-income British

Columbians. Increases in interest rates is expected to reduce the rate of inflation, but it is still expected to be above the Bank of Canada's target of 2% until 2024/25.

## Economic Statement

B.C.'s economy has been resilient to pandemic, geopolitical and climate-related disruptions. However, higher interest rates are expected to weigh on the economy in the coming years. Following a rapid recovery from the economic impacts of the COVID-19 pandemic, high inflation led to successive interest rate increases from the Bank of Canada in 2022. The impact of higher interest rates has been evident in housing markets and there is uncertainty over its transmission to the rest of the economy in B.C. and among our trading partners. B.C. is heading into this challenging period in relatively strong position, with a low unemployment rate. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 3.0 per cent in 2022 and expects growth of 0.5 per cent in 2023 and 1.6 per cent in 2024. Meanwhile for Canada, the EFC estimates growth of 3.4 per cent in 2022 and projects national real GDP growth of 0.5 per cent in 2023 and 1.5 per cent in 2024. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The risks to B.C.'s economic outlook centre around interest rates and inflation, such as the risk of further inflationary supply chain disruptions, the potential for more interest rate increases than expected, and uncertainty around the depth and timing of the impact on housing markets. Further risks include ongoing uncertainty regarding global trade policies, the emergence of further COVID-19 variants of concern and lower commodity prices.

## Performance Planning

### Goal 1: Reduce Poverty in British Columbia

The ministry is responsible for the *Poverty Reduction Strategy Act*, which sets out legislated targets and actions to reduce poverty in British Columbia.

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

As the lead on British Columbia's Poverty Reduction Strategy, the ministry must work across government to ensure that the requirements and targets as set out in the *Poverty Reduction Strategy Act* are achieved.

#### Key Strategies

- Undertake targeted and public engagement that includes seeking input from people with lived and living experience of poverty to inform an update to *TogetherBC*. This will include engagement and co-development with Indigenous partners to meet the spirit and intent of the *Declaration on the Rights of Indigenous Peoples Act*.
- Update *TogetherBC*, the comprehensive, cross-government Poverty Reduction Strategy by 2024 to continue to meet BC's poverty reduction targets and address



other pressing issues such as the depth of poverty, the cycle of poverty, food security and inflation.

- Continue to create and implement initiatives to increase food security for people in need and support cross-sector partnerships with the goal of developing a long-term, sustainable approach to food insecurity in BC.
- Continue to support the multi-sectoral Period Poverty Task Force; the task force is to submit recommendations by March 2024.
- Review existing government income support programs for opportunities to improve outcomes, access and delivery.

## Discussion

British Columbia achieved its poverty reduction targets in 2019 and further reduced poverty in 2020. However, the ending of COVID supports, high inflation and the risk of a recession in 2023 mean that the ministry must continue to work on poverty reduction. The current strategy must be reviewed and updated in 2024, including future targets. As part of the review, the ministry is working with other ministries, consulting with the Minister's Poverty Reduction Advisory Committee and engaging people across British Columbia to learn their experiences with poverty. The engagement to update the Poverty Strategy includes a review of the legislative framework governing British Columbia's income and disability assistance program. This review intends to examine the barriers faced by recipients of assistance, including from GBA+ and Reconciliation lenses.

## Performance Measures

Performance Measure[s]	2016 Baseline	2020 Actuals	2019-2024 Target
[1a] Total Poverty Rate <sup>1</sup>	15.3%	7.6%	10.8%
[1b] Child Poverty Rate	17.0%	5.0%	7.5%

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

<sup>1</sup> As a result of a delay in the reporting of poverty statistics and the time it takes for investments to impact poverty rates, there are no interim targets.

## Discussion

The *Poverty Reduction Strategy Act* sets out legislated targets for the reduction of both the overall poverty rate (25%) and the poverty rate for children (50%) by 2024. The targets were set to be ambitious but also achievable, and would result in significant improvements in the lives of low-income British Columbians.

The Province uses Statistics Canada's Market Basket Measure (MBM) as its official poverty measure. The MBM is also Canada's official poverty measure. There is a two-year delay in producing the data since it relies on income tax and data.

## **Goal 2: British Columbians in need have services, supports and opportunities that make life better**

The Ministry of Social Development and Poverty Reduction focuses on providing a system of supports to British Columbians in need, to help them achieve their social and economic independence and secure a better future.

### **Objective 2.1: Deliver reliable, responsive, consistent, accessible and secure income and disability assistance services**

Delivering modern and consistent service with a focus on reliability, responsiveness and relationship-building remains a key priority. The ministry continues to expand and improve online self-service options, which increases accessibility of services for clients regardless of their location in British Columbia.

#### **Key Strategies**

- Consider the diverse needs of clients to improve the quality and responsiveness of income assistance services.
- Increase community presence through expanded outreach by Community Integration Specialists, working collaboratively with community partners, and expanding the use of mobile service delivery options.
- Continue to expand and improve digital self-service options including usability improvements and better accessibility for clients.
- Regularly monitor client feedback and satisfaction to help improve services.
- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

#### **Discussion**

The ministry's income and disability assistance services are designed to help individuals build a solid connection with communities and the labour market. In turn these services support people to secure their future, establish self-sufficiency in support of their families and help them contribute to their communities. By providing temporary help to those who can work and longer-term aid to those who have a more difficult time working or who cannot work through disability or other barriers, the ministry ensures the needs of British Columbians are being addressed.

The ministry continues to adapt its service delivery approach to increase accessibility and to meet the diverse needs of clients. Individuals can access services at 84 physical locations, including 36 ministry offices and 48 Service BC offices around the province. Improvements to telephone-based services give automated telephone reporting options as well as direct live support from a ministry worker. The expansion of Community Integration Services provides in-person services to a greater number of individuals who are at risk of or currently experiencing homelessness, connecting them with financial assistance and community supports. For those

who prefer to access ministry services through self-service options, the ministry continues to enhance the My Self-Serve portal and the self serve options through the toll-free number.

## **Objective 2.2: Job seekers have access to high quality services and supports they need to find and keep meaningful employment**

High quality employment services and supports are needed so B.C. is ready to meet the future demands of a skilled workforce and fill millions<sup>1</sup> of jobs over the next decade. These services support Indigenous people, women, people of colour, people with disabilities and other underrepresented people participate in the labour market and help fill labour market needs.

### **Key Strategies**

- Work with our service delivery partners to provide a high-quality, responsive and consistent service experience to the people and communities in B.C.
- Expand programs and services in response to the changing labour market environment and in anticipation of future labour market needs.
- Lead the coordination and collaboration with community-led organizations, businesses and employers to create equitable opportunities for participation in B.C.'s economy.
- Enhance the delivery of programs and services with modern, person-centered and data-driven tools and approaches.
- Increase equity in opportunities and remove barriers to access by applying a Gender-Based Analysis Plus (GBA+) lens on programs, initiatives and services.

### **Discussion**

This objective has been updated to better meet the future needs of a rapidly shifting labour market and ensure everyone in British Columbia has the opportunity to benefit from the job openings and expected strong labour demand. The ministry will focus on providing high quality services to job seekers in British Columbia and supporting an inclusive labour market and meeting the increasing demand for skilled workers.

### **Performance Measures**

<b>Performance Measure[s]</b>	<b>2022/23 Forecast</b>	<b>2023/24 Target</b>	<b>2024/25 Target</b>	<b>2025/26 Target</b>
[2a] Number of clients using My Self-Serve	101,000	103,000	105,000	106,500

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

<sup>1</sup> British Columbia Labour Market Outlook 2021-2031 Forecast

## Discussion

As the ministry continued to promote My Self Serve<sup>2</sup> during the pandemic, extreme weather and wildfire events in 2022/23, more clients chose to use online service portal than forecasted. The ministry has updated the future year targets to reflect the higher usage in 2022/23 and the continuing efforts to improve digital self-service options.

Performance Measure[s]	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
[2b] WorkBC Client Satisfaction Score <sup>1</sup>	N/A	75	76	77	78

Data source: Employment and Labour Market Services Division, Ministry of Social Development and Poverty Reduction, WorkBC Employment Services Client Intake Survey, In-Progress Survey and Exit Survey.

<sup>1</sup> WorkBC Client Satisfaction Score represents the overall client satisfaction with WorkBC services. Scores range from 0 to 100, with higher scores being considered better. The score represents the number of clients responding "satisfied" or "very satisfied" out of all survey respondents.

## Discussion

To monitor progress towards Goal 2, the ministry introduced an automated survey process in March 2022 that receives feedback directly from WorkBC clients at various points in time while receiving employment services. The survey collects feedback on key aspects of their experience and their overall satisfaction with the services they received.

## Goal 3: Individuals with disabilities live, work and participate in their communities on an equal basis with all British Columbians

Individuals with disabilities account for the majority of people served by the ministry and are a growing proportion of the total population. The Ministry will continue to support people with disabilities by reducing barriers and promoting equal participation in the economy and society.

### Objective 3.1: Support a comprehensive and integrated system of supports and services for individuals with disabilities

People with disabilities routinely experience barriers that impede their ability to participate fully in their communities. The types of barriers people with disabilities experience varies greatly depending on the nature of their disability and other intersecting factors. Working in the spirit of "Nothing About Us Without Us" the ministry will continue to advance programs and policies that support Persons with Disabilities in British Columbia to meaningfully participate in their communities.

<sup>2</sup> My Self Serve (MySS) provides online access to income and disability assistance for residents of British Columbia

## Key Strategies

- Provide adults with disabilities access to responsive services that support them in participating as full citizens and in achieving improved outcomes.
- Continue to work with people with disabilities and their families, community stakeholders, public organizations and the business community to develop solutions and strategies that improve the lives of people with disabilities and identify barriers and solutions to improving employment outcomes for people with disabilities.
- Support the [Re-Imagining Community Inclusion \(RCI\) Steering Committee](#) to implement the [work plan](#) in response to the [10-Year Re-imagining Community Inclusion Roadmap](#), to help improve the lives of people with developmental disabilities.
- Continue to support the transition process for youth with support needs when entering adulthood, to ensure they can access the ministry's disability assistance program and the adult community living services offered through Community Living BC.
- Support the continued implementation of the *Accessible British Columbia Act* with the goal to address barriers that impede the full and equal participation of people with disabilities, including through the development of new accessibility standards for B.C.

## Discussion

The ministry works across government to improve the lives of persons with disabilities. The Accessibility Directorate's ongoing work to reduce barriers will improve inclusion and employment opportunities. The current priorities of the Accessibility Directorate are to create a culture of accessibility and inclusion, increase access to information and improve communications, improve accessibility of government buildings and transportation systems, increase employment in the B.C. public service, and improve the provision of goods and services to persons with disabilities.

The ministry continues to have regular engagement with families, stakeholders and the business community to identify opportunities to improve the social and economic outcomes of persons with disabilities. For example, the Presidents Group, a network of prominent business leaders, provides advice on best practices to make workplaces more accessible and inclusive and to improve employment opportunities for persons with disabilities.

## Performance Measures

Performance Measure[s]	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
[3a] Total amount of earnings exemptions reported by Persons with Disabilities cases	\$156 million	\$180 million	\$176 million	\$195 million	\$210 million

Data source: Research, Innovation and Policy Division, Ministry of Social Development and Poverty Reduction

## **Discussion**

The growing risk of a recession in 2023 may impact the employment level and earnings of Persons with Disabilities, as they often work in sectors that are most impacted by an economic downturn. However, it is expected that the current labour shortage will offset some of the job losses. Employment in the service sector, where many income and disability assistance clients work, is facing significant labour shortages with employment below pre-pandemic levels. The continued work on making the province more accessible for persons with disabilities as well as efforts by employment service providers will help offset unemployment risks from an economic downturn and further improve employment and inclusion outcomes over the next few years.

## Financial Summary

Core Business	2022/23 Restated Estimates <sup>1</sup>	2023/24 Estimates	2024/25 Plan	2025/26 Plan
<b>Operating Expenses (\$000)</b>				
Income Assistance	3,079,080	3,289,354	3,379,327	3,402,414
Employment	29,169	30,273	30,488	30,488
Community Living Services	1,328,551	1,410,433	1,436,029	1,478,520
Employment and Assistance Appeal Tribunal	1,849	1,915	1,930	1,930
Executive and Support Services	12,833	13,356	13,721	13,721
<b>Total</b>	<b>4,451,482</b>	<b>4,745,331</b>	<b>4,861,495</b>	<b>4,927,073</b>
<b>Capital Expenditures (\$000)</b>				
Executive and Support Services	1,822	1,854	1,854	1,854
<b>Total</b>	<b>1,822</b>	<b>1,854</b>	<b>1,854</b>	<b>1,854</b>

<sup>1</sup> For comparative purposes, amounts shown for 2022/23 have been restated to be consistent with the presentation of the 2023/24 Estimates.

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

## Appendix A: Public Sector Organizations

As of February 22, 2023, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following organizations:

### **Community Living BC**

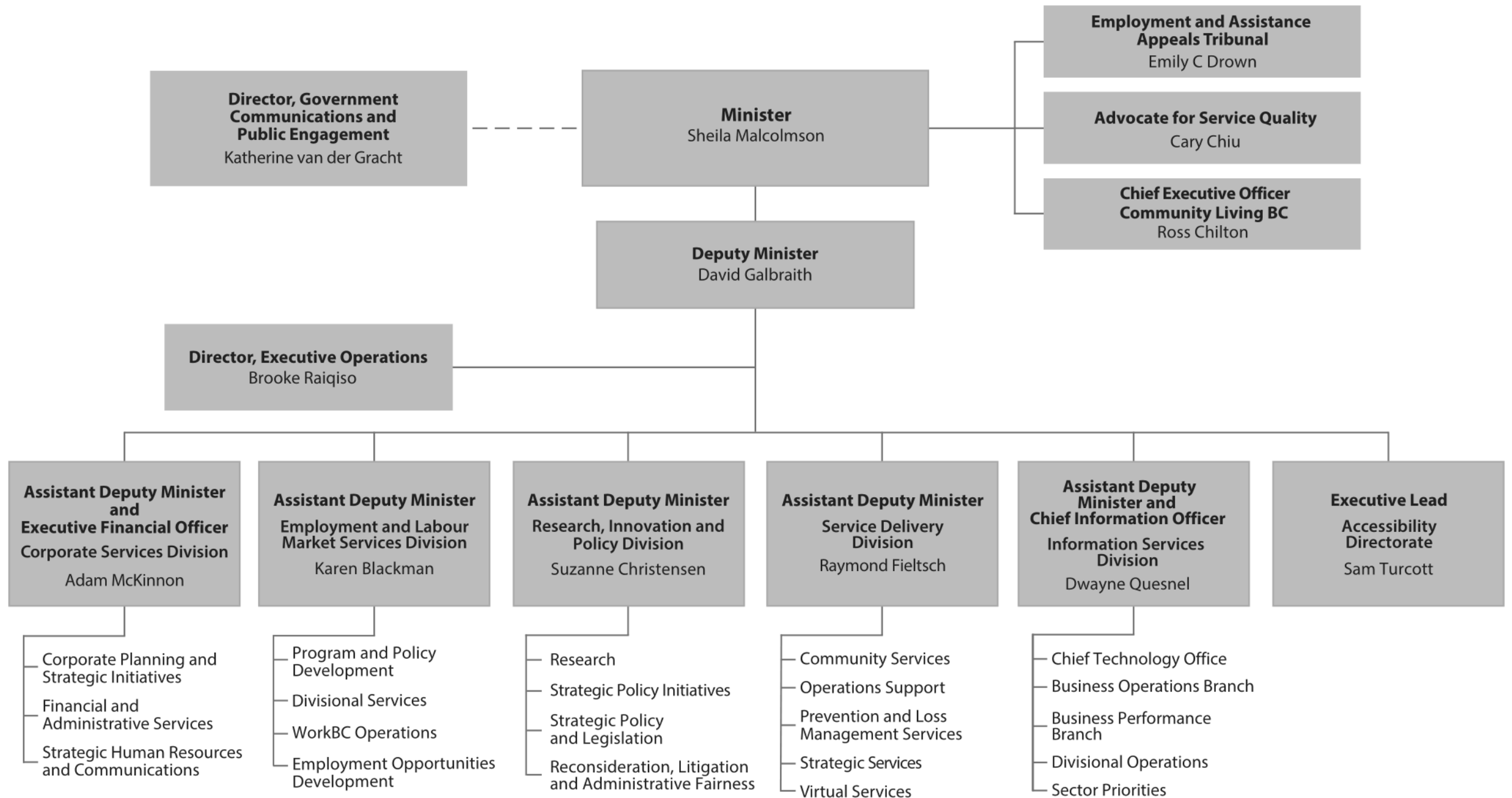
Community Living British Columbia (CLBC) is a Crown agency that provides supports and services to meet the disability-related needs of two groups of eligible individuals and their families in British Columbia:

- Adults with a diagnosis of developmental disability. Criteria include age of onset, intellectual functioning and adaptive behavior; and
- Adults who have a diagnosis of fetal alcohol spectrum disorder or autism spectrum disorder (also known as pervasive developmental disorder) and significant limitations in adaptive functioning.

### **Employment and Assistance Appeal Tribunal**

The Employment and Assistance Appeal Tribunal is an administrative tribunal established under the authority of the *Employment and Assistance Act* to provide clients with an efficient and transparent appeal process that is independent from the Ministry of Social Development and Poverty Reduction. The Tribunal hears appeals on decisions made by the Ministry of Social Development and Poverty Reduction to refuse, reduce or discontinue certain benefits or supplements. The Tribunal also hears appeals on decisions made by the Ministry of Children and Family Development to refuse, reduce or discontinue a subsidy under the *Child Care Subsidy Act*.





## Organizational Chart

January 2023



Ministry of  
Social Development  
and Poverty Reduction

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

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

### MINISTRY SUMMARY

(\$000)

	Estimates 2022/23 <sup>1</sup>	Estimates 2023/24
<b>VOTED APPROPRIATION</b>		
Vote 43 — Ministry Operations.....	4,451,482	4,745,331
<b>OPERATING EXPENSES</b>	<u>4,451,482</u>	<u>4,745,331</u>
<b>CAPITAL EXPENDITURES <sup>2</sup></b>	1,822	1,854
<b>LOANS, INVESTMENTS AND OTHER REQUIREMENTS <sup>3</sup></b>	—	—
<b>REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES <sup>4</sup></b>	—	—

#### NOTES

<sup>1</sup> For comparative purposes, figures shown for the 2022/23 operating expenses; capital expenditures; loans, investments and other requirements; and revenue collected for, and transferred to, other entities are restated to be consistent with the presentation of the 2023/24 *Estimates*. A reconciliation of restated operating expenses and capital expenditures is presented in Schedule A.

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

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

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

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## SUMMARY BY CORE BUSINESS

(\$000)

	2022/23	2023/24 ESTIMATES		
OPERATING EXPENSES	Net	Gross	External Recoveries	Net
<b>Core Business</b>				
Income Assistance.....	3,079,080	3,310,268	(20,914)	3,289,354
Employment.....	29,169	326,188	(295,915)	30,273
Community Living Services.....	1,328,551	1,410,434	(1)	1,410,433
Employment and Assistance Appeal Tribunal.....	1,849	1,915	—	1,915
Executive and Support Services.....	12,833	13,396	(40)	13,356
<b>TOTAL OPERATING EXPENSES .....</b>	<b>4,451,482</b>	<b>5,062,201</b>	<b>(316,870)</b>	<b>4,745,331</b>
<b>CAPITAL EXPENDITURES</b>	Capital Expenditures	Capital Expenditures	Receipts and P3 Liabilities	Net
<b>Core Business</b>				
Executive and Support Services.....	1,822	1,854	—	1,854
<b>TOTAL .....</b>	<b>1,822</b>	<b>1,854</b>	<b>—</b>	<b>1,854</b>

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## VOTE DESCRIPTIONS

(\$000)

Estimates  
2022/23Estimates  
2023/24

## VOTE 43 — MINISTRY OPERATIONS

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

## INCOME ASSISTANCE

## Voted Appropriations

Income Assistance - Program Management.....	172,087	187,690
Temporary Assistance.....	559,921	627,388
Disability Assistance.....	1,895,915	2,002,899
Supplementary Assistance.....	451,157	471,377
	<u>3,079,080</u>	<u>3,289,354</u>

**Voted Appropriations Description:** This sub-vote provides for assistance, in the form of income assistance, disability assistance, hardship assistance, and health and other supplements for family units eligible in accordance with the *Employment and Assistance Act* or the *Employment and Assistance for Persons with Disabilities Act*. This sub-vote also provides for supports that are not provided under the *Employment and Assistance Act* or the *Employment and Assistance for Persons with Disabilities Act* but are consistent with or promote the intent or purpose of these Acts. In addition, this sub-vote provides for support services and direct operating costs. Costs may be recovered from the Bus Pass Program user fees, assignments authorized by the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, and from repayable assistance and overpayments of assistance described within this sub-vote. Costs may also be recovered from ministries, other levels of government, and parties external to government for activities described within this sub-vote.

## EMPLOYMENT

## Voted Appropriations

Employment Programs.....	29,168	30,272
Labour Market Development Agreement.....	1	1
	<u>29,169</u>	<u>30,273</u>

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

## COMMUNITY LIVING SERVICES

## Voted Appropriation

Community Living Services.....	<u>1,328,551</u>	<u>1,410,433</u>
--------------------------------	------------------	------------------

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

## EMPLOYMENT AND ASSISTANCE APPEAL TRIBUNAL

## Voted Appropriation

Employment and Assistance Appeal Tribunal.....	<u>1,849</u>	<u>1,915</u>
--	--------------	--------------

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

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## VOTE DESCRIPTIONS

(\$000)

	Estimates 2022/23	Estimates 2023/24
<b>EXECUTIVE AND SUPPORT SERVICES</b>		
<b>Voted Appropriations</b>		
Minister's Office.....	749	908
Corporate Services.....	12,084	12,448
	<u>12,833</u>	<u>13,356</u>
<p><b>Voted Appropriations Description:</b> This sub-vote provides for the office of the Minister of Social Development and Poverty Reduction, for executive direction of the ministry and administrative services for the operating programs of the ministry, and for the Parliamentary Secretary for Accessibility and the Parliamentary Secretary for Community Development and Non-Profits. This includes strategic and business planning, financial administration and budget management, strategic human resource management, asset and risk management, and facilities. This sub-vote provides for strategic planning, research and development of accessibility legislation and associated initiatives, an Accessibility Directorate, and poverty reduction initiatives. This sub-vote also provides for corporate and community-based service delivery, including services provided by ministries and agencies on behalf of the ministry. Costs may be recovered from ministries, other levels of government, and parties external to government for activities described within this sub-vote.</p>		
<b>VOTE 43 — MINISTRY OPERATIONS</b>	<b>4,451,482</b>	<b>4,745,331</b>

## MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

## GROUP ACCOUNT CLASSIFICATION

Salaries and Benefits .....	174,483	191,095
Operating Costs .....	63,880	64,726
Government Transfers .....	4,589,746	4,816,887
Other Expenses .....	20,581	20,581
Internal Recoveries .....	(31,088)	(31,088)
External Recoveries .....	(366,120)	(316,870)
<b>TOTAL OPERATING EXPENSES.....</b>	<b>4,451,482</b>	<b>4,745,331</b>

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

(\$000)

	Total 2022/23 Operating Expenses	50	51	52	54	Total Salaries and Benefits	55	57	59	60	63	65	67	68	69
	<b>3,079,080</b>	<b>127,951</b>	—	<b>32,500</b>	—	<b>160,451</b>	—	<b>811</b>	<b>1,648</b>	<b>3,026</b>	<b>36,566</b>	<b>3,141</b>	—	—	—
	172,087	126,322	—	32,086	—	158,408	—	811	1,648	3,026	36,566	3,131	—	—	—
	559,921	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	1,895,915	1,629	—	414	—	2,043	—	—	—	—	—	—	—	—	—
	451,157	—	—	—	—	—	—	—	—	—	—	10	—	—	—
	<b>29,169</b>	<b>15,606</b>	—	<b>3,964</b>	—	<b>19,570</b>	—	<b>331</b>	<b>30</b>	<b>72</b>	<b>299</b>	<b>217</b>	—	—	—
	29,168	880	—	224	—	1,104	—	—	—	—	—	—	—	—	—
	1	14,726	—	3,740	—	18,466	—	331	30	72	299	217	—	—	—
	<b>1,328,551</b>	—	—	—	—	—	—	—	—	—	—	—	—	—	—
	<b>1,849</b>	<b>841</b>	<b>23</b>	<b>213</b>	—	<b>1,077</b>	<b>519</b>	<b>22</b>	—	<b>150</b>	<b>12</b>	<b>130</b>	—	<b>5</b>	—
	<b>12,833</b>	<b>7,782</b>	<b>110</b>	<b>2,013</b>	<b>92</b>	<b>9,997</b>	<b>233</b>	<b>198</b>	<b>2</b>	<b>60</b>	<b>102</b>	<b>733</b>	—	—	—
	749	553	—	177	92	822	—	52	—	—	10	24	—	—	—
	12,084	7,229	110	1,836	—	9,175	233	146	2	60	92	709	—	—	—
	<b>4,451,482</b>	<b>152,180</b>	<b>133</b>	<b>38,690</b>	<b>92</b>	<b>191,095</b>	<b>752</b>	<b>1,362</b>	<b>1,680</b>	<b>3,308</b>	<b>36,979</b>	<b>4,221</b>	—	<b>5</b>	—

				Total Govt Transfers				Total Other Expenses			Total Internal Recoveries			Total External Recoveries	Total 2023/24 Operating Expenses
	77	79	80		81	83	85		86	88		89	90		
9,187	4,504	2,962,238	149,530	3,116,272	—	—	4,240	4,240	—	(29,882)	(29,882)	—	(20,914)	(20,914)	3,289,354
9,177	—	—	35	35	—	—	100	100	—	(29,880)	(29,880)	—	(150)	(150)	187,690
—	—	626,838	—	626,838	—	—	1,101	1,101	—	(1)	(1)	—	(550)	(550)	627,388
—	—	2,013,869	—	2,013,869	—	—	1	1	—	—	—	—	(13,014)	(13,014)	2,002,899
10	4,504	321,531	149,495	475,530	—	—	3,038	3,038	—	(1)	(1)	—	(7,200)	(7,200)	471,377
2,773	—	—	290,182	290,182	—	—	14,867	14,867	—	(1,204)	(1,204)	—	(295,915)	(295,915)	30,273
—	—	—	29,168	29,168	—	—	—	—	—	—	—	—	—	—	30,272
2,773	—	—	261,014	261,014	—	—	14,867	14,867	—	(1,204)	(1,204)	—	(295,915)	(295,915)	1
—	—	—	1,410,433	1,410,433	—	—	1	1	—	—	—	—	(1)	(1)	1,410,433
838	—	—	—	—	—	—	1	1	—	(1)	(1)	—	—	—	1,915
1,928	—	—	—	—	—	—	1,472	1,472	—	(1)	(1)	—	(40)	(40)	13,356
86	—	—	—	—	—	—	—	—	—	—	—	—	—	—	908
1,842	—	—	—	—	—	—	1,472	1,472	—	(1)	(1)	—	(40)	(40)	12,448
4,726	4,504	2,962,238	1,850,145	4,816,887	—	—	20,581	20,581	—	(31,088)	(31,088)	—	(316,870)	(316,870)	4,745,331



December 7, 2022

Honourable Sheila Malcolmson  
Minister of Social Development and Poverty Reduction  
Parliament Buildings  
Victoria, BC V8V 1X4

Dear Minister Malcolmson:

Thank you for agreeing to serve as Minister of Social Development and Poverty Reduction. I trust in your leadership at this critical time to deliver results for the people of British Columbia.

British Columbians continue to recover from and respond to the upheaval caused by the COVID-19 pandemic and climate related natural disasters, while global inflation is driving up costs for more households and the world's economic outlook is concerning. Now more than ever, we need to focus on building a secure, low emission, sustainable economy, and a province where everyone can find a good home – whether you live in a rural area, in a city, or in an Indigenous community. We will continue working toward true and meaningful reconciliation by supporting opportunities for Indigenous Peoples to be full partners in the inclusive and sustainable province we are building together.

Our government is committed to delivering on the mandate British Columbians gave us in 2020. Together we can make life better for people in B.C., improve the services we all rely on, and ensure a sustainable province for future generations.

As we renew our work, my priority as Premier is to deliver results that people can see and feel in four key areas:

- **Attainable and affordable housing:** In the wake of soaring prices and record migration to B.C., we will take on the important work of building new homes that are actually attainable for the middle class, while continuing our work to address the housing crisis for those in distress on our streets.

.../2

---

**Office of the  
Premier**

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

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

**Location:**  
Parliament Buildings  
Victoria



- **Safer communities:** To address concerns about public safety, both for the people struggling with mental health and addiction on our streets, as well as the feeling that downtown centres are not as safe as they were before the pandemic, we will work with our partners at all levels of government, the justice and health care systems, the non-profit sector, and community leaders to find solutions for this complex challenge facing our province, and work overtime to seize the assets of high-level criminals.
- **Improved health care:** Amid unprecedented pressures we will continue to work to strengthen our public health care system, from family doctors to new hospitals, so care is there for each of us when we need it.
- **A sustainable, clean, secure, and fair economy:** We will continue our work investing in British Columbians, fighting racism and promoting equity, and building a clean economy that addresses our obligations to combat climate change by driving down emissions, while creating good, family supporting jobs.

Our government has taken a systematic approach to reducing poverty in our province, and we're seeing positive results. Having a plan and implementing it – while allowing time to reassess our work – is the best way to attack poverty, create new opportunities, and increase inclusion.

Poverty makes people sick, alienated, and vulnerable – the exact opposite of what we want for every British Columbian. By working to reduce and eliminate poverty in B.C., we can ensure our province is healthy, inclusive and strong – ready to take on any challenges.

To reduce poverty, we are creating opportunities for people to move from government support programs and back into the workforce. Our province can't waste any human potential; we need everyone working to the full extent of their skills and talents. Sometimes people are blocked from work by barriers that relate to disabilities not being accommodated. Sometimes it's racism. Sometimes it's just that nobody gave that person a fair chance to prove themselves.

Whatever the reason, working with communities, businesses, and government partners to identify, remove, and prevent these barriers will support people and can change lives forever while making our province stronger.

For those unable to work, ensuring that they can live full and dignified lives is the right thing to do, and it's what we would expect for any loved one we knew that was struggling and needed a hand. Whether it's housing, food, or social supports, we will continue to work to ensure every British Columbian has the opportunity to participate in their community, feel valued, and share in the prosperity of our province.

Since 2020, our government has made considerable progress on important initiatives including:

- Being responsive to the challenges presented by COVID-19 with supports for vulnerable people.
- Continuing to build on our Government's Poverty Reduction Plan, including the largest-ever permanent increase to income assistance and disability assistance rates and the first-ever increase to the senior's supplement.
- Putting in place comprehensive accessibility legislation in Spring 2021 to open doors to opportunity and participation.
- Establishing a multi-sectoral Period Poverty Task Force to respond to period poverty in B.C.

As you continue to make progress on items in the previous mandate letter, over the remaining period of this mandate I expect you to prioritize making progress on the following:

- Update the Poverty Reduction Strategy by March 2024, to continue reducing the number of people, and in particular children, who are experiencing poverty in our province.
- Lead work with support from the Minister of Finance to continue addressing impacts on low-income people caused by cost-of-living increases related to global inflation.
- Given rising costs of food, continue to lead work on food security and dignified access to food in partnership with food producers, grocery stores, food banks, schools, and not-for-profits, with support from the Minister of Agriculture and Food and the Parliamentary Secretary for Community Development and Non-Profits.
- Support the work of the Minister of Housing to better coordinate services to deliver improved outcomes for people living in Vancouver's Downtown Eastside, in collaboration with the Ministers of Mental Health and Addictions, Health, and Public Safety and Solicitor General, as well as Indigenous Peoples, external partners, and others.

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

.../4

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

British Columbians expect their elected representatives to work together to advance the public good. That means seeking out, fostering, and championing good ideas regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will build thoughtful and sustained relationships both with title holders and through public and stakeholder engagement plans that incorporate diverse perspectives early in the policy development process. Federal partnerships and resources will be particularly important and, on behalf of our government, you will engage with the federal government on advancing priorities to improve the lives of British Columbians.

As a Cabinet, we will uphold the highest standards of ethics, collaboration, and good conduct in service of the public, and as a Minister of the Crown, you are expected to review, understand, and act according to the *Members' Conflict of Interest Act*. You will establish a collaborative working relationship with your Deputy Minister, and the public servants under their direction, who provide the professional, non-partisan advice that is fundamental to delivering on our government's priorities. Your Minister's Office must meet the highest standards for integrity and provide a respectful, rewarding environment for all staff.

The rural and urban challenges that we face are urgent and complex. In response, we must be forward-thinking, strategic, and ready to work across disciplines and old divisions in new ways. Labour shortages are a major issue globally, and British Columbia is no exception, including in the public service. Maintaining the BC Public Service as an employer of excellence will be key to retaining and recruiting the diverse professionals we rely on to deliver essential services, advice, and analysis.

At the core of this work is listening and responding to the priorities of people in B.C. Together, we can deliver results in very real ways – ways that people can see, feel, and touch, and that change their lives for the better. Thank you for doing this important work with me.

Sincerely,



David Eby, KC  
Premier

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

- The Minister's Office budget for 2023/24 is \$908,000, a \$159,000 increase from \$749,000 in 2022/23.
- Budget 2023 provides additional funding to bring the Minister's Office budget in line with the approved budgets set by the Office of the Premier:
  - The majority of the increase is to salaries/benefits to reflect current positions/salaries approved by Office of the Premier and assumes 5% increase for wage mandate, as well as the Senior Ministerial Assistant position changing to a Chief of Staff position;
  - Legislative salaries/benefits increased to the current legislative salary/benefits rates; and
  - Office and Business increased by \$5,000 for training.
- The budget for the Minister's office provides for 7 staff: a Chief of Staff, two ministerial advisors, an executive assistant, an administrative coordinator, a senior administrative assistant, and an administrative assistant. They support the Minister and two Parliamentary Secretaries.
- This government has an ambitious budgetary and legislative agenda aimed at improving affordability, services, and a sustainable economy, and this requires Ministers (and Parliamentary Secretaries) to have the appropriate assistance to ensure that the information flow with the public service is clear and timely.

## BACKGROUND:

### BUDGET:

Minister's Office: (\$ millions)	2022/23 Budget	2023/24 Budget	Change
Stob 50 – Salaries	0.433	0.553	0.120
Stob 52 – Benefits	0.146	0.177	0.031
Stob 54 – Legislative salaries/indemnities	0.089	0.092	0.003
Stob 57 – Travel	0.052	0.052	0.000
Stob 63 – IS – operating	0.010	0.010	0.000
Stob 65 – Office/business expenses	0.019	0.024	0.005
<b>TOTAL</b>	<b>0.749</b>	<b>0.908</b>	<b>0.159</b>

Data Source: FASB

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

- The Community Living Services sub-vote budget for 2023/24 is **\$1.41 billion**, an incremental increase of **\$62.4 million** and a year over year increase of **\$81.9 million** from 2022/23. This represents the ministry's contribution to Community Living BC (CLBC).

Operating (\$ millions)	2022/23	2023/24	2024/25	2025/26
<b>Budget 2022</b>	<b>1,333.102</b>	<b>1,352.549</b>	<b>1,357.549</b>	<b>1,357.549</b>
<i>Re-org<sup>1</sup></i>	<i>(4.551)</i>	<i>(4.551)</i>	<i>(4.551)</i>	<i>(4.551)</i>
<b>Budget 2022 Restated</b>	<b>1,328.551</b>	<b>1,347.998</b>	<b>1,352.998</b>	<b>1,352.998</b>
<b>Budget 2023</b>	<b>1,328.551</b>	<b>1,410.433</b>	<b>1,436.029</b>	<b>1,478.520</b>
<u><i>Budget 2023 vs Budget 2022</i></u>				
Plan-over-Plan \$ Change - Increase		<b>62.435</b>	<b>83.031</b>	<b>125.522</b>
Plan-over-Plan % Change - Increase		4.6%	6.1%	9.3%
Year-over-Year Change - Increase		81.882	25.596	42.491
Year-over-Year % Change - Increase		6.2%	1.8%	3.0%

<sup>1</sup> Funding for Provincial Assessment Center (PAC) moved from CLBC to Ministry of Health April 1, 2023

- Budget 2023 provides an increase to CLBC of **\$271 million** over the three-year fiscal plan:
  - \$224 million increase over three years to address caseload growth;
  - \$35.6 million for costs related to recent policy changes for community social service sector (CSS) third party contractors under the Public Sector Employers' Council Secretariat (PSEC) mandated:
    - 5-Day Sick Leave
    - National Day of Truth and Reconciliation
    - 2-Day Indigenous Cultural Leave

- Increase in mileage rate to match the Canada Revenue Agency (federal) Rate
- \$9.3 million over three years to fund increase to respite rates (to CLBC families) to coincide with MCFD increase to care provider rates; and
- \$2 million over three years for salary increases for BCGEU employees and management (Shared Recovery Mandate);

The new Shared Recovery Mandate (SRM) for 2022/23 to 2024/25 for CLBC service providers is currently in the ratification process and cost impacts are being determined and not reflected in the financial outlook at this time. Contingency funding for SRM is anticipated for 2022/23 and 2023/24 when the collective agreements are ratified.

<b>Community Living BC – Fiscal Plan Changes from Budget 2023 and Prior Year Budgets</b>				
<b>(\$ millions)</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>TOTAL</b>
<b>Prior Year Budgets</b>				
Caseload	19.4	24.4	24.4	<b>68.3</b>
<b>Total - Prior Year Budgets</b>	<b>19.4</b>	<b>24.4</b>	<b>24.4</b>	<b>68.3</b>
<b>Budget 2023</b>				
Caseload	47.3	67.3	109.3	<b>224.0</b>
CSS Wage Mandated Items	11.3	11.9	12.4	<b>35.6</b>
Respite Rates	3.1	3.1	3.1	<b>9.3</b>
SRM CLBC Staff	0.7	0.7	0.7	<b>2.0</b>
<b>Total - Budget 2023</b>	<b>62.4</b>	<b>83.0</b>	<b>125.5</b>	<b>271.0</b>
<b>TOTAL - CLBC TRANSFER</b>	<b>81.9</b>	<b>107.5</b>	<b>150.0</b>	<b>339.3</b>

Data Source: FASB

### Background:

<b>CLBC Caseload and Cost per Case</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
	<b>Budget</b>	<b>Budget</b>	<b>Plan</b>	<b>Plan</b>
Developmental Disabilities – Average caseload (#)	23,370	24,330	25,320	26,350
Developmental Disabilities – Average cost per client (\$)	52,400	53,600	52,400	51,800
Personal Supports Initiative – Average caseload (#)	2,960	3,240	3,550	3,860
Personal Supports Initiative – Average cost per client (\$)	14,700	15,200	14,300	13,700

Data Source: CLBC

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

Page 2

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

- The Ministry budget for 2023/24 is **\$4.76 billion**, an incremental increase of **\$259.8 million** from Budget 2022 and a year over year increase of **\$293.8 million** from 2022/23.

Operating (\$ millions)	2022/23	2023/24	2024/25	2025/26
<b>Budget 2022</b>	<b>4,456.033</b>	<b>4,490.103</b>	<b>4,510.946</b>	<b>4,510.946</b>
<i>Re-org<sup>1</sup></i>	<i>(4.551)</i>	<i>(4.551)</i>	<i>(4.551)</i>	<i>(4.551)</i>
<b>Budget 2022 Restated</b>	<b>4,451.482</b>	<b>4,485.552</b>	<b>4,506.395</b>	<b>4,506.395</b>
<b>Budget 2023</b>	<b>4,451.482</b>	<b>4,745.331</b>	<b>4,861.495</b>	<b>4,927.073</b>
<u><i>Budget 2023 vs Budget 2022</i></u>				
Plan-over-Plan \$ Change - Increase (Decrease)		<b>259.779</b>	<b>355.100</b>	<b>420.678</b>
Plan-over-Plan % Change - Increase (Decrease)		5.8%	7.9%	9.3%
Year-over-Year Change - Increase (Decrease)		293.849	116.164	65.578
Year-over-Year % Change - Increase (Decrease)		6.6%	2.4%	1.3%
CRF Capital (\$ millions)	2022/23	2023/24	2024/25	2025/26
<b>Budget 2022</b>	1.822	1.555	1.555	1.555
<b>Budget 2023</b>		1.854	1.854	1.854
<u><i>Budget 2023 vs Budget 2022</i></u>				
Plan-over-Plan \$ Change - Increase (Decrease)		<b>0.299</b>	<b>0.299</b>	<b>0.299</b>
Plan-over-Plan % Change - Increase (Decrease)		19.2%	19.2%	19.2%

<sup>1</sup> Funding for Provincial Assessment Center (PAC) moved from CLBC to Ministry of Health April 1, 2023



<b>Budget 2023 Fiscal Plan</b>					
<b>(\$ millions)</b>	<b>2022/23 Budget Restated<sup>1</sup></b>	<b>Change</b>	<b>2023/24 Budget</b>	<b>2024/25 Plan</b>	<b>2025/26 Plan</b>
Income Assistance	3,079.1	210.3	<b>3,289.4</b>	3,379.3	3,402.4
Temporary Assistance	559.9	67.5	<b>627.4</b>	613.3	602.9
Disability Assistance	1,895.9	107.0	<b>2,002.9</b>	2,096.5	2,123.7
Supplementary Assistance	451.2	20.2	<b>471.4</b>	480.8	487.1
Program Management	172.1	15.6	<b>187.7</b>	188.7	188.7
Employment	29.1	1.1	<b>30.3</b>	30.5	30.5
Community Living Services	1,328.6	81.9	<b>1,410.4</b>	1,436.0	1,478.5
Employment and Assistance Appeal Tribunal (EAAT)	1.8	0.1	<b>1.9</b>	1.9	1.9
Executive and Support Services	12.8	0.5	<b>13.4</b>	13.7	13.7
<b>Total</b>	<b>4,451.5</b>	<b>293.8</b>	<b>4,745.3</b>	<b>4,861.5</b>	<b>4,927.1</b>

Budget 2023 provides new incremental funding of **\$1.036 billion** over the three-year fiscal plan.

#### **Budget 2023 Fiscal Plan – New Incremental Funding by Sub-Vote**

<b>(\$ millions)</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>TOTAL</b>
Temporary Assistance	82.5	68.4	58.0	<b>208.9</b>
Disability Assistance	94.9	180.5	207.7	<b>483.0</b>
Supplementary Assistance	3.4	5.3	11.5	<b>20.3</b>
Program Management	14.6	15.6	15.6	<b>45.8</b>
<b>Total Income Assistance</b>	<b>195.4</b>	<b>269.8</b>	<b>292.8</b>	<b>758.0</b>
Employment	1.1	1.3	1.3	<b>3.7</b>
CLBC	62.4	83.0	125.5	<b>271.0</b>
Executive and Support Services & EAAT	0.9	1.0	1.0	<b>2.9</b>
<b>Total</b>	<b>259.8</b>	<b>354.1</b>	<b>420.7</b>	<b>1,035.6</b>

## **Key Budget Highlights:**

- \$1.036 billion in new incremental funding over the fiscal plan:
  - \$558.2 million over three years to address affordability issues. This includes a \$125 monthly increase to shelter rates for individuals on temporary or disability assistance, an increase to crisis supplement rates, and rate increases to other supplements benefitting low-income individuals and families;
  - \$387.8 million over three years to address caseload pressures;
  - \$52.8 million over three years to address salary increases for BCGEU employees and management (Shared Recovery Mandate);
  - \$35.6 million for costs related to recent policy changes for community social service sector (CSS) third party contractors under the Public Sector Employers' Council Secretariat (PSEC) Mandated
    - 5-Day Sick Leave
    - National Day of Truth and Reconciliation
    - 2-Day Indigenous Cultural Leave
    - Increase in mileage rate to match the Canada Revenue Agency (federal) rate
- \$9.3 million over three years to fund increase to respite rates (for CLBC families) to coincide with MCFD's increase to care provider rates;
- \$0.4 million to bring Minister's Office budget in line with the approved budgets set by the Office of the Premier; and
- (\$8.7) million transferred to Ministry of Health to fund incremental operating costs for the Provincial Assessment Centre effective October 2, 2023, moved from CLBC to the Ministry of Health in Budget 2023.
- The new Shared Recovery Mandate (SRM) for 2022/23 to 2024/25 for CLBC Service Providers is currently in the ratification process and cost impacts are unknown and not reflected in the financial outlook at this time.
- Contingency funding for SRM is anticipated for 2022/23 and 2023/24 when

the collective agreements are ratified.

## BACKGROUND:

- Total year-over-year change from 2022/23 is \$293.8 million.
- \$259.8 million in Budget 2023 and \$34.1 million allocated in prior budgets.
- Prior year budget changes to fiscal 2023/24:
  - \$38.6 million – Caseload
  - (\$4.2) million – Net restated funding in Budget 2022
  - (\$0.3) million – One-time funding in 2022/23 for Accessibility Directorate (Feedback mechanism and resources/tool kits)

### Ministry Budget 2023 - Capital

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

Data Source: FASB

<sup>1</sup> No vehicles were replaced in 2022/23. For fiscal year 2022/23, Budget for 2023.24 for replacement of vehicles is a maximum estimated cost of \$350,000.

## FTE Key Messages:

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

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

## BACKGROUND:

### Ministry Staffing levels

Division	January 1, 2022		January 1, 2023	
	Headcount <sup>1</sup>	FTEs <sup>2</sup>	Headcount <sup>1</sup>	FTEs <sup>2</sup>
Deputy Minister and Minister Office	14	14	14	12
Corporate Services	109	100	112	106
Research, Innovation & Policy	51	52	64	61
Service Delivery <sup>3</sup>	1,557	1,431	1,696	1,610
Advocate for Service Quality	4	3	4	3
Accessibility	9	8	14	13
Employment Assistance Appeals Tribunal	10	10	11	10
Employment and Labour Market Services	181	175	187	180
Information Services Division	166	160	187	178
<b>Total</b>	<b>2,101</b>	<b>1,953</b>	<b>2,289</b>	<b>2,173</b>

<sup>1</sup> Headcount = number of people

<sup>2</sup> FTE = 35 hours/week (note: these numbers are point in time, last pay period December – not an annual average)

<sup>3</sup> Budget 2022: Funding provided for expansion of the Community Integration Team under Service Delivery Division

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Ministry Budget - Income Assistance**

**KEY INFORMATION:**

- The Income Assistance sub-vote budget for 2023/24 is **\$3.29 billion**, a year over year increase of **\$210.3 million** and an incremental increase of **\$195.4 million** from Budget 2022.

<b>Income Assistance - Budget 2023 Fiscal Plan</b>					
<b>(\$ millions)</b>	<b>2022/23 Budget</b>	<b>Change</b>	<b>2023/24 Budget</b>	<b>2024/25 Plan</b>	<b>2025/26 Plan</b>
Temporary Assistance	559.9	67.5	<b>627.4</b>	613.3	602.9
Disability Assistance	1,895.9	107.0	<b>2,002.9</b>	2,096.5	2,123.7
Supplementary Assistance	451.2	20.2	<b>471.4</b>	480.8	487.1
Program Management	172.1	15.6	<b>187.7</b>	188.7	188.7
<b>Income Assistance</b>	<b>3,079.1</b>	<b>210.3</b>	<b>3,289.4</b>	<b>3,379.3</b>	<b>3,402.4</b>

- Budget 2023 shows an overall increase to Income Assistance of **\$758 million** over the three-year fiscal plan.

<b>Income Assistance - Budget 2023 Incremental Change</b>				
<b>(\$ millions)</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>TOTAL</b>
Temporary Assistance	82.5	68.4	58.0	<b>208.9</b>
Disability Assistance	94.9	180.5	207.7	<b>483.0</b>
Supplementary Assistance	3.4	5.3	11.5	<b>20.3</b>
Program Management	14.6	15.6	15.6	<b>45.8</b>
<b>Total</b>	<b>195.4</b>	<b>269.8</b>	<b>292.8</b>	<b>758.0</b>

Data Source: FASB

## BACKGROUND:

### Key Changes for Income Assistance in Budget 2023:

- \$558.2 million over three years to address affordability issues. This includes a \$125 monthly increase to shelter rates for individuals on temporary or disability assistance, increase to crisis supplement rates, and rate increases to other supplements benefitting low-income individuals and families;
- \$163.8 million over three years to address caseload pressures;
- \$44.6 million over three years for Shared Recovery Mandate; and
- (\$8.7) million transferred to Ministry of Health to fund incremental operating costs for the Provincial Assessment Centre, effective October 2, 2023, moved from CLBC to Ministry of Health in Budget 2023
- Temporary Assistance – **\$208.9 million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Caseload	41.9	11.9	2.0	55.9
Shelter Rate (Affordability)	40.1	55.0	54.5	149.6
Crisis Supplement (Affordability)	0.2	0.3	0.3	0.8
Earnings Exemptions (Affordability)	0.2	1.2	1.2	2.6
<b>Total</b>	<b>82.5</b>	<b>68.4</b>	<b>58.0</b>	<b>208.9</b>

- Disability Assistance – **\$483 million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Caseload	7.4	50.0	75.0	132.4
Shelter Rate (Affordability)	90.6	128.3	130.3	349.2
Crisis Supplement (Affordability)	0.5	0.7	0.7	1.9
Earnings Exemptions (Affordability)		3.8	3.9	7.7
Shared Recovery Mandate (SRM)	0.2	0.2	0.2	0.6
Provincial Assessment Centre	(3.8)	(2.4)	(2.4)	(8.7)
<b>Total</b>	<b>94.9</b>	<b>180.5</b>	<b>207.7</b>	<b>483.0</b>

- Supplementary Assistance – **\$20.3 million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Caseload	(9.7)	(10.3)	(4.4)	(24.4)
Other supplements (Affordability)	13.2	15.6	15.9	44.7
<b>Total</b>	<b>3.4</b>	<b>5.3</b>	<b>11.5</b>	<b>20.3</b>

- Program Management – **\$45.8 million**

(\$ millions)	2022/23	2023/24	2024/25	TOTAL
Systems Costs (Affordability one-time)	1.8			1.8
Shared Recovery Mandate (SRM)	12.8	15.6	15.6	44.0
<b>Total</b>	<b>14.6</b>	<b>15.6</b>	<b>15.6</b>	<b>45.8</b>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Ministry Budget - 2022 Shared Recovery Mandate**

**KEY MESSAGES:**

- Government's three-year wage commitment under the Sustainable Services Negotiating Mandate (SSNM) ended March 31, 2022. The new Shared Recovery Mandate (SRM) for 2022/23 to 2024/25 was ratified by the BC General Employees Union (BCGEU) in October 2022.
- The Shared Recovery Mandate (SRM) applies to all public sector employers with unionized employees whose collective agreements expired on or after December 31, 2021.
- Negotiations focused on providing a fair and reasonable offer to public-sector workers that includes significant inflation protection, while ensuring that government has the resources to continue to invest in building a stronger province for everyone.
- The agreement reached with the BCGEU covering Public Service/Ministry employees came into effect on April 1, 2022 and expires on March 31, 2025. The agreement includes the terms and conditions of employment such as wages, benefits, leave and more.
- Under SRM, the Community Social Services Employers' Association (CSSEA) and Health Employers Association of BC (HEABC) negotiated a series of wage and benefit increases covering the period of April 1, 2022, to March 31, 2025. CSSEA and HEABC have recently reached tentative agreements for their respective membership subject to ratification.
- Government will not be in a position to confirm any compensation allocations or funding details until bargaining in the sector has been completed.

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

Page 1



## BACKGROUND:

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

- Government's three-year wage commitment under the Sustainable Services Negotiating Mandate (SSNM) ended March 31, 2022. The new Shared Recovery Mandate (SRM) for 2022/23 to 2024/25 is underway and awaiting ratification of tentative collective agreements.
- Under SRM, the Community Social Services Employers' Association (CSSEA) and Health Employers Association of BC (HEABC) negotiated a series of wage and benefit increases covering the period of April 1, 2022, to March 31, 2025. CSSEA and HEABC have recently reached tentative agreements for their respective membership subject to ratification.
- CSSEA is the accredited bargaining agent for approximately 200 employers in the social services sector.
- HEABC is the accredited bargaining agent for more than 211 publicly funded health care employers in British Columbia.
- Nearly all (99% of forecast funded increases) of CLBC's SRM contract adjustments for union service providers pertain to CSSEA members.
- Pending ratification, the tentative agreements over the three-year period provide to unionized community social services employees General Wage Increases, Low Wage Redress, and potential Cost of Living Adjustments in 2023/24 and 2024/25 Additional funding to address shared key priorities includes:
  - incremental costs associated with the new five-day paid sick leave provisions,
  - incremental costs associated with recognizing the National Day of Truth and Reconciliation (September 30),
  - funding to support two-days paid Indigenous Cultural Leave for Indigenous employees, and
  - funding to support incremental costs of raising mileage reimbursement rates to Canada Revenue Agency approved rates.
- Low Wage Redress is targeted funding to help address wage disparity with similar unionized positions in the health sector.
- Government has committed to fund the three-year collective agreements once ratified by members of the bargaining units.

### **Non-Union Agencies**

- CLBC also contracts with 211 non-CSSEA / HEABC (“non-union”) agencies who provide the same or similar services as the CSSEA / HEABC (“union”) agencies.
- The funding increases are anticipated to be the same percentage compensation funding lift for both unionized and non-unionized community social services employees.
- Some CLBC contracted service providers (25 agencies) have both union and non-union employees. Differential availability of low wage redress funding has created a disparity within these agencies.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Ministry Budget - WorkBC**

**KEY INFORMATION:**

- The Ministry receives both provincial and federal funding to support all British Columbians in getting back to work as quickly as possible through WorkBC.
- The federal funding is from the Labour Market Development Agreement (LMDA) that has been in effect since February 2008. It provides about \$300M/year in funding.
- On March 28, 2022, ESDC served notice to terminate the LMDA in its present form as of March 31, 2024, as required by the Federal Court of Appeal (FCA) decision of January 28, 2022 related to the complaints filed by the Fédération des francophones de la Colombie-Britannique (FFCB) alleging that the federal government did not meet their obligations to the Francophone linguistic minority when they entered into and implemented the LMDA.
- The LMDA termination notice effectively means that Canada and the Province will negotiate a new agreement.  
Intergovernmental Communications
- Federal funding is adjusted annually based on methodology established by Canada to allocate funds among provinces and territories.
- In 2023/24, the Ministry is budgeting \$326.2 million to support employment programming for the citizens of BC. The Ministry will receive:
  - Intergovernmental Communications from the federal government under LMDA;  
and
  - \$30.27 million in provincial funding.
- Intergovernmental Communications

## BACKGROUND:

- The majority of the WorkBC program is funded federally through the LMDA and split into 2 categories:
  1. 2023/24 direct services to client funding (\$275.4M); and
  2. 2023/24 administrative funding (\$20.5M).
- Provincial funding is prioritized towards serving unemployed BC Employment and Assistance clients and client inclusion groups.
- Additionally, clients with a disability who are working more than 20 hours a week or students with a disability who are leaving school in BC and are ready to transition from school to work, are provided the services and supports primarily through the provincial component of the WorkBC Employment Services contract. Provincial funding also provides for WorkBC Assistive Technology Services.
- The Ministries of Social Development and Poverty Reduction (SDPR) and Post-Secondary Education and Future Skills (PSFS) are engaged through the Federal-Provincial-Territorial Forum of Labour Market Ministers (FLMM) to modernize training and employment supports which will form the foundation for new labour market transfer agreements, including the LMDA.

## BUDGET:

### Employment Programs Budget Summary

\$millions Funding Source:	2021/22 Actuals	2022/23 Budget <sup>1</sup>	2023/24 Plan <sup>2</sup>	2024/25 Plan <sup>2</sup>	2025/26 Plan <sup>2</sup>
Provincial	\$29.2	\$29.2	\$30.3	\$30.5	\$30.5
LMDA	\$324.5	\$388.3	Intergovernmental		
LMDA-Admin	\$19.4	\$24.6	\$20.5	\$20.5	\$20.5
<b>Total</b>	<b>\$373.1</b>	<b>\$442.1</b>	Intergovernmental		
% change budget:	27.7%	18.5%	Communications		

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

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Treatment of Federal COVID-19 Benefits**

**KEY INFORMATION:**

- In March 2020, the federal government began introducing a range of financial benefits for people impacted by COVID-19.
- The key benefits introduced were the:
  - Canada Emergency Response Benefit (CERB),
  - Canada Recovery Benefit (CRB),
  - Modifications to the Employment Insurance (EI) program, and
  - Canada Worker Lockdown Benefit (CWLB).
- The ministry temporarily exempted federal COVID-19 benefits for clients who, on April 2, 2020, had a Persons with Disabilities (PWD) designation or were eligible for income, disability, and (most types of) hardship assistance.
  - CERB and CRB were exempted until they ended in September 2020 and October 2021, respectively.
  - Modified EI benefits were exempted until the federal government restored the EI program to its original purpose in November 2021.
  - The Canada Recovery Sickness Benefit (CRSB), and Canada Recovery Caregiving Benefit (CRCB) were exempted as both income and assets. They were payable (and exempted) through May 7, 2022.
- The ministry also exempted the Canada Emergency Student Benefit (CESB), one-time OAS/GIS COVID-19 relief payments for seniors, and the one-time payments for individuals eligible for the federal Disability Tax Credit (DTC).

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**BACKGROUND:**

<b>Timeline of Key Federal COVID-19 Benefits</b>				
<b>Federal Benefit</b>	<b>Amount</b>	<b>Duration</b>	<b>Eligibility</b>	<b>Payable</b>
CERB	\$2,000 per 4-week period	Up to 28 weeks	Stopped working due to COVID-19 OR EI ended AND earned \$5k last year	Mar. 2020 – Sep. 2020
Modified EI	\$400 min per week	26 – 45 weeks	120 – 420 insurable hours	Sep. 2020 – Nov. 2021
Canada Recovery Benefit (CRB)	\$300-\$500 per week	Up to 54 weeks	Self-employed OR ineligible for EI & looking for work	Sep. 2020 – Oct. 2021
Canada Recovery Sickness Benefit (CRSB)	\$500 per week	Up to 6 weeks	Workers who were sick or self-isolating due to COVID	Sep. 2020 – May 7, 2021
Canada Recovery Caregiving Benefit (CRCB)	\$500 per week	Up to 44 weeks	Unable to work because caring for a child or family member due to COVID	Sep. 2020 – May 7, 2021
Canada Worker Lockdown Benefit (CWLB)	\$300 per week	Up to 60 days	Employed & self-employed workers who could not work due to a COVID-19 lockdown	Oct. 2021 – May 7, 2022

**Ministry Exemptions**

- In April 2020, the ministry temporarily exempted CERB and EI for those who, on April 2, 2020, had a Persons with Disabilities (PWD) designation or were eligible for income, disability and (most types of) hardship assistance.
- Further exemptions were added for these clients for additional federal COVID-19 benefits and duration extensions.
- The EI exemption was extended multiple times. In December 2021, as the federal government reverted to its usual method of calculating EI benefits based on earnings, the ministry no longer exempted EI payments.
- The ministry exempted CRSB, CRCB, and CWLB for eligible clients until they ended.

**INTERJURISDICTIONAL COMPARISON:**

- Only BC, Yukon, and NWT fully exempted CERB. Other provinces partially exempted it.
- BC was the only province to fully exempt EI benefits temporarily during the pandemic.
- Most provinces treated CRB like EI and deducted it. Manitoba partially exempted CRB.
- Most provinces deducted CWLB, either fully or partially.

Contact: Suzanne Christensen, ADM RIPD  
Cell Phone: 250-888-4301

Page:

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

<b>Written By:</b>	Jen Zacher	<b>Approval Path:</b>	Mike Ross, Director/ Leah Squance,
<b>Title:</b>	Senior Policy Advisor		Executive Director/ Nadia Boukhoulali,
<b>Phone:</b>	778-698-7741		Issues Manager/ Suzanne Christensen,
<b>Drafted:</b>	February 9, 2022		ADM
			

Contact: Suzanne Christensen, ADM RIPD  
Cell Phone: 250-888-4301

Page:

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: COVID-19 Caseload Impacts**

**KEY INFORMATION:**

- With the ending of federal COVID income supports the income and disability assistance caseloads have returned to a pre-pandemic trend.
- During the pandemic the caseloads remained flat, despite significant job losses, as federal support programs allowed workers impacted by the pandemic to avoid having to apply for provincial income assistance.
- The ending of federal supports in September 2021 saw the income assistance caseload increase in October 2021 and each of the next six months before levelling off, while the disability assistance caseload was not impacted.

**BACKGROUND:**

**Income Assistance**

- The Income Assistance (IA) caseload was rising before the pandemic hit, but the growth rate accelerated between March and June 2020, peaking at a year-over-year increase of 14.7% in April 2020.
- By August 2020, the caseload dropped to levels seen in 2019, and then remained relatively flat until starting to rise again in October 2021.
- The decline was the result of federal benefits not being exempt for IA clients who were not in receipt of benefits prior to the pandemic starting (April 2020), so there was no benefit to new clients signing on to IA while receiving federal benefits.
- The caseload began increasing in October 2021 after federal benefits expired, with the growth almost exclusively in the Expected-to-Work caseload.
- There were 6,318 (14%) more cases in December 2022 than in December 2019, an increase that is lower than what would have been expected without the pandemic (estimated at 9,500).
  - The biggest increase has been in couples/two parent families, up 28%, followed by singles at 15% and single parent families at 8%.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Change in Income Assistance Caseload\***

Year	Average Monthly Caseload	Change	
		Cases	%
2019	44,163	1,391	3.3%
2020	47,200	3,037	6.9%
2021	45,557	-1,643	-3.5%
2022	51,129	5,573	12.2%
Dec. 2019	45,696		
Dec. 2022	52,014	6,318	13.8%

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

**Disability Assistance**

- The Disability Assistance (DA) caseload was largely unaffected by the pandemic in 2020 as clients with the PWD designation prior to April 2020 had federal COVID support benefits fully exempted.
- In 2021 the DA caseload growth rate slowed as fewer people on IA transferred into DA, and the lower growth rate has continued in 2022.
- The reason for the drop in growth rate is not fully known, although there is some evidence suggesting that the doctor shortage and other challenges with the healthcare system is making it more difficult for applicants to get their applications completed.

**Change in Disability Assistance Caseload**

Year	Average Monthly Caseload	Change	
		Cases	%
2019	108,660	4,190	4.0%
2020	113,296	4,636	4.3%
2021	115,470	2,174	1.9%
2022	117,460	1,991	1.7%
Dec. 2019	110,548		
Dec. 2022	117,767	7,219	6.5%

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

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Cases Reporting Earnings from Employment**

- The pandemic reduced the proportion of IA and DA clients that were employed, but employment rates are increasing.

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

<b>Year</b>	<b>Income Assistance</b>	<b>Disability Assistance</b>
2019	13.5%	21.2%
2020	12.6%	20.1%
2021	10.5%	18.3%
2022	12.0%	18.8%

**INTERJURISDICTIONAL COMPARISON:**

- Alberta saw a significant decline in their employable caseload in 2020 and 2021, but their caseload started to rise in 2022 – up 9.4%.
- Alberta's disability assistance caseload was not impacted by the pandemic, and has been rising at a steady growth rate – up 2% in 2022.
- Ontario's employable caseload dropped during the pandemic but has been rising since late 2021 – up 11.8% in 2022.
- Ontario has seen their disability assistance caseload decline since March 2020 – down 1.3% in 2022.

**Percentage Change in Caseloads – November 2022 vs November 2019**

<b>Province</b>	<b>Income Assistance</b>	<b>Disability Assistance</b>
British Columbia	15.0%	6.7%
Alberta	-24.8%	7.3%
Ontario	-8.0%	-2.7%

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/24**

**TOPIC:     SDPR COVID-19 Recovery**

**KEY INFORMATION:**

- Measures were introduced to ensure clients did not fall deeper into poverty during the COVID-19 recovery period:
  - April to December 2020: \$300 per month COVID-19 Crisis Supplement
  - January to March 2021: \$150 BC Recovery Supplement
  - February 2021 – one-time payment of \$500 BC Recovery Benefit (administered by Ministry of Finance)
- In the April 2021: \$175 per month permanent rate increase implemented (and largest ever).
  - This change also included doubling the Senior's Supplement (from \$50 per month to up to \$100 per month - first rate increase since it was introduced in 1987 (up to \$50/month) and a \$20 increase to the comforts allowance for those receiving income assistance from (\$95/month).
- In October and November 2021, the federal government began replacing broad emergency supports with targeted ones, the Canada Recovery Benefit ended and the EI program was restored to its original purpose.
- BC was the only province to fully exempt EI temporarily during the pandemic.
- To align with these changes, the ministry returned to its regular treatment of EI, meaning the temporary exemption of EI continued until the January 2022 cheque issue and then ended.
- All together, the supports directly benefited over 300,000 people.

Contact:        Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone:     250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/24**

## **BACKGROUND:**

### **BC Recovery Supplement**

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

### **BC Recovery Benefit**

- Funded through the Ministry of Finance, a one-time payment of up to \$500 for an individual, or up to \$1,000 in the case of a family or a single parent, was automatically provided to ministry clients who qualified.
- The benefit was issued automatically in the same way a client would receive their regular benefit from the ministry (direct deposit, mail or pick up in an office).

### **Rate Increase for IA/DA, Senior's Supplement & the IA Comforts Allowance**

- Starting in the April 2021 cheque issue, clients received the following increases:
  - Income, Disability and Hardship Assistance: \$175 per month
    - Single IA: from \$760 to \$935 per month
    - Single DA: from \$1,183.42 to \$1,358.50 per month
  - Senior's Supplement: up to \$50 per month
  - Comforts Allowance for IA \$20 per month: from \$95 to \$115 per month

### **EI, CERB, CRB and Canada Worker Lockdown Benefit (CWLB)**

- All EI income benefits were temporarily exempted as income and assets until the January 2022 cheque issue.
- The ministry continues to exempt any remaining income from COVID-19 federal benefits: the Canada Recovery Sickness Benefit (CRSB), the Canada Recovery Caregiving Benefit (CRCB) and the Canada Worker Lockdown Benefit (CWLB). The federal government closed applications to these programs in 2022.
- These exemptions applied to family units who were:
  - recipients on April 2, 2020 of:
    - income assistance,
    - disability assistance, or
    - hardship assistance, except if awaiting EI or CERB income; or
  - applicants who received the Persons with a Disabilities (PWD) designation on or before April 2, 2020.
- BC was the only province to fully exempt EI temporarily during the pandemic.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/24**

**BUDGET:**

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

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

Data source: FASB

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

- In accordance with British Columbia's Provincial Health Office (PHO), being fully vaccinated against COVID-19 is the most effective way to safeguard employee health and reduce the risk of transmission
- **October 5, 2021:** the Deputy Minister to the Premier announced the requirement for BC Public Service employees to provide proof of vaccination
- **November 8, 2021:** New BC Public Service employees are required to be fully vaccinated (HR Policy 25)
- **November 22, 2021:** Existing BC Public Service employees are required to be fully vaccinated (HR Policy 4)
- **December 13, 2021:** Contractors and other parties entering public service workplaces (except to access a government service) are required to be fully vaccinated
- Employees could request an exemption from the vaccine requirement based on a medical condition or other protected ground as defined under B.C.'s Human Rights Code
- During the term of the vaccination policy, there were minimal workforce or service impacts; no offices were closed as a direct result of the policy
- As of February 14, 2023, 98% of the ministry workforce were fully vaccinated, 1.5% were on leave (not verified), and the remaining 0.5% were unresolved (unvaccinated, refused to disclose, or seeking accommodation) or received an accommodation
- Personal Information
- **March 10, 2023:** the Deputy Minister to the Premier announced the requirement for BC Public Service employees to provide proof of vaccination would be rescinded effective April 3, 2023
- Rescinding HR Policy 25 means the employees on leave, accommodated, or unresolved under the policy will have the opportunity to return to the workplace. The ministry will work with the Public Service Agency to facilitate this process.

Contact: Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer, CSD  
Cell Phone: 778 698-2228

Page

	14-Feb-2023	%
Fully Vaccinated	Personal Information	98.1%
On Leave		1.5%
Accommodation approved		0.2%
Accommodation requested		0.2%
Refuse to Disclose / Unvaccinated		0.1%
<b>Total</b>	<b>2,421</b>	<b>100%</b>

## BACKGROUND:

- We are doing our part to support provincial vaccination efforts and ensure our workplaces are as safe as possible for staff and the people we serve
- HR Policy 25- COVID-19 Vaccination was put into effect on November 1, 2021, and will be reviewed and updated as needed based on guidance and directives from the PHO
- The policy will be in effect until April 2, 2023.
- This policy applies to any government organization with BC Public Service employees that are hired under the Public Service Act, including any Board, Commission, Agency or other organization to which the Public Service Act applies or whose employees are hired in accordance with the Public Service Act
- Employees who have telework arrangements are not exempt from this policy
- HR Policy #4 – Occupational Safety and Health was put into effect on December 13, 2021 and requires all contractors and other parties entering a staff-only area of an indoor public workplace to be fully vaccinated. This requirement includes, but is not limited to, contractors, statutory appointees, meeting attendees, interns, students, staff from other employers and visitors
- HR Policy 4 will be amended effective April 3, 2023 to remove the requirements for contractors and other parties entering a staff-only area to be fully vaccinated.

## BUDGET:

- N/A

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

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



- The Senior's Supplement is a monthly supplement of between \$1 and \$110.25 paid to approximately 80,000 low-income seniors in BC.

## **BACKGROUND:**

- To qualify for CERB/CRB, applicants must have earned at least \$5,000 in 2019, or in the 12 months prior to the date of their application.
- To qualify for the Senior's Supplement in July 2021 (based on 2020 tax filing), seniors' net taxable income (i.e., not including OAS/GIS) must have been below:
  - \$2,280/yr for single seniors
  - \$4,896/yr for senior couples (both over age 65)
  - \$8,112/yr for seniors couples (one over age 65, one between 60-64)
- Given the income thresholds for CERB/CRB and those for the Senior's Supplement, it is unlikely that any Senior's Supplement recipients would have qualified for CERB/CRB, and therefore Senior's Supplement recipients were likely unaffected by the federal decision to make CERB/CRB taxable income.
- Further, the federal government's one-time grant payment to impacted seniors is unlikely to impact Senior's Supplement recipients. The federal government introduced Bill 12 containing amendments to the *Old Age Security Act* which will exempt any amount of CERB, CRB, and other related one-time benefits from the calculation of income for GIS purposes effective July 2022 and will continue to apply in future years.
- The ministry provided an exemption for this one-time payment from the federal government for ministry clients.

## **BUDGET:**

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

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:               Extreme Weather Emergency Response**

**KEY INFORMATION:**

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

**BACKGROUND:**

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

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

<b>Positions</b>	<b>Area of Expertise</b>
SDD - Community Services Branch Directors, Managers, and Supervisors	<ul style="list-style-type: none"><li>• Community Services Offices</li><li>• Service BC Offices</li><li>• Community Integration Services</li><li>• On Demand Cheque Production</li></ul>
SDD - Virtual Services Branch Directors, Managers	<ul style="list-style-type: none"><li>• 1-866 Contact Centre</li><li>• All other virtual services (e.g., Intake)</li><li>• On Demand Cheque Production</li></ul>
SDD - Strategic Services Branch	<ul style="list-style-type: none"><li>• SDD Emergency Monitoring Reporting</li></ul>

Executive Director, Managers and Analysts	<ul style="list-style-type: none"> <li>• SDD Communication</li> <li>• SDD Policy Interpretation support</li> <li>• Community Relations and Service Quality support</li> </ul>
SDD - Operations Support Branch Managers	<ul style="list-style-type: none"> <li>• Analytics and Business Intelligence reporting</li> <li>• Intranet Management</li> <li>• Digital Display Management</li> </ul>
SDD – ADM Office Issues Manager	<ul style="list-style-type: none"> <li>• Manage incoming issues</li> </ul>
CSD – Financial and Administrative Services Branch Executive Director, Director, Financial Operations, Managers and Analysts	<ul style="list-style-type: none"> <li>• Computer Cheque Production</li> <li>• Liaison with BC Mail Plus (link to Canada Post)</li> </ul>
Ministry of Citizens Services – BC Mail Plus Production Director, Manager, Coordinator	<ul style="list-style-type: none"> <li>• Canada Post Mail Delivery</li> <li>• Couriers Delivery</li> </ul>

Considerations in planning include:

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

As part of the process, the following is activated:

- Reporting:
  - Ministry staff compile information from Emergency Management BC reports, anecdotal information from front-line staff representation, and analytics to provide an SDD Emergency Management Monitoring Update report of the event that includes location, the number of clients impacted, and the number of offices/staff impacted.
  - The SDD Emergency planning team provides regular updates on planning, impacts, risks and mitigations to the Ministry executive.
  - The frequency of reporting is determined based on the need and emergency event.
- Communication:
  - Details on the event and service delivery adjustments required is sent to all front-line staff and stakeholders (if needed) so that they can adjust how they support clients who may be impacted by the emergency event.

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

As the Ministry experiences more of these extreme events, staff continue to improve processes and partnerships based on lessons learned.

## **BUDGET:**

- There is no specific budget set aside for extreme emergency response. The Ministry's response in emergency situations is funded through its base budget.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: COVID-19 Staff - Work From Home**

**KEY INFORMATION:**

- When the COVID-19 pandemic began, the Ministry was well positioned to adjust to virtual working arrangements.
- Work-from-home guidelines were temporarily modified to allow as many staff members as possible to work from home, including front-line staff, while balancing the need to keep offices open.
- Most staff had the technology, tools and equipment to work remotely, including the ability to take computer equipment and some office furniture home (with approval).
- To ensure safety in the workplace, the Ministry increased cleaning, provided health and safety supplies (gloves, soap and hand sanitizer), installed engineering controls (e.g. plexi-glass barriers), implemented physical distancing and mask usage (in common areas) protocols, and established requirements for staff to complete a daily health check when attending the office.
- On August 2, 2022, a digital version of the telework agreement form was launched to the BC Public Service. Over the following months, staff completed these agreements where applicable.
- As of February 13, 2023, 73% of staff have a telework agreement. Of those staff with a telework agreement, they spend an average of four days teleworking per week. See Appendix A for details by division.
- In-person services at Ministry offices are primarily delivered by the Community Services Branch (CSB). 43% of CSB staff have a telework agreement. CSB staff with a telework agreement spend an average of two days teleworking per week.

## BACKGROUND:

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

## APPENDIX A: Staff With Telework Agreements (as of February 13, 2023)

Division	Staff Count (Active, Regular)	% with Telework Agreement	Average Days Teleworking (among those with agreement)
TOTAL SDPR	2,197	73%	3.9
DMO	8	63%	4.3
AD	12	92%	3.0
CSD	95	91%	4.0
ELMSD	175	91%	4.5
ISD	176	91%	4.5
RIPD	58	97%	4.0
SDD	1,673	68%	3.8
SDD - Community Services Branch	543	43%	2.4

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

**TOPIC: COVID-19 – Confirmed Case Response**

**KEY INFORMATION:**

- The World Health Organization (WHO) declared COVID-19 a pandemic on March 11, 2020, and the Province followed in declaring a Provincial State of Emergency on March 18, 2020.
- In response, the Ministry of Social Development and Poverty Reduction (SDPR) activated the Ministry Operations Centre (MOC) on March 18, 2020, which operated until May 2021. The MOC allowed the Ministry to expedite policy and process changes needed to manage the health and safety of staff and the Ministry's vulnerable clients.
- Following the recommendations of the Provincial Health Officer (PHO), SDPR put measures in place to protect essential front-line workers and encouraged staff to work remotely where possible.
- In 2021, following the requirements of the PHO, SDPR established Communicable Disease Prevention Plans for each office location.
- Our offices continue to be safe due to the policies and measures we've put in place. Staff working in these offices who are operationally required to be there can continue to do so safely.
- In the event of a presumed or confirmed exposure case of COVID-19 involving an SDPR staff member or Ministry client, the Ministry responds using established procedures based on public health and workplace safety authorities.
- As part of those procedures, the Ministry immediately notifies government's facility maintenance to order an emergency cleaning. **49 orders were made between April, 2020 and February, 2022.**
- Health Authorities will conduct contact tracing (subject to availability) and review where close contact may have occurred at the office location. Close contacts may be advised to self-isolate or self-monitor for symptoms, and when they can return to the office.
- See Appendix A for more details on cleaning protocols and definitions.

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

## **BACKGROUND:**

- SDPR follows the guidelines of the PHO, Public Service Agency (PSA) and other provincial entities to address the complex array of requirements needed to reduce infection exposure, spread of the disease and to respond, when necessary, to confirmed cases amongst staff or clients.
- The MOC activation allowed SDPR to work in coordination with Strategic Human Resources and Communications (SHRC), Ministry Facilities, the Research, Innovation and Policy Division (RIPD) and the various operational groups across the divisions to ensure the continuous service delivery to the provinces most vulnerable citizens and the safety of front-line staff.
- The MOC group coordinated the development of an COVID Exposure Control Plan to assist staff in reducing the risk of exposure and to provide guidance on safe document handling.
- Following the deactivation of the MOC group, the Ministry implemented a Communicable Disease Prevention Plan for each worksite, outlining the workplace controls that must be in place to comply with the PHO verbal order and WorkSafeBC guidance.
- In front-line offices, the Ministry implemented several measures, such as physical distancing requirements; installing poly and plexiglass barriers, enhanced touchpoint cleaning of all interior public areas, additional hand sanitizer, the use of Personal Protective Equipment (PPE), information and directional signage and numerous temporary policy and procedural changes aimed to limit or reduce face-to-face interactions with clients.
- Due to the size and scope of our workforce, and the direct interactions with vulnerable populations we serve, exposure to COVID-19 remains a possibility, even with these extensive exposure controls in place.

## **DISCUSSION:**

- Following guidelines introduced by the PSA and PHO, in conjunction with Real Property Division (RPD), WorkSafeBC and Ministry of Citizens' Services (CITZ), SDPR continues to develop specific procedures to help prevent the spread of COVID-19 including physical distancing, office signage and following protective measures related to cleaning provided by government building services Coldwell Banker Real Estate (CBRE).
- Definitions provided by RPD and CBRE breakdown the various procedures and cleaning levels for presumptive and confirmed cases. Steps were taken to ensure an increase in regular cleaning of all touchpoints, as well as daily preventive disinfection cleaning of public spaces.

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



- In the event of a presumed exposure, an additional disinfection clean will take place. SDPR links to the MyHR frequently asked questions (FAQ) documents that assist in answering questions staff may have about their workspace.
- RPD worked with SDPR to arrange for additional janitorial services for more frequent cleaning for spaces where, the nature of the work, public access, or days/hours of operation, demanded the increase.
- All relevant procedures and updates are provided on a dedicated section on the ministry's intranet (Loop), shared through regular Deputy Minister messages, meetings with Ministry Executive Directors and Directors, and people leader communications.
- In response, SDPR established a COVID Workplace Steering Committee to help the Ministry follow and implement the safe work and return to work procedures outlined in the guidance from the PSA.

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

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

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

### **Definitions**

1. "Touchpoint Cleaning" (formerly "High Touchpoint Area Cleaning"): This could be a request for one-time service or re-occurring service, and would include touchpoint areas like light switches, door handles, washroom counters, washroom plunger handles, soap dispensers, faucets, public area counter tops, elevator push buttons, railings, etc.

2. "Disinfection Cleaning-Presumptive COVID-19 Case": This would include a one-time preventative cleaning to address areas the person with the presumptive case was in.

3. "Disinfection Cleaning-Confirmed COVID-19 Case": This would include a one-time broader clean of the sites with a team specially trained for this work. The resources/supplies of this team are limited, so ensure you are only requesting this service for confirmed cases. You can request this additional clean once a case has been confirmed, even if you have already requested a clean for a presumptive case.

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

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

Cellphone: 250-217-4377

# **Community Living British Columbia**

## **2023/24 – 2025/26 Service Plan**

**February 2023**



For more information on the Community Living British Columbia contact:

7<sup>th</sup> Floor – Airport Square

1200 West 73<sup>rd</sup> Avenue

Vancouver, BC V6P 6G5

Phone: (604) 664-0101 / Toll Free: 1 (877) 660-2522

Or visit our website at

<http://www.communitylivingbc.ca>

Published by Community Living British Columbia

## Board Chair's Accountability Statement



The 2023/24 – 2025/26 Community Living British Columbia (CLBC) Service Plan was prepared under the Board's direction in accordance with the *Budget Transparency and Accountability Act*. The plan is consistent with government's strategic priorities and fiscal plan. The Board is accountable for the contents of the plan, including what has been included in the plan and how it has been reported. The Board is responsible for the validity and reliability of the information included in the plan.

All significant assumptions, policy decisions, events and identified risks, as of February 2023 have been considered in preparing the plan. The performance measures presented are consistent with the *Budget Transparency and Accountability Act*, CLBC's mandate and goals, and focus on aspects critical to the organization's performance. The targets in this plan have been determined based on an assessment of CLBC's operating environment, forecast conditions, risk assessment and past performance.

Signed on behalf of the Board by:

A handwritten signature in black ink that reads "Michael Prince". The signature is written in a cursive, flowing style.

Michael J. Prince  
Board Chair, CLBC  
February 14, 2023

## Table of Contents

Board Chair's Accountability Statement .....	3
Strategic Direction.....	5
Purpose of the Organization and Alignment with Government Priorities.....	5
Operating Environment.....	6
Annual Economic Statement .....	8
Performance Planning .....	9
Financial Plan .....	24
Appendix A: Mandate Letter from the Minister Responsible. ....	28

## Strategic Direction

In 2023/24, public sector organizations will continue working to make life better for people in B.C., improve the services we all rely on, and ensure a sustainable province for future generations. Government will focus on building a secure, clean, and fair economy, and a province where everyone can find a good home – whether in a rural area, in a city, or in an Indigenous community. B.C. will continue working toward true and meaningful reconciliation by supporting opportunities for Indigenous Peoples to be full partners in an inclusive and sustainable province. The policies, programs and projects developed over the course of this service plan period will focus on results that people can see and feel in four key areas: attainable and affordable housing, strengthened health care, safer communities, and a secure, clean and fair economy that can withstand global economic headwinds.

This 2023/24 service plan outlines how Community Living British Columbia (CLBC) will support the government's priorities and selected action items identified in the most recent Community Living British Columbia [Mandate Letter](#).

## Purpose of the Organization and Alignment with Government Priorities

CLBC is a Crown corporation mandated to provide supports and services to eligible adults to participate fully in their communities in meaningful ways. The [Community Living Authority Act](#) and the [Community Living Authority Regulation](#) outline eligibility criteria for two groups of individuals for CLBC services:

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

Working collaboratively with individuals, families, friends, service and community partners, and Indigenous Peoples, CLBC seeks to create communities of belonging and ensure individuals have lives with connection. Beyond funding services, CLBC supports individuals and families and/or support networks to plan and connect with resources in their communities and engages communities to be more welcoming and inclusive places in which people with developmental disabilities can be fully contributing citizens.

CLBC is accountable to the Legislature through the [Ministry of Social Development and Poverty Reduction](#). CLBC's [Strategic Plan](#) and Service Plan supports the Government's commitments as identified in CLBC's [Mandate Letter](#). CLBC's new [Strategic Plan](#), released in summer 2022, introduced new goals and strategies to support a new vision, mission, and values that will guide CLBC's work over the next three years, and is outlined in the Performance Planning section. CLBC will continue to work with Government and community partners to implement

the [10-Year Re-Imagining Community Inclusion Vision and Road Map](#) and [related three-year workplan](#), and to incorporate the [B.C. Declaration on the Rights of Indigenous Peoples Act \(Declaration Act\)](#) and the [Truth and Reconciliation Commission of Canada: Calls to Action](#) into CLBC's operations.

CLBC's new [Strategic Plan](#), created with input from individuals, families and/or support networks, and service providers, will enable CLBC to build on work completed under the [2022-23 Service Plan](#) and advance its new vision and mission.

## Operating Environment

CLBC employees support individuals and their families and support networks to plan, connect to community and services, and are responsible for developing and monitoring services. A range of home support, employment, community inclusion, and individual and family wellness<sup>1</sup> services are delivered through contracted service providers and individualized funding arrangements. CLBC ensures third party service delivery through various quality assurance, contracting and financial mechanisms. A formal [complaints resolution process](#), an internal facing [Ethical Reporting Policy](#) (whistleblower policy), annual compliance audits, and an internal audit function provide further assurances of accountability and transparency in operations.

CLBC continues to respond to the public health and human resources impacts following the COVID-19 pandemic. CLBC's contracted service providers are facing recruitment and retention issues in a tight labour market, and CLBC expects that this will continue, impacting their ability to deliver support and services.

CLBC anticipates that emergencies resulting from extreme climate events including wildfires, extreme heat and mass flooding will continue to impact how services are delivered and the role of CLBC staff and contracted services in responding to emergencies.

Many individuals CLBC supports will continue to be challenged by a lack of access to affordable and inclusive housing. This is due to limited availability of rental housing combined with the cost of housing across B.C. As a result, an increasing number of individuals must live with aging parents or live in housing situations that are not their preferred option.

Individuals, particularly those with complex care needs, will continue to be exposed to the toxic drug supply. This group, who typically have a history of substance abuse and mental health challenges, are increasingly at risk and often need support to access mental health supports and affordable housing. This will require CLBC to deepen partnerships with health services and to explore new support models.

---

<sup>1</sup> Individual and family wellness services includes what was formally referred to as respite services.



While government works to improve this operating environment in the long term, in the short term CLBC is taking steps to minimize their impacts. Investments in family supports and sector partnerships (Goal 3) and working with Ministry of Housing and sector partners (Goal 4) are expected to reduce some negative impacts to CLBC service delivery.

Even with these impacts, CLBC has become adept at responding to disruptions to service delivery while also being able to advance its mandate. Further, many individuals continue to seek greater self-determination and opportunities to participate fully in community life, including employment. Labour shortages that many sectors of the economy are currently facing presents an opportunity for these individuals to gain employment.

### **Caseload Growth and Demographic Trends**

CLBC projects that approximately 26,928 individuals will be eligible for CLBC services as of March 31, 2023 and expects the growth rate to continue to be about five percent annually over the next five years. This is significant as the rate of CLBC's caseload is growing faster than population growth in B.C. CLBC anticipates significant growth in its caseload forecasting that in 20 years it will have a total caseload of 53,115, which is an increase of 107% percent over the March 2022 actual caseload of 25,695.

Three factors drive caseload growth: CLBC population increases; advances in health care and extended life expectancy; and increased referral rates of youth to CLBC. In particular, as CLBC builds stronger relationships and trust with Indigenous individuals and communities, CLBC expects increased referrals from Indigenous people who previously would have been understandably hesitant to engage with formal CLBC supports. This increased caseload, coupled with non-caseload drivers such as an aging population, will result in growing demand for CLBC services in 2023/24 and into the future.

### **Non-Caseload Related Drivers**

The increased demand for CLBC services is driven by more than caseload growth. Youth transitioning to adulthood experience disruption as they leave school and other youth services. Most young individuals live with their parents who continue to play the role of primary caregiver. Over time their aging parents will require more support to continue in this role and individuals will increasingly require home support services, projected to grow dramatically in the next 20 years.

Young adults want to leave their family homes and gain increased independence. Pressures to find inclusive, affordable housing for individuals CLBC supports will continue and will need to align with the availability of services. Additionally, as individuals age, they require different and often more intense supports and more accessible housing.

Forecasts indicate that the number of individuals registered for CLBC services who are older than 50 will more than double by March 2042. All these life transitions require different but focused planning and resources for services.

## Annual Economic Statement

B.C.'s economy has been resilient to pandemic, geopolitical and climate-related disruptions. However, higher interest rates are expected to weigh on the economy in the coming years. Following a rapid recovery from the economic impacts of the COVID-19 pandemic, high inflation led to successive interest rate increases from the Bank of Canada in 2022. The impact of higher interest rates has been evident in housing markets and there is uncertainty over its transmission to the rest of the economy in B.C. and among our trading partners. B.C. is heading into this challenging period in relatively strong position, with a low unemployment rate. The Economic Forecast Council (EFC) estimates that B.C. real GDP expanded by 3.0 per cent in 2022 and expects growth of 0.5 per cent in 2023 and 1.6 per cent in 2024. Meanwhile for Canada, the EFC estimates growth of 3.4 per cent in 2022 and projects national real GDP growth of 0.5 per cent in 2023 and 1.5 per cent in 2024. As such, B.C.'s economic growth is expected to be broadly in line with the national average in the coming years. The risks to B.C.'s economic outlook center around interest rates and inflation, such as the risk of further inflationary supply chain disruptions, the potential for more interest rate increases than expected, and uncertainty around the depth and timing of the impact on housing markets. Further risks include ongoing uncertainty regarding global trade policies, the emergence of further COVID-19 variants of concern and lower commodity prices.

## Performance Planning

### **Goal 1: We have trusting relationships with the people we serve.**

CLBC commits to establishing open and trusting relationships with the people they serve. These relationships are foundational to advancing CLBC's vision of creating "communities of belonging, lives with connection."

This goal supports the B.C. government's commitment to deliver better, quality services to British Columbian families, CLBC's new [Strategic Plan](#), and builds on the work completed under Goal 2 in the [2022-23 Service Plan](#).

### **Objective 1.1: Individuals and families have stronger relationships with CLBC.**

CLBC will continue to strengthen relationships with individuals, families, and support networks, so that transitioning youth, older adults, and their families along with support networks have positive experiences, are well informed about CLBC, and have access to funded services and natural supports available to all citizens.

#### **Key Strategies**

- Continue to work collaboratively with the Indigenous Advisory Committee and the Elders Advisors Committee to improve relationships with Indigenous Peoples and their communities in order to provide culturally safe services to Indigenous individuals and families.
- Expand the target group who are surveyed and the survey questions to better understand and improve experiences of individuals CLBC supports and their families.
- Take steps to improve access to information and communications, to CLBC offices and services to align with the [Accessible British Columbia Act](#).

#### **Discussion**

Objective 1.1 is one of the key strategies outlined in CLBC's [new Strategic Plan](#). CLBC recognizes that building and strengthening relationships with individuals and their families takes time, requiring ongoing collaboration with the Indigenous Advisory Committee and the Elders Advisors Committee as well as improved transparency and access to information about CLBC.

CLBC will monitor progress toward this objective through a new question added to the annual targeted consumer survey outlined in performance measure 1a. CLBC has also introduced a new performance (2a) to this plan that targets strengthening relationships with Indigenous communities.

## **Objective 1.2: CLBC processes are easier to understand and more transparent for individuals and families.**

Strengthened relationships with CLBC occur when people know what to expect from CLBC and are therefore better prepared to make informed choices about their lives. This is particularly important for youth transitioning to CLBC who have not previously accessed CLBC services. Facilitating positive transitions and stronger relationships with CLBC is dependent on more accessible, transparent, and respectful processes and communications.

### **Key Strategies**

- Work collaboratively with the Ministry of Children and Family Development to plan with and improve transitions for youth and families from child and youth services to CLBC.
- Revise the language used in CLBC's Catalogue of Services to remove language that is not culturally safe, increase accessibility (i.e., greater clarity) and to improve consistency and understanding of CLBC-funded supports.
- Revise CLBC's *Transfer Policy* to provide greater clarity and transparency to individuals, and families who are moving between regions of B.C.

### **Discussion**

CLBC continues to seek ways to improve the transparency and accessibility of CLBC processes to strengthen its relationships with individuals and families. For example, CLBC is working to integrate plain language into its policies and communications and ensure they are culturally safe. This is intended to improve the understanding of CLBC's eligibility criteria and decision-making tools and processes for individuals and families. CLBC is also working collaboratively with the [Ministry of Children and Family Development](#) (MCFD) to understand and identify improvements to transition-related challenges as part of MCFD's transformation of its service delivery system. CLBC will monitor progress toward this objective through performance measure 1a.

## **Objective 1.3: CLBC's interactions with individuals and families are respectful and responsive.**

CLBC recognizes the importance of being clear, honest, and timely in its communication with individuals and families when trying to develop stronger relationships. Being responsive also ensures services meet the needs and circumstances of individuals and families by adapting service delivery approaches to changing expectations. CLBC is continually engaging and collaborating with other agencies, ministries, and sector partners serving CLBC eligible individuals and families in effort to promote more responsive services.

### **Key Strategies**

- Work collaboratively with government and community partners to improve access to services for individuals with complex needs.

- Continue to receive and address concerns in a timely manner from individuals and families through CLBC's complaints process.
- Increase engagement with individuals and families to understand their future housing needs.

## Discussion

Objective 1.3 is new to this plan and builds on work completed under Objective 3.2 of the [2022-23 Service Plan](#) that focused on timely, responsive service delivery. CLBC continues to work at creating an experience for individuals and families that is respectful and aligned to both the strategies and values that guide CLBC's new [Strategic Plan](#). CLBC is working with the Ministry of Health through the Re-imagining Community Inclusion initiative to improve collaborative delivery of services to individuals with complex needs.

CLBC is also implementing changes that will lead to better collection and use of data on individuals' future housing needs, enabling both CLBC and housing partners to better meet future needs. CLBC will monitor progress on this objective through PM 1b and 1c.

## Performance Measures

Performance Measure (PM)	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
1a) Percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect them <sup>1</sup>	64%	Baseline	TBD	TBD

<sup>1</sup> Data source: Targeted consumer surveys completed annually. The survey sample is made up of individuals and families who turned 19 years of age and completed a Guide to Support Allocation.

## Discussion

1a. This performance measure tracks the percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect to receive them. This expands on a similar measure in last year's plan that focused only on individual and family understanding of supports and services. This measure will provide CLBC with greater insight into how responsive they are to individual and family needs. The current forecast and subsequent results will be based on data sourced from a new question added to the annual survey of individuals and families transitioning to CLBC services.

In future years CLBC will have developed a stronger framework that will allow it to build upon a baseline measure identified in 2023/24 and these results will be used to establish future performance targets more accurately.

Performance Measure (PM)	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
1b) The percentage of individuals with the most urgent needs that have made a service request and received service within six months <sup>2</sup>	95%	TBD	TBD	TBD

<sup>2</sup>Data source: The Request for Service list through the PARIS information management system.

## Discussion

1b. This performance measure is a modified version of performance measure 3.1 in the [2022-23 Service Plan](#) which tracked CLBC's ability to meet people's disability-related needs and deliver services in a timely and responsive manner.

This revised measure reports a more meaningful representation of CLBC's responsiveness in meeting disability-related needs. It will now track the percentage of individuals, who have a priority ranking score of 50 or more, have made a service request and received service within six months. While the indicator is based on existing data, CLBC will determine a baseline for 2023/24 following further data collection ensuring consistent data definitions in the regions.

Performance Measure (PM)	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
1c) The percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC <i>Complaint Resolutions Policy</i> <sup>3</sup>	79%	83 %	84%	85%	86%

<sup>3</sup>Data source: CLBC Complaints Tracking System

## Discussion

1c. This performance measure indicates how well CLBC responds to concerns by tracking if formal complaints are managed within the required timeframes set in CLBC's [Complaints Resolution Policy](#). CLBC's [Complaints Resolution Policy](#) outlines their expectation with respect to timeliness and the process that is available to individuals and families when they would like a decision reviewed. In 2022, CLBC revised the policy to shorten timelines to expedite the review process. Reflected in the revised targets is CLBC's anticipation of complaints being addressed in a timelier manner due to the shortened timelines.

## **Goal 2: Our actions align with the rights of Indigenous Peoples.**

This goal supports the B.C. government's and CLBC's commitment to lasting and meaningful reconciliation. In 2021, CLBC created an Indigenous Relations department and co-chaired the Indigenous Strategies for Community Inclusion working group as part of the Re-Imagining Community Inclusion process. Through these channels and CLBC's Indigenous Advisory and Elders Committees, CLBC is developing and strengthening relationships with Indigenous people, families, supporters, communities, and partners in culturally safe ways.

While this goal is new, the work highlighted in this section relates to advancing reconciliation which began under Goal 2 of the [2022-23 Service Plan](#).

### **Objective 2.1: Develop and strengthen relationships with Indigenous partners.**

CLBC is committed to developing meaningful and respectful connections, in culturally safe ways, with Indigenous Peoples. These include adults who CLBC supports, their families, First Nations, Métis, and Inuit people. It also includes the organizations they established to represent them along with the service organizations they have created and other key partners (e.g., urban Indigenous partners). Supported by CLBC's Indigenous Relations team, CLBC is building relationships with Indigenous communities across the province.

#### **Key Strategies**

- Continue to develop and strengthen relationships with key Indigenous partners to improve relationships with Indigenous Peoples and their communities.
- Continue to develop and implement land acknowledgements of all CLBC offices through art and ceremony in collaboration with the Nations on whose land the offices sit.
- Continue to draw on the knowledge and experience of CLBC's Elders Advisory Committee.

#### **Discussion**

CLBC recognizes that developing and strengthening meaningful relationships with Indigenous Peoples aligns with the [Declaration Act's](#) principles. Establishing meaningful relationships with Indigenous Peoples is based on mutual respect and transparency which takes time and is foundational to CLBC's shift towards cultural reconciliation. CLBC is working closely with the Indigenous Advisory Committee and the Elders Advisory Committee which support CLBC's mandate through the provision of information and advice to CLBC staff within an Indigenous perspective and worldview. The Indigenous Advisory Committee also plays a key role in guiding the implementation of CLBC's Indigenous Relations workplan.

This objective builds on the work CLBC started under Goal 2 of the [2022-23 Service Plan](#) and progress will be monitored through PM 2a.

## **Objective 2.2: Support staff to serve Indigenous individuals and families in culturally safe ways.**

Creating cultural safety<sup>2</sup> within CLBC's operations and delivery of supports and services is central to implementing the [Declaration Act](#) and advancing reconciliation. CLBC's new [Cultural Safety Policy](#) outlines principles and practice that guide how staff engage, support, monitor and plan with First Nations, Métis, and Inuit individuals, their families and/or support networks, and communities.

### **Key Strategies**

- Implement the new *Cultural Safety Policy* by delivering training for CLBC staff and launching a cultural safety community of practice and providing tools to support staff in developing and integrating culturally safe practices.
- Continue to work collaboratively with Indigenous organizations, service providers, key government, and non-government partners (e.g., Indigenous leadership, advocacy groups) to deliver culturally appropriate services.
- Review CLBC's eligibility processes to identify any barriers to Indigenous individuals, their families and/or support networks.

### **Discussion**

Supporting staff to develop cultural safety understanding through training, self-reflection, and access to resources will support respectful communication. Focusing on building, developing, and nurturing relationships between staff and Indigenous individuals, families and/or their support networks, and communities will also promote cultural safety. CLBC will monitor progress toward this objective through performance measure 2a.

## **Objective 2.3: Increase the delivery of culturally safe and appropriate services to individuals and families by CLBC's contracted service providers.**

To align its actions with those of Indigenous individuals, CLBC's contracted service providers need to be able to deliver culturally safe and appropriate services. This will be achieved through the development of guiding policy and practice, increasing the number of Indigenous service providers CLBC contracts with, and applying an Indigenous lens to service design.

---

<sup>2</sup> Cultural safety is an outcome wherein Indigenous Peoples feel safe and respected, free from racism and discrimination when accessing person-centred support and services. Only those who are accessing person-centred support and services can define how culturally safe they feel.



## Key Strategies

- Design an Indigenous home sharing<sup>3</sup> service that is aligned with the *Declaration Act* and assures the delivery of culturally safe and respectful home sharing services, as outlined in CLBC's *Home Sharing Plan 2021-24*.
- Work closely with the BC CEO Network to ensure CLBC contracted service providers have access to resources and tools that support the delivery of culturally safe and appropriate services.
- Increase the number of Indigenous service providers across the province by updating procurement policies, procedures, and practices.
- Review CLBC's Quality of Life Framework through an Indigenous lens to understand the framework's validity for Indigenous individuals.

## Discussion

Objective 2.3 is similar in nature to Objective 4.1 of the *2022-23 Service Plan* which focused on maintaining a responsive and resilient service network. CLBC continues to improve the responsiveness and resiliency of its service network by ensuring that its contracted service providers can offer inclusive and culturally safe services that promote Indigenous individuals' and families' quality of life. CLBC will monitor progress toward this objective through PM 2a.

## Performance Measures

Performance Measure (PM)	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
2. Number of Indigenous organizations that CLBC has contracts for service <sup>4</sup>	10	TBD	TBD	TBD

<sup>4</sup>Data source: CLBC's Request for Qualification submission.

## Discussion

2. This new measure tracks the number of Indigenous organizations that CLBC contracts with to deliver services. As part of its Indigenous Strategy, CLBC will increase the number of Indigenous service providers, both to strengthen its relationships with Indigenous Peoples and organizations, and to increase access to culturally safe services for Indigenous individuals wherever they may reside.

The new target determined for 2023/24 will be based on data collected through CLBC's Request for Qualification submission process. In their submission, CLBC vendors will be asked to disclose whether they meet CLBC's criteria as an Indigenous vendor, as defined in CLBC's updated internal facing *Procurement and Contracting Policy* which will be recorded in CLBC's

<sup>3</sup> A shared living arrangement in which an adult eligible for CLBC and a person contracted to provide ongoing support live together in a home that is rented or owned by the paid support person. Can also include an established joint tenancy.

Pre-Qualified Vendor Master List, and then cross referenced with the list of active contracts for that fiscal year.

## **Goal 3: CLBC invests in and values its sector partners to deliver quality support.**

CLBC's sector partners, including self advocacy leaders, families and support network members, and funded service providers are critical to CLBC delivering its mission. Investing in and valuing CLBC's partners is foundational to the sector's sustainability, innovation, and advancing the quality of life of individuals who CLBC serves.

Through regular engagement, CLBC collaborates with individuals, families, and service providers to continuously improve services and business processes that contributes to the B.C. Government's commitment to deliver quality services to British Columbian families.

### **Objective 3.1: CLBC advances family leadership and invests in families to help them support their family members.**

CLBC recognizes that families are an important natural support who know how to best support many of the individuals CLBC serves. CLBC remains true to the intention of the community living movement by supporting families and support networks in their personal commitment, vision, creativity, and determination for a better future.

#### **Key Strategies**

- Work collaboratively with families in all four focus areas (e.g., housing, employment, health, and services for Indigenous people) of [the Re-Imagining Community Inclusion Work Plan](#).
- Work collaboratively with families and support family leadership on Community Councils<sup>4</sup> and the Provincial Advisory Committee<sup>5</sup>.
- Update policies and practice to enhance service flexibility and support families, aging individuals and/or their support networks.

#### **Discussion**

Advancing family leadership is a priority for CLBC that recognizes the key role families and/or support networks have in supporting individuals. Recent policy changes (e.g., CLBC's [Core and Enhanced Individual and Family Support Policy](#)) gives individuals and families greater flexibility in directing their own service, helping individuals secure more person-centred, responsive, and

---

<sup>4</sup> CLBC Community Councils (CC) operate across B.C., working collaboratively with community partners, to ensure self advocates, families, community members and service providers play a key role in achieving CLBC's vision of 'communities of belonging, lives with connection'.

<sup>5</sup> Mandated by the *Community Living Authority Act*, the Provincial Advisory Committee provides information and advice to CLBC's Board of Directors to assist with governance and decision-making. The Committee is made up of a single member of each Community Council.

innovative service delivery. While a new objective, CLBC's previous plans highlighted the invaluable role that families have in supporting individuals to achieve their goals. CLBC will monitor progress toward this objective through performance measure 3a.

### **Objective 3.2: CLBC invests in and advances self advocate leadership in order to promote and strengthen the self advocacy movement in B.C.**

Self advocate leaders influence and inform CLBC's strategic direction, policies, and practices. CLBC regularly engages with self advocates, in various forums, recognizing that their lived experiences and perspectives are critical to understanding issues facing people CLBC serves and shaping the development of supports and services.

#### **Key Strategies**

- Advance self advocate self-determination by investing in the growth of self advocate groups and leadership development for individuals CLBC serves.
- Support self advocacy groups to play a greater role in supporting individuals and provide greater visibility to self advocates in leadership roles.
- Work collaboratively with self advocates in all four focus areas of the Re-Imagining Community Inclusion Work Plan.

#### **Discussion**

CLBC has a strong interest in the advancement and support of self advocate resiliency and leadership. The self advocacy movement, established 40 years ago, involves individuals accessing CLBC supports and asserting their rights as full citizens to make their own decisions about their lives; including communities in which they live and having inclusive educational and employment opportunities. CLBC also has an interest in supporting self advocates to be leaders in the community inclusion movement.

CLBC will continue to support self advocates by investing in leadership development for individuals with lived experience and to fund self advocacy organizations building on the innovation grants CLBC awarded in 2022. CLBC will continue to work closely with self advocates on the [Re-Imagining Community Inclusion Work Plan](#) and various other committees. CLBC will monitor progress toward this objective through PM 3c.

### **Objective 3.3: Foster alignment with CLBC's vision across sector partners to enhance service quality.**

To support individuals to lead full, quality lives, CLBC recognizes that it must work collaboratively with individuals, families, service providers, and other government partners. CLBC contracts with qualified service providers to deliver disability-related services enabling individuals to be part of "communities of belonging, lives with connection." CLBC seeks to improve its comprehensive framework of procurement, funding, contracting, reporting, and monitoring processes. CLBC will use information gathered from service providers through various reporting mechanisms to adjust services based on individuals' changing needs.

## Key Strategies

- Work collaboratively with government partners to mitigate issues with recruitment and retention due to the ongoing impact of the COVID-19 pandemic and the tight labour market.
- Collaborate with service providers to update and improve the Standards for Unaccredited Service Providers in order to establish Core Standards and ensure CLBC staff can verify compliance with standards and contractual requirements.
- Support the new Home Sharing Support Society BC and agencies coordinating home sharing to make improvements to the quality and sustainability of home sharing services.

## Discussion

CLBC continues to focus on its objective of enhancing service quality and acknowledges that it can only achieve this objective by working closely with its key partners. CLBC works with all its sector partners to ensure quality support is delivered and there is a common understanding and alignment with CLBC's vision and Strategic Plan. CLBC will monitor the progress toward this objective through PM 3b.

## Performance Measures

Performance Measure (PM)	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
3a) Number of individuals and families directing their own services through individualized options <sup>6</sup>	1,218	1,230	1,270	1,320	1,380

<sup>6</sup>Data source: PARIS information management system and CLBC's accounting systems.

## Discussion

3a. This measure, which was part of previous service plans, is being reintroduced because of its relevance to current goals. This measure tracks the number of individuals and families who are directing their own services through Direct Funding, Host Agency Funding and person-centred societies<sup>6</sup>. Person-centred societies are included because of their individualized approach to service delivery. This measure is an indicator of and proxy for family leadership, as families play a key role in facilitating and managing a person's individualized services, such as through person-centred societies. CLBC anticipates growth over the next three years as CLBC focuses on improving the infrastructure that enables families to direct their own services, including revising policies, contractual frameworks, and monitoring frameworks.

<sup>6</sup> A person-centred society is a not for profit established solely to support one individual CLBC supports by contracting with the society to provide disability-related supports.

Performance Measure (PM)	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
3b) Percentage of on-site visits completed at least once per year as set out in the <i>CLBC Monitoring Policy</i> <sup>7</sup>	98%	100%	100%	100%	100%

<sup>7</sup>Data source: The My Workspace Contract Management System and CLBC's Annual Monitoring Management Tool.

3b. This measure carries over from last year's plan and is an indicator of CLBC's commitment to evaluate service quality, address issues of concern, and support service provider improvements. It reflects CLBC's focus on monitoring and commitment to ensuring CLBC's full compliance with the *Monitoring Policy*. CLBC anticipates achieving full compliance by end of 2022/2023 as a result of a focus on its monitoring framework over the last two years. This has resulted in steady improvement over the previous two years with 92 percent of on-site visits completed in 2020/21 and 98 percent in 2021/22. This measure remains notable since the number of service providers CLBC contracts with generally increase each year resulting in an increasing total number of service providers CLBC is responsible for monitoring.

Performance Measure (PM)	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
3c) Number of self advocates participating in self advocate organizations <sup>8</sup>	350	TBD	TBD	TBD

<sup>8</sup>Data source: B.C. self advocate groups

## Discussion

3c. This new performance measure tracks the number of self advocates participating in self advocate organizations. A forecast has been established by interpreting numbers of board members, staff, the broader membership and meeting participants of the six self advocate groups in BC who have become incorporated legal entities. Review of this and future established self advocacy groups will assist in determining a target that will be established for 2023/24 and informing future years using data sourced from.

## Goal 4: Our actions advance inclusion and accessibility in community.

CLBC recognizes that it can only achieve its vision of "communities of belonging, lives with connection" by fostering buy-in and support from government, community organizations, businesses, and British Columbians. CLBC's ability to engage with those outside of the community living sector towards advancing accessibility and inclusion is key to realizing independence and social participation for all people, including those that CLBC supports.

This goal supports the work of British Columbia's new [Accessible British Columbia Act](#), CLBC's new [Strategic Plan](#), and the Re-Imagining Community Inclusion initiative's goal for people with developmental disabilities to thrive fully and equally with everyone.

### **Objective 4.1: Build awareness and the desire to advance inclusion beyond the community living sector.**

CLBC seeks to build awareness and the desire to achieve community inclusion for individuals CLBC supports beyond the community living sector. CLBC collaborates with a range of government bodies, community-based organizations, and non-profit sectors to nurture development of communities where people with developmental disabilities have more choices about how they live, work, and contribute. CLBC has a number of projects underway that are intended to increase inclusive housing by building awareness and relationships with housing partners through the work of the Re-Imagining Community Inclusion Work Plan initiative.

#### **Key Strategies**

- Lead the [Re-Imagining Community Inclusion Work Plan](#) implementation.
- Collaborate with the Ministry of Housing, BC Housing, the Aboriginal Housing Management Association, and the non-profit and cooperative housing sectors to improve access to affordable and inclusive housing.
- Work with Indigenous partners to develop and deliver training resources for CLBC's contracted service providers to increase access to culturally safe housing.
- Increase the sustainability of home sharing through the new Home Sharing Support Society BC established to support home sharing.
- Encourage municipalities to include people with developmental disabilities in their housing plans by providing information about the need for housing and supporting partners to engage municipalities and raise awareness.

#### **Discussion**

CLBC works to improve individuals' quality of life and create opportunities for them to reach their full potential by continuing to focus on strategic areas of housing, employment, and education. CLBC supports innovative projects that fit into its mandate and works with government and organizational partners so that individuals CLBC supports can be meaningfully included in community life such as through inclusive housing and employment. This objective builds on the work of objective 1.1 from last year's service plan that focused on increasing access to a range of home support options for individuals CLBC serves. CLBC will monitor the progress toward this objective through PM 4a.

### **Objective 4.2: Prioritize Re-Imagining Community Inclusion and other shared activities that advance inclusion in community.**

CLBC's efforts to advance inclusion and accessibility is aligned with and supported by the government's [Re-imagining Community Inclusion Work Plan](#) and Vision. CLBC also supports

contracted service providers that are advancing inclusive employment, housing, and education with grant funding to support targeted activities.

### Key Strategies

- Lead the exploration and implementation of a provincial health leadership initiative and inter-Ministry table, in support of the Re-imagining Community Inclusion Work Plan<sup>7</sup>.
- Investments through the Re-imagining Community Inclusion Initiative to increase training of employment counsellors, engage employers, and increase awareness of the value of people with developmental disabilities in employment roles.
- Increase access to culturally safe employment services by working with Indigenous Partners to design, develop, and deliver focused training to employment service providers.
- Expanding the availability of L.I.F.E. (Learning, Inclusion, Friendship and Employment), customized employment and Inclusive Post Secondary Education (STEPS Forward) services across the province.

### Discussion

While this objective is new, it builds on work that CLBC outlined in last years' service plan and on the key focus areas (e.g., health, employment) of the [Re-imagining Community Inclusion Work Plan](#) and Vision. Working collaboratively with government and non-government bodies to advance inclusion is consistently a key strategy for CLBC to achieve its vision and mission. CLBC will monitor the progress toward this objective through performance measure 4b and 4c.

Performance Measure (PM)	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
4a) Number of individuals who are living in their own home through supports for independent living. <sup>9</sup>	2,396	2,536	2,730	2,970	3,220

<sup>9</sup>Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

### Discussion

4a. This measure reports on the number of individuals who live in their own homes with supports to help with daily living. It indicates CLBC's success to meet the increasing needs of those who want to live more independently rather than in home sharing or a staffed home support service. CLBC's *include Me!* initiative shows that people who live on their own home through supported living services, experience a higher quality of life in the areas of self-determination, rights, personal development, and social inclusion.

<sup>7</sup> CLBC's Health Advisory Team which includes representation of individuals with lived experiences, service providers, health authorities, the Ministry of Health, and the Ministry of Mental Health and Addictions, provides a forum for issues, discussion and resolution related to access to health and mental health services.

This measure has been part of CLBC's service plan since 2019/20. Last year, CLBC started reporting this measure as a whole number rather than a percentage providing a more meaningful representation of the total number of individuals living in their own home with independent living and the number of people moving into their own homes. CLBC projects a slower growth in the number of individuals moving into their own home over the next three years compared to last year's plan due to recruitment and retention challenges for home sharing providers.

The targets have been revised to reflect the ongoing work that is still needed to increase access to affordable, inclusive housing in B.C. CLBC will continue to work with government and non-government partners to increase access to affordable, inclusive housing through activities planned in the [Re-Imagining Community Inclusion Work Plan](#) and continued collaboration with housing partners, including BC Housing, Aboriginal Housing Management Association, the non-profit and cooperative housing sections, and the Ministry of Housing.

Performance Measure (PM)	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
4b) Number of individuals who are supported in shared living arrangements <sup>10</sup>	4,265	4,254	4,300	4,370	4,450

<sup>10</sup>Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

4b. This measure was first included in last year's service plan tracking the number of individuals supported in shared living arrangements. Shared Living is an inclusive, person-centred, individualized model where an individual shares a home with someone contracted to provide ongoing support which includes home sharing and live-in support. Home sharing continues to support more people than any other CLBC-funded home support service.

CLBC's ongoing improvements to assure the quality, monitoring, and sustainability of home sharing as outlined in CLBC's [Home Sharing Plan 2021-24](#) will continue to support gradual growth of this service option. Targets were revised from last year's plan to reflect slower growth, reflecting the challenge that CLBC contracted service providers are facing in recruiting new home sharing providers.

Performance Measure (PM)	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
4c) Percentage of individuals younger than 65 reporting current employment income <sup>11</sup>	21.4%	21.7%	24%	29%	34%

<sup>11</sup>Data source: ICM, BC Disability Assistance

4c. This measure accounts for the percentage of working-aged individuals who are successful in finding employment and who report employment income through BC Disability Assistance. Most individuals are supported in either CLBC-funded employment services or WorkBC



services, but some find work with support from community inclusion services, L.I.F.E. services, or with assistance of family. The measure reflects the extent to which individuals reach their full potential, participate more fully in their community, and contribute to a strong, sustainable economy through employment.

The targets for the next three years have been revised to reflect both CLBC's expectation and goal of greater participation in employment for individuals CLBC supports. Some examples of the BC Government and CLBC activities, that will advance this objective, include:

- Promoting an 'employment first approach' within CLBC and within Government that support youth transitioning to CLBC.
- Employment Recovery grant managed by Inclusion BC that will support people to find work over the next three years.
- An increasing focus on youth through IMPACT, a pilot to evaluate youth employment services and support to CanAssist for the development of a Youth with Disabilities Employment Strategy.

# Financial Plan

## Financial Summary

(\$m)	2022/23 Forecast	2023/24 Budget	2024/25 Plan	2025/26 Plan
<b>Revenue</b>				
<b>Contributions from the Province</b>				
<b>Government Transfers</b>	1,352.3	1,410.4	1,436.0	1,478.5
<b>Restricted – Operating</b>	0.0	0.0	0.0	0.0
<b>Restricted – Capital</b>	(4.2)	(4.4)	(5.4)	(5.5)
<b>Net Operating Contributions</b>	1,348.1	1,406.0	1,430.6	1,473.0
<b>Recoveries from Health Authorities</b>	20.8	22.0	23.3	24.7
<b>Other Income</b>	13.3	13.1	13.0	13.0
<b>Amortization of Deferred Capital Contributions</b>	4.3	4.6	5.3	6.0
<b>Total Revenue</b>	<b>1,386.5</b>	<b>1,445.7</b>	<b>1,472.2</b>	<b>1,516.7</b>
<b>Expenses</b>				
<b>Supports and Services</b>				
<b>Developmental Disabilities Program</b>	1,245.7	1,304.2	1,326.1	1,365.4
<b>Personalized Supports Initiative</b>	46.9	49.1	50.6	53.0
<b>Provincial Services</b>	6.1	1.4	1.4	1.4
<b>Total Supports and Services</b>	1,298.7	1,354.7	1,378.1	1,419.8
<b>Regional Operations and Administration</b>	82.5	85.2	87.0	88.9
<b>Amortization of Tangible Capital Assets</b>	5.3	5.8	7.1	8.0
<b>Total Expenses</b>	<b>1,386.5</b>	<b>1,445.7</b>	<b>1,472.2</b>	<b>1,516.7</b>

<b>Annual Surplus (Deficit)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Debt</b>	<b>54.7</b>	<b>51.6</b>	<b>51.7</b>	<b>48.2</b>
<b>Accumulated Surplus (Deficit)</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>
<b>Capital Expenditures</b>	<b>5.7</b>	<b>10.0</b>	<b>7.9</b>	<b>6.3</b>

Note: The above financial information was prepared based on current Generally Accepted Accounting Principles.

## Key Forecast Assumptions, Risks and Sensitivities

### Contributions from the Province

The provincial government provides contributions to CLBC through transfers made under a Voted Appropriation within the Ministry of Social Development and Poverty Reduction. These transfers increase by \$58.1 million in 2023/24.

Contributions from the Province consist of funding for operating expenditures and funding restricted for capital expenditures. Funding for operating expenditures is, in part, restricted for specific purposes.

Restricted operating funding is recognized as revenue when the related expenditures are incurred.

### Recoveries from Health Authorities

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

### Supports and Services

#### Developmental Disabilities and Personalized Supports Initiative

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

CLBC estimates that as at March 31, 2023 about 26,928 adults will be registered for CLBC services. CLBC expects the growth rate to continue to be upwards of about five percent annually over the next five years. CLBC will sustain existing supports, while providing new services to individuals and families within the funding available for 2023/24.

CLBC's regional management monitors budgetary commitments on a multi-year basis, considering the impact of support commitments in both the current and future years. Contracted services are monitored by CLBC staff members, who work with service providers to ensure that the supports provided are appropriate to each person's disability-related needs and are delivered in a cost-effective manner. Any savings that arise from these processes are added back into the funding for services, in effect supplementing the funding available to

address service demand.

CLBC's overall average cost of supports and services per supported individual has increased from \$45,800 in 2012/13 to \$49,200 in 2021/22. In 2022/23, the projected average cost is \$49,100 resulting in an average annual increase of 0.72% over 10 years despite inflationary pressures and government's wage and benefit increases provided to the sector. Based on confirmed funding, a projected average cost of \$49,100 is planned for 2023/24. Government's 3-year wage commitment under the Sustainable Services Negotiating Mandate (SSNM) ended March 31, 2022. The new Shared Recovery Mandate (SRM) for 2022/23 to 2024/25 is currently under the collective bargaining process and cost impacts are unknown and not reflected in the financial outlook at this time.

### Provincial Services

CLBC operates the Provincial Assessment Centre and some minor centralized programs.

### Regional Operations and Administration

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

## Management's Perspective on Financial Outlook

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

Responding to Financial and Operational Risk	
Identified Risks	Mitigation Strategies
CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.	<p>CLBC responds to service demand through informed, fair, and consistent decision-making.</p> <p>CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.</p>

CLBC demographic forecasts predict that the need for home support services will grow more rapidly than CLBC caseload growth.	CLBC works with sector partners and BC Housing to increase access to housing for people who want to live in their own homes. CLBC is investing in home sharing to improve recruitment and retention of home sharing providers.
There is increasing pressure on families who care for their adult children at home, as care-givers age and care requirements increase.	CLBC provides core and enhanced individual and family support for families to enhance their resilience.
Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.	CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.
Service providers and home sharing providers recruitment and retention challenges may impact the sustainment of current and new service demands.	<p>CLBC is working more closely with service provider and home sharing provider sectors to develop recruitment and retention strategies.</p> <p>CLBC has supported the establishment of the Home Share Support Society BC to provide additional support to home sharing providers.</p>

## Appendix A: Mandate Letter from the Minister Responsible.



April 16, 2021

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

Dear Dr. Prince:

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

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

You are serving British Columbians at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic. Recovering from the pandemic will require focused direction, strong alignment and ongoing engagement between public sector organizations and government. It will require all Crowns to adapt to changing circumstances and follow Public Health orders and guidelines as you find ways to deliver your services to citizens.

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

priorities and expectations for the coming fiscal year.

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

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



building emissions and a 40% reduction in public sector fleet emissions by 2030. Your organization is expected to work with government to report out on these plans and activities as required by legislation.

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

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

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

1. Meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by:
  - a. Advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map;
  - b. Supporting a network of Community Councils that connect CLBC with individuals, families, service providers and community members at a local level and provide opportunities for Community Councils to participate in provincial initiatives; and
  - c. Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted.
2. Improve transitions for individuals and their families by:
  - a. Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports;
  - b. Working collaboratively with individuals, families, the Ministry of Children

- and Family Development (MCFD), and other partners to understand transition- related challenges and identify further improvements; and
  - c. Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.
3. Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:
- a. Collaborating through the RCI Implementation Steering Committee;
  - b. Continuing to implement Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services to support individuals with all abilities to find employment that fits an individual's goals, while meeting their other support needs;
  - c. Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness; and
  - d. Increasing access to employment services by making measured investments in services, including supporting individuals who have lost their employment because of COVID-19, and proactively seeking opportunities to partner with WorkBC to support people in accessing WorkBC where appropriate.
4. Promote the health and wellness of individuals by:
- a. Monitoring the impact of COVID-19 and collaborating with the Office of the Provincial Health Officer, WorkSafe BC and service providers to maintain and adjust appropriate essential services for the remainder of the COVID-19 pandemic and into recovery; and
  - b. Working with the Ministry of Health and Health Authorities, in collaboration with the RCI Implementation Steering Committee to identify interests, issues, and an action plan to address challenges in managing Added Care, coordination of services to individuals with multiple complex needs, and to pursue other partnership opportunities.
5. Improve services to people with multiple complex needs by:
- a. Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels;
  - b. Continuing to build Trauma Informed Practice into policy and practice with CLBC staff and external partners; and
  - c. Developing solutions to improve service provision and planning for implementation.
6. Coordinating with partners to increase access to a range of inclusive home support options and providing opportunities for individuals to live as independently as they are able:

- a. Working with BC Housing (BCH), Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities and to include individuals in new and existing affordable, inclusive housing;
- b. The RCI Implementation Steering Committee has prioritized housing for its short-term work plan; and
- c. Working with home sharing stakeholders to develop and implement improvements to improve the quality and sustainability of home sharing.

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

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

Sincerely,



Nicholas Simons  
Minister

April 16, 2021

Enclosure

cc: Honourable John Horgan  
Premier

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

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

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

David Galbraith  
Deputy Minister Ministry of Social Development and Poverty Reduction

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



April 19, 2021

---

Michael Prince  
Chair, Board of Directors,  
Community Living BC

Date



April 19, 2021

---

Barbara Carle-Thiesson  
Board Member,  
Community Living BC

Date



April 19, 2021

---

Katherine Bright  
Board Member,  
Community Living BC

Date



April 19, 2021

---

Nelson Chan  
Board Member,  
Community Living BC

Date



---

Jake Anthony  
Board Member,  
Community Living BC

April 19, 2021

---

Date



---

Marnie Larson  
Board Member,  
Community Living BC

April 19, 2021

---

Date



---

Julia Payson  
Board Member,  
Community Living BC

April 19, 2021

---

Date



---

Simon Philp  
Board Member,  
Community Living BC

April 19, 2021

---

Date



---

Patti Sullivan  
Board Member,  
Community Living BC

April 19, 2021

---

Date



---

Joely Viveiros  
Board Member,  
Community Living BC

April 19, 2021

---

Date

# **Community Living British Columbia**

## **2021/22 Annual Service Plan Report**

**August 2022**



For more information on Community Living British Columbia contact:

7<sup>th</sup> Floor – Airport Square  
1200 West 73<sup>rd</sup> Avenue  
Vancouver, B.C.  
V6P 6G5

Phone: (604) 664-0101 / Toll Free: 1-877-660-2522

Or visit our website at

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

Published by the Community Living British Columbia

## Board Chair's Accountability Statement



The *Community Living British Columbia 2021/22 Annual Service Plan Report* compares the corporation's actual results to the expected results identified in the *2021/22 – 2023/24 Service Plan* created in April 2021. The Board is accountable for those results as reported.

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

Michael J. Prince  
Board Chair  
July 27<sup>th</sup>, 2022



## Table of Contents

Board Chair's Accountability Statement .....	3
Letter from the Board Chair & CEO.....	5
Purpose of the Annual Service Plan Report.....	6
Purpose of the Organization.....	6
Strategic Direction .....	6
Operating Environment.....	6
Report on Performance: Goals, Objectives, Measures and Targets.....	9
Financial Report.....	19
Discussion of Results .....	19
Highlights.....	19
Financial Summary .....	20
Variance and Trend Analysis.....	21
Appendix A: Additional Information.....	26
Appendix B: Auditor's Report and Audited Financial Statements.....	27

## Letter from the Board Chair & CEO

We are pleased to present the Community Living BC 2021/22 Annual Service Plan Report summarizing the accomplishments of the past year.

During this time, the individuals, and families we served endured a second year of the COVID-19 pandemic, as well as extraordinary natural disasters including flooding, wildfires, and extreme heat events. During this year many of the people we serve also experienced grief and trauma related to the discovery of unmarked graves of Indigenous children at former residential schools. These challenges required staff, service providers, and community and government partners to continue to collaborate closely.

One highlight early in the fiscal year was CLBC's work with the Office of the Provincial Health Officer, the Ministry of Health and the Ministry of Social Development and Poverty Reduction to prioritize people eligible for CLBC services for COVID-19 vaccinations.

As well, during widespread summer wildfires CLBC staff worked closely with service providers to monitor evacuation zones and support impacted individuals. Individuals, families, support workers, and CLBC staff in affected areas lived and worked in smoky conditions for weeks at a time with the constant threat of needing to leave their homes.

We believe these challenges have brought out the best in us. During these difficult circumstances, CLBC continued to hold monthly COVID-19 update calls to support individuals, families, and the safe delivery of services. Among many other projects, CLBC staff worked with service providers to prepare to launch a new L.I.F.E- (Learning, Inclusion, Friendships, Employment) employment-based service, and to improve supports for individuals with complex needs. We also continued to work with sector partners to advance inclusive employment and housing.

Finally, stakeholders came together regularly to support the development of the Re-imagining Community Inclusion Workplan, which outlines steps we will take together to advance inclusion over the next three years. As well, CLBC consulted with more than 500 people to create new goals and strategies in support of a new vision statement: Communities of belonging, lives with connection.

We are committed to building on this exceptional collaboration for the benefit of those we serve.

Michael J. Prince



Board Chair, CLBC  
July 27<sup>th</sup>, 2022

Ross Chilton



CEO, CLBC  
July 27<sup>th</sup>, 2022

## Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the Budget Transparency and Accountability Act (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Crown Corporation's Board is required to report on the actual results of the Crown's performance related to the forecasted targets documented in the previous year's Service Plan.

## Purpose of the Organization

Community Living British Columbia (CLBC) is a Crown Corporation whose mandate is to fund supports to eligible adults to participate fully in their communities in meaningful ways. CLBC's work supports people to live lives filled with possibilities in welcoming communities.

CLBC is accountable to the Legislature through the Ministry of Social Development and Poverty Reduction (SDPR). The Community Living Authority Act and Community Living Authority Regulation define two groups of individuals who are eligible for CLBC services:

- Adults with a developmental disability, and
- Adults who are diagnosed with fetal alcohol spectrum disorder or an autism spectrum disorder, and who have significant limitations in adaptive functioning.

CLBC's Board of Directors provides strategic, planning, and budgetary oversight in accordance with the Community Living Authority Act, and establishes the Corporation's vision, mission, and values. Transparency in governance and operations is provided through the Board's Strategic Plan, Service Plan and Annual Service Plan Report, which are prepared for Government and are available to the public. The Provincial Advisory Committee and regional Community Councils ensure two-way communication with the communities we serve.

CLBC employees support individuals and families to plan and connect to community and services and are responsible for developing, funding, and monitoring services. A range of home support, employment, community inclusion, and respite services are delivered through contracts with service providers, Person Centred Societies, or through individualized funding agreements. Service quality is maintained through various quality assurance and contracting reporting requirements.

## Strategic Direction

The strategic direction set by Government in 2021 and expanded upon in the Board Chair's 2021-22 Mandate Letter from the Minister Responsible shaped the goals, objectives, performance measures, and financial plan outlined in the 2021/22 Community Living BC Service Plan as well as actual results reported on in this annual report.

## Operating Environment

In 2021-22, CLBC continued to work under the cloud of the COVID-19 pandemic which had an impact on CLBC service providers as well as those individuals and families CLBC serves.

CLBC worked closely with service providers to respond to changing needs resulting from the pandemic in an effort to ensure the ongoing health and safety of the individuals and those who support them. CLBC contracted service providers demonstrated responsiveness by adapting services to comply with orders of the Provincial Health Officer, including the Public Health Order requiring staff of CLBC-funded service providers to be fully vaccinated against COVID-19.

CLBC's contracted service partners faced significant recruitment and retention issues, made worse by the COVID-19 pandemic. Limited access to employment or community inclusion supports increased caregiving responsibility for families and hindered individuals from participating fully in their communities. CLBC worked closely with its partners to support individuals who had lost their jobs to find work again and to improve their digital literacy through investments from the [Stronger BC Economic Recovery Plan](#).

In response to the COVID-19 pandemic, CLBC once again suspended some aspects of its normal business operations, including some data collection (e.g., the *include Me!* quality of life surveying<sup>1</sup>). This was done, in part, to have CLBC and service providers focus on managing the impact of the pandemic and delivering essential services. The gaps in reporting data and the variances to the performance measures are identified in the discussions of results.

Individuals and families supported by CLBC were also impacted by wildfires and flooding in 2021/22. CLBC staff in regions affected by climate changes worked with service providers to identify individuals in places where evacuations occurred and assisted them to temporarily relocate until they could safely return.

However, despite these challenges CLBC undertook the development of a new strategic plan, an activity which had been paused in 2020/21. Beginning in spring and ending in winter 2021, using virtual platforms, CLBC consulted with over 500 stakeholders. The resulting [2022-25 Strategic Plan](#) refreshed CLBC's vision, mission, and values, along with setting new goals for the coming three years. CLBC also continued to work closely with Government and community partners to implement the 10-Year Re-Imagining Community Inclusion Vision and Road Map.

### **Caseload Growth and Demographic Trends**

The most significant drivers impacting CLBC's operations continue to be the number of new people establishing eligibility and requesting services. By March 31, 2022, 25,698 adults were registered for CLBC services, a net increase of 1,178 individuals. This represents an increase of 4.8 percent over the previous year and 28.2 percent over five years. This growth rate is a result of several factors including general population growth, advances in health care and extended life expectancy, and strong awareness of CLBC resulting in referrals of youth to CLBC.

### **Non-Caseload Related Drivers**

The increase in demand for CLBC services is driven by increasing:  
numbers of young adults wanting to live full lives and gain greater independence.

---

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

numbers of adults with complex needs who have disproportionate support needs. support requirements for individuals who are aging; and families, including those who are ageing, who need greater assistance in caring for their adult family member.

To assist CLBC in meeting the growth in demand for services, the provincial government increased funding commitments to CLBC by \$59.5 million in 2021/22.

### **Economic Statement**

British Columbia's economic recovery strengthened in 2021. B.C.'s real GDP growth of 6.2 per cent was the second highest among provinces (behind Prince Edward Island), following a contraction of 3.4 per cent in 2020. Growth in B.C.'s real GDP was mostly driven by service-producing industries such as real estate, rental, and leasing, healthcare, and social assistance, and professional, scientific, and technical services. Goods-producing industries also experienced growth with gains in most sectors, led by mining, quarrying and oil and gas extraction. While B.C.'s recovery broadened in 2021, it remained uneven as sectors such as accommodation and food services, and arts, entertainment and recreation have yet to fully recover to pre-pandemic levels. B.C.'s labour market strengthened in 2021, with employment growth of 6.6 per cent while wages and salaries increased by 11.3 per cent. Consumer spending on goods remained at elevated levels and nominal retail sales posted overall growth of 12.6 per cent. Meanwhile, inflation grew throughout the year and increased by 2.8 per cent on an annual basis, largely due to supply-chain disruptions, resilient demand for goods and services, and high energy prices. Residential construction activity reached a record high in 2021, with housing starts increasing by 25.6 per cent. At the same time, home sales also reached a record high in 2021 while the average home sale price saw double-digit increases. On the external front, B.C.'s international merchandise exports grew by 36.0 per cent, reflecting a combination of the recovery in global demand and higher commodity prices amid impacts from the B.C. floods and landslides in November 2021.

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

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

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

This goal reflects the importance that CLBC places on supporting individuals to achieve their personal goals while also meeting their disability-related needs. It supports the B.C. government's commitment to deliver quality services to British Columbia families, and to build a sustainable economy by improving individuals' participation in employment.

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

#### Key Highlights

- Development and implementation of the new [Standards for the Coordination of Home Sharing](#) to increase the sustainability of home sharing and support the BC Government's and CLBC's efforts to make improvements to shared living services.
- Assisted in and announced the creation and support of a new independent non-profit society for home sharing to improve the sustainability and quality of home sharing.
- Participated in Housing Central, Canada's largest housing conference to raise awareness among non-profit housing providers, local governments, and developers about the housing-related needs of individuals CLBC serves.

Performance Measure(s)	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
1.1 Percentage of individuals who are living in their own home through supports for independent living	9.3%	9.5%	9.3%	10%	10.5%

Data source: PARIS, CLBC's electronic personal information management system, and My Workspace, CLBC's program and contract management system. Data are validated through regular contract management processes.

### Discussion of Results

1.1 This measure tracks the percentage of CLBC's total population who live in their own homes with supported living services for help with daily living. It indicates CLBC's success in meeting the needs of individuals who want to live more independently rather than in home sharing or staffed home support services. While the percentage of people who are living more independently has remained constant, the total number increased by 120, from 2,276 to 2,396

over the last year. CLBC is pleased that the number of people living in their own home has continued to increase, even in the current environment. CLBC's *include Me!* initiative shows that people who live on their own through supported living services, experience a higher quality of life in the areas of self-determination, rights, personal development, and social inclusion. While many individuals CLBC supports want to live more independently there are several factors that continue to limit this growth, including the availability of affordable, inclusive housing options and the impact of the COVID-19 pandemic. At the same time, the pandemic has tended to deter individuals from pursuing activities in the community as well as making changes in their lives, instead tending to remain in their family home.

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

### Key Highlights

- CLBC is ready for a phased implementation of the new “L.I.F.E based” employment service, a CLBC service option that supports individuals to find employment as well as pursuing goals in learning, developing friendships, and inclusion.
- Funds from the [Stronger BC Economic Recovery Plan](#), \$9.7 million granted to Inclusion BC in 2020/21, continued to support people who lost employment due to the pandemic to get back to work. Inclusion BC has provided grants to CLBC employment service providers to increase their ability to help people get back to work.

Performance Measure(s)	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
1.2a Percentage of individuals younger than 65 reporting current employment income <sup>1</sup>	22.9%	15%	21.4%	17.5%	20%
1.2b Percentage of individuals supported by CLBC- funded employment services reporting current employment that retained employment for a period of one year or more <sup>2</sup>	75%	60%	66%	65%	70%

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

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

### Discussion of Results

1.2a This measure reports on the percentage of working-aged individuals who are successful in finding employment and reporting employment income through BC Disability Assistance<sup>2</sup>. Most individuals are supported in either CLBC-funded employment services or WorkBC. The number of people reporting employment income remains strong, maintaining the rebound from the significant job loss early in the pandemic. CLBC is pleased with the recovery considering the

<sup>2</sup> Note that this measure may exclude individuals who have exited BC Disability Assistance or who may not be reporting their employment income. It is also subject to variation resulting from changes in administrative practices related to BC Disability Assistance.

economic impact of the pandemic and the uncertainty observed in 2021/22. While the percent reporting employment income is down slightly from last year with the year over year numbers showing a small decline from 5,286 to 5,157 individuals, requests for employment services are increasing

It is also reflective of:

- B.C.'s economic recovery
- Strong demand for employees across multiple sectors, and
- Early investment in employment services with funding from the [Stronger BC Economic Recovery Plan](#).

CLBC expects that continued growth will depend on other factors including the economic recovery in B.C. and employers' willingness to hire individuals CLBC supports.

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

The 2021/22 results show that 66 percent of the individuals who were employed and reported employment income remained employed for a year or more, despite the impacts of the pandemic. Predicting the pace with which the people would want to return to work and the ability of the job market to accommodate those who did want to return is challenging. Nonetheless, CLBC believes that the strong performance in this area can be attributed to the early investment in employment services, with funding from the [Stronger BC Economic Recovery Plan](#), supporting individuals who lost their jobs due to the pandemic, to work or find new employment.

Targets were adjusted in the [2021/22 Service Plan](#) to reflect CLBC's expectation of a gradual rather than an immediate return to employment stability which is dependent on several factors, including the economic recovery in B.C.

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

CLBC values the importance of building strong relationships with individuals and families to better respond to their changing needs and concerns. CLBC recognizes the importance of strengthening relationships with, and raising awareness of, CLBC services among Indigenous individuals and families.

CLBC is committed to ensuring youth, older adults, and their families have positive experiences when transitioning services, are well informed about CLBC, and are supported to access both CLBC-funded services and other services available to all citizens through the planning process. This goal supports the Province's commitment to deliver better, quality services to British Columbian families.



## Objective 2.1: Individuals have stronger relationships with CLBC

### Key Highlights

- CLBC continued working collaboratively with the Indigenous Advisory Committee and working with the newly established Elders Council to improve relationships with Indigenous peoples, their communities, and to align policies and practices with the *B.C. Declaration on the Rights of Indigenous Peoples Act* and the Truth and Reconciliation Commission of Canada: Calls to Action.
- CLBC continued to build relationships with Indigenous communities by improving awareness and the delivery of supports and services to Indigenous individuals both on and off reserve. Funding for service delivery in First Nations communities increased by \$947,000 in 2021/22.
- CLBC developed, implemented, and made permanent a new policy recognizing the role of families in supporting individuals with the increased flexibility to use individualized funding to support families needing a break from caregiving. Originally CLBC offered this respite on an interim basis in response to the pandemic.
- CLBC provided and made permanent enhanced funding for flexible services to individuals with high support needs who are on the Request for Service list for other CLBC services.

Performance Measure(s)	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
2.1 Percentage of families of transitioning youth who feel they understand what services and supports they can expect from CLBC.	66%	69%	64%	70%	72%

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

### Discussion of Results

2.1 This measure is an indicator of CLBC's effectiveness in informing individuals and families about what funded services and natural supports are available to them during the planning process. Individuals and families have told CLBC that knowing what they can expect from CLBC is a determinant of positive transitions and stronger relationships with CLBC. When people know what to expect from CLBC, they are better prepared to make informed choices. This is particularly important for youth transitioning to CLBC and have not accessed CLBC services.

The 2021/22 64 percent of families of youth transitioning to CLBC services feel they understood what services and supports they could expect. While the result falls short of the target set in the 2021/22 Service Plan, there may be other factors that are impacting the results that are outside of CLBC's control. The difficulties related to navigating COVID-19 for the last two years include the complexity of care needs for many of the youth transitioning to CLBC, and the uncertainty of their children's transition to adult services may contribute to this lower result. Further, the

COVID-19 pandemic has presented challenges in recruitment and retention, impacting service provider ability to deliver new services in a timely manner. There is expectation that with the reduction to COVID-19 restrictions this impact will improve.

CLBC has been effective in assisting families during the pandemic by continuing to offer virtual Welcome Workshops to families and youth transitioning to these new services. The 2021/22 actuals measure builds on progress made since 2018/19 when CLBC began implementing the enhanced welcome and planning approach. In 2018/19 just 58 percent of families felt they were well informed, when CLBC first introduced the enhanced welcome and planning approach.

CLBC also continued to engage individuals, families, and their support networks in evaluating, designing, and implementing new policies, programs, and services. This engagement includes applying their input into the development of quality-of-life indicators for home sharing services, and the revision to the *Standards for Home Sharing Policy*. This work also gives those involved a better sense of what they will experience with CLBC and to have input into the design of new services to support individuals when a crisis occurs.

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

### Key Highlights

- CLBC continued to adapt its planning approach to a virtual environment using video conferencing platforms.
- CLBC maintained on-going communication with families and individuals to ensure access to timely, accurate information and participated in regular calls with a Deputy Provincial Health Officer.
- In response to the Ministry of Children and Family Development's (MCFD) announcement on the transformation of its service delivery system and the creation of Family Connection Centres, CLBC and MCFD began work planning for and ensuring smooth transitions for youth from child and youth services to CLBC services.

Performance Measure(s)	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
2.2 Percentage of individuals and families who rate the quality of CLBC's planning support as good or above.	85%	78%	80%	78%	78%

Data source: Targeted consumer surveys completed annually.

### Discussion of Results

2.2 CLBC is pleased with the results of the targeted survey which reveals 80 percent of individuals and families felt that the quality of CLBC's planning support was good or better. The measure is an indicator of how satisfied individuals and families are with the quality of CLBC's planning, the effectiveness of changes to CLBC's planning processes, and the opportunity for further changes. This is an especially notable outcome given the challenges created by the pandemic, floods, and wildfires, which are impacting CLBC's ability to deliver planning support.

CLBC attributes this measure's growth to the enhanced welcoming and planning approach and the shift to CLBC's online Welcome Workshops during the pandemic.

The measure's growth has historically been gradual following the implementation of CLBC's enhanced planning process in 2018/19. CLBC considers the 2020/21 result to be an anomaly and adjusted the target in the 2021/22 Service Plan to reflect a more conservative, gradual pace of improvement, accounting for pandemic impacts. The 2021/22 result is now aligned with how this measure has performed historically increasing two to three percent per year.

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

CLBC's tools and processes enable staff and service providers to plan, deliver and monitor supports and services to individuals and their families. Streamlined internal processes, effective information technology tools and systems enable staff to effectively and efficiently fulfill these roles thus improving individuals and families' service experiences, while increasing staff satisfaction. This goal contributes to the B.C. government's commitment to deliver quality services to British Columbian families.

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

##### **Key Highlights**

- Completed the implementation of the Program Negotiations – Program Budget Exchange Project which improved IT tools and processes for negotiating program budgets and administering contracts.
- After a brief pause during the COVID-19 pandemic, CLBC commenced the exploration of options to replace CLBC's individual management system to improve efficiencies of core business processes, increase responsiveness and support to individuals and families.
- Integrated successful aspects of pandemic-related Interim Guidance into permanent policy and practice guidance (i.e., use of e-signatures, electronic critical incident reporting, etc.).

<b>Performance Measure(s)</b>	<b>2020/21 Actuals</b>	<b>2021/22 Target</b>	<b>2021/22 Actuals</b>	<b>2022/23 Target</b>	<b>2023/24 Target</b>
3.1 The average number of individuals who have a priority ranking score of 50 or greater that have made a service request and have not received any CLBC services the past six months or longer.	98	90	51	90	80

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

### **Discussion of Results**

3.1 This measure shows the target was met and indicates CLBC's ability to meet people's disability-related needs and deliver services in a timely and responsive manner. The measure

identifies the average number of individuals who have a priority ranking score of 50 or greater, that have not received any CLBC services in at least six months, and who have an outstanding request for services. A decrease in this measure is an indicator of an improvement to service delivery. This score is derived from the Request for Service Priority Tool, an instrument that considers an individual's current support needs given their current support system (family, services, community, etc.) to gauge their relative priority for services.

CLBC considers the 2021/22 results to be an anomaly, a reflection of the impact of the COVID-19 pandemic, with individuals and families deferring services by moving off the Request for Service List<sup>3</sup> to the Planning Registry<sup>4</sup>. Given more individuals moved to the Planning Registry, there are fewer individuals waiting for services who have not received any CLBC services in previous six-month period and who have an outstanding request for service. Many factors can impact this measure, including: the number of individuals requesting services and the level of services they need, the amount of funding available for new services, and CLBC's effectiveness in delivering services.

The 2021/22 result does not align with the historical data for this measure which has performed between 90 to 100 levels over the last five years. CLBC expects this measure to align with previous years' performance once the pandemic subsides and individuals again want to be more engaged in their communities and move their personal plans forward and need services to do so.

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

#### **Key Highlights**

- Improved the quality and sustainability of home sharing with the development and implementation of standards for agencies co-ordinating shared living. This work is in response to the Office of the Auditor General's audit on the monitoring of home sharing and CLBC's Home Sharing Plan 2021-24.
- Received and addressed concerns from individuals and families through CLBC's complaints process in a timely manner.
- Updated the Complaints Resolution Policy to reflect CLBC's expectations around timeliness, shortening the timelines to expedite the review process.

---

<sup>3</sup> The Request for Service List is a report that identifies current request for service from individuals and/or their families. The Request for Service List report is maintained in order of priority, based on urgency of need, as determined using the Request for Service Priority Tool.

<sup>4</sup> The Planning Registry is a report that lists requests for service for individuals and youth that are not currently needed but are required in the future. If an individual's target start date is in the future, the request becomes part of the Planning Registry which CLBC uses to guide future resource planning.

Performance Measure(s)	2020/21 Actuals	2021/22 Target	2021/22 Actuals	2022/23 Target	2023/24 Target
3.2 Percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC's <i>Complaints Resolution Policy</i>	70%	80%	79%	81%	82%

Data source: CLBC Complaints Tracking system.

## Discussion of Results

3.2 This measure is an indicator of how well CLBC responds to concerns by tracking whether formal complaints are managed within the required timeframes set in CLBC's *Complaints Resolution Policy*. This performance measure demonstrates CLBC's ability and commitment to responding to individuals and families' needs and concerns in an efficient and timely manner, contributing to continuous quality improvement of services.

The 2021/22 results are notable considering the impact of the pandemic and extreme weather events (e.g., floods and wildfires) on regional operations. These challenges resulted in modifications to services, changing priorities and additional work for CLBC, making it harder for regional staff to meet the policy's required timeframes. Despite these impacts, with CLBC falling just short of its targets, the measure demonstrates how adept CLBC has become in responding to significant disruptions to service delivery (e.g., resulting from COVID-19 pandemic and natural disasters) while also being able to deliver on its mandate.

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

CLBC contracts with a network of qualified service providers to deliver disability related services that enable individuals to live lives filled with possibilities in welcoming communities. CLBC continues to improve the comprehensive framework of procurement, funding, contracting, reporting, and monitoring processes, and uses information gathered from service providers through various reporting mechanisms to adjust services based on individuals' changing needs. This goal contributes to the B.C. government's commitment to deliver quality services to British Columbian families.

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

#### Key Highlights

- Service providers demonstrated their responsiveness by adapting services to comply with new guidance and directives from the Office of the Provincial Health Officer and [WorkSafeBC](#).
- Home sharing providers-maintained continuity of care through disruptions to routines, access to community and services that resulted from the pandemic.

- CLBC developed and released the standards for agencies coordinating home sharing as part of CLBC's Home Sharing Plan 2021-24 which is to improve the quality and sustainability of home sharing. This work is in response to the Office of the Auditor General's audit on the monitoring of home sharing.
- CLBC completed research and consultations with key stakeholders to inform the development of the quality of life indicators for home sharing services, as part of CLBC's Home Sharing Plan 2021-24.

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

<sup>1</sup> Data source: *include Me!* survey results. The number is a three-year rolling average of a composite score of each of the eight domains of the Quality of Life Framework used in the *include Me!* project.

<sup>2</sup> Data source: *include Me!* survey results.

<sup>3</sup> Survey and data collection paused during COVID-19 pandemic.

## Discussion of Results

4.1a & b These two measures are indicators of the quality of life of individuals who access CLBC-funded services. Performance measure 4.1a is a three-year rolling average combining the scores of each of the eight domains found in the Quality of Life framework, used in the *include Me!* initiative. Personal development (performance measure 4.1b) is one of the eight domains in CLBC's Quality of Life framework and measurement tool and is highly correlated to overall quality of life.

Performance measure scores indicate an individual's view of their quality of life, on a score out of ten. This score is used as a catalyst to improve services and, subsequently, individuals' quality of life. Agencies that participate in *include Me!* Survey use this data to evaluate the impact of their continuous quality improvement efforts for those they serve.

CLBC paused the *include Me!* survey and data collection for a second year in 2021/22 due to the COVID-19 pandemic. The administration of the survey required individuals to travel around and talk to people which was highly discouraged during the pandemic. This pause also allowed CLBC and service providers to focus on continuing to provide essential services while implementing business continuity plans and public health orders.

Sustaining the responsive and resilient service network has remained a priority through the pandemic. In 2021/22 CLBC assisted 1,178 individuals to become eligible for CLBC services and provided new or additional services to 3,754 individuals and their families.

As part of CLBC's COVID-19 emergency response, CLBC staff continued to meet their monitoring requirements to ensure the safety, health, well-being, and rights of individuals CLBC supports. In 2021/22 CLBC assisted 1,178 individuals to become eligible for CLBC services and provided new or additional services to 3,754 individuals and their families. Despite the impact of the pandemic and extreme weather conditions over the last year, funding and monitoring services remained a priority, focusing on supporting individuals and service providers through regular communication and modified on-site visits.

Previous *include Me!* and data collection has shown that people living in home sharing report a better overall quality of life than those living in staffed homes. CLBC was also able to prioritize making improvements to the quality and sustainability of home sharing through the development and testing of requirements for home sharing providers. This work, in response to the 2019 Office of the Auditor General's audit on the monitoring of home sharing, is key to improving people's quality of life.

## Financial Report

For the auditor's report and audited financial statements, [see Appendix B](#). These can also be found on the [Community Living British Columbia website](#).

## Discussion of Results

The discussion and analysis of the financial results from operations and financial position for the year ended March 31, 2022, should be read in conjunction with the audited financial statements and accompanying notes (see Appendix B).

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

## Highlights

CLBC closed the year ended March 31, 2022, with a balanced budget, while providing new or increased supports and services improving the lives of 3,754 individuals and costing \$69.8 million in the year, \$65.3 million for the Developmental Disabilities program and \$4.5 million for the Personalized Supports Initiative, as shown in Table 2 and Table 3, respectively. The financial results for the year are summarized in the Financial Summary table below and are further explained in the subsequent sections.



## Financial Summary

(\$ millions)	2020/21 Actual	2021/22 Budget	2021/22 Actual	2021/22 Variance
<b>Revenue</b>				
<b>Contribution from the Province</b>				
<b>Government transfers</b>	1,217.6	1,290.4	1,292.4	2.0
Restricted – operating	(3.0)	-	(2.3)	(2.3)
Restricted – capital	(5.5)	(5.5)	(4.5)	1.0
<b>Net Operating Contributions</b>	<b>1,209.1</b>	<b>1,284.9</b>	<b>1,285.6</b>	<b>0.7</b>
Other income	26.0	26.2	28.6	2.4
Amortization of deferred capital contributions	2.6	3.2	3.6	0.4
<b>Total Revenues</b>	<b>1,237.7</b>	<b>1,314.3</b>	<b>1,317.8</b>	<b>3.5</b>
<b>Expenses</b>				
<b>Supports and Services</b>				
Developmental Disabilities Program	1,122.4	1,186.6	1,193.8	7.2
Personalized Supports Initiative	37.0	40.4	41.0	0.6
Provincial services	5.8	5.9	5.9	-
<b>Total Supports and Services</b>	<b>1,165.2</b>	<b>1,232.9</b>	<b>1,240.7</b>	<b>7.8</b>
Regional operations & administration	69.2	77.0	72.8	(4.2)
Amortization of tangible capital assets	3.3	4.4	4.3	(0.1)
<b>Total Expenses</b>	<b>1,237.7</b>	<b>1,314.3</b>	<b>1,317.8</b>	<b>3.5</b>
<b>Annual Surplus</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Supports and services compared to total expense	94.1%	93.8%	94.1%	0.3%
<b>Total Liabilities</b>	<b>45.8</b>	<b>43.1</b>	<b>62.5</b>	<b>19.4</b>
<b>Capital Expenditures</b>	<b>4.8</b>	<b>10.2</b>	<b>5.3</b>	<b>(4.9)</b>
<b>Accumulated Surplus</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>	<b>-</b>

**Note 1:** The above financial information was prepared based on current Generally Accepted Accounting Principles.

## Variance and Trend Analysis

### Service Demand Growth

The number of individuals identified as eligible for CLBC services continues to grow at a higher rate than the growth of the overall provincial population. As of March 31, 2022, that number reached 25,698, a 4.8 per cent increase within the year and a 28.2 per cent increase over five years. As in prior years, those aged 19 make up the bulk of the growth, with 1,132 (or 79%) of the 1,438 new individuals in 2021/22 prior to reflecting mortality rates in the year.

**Table 1 – Adults Eligible for CLBC Services**

	2020/21	2021/22
Number of individuals with open files at year end		
Developmental Disabilities Program	22,010	22,908
Personalized Supports Initiative	2,510	2,790
<b>Total number of individuals with open files at year end</b>	<b>24,520</b>	<b>25,698</b>
Increase within the year <sup>1</sup>		
Developmental Disabilities Program	850	898
Personalized Supports Initiative	281	280
<b>Total increase within the year</b>	<b>1,131</b>	<b>1,178</b>
Annual rate of increase	<b>4.8%</b>	<b>4.8%</b>

Note 1: The increase within each year reflects the number of new individuals less the number who are no longer with CLBC, substantially due to mortality (2021/22 – 260 individuals).

In addition to the service demand generated by the increase in the number of eligible individuals, demand is also generated by the increasing disability-related support needs of those already with CLBC as they and their care-givers age and additional supports and services are required. CLBC continues to address the impact of its increasing service demand through:

- effective planning and prioritising of services to avoid crisis whenever possible,
- prudent procurement and contract management processes,
- ongoing analysis of demand and caseload growth
- respectful consultations with its contracted service providers, and
- ongoing refinements to its business processes to achieve efficiencies.

## Revenue

Funding for CLBC operations is provided by contributions from the province, cost sharing arrangements with health authorities relating to individuals who also have health-related issues, and other income including cost recoveries.

Contributions from the Province consist of funding for operating expenditures and funding restricted for capital expenditures. Some of the funding for operating expenditures may be restricted for specific purposes. Restricted operating funding is recognized as revenue when related expenditures are incurred. \$74.8 million in additional contributions were made available by the province in 2021/22.

After taking into account year-to-year changes in restricted funds, this translates to a \$76.5 million increase in net operating contributions, which was \$0.7 million more than budgeted.

Other income was up from 2020/21 due to higher recoveries from Indigenous Services Canada, Public Guardian and Trustee, Ministry of Children and Family Development, and Health Authorities. This change, together with fluctuations in amortization costs, brought the total operating revenue to \$1,317.8 million which was \$3.5 million more than budgeted and \$80.1 million higher than 2020/21.

## Expense

### a) Supports and Services

Almost all the individuals served by CLBC have life-long support requirements. As a result, most supports implemented represent ongoing commitments and expenditures. CLBC carefully manages its available resources over multiple years, monitoring the impact of the current year's commitments as they annualize into the following year. Annualization costs and the costs of new service implementation are funded by increases in operating revenue and offset by contract recoveries realized on existing contracted services and supports.

In 2021/22, CLBC provided new and incremental services through the Developmental Disabilities program benefitting 3,341 individuals costing \$65.3 million within the year, while addressing \$30.9 million in annualization costs for services implemented in the prior year, and \$50.4 million for service provider costs related to the Sustainable Services Negotiating Mandate and National Day for Truth and Reconciliation. These outlays were partially offset by higher contract recoveries, resulting in a \$71.4 million increase in spending from 2020/21 and \$7.2 million more than budgeted. See Table 2 below for further information, including prior year comparisons.

**Table 2 –Developmental Disabilities Program**

	2020/21	2021/22
<b>Total Number of Supported Individuals at Year End</b>	22,010	22,098
% Increase from prior year	4.0%	4.1%
New Services Implemented		
Number of new services	4,587	5,044
Number of individuals provided new services	3,021	3,341
Cost within the fiscal year (\$ millions)	50.9	65.3
Annual cost of service (\$ millions)	81.8	106.1
Average annual cost of new services per individual (\$ thousands)	27.1	31.8
<b>Contracted Service Recoveries</b>		
Recoveries within the fiscal year (\$ millions)	34.5	43.5
Annual ongoing service recoveries (\$ millions)	48.7	63.2
Average Total Annual Cost per Individual (\$ thousands)	52.0	53.2

Through the Personalized Supports Initiative, CLBC incurred \$2.2 million in service annualization costs and implemented new and incremental services benefitting 413 individuals and costing \$4.5 million in the year.

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

	<b>2020/21</b>	<b>2021/22</b>
<b>Total Number of Supported Individuals at Year End</b>	2,510	<b>2,790</b>
<b>New Services Implemented</b>		
Number of new services	541	600
Number of individuals provided new services	377	413
Cost within the fiscal year (\$ millions)	2.4	4.5
Annual cost of service (\$ millions)	4.6	6.9
Average annual cost of new services per individual (\$ thousands)	12.2	16.7
<b>Contracted Service Recoveries</b>		
Recoveries within the fiscal year (\$ millions)	3.1	3.1
Annual ongoing service recoveries (\$ millions)	3.4	3.4
<b>Average Total Annual Cost per Individual (\$ thousands)</b>	15.6	<b>15.5</b>

Provincial Services includes the Provincial Assessment Centre, which accounted for \$4.9 million in 2021/22, and a provincial travel subsidy program managed by the Ministry for individuals who are eligible for CLBC supports and services. Spending for these services were as planned.

#### **b) Regional Operations and Administration**

CLBC's priority is the delivery of supports and services to the supported individuals and families, with at least 93 percent of the budget being directed for that purpose. The costs related to CLBC regional staff working directly with supported individuals are funded through the remaining up to 7 percent. This includes administrative personnel who conduct the procurement, contracting and monitoring processes required to maintain service quality, safeguard the health and safety of those supported, manage the financial and information systems, and overall stewardship of the organization. In 2021/22, spending on regional operations and administration was \$3.5 million higher than in 2020/21 due to growth in caseload volumes yet \$4.2 million lower than was budgeted due to the continued impact of COVID-19 and related reduction in many planned operational expenditures.

## Accumulated Surplus

Accumulated surplus was unchanged at \$3.7 million and includes \$1.3 million of contributed surplus arising from assets transferred to CLBC on its incorporation in 2005.

## Risks and Uncertainties

CLBC continues to work with the Ministry on strategies to ensure CLBC services remain sustainable. The identified risks for Fiscal Year 2021/22 are summarized below.

**Table 4 – Responding to Financial and Operational Risk**

Identified Risks	Mitigation Strategies
CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.	CLBC responds to service demand through informed, fair, and consistent decision-making.  CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.
CLBC demographic forecasts predict that the need for home support services will grow more rapidly than CLBC caseload growth.	CLBC works with sector partners and BC Housing to increase access to housing for people who want to live in their own homes. CLBC is investing in home sharing to improve recruitment and retention.
There is increasing pressure on families who care for their adult children at home, as care-givers age and care requirements increase.	CLBC provides respite and other services for families to enhance their resilience.
Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.	CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.

## **Appendix A: Additional Information**

### **Organizational Overview**

CLBC is committed to changing and improving what we do to ensure individuals eligible for CLBC have the support they need, when they need it, to lead full lives. We are a learning organization committed to being transparent and listening to and learning from our community stakeholders. We value the perspectives and concerns of individuals and their families, Community Councils, service providers, and our government and community partners. [An overview of CLBC](#) can be found online at the website listed below.

### **Corporate Governance**

The CLBC Board of Directors ensures that CLBC complies with government's mandate and policy direction, with financial and other policies, and applicable legislation. Its responsibilities include strategic planning, risk management, monitoring organizational and management capacity, internal controls, ethics and values and communication. [An overview of CLBC's corporate governance](#) can be found online at the website listed below.

### **Contact Information**

7<sup>th</sup> floor – Airport Square

1200 West 73<sup>rd</sup> Avenue

Vancouver, British Columbia

V6P 6G5

**Phone: 604-664-0101 / Toll-free: 1-877-660-2522**

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

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

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



**COMMUNITY LIVING BRITISH COLUMBIA**

**Audited Financial Statements**

March 31, 2022

# COMMUNITY LIVING BRITISH COLUMBIA

## Management's Report

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

The financial statements of Community Living British Columbia as at March 31, 2022, and for the year then ended, have been prepared by management in accordance with the basis of accounting described in Note 2(a). Other significant accounting policies are described in Notes 2(b)-(e) to the financial statements.

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

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

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

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

On behalf of Community Living British Columbia



Ross Chilton  
Chief Executive Officer



Henry Chen  
Vice President, Finance & Chief Financial Officer



## Independent auditor's report

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

---

### Our opinion

In our opinion, the accompanying financial statements of Community Living British Columbia (CLBC) as at March 31, 2022 and for the year then ended are prepared, in all material respects, in accordance with the accounting requirements of Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia.

#### What we have audited

CLBC's financial statements comprise:

- the statement of financial position as at March 31, 2022;
- the statement of operations and accumulated surplus for the year then ended;
- the statement of changes in net debt for the year then ended;
- the statement of cash flows for the year then ended; and
- the notes to the financial statements, which include significant accounting policies and other explanatory information.

---

### Basis for opinion

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

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

#### Independence

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

---

### Emphasis of matter – basis of accounting

We draw attention to note 2 to the financial statements, which describes the basis of accounting and the significant differences between such basis of accounting and Canadian public sector accounting

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

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



standards. Note 2 to the financial statements discloses the impact of these differences. Our opinion is not modified in respect of this matter.

---

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

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

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

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

---

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

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

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

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



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

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

**/s/PricewaterhouseCoopers LLP**

Chartered Professional Accountants

Vancouver, British Columbia  
May 12, 2022

# COMMUNITY LIVING BRITISH COLUMBIA

## Statement of Financial Position

(Expressed in thousands of dollars)

As at March 31

	2022	2021
<b>Financial assets</b>		
Cash	\$ 41,233	\$ 27,094
Accounts receivable (note 4)	4,456	2,955
Employee retiring allowance amounts receivable (note 5a)	688	691
	46,377	30,740
<b>Liabilities</b>		
Accounts payable and accrued liabilities	32,600	19,180
Employee retiring allowance liabilities (note 5a)	2,121	1,983
Deferred operating contributions (note 6)	9,640	7,374
Deferred capital contributions (note 7)	18,173	17,278
	62,534	45,815
<b>Net debt</b>	(16,157)	(15,075)
<b>Non-financial assets</b>		
Tangible capital assets (notes 7 & 8)		
Funded by capital contributions	16,970	16,257
Unfunded	2,344	2,125
	19,314	18,382
Prepaid expenses	591	441
	19,905	18,823
<b>Accumulated surplus (note 9)</b>	\$ 3,748	\$ 3,748

Commitments, contractual obligations and contingencies (note 15)

Approved on behalf of the Board:



Dr. Michael J. Prince  
Chair



Barbara Carle-Thiesson  
Finance & Audit Committee Chair

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

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

**For year ended March 31**

	2022 Budget	2022 Actual	2021 Actual
	(note 16)		
<b>Revenues</b>			
Operating contributions from the Province of British Columbia (note 17)	\$ 1,284,900	\$ 1,285,624	\$ 1,209,143
Cost sharing agreements with regional health authorities	18,200	18,875	17,873
Interest income	670	840	650
Other income	7,330	8,851	7,433
Capital contributions (note 7)	3,200	3,609	2,572
	1,314,300	1,317,799	1,237,671
<b>Expenses (notes 14 &amp; 17)</b>			
Supports and services:			
Developmental Disabilities Program	1,186,600	1,193,796	1,122,377
Personalized Supports Initiative	40,400	41,032	36,955
Provincial Services	5,900	5,903	5,856
Regional operations & administration	77,000	72,735	69,206
Amortization of tangible capital assets (note 8)	4,400	4,333	3,277
	1,314,300	1,317,799	1,237,671
<b>Annual surplus</b>	\$ -	-	-
Accumulated surplus at beginning of year		3,748	3,748
<b>Accumulated surplus at end of year</b>		\$ 3,748	\$ 3,748

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

## COMMUNITY LIVING BRITISH COLUMBIA

### Statement of Changes in Net Debt

(Expressed in thousands of dollars)

#### For year ended March 31

	2022 Budget (note 16)	2022 Actual	2021 Actual
Annual surplus	\$ -	\$ -	\$ -
Acquisition of tangible capital assets	(10,200)	(5,265)	(4,845)
Amortization of tangible capital assets	4,400	4,333	3,277
	(5,800)	(932)	(1,568)
(Increase) decrease in prepaid expenses		(150)	29
<b>Increase in net debt</b>		(1,082)	(1,539)
Net debt at beginning of year		(15,075)	(13,536)
<b>Net debt at end of year</b>		\$ (16,157)	\$ (15,075)

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



# COMMUNITY LIVING BRITISH COLUMBIA

## Statement of Cash Flows

(Expressed in thousands of dollars)

### For year ended March 31

	2022	2021
Cash provided by (used in):		
<b>Operating activities</b>		
Annual surplus	\$ -	\$ -
Items not involving cash:		
Recognition of deferred capital contributions	(3,609)	(2,572)
Amortization of tangible capital assets	4,333	3,277
	724	705
Changes in non-cash working capital (note 11)	14,176	8,978
	14,900	9,683
<b>Financing activities</b>		
Additions to deferred capital contributions	4,504	5,476
	4,504	5,476
<b>Capital activities</b>		
Purchase of tangible capital assets	(5,265)	(4,845)
	(5,265)	(4,845)
<b>Increase in cash</b>	14,139	10,314
Cash, beginning of year	27,094	16,780
<b>Cash, end of year</b>	\$ 41,233	\$ 27,094
Supplemental information:		
Interest received	\$ 840	\$ 650

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

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

---

### 1. Authority and purpose

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

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

CLBC is exempt from income taxes.

### 2. Significant accounting policies

#### a) Basis of accounting

These financial statements have been prepared in accordance with section 23.1 of the Budget Transparency and Accountability Act of British Columbia. CLBC does not have any remeasurement gains or losses and as a result, has not presented a statement of remeasurement of gains or losses.

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

This modified basis of accounting is different from PSAS with respect to the timing of revenue recognition for capital contributions. PSAS requires that capital contributions are recognized as revenue when the related expenditures are incurred. If CLBC had recorded capital contributions under PSAS rather than the accounting policy described in Note 2(b), capital contributions recognized as revenue and the annual surplus for the year ended March 31, 2022 would have increased by \$713 (2021 – increased by \$1,900). As at March 31, 2022, deferred capital contributions used to purchase tangible capital assets would have decreased and the accumulated surplus would have increased by \$16,970 (2021 – \$16,257). Under PSAS, the total cash flows from operating, financing, and capital activities for the years ended March 31, 2022 and 2021 would have been the same as reported in these financial statements.

#### b) Revenue recognition

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

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

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

---

### 2. Significant accounting policies (continued)

#### b) Revenue recognition (continued)

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

#### c) Financial instruments

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

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

#### d) Tangible capital assets

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

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

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

#### e) Employee future benefits

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

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

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 3. Measurement uncertainty

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

### 4. Accounts receivable

	2022	2021
Due from the Province of British Columbia	\$ 2,856	\$ 1,313
GST recoverable	412	727
Due from health authorities	154	53
Other receivables	4,382	2,180
	7,804	4,273
Valuation allowance	(3,348)	(1,318)
	\$ 4,456	\$ 2,955

### 5. Employee future benefits

#### a) Employee retiring allowance benefits

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

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

Retiring allowance liabilities and the related receivable from PSA as of March 31, 2022 and 2021 are based on an actuarial valuation as at March 31, 2020. The next actuarial valuation will be as at March 31, 2023.

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 5. Employee future benefits (continued)

#### a) Employee retiring allowance benefits (continued)

	2022	2021
Benefit obligation, beginning of year	\$ 1,983	\$ 1,922
Service cost	134	134
Interest cost	58	56
Benefit payments	(54)	(129)
Benefit obligation, end of year	\$ 2,121	\$ 1,983
Amount recoverable from PSA	688	691
Assumed discount rate	2.90%	2.90%
Assumed rate of compensation increase	3.00%	3.00%
Service cost	\$ 134	\$ 134
Interest cost	58	56
Benefits expense	\$ 192	\$ 190

#### b) Employee pension benefits

CLBC and its employees contribute to the Public Service Pension Plan (the "Plan"), a multi-employer defined benefit plan administered by the British Columbia Pension Corporation. The Plan has approximately 68,000 active members, of which 654 (2021 – 654) are employees of CLBC.

CLBC's contributions to the Plan were \$4,612 (2021 – \$4,423).

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

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 6. Deferred operating contributions

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

	2022	2021
Deferred operating contributions, beginning of year	\$ 7,374	\$ 4,384
Restricted operating contributions received	141,700	129,457
Amounts recognized as revenue	(139,434)	(126,467)
Deferred operating contributions, end of year	\$ 9,640	\$ 7,374

### 7. Deferred capital contributions

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

Deferred capital contributions:	2022			2021
	Spent	Unspent	Total	
Balance, beginning of year	\$ 16,257	\$ 1,021	\$ 17,278	\$ 14,374
Contributions received	-	4,504	4,504	5,476
Contributions used to purchase tangible capital assets	4,322	(4,322)	-	-
Amounts recognized as revenue	(3,609)	-	(3,609)	(2,572)
Balance, end of year	\$ 16,970	\$ 1,203	\$ 18,173	\$ 17,278

Funded and unfunded tangible capital assets at net book value:

	2022			2021
	Funded	Unfunded	Total	
Balance, beginning of year	\$ 16,257	\$ 2,125	\$ 18,382	\$ 16,814
Purchases	4,322	943	5,265	4,845
Amortization	(3,609)	(724)	(4,333)	(3,277)
Balance, end of year	\$ 16,970	\$ 2,344	\$ 19,314	\$ 18,382

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 8. Tangible capital assets

		Leasehold improve- ments	Vehicles	Furniture and equipment	Information systems	Information systems work-in- progress	Total
Cost:							
March 31, 2020	\$	5,121	\$ 1,156	\$ 2,111	\$ 18,371	\$ 8,718	\$ 35,477
Additions		373	375	35	-	4,062	4,845
Disposals		-	(201)	(5)	(1,197)	-	(1,403)
Transfers		-	-	-	2,341	(2,341)	-
March 31, 2021	\$	5,494	\$ 1,330	\$ 2,141	\$ 19,515	\$ 10,439	\$ 38,919
Additions		943	-	102	-	4,220	5,265
Disposals		-	(172)	(16)	(175)	-	(363)
Transfers		-	-	-	9,347	(9,347)	-
March 31, 2022	\$	6,437	\$ 1,158	\$ 2,227	\$ 28,687	\$ 5,312	\$ 43,821
Accumulated Amortization:							
March 31, 2020	\$	2,581	\$ 867	\$ 1,458	\$ 13,757	\$ -	\$ 18,663
Additions		787	82	217	2,191	-	3,277
Disposals		-	(201)	(5)	(1,197)	-	(1,403)
March 31, 2021	\$	3,368	\$ 748	\$ 1,670	\$ 14,751	\$ -	\$ 20,537
Additions		724	112	197	3,300	-	4,333
Disposals		-	(172)	(16)	(175)	-	(363)
March 31, 2022	\$	4,092	\$ 688	\$ 1,851	\$ 17,876	\$ -	\$ 24,507
Net Book Value:							
March 31, 2021	\$	2,126	\$ 582	\$ 471	\$ 4,764	\$ 10,439	\$ 18,382
March 31, 2022	\$	2,345	\$ 470	\$ 376	\$ 10,811	\$ 5,312	\$ 19,314

### 9. Accumulated surplus

The accumulated surplus of \$3,748 at March 31, 2022 and 2021 includes \$1,272 resulting from the transfer of the net assets of the Interim Authority for Community Living British Columbia to CLBC on October 7, 2005. CLBC has issued and registered to the Minister of Finance one share with a par value of ten dollars, which is also included in accumulated surplus.

### 10. Financial instruments

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

Cash is held in a savings account and is insured by the Credit Union Deposit Insurance Corporation. CLBC routinely monitors receivables for credit risk through analysis of the nature, terms and aging of receivables. CLBC's maximum exposure to credit risk at March 31, 2022 is \$45,689 (2021 – \$30,049), of which \$44,655 (2021 – \$29,187) is insured by the Credit Union Deposit Insurance Corporation, or is due from the Province of British Columbia, its health authorities or the Government of Canada.

Accounts payable and accrued liabilities are payable within one year.

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 11. Supplementary cash flow information

Changes in non-cash working capital:

	2022	2021
Accounts receivable	\$ (1,501)	\$ 2,124
Employee retiring allowance amounts receivable	3	25
Accounts payable and accrued liabilities	13,420	3,749
Employee retiring allowance liabilities	138	61
Deferred operating contributions	2,266	2,990
Prepaid expenses	(150)	29
	\$ 14,176	\$ 8,978

### 12. Related party transactions

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

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

	2022		2021	
	Province of BC	BC public sector entities	Province of BC	BC public sector entities
For the year ended March 31:				
Operating contributions from the Province of British Columbia	\$ 1,285,624	\$ -	\$ 1,209,143	\$ -
Supports and services:				
Developmental Disabilities Program	-	300	-	-
As at March 31:				
Deferred operating contributions	9,640	-	7,374	-
Deferred capital contributions	18,173	-	17,278	-

### 13. Segment reporting

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



# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 14. Expenses by object

	2022	2021
Contracted supports and services	\$ 1,236,508	\$ 1,161,082
Compensation and benefits	60,360	58,224
Facilities	6,229	5,869
Communications and information technology	5,280	5,228
General expenses	3,356	2,444
Administration	1,733	1,547
Amortization of tangible capital assets	4,333	3,277
	\$ 1,317,799	\$ 1,237,671

### 15. Commitments, contractual obligations and contingencies

#### a) Operating lease commitments

CLBC has entered into various operating leases with the Province of British Columbia. Minimum payments under these leases as at March 31, 2022 are as follows:

Year ending March 31,	
2023	\$ 5,300
2024	4,625
2025	4,556
2026	4,113
2027	2,526
April 1, 2027 and beyond	22,317

#### b) Contractual obligations

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

#### c) Litigation

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

### 16. Budgeted figures

Budgeted figures are provided for comparison purposes and represent the approved budget as disclosed in the Community Living British Columbia 2021/22 to 2023/24 Service Plan.

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

March 31, 2022

### 17. COVID-19

#### a) COVID-19 emergency funding

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

CLBC did not receive any emergency funding for the year ended March 31, 2022.

#### b) COVID-19 expenses

COVID-19 expenses are as follows:

	2022	2021
<b>Expenses:</b>		
Supports and services:		
Developmental Disabilities Program	\$ -	\$ 30,767
Provincial Services	-	166
Regional operations & administration	-	1,607
	\$ -	\$ 32,540

#### c) Temporary pandemic pay

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

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

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

The Province of British Columbia did not have the temporary pandemic pay program for the year ended March 31, 2022.

# COMMUNITY LIVING BRITISH COLUMBIA

## Notes to the Financial Statements

(Expressed in thousands of dollars)

**March 31, 2022**

---

### **18. Accounting standards not yet adopted**

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

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

### **19. Economic dependence**

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



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2023/2024**

**TOPIC: CLBC Budget and Programs**

**KEY INFORMATION:**

- CLBC's total operating budget (from all funding sources) is \$1.45 billion in 2023/24, which includes a contribution of \$1.41 billion from SDPR and \$40 million from other cost recoveries (e.g., recoveries from health authorities).
- In 2023/24, SDPR's contribution to CLBC increased by \$58.1 million or 4.3% from the 2022/23. Additionally, Budget 2023 includes a \$57.9 million baseline funding lift in new funding.
- As part of Budget 2023, CLBC also transferred \$4.5 million to the Provincial Health Services Authority to operate the Provincial Assessment Centre (PAC).
- SDPR and CLBC are continuing to work together to find solutions that address service demand in a measured, responsible, and sustainable manner.
- As per normal practice every fiscal year, CLBC will complete a comprehensive, province-wide service demand assessment for 2023/24 that will help inform its decisions for the year.

**BACKGROUND:**

- CLBC is receiving a \$77.3 million increase in Budget 2023. This includes:
  - \$62.9 million for caseload growth,
  - \$3.1 million for core individual and family support, and
  - \$11.3 million for staffing costs (e.g., Community and Social Services (CSS) Wage mandate, particularly five-days sick leave, National Day for Truth and Reconciliation statutory day, two-days cultural leave, and mileage up to CRA rate).
- CLBC's operating budget reflects the impact of restricted contributions and additional revenues beyond what CLBC receives from the province, such as recoveries from health authorities and other cost recoveries.

Caseload Growth

- The annual rate of caseload growth was 4.8 per cent in 2021/22, bringing the total at end of the year to 25,698. The annual rate of caseload growth is estimated at 4.8 per cent in 2022/23, bringing the total at end of the year to 26,928 - approximately 27.5 per cent growth over the past five years. CLBC forecasts further growth of 4.7 per cent in

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

Page 1 of 5

2023/24.

- This continued caseload growth is due to population growth, advances in health care, increased life expectancy, increased referral rates from the school system and aging families who need more support to provide care for loved ones.
- Supports provided to individuals and their families through contractual arrangements with service providers across the province represent ongoing commitments of financial resources. When supports are introduced partway through a fiscal year, there is an annualization of these costs rendering an ongoing financial commitment in subsequent years.
- CLBC monitors budgetary commitments on a continuous basis and works with service providers to ensure that supports provided are appropriate to each person's disability-related needs and are delivered in cost-effective ways. There are a variety of formal paid supports available to the adults CLBC serves such as home support services, community inclusion programs, family support services and professional support services.

### Service Implementation

- A comprehensive service demand assessment is completed prior to the start of each fiscal year which assists in prioritizing the provision of service to new clients. CLBC prioritizes according to the urgency and level of need, while ensuring that all transitioning youth have access to at least core individual and family support funding that can be applied to a range of supports and services.
- For 2022/23, CLBC used this process to allocate new services and supports to 3,300 individuals and families.
- As of December 31, 2022, CLBC has provided new services and supports to 2,971 individuals and families in fiscal 2022/23.

### Individualized Funding (IF)

- CLBC services include supports to help families care for individuals in their family home. Families may receive supports through contracted services or through Individualized Funding to purchase services themselves.
- Individualized Funding provides individuals and families with flexible, person-centered, self-directed payment options for arranging, managing, and paying for supports and services.
- Any adult who is eligible for CLBC-funded services is eligible for Individualized Funding. At present, individuals and families have two payment options: Direct Funding or Host Agency Funding.
  - Direct Funding is an Individualized Funding payment option where funds allocated by CLBC are paid directly by CLBC to an agent (the individual or their family member or representative acts as an agent for the agreement) for the purchase of supports and services. The agent manages the funds, arranges for supports, pays employees, takes on the legal responsibility as employers, and reports to CLBC on how they spent the money.
  - In a Host Agency Funding payment option, the funds allocated by CLBC for the purchase of individualized supports and services are paid by CLBC to a Host

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

Page 2 of 5

Agency that has been approved by CLBC and selected by the individual and family. The Host Agency administers the funds and works with the individual and family to arrange and manage the supports required. This option provides the benefits of Individualized Funding, but with less responsibility for recruiting and managing employees and for record keeping. The agent or the Host Agency is the employer or contractor of the people who provide the direct support.

- The number of families using Individualized Funding increased to 915 in 2021/22, up from 747 in 2017/18. As of December 31, 2022, there were 885 families using Individualized Funding.

#### Person-Centred Societies and Microboards

- Microboards or person-centred societies are non-profit organizations set up solely for the benefit of the supported individual, with that person's family members and/or friends acting as society directors and making decisions on the individual's behalf.
- CLBC contracts with the person-centred society or Microboard, which has the responsibility to arrange and manage the required supports.
- As of March 31, 2022, 364 individuals were accessing services in this manner, which provides a level of flexibility and person-centred focus similar to that of Individualized Funding. As of December 31, 2022, 360 individuals were accessing services through person-centered societies.

#### Provincial Assessment Centre (PAC)

- The Provincial Assessment Centre, operated by CLBC, is a designated Mental Health Facility that currently serves up to eight people at one time with admission ranges from two weeks to three months.
- The Provincial Assessment Centre provides multi-disciplinary assessments, diagnosis, medication reviews and recommendations for individuals aged 14 and over experiencing mental illness and/or other significant behaviour challenges.
- Along with the Ministry of Social Development and Poverty Reduction, CLBC, and the Ministry of Health have determined that the Provincial Assessment Centre, as a designated tertiary care mental health service under the Mental Health Act, is better positioned under the Provincial Health Services Authority in order to best serve vulnerable youth and adults with complex needs.
- This move to the Ministry of Health will take place in October 2023 and is reflected in the 2023/24 budget.

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

## BUDGET:

### CLBC – Operating Revenue and Expenditures 2021/22 to 2023/24

<i>All figures in millions</i>	<b>2021/22 Actual</b>	<b>2022/23 Forecast</b>	<b>2023/24 Budget</b>
Operating Contributions			
Government Transfers	\$1,292.4	\$1,352.3	\$1,410.4
Restricted Contributions – Operating <sup>1</sup>	\$(2.3)	\$0.0	\$0.0
Restricted Contributions – Capital <sup>2</sup>	\$(4.5)	\$(4.2)	\$(4.4)
Net Operating Contributions	<b>\$1,285.6</b>	<b>\$1,348.1</b>	<b>\$1,406.0</b>
Other Revenue <sup>3</sup>	\$32.2	\$38.4	\$39.7
<b>Total Revenues</b>	<b>\$1,317.8</b>	<b>\$1,386.5</b>	<b>\$1,445.7</b>
Supports and Services			
Developmental Disabilities Program (DD)	\$1,193.8	\$1,245.7	\$1,304.2
Personalized Supports Initiatives (PSI)	\$41.0	\$46.9	\$49.1
Provincial Services (including PAC)	\$5.9	\$6.1	\$1.4
Regional Operations and Administration	\$72.8	\$82.5	\$85.2
Amortization of Tangible Capital Assets	\$4.3	\$5.3	\$5.8
<b>Total Expenditures</b>	<b>\$1,317.8</b>	<b>\$1,386.5</b>	<b>\$1,445.7</b>

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

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

Note 3: Other revenue includes cost-share agreements with Health Authorities, other income, and amortization of deferred capital contributions.

### CLBC – Cumulative budget changes 2023/24 to 2025/26

<b>Prior Year Budgets</b>				
(\$ millions)	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>TOTAL</b>
Caseload	17.5	22.5	22.5	<b>62.5</b>
Shared Recovery Mandate	0.0	0.0	0.0	<b>0.0</b>
OAG Audit response – Home Share Monitoring	1.9	1.9	1.9	<b>5.7</b>

Contact: Ross Chilton, CEO, Community Living BC

Cell Phone: 778-988-1341

Date: Feb. 10, 2023

Page 4 of 5



<b>Total - Prior Year Budgets</b>	<b>19.4</b>	<b>24.4</b>	<b>24.4</b>	<b>68.2</b>
<b>Budget 2023</b>				
(\$ millions)	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>TOTAL</b>
Caseload	43.5	63.5	105.5	<b>212.5</b>
Shared Recovery Mandate	0.0	0.0	0.0	<b>0.0</b>
Core Individual and Family Support	3.1	3.1	3.1	<b>9.3</b>
CSS Wage Mandate	11.3	11.9	12.4	<b>35.6</b>
<b>Total - Budget 2023</b>	<b>57.9</b>	<b>78.5</b>	<b>121.0</b>	<b>257.4</b>
<b>CLBC Total</b>	<b>77.3</b>	<b>102.9</b>	<b>145.4</b>	<b>325.6</b>

## STATISTICS:

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

<b>Caseload</b>	<b>Staffed Residential Resources</b>	<b>Shared Living Arrangements<sup>1</sup></b>	<b>Supported Living</b>	<b>Planning, Family Support, Community Inclusion</b>	<b>Total</b>
Developmental Disabilities Program	2,765	3,930	2,161	14,679	23,535
Personalized Supports Initiative	20	346	341	2,279	2,986
<b>Total</b>	<b>2,785</b>	<b>4,276</b>	<b>2,502</b>	<b>16,958</b>	<b>26,521</b>

Note 1: Most shared living arrangements are home sharing.

Source: CLBC

---

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2023/2024**

**TOPIC: CLBC COVID-19 Impacts and Response**

**KEY INFORMATION:**

- CLBC's top priority is to support the safety and well-being of those it serves and the workers providing front line services.
- During the COVID-19 pandemic, CLBC supported agencies and home sharing providers to maintain and adjust services to ensure the safety and emotional well-being of individuals, providers, and workers.
- CLBC collaborated with the Office of the Provincial Health Officer (PHO) throughout the pandemic supporting measures put in place to reduce the transmission of COVID-19 and take additional precautions for those who have chronic health conditions.
  - CLBC collaborated with the PHO to help the people CLBC serves gain priority access to vaccinations in Spring 2021 and to implement a vaccination order for CLBC and service provider staff.
- Throughout the pandemic, government and CLBC have been committed to providing timely information and support to minimize the transmission of the virus amongst the people CLBC supports, their families, agency staff, and home sharing providers.
  - CLBC has provided this information through a dedicated COVID information web portal with plain language resources, weekly meetings with partner groups, monthly public COVID telephone updates, and a monthly COVID news roundup newsletter for individuals and families.
- To help support individuals and families stay resilient as the pandemic continued, CLBC provided grants to self-advocate groups across the province to organize regular social connections and adopted a more flexible wellness (respite) policy allowing families to fund a broader range of options to support their wellbeing.
- In the first year of the pandemic, the government, through CLBC, provided

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

Page 1 of 4

\$20.9 million in temporary emergency funding to provide additional support to home support services, including group homes, supported independent living, and home sharing. This emergency funding was originally provided for three months (April-June 2020) and then extended another two months (July-August).

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

## **BACKGROUND:**

- CLBC serves 25,698 (as of December 31, 2022) individuals with developmental disabilities across the province through a network of 400 agencies, over 350 person-centred societies, and over 4,000 home sharing providers. Many of those who CLBC serves have related health conditions that make them more vulnerable to serious complications from COVID-19. The pandemic has had a significant impact on individuals, their families, and the availability and delivery of services.
- Individuals who CLBC serve generally also have access to a wide range of community supports funded through other sources. During the pandemic most of these supports stopped operating or were open at reduced levels, putting additional pressure on caregivers.
- Service providers adjusted programs and services to follow safety guidelines. For example, centre-based day programs moved to smaller groups or one-on-one supports, delivered safely outside in the community or virtually. This created challenges, such as smaller ratios of staff to individuals, and added costs for cleaning supplies and personal protective equipment. Some agencies that experienced COVID incidents, resulting in staff needing to self-isolate, found it challenging to maintain staffing levels.
- Early in the COVID-19 pandemic, the RCI Committee, in collaboration with a Deputy Provincial Health Officer (DPHO), met with stakeholders on a weekly basis to provide

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

Page 2 of 4

support and information to self-advocates, families, and service providers during this critical time. Weekly communiques were drafted for distribution to share important information from the PHO and other sources.

- Concerns about equitable access to health care and allowing family members or support workers access to hospital when required by an individual to assist them were raised with the DPHO early in the pandemic. In response to these serious concerns, the DPHO worked with Health Authorities to finalize an Essential Visitors Policy.

### Emergency Funding

- As part of the B.C. Government's \$5 billion COVID-19 Action Plan, in 2020 government approved \$20.9 million in emergency funding for additional support to residential services, including staffed residential (group homes), supported independent living, and Home Sharing. This emergency funding was originally provided for three months (April-June) and then extended another two months (July-August).
- Home Sharing providers eligible for emergency funding received additional funding, depending on the level of disability-related support needs, between \$500 and \$1,500 per individual per month. Home Sharing providers received approximately \$16 million in emergency funding between April 1 to August 31, 2020.
- Throughout the pandemic, CLBC supported agencies to adjust services to follow PHO guidance and restore as many services as safely possible.
- CLBC continues to liaise with a DPHO on guidance for the sector.

### Communications

- CLBC continues to host teleconferences for individuals and families, service providers and Home Sharing providers with CLBC's CEO, a representative from DPHO, and the executive director of the BC CEO Network.
- Many of the resources created during the height of the pandemic, have been maintained to support connection and share information about virtual events and resources with individuals and families.

### Resiliency Project

- Due to concerns about potential risk of infection, during the pandemic many families experienced additional challenges with taking care of their family member and were no longer able to get breaks from the responsibilities of their caregiving roles.
- CLBC collaborated with Inclusion BC, the Family Support Institute, Vela Canada, and the BC CEO Network on a project focused on individual and family resiliency.
- This work resulted in grants being awarded to self-advocate groups across the province to organize regular social connections and this valuable work continues into the pandemic recovery period.

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 10, 2023

Page 3 of 4

- Another outcome of this work was the adoption of a new policy that allows small amounts of individualized funding to be used for new activities that support both individuals and families.

### CLBC Operations

- Throughout the pandemic, CLBC staff were supported to work remotely from home, as CLBC offices initially moved to minimal on-site staffing.
- In this pandemic recovery period, CLBC has moved to a hybrid model of work which has proven to be effective in supporting individuals and families as well as supporting work-life balance for staff.

### Vaccinations and the PHO Order

- CLBC provided information to the Office of the PHO about the needs of individuals in our sector to aid in the planning for vaccinations.
  - Staffed residential homes were included in Phase 2 of the vaccine rollout.
  - Phase 3 included clinically extremely vulnerable individuals, which included all people eligible for CLBC services.
  - In fall of 2021 CLBC worked with the Office of the PHO to implement an Order requiring CLBC staff and staff of CLBC funded service providers to be fully vaccinated.

### Pandemic Recovery

- CLBC continues to work with its partners throughout the sector as the pandemic moves toward an endemic status.
- Key areas of focus have been on employment of individuals who lost jobs as a result of COVID-19 and recruitment and retention issues in the sector.
- CLBC continues to work with service providers experiencing recruitment and retention issues, recognizing the need for overtime and other costs related to workforce changes.

Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 10, 2023

Page 4 of 4

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2023/2024**

**TOPIC: Executive Compensation**

**KEY INFORMATION:**

- On August 30, 2022, the Ministry of Finance disclosed the total compensation paid to senior management employees working in the province's key decision-making positions across B.C.'s public sector.
- The annual disclosure reflects the compensation decisions made prior to March 31 for the fiscal year of 2021/22.
- Public sector executives lead in the innovation and delivery of services that support our communities in every corner of the province as we deliver historic investments in health, housing, childcare and infrastructure.
- B.C. is a national leader in its reporting standards for executive compensation, which includes base pay, pensions, benefits, merit/performance pay/holdback, and an explanation of the compensation paid.

**BACKGROUND:**

**Executive Compensation Policy**

- In July 2012, government established a new policy on executive compensation in Crown corporations that aimed to realign the approach to executive compensation throughout government.
- In September 2018, the Public Sector Employers' Council Secretariat (PSEC Secretariat) implemented the BC Public Sector Employers' Accountable Compensation guidelines to ensure public sector employers' excluded compensation decisions are consistent with government direction.
- In August 2020, the Minister of Finance implemented a compensation freeze for the CEO and VP-level direct reports for the 2020/21 performance year in response to the COVID-19 pandemic.
- Community Living BC (CLBC) has not had salary holdbacks since 2012 and has never provided executive bonuses.
- CLBC has fully complied with government requirements for executive salaries.

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 17, 2023

Page 1 of 4

- CLBC's 2021/22 executive compensation disclosure indicates:
  - Due to the compensation freeze, there were no salary increases in fiscal 2021/22 for the CEO and VP positions for their performance in the previous fiscal year.
  - Sara Miller, VP, Information, Technology and Workplace Solutions Personal Information  
 Personal Information  
 Personal Information
  - Ian Scott was on a temporary appointment as VP, Information, Technology and Workplace Solutions from June 1, 2021 to March 31, 2022, so the actual base salary includes acting pay for this period.
  - Effective Aug. 12, 2020, CEO Ross Chilton received a 2% performance-based salary increase for the 2019/20 performance year. The actual base salary in 2021/22 reflects a full year at the new base salary.
- Executive compensation for 2022/23 will be released with the Public Accounts likely in July or August.

Contact: Ross Chilton CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 17, 2023

## BUDGET:

### Executive Compensation Reporting (as of March 31, 2022)

#### Summary Compensation Table

Name and Position	Salary	Holdback/Bonus/ Incentive Plan Compensation	Benefits	Pension	All Other Compensation (expanded below)	2021/2022 Total Compensation	Previous Two Years Totals Total Compensation	
							2020/2021	2019/2020
Ross Chilton, Chief Executive Officer	\$ 214,288	-	\$ 12,822	\$ 21,107	\$ 2,053	\$ 250,270	\$ 246,973	\$ 161,352
Henry (Chai Cheong) Chen, CFO/VP, Finance	\$ 193,879	-	\$ 10,635	\$ 19,097	\$ 3,891	\$ 227,502	\$ 225,213	\$ 223,138
Sara Miller, VP, Information, Technology and Workplace Solutions	\$ 128,442	-	\$ 7,559	\$ 13,451	\$ 1,558	\$ 151,010	\$ 190,609	\$ 184,631
Ian R Scott, VP, Information, Technology and Workplace Solutions (Acting)	\$ 150,125	-	\$ 10,711	\$ 14,787	-	\$ 175,623		
John Stinson, VP, Regional Operations	\$ 191,098	-	\$ 10,313	\$ 18,823	\$ 1,503	\$ 221,737	\$ 181,468	
Jack Styau, VP, Strategic Initiatives	\$ 156,725	-	\$ 9,909	\$ 15,437	\$ 1,503	\$ 183,574	\$ 183,357	\$ 177,702

#### Summary Other Compensation Table

Name and Position	All Other Compensation	Severance	Vacation Payout	Paid Leave	Vehicle / Transportation Allowance	Perquisites / Other Allowances	Other
Ross Chilton, Chief Executive Officer	\$ 2,053	-	-Personal Information				
Henry (Chai Cheong) Chen, CFO/VP, Finance	\$ 3,891	-					
Sara Miller, VP, Information, Technology and Workplace Solutions	\$ 1,558	-					
Ian R Scott, VP, Information, Technology and Workplace Solutions (Acting)	-	-					
John Stinson, VP, Regional Operations	\$ 1,503	-					
Jack Styau, VP, Strategic Initiatives	\$ 1,503	-					

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 17, 2023



## Notes

Ross Chilton, Chief Executive Officer	<b>General Note:</b> This position met criteria for inclusion in the 2020/21 executive compensation freeze, which came into effect on August 31, 2020. As a result, this individual was ineligible to receive a performance-based increase for the 2020/21 performance year.
Henry (Chai Cheong) Chen, CFO/VP, Finance	<b>General Note:</b> This position met criteria for inclusion in the 2020/21 executive compensation freeze, which came into effect on August 31, 2020. As a result, this individual was ineligible to receive a performance-based increase for the 2020/21 performance year. <b>Other Note:</b> 'Other' compensation includes parking expenses.
Sara Miller, VP, Information, Technology and Workplace Solutions	<b>General Note:</b> This position met criteria for inclusion in the 2020/21 executive compensation freeze, which came into effect on August 31, 2020. <b>Personal Information</b>
Ian R Scott, VP, Information, Technology and Workplace Solutions (Acting)	<b>General Note:</b> Effective June 1, 2021 through March 31, 2022, the employee has been on a temporary appointment as VP, Information, Technology and Workplace Solutions. Of the \$150,125 actual base salary earned by Ian Scott during the reporting period, \$128,699.44 relates to his VP, Information, Technology and Workplace Solutions position.
John Stinson, VP, Regional Operations	<b>General Note:</b> The salary reported this year represents a full year in the role. This position met criteria for inclusion in the 2020/21 executive compensation freeze, which came into effect on August 31, 2020. As a result, this individual was ineligible to receive a performance-based increase for the 2020/21 performance year. <b>Other Note:</b> Personal Information
Jack Styan, VP, Strategic Initiatives	<b>General Note:</b> This position met criteria for inclusion in the 2020/21 executive compensation freeze, which came into effect on August 31, 2020. As a result, this individual was ineligible to receive a performance-based increase for the 2020/21 performance year. <b>Other Note:</b> Personal Information

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 17, 2023

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

- Home Sharing is a CLBC service that helps provide homes and support to more than 4,200 people with developmental disabilities.
- CLBC's home sharing program is a safe and individualized service. It provides person-centred supports that help people to be included in their communities.

**Auditor General's Report**

- In 2021, the Office of the Auditor General (OAG) made recommendations to improve monitoring of home sharing providers. CLBC accepted these recommendations.
- SDPR and CLBC presented an action plan to the Public Accounts Committee in October 2021 to show how CLBC would address all five of the OAG recommendations as part of our three-year improvement plan.
  - CLBC received \$1.9 million in additional funding in the 2022/23 budget to address these matters.
- On December 1, 2022, CLBC provided a report to the OAG on its progress on recommendations. The report outlined progress made including:
  - Creation and implementation of new Standards for the Coordination of Home Sharing
  - Updates to and education on Standards for Home Sharing
  - Improvements to CLBC's monitoring framework for home sharing services
  - Review and updates to policies on home sharing
  - Creation of a new data system for tracking monitoring activities and

reporting

- Progress on moving direct home sharing services (those coordinated directly by CLBC) to direct oversight by service providers

- CLBC is on schedule to meet all recommendations of the OAG.

### Home Sharing Funding

- In 2019 the government increased funding for home sharing by \$18.3 million over two years. CLBC used this funding to increase home sharing rates twice over two consecutive years, the last of which took effect on April 1, 2020.
- CLBC also paid out approximately \$16 million in emergency funding to support home sharing providers in the first year of the COVID-19 pandemic. Home sharing providers that took on additional responsibilities due to the pandemic received additional funding of between \$500 and \$1,500 per month from April – August 31, 2020.
- Under the current rates, a home sharing provider receives between \$1,716/month (\$20,592 per year) and \$5,641/month (\$67,692 per year) depending on the level of disability related need.
- The 2023-24 budget recognizes the increasing costs of housing and raises the shelter rate for individuals receiving PWD. This increase will be passed along to home sharing providers and service providers supporting individuals in group homes when it comes into effect in August 2023.

## **BACKGROUND:**

### Audit Activities

- After talking to CLBC's Executive Group, staff and select service providers, sector groups, individuals, and families, the OAG decided to focus its performance audit on CLBC oversight of Home Sharing providers and coordinating agencies for the 2018/19 fiscal year.
- The audit period was the 2018/19 fiscal year and the two audit objectives were to determine whether:
  - CLBC has implemented a monitoring framework to ensure Home Sharing providers aligned service delivery to further quality of life outcomes for individuals in care; and
  - CLBC has implemented a monitoring framework to ensure Home Sharing

providers complied with contracted standards and service requirements.

- The OAG indicated they selected Home Sharing services because of the significant growth that has taken place in this area in recent years.
- The OAG completed the planning phase in early 2020 and conducted its audit in December 2020.
- The OAG tabled its report and recommendations the Legislature on June 15, 2021.
- SDPR and CLBC presented an action plan to address all recommendations to the Public Accounts Committee in October 2021 and is required to report progress to the PAC annually.
- See the recommendations and action steps in Appendix 1.
- Budget 2022 provided CLBC with an increase to base funding of \$1.9 million on an annualized ongoing basis to address the recommendations by OAG and enhance the services and sustainability of CLBC's home sharing program.
- CLBC allocated the funding as follows:
  - \$1.5 million to put in place monitoring tracking and oversight systems and hire 12 Full Time Equivalents (FTEs) to create capacity to operationalize improvements.
  - \$0.4 million to form and maintain a supportive association for home sharing providers.

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

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

- Supported the creation of an independent society to support home sharing and related stakeholders, similar to the BC Federation of Foster Parents. The Home Sharing Support Society BC is now a registered society with a board of directors and executive director.
- Begun work to apply an Indigenous lens to the service design, policy, practice, and delivery to assure the delivery of culturally safe and respectful services. CLBC's Indigenous Relations team is working with key partners to further this work: British Columbia Association of Friendship Centres, Aboriginal Housing Management Association, Indigenous Community Leadership Development Society, Secwepemc Child and Family Service, Fraser Region Aboriginal Friendship Center Association and Lil'Wat First Nation
- Designed a sustainable emergency home support/wellness solution to eventually be available provincially to alleviate pressure on home sharing providers (to be emergency support for new individuals in crisis) and support the long-term sustainability of home sharing providers and family caregivers. The new emergency support service is being readied for piloting.
- Reviewed policy & practice to assure alignment across shared living. CLBC engaged with numerous stakeholders about its home sharing policy suite and has made and continues to make policy improvements.
- Developed regional plans to assess and support agency capacity in order to complete the transition of CLBC contracted home sharing to agency coordinated home sharing. All transition plans are now complete and 96% (180/187) of CLBC contracted home shares have transitioned to other models as of December 31, 2023.

### Sector consultations and Home Sharing Working Group

- Former Minister Shane Simpson directed CLBC to conduct provincial consultations with home sharing providers to listen to concerns. CLBC published its “What We Heard” report in 2018.
- The report identified that a top concern was compensation for home sharing providers who had not had an increase in rates for more than ten years at the time (as per above, the government provided \$18.3 M in funding in 2018 to increase rates over two years). It also outlined a range of non-financial sectoral matters.
- CLBC established a Home Sharing Working Group that included representatives from the BC Home Sharing Caregivers Association and service providers. The group met quarterly and helped to guide the creation of the initial three-year improvement plan and updated three-year plan launched in 2021.
- In 2022, with implementation of the plan and related operational work well underway, the Working Group wrapped up its work.

### **APPENDIX 1**

#### **OAG RECOMMENDATIONS AND CLBC’S ACTION PLAN**

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

<b>RECOMMENDATION</b>	<b>AUDITEE RESPONSE</b>
<b>1. CLBC define what home sharing providers must do to further the quality-of-life outcomes in its contracts and define how CLBC staff should verify compliance.</b>	<ul style="list-style-type: none"><li>• CLBC is undertaking a Quality of Life Project to develop, test and implement requirements that will support quality of life outcomes for individuals living in home sharing. CLBC will incorporate these new requirements into existing Standards for Home Sharing and will update Standards for the Coordination of Shared Living to reflect the need for Coordinators to support and verify compliance. Clear methods, and procedures for verifying compliance will be established and incorporated into the Monitoring Framework for CLBC staff to follow.</li></ul> <b>Completed</b>
<b>2. CLBC ensure that its monitoring framework enables staff to verify that home sharing providers align their services with quality-of-life outcomes and comply with all of the standards and service requirements stated in its contracts.</b>	<ul style="list-style-type: none"><li>• New Standards for the Coordination of Shared Living will be implemented as part of a project started in March 2020 to provide clarity to agencies to meet policy and service requirements.</li></ul> <b>Completed</b> <ul style="list-style-type: none"><li>• CLBC will revise the Monitoring Framework to ensure that staff verify compliance to the</li></ul>

	<p>Standards for the Coordination of Shared Living by agencies delivering home sharing programs. CLBC will develop training for CLBC staff related to monitoring of the standards and use of verification tools.</p> <p><b>Completed</b></p> <ul style="list-style-type: none"> <li>Most of the 4,200 individuals living in home sharing are served in agency coordinated shared living. CLBC will transition the remaining 187 directly funded home sharing providers to agencies so that agencies will oversee compliance to all requirements.</li> </ul> <p><b>Target date: October 31, 2023. 96% Complete</b></p>
<p><b>3. CLBC implement policies and procedures that enable it to verify that home sharing agencies are monitoring home sharing providers against the contracted quality-of-life outcomes, standards, and service requirements.</b></p>	<ul style="list-style-type: none"> <li>Expectations for verifying and documenting compliance will be set out in policies and procedures and integrated into the monitoring framework. CLBC guidance for monitoring will include the expectation that CLBC staff will assure timely compliance with standards and service requirements.</li> </ul> <p><b>Completed</b></p>
<p><b>4. CLBC ensure it has accurate and complete data on on-site monitoring visits, follow-up activities and critical incident response.</b></p>	<ul style="list-style-type: none"> <li>CLBC will ensure accurate and complete data by tracking the policy requirement that agency onsite monitoring visits are completed. CLBC will update the electronic tracking system for Critical Incident Report dates to ensure it tracks if follow up occurs within timelines.</li> </ul> <p><b>Completed</b></p>
<p><b>5. CLBC ensure its staff complete on-site visits, follow-up, and critical incident response, consistent with its policy requirements.</b></p>	<ul style="list-style-type: none"> <li>CLBC will measure whether staff are performing monitoring and critical incident follow-up activities consistent with policy requirements through the use of corporate reports generated from the updated electronic critical incident system and electronic monitoring system. CLBC will review Quality Assurance roles to increase oversight and improve adherence to policy requirements.</li> </ul> <p><b>Completed</b></p>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2023/24**

**TOPIC: CLBC's 2023/24\* Mandate Letter**

*\* The Minister of Social Development and Poverty Reduction provided a multi-year Mandate Letter to CLBC in 2021/22 which currently remains in place.*

**KEY MESSAGES:**

- Community Living BC (CLBC) provides critical supports and services for some of the province's most vulnerable people, and its Board and senior management are effective in leading the organization.
- Government provides strategic direction to CLBC through a Mandate Letter, which outlines specific priorities for the coming years.
- Overarching priorities in the current mandate letter include: regular engagement and collaboration with key stakeholders to implement the Re-imagining Community Inclusion Vision and Roadmap and more specifically, working with Indigenous people, leaders and communities to advance lasting and meaningful reconciliation.
- More priorities include:
  - Working with MCFD to improve transitions for individuals and their families.
  - Promoting community inclusion and making life more affordable through employment.
  - Collaborating with Ministry of Health and Health Authorities to promote health and wellness.
  - Improve services to people with complex needs.
  - Collaborating with partners to increase access to a range of inclusive housing and home supports.
- All the priorities above are well aligned with those priorities for the implementation of Re-imagining Community Inclusion which is outlined in the Re-Imagining Community Inclusion Workplan 2022/23-2024/25 and CLBC's 2022-25 Strategic Plan.

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

- While CLBC shifted focus and resources as needed to respond to the COVID-19 pandemic, CLBC continues to make progress on deliverables in its Mandate Letter (Appendix A).

## **BACKGROUND:**

### **CLBC 2023/24 Mandate Letter**

- All six priorities for CLBC continue from 2021/22:
  - 1) Meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by:
    - a. Advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map;
    - b. Supporting a network of Community Councils that connect CLBC with individuals, families, service providers and community members at a local level and provide opportunities for Community Councils to participate in provincial initiatives; and
    - c. Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted.
  - 2) Improve transitions for individuals and their families by:
    - a. Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports;
    - b. Working collaboratively with individuals, families, the Ministry of Children and Family Development (MCFD), and other partners to understand transition-related challenges and identify further improvements; and
    - c. Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.
  - 3) Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:
    - a. Collaborating through the RCI Committee;
    - b. Continuing to implement Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services to support individuals with all abilities to find employment that fits an individual's goals, while meeting their other support needs;
    - c. Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness; and
    - d. Increasing access to employment services by making measured investments in services, including supporting individuals who have lost their employment because

Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 13, 2023



of COVID-19, and proactively seeking opportunities to partner with WorkBC to support people in accessing WorkBC where appropriate.

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

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

## APPENDIX A – Prior Year 2022/23 CLBC Mandate Letter (UPDATE)

#	Direction	Sub-goal	Status
	Advance lasting and meaningful reconciliation		<ul style="list-style-type: none"> <li>CLBC expanded its Indigenous Relations team to lead and support CLBC's work to advance reconciliation and better serve Indigenous people.</li> <li>With the Indigenous Advisory Committee, the RCI Working Group and Board of Directors, CLBC integrated goals, strategies and activities into its Strategic Plan.</li> <li>CLBC continued to focus on developing relationships with Indigenous Authorities and leaders, some of whom now serve on the Indigenous Advisory Committee.</li> <li>CLBC developed a Cultural Safety Policy, among with Practice Guidance for CLBC Staff and Practice Guidance for Service Providers.</li> <li>CLBC began the process of holding land acknowledgement ceremonies in its local offices, which included involvement of local Indigenous leaders and a unique art installation in each office.</li> </ul>
1	Meet regularly with individuals, families, service providers, and advocacy groups, including People First of BC, Family Support Institute, Inclusion BC, Representative for Children and Youth, Advocate for Service Quality, the BC CEO Network, Provincial Association of Residential and Community Agencies, and the Federation of Child and Family Services to identify issues and	Co-leading the engagement with Re-imagining Community Inclusion (RCI) partners to develop an implementation plan for the 10-year RCI Vision and Road Map	<ul style="list-style-type: none"> <li>The RCI Implementation Steering Committee met regularly over the past year and created its RCI Workplan for 2022/23-2024/25.</li> <li>The Workplan was created by four working groups which were established in the previous year with representation of individuals, families, service providers, community and Indigenous organizations. The working groups -- health and wellness, employment, inclusive housing, and Indigenous strategies for community inclusion -- collaborated to understand issues, set goals, and identify strategies and indicators.</li> <li>The RCI Workplan, which includes goals, strategies and activities, of was released in 2022</li> <li>RCI goals, strategies and activities were also integrated into and informed CLBC's new 2022-25 Strategic Plan, which was also released in 2022.</li> </ul>
		Supporting a network of Community Living Councils that connect CLBC with	<ul style="list-style-type: none"> <li>Community Councils continued with both virtual and in-person meetings and were engaged in a range of projects, including</li> </ul>

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

#	Direction	Sub-goal	Status
	solutions and to continue to improve collaboration, by:	individuals, families, service providers, and community members at a local level and provide opportunities for Community Living Councils to participate in provincial initiatives	<p>activities to engage and connect individuals and families during and coming out of the pandemic.</p> <ul style="list-style-type: none"> <li>• The CLBC Provincial Advisory Council continued to meet and advise the Board and management.</li> <li>• Both Community Councils and the Provincial Advisory Council, which had provided input into CLBC's Strategic Plan, continued to provide input and feedback on activities to support individuals and families as the COVID-19 pandemic shifted to recovery.</li> </ul>
		Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted	<ul style="list-style-type: none"> <li>• Indigenous individuals, families and advocates continue to advise CLBC through the Indigenous Advisory Committee and new Elders Committee.</li> <li>• Individuals, families, and service providers have advised on the development of plans, strategies, services, supports and policies for numerous projects.</li> <li>• CLBC continues to engage with the BC CEO Network, BC People First, Inclusion BC, Family Support Institute, BC Aboriginal Network on Disability Society, and others regarding service delivery issues.</li> <li>• CLBC continued to partner with self-advocacy groups to help individuals who feel isolated as a result of the COVID-19 pandemic. CLBC has funded the work through a series of grants to Self Advocacy groups that are recognized as provincial leaders</li> </ul>
2	Improve transitions for individuals and families by:	Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports	<ul style="list-style-type: none"> <li>• CLBC successfully transitioned its in-person Welcome Workshops and content to a virtual platform through the pandemic and has begun to again offer in-person Welcome Workshops and provide in-person training to workshop presenters.</li> <li>• CLBC facilitators continue to support individuals and families with transitions on a one-to-one basis.</li> <li>• CLBC staff continue to work with the Ministry of Children and Family Development (MCFD) staff to support youth and family transitions, particularly those in the care or guardianship of MCFD.</li> </ul>

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

#	Direction	Sub-goal	Status
		Working collaboratively with individuals, families, MCFD, and other partners to understand transition related challenges and identify further improvements	<ul style="list-style-type: none"> <li>At the provincial level, CLBC and MCFD staff meet on a monthly basis to discuss ongoing changes in MCFD's service delivery, including its four pilot Family Connection Centres.</li> <li>At a regional level, CLBC and MCFD offices continue to collaborate on transitioning youth, including youth in care.</li> <li>CLBC and MCFD, along with other Ministries and Crowns, are working together to review the youth transition process.</li> </ul>
		Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups	<ul style="list-style-type: none"> <li>CLBC completed revisions to its forecasting model in 2020/21 to improve caseload forecasting and continues to apply the model to analyze specific service and population cohort needs.</li> <li>CLBC continues to enhance the forecasting model that will enable it to more accurately predict future service needs.</li> </ul>
3	Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:	Continuing to implement new Learning, Inclusion, Friendships, Employment (L.I.F.E) services supporting individuals with all abilities to find employment that fits an individual's goals while meeting their other support needs	<ul style="list-style-type: none"> <li>CLBC continued providing information and training activities aimed at service providers interested in delivering the L.I.F.E. service and undertook procurement for new service providers.</li> <li>As part of service expansion CLBC developed new policy and guidance on the L.I.F.E service, and made changes to IT, contracting, and other internal processes.</li> <li>In advance of service expansion, CLBC rolled out training on the L.I.F.E. service with CLBC field staff.</li> </ul>
		Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness	<ul style="list-style-type: none"> <li>CLBC continues to track and monitor employment rates which were significantly impacted by the COVID-19 pandemic.</li> <li>In response to pandemic-related job loss of CLBC service recipients, and as part of BC's Recovery Plan, CLBC continues to partner with Inclusion BC to provide employment services to assist those who lost employment due to the pandemic. Employment rates are gradually climbing, a trend that is expected to continue as part of the economic recovery.</li> </ul>
		Increasing access to employment services by making measured investments in services and proactively seek opportunities to partner with	<ul style="list-style-type: none"> <li>CLBC continues to provide greater access to CLBC employment services and through its partnerships with WorkBC.</li> </ul>

Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 13, 2023

#	Direction	Sub-goal	Status
		WorkBC to support people to access WorkBC where appropriate	
4	An increased emphasis on working with the Ministry of Health and Health Authorities to identify interests, issues, and an action plan to address challenges in managing Added Care which will lead to:	A consistent, standardized, and joint approach to high intensity care needs and goals for care for CLBC clients with complex functional and medical issues	<ul style="list-style-type: none"> <li>CLBC, the Ministry of Health, regional and provincial Health Authorities, continued to discuss updates to the <i>Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities</i>. The goal of this dialogue on the Guidelines is a more collaborative and consistent approach to supporting CLBC clients with complex functional and medical issues.</li> </ul>
		The provision of appropriate services and supports for CLBC clients with complex functional and medical issues	<ul style="list-style-type: none"> <li>At the regional level, CLBC and Health Authorities continue to work together to plan for and provide appropriate services and supports.</li> </ul>
		Consistent alignment with Ministry of Health policies	<ul style="list-style-type: none"> <li>CLBC has continued to work closely with the Office of the Provincial Health Officer (PHO) to ensure CLBC alignment with public health guidance and worked closely with the PHO to support the early vaccination of CLBC-eligible individuals.</li> <li>CLBC and a Deputy Provincial Health Officer continued to provide regular information sessions about COVID-19 for self-advocates, families, Home Sharing providers, and service providers.</li> <li>CLBC worked with and continues to work with the PHO and Ministry of Health in relation to mandatory vaccination of CLBC staff and staff of service providers.</li> </ul>
5	Improve services to people with complex needs, by:	Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels	<ul style="list-style-type: none"> <li>CLBC continues to work at strengthening collaboration with external partners at both the local and regional levels to improve services to people with complex needs. For example, as MCFD transforms its service delivery system, attention is being paid to the transition of youth with complex needs.</li> <li>CLBC continues to work with its partners to address the needs of vulnerable individuals who may have experienced isolation and related challenges during the pandemic.</li> </ul>
		Continuing to build Trauma informed Practice (TIP) into policy and practice with	<ul style="list-style-type: none"> <li>CLBC continued to facilitate a Community of Practice for CLBC staff and external partners building on previous training on Trauma Informed Practice.</li> </ul>

Contact: Ross Chilton, CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

#	Direction	Sub-goal	Status
		CLBC staff and external partners	<ul style="list-style-type: none"> <li>During the pandemic the Community of Practice shifted its support to its members to address pandemic-related concerns over isolation, mental health, substance use, and other related issues and it continues to discuss these issues in pandemic recovery.</li> <li>CLBC developed procedures that integrate a trauma-informed lens into policy review and development.</li> </ul>
		Developing solutions to improve service provision and planning for implementation	<ul style="list-style-type: none"> <li>With Lookout Society, CLBC continues to pilot a project that provides wrap around services in a step-up, step-down model. The goal of the pilot is to test the model with CLBC clients with complex needs.</li> <li>CLBC continues to work on developing solutions to improve service provision for individuals with complex needs, including work on inclusive housing, Home Sharing, the new L.I.F.E service, health, and wellness.</li> <li>As part of the work on Strategic Plan and the Re-Imagining Community Inclusion Workplan, the Health and Wellness Working Group has developed strategies to support individuals with complex needs.</li> <li>CLBC formed the CLBC Health Advisory Team (C.H.A.T.) which includes representatives from CLBC, the Ministry of Health and individuals with lived experience.</li> </ul>
6	Increasing opportunities for individuals to live as independently as they are able by:	Working collaboratively with BC Housing, Aboriginal Housing Management Association, BC Non-Profit Housing Association, Cooperative Housing Federation of BC, and the non-profit and cooperative housing sectors to include individuals in new and existing affordable, inclusive housing	<ul style="list-style-type: none"> <li>CLBC continues to collaborate with partners in the housing, community living, and broader public sectors to include individuals in new and existing affordable, inclusive housing.</li> <li>CLBC sponsored a series of workshops at the Housing Central Conference of the BC Non Profit Housing Association to continue to raise awareness of the housing needs of CLBC eligible individuals.</li> <li>CLBC also participated in the BC Non Profit Housing Association's regional R.E.N.T. conferences to promote local partnerships.</li> <li>Partnerships at the regional and local levels resulted in the allocation of affordable housing units being designated to CLBC-eligible individuals with CLBC funding support services.</li> <li>CLBC and its partners, including Indigenous-led housing associations, continue to work</li> </ul>

Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 13, 2023

#	Direction	Sub-goal	Status
			together to identify opportunities for greater collaboration.
		Working collaboratively with Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities	<ul style="list-style-type: none"> <li>• CLBC's new Strategic Plan places priority on building inclusive communities and expanding home support options for individuals.</li> <li>• CLBC hired new staff to support the RCI Workplan goals on increasing affordable and inclusive housing opportunities for individuals with developmental disabilities.</li> <li>• With Inclusion BC and others, CLBC continues to engage with individuals and families on the issue of inclusive housing to help them plan for inclusive housing.</li> </ul>

Contact: Ross Chilton, CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 13, 2023



April 16, 2021

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

Dear Dr. Prince:

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

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

You are serving British Columbians at a time when people in our province face significant challenges as a result of the global COVID-19 pandemic. Recovering from the pandemic will require focused direction, strong alignment and ongoing engagement between public sector organizations and government. It will require all Crowns to adapt to changing circumstances and follow Public Health orders and guidelines as you find ways to deliver your services to citizens.

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



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

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

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

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

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

1. Meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by:
  - a. Advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map;
  - b. Supporting a network of Community Councils that connect CLBC with individuals, families, service providers and community members at a local level and provide opportunities for Community Councils to participate in provincial initiatives; and
  - c. Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted.
2. Improve transitions for individuals and their families by:
  - a. Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports;
  - b. Working collaboratively with individuals, families, the Ministry of Children and Family Development (MCFD), and other partners to understand transition-related challenges and identify further improvements; and
  - c. Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.

3. Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:
  - a. Collaborating through the RCI Implementation Steering Committee;
  - b. Continuing to implement Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services to support individuals with all abilities to find employment that fits an individual's goals, while meeting their other support needs;
  - c. Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness; and
  - d. Increasing access to employment services by making measured investments in services, including supporting individuals who have lost their employment because of COVID-19, and proactively seeking opportunities to partner with WorkBC to support people in accessing WorkBC where appropriate.
4. Promote the health and wellness of individuals by:
  - a. Monitoring the impact of COVID-19 and collaborating with the Office of the Provincial Health Officer, WorkSafe BC and service providers to maintain and adjust appropriate essential services for the remainder of the COVID-19 pandemic and into recovery; and
  - b. Working with the Ministry of Health and Health Authorities, in collaboration with the RCI Implementation Steering Committee to identify interests, issues, and an action plan to address challenges in managing Added Care, coordination of services to individuals with multiple complex needs, and to pursue other partnership opportunities.
5. Improve services to people with multiple complex needs by:
  - a. Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels;
  - b. Continuing to build Trauma Informed Practice into policy and practice with CLBC staff and external partners; and
  - c. Developing solutions to improve service provision and planning for implementation.
6. Coordinating with partners to increase access to a range of inclusive home support options and providing opportunities for individuals to live as independently as they are able:
  - a. Working with BC Housing (BCH), Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities and to include individuals in new and existing affordable, inclusive housing;

- b. The RCI Implementation Steering Committee has prioritized housing for its short-term work plan; and
- c. Working with home sharing stakeholders to develop and implement improvements to improve the quality and sustainability of home sharing.

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

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

Sincerely,



Nicholas Simons  
Minister

April 16, 2021

Enclosure

cc: Honourable John Horgan  
Premier

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

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

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

David Galbraith  
Deputy Minister  
Ministry of Social Development and Poverty Reduction

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



April 19, 2021

Michael Prince  
Chair, Board of Directors,  
Community Living BC

Date



April 19, 2021

Barbara Carle-Thiesson  
Board Member,  
Community Living BC

Date



April 19, 2021

Katherine Bright  
Board Member,  
Community Living BC

Date



April 19, 2021

Nelson Chan  
Board Member,  
Community Living BC

Date



---

Jake Anthony  
Board Member,  
Community Living BC

---

April 19, 2021

Date



---

Marnie Larson  
Board Member,  
Community Living BC

---

April 19, 2021

Date



---

Julia Payson  
Board Member,  
Community Living BC

---

April 19, 2021

Date



---

Simon Philp  
Board Member,  
Community Living BC

---

April 19, 2021

Date



---

Patti Sullivan  
Board Member,  
Community Living BC

---

April 19, 2021

Date



---

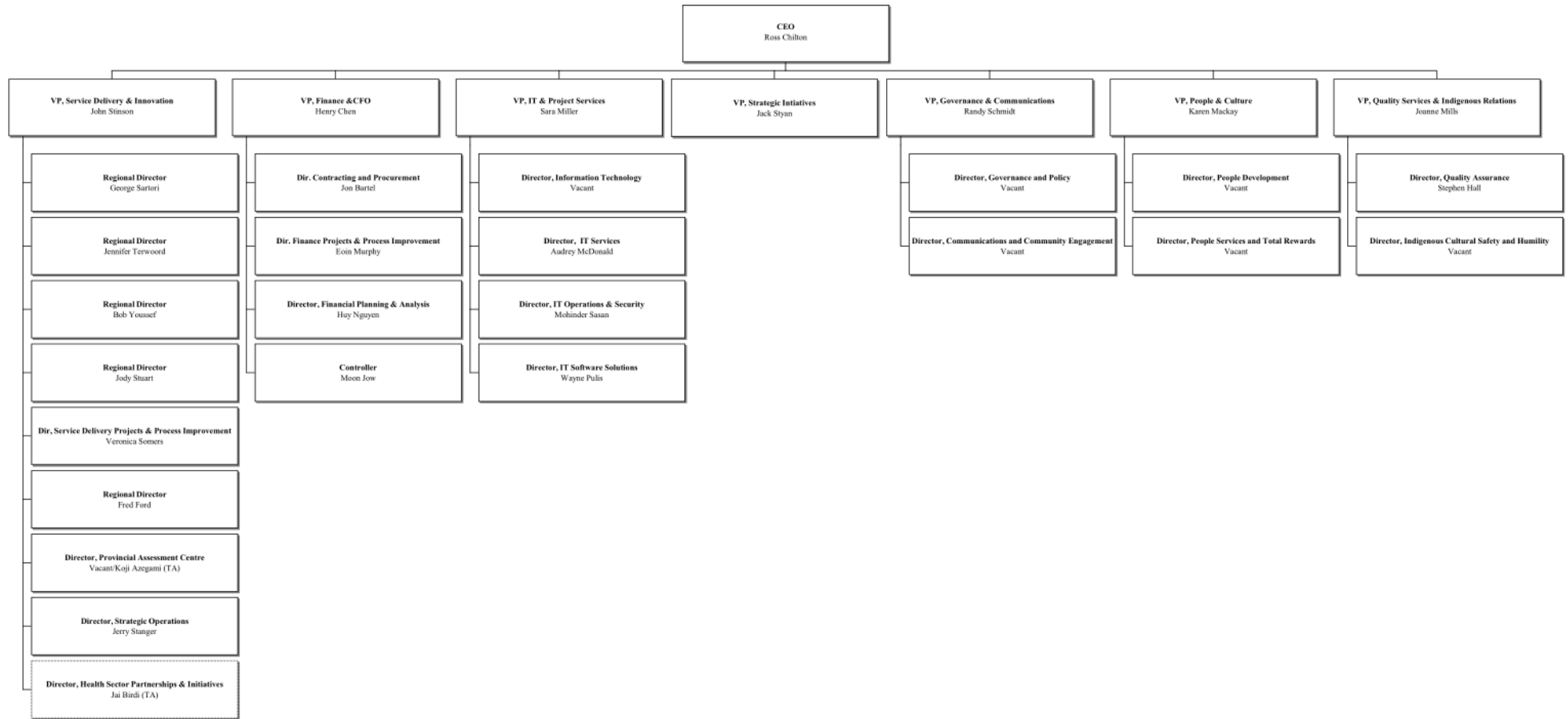
Joely Viveiros  
Board Member,  
Community Living BC

---

April 19, 2021

Date

**Community Living BC  
Head Office - Executive/Senior Management Team  
Overview**



Notes:

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**  
**CORPORATE SERVICES DIVISION**  
**PROGRAM NOTES 2023/2024**

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

- The Re-Imagining Community Inclusion Report (RCI) (Appendix I) was released on May 31, 2019, following extensive consultation about what the future should look like for supports and services for people with diverse abilities.
- The 10-year vision outlined in the RCI Report is a community-driven vision rooted in the lived experience of persons with diverse abilities. It represents the shared goals and aspirations that people with lived experience, their families, and the people, organizations and systems around them have for a more inclusive British Columbia.
- This report reflects the work undertaken by a Partnership Table of over 50 representatives from across the community living sector and will serve as a guide on our journey towards implementation.
- An RCI Implementation Steering Committee was established in February 2020 and is co-chaired by Community Living BC (CLBC), the Ministry of Social Development and Poverty Reduction, and Inclusion BC.
- The purpose of the RCI Implementation Steering Committee is to establish goals and priorities for implementation of RCI's ten-year vision through a coordinated, inclusive, and collaborative process.
- Committee membership includes self-advocates to ensure people with developmental disabilities and their families provide input. An inclusive process is key to long-term success.
- During the COVID-19 pandemic, the RCI Steering Committee met on a weekly basis, including with a Deputy Provincial Health Officer and a representative from the Ministry of Mental Health and Addictions, to provide support and share information to service providers, self-advocates and families to navigate these challenging times together. As the Province moved into the COVID-19 recovery phase, RCI members agreed to reduce the frequency of meetings as needed, with CLBC taking the lead on supporting the Committee.
- The Committee agreed to four priorities. Working Groups were established for each priority area.
- The 2022/23-2024/25 RCI Work Plan was released in December 2022. A plain

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



language summary of the RCI Work Plan is also available.

- The RCI Work Plan includes four focus work areas: develop flexible housing options, people have more and better employment opportunities, work with partners to improve access to health and mental health services, and services for Indigenous Peoples are self-defined and self-determined.

## **Budget:**

- In the original Terms of Reference for the report, RCI was limited to working within existing authorities, structures and financial realities of the community living system and budget requests were specifically out of scope.
- The RCI Implementation Steering Committee has no mandate to direct funding or funding priorities – but has informed proposals for government consideration.
- As a part of government's StrongerBC economic recovery plan, \$10 million in 2020/21 was invested to support the following initiatives over two years:
  - CLBC employment services prepare and support approximately 1,100 people CLBC serves, who lost employment due to COVID-19, to re-enter the workforce (through a \$9.7 million grant to Inclusion BC); and
  - Digital literacy support to approximately 600 people CLBC serves to enable them to work from home, increase independence and stay socially connected remotely during the pandemic (through a \$0.3 million grant to Immigrant Services Society of BC).
- In March 2022 a total of \$5.294 million in grants was provided for projects to support the implementation of the RCI Work Plan to develop:
  - flexible housing options;
  - services for Indigenous Peoples that are self-defined and self-determined;
  - more and better employment opportunities for people with disabilities; and
  - to work with partners to improve access to health and mental health services.

## **BACKGROUND:**

- In May 2018, the Minister of Social Development and Poverty Reduction (SDPR) announced RCI. This initiative engaged people with lived experience, their

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

families, and other stakeholders to develop and propose a new vision for community inclusion.

- RCI development involved a Partnership Table comprised of over 50 representatives, including self-advocates, families, service provider networks, home-share providers, Indigenous organizations, CLBC and government Ministries (MCFD, SDPR, Health). The Partnership Table held monthly working sessions from October 2018 to May 2019.
- In late 2018 and early 2019, the RCI partnered with community living agencies across the province to host a series of community consultation sessions, including: Vernon, Nanaimo, Victoria, Fort St. John, Smithers, Prince George, Castlegar, Surrey, Burnaby, and Richmond.
- Input gathered was considered alongside the work of the Partnership Table in the development of the RCI report for the Minister.
- Emerging themes around what a good future looks like for people with intellectual disabilities included:
  - Services that center on the support needs, preferences and aspirations of individuals with diverse abilities and their families;
  - Individuals with diverse abilities having every opportunity to live a full and satisfying life;
  - Communities that are welcoming, accessible and inclusive;
  - Services for community living that respond more appropriately to the needs of Indigenous People; and
  - The community living sector having stronger capacity for research, innovation and continuous improvement.
- In March 2019, the Minister of Social Development and Poverty Reduction received the Re-imagining Community Inclusion (RCI) Report, which was released publicly in May 2019.
- The RCI Implementation Steering Committee is comprised of representatives from BC People First, Community Living BC, Inclusion BC, Family Support Institute, BC Family Net, BC Aboriginal Network on Disability Society, BC CEO Network, Advocate for Service Quality, Self Advocate Leadership Network, self-advocates and family members, and staff from the Ministry of Children and Family Development and SDPR and held its first meeting on February 14, 2020.
- The RCI Implementation Committee will:
  - Identify a collaborative approach to developing the goals and priorities for implementing the RCI Roadmap;

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

- Work with RCI Stakeholders as appropriate to develop the goals and priorities for the implementation of the RCI Roadmap;
  - Establish sub-committees and working groups with associated governance and scope, as needed (e.g. Indigenous-Led Planning Working Group); and
  - Serve as a conduit and liaising body to RCI Stakeholders to promote collaboration in the completion of the above objectives.
- Engagement extended beyond the RCI Implementation Committee as the work of planning for implementation proceeded, with supporting working groups / committees being established over time.
  - The RCI Implementation Committee developed a 2022/23-2024/25 Work Plan which was released in December 2022.

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

# **Re-Imagining Community Inclusion**

# Contents

Introduction.....	3
Purpose .....	3
Use of Terms .....	3
Background .....	4
Summary of the Process .....	6
Building on Past Success.....	7
Out of scope financial and structural matters .....	8
Vision for 2028 .....	9
Guiding Principles .....	9
Exemplify human rights .....	9
Relationship and trust building across partners with Indigenous peoples .....	9
Respect the lived experience of individuals and families.....	10
Support quality of life .....	10
Focus on the person .....	10
Engage Community.....	10
RCI Roadmap: Destinations, Milestones and Steps .....	11
Road Map.....	12
Destination 1: Services are person centred and focus on the support needs, preferences and aspirations of people with diverse abilities and their families.....	12
Destination 2: Individuals with diverse abilities have every opportunity to live a full and satisfying life .....	18
Destination 3: Communities are welcoming, accessible and inclusive.....	20
Destination 4: Services for Indigenous peoples are self-defined and self-determined..	24
Destination 5: The community living sector has strong capacity for research, innovation and continuous improvement .....	25
Supporting the Next Ten Years of Success.....	26
Appendix 1 .....	30
Terms of Reference Reimagining Community Inclusion .....	30
Appendix 2.....	32
Reimagining Community Inclusion Initiative Partnership Table Members and Facilitation Team .....	32
Appendix 3.....	34
Prioritization Exercise Results.....	34

# Introduction

The Honourable Shane Simpson, Minister of Social Development and Poverty Reduction (SDPR) announced the Re-Imagining Community Inclusion Initiative (RCI) in May 2018. It was to focus on how we envision services for adults with intellectual and developmental disabilities in 10 years, the pathway forward, and how we work together to get there. The Terms of Reference are in **Appendix 1**.

A Partnership Table was established; it includes self-advocates, families, community service providers, Indigenous organizations, advocacy organizations and government. The Partnership Table represents a unique mix of perspectives and a significant opportunity for collaboration across the community living sector. A facilitator was appointed, assisted by a ministry team. Participants are listed in **Appendix 2**.

This document is our consensus report. We confirm our intention to continue working together to give life to our proposed vision and road map for community inclusion.

## Purpose

Every person with an intellectual or developmental disability has the right and should have the opportunity to live a good life to the best of each person's unique abilities and interests. We asked what more complete, more fulfilled lives might look like. We asked how the system of services and supports, in communities and across government, might evolve to achieve those aspirations within the context of the existing authorities, structures and financial realities.

We addressed the following objectives:

- ▶ To re-affirm and update our shared vision for community inclusion
- ▶ To achieve consensus on a road map to guide detailed planning for the evolution of supports and services over the next ten years
- ▶ To improve collaboration and trust, and to build robust and durable partnerships amongst the key stakeholders

## Use of Terms

The Partnership Table demonstrated the power and challenges of language in discussing disability and those who live with disability. There were differing perspectives among self-advocates, family members, and service providers. There was discussion whether the term "individual(s)" or "person (people)" was most appropriate, and discussion whether "with intellectual disability", "with developmental disability", "with diverse ability" or "with a disability" were the better ways to refer to the people we are doing this work for and with. There were many important points made: people are people so why use any other term? And, we don't want to lose sight of the people that RCI is specifically about.

Some of the topics in this paper relate directly to people who have a diagnosis of intellectual or developmental disability, Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD); some relate to people with disabilities more generally; and some relate broadly to all people, with and without disabilities, who are economically and socially vulnerable.

CLBC's first Celebrating diverseABILITY newsletter has this to say from the people on its editorial board:

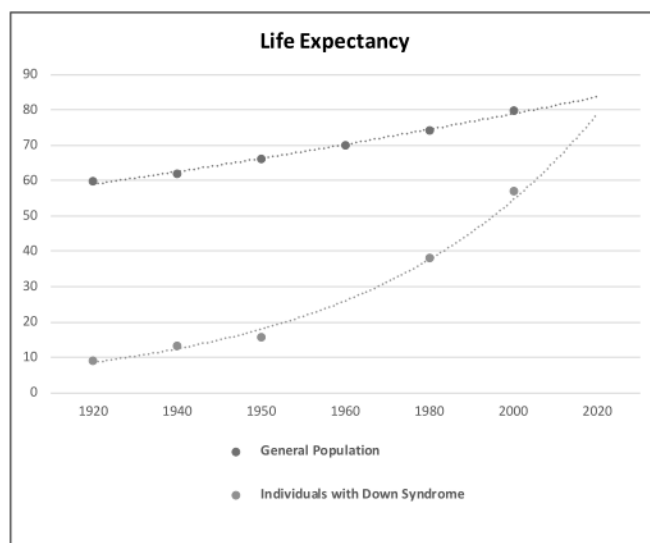
"We would like to bring your attention to two terms you will hear often in this newsletter: self advocate and diverse abilities. These words mean different things to different people. To us, the word self advocate is about having a voice and having a say about your life no matter what you have been labelled. Many of us are part of the Self Advocacy Movement and are working hard for equal rights and opportunities in our communities. Many of us are also challenging language and the use of labels. We use the term diverse abilities because it can be used for everyone. Diverse abilities focuses on all of us being different, but able."

This is our guide in this paper—understanding that there will be context-specific needs to use terms like "individuals with an intellectual or developmental disability". The language will continue to evolve over time, moving beyond the stigmatizing language of the past.

In this paper, “families” include the parents of adult children, as well as siblings, extended and chosen family members. Families are often, but not always, the primary care givers.

## Background

This report sets out the results of the RCI, including potential next steps in the journey of British Columbians with disabilities towards full community inclusion. It is important to say that this continues a long journey with many steps already taken.



## DIVERSE ABILITY

In psychological terms, people with diverse abilities are labelled as people with intellectual or developmental disabilities. Depending on the definition, it is estimated that between .05% and 1.55% of people have an intellectual disability, with 1% being the number used most often.<sup>1</sup>

Adults with developmental disabilities are living longer, healthier lives and can now expect to live about as long as most other people<sup>2</sup> For example, the graph shows how long individuals with Down Syndrome lived at different times in the past.<sup>3</sup> In the United States, the number of adults with an intellectual disability aged 60 and older was projected to nearly double between 2000 and 2030.<sup>4</sup>

## HISTORICAL CONTEXT

Until as late as the 1980s, it was practice in B.C. to place people with diverse abilities into institutions if their families could not cope. In the institutions, they were isolated and separated from their families and communities. They had no rights, had no choice in where they lived and were mostly told what to do.

Shifts toward greater community inclusion began in the 1950s when parents and families began to speak out more strongly and took an increasingly active role in shaping better options for their family members. By the 1980s, B.C. parents and advocacy groups had developed community-based alternatives to institutional placements. By 1981, the B.C. government committed to close the institutions and support people with diverse abilities to live at home and in community settings.

In 1996, B.C. became the first province to close all its institutions. Community living services emphasized support for people with diverse abilities to live, learn, participate, and contribute in their communities.

The self-advocacy movement has also been growing since the 1970s. In part, self-advocacy involves people with diverse abilities asserting their rights as full citizens, speaking for themselves and making decisions about their own lives without undue influence. In part, it reflects their growing expectations to have choices, to live in community and to have inclusive educational, employment, and other opportunities.

<sup>1</sup> McKenzie, Katherine, Milton, Meagan, Smith, Glenys, Ouellette-Kuntz, Hélène. Systematic Review of the Prevalence and Incidence of Intellectual Disabilities: Current Trends and Issues. Current Developmental Disorder Reports, 3, 2016, p. 104–115.

<sup>2</sup> Crawford, Cameron. The Employment of People with Intellectual Disabilities in Canada: A Statistical Profile, Institute for Research and Development on Inclusion and Society, 2011.

<sup>3</sup> Adapted from Lane, A. M., Hirst, S. Growing Old with a Developmental Disability, International Federation on Ageing, May 2012

<sup>4</sup> Tinglin, Carolyn C. Adults With Intellectual and Developmental Disabilities: A Unique Population, Today's Geriatric Medicine, 6 No. 3, p. 22.

By 2001, the B.C. government was concerned with increasing pressures on community living services such as rapid growth; reduced availability of funds; the Munroe settlement and corresponding labour accords; changing economic priorities; and the evolving expectations of families and communities with respect to the design of and access to services.<sup>5</sup> There were also concerns that the service system focused too much on funding and placing people in programs, and not enough on meeting the unique needs of individuals. Services were criticized for restricting access; limiting self-determination; reducing opportunities to develop personal relationships; and reducing people's ability to participate in their citizenship.<sup>6</sup>

After extensive public consultation, government established the **Community Living Transition Steering Committee** to explore potential service changes. The Steering Committee put forward 59 recommendations that resulted in Community Living BC (CLBC) being formed in 2004. The Steering Committee envisioned a system of community living supports that:<sup>7</sup>

- ▶ Sees individuals with a disability as full citizens in their community
- ▶ Honours and encourages their contributions
- ▶ Places trust in the capacity of individuals and families to lead their own lives effectively...to meet the challenges they face...and to develop their own support systems
- ▶ Builds the strength of individuals and the resilience of families to move away from dependence on government services
- ▶ Is built upon the premise of respecting the decisions of individuals and families
- ▶ Builds capacity in communities that recognizes and values the contribution of people with diverse abilities
- ▶ Provides support to individuals and families when they need that support

---

## CLBC Vision – Service Plan 2005

---

Children and adults with developmental disabilities, supported by family members and friends, will have the opportunities and supports needed to pursue their own goals and participate as full and valued citizens in their communities.

---

The Steering Committee also spoke about an approach in which services are just one means by which people are supported to contribute as citizens; that shifts away from the supply of programs to more flexible supports; that ensures individuals and families have choice in how they meet their unique challenges, including individualized funding; and that represents the highest and best use of government funds with greater accountability and increased value for money.

Building out of these principles, CLBC's first Service Plan talked about the development of innovative supports and services that are better tailored to meet the needs of individuals and families, including:<sup>8</sup>

- ▶ Greater community involvement in shaping and carrying out public policy, including governance
- ▶ Increased flexibility and accountability in how personal support plans that identify individual and family goals and support requirements are developed and implemented

Since the establishment of CLBC, there have been many advances made and lessons learned. Some of the original thinking proved not to work as expected. For example, while CLBC offers individualized funding as an option, many families found the work involved in hiring and managing staff was onerous, and many preferred using agency-funded supports.

In 2016 CLBC undertook a stakeholder engagement process in order to develop its new Strategic Plan. Groups consulted included self-advocates, families, advocacy groups, service providers, staff, and many others. A new vision was established based on significant input from self-advocates.

<sup>5</sup> Discussion Paper on Community Living Services, MCFD, 2001.

<sup>6</sup> Community Living BC Service Plan, 2005/06 – 2008/09, p. 8.

<sup>7</sup> A New Vision for Community Living...a vision of choice and change, Community Living Transition Steering Committee, 2002, p. 2.

<sup>8</sup> Community Living BC Service Plan, 2005/06 – 2008/09, p. 12.



---

## CLBC Vision – Service Plan 2016

“Lives filled with possibilities in welcoming communities.”

---

Some of the priorities within the current strategic plan include:<sup>9</sup>

- ▶ Better serve individuals with multiple complex needs
- ▶ Increase access to independent living
- ▶ Increase employment
- ▶ Strengthen relationships with families and individuals
- ▶ Enhance the planning experience
- ▶ Strengthen collaboration across government
- ▶ Streamline our processes
- ▶ Improve performance reporting and forecasting
- ▶ Align services offered to the current needs of individuals

In addition to CLBC, government programs specifically for people with diverse abilities include the Ministry of Children and Family Development’s (MCFD) Child and Youth with Special Needs (CYSN), the Ministry of Health’s Developmental Disability Mental Health Services (DDMHS) and Health Supports for Community Living (HSCL), and SDPR’s Services to Adult with Developmental Disabilities (STADD) transition services for youth, which is presently available in roughly half of the province. Other government programs, such as the Ministry of Education’s K-12 and Disability Assistance through SDPR, provide services for people with disabilities broadly; while others, such as the ministries of Transportation and Municipal Affairs and Housing provide services to all citizens that need to accommodate people with disabilities.

The community living system touches all parts of peoples’ lives—across the life span, from employment and education to health and housing. It touches families, service providers, advocacy and self-advocacy organizations, ministries and government crown agencies.

Leading into RCI, stakeholders identified issues and opportunities—organizational, financial, service models, human resources, innovation potential, amongst many others—that require exploration. Together, stakeholders offer a rich mix of perspectives. Working together collegially and effectively, stakeholders are well positioned to create a pathway for the future of community inclusion. This was the starting point for RCI.

## *Summary of the Process*

On May 18, 2018 the Minister met with a group of organizations engaged with community living services and supports. He advised participants of his intention to establish the RCI and invited written submissions on the proposed Terms of Reference. A number were received and carefully considered.

The initiative partnered with community agencies to host consultations in Vernon, Nanaimo, Surrey, Fort St John, Smithers, Prince George, Richmond, Castlegar, Burnaby and Victoria. Invitations to participate were broadly circulated through the Partnership Table organizations. Individuals who were unable to attend in person were able to contribute in writing or by phone. Between 20 and 60 people attended each session, including self-advocates, families and service providers. They spoke about current services as well as their longer-term aspirations. While many themes were shared across these sessions, we also heard about regional differences and received many ideas. This input helped to inform the work of the Partnership Table and this paper.

---

“Working together for six months straight has been great. I’ve learned a lot from this group. I’m hoping this work will create a brighter outlook and more positivity for the ones we need to support.”

Self Advocate Member of the Partnership Table

“My husband and I give workshops and we have a saying – we are stronger when we sing together!”

Self Advocate Member of the Partnership Table

---

<sup>9</sup> Community Living BC Strategic Plan 2017-2020, p.2.

The Partnership Table met for six full-day sessions, from October 2018 through March 2019. The sessions were hosted by the facilitation team. The table had over 50 members plus alternates, including 14 self-advocates, and 12 family members. A Steering Committee advised the facilitator.<sup>10</sup>

Several working groups took on tasks between sessions. They contributed to the Partnership Table conversations and provided additional input into drafts of the report. The topic areas were:

- ▶ Housing
- ▶ Self-advocacy and family leadership
- ▶ Community engagement and development
- ▶ Workforce training and development
- ▶ Truth and reconciliation
- ▶ Eligibility for services and supports
- ▶ Healthcare
- ▶ Affordability and financial security

The facilitation team prepared draft documents for review and ultimate approval.

## *Building on Past Success*

The Partnership Table started its work with a discussion of what has been accomplished since the institutions closed, and of some of the newer developments in community inclusion. Additional observations were made by community consultation participants and representatives of organizations represented at the Partnership Table.

This initiative is well-timed. Supports and services have come a long way since the institutions closed—a community-based service network has grown. CLBC has established itself and progress continues in such areas as: opportunities for employment, transitions planning, inclusive education

at the post-secondary level; new service offerings including employment, learning, friendship and inclusion; and support for more independent living options.

The self-advocacy movement, established forty years ago, grew and matured. An additional support service for youth in transition, STADD, was established by SDPR in 2013. Legislative achievements include Adult Guardianship, Representation Agreements and, more recently, the Poverty Reduction Act and TogetherBC plan. The province has endorsed the UN Convention on the Rights of Persons with Disabilities.

People with diverse abilities are more visible in communities, and stigma is being challenged. They are marrying and having families. Financial resources, such as the Disability Tax Credit and the Registered Disability Savings Plan, have been created. The treatment of income and assets has improved.

A variety of changes are underway. To cite only a few examples: there is a focus on Trauma Informed Practice. CLBC has begun to provide services on reserve. CLBC and Inclusion BC have developed a housing strategy. Participation in employment has increased. In addition, there are broader government initiatives, related to poverty reduction, homelessness, housing and potential accessibility legislation that will help support this sector.

We can build on many accomplishments, applying a contemporary understanding of disability and responding to the evolving needs and aspirations of people with diverse abilities and their families. There are new opportunities and much yet to do.

---

### **RCI Scope**

The initiative is...intended to work within the existing authorities, structures and financial realities. The topics of disability assistance rates, accessibility legislation, and the upcoming poverty reduction plan may form part of the discussions; however, as they are being addressed by other means, they largely exceed the scope of this initiative. Budget requests are out of scope.

---

<sup>10</sup> Members of the Steering Committee: Michael McLellan, president, BC People First; Seonag Macrae, CEO, Community Living BC; Karla Verschoor, executive director, Inclusion BC; Angela Clancy, executive director, Family Support Institute; Neil Belanger, executive director, BC Aboriginal Network on Disability Society; Janice Barr, board member, BC CEO Network; Michael Lord, then Jonathan Dubé, assistant deputy minister, SDPR.

## *Out of scope financial and structural matters*

Many families, self-advocates and service providers expressed concerns that touch a wide range of British Columbians in need, but that largely exceed the scope of the RCI. Although these issues are beyond RCI's scope, they were mentioned often enough to indicate they are important parts of a 10-year vision for community inclusion.

The B.C. government has several broad initiatives underway that touch on these concerns, including: the Poverty Reduction Strategy; the Homelessness Action Plan; a team of accomplished academics to apply a guaranteed income lens in the B.C. context; a housing strategy; and exploring options for provincial accessibility legislation.

RCI shares these concerns with SDPR to be shared with other ministries as needed. This will ensure that they are considered within these broader initiatives, and as policy evolves to continuously reduce barriers and increase opportunities by:

- ▶ Increasing disability assistance rates and health supports provided through SDPR
- ▶ Increasing or eliminating the disability assistance earnings exemption
- ▶ Increasing funding for families who are the first line of care and providing funding at the same level as home share providers. Families in every community raised this request, as did members of the Partnership Table. It would support individuals better to stay at home if that is their preferred living arrangement, and would relieve pressures on families themselves. They also note this would help to relieve pressure on other residential options
- ▶ Increasing funding for affordable, inclusive housing
- ▶ Increasing home care, specialized mental health and addictions treatment, and specialized assessment and diagnosis
- ▶ Increasing transportation options
- ▶ Expanding the eligibility criteria for CLBC and other services
- ▶ Testing the concept of a living wage or guaranteed basic income
- ▶ Benchmarking, analyzing market competitiveness and indexing CLBC funding levels against cost-of-living (e.g., for supported living and home-share supports)

In line with the scope of the RCI, we have not examined whether the existing authorities or structures are adequate or appropriate. We have focused on ways for all parts of the system of services and supports to work better together.

While some of the comments and ideas we heard had significant funding implications, we also heard there is scope and opportunity to adapt and evolve policies, supports and services and make meaningful progress in the direction envisioned.

# Vision for 2028

People with diverse abilities thrive fully and equally with everyone.

## Guiding Principles

At its most basic, community inclusion means that people with diverse abilities live and participate in their communities.

The UN Convention on the Rights of Persons with Disabilities (UNCRPD) was ratified by Canada with B.C.'s support in 2010 and takes community inclusion a step further.

The UNCRPD is about the right of every person with a disability to equality and non-discrimination. It calls on countries to ensure non-discrimination in areas such as respect for home and family, education, health, employment and access to services. It also sets out things countries should do to make sure that people with disabilities fully enjoy their rights under the UNCRPD.

Article 19 of the UNCRPD, that specifically addresses community inclusion, creates the right of all people with disabilities to live independently and be included in the community.

Building on the UNCRPD, the United Nations Declaration on the Rights of Indigenous Peoples, the Canadian Charter of Rights and Freedoms, Federal Human Rights Act and the BC Human Rights Act, the Partnership Table adopted the following principles to guide its work. The Partnership Table recommends that they guide the work that follows to give life to this vision.

### *Exemplify human rights*

Inclusion recognizes and supports the rights of people with diverse abilities.

### *Relationship and trust building across partners with Indigenous peoples*

Inclusion means that we recognize and honour the diverse history, traditions and cultures of Indigenous peoples, and address the profound impacts of past and current harms.

---

#### UNCRPD Article 19

Living independently and being included in the community

States Parties to this Convention recognize the equal right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community, including by ensuring that:

- (a) Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;
- (b) Persons with disabilities have access to a range of in-home, residential and other community support services, including personal assistance necessary to support living and inclusion in the community, and to prevent isolation or segregation from the community;
- (c) Community services and facilities for the general population are available on an equal basis to persons with disabilities and are responsive to their needs.

---

We acknowledge the UN Declaration on the Rights of Indigenous Peoples (UNDRIP), Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples, and the final report and Calls to Action of the Truth and Reconciliation Commission of Canada.

## *Respect the lived experience of individuals and families*

Inclusion means that people with diverse abilities and their families participate in the governance, service design, planning, and policy decisions that affect the services upon which they depend. Services and supports respect and incorporate their cultures.

## *Support quality of life*

Inclusion means having a good quality of life, which is more than providing for basic needs and safety. It includes belonging, a focus on relationships, and opportunities for meaningful contributions by everyone. All aspects of public policy incorporate a commitment to inclusion and quality of life.

## *Focus on the person*

Inclusion means that people with diverse abilities and their families can select the help that they need to have a good quality of life. There are enough of the right services. Services continue to adapt to evolving requirements and expectations.

## *Engage Community*

Inclusion calls for changes in community to embrace disability as a welcome form of diversity instead of a stigmatizing difference.

# RCI Roadmap: Destinations, Milestones and Steps

## **Destination 1 (page 12)**

Services are person-centred and focus on the support needs, preferences and aspirations of people with diverse abilities and their families.

### **Milestone 1.1 – Better services for individuals**

- (a) Provide simple and dignified access to supports
- (b) Enhance person centred planning and services
- (c) Strengthen natural support networks
- (d) Develop flexible housing options

### **Milestone 1.2 – Better supports for families as caregivers**

- (a) Reduce barriers to services
- (b) Provide tools and supports

### **Milestone 1.3 – Better coordination of services across ministries and the life-span**

- (a) Added care
- (b) Seamless life transitions
- (c) Complex needs

## **Destination 2 (page 18)**

Individuals with diverse abilities have every opportunity to live a full and satisfying life

### **Milestone 2.1 – People with diverse abilities are prepared for an inclusive adult life**

- (a) Increase disability content in the K-12 curriculum
- (b) Increase K-12 capacity to accommodate people with diverse abilities

### **Milestone 2.2 – People with diverse abilities have more and better opportunities for employment**

- (a) Continue efforts to improve education and awareness on the benefits of employment
- (b) Improve linkages and access to employment programming
- (c) Prepare individuals for the work force

### **Milestone 2.3 – People with diverse abilities have better opportunities for post-secondary education and life-long learning**

## **Destination 3 (page 20)**

Communities are welcoming, accessible and inclusive

### **Milestone 3.1 – Supports and services recognize the importance of preserving relationships and community connections in a person's life**

- (a) Better support engagement with friends and community

- (b) Better support intimate relationships
- (c) Recognize the importance of relationships in service delivery
- (d) Be there for people who do not have natural supports

### **Milestone 3.2 – The needs of people with diverse abilities are reflected in broader government initiatives and policies**

- (a) Encourage BC Transit and regional and local transit authorities to consider transit options
- (b) Improve access to health services
- (c) Improve access to mental health services
- (d) Leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities
- (e) Support community development and broader engagement in community inclusion

### **Milestone 3.3 – People with diverse abilities exercise their full rights and citizenship**

- (a) Support self-advocacy
- (b) Improve awareness and access to services by diverse communities
- (c) Better support equitable participation in the justice system

## **Destination 4 (page 24)**

Services for Indigenous peoples are self-defined and self-determined

### **Milestone 4.1 – Services for Indigenous peoples are evaluated from an Indigenous led perspective**

### **Milestone 4.2 – Culturally safe services are available for Indigenous peoples**

### **Milestone 4.3 – Non-Indigenous services are more culturally responsive and appropriate when accessed by Indigenous peoples**

### **Milestone 4.4 – Coordination is improved**

## **Destination 5 (page 25)**

The community living sector has strong capacity for research, innovation, and continuous improvement

### **Milestone 5.1 – There are more opportunities for research and evaluation**

### **Milestone 5.2 – The people and organizations involved in community living are better able to innovate, adapt and deliver**

# Road Map

Participants in the RCI Partnership Table and community consultations envisioned several specific outcomes that will indicate success in achieving the overarching RCI vision. People with diverse abilities:

- ▶ Enjoy living in welcoming communities, including rural and remote, with enriching friendships and relationships, and with engagement in all aspects of life
- ▶ Are as self-determined and independent as they need and wish
- ▶ Have full opportunities for learning, life transitions, access to healthcare, work, and engagement in the social, cultural and spiritual life of the community
- ▶ Have incomes that can afford a good quality of life, including housing choices, and adequate supports for their families and caregivers
- ▶ Can choose from among flexible, accessible, timely and appropriate supports and services

Indigenous peoples and communities will also shape the services and supports they need, and services are provided in a culturally appropriate way.

Here are the key milestones and destinations that RCI participants believe need to be reached over the next ten years in support of these outcomes and the RCI vision.

## *Destination 1: Services are person centred and focus on the support needs, preferences and aspirations of people with diverse abilities and their families.*

Demographic changes are both increasing and changing the need for services. There are more people heading towards adulthood. More adults are living into their senior years; they need appropriate care that does not disrupt the relationships and community connections that have developed over a lifetime. Aging families want clarity and certainty about what will happen when they can no longer provide care.

The mix of disability is changing. The number of children diagnosed with ASD in Canada is growing from 3.5 to 5.0 cases per 1,000 people in 2003 to 15.7 to 19.6 in 2015, depending on the province. In B.C., the overall prevalence of ASD in 2015 was 14.7 per 1,000 children aged 5-17.<sup>11</sup> The numbers of people with a diagnosis of FASD are underreported, for example, because of stigma around alcohol consumption, lack of access to assessments and parents not wanting to reveal that a condition may be alcohol related.<sup>12</sup> Increasing numbers of people are aging and experiencing changing support needs. Increasing numbers of young adults with complex needs are entering the system.

Generational changes are placing new demands on services. Youth graduating from high school have experienced inclusion in their school and community. Their aspirations for adult life include broader and more typical expectations. Young adults expect and have the right to live independently and to work, like anyone else. They are actively pushing their own boundaries, driving the need for an inclusive environment and services that better support them.

Self-advocates and families hope that we move away from the experience of receiving services as carrying stigma, and from policy that sometimes seems grudging or punitive. They are frustrated by bureaucratic complexity. They would welcome administrative systems that are simpler, respectful, more personal and helpful.

We heard about changes that both people with diverse abilities and their families would like to see in the services themselves, as well as the need for changes in service delivery culture that would support a more flexible, responsive and person-centred approach.

<sup>11</sup> Autism Spectrum Disorder among Children and Youth in Canada 2018, A Report of the National Autism Spectrum Disorder Surveillance System. Public Health Agency Canada, 2018.

Provinces and territories that report historical data: Newfoundland and Labrador, Nova Scotia, New Brunswick, Prince Edward Island, Quebec, British Columbia, and the Yukon.

<sup>12</sup> <https://www.vchri.ca/stories/articles/2018/05/01/fetal-alcohol-syndrome-sometimes-misdiagnosed-and-under-reported-due>

## MILESTONE 1.1: BETTER SERVICES FOR INDIVIDUALS

People with diverse abilities and their families want services to be more person-centred.

A central aspect of person-centred services entails involving people with diverse abilities and their families as equal partners in planning and decision-making processes, so that services reflect their individual goals and needs. We heard the expectation that government and service delivery organizations be required to include them. These expectations are increasingly seen through the lens of rights and citizenship.

Person-centred services provide flexibility in the range of available supports, how they are allocated and how they are funded, so they can be best shaped to meet individual needs. For example, more flexible residential options would help to better meet independence goals. People with diverse abilities and their families want a more holistic approach to services.

Service providers are thinking about how to design new support models and develop new skills to adapt to changing needs and expectations, and they need to invest in change. They want to be recognized and supported to participate in community engagement and development work that will improve the lives of people with diverse abilities in their communities. They desire new strategies to address chronic challenges, such as attracting and retaining employees and home share providers and developing housing options.

While CLBC reports positive feedback in recent surveys, families and service providers in the community consultations expressed the wish that the allocation of supports become less crisis-driven and more proactive.

Families and individuals report scarcity and difficulty in accessing specialized health care supports and experience the delivery of these services as disjointed and inconsistent across health authorities.

They need timelier and less costly access to assessment and diagnosis, which is often the first step in accessing the services they need.

People with diverse abilities and their families want planning and supports to become more proactive, timely, flexible, responsive to personal needs and

interests, adaptable to changing circumstances, and seamless across life transitions. They said planning should be continuous and adaptable over a lifetime, not a one-time exercise. They also see a plan not as an administrative instrument, but a foundational support to a good life. Self-advocates and families said plans should consider:

- ▶ Is it best for the person?
- ▶ Is it voluntary?
- ▶ Are the right supports in place?
- ▶ How will the “right” supports change over time?

Some individuals do not have families or natural networks and may rely heavily on services. The system needs to improve its support and advocacy for them and to assist them to create natural supports.

Some families and service providers express concern that the principle of “least intrusive services” can be a rationale for offering minimal service. Its purpose is better understood to minimize unnecessary limitations on self-determination and personal freedom. Services may range from “a light touch” to very intensive; it is important to get “the right touch.”

There was a call for greater certainty, consistency and transparency with respect to the services and funding that is available to families, and to ensure equity and parity in the system.

### a. Provide simple and dignified access to supports

- ▶ “Map the journey,” including core services for people with diverse abilities, disability assistance, and health services related to living with diverse abilities. Apply trauma-informed and intersectional lenses. Use this work to inform other actions under this destination
- ▶ Coordinate and reduce duplication across government in eligibility processes and requirements and avoid people having to retell their story
- ▶ Better align eligibility requirements, simplify reporting, reduce administration, increase choice, ensure the process is respectful of individuals, and reduce stigma, across all ministries and authorities



- ▶ Make it easier for people to obtain the information they need to access assessments, supports and services
- ▶ Develop a “no wrong door” approach: all parts of the service system throughout B.C. are aware of services, know how and where to make referrals, and have the time to do so
- ▶ Complement electronic application and reporting by providing more direct and supportive in-person interactions and offer outreach strategies that would help individuals and families access services
- ▶ Explore forms of expedited access, including auto-enrollment, to as many benefits as possible to reduce complexity
- ▶ Create certainty with respect to what supports and funding will be available and when.

#### **b. Enhance person-centred planning and services**

- ▶ Include people with diverse abilities and families more extensively in service and system planning. A person-led approach is essential to ensuring that needs, goals and outcomes are individual.
- ▶ Ensure that individuals themselves are full participants in their own planning.
- ▶ Ensure that the planning process is easy, reducing the need to repeat their story; that plans are as comprehensive as needed; and that plans change over time. Recognize that plans may not be needed or desirable for all aspects of life.
- ▶ Ensure that the individual’s family and community context is considered.
- ▶ Ensure that services support engagement and participation and maximize self-determination and independence. Ensure that services shift from custodial to participatory.
- ▶ Ensure that privacy policy does not create unnecessary barriers to information sharing.
- ▶ Develop proactive and collaborative protocols, planning and problem-solving.
- ▶ Ensure smooth transitions as they occur.
- ▶ Provide service providers increased mandates and flexibility to develop and deliver more skilled, holistic and effective services; evaluate and

reduce barriers to flexibility and innovation (e.g., in contracting and funding models, etc.)

- ▶ Build on existing good practice in the system, including those of CLBC, MCFD and STADD; and ensure that effective and supportive planning occurs across the life span and anticipates transitions wherever possible.

#### **c. Strengthen natural support networks**

People with diverse abilities should have a natural network of support around them. This can reduce the services needed, increase capacity and the overall quality of life, and provide the individual with greater safety and financial security.

- ▶ Encourage, empower and support people with diverse abilities to create or broaden informal networks, including friendships, social relationships and community connections.
- ▶ Encourage, empower and support families to broaden their informal networks.

#### **d. Develop flexible housing options**

---

“I live in an apartment that is safe, modern, accessible, and affordable. I know my neighbours and we spend time together. I can ask them for help if I need it. I believe we need more affordable housing, so people can live on their own, the way they want and in a safe place.”

– Surrey consultation attendee and self-advocate

“In small communities, families and care providers burn out due to lack of respite; there is nowhere for individuals to live with supports. The lack of housing and supports mean that people lose their community networks. When there’s nowhere to go in your own community, you’re moved on to a new community like furniture.”

– Castlegar consultation attendee

---

We heard, in every community, urban and rural, that housing is a foundational concern without which other development potential is constrained. We heard that affordable and safe housing stock is inadequate, as is the range of housing options. Self-advocates and families expressed strong interest in new housing developments that are mixed-income, which support community inclusion. The gap between the disability assistance housing allowance and market rents was seen to severely limit housing availability and options. RCI participants felt that increased home ownership options would also help. Some of the solutions to these issues require funding and are out of scope for RCI. The suggestions below rely more on policy and practice changes within existing resources.

- ▶ Pursue opportunities outlined in the CLBC/ Inclusion BC report, “Home is Where Our Story Begins.”
- ▶ Explore options for increasing affordability, including potential for public/private partnerships to develop home ownership options.
- ▶ Explore potential for an expanded portable rental subsidy program.
- ▶ Allow funding to follow the individual to their optimal living situation.
- ▶ Promote a more diverse housing mix, wherever possible, ensuring a mix of incomes and backgrounds.
- ▶ Apply an inclusive design lens in the location and design of housing, while ensuring that housing options are affordable.
- ▶ Provide flexibility in residential services policy to better respond to individual goals and needs as they change over the life span, including supported independent, home share, group home, and complex needs.
- ▶ Encourage and support community agencies and families to participate as investors in non-profit housing projects; develop policies and agreements that support and assist agencies to leverage assets.
- ▶ Address housing challenges for individuals aging out of MCFD youth services (e.g. availability of housing, appropriate and safe settings, acquiring references and deposits.)

- ▶ Work with community councils and agencies to build support for local housing options.
- ▶ Explore with the federal government to better enable people to use RDSPs for housing options, and on shared funding models.

## MILESTONE 1.2: BETTER SUPPORTS FOR FAMILIES AS CAREGIVERS

---

“Families are exhausted and isolated. there aren’t enough supports, so families can’t pursue their own goals, dreams, or social needs.”

– Prince George consultation attendee

“As a single mother, I rely on my elderly mother to care for my family member, which obviously is not sustainable. I have no idea what I will do when she is no longer able to provide care. Having people in home share costs the government more than it would to just offer supports to families.”

– Victoria consultation attendee

---

Families take seriously their responsibility for the care and support of family members with a disability. They express gratitude when supports fall into place. They also say they are exhausted for lack of sufficient respite, and by the constant need to search and advocate for services. They talk about exhaustion, losing jobs and not being able to attend to other family responsibilities.

There are sources of family supports and information to build upon, such as the Family Support Institute’s web-based system, STADD, and CLBC planning processes. In every community, families identified the need for even more accessible information and help to access services, especially at transition points along the life span. They want supports that are planned in advance and available when needed. Their individual expectations as expressed in the community consultations appear modest, though they say they need more than what is generally available.

There were especially strong calls for reducing cultural and geographic barriers, and for improved access to services from rural and remote communities. “Make inclusion the easy choice, not the uphill battle.”

There were calls to replace the current “deficits-based” approach to assessing need and allocating services with a “strengths-based” approach that can focus on abilities and respect for the individual’s contribution to society. Families say the current approach is demeaning and requires recipients to focus on what they cannot do.

People with diverse abilities experience significant cost and delay in obtaining assessments if these are not done before reaching adulthood. It is critical that assessments be completed during the school years, or while in MCFD care, and that the assessments follow the person.

#### **a. Reduce barriers to services**

- ▶ Improve timely access to assessments and diagnosis, and therefore to supports.
- ▶ Improve assessment access and remove barriers to those not assessed as children.
- ▶ Shift processes to allocate services to include strengths and gifts, and not solely deficits.
- ▶ Diagnoses, assessments and other records follow the person.
- ▶ Provide families with better access to information and people who can assist to make it easier to find and connect with the services and supports available to them.
- ▶ Improve advance planning and transition supports across the lifespan, including standard and respectful policies in place to support transitions.
- ▶ Develop protocols that clarify cross-government understanding of roles and responsibilities, and commitment and accountability to deliver on these.
- ▶ Increase access to the service system outside usual business hours and provide better access to 24/7 emergency supports.

#### **b. Provide tools and supports**

- ▶ Provide supports for financial planning so individuals may access all the benefits available to them (e.g. the Disability Tax Credit, Registered Disability Savings Plan [RDSP] and Registered Education Savings Plan [RESP]); support the

increasing number of individuals who are expected to be inheriting estates and provide support for estate planning.

- ▶ Provide for communications and correspondence in an accessible way (e.g. text to voice, Braille, plain language, pictures.)

---

#### **MILESTONE 1.3: BETTER COORDINATION OF SERVICES ACROSS MINISTRIES AND THE LIFE-SPAN.**

---

“I have to introduce my son and re-tell his story every time we make contact with a new government service, or transition to a new worker. I don’t understand why this should be the case. There needs to be better information sharing to reduce stress on families. Families are looking to the government for help, not for a test.”

– Nanaimo consultation attendee

“My brother with Alzheimer’s and Down syndrome got caught in a system that could not help him or understand him, and he died without dignity as a result. Nobody is collaborating. We need to get organizations talking more effectively in order to solve these kinds of problems.”

– Victoria Regional consultation attendee

---

Within government, cross-system collaboration and coordination in the provision of services to people with intellectual and developmental disabilities needs strengthening at all levels, from provincial level policy to practice in communities. Similarly, the community service network needs to forge stronger partnerships amongst themselves, with CLBC and with other ministries and authorities. Community-based agencies also have the potential to provide even better integration of services across funders and government silos.

The transition between services for children and youth and services for adults was frequently described as “falling off a cliff.” Families describe long gaps in access to ongoing education and daytime supports, resulting in lost motivation and learning. They have to fight to secure any support beyond minimal respite. Some RCI consultation participants reported having to leave the workforce in order to provide in-home care.

Both STADD and CLBC's planning (including recent enhancements) are aiding many people in this transition. However, self-advocates and families were experiencing gaps both geographically and across the life-span.

Self-advocates and families strongly support advance planning, more seamless transitions and greater availability of timely and appropriate adult supports. Improved youth-adult transitions to timely post-secondary education and other adult supports are necessary to support increased work force participation.

Families identified service areas where it is unclear which government body is responsible, where transitional issues are uncoordinated across government agencies, or where an individual needs services from multiple government bodies which are not coordinated around the individual's needs.

#### **BUILD CAPACITY FOR COORDINATION BY RESOLVING LONG-STANDING, CONCRETE CHALLENGES**

---

"Many people with complex needs are ending up in the emergency room because if there isn't a charge being laid, they don't fit into the corrections system. Youth with complex needs are ending up in shelters even though they are not the right fit for a shelter environment. Government and community partners pass the buck and won't take responsibility for these individuals."

– Fort St. John consultation attendee

"There needs to be way better support for transitions. There is an enormous decrease in support during the transition from school and MCFD services to CLBC. Parents can't work and be home to care for their young adults with disabilities; there can be gaps in support and our kids end up being isolated at home. There needs to be better collaboration between government agencies and a better bridge between childhood and adulthood."

– Vernon consultation attendee

---

There are divisions in the way that government funds and delivers services for people with diverse abilities (e.g., youth versus adult services, services delivered by different ministries and government agencies, and services delivered by community.) Structural recommendations are beyond RCI's scope. Nevertheless, RCI participants identified challenges with services that involve complex coordination of transitions or services among multiple ministries and service providers. They report gaps in service delivery due to fragmentation or lack of coordination.

Rather than recommending out-of-scope structural change, RCI is recommending an approach in which government provides explicit direction and deadlines to resolve certain long-standing coordination issues, both to build better capacity for coordination and to achieve results in these areas.

At a minimum, key deliverables in each area would include ministries and agencies:

- ▶ Clarifying and documenting roles, responsibilities and accountabilities
  - ▶ Developing or strengthening protocols to ensure coordinated service delivery and practice, provincially, regionally and locally
  - ▶ Improving knowledge and expertise
  - ▶ Providing flexibility as needed to deliver more skilled and holistic services
- 

Individuals with "Complex needs" include individuals with diverse abilities who may also struggle with a combination of mental health concerns, behavioural issues, addictions, and/or involvement with the criminal justice system. Individuals with complex needs tend to be highly self-determined, can pose a risk to themselves or others, and tend to have limited or no positive natural supports.

---

These areas include:

**a. Added care**

- ▶ Including home and community care and health services for community living.

**b. Seamless life transitions**

- ▶ Starting with transition from youth to CLBC services and continuing with transitions across the lifespan.

**c. Complex needs**

- ▶ Leveraging CLBC's current plan, including enlisting partners in the plan's development and implementation.

## *Destination 2: Individuals with diverse abilities have every opportunity to live a full and satisfying life*

### **MILESTONE 2.1: PEOPLE WITH DIVERSE ABILITIES ARE PREPARED FOR AN INCLUSIVE ADULT LIFE**

Services for children and youth with diverse abilities, for example MCFD CYSN services, were largely out of scope for RCI. Participants did not comment extensively on these services except for transitions. In every community, families spoke about the importance of the K-12 system in preparing people with diverse abilities for an inclusive adult life. Families had varying experiences.

---

"In secondary school, inclusion is lacking in terms of options for work experiences and pre-employment supports. Different organizational mandates create silos and gaps related to youth employment readiness. Employment supports need to be available in grade 10 or 11; it would benefit everyone. If we wait until 19 or later, it's too late and we are not being inclusive."

– Richmond consultation attendee

---

Families hope that the K-12 system can achieve greater consistency in preparing youth for continuing education, employment, and other aspects of adult life. They also identified a need for a stronger emphasis on life-long learning.

Families saw an opportunity to more consistently focus special needs funding on special needs. Along with other matters, this is the subject of a current review by the Ministry of Education.

**a. Increase disability content in the K-12 curriculum**

- ▶ Increase the emphasis on diversity and inclusion in the K-12 curriculum. Include the story of people with diverse abilities, the history of residential and institutional schools, bullying, leadership and the confidence of our groups, and include people with lived experience in delivery.
- ▶ Provide education and establish early norms of inclusion, in ways that help to foster friendships.
- ▶ Provide access to employment readiness in the K-12 curriculum for individuals with disabilities.
- ▶ Ensure that learning supports successful transitions to school completion and adulthood.

**b. Increase K-12 capacity to accommodate people with diverse abilities**

- ▶ Improve recruitment, retention, training and mentorship strategies for K-12 teaching teams and leadership who are qualified to work with intellectual and developmental disabilities.
- ▶ Ensure that K-12 funding that is allocated for individuals with special needs is spent for that purpose.
- ▶ Continue work to fully include people with diverse abilities into schools and ensure they are not marginalized.
- ▶ Consider accessibility improvements to structures and outdoor space and accommodation to the varied styles of learning.

## MILESTONE 2.2: PEOPLE WITH DIVERSE ABILITIES HAVE MORE AND BETTER OPPORTUNITIES FOR EMPLOYMENT

---

"Having a good job is important to me because it allows me to have my own money. It is important for me to have financial independence so that I can have freedom to make my own choices on what I need and want in my life. Whether it be paying off my cell phone bill, or going to the movies with my boyfriend. When I'm working I feel a part of my community and I really enjoy contributing."

– Surrey consultation attendee and self-advocate

---

RCI participants emphasized the importance of employment, and that employment is about real work and equal pay on real jobs. "Provide real opportunities for really rewarding work," said one self-advocate.

CLBC and WorkBC both provide employment supports for people with diverse abilities. In many communities we heard about the good work done by service providers to connect with local employers, increase the choice of jobs and build social enterprises that provide a community benefit as well as employment.

We heard there is increasing potential for and interest in employment. In addition to the economic and personal value that individuals and families attach to work, the workplace also supports community inclusion, through building friendships and social lives.

We heard there is an opportunity to increase employment. This would be supported by stronger coordination of CLBC, Work BC and service providers throughout B.C.

### a. Continue efforts to improve education and awareness on the benefits of employment

- ▶ Continue awareness efforts with families regarding the benefits of employment to people with diverse abilities, and their capacity for employment.
- ▶ Continue to encourage businesses and public-sector employers to hire people with diverse abilities.
- ▶ Continue to work with employers to promote the social benefits of employment of persons with disabilities, reduce stigma, and increase the number and diversity of job opportunities. Create easy-to-use information resources. Use and adapt proven strategies and resources.
- ▶ Continue to support people with diverse abilities through employment services provide by CLBC, WorkBC and community service providers.
- ▶ Ask the broad B.C. public sector to lead by example, including leveraging the BC Public Service Agency's disability hiring initiative.
- ▶ Leverage learning from communities and organizations that strongly embrace this work culture.
- ▶ Ensure that employment is a choice for people with diverse abilities, and is not coerced or forced.
- ▶ Research the barriers that leave employers not acting to hire people with diverse abilities.
- ▶ Support the work of the Presidents' Group by encouraging community agencies to build similar relationships with local chambers of commerce and similar business networks.
- ▶ Acknowledge and support employers that exemplify best policies and practices.

### b. Improve linkages and access to employment programming

- ▶ Clarify, communicate, coordinate and streamline access to the employment supports available through CLBC and WorkBC.
- ▶ Ensure WorkBC programs have the specialized skills and approaches to assist people with diverse abilities.

- ▶ Increase the use of specialized employment supports for individuals, including customized employment and post-employment supports.
- ▶ Leverage government's Social Impact Purchasing Guidelines (BC Bid) to promote inclusive employment.
- ▶ Support social enterprises in their roles to provide training and employment.
- ▶ Ensure employment is integrated and inclusive, not congregate in nature.

### c. Preparing individuals for the work force

- ▶ Provide opportunities for people with diverse abilities to learn basic employment and workplace skills in school and in inclusive post-secondary education.
- ▶ Aim for early (16 years) exposure to work opportunities, to improve the likelihood of success in adulthood.
- ▶ Ensure the transition to CLBC services is seamless with respect to employment.
- ▶ Explore opportunities to make internships and summer jobs inclusive.

### MILESTONE 2.3: PEOPLE WITH DIVERSE ABILITIES HAVE BETTER OPPORTUNITIES FOR POST-SECONDARY EDUCATION AND LIFE-LONG LEARNING

We heard about growing interest in education after high school. More individuals with disabilities are accessing post-secondary education. There were also calls for an increased emphasis on life-long learning.

- ▶ Work with the post-secondary sector to increase support for people with diverse abilities to access post-secondary education.
- ▶ Work with service providers, the post-secondary sector and others to promote and support life-long learning for people with diverse abilities.
- ▶ Provide people with diverse abilities with support past age 19 to accomplish the goals in their Individual Education Plan (IEP).
- ▶ Increase access and readiness to inclusive post-secondary education.

## *Destination 3: Communities are welcoming, accessible and inclusive*

People with diverse abilities and their families look forward to when disability is fully accepted as part of human diversity and humanity. They told us they want to have friends, community networks, and social lives no different from any other person. Supports remain important, but RCI participants want to see a continuing cultural shift from services as an end in themselves to services that help to overcome barriers and support choice and independence. A whole and active life is understood to be larger than services.

RCI participants with diverse abilities shared joy about close friendships, going out to shop or to a movie of their own choice, living in their own apartments and working with their colleagues at local businesses. They and their family members also talked about stereotypes, prejudices, attitudes and stigma that still can get in the way of these things. They talked about how services sometimes only kept a person occupied instead of supporting them to engage in activities of their own choosing.

---

Some Partnership Table members talked about a simple but telling and natural milestone for adults with diverse abilities...

"...they are out at eight in the evening having a drink with friends."

---

RCI participants would like to see active development and support for welcoming and inclusive communities in all aspects of decision making. They encourage governments at all levels and service providers to intentionally promote inclusion and foster welcoming communities. There was also a call for greater collaboration amongst community living organizations to promote inclusion in the greater community.

Families and individuals want supports and services to help support and sustain relationships and community connections. They also talked about how important it is to understand and plan for relationship impacts during transitions; for example, from one service provider to another or one living arrangement

to another. This includes preserving important relationships in the former environment and building relationships in a new environment. They noted that relationship impacts can differ depending on whether the change was chosen by the individual, imposed or the result of a crisis.

People with diverse abilities want education about, and opportunity for, intimate relationships and parenthood. They talked about how disability assistance policies can discourage people from marrying; for example, lower rates for two people with the "Persons with Disabilities" (PWD) designation versus two individuals living together, and lower earnings exemptions for a couple where only one person has the PWD designation versus two individuals.

RCI participants observed that some people with diverse abilities have very limited or no natural supports. They felt that a lack of natural supports should not disadvantage a person's access to services or life opportunities.

At the same time, one self-advocate provided a cautionary reminder about how important it is to respect individual choice and self-determination: "This [support for developing friendships] needs to be person-led, e.g., if someone wants to make friends. Not all people do because of differences in ability or preference. For example, some individuals on the autism spectrum may not have a desire to create friendships or are very particular about their friends. The emphasis also needs to be on the friends people choose, not those chosen by service providers or families."

### **MILESTONE 3.1: SUPPORTS AND SERVICES RECOGNIZE THE IMPORTANCE OF PRESERVING RELATIONSHIPS AND COMMUNITY CONNECTIONS IN A PERSON'S LIFE.**

#### **a. Better support engagement with friends and community**

- ▶ Create opportunities to develop and sustain friendships and social engagement, including cultural and spiritual participation.

- ▶ Support participation in recreational, spiritual, occupational, educational, cultural, arts, and other natural opportunities in the community at large to help develop friendships and support networks.

#### **b. Better support intimate relationships**

Self-advocates and others call for better support respecting sexuality, intimate relationships, parenting, and involvement with the child protection system.

- ▶ Provide better family supports for intimate and couple relationships (e.g., financial, residential, support for parenting, sustaining custody of children.) Improve strategies to prevent and address potential child protection concerns, including the provision of supports.
- ▶ Provide better education and supports to people with diverse abilities (from K-12 to adult) and their parents and families, including understanding and supporting:
  - » Sexuality, family planning, and intimate relationships
  - » People with diverse abilities who identify as members of the LGBTQ2S community
- ▶ Reduce barriers in the disability assistance system that discourage couples.

#### **c. Service delivery better supports relationships.**

- ▶ Proactively plan for relationship and community connection impacts in transitions.
- ▶ Emphasize individual choice and natural engagement with friends and community over rigid programs and keeping people occupied in service delivery.
- ▶ Support service providers to learn more about how to support relationship building and network development.
- ▶ Develop options to better support intimate relationships and friend visits in home share and group home policy.
- ▶ Provide advance notice and supports to families and others in the person's support network during transitions.



#### **d. Be there for people who do not have natural supports**

- ▶ Person-centred plans need to fully account for the needs of people who do not have natural supports in terms of the type and quality of supports provided, their reliance on support personnel, and their need for proactive assistance to develop natural support networks.

#### **MILESTONE 3.2: THE NEEDS OF PEOPLE WITH DIVERSE ABILITIES ARE REFLECTED IN BROADER GOVERNMENT INITIATIVES AND POLICIES.**

RCI participants felt there were many opportunities to improve government policies to better support accessibility and other aspects of a good, healthy life.

We heard that health and social service professionals often assumed that CLBC provides services that are, in fact, beyond its mandate.

Families were often unsure which government body provides services for various health care needs, including mental health. They talked about a scarcity of practitioners with disability expertise, as well as accessibility barriers, especially outside of the major urban centres. Participants in some communities had experienced some success accessing services through tele-health, though some Partnership Table members cautioned tele-health may not be suitable in all cases.

Families spoke about gaps in access to health services for people with complex health care needs, general practitioner services, dental services, and assistive technology supports. Some families and service providers felt that there were gaps in mental health services for people in CLBC's Personalized Supports Initiative who do not have a diagnosis of intellectual disability.

Among the most frequently mentioned was transportation, where people with diverse abilities identified very limited options in smaller communities, and, in all communities, saw availability, schedules and cost as barriers to employment and social engagement.

More generally, most government services and policies could benefit from a stronger accessibility and disability lens.

#### **a. Encourage BC Transit and regional and local transit authorities to consider transit options**

- ▶ Reduce the cost of transit for individuals with disabilities.
- ▶ Increase the availability and responsiveness of HandyDART Services.
- ▶ Increase transit coverage and frequency (e.g., where no public transit exists, and where existing schedules and routes do not accommodate work and social activity outside conventional work hours.)
- ▶ Consider the needs of people with diverse abilities in ride share policy.

---

"In Fort St. John, buses stop by 7pm and HandyDART stops at 4 or 5pm. There is no service for HandyDART on the weekends, and limited service for busses. Accessible transportation is a huge challenge – families have to buy their own wheelchair accessible vans at \$40,000 or more because there aren't wheelchair accessible taxis available."

– Fort St. John consultation attendee

"In our community, some bus stops are not accessible for people in wheelchairs. As we have many community members who have mobility issues, this can make it difficult to get from place to place. I believe the community we live in needs to be for everyone. To be a part of the community, we have to be able to get there and to get there we need safe access points."

– Surrey consultation attendee and self-advocate

---

#### **b. Improve access to health services**

- ▶ Foster and develop practitioner expertise to work with individuals, both to determine eligibility for supports and services and to provide suitable specialized care. Recognize that some disabilities are "invisible."
- ▶ Market the need/opportunity to learn about working with people with disabilities to prospective practitioners.

- ▶ Consider innovative service delivery models to support remote access to care (e.g., tele-health, where appropriate.)
- ▶ Engage with opportunities for health promotion.

#### **c. Improve access to mental health services**

- ▶ Build greater capacity for community mental health services, and better link them with families, home share providers and agencies.
- ▶ Increase focus on resilience, mental wellness, strengths-based practice, and trauma-informed practice; and, ensure we are using best practices.
- ▶ Consider including people served under PSI in Developmental Disability Mental Health Services.

#### **d. Leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities**

- ▶ Ensure that the needs and interests of people with diverse abilities are accommodated within government initiatives, including the accessibility legislation now under consideration, the Poverty Reduction Plan, the homelessness strategy, and others.
- ▶ Develop an inclusive lens in the design of safe, secure and accessible public space (e.g., street lighting, transit, etc.)
- ▶ Establish an inclusive design policy lens for B.C. government initiatives.
- ▶ Consider incorporating inclusive design requirements into legislation, codes, procurement, and other policies (e.g., housing, municipal planning, infrastructure development, etc.)

#### **e. Support community development and broader engagement in community inclusion**

- ▶ Support efforts to advance disability education and awareness within the community living system, in the government and business sectors, and with the public.
- ▶ Support volunteer-led community development work.
- ▶ Support the sector to build organizational and financial capacity to undertake and

support ongoing community outreach and engagement work.

- ▶ Explore the potential for partnerships with community facilities (such as libraries, community centres, community schools, and neighbourhood houses) to establish “hubs” where people with diverse abilities can connect and interact with each other, and with the community.

### **MILESTONE 3.3: PEOPLE WITH DIVERSE ABILITIES EXERCISE THEIR FULL RIGHTS AND CITIZENSHIP**

RCI participants spoke about citizenship as capacity for self-determination; political participation; exercising consent; being supported in making one’s own decisions; taking responsibility; and self-advocacy.

#### **a. Support self-advocacy**

- ▶ Support people with diverse abilities to register, and to exercise, their rights to vote and to participate in political life.
- ▶ Provide advocacy support and the involvement of advocates, including self-advocates, should be expected and welcomed by decision-makers and planners.
- ▶ Provide leadership training and education on sources of help and recourse. Include self-advocates in quality assurance processes. Support families to understand self-advocacy.
- ▶ Build capacity of people with diverse abilities, including increased opportunities to learn from one another; to widely share information and experience; and to ensure that their expertise helps to inform and teach professionals. Build similar capacity with families.

#### **b. Improve awareness and access to services by diverse communities**

- ▶ Assess the awareness and uptake of available supports and services by multi-cultural communities and assess the need for additional outreach (e.g., to recent immigrants and refugees.)
- ▶ Apply an intersectional lens to better understand how social constructs such as race, gender and class have a compound impact on people with diverse abilities.

### c. Better support equitable participation in the justice system

- ▶ Ensure that police, Crown and victim services have, or have access to, specialized expertise in working with victims with intellectual and developmental disabilities (during victim interviews, witness statements, testimony, etc.)
- ▶ Ensure that police, Crown, legal aid and corrections have or have access to specialized expertise in working with offenders with intellectual and developmental disabilities (such as capacity to instruct counsel, capacity to plead, issues regarding custody, etc.)
- ▶ Ensure that people with diverse abilities have access to supported decision making.

### *Destination 4: Services for Indigenous peoples are self-defined and self-determined*

---

"As workers, meeting cultural inclusion needs is a challenge. Many programs for Indigenous populations aren't set up to support people with intellectual disabilities. Here in smaller communities, funding to Indigenous programming is often inconsistent, so some programs only run on a short-term basis. We rely on friendship centres for resources. Could there be staff training that is mandatory for everyone? Training needs to be locally available province-wide."

– Smithers Consultation attendee

---

An Indigenous-led initiative is needed to build stronger supports that reflect Indigenous cultures and needs and must be designed to serve the diverse populations both in their communities and away from home.

Networks and partnerships must be further developed and strengthened with the disability community at large, First Nations, Metis and Inuit governments and organizations, and the federal government, for increased awareness and engagement potential on improving supports and services for Indigenous people with diverse abilities. The guidance and

leadership of Indigenous people and communities will support work flowing from this roadmap to address the Truth and Reconciliation Calls to Action.

It is vital to recognize and work with Indigenous people with diverse abilities, family networks, and communities to advance the work of improving supports and services.

RCI participants spoke to a need for the existing service system to be informed by the Truth and Reconciliation Commission of Canada's Calls to Action, the UN Declaration on the Rights of Indigenous Peoples, and Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples.

### **MILESTONE 4.1: SERVICES FOR INDIGENOUS PEOPLES ARE EVALUATED FROM AN INDIGENOUS LED PERSPECTIVE**

- ▶ Engage Indigenous communities to improve services both on and off reserve, and to create sustainable service delivery models.
- ▶ Develop Indigenous models for CLBC services, including financial models, that assist Indigenous communities and organizations to participate in service delivery.
- ▶ Support Indigenous-led planning, delivery and evaluation using models based on Indigenous cultures and traditions.
- ▶ Support Indigenous-led mapping of services for Indigenous people with diverse abilities and development of baseline information to support planning.
- ▶ Support relationship building between Indigenous and non-Indigenous organizations.

### **MILESTONE 4.2: CULTURALLY SAFE SERVICES ARE AVAILABLE FOR INDIGENOUS PEOPLES**

- ▶ Nations and communities determine for themselves what "culturally appropriate and safe" means.
- ▶ Recognize the unique needs and barriers of Indigenous people and communities, through increased awareness of the historical and ongoing impacts of colonialism, Indian residential schools, and Indian hospitals.

- ▶ Expand awareness of Indigenous issues in service planning and provision for CLBC services that are available at home and away from home.
- ▶ Expand awareness of CLBC services available at-home and away-from-home and improve avenues for First Nations Health Centers to become CLBC service providers.
- ▶ Provide more information to professionals and Indigenous organizations on screening and assessment processes and procedures.
- ▶ Support the promotion of cultural safety and humility training (e.g., the San'yas Indigenous Cultural Safety Training) for organizations engaged in community living services. Refer to First Nations Health Authority policy on cultural safety and humility.
- ▶ Evaluate how CLBC procurement processes may better accommodate Indigenous-led services.

#### **MILESTONE 4.3: NON-INDIGENOUS SERVICES ARE MORE CULTURALLY RESPONSIVE AND APPROPRIATE WHEN ACCESSED BY INDIGENOUS PEOPLES**

Non-Indigenous RCI participants identified measures they believe are needed to improve their knowledge and services:

- ▶ Educate everyone who provides services on the Principles of the Truth and Reconciliation Commission and its Calls to Action.
- ▶ Invest time and commitment in relationship building.
- ▶ Invest in education on Indigenous history and aspirations and learn to ensure that supports and services are safe and culturally appropriate.
- ▶ Ensure that planning includes culturally appropriate and safe services for Indigenous youth who are leaving MCFD care and accessing CLBC services.
- ▶ Explore ways to improve the alignment of assessment instruments and processes with Indigenous cultures and traditions. Ensure that B.C. is aligned with emerging research and knowledge in this area.

- ▶ Respect traditional approaches to health care, wellness, mental health, defining services and different types of interventions.
- ▶ Encourage increasing the number of Indigenous caregivers.
- ▶ Train service providers in resilience and the intergenerational impacts of trauma.

#### **MILESTONE 4.4: COORDINATION IS IMPROVED**

- ▶ SDPR and CLBC fall outside the tripartite health governance agreements between First Nations in B.C., the Province of BC (Ministry of Health) and the Government of Canada (First Nations and Inuit Health Branch, Indigenous Services Canada), which complicates coordination.

### ***Destination 5: The community living sector has strong capacity for research, innovation and continuous improvement***

The timing and scope of this initiative did not allow for a research phase or for consultation with other jurisdictions. We were struck by how little basic data is available; for example, in compiling the contextual information included in this report. The Partnership Table sees a need for a stronger focus on data collection, research partnerships, and evaluation to support future changes and innovation.

The community living sector is called upon to be innovative and creative but does not have a foundational capacity for research and development to guide its work. Not only is there a lack of primary data in Canada and B.C., there is also a lack of a framework to guide the collection and use of data in support of research and development. Where data is gathered, it is often not the data the sector needs, and is inconsistent across the sector. Current funding structures are perceived by many service providers as not offering the flexibility or incentive to innovate, and in some ways to actively discourage it.

If we are truly to reimagine and achieve greater community inclusion, we must increase the capacity of government, community organizations, post-secondary institutions, and researchers to both gather and evaluate data, and test new ideas and programs.

CLBC collects important data on quality of life for individuals and this can be measured over time. The Centre for Inclusion and Citizenship has recently received a major federal research grant that is targeted at transitioning youth and employment. Further opportunities for collaborative research, development and exploration of wise or best practice should be pursued.

#### **MILESTONE 5.1: THERE ARE MORE OPPORTUNITIES FOR RESEARCH AND EVALUATION**

All partners in the community living sector, including people with diverse abilities and their families, have a shared commitment to achieving the highest level of service and supports for people with diverse abilities. This includes a commitment to prudent and effective use of public resources, to an ongoing process of evaluation and improvement, to the recognition and adaptation to emerging needs and trends, and to learning from—and contributing to—research and policy development.

- ▶ Strengthen partnerships with universities and colleges and support targeted research and development as a foundation for improved practice and innovation.
- ▶ Strengthen policy-based research, including assessing what can be learned and adapted from other jurisdictions.
- ▶ Develop a holistic service and outcome framework including setting benchmarks, measurement, program evaluation and accountability frameworks. Develop a strategy for Indigenous approaches to program evaluation.
- ▶ Collect, share and publish data that monitors outcomes, aligned with the social determinants of health. Include assessments of the economic benefits of supports and services.
- ▶ Collect and publish service utilization data, including wait times for services, new applications, and complaints received and resolved; monitor against performance standards and targets.
- ▶ Support an Indigenous scholar to research Wise-Practice models to better understand First Nations peoples' needs and provide tools to support First Nations implementation of CLBC services.

#### **MILESTONE 5.2: THE PEOPLE AND ORGANIZATIONS INVOLVED IN COMMUNITY LIVING ARE BETTER ABLE TO INNOVATE, ADAPT AND DELIVER**

The RCI was structured, in part, to strengthen partnerships across government and within the community living sector. That process should continue and should include building the strength of the organizations as well as the knowledge and skills of the people who serve in and are served by the sector. While all organizations in the system need to “step up” in order to adapt and innovate, this work does not occur in a vacuum without resources or without continuing efforts to build and sustain a collaborative culture.

Capacity building includes ongoing community awareness, engagement, and development work by CLBC and its advisory committees, community agencies, and their boards and other volunteers. Numerous examples throughout this report also demonstrate the important value of CLBC's critical relationships with the rest of government, and of local service delivery organizations' relationships with their communities.

- ▶ Explore options to increase the role of CLBC as government's key source of expertise on intellectual and developmental disability.
- ▶ Explore options to build service provider capacity (including organizational capacity, appropriate skill sets, ability to adapt to changing needs, ability to take on new responsibilities.)
- ▶ Reflect community awareness, engagement and development roles in service delivery contracts and include them in service procurement processes.

### ***Supporting the Next Ten Years of Success***

#### **ORGANIZING OURSELVES TO SUPPORT SUCCESS**

The Partnership Table envisions this paper as the first step toward real change based on the considerations we have identified. We believe that, like any plan, the RCI Roadmap will not translate to action without there being follow up structures in place. Without commenting on how government might organize this, we believe that successful implementation and

change management will involve establishing basic structures to:

- ▶ Leverage and sustain the collaboration, diverse perspectives and new partnerships established through the Partnership Table
- ▶ Establish a clear lead for community inclusion policy, including leadership for RCI implementation, cross-government collaboration, and establishing solid linkages with wider government policy and initiatives
- ▶ Establish priorities, an accountability framework, and an implementation plan
- ▶ Plan, support, monitor, report, and evaluate implementation
- ▶ Convene an Indigenous led process to build on the work started under Destination 4.

## IMPLEMENTATION

The Partnership Table was not asked to develop a full implementation plan. We observe that an effective implementation plan would consider priorities, as well as opportunity, readiness, and the need to demonstrate momentum through near-term wins.

Appendix 3 includes the results of a rough prioritization exercise done by the Partnership Table considering importance and timing. Looking at just the top ten priorities, an implementation plan would require parallel action on multiple fronts, such as:

- ▶ Removing barriers and better responding to emerging needs
- ▶ Building capacity for research and innovation cultural shifts and new capacity within people and organizations
- ▶ Outreach and service enhancement opportunities across government

---

"I will be no one's token!"

– Self Advocate Member of the Partnership Table

---

The Partnership Table sees RCI implementation as co-creation across the community living system. Crucially, this means that people with diverse abilities are engaged meaningfully as the first voice among equals.

## ORGANIZING THE WORK

The following sections provide, at a high level, some ideas about how work (projects or initiatives) might be organized to implement the RCI Roadmap. In the tables below, milestones within each type of work are shown in priority order, understanding that the Partnership Table exercise offers only a rough guide.

### SERVICE EXPERIENCE ENHANCEMENT

This type of work involves reviewing existing service delivery processes across the system, to identify opportunities and recommend enhancements that make accessing services simpler, easier and less stigmatizing. It focuses more on how the services are delivered than on the content. The scope will cross ministries and service providers depending on the service under review.

This work would be well informed by mapping the journey of people with diverse abilities across the service system, with parallel work in the near-term to look at focused areas for improvement identified in the RCI roadmap and building on initiatives already underway. The journey map would identify additional opportunities, including potentially larger scale options that involve longer-term considerations like budget, regulatory or legislative change, or substantial change management.

In general, a service experience enhancement project might start with reviewing existing processes, and then developing options to simplify, create efficiencies, align criteria and other measures. Enhancements could include better processes, as well as changes in service delivery culture.

This type of work relates primarily to:

### Milestones

- 1.2 a) Reduce barriers to services
- 1.1 a) Provide simple and dignified access to supports
- 1.1 b) Enhance person-centred planning and services

### *Service content enhancement*

This type of work involves shifting the focus of services and programs to better support the independence, self-determination and inclusion of people with diverse abilities. It focuses on the content of the services.

A service content enhancement project might include identifying how current services support these objectives, a gap analysis and the development of options to re-tool or replace content, or shift attitudes, priorities, and culture.

This type of work links with:

### Milestones

- 3.1 d) Be there for people who do not have natural supports
- 3.2 e) Support community development and broader engagement in community inclusion
- 3.1 a) Better support engagement with friends and community
- 3.1 c) Recognize the importance of relationships in service delivery
- 1.1 c) Strengthen natural support networks
- 3.1 b) Better support intimate relationships

### COORDINATION PRIORITIES

Specific challenges have been identified involving complex coordination or transitions among multiple ministries and service providers where there have been ongoing efforts to make improvements that have not brought resolution. The Partnership Table believes that progress in these areas could be supported by having a project plan with deliverables and deadlines approved by ministers or cabinet and by requiring regular progress reports back. Key deliverables would include:

- New or enhanced protocols to establish clear and documented service and funding roles, responsibilities and accountabilities.

- Service agreements, policies and procedures to ensure coordinated policy, service delivery and practice, locally, regionally, and provincially.

This type of work relates primarily to the milestones in the table below, and the approach will also come to bear on emerging priorities as the RCI progresses. These milestones were assumed among the highest priorities and were not part of the Partnership Table prioritization exercise:

### Milestones

- 1.3 a) Added care
- 1.3 b) Seamless life transitions
- 1.3 c) Complex needs

### *Education, communication and awareness*

This type of work involves the development of education, communication, and awareness strategies that better support RCI objectives. The work would rely on communications and engagement specialists working with service delivery and policy professionals. The work would identify key communications and/or learning objectives and target audiences, link with or enhance existing avenues or develop new ones as required.

This type of work relates primarily to:

### Milestones

- 3.3 b) Improve awareness and access to services by diverse communities
- 2.2 a) Continue efforts to improve education and awareness on the benefits of employment
- 1.2 b) Provide tools and supports

### *Linking with broad government initiatives*

Several RCI objectives touch mandates that may not have a specific focus on diverse abilities. Examples include services delivered by the ministries of Education, Municipal Affairs and Housing, MCFD, Attorney General and Health as well as school districts and the health authorities. In these cases, RCI follow up, as a first step, will need to engage with the relevant ministry and explore opportunities to enhance the interests of individuals with diverse abilities within the broader context.

This type of work relates primarily to:

### **Milestones**

- 1.1 d) Develop flexible housing options
- 3.2 c) Improve access to mental health services
- 3.2 b) Improve access to health services
- 3.2 d) Recognize, leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities
- 2.3 People with diverse abilities have better opportunities for post-secondary education and life-long learning
- 3.2 a) Encourage BC Transit and regional and local transit authorities to consider transit options
- 2.1 a) Increase disability content in the K-12 system and 2.1.b) Increase K-12 Capacity to accommodate people with diverse abilities
- 2.2 c) Preparing individuals for the work force
- 2.2 b) Improve linkages and access to employment programming
- 3.3 c) Better support equitable participation in the justice system

### ***Indigenous-led approaches***

Indigenous-led work will require, as a first step, engagement with Indigenous leadership to determine the overall approach. It relates to the milestones in the table below. These were assumed among the highest priorities and were not part of the Partnership Table prioritization exercise.

### **Milestones**

- 4.1 Services for Indigenous peoples are evaluated from an Indigenous-led perspective
- 4.2 Culturally safe services are available for Indigenous peoples
- 4.3 Non-Indigenous services are more culturally responsive and appropriate when accessed by Indigenous peoples
- 4.4 Coordination is improved

### ***Building capacity***

This type of work is less about enhancing existing services and is more about identifying new opportunities. It will involve research and evaluation—understanding the environmental factors, demographics, trends and emerging practices affecting community inclusion. It will involve trying new ways of doing things and scaling up successes. It will also involve enhancing the capacity of people with diverse abilities and sector organizations.

The work will require leadership to convene and it can build on the diverse perspectives established at the Partnership Table. It will also bring in new perspectives, be open to change, and take a forward-looking perspective. The work relates primarily to:

### **Milestones**

- 5.2 The people and organizations involved in community living are better able to innovate, adapt and deliver
- 3.3 a Support self-advocacy
- 5.1 There are more opportunities for research and evaluation



# Appendix 1

## *Terms of Reference Reimagining Community Inclusion*

### BACKGROUND

Community Living BC (CLBC) was established in 2005 to provide services and supports for adults with developmental disabilities. Subsequently, there have been a variety of reviews, initiatives and improvements, including recent work to address disability issues with Indigenous communities. The community living system has stabilized to a reasonable degree, but there is an opportunity to improve working relationships and trust. This is an appropriate time to look to its future development.

To that end, on May 18, 2018, the Hon. Shane Simpson, Minister of Social Development & Poverty Reduction convened a meeting of key organizations engaged with community living services to discuss what inclusion for adults with developmental disabilities should look like in 10 years. Participants included CLBC, self-advocates, families, service provider networks, home-share providers, and advocacy organizations.

The provision of supports and services for persons with intellectual or developmental disabilities must fundamentally support the unique lives of individual persons, each with their own aspirations, capacities and needs, and in relationship with their families, peers, caregivers and communities. At the same time, it is a complex system: that meets the tests of government-funded public service; that recognizes the roles of families and community-based service providers; and that engages self-advocates and advocacy structures as essential components.

All stakeholders, including CLBC, have identified issues – organizational, financial, service models, human resources, innovation potential, amongst many others – that require exploration. They offer a rich mix of perspectives and value propositions, research and innovation. They are well positioned, working together collegially and effectively, to create a pathway for the future of community inclusion.

### PURPOSE AND OBJECTIVES

Minister Simpson has appointed a facilitator to lead a process of “Reimagining Community Inclusion.” Starting from a shared belief that every person with an intellectual or developmental disability has the right and opportunity to live a good life, across all domains, and to the best of each person’s unique abilities and interests, this process will engage stakeholders in discussions of what more complete, more fulfilled lives look like. How might the system evolve to make those aspirations a reality within the context of enabling social and economic environments?

### TIMEFRAME AND REPORTING

By March 31, 2019, provide the Minister with a document reflecting a consensus and endorsed by the Partnership Table, that provides an updated vision statement on community inclusion; a shared road map to address the design, policy and operational work required across the system of community inclusion stakeholders and supports to give effect to that vision, including projected routes and milestones; and a commitment to collaborate with one another as the new vision for community inclusion is implemented.

### ROLES, RESPONSIBILITIES AND ACCOUNTABILITY

The Ministry of Social Development & Poverty Reduction will provide advice and support to ensure the Initiative completes its work, and will advise the Minister as requested. The Ministry will be represented at the Partnership Table.

The Partnership Table will identify issues and concerns, look for areas of agreement, identify a shared vision and a road map for ongoing action, and agree to collaborate toward taking the individual and collective action needed to implement the road map.

The Steering Committee’s role is advisory, supporting the chair/facilitator in the development and management of processes and agendas that support an efficient and effective Partnership Table.

The Partnership Table will report to the Minister through the Chair. Participants are expected to share the discussions with their constituencies / memberships, as well as to reflect their organizational views. They will need to determine how to ensure they have the authority to sign on to the report to the Minister.

APPROVED BY:

A handwritten signature in black ink, appearing to read "Shane Simpson". The signature is fluid and cursive, with the first name "Shane" and last name "Simpson" clearly distinguishable.

Honourable Shane Simpson  
Minister of Social Development and  
Poverty Reduction

Date: August 29, 2018

# Appendix 2

## *Reimagining Community Inclusion Initiative Partnership Table Members and Facilitation Team*

Representation at the Table changed through the six-month period; this is a complete list of attendees for the entire process. The participants listed below include both regular Partnership Table members, and their alternates.

### BC Aboriginal Network on Disability Society

Neil Belanger  
Melissa Aird  
Evelyn Huntjens

### BC Association of Aboriginal Friendship Centres

Joanne Mills  
Leslie Varley  
Greg Anderson

### BC CEO Network

Doug Tennant  
Janice Barr  
Brenda Gillette

### BC Family Net Society

Linda Derkach  
Anita Dadson  
Susan Waldie  
Frank Reimer  
Marcella Baldwin

### BC Government & Service Employees Union

Andrea Duncan  
Selena Kongpreecha

### BC Home Share Providers Association

Mary-Lou Fedora  
Pat Cleave  
Michelle Holt

### BC People First

Michael McLellan  
Ariel Pavic  
Jo-Anne Gauthier

### Centre for Inclusion and Citizenship, University of British Columbia

Tim Stainton  
Rachelle Hole

### Community Living BC

Seonag Macrae  
Jack Styan  
Lynn Davies  
Alexander Magnussen

### Family Support Institute

Danielle Cross  
Angela Clancy  
Ernie Baatz  
Yuji Kajiwaru  
Franceska Grantzidis  
Bob Kashyap

### FASD Society for BC (The Asante Centre)

Allison Pooley  
Robyn Matthews  
Myles Himmelreich  
Stephen Sykorsky

### Federation of Community Social Services of BC

Rebecca Lang  
Karyn Santiago

### First Nations Health Authority

Derina Peters

### Inclusion BC

Karla Verschoo  
Fiona Whittington-Walsh  
Kya Bezanson

### PARCA [Provincial Association of Residential and Community Agencies]

Caroline Bonesky  
Jen Hirsch  
Paul Barnett

### PLAN Institute & PLAN

Tim Ames  
Rebecca Pauls

Provincial Advisory Committee, Community Living  
BC (CLBC)

John McCulloch  
Barbara Paciejewski  
Vicki Wang  
Victoria Stratton

Through an Aboriginal Lens (TAL) Program, Native  
Courtworker & Counselling Association of BC

Darla Rasmussen  
Sean Russell

Vela Microboard Association

Linda Perry  
Lori Cochrane

Services to Adults with Developmental Disabilities  
(STADD), Ministry of Social Development and Poverty  
Reduction

Kelly McQuillen  
Via Evangelista  
Lauren Nackman  
Lori Parsons

Ministry of Health

Kiersten Fisher  
Kelly Chirhart  
Sharon Stewart

Ministry of Children & Family Development

Emily Horton  
Tamara Kulusic  
Danielle Smith

Ministry of Social Development and Poverty Reduction

Jonathan Dube  
Michael Lord

Advocate for Service Quality

Leanne Dospital

### ***RCI Facilitation Team***

Timothy Agg  
Mark Medgyesi  
Megan Daly

# Appendix 3

## Prioritization Exercise Results

Type of Work	Destination	Milestone	Milestone Steps	Importance	Time	Total	Rank
Coordination Priority Projects	1	1.3	a) Added care	100	100	10000	1
Coordination Priority Projects	1	1.3	b) Seamless life transitions	100	100	10000	1
Coordination Priority Projects	1	1.3	c) Complex needs	100	100	10000	1
Indigenous Services	4	4.1	Services for Indigenous peoples are evaluated from an Indigenous led perspective	100	100	10000	1
Indigenous Services	4	4.2	Culturally safe services are available for Indigenous peoples	100	100	10000	1
Indigenous Services	4	4.3	Non-Indigenous services are more culturally responsive and appropriate when accessed by Indigenous peoples	100	100	10000	1
Indigenous Services	4	4.4	Coordination is improved	100	100	10000	1
Capacity Building	5	5.2	The people and organizations involved in community living are better able to innovate, adapt and deliver	25	31	775	4
Capacity Building	3	3.3	a) Support self-advocacy	16	21	336	9
Capacity Building	5	5.1	There are more opportunities for research and evaluation	16	21	336	9
Education, Communication and Awareness	3	3.3	b) Improve awareness and access to services by diverse communities	15	12	180	15
Education, Communication and Awareness	2	2.2	a) Continue efforts to improve education and awareness on the benefits of employment	10	11	110	20
Education, Communication and Awareness	1	1.2	b) Provide tools and supports	6	2	12	27
Linking with Broad Government Initiatives	1	1.1	d) Develop flexible housing options	24	21	504	6
Linking with Broad Government Initiatives	3	3.2	c) Improve access to mental health services	20	25	500	7
Linking with Broad Government Initiatives	3	3.2	b) Improve access to health services	16	20	320	11
Linking with Broad Government Initiatives	3	3.2	d) Leverage and participate in the development of broader initiatives to create more welcoming and inclusive communities	16	19	304	12
Linking with Broad Government Initiatives	2	2.3	People with diverse abilities have better opportunities for post-secondary education and life-long learning	14	17	238	14
Linking with Broad Government Initiatives	3	3.2	a) Encourage BC Transit and regional and local transit authorities to consider transit options	12	10	120	17
Linking with Broad Government Initiatives	2	2.1	a) Increase disability content in the K-12 system; 2.1.b) Increase K-12 Capacity to accommodate people with diverse abilities	7	17	119	18
Linking with Broad Government Initiatives	2	2.2	c) Preparing individuals for the work force	9	7	63	22
Linking with Broad Government Initiatives	2	2.2	b) Improve linkages and access to employment programming	8	7	56	23
Linking with Broad Government Initiatives	3	3.3	c) Better support equitable participation in the justice system	8	5	40	25
Service Development	3	3.1	d) Be there for people who do not have natural supports	21	17	357	8
Service Development	3	3.2	e) Support community development and broader engagement in community inclusion	20	15	300	13

Type of Work	Destination	Milestone	Milestone Steps	Importance	Time	Total	Rank
Service Development	3	3.1	a) Better support engagement with friends and community	8	14	112	19
Service Development	3	3.1	c) Recognize the importance of relationships in service delivery	14	7	98	21
Service Development	1	1.1	c) Strengthen natural support networks	9	5	45	24
Service Development	3	3.1	b) Better support intimate relationships	4	7	28	26
Service Experience Enhancement	1	1.2	a) Reduce barriers to services	31	31	961	3
Service Experience Enhancement	1	1.1	a) Provide simple and dignified access to supports	20	26	520	5
Service Experience Enhancement	1	1.1	b) Enhance person centred planning and services	12	11	132	16



# Re-imagining Community Inclusion: Work Plan

2022/23 - 2024/25

## *Description:*

This document outlines activities to be undertaken until 2024/25 to implement the Re-imagining Community Inclusion Initiative 10-year vision and roadmap and the context, process and participation that led to the identification of these activities.

October 2022

Prepared for the Re-imagining Community Inclusion Implementation  
Steering Committee under the leadership of:



Ministry of  
Social Development  
and Poverty Reduction





# Acknowledgments

The Re-imagining Community Inclusion (RCI) Implementation Steering Committee terms of reference include a commitment to collaborative engagement with relevant stakeholders in the development of this work plan's implementation goals and priorities, pursuing the partnerships needed to achieve our vision for community inclusion. The committee members and working group members and supporters are listed in Appendix 1.

The committee co-chairs – Ross Chilton, David Galbraith and Karla Verschoor – would like to express their gratitude for the opportunity to conduct work on the First Nations traditional territories in B.C.; and for the time and contributions of the members of the committee, working groups and supporters leading to the development of this work plan.

These individuals worked tirelessly during the spring and summer of 2021 to confirm the four priority areas and supporting strategies to move the RCI initiative forward. This is a notable achievement in the midst of personal and professional impacts of the COVID-19 pandemic and other significant challenges, including the confirmation of the unmarked graves of hundreds of Indigenous children at residential school sites, the opioid crisis, multiple devastating wildfires, the heat dome and other unprecedented climate events.

The RCI Implementation Steering Committee is pleased to release the 2022/23-2024/25 RCI Work Plan and the initial strategies identified to make progress towards achieving the 10-year RCI roadmap.

# Contents

Acknowledgments .....	2
Executive Summary .....	2
Use of Language .....	3
Priority Areas of Focus.....	5
Testing Draft Work Plan and Strategies.....	5
Why These Focus Areas? .....	7
2022/23 - 2024/25 Actions .....	8
Focus Area #1: Develop Flexible Housing Options .....	8
Focus Area #2: People have More and Better Employment Opportunities .....	10
Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services.....	12
Focus Area #4: Services for Indigenous People are Self-determined .....	14
Looking Forward .....	16
Appendix 1: RCI Implementation Steering Committee Terms of Reference and Membership List.....	18
Appendix 2: Working Group Members and Supporters.....	23
Appendix 3: Plain Language Glossary of Terms.....	26
Appendix 4: Planning Approach .....	28

# Executive Summary

The Re-imagining Community Inclusion (RCI) initiative was launched in May 2018 by the Minister of Social Development and Poverty Reduction in collaboration with community living stakeholders from across British Columbia. Extensive consultation resulted in the report, Re-imagining Community Inclusion, released in March 2019, which is a vision and roadmap for the Province over the next 10 years. The RCI initiative is intended to work towards achieving the vision where, 'people with diverse abilities thrive fully and equally with everyone'. A plain English version of the RCI roadmap can be found [here](#).

The Minister of Social Development and Poverty Reduction identified Community Living BC (CLBC) as the lead for implementing the RCI initiative, with the support of the Ministry of Social Development and Poverty Reduction (SDPR). The RCI Implementation Steering Committee was established in February 2020, co-chaired by the Chief Executive Officer of CLBC, the Deputy Minister of SDPR and Executive Director of Inclusion BC. The committee is comprised of senior executives from ministries and representatives of people who experience barriers to inclusion, families and the social services sector. As per the committee's terms of reference (Appendix 1), the purpose of the committee is to establish goals and priorities for the implementation of the RCI roadmap through a coordinated, inclusive, and collaborative process with relevant partners in the community living sector and governments.

The committee identified four priority areas for the first phase of this work plan's implementation: housing, employment, health, and services for Indigenous people. Housing, employment and health are prioritized because they are the foundation to quality lives and areas where community stakeholders identified that people face significant challenges. Services to Indigenous people is a priority because of the historical injustices identified in the Truth and Reconciliation Commission, the Province's mandate as outlined in the Declaration of the Rights of Indigenous Peoples Act (Declaration Act), and the service gaps identified by Indigenous peoples, such as through the Declaration Act Action Plan. A fifth area of work on research and innovation has been incorporated into the work plan based on the committee's belief that meaningful progress across the four priority areas will require an evidence-based approach and evaluation of activities undertaken.

The committee created RCI working groups to develop key strategies and activities to make progress towards outcomes including people and family members with lived experience and representatives from community organizations and the Province (Appendix 2). Members and supporters met regularly during the spring and summer of 2021, conducting research, consultation, analysis and planning. This resulted in the development of strategies across the four priority areas. The groups also identified indicators to track progress towards outcomes over time. Once preliminary plans were developed, they were tested with stakeholders at the Inclusion BC's *Inclusion Summit 2021: Building Awareness, Inspiring Action, Advancing Rights*.

Going forward, the committee will continue to serve dual advisory and accountability roles. Work on the strategies across the four focus areas will be led by co-chairs and include representatives from CLBC, community groups and provincial and local governments, with task forces coming together to collaborate as needed. The co-chairs of the four focus areas will provide progress reports to the committee on a quarterly basis and a progress report will be publicly released annually.

## Use of Language

The RCI roadmap published in 2019 outlines both the challenge and power of language as it relates to persons with a disability, recognizing the difference in view between those with lived-experience, families and service providers.<sup>1</sup> Diverse ability was chosen as the guiding term in the RCI roadmap, recognizing at times more specific language such as, “individuals with an intellectual or developmental disability” may need to be used for context.

This work plan uses the language from the RCI roadmap where excerpts from that report are quoted. Otherwise, it uses the term *people* to describe the people this work is about except where more specificity is required in which case *people eligible for CLBC* is used. People eligible for CLBC include those with a diagnosis of intellectual or developmental disability and/or fetal alcohol spectrum disorder or autism spectrum disorder who also need support with daily tasks.<sup>2</sup>

This approach to language is based on a Principles of Language document that was developed by the committee in consultation with the people this work is about.

---

<sup>1</sup> Re-imagining Community Inclusion, March 2019, Page 3 <https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-poverty-reduction/re-imagining-community-inclusion-march-2019.pdf>

<sup>2</sup> Web source: <https://www.communitylivingbc.ca/who-does-clbc-support/eligible-clbc-support/>

# Re-imagining Community Inclusion – Work Plan 2022/23 – 2024/25 (Summary)

People with diverse abilities thrive fully and equally with everyone.

VISION

GUIDING PRINCIPLES

- Exemplify human rights
- Relationship & trust building with Indigenous Peoples
- Focus on the Person
- Respect the lived experience of People and Families
- Support quality of life
- Engage Community

GOALS

## Focus Area 1

**Milestone 1.1 (d)** – Develop flexible housing options

## Focus Area 2

**Milestone 2.2** – People have more & better employment opportunities

## Focus Area 3

**Milestone 3.2 (b, c)** – Improve access to health and mental health services

## Focus Area 4

Services for Indigenous Peoples are self-defined and self-determined

STRATEGIES

Ensure governments, Indigenous communities and developers are informed of the need for inclusive housing in their communities

Work with partners to determine resources to support non-Indigenous housing and housing supports to be culturally safe

Work with partners to research and evaluate portable rent supplements

Increase the range of housing support options CLBC funds within existing budgets, including culturally safe options

Encourage local Municipalities to include inclusive housing in their housing plans

Engage in activities that change attitudes about people working from an early age

Ensure employment support is available for anyone

Increase culturally safe employment support for Indigenous people

Support employment services to have well-trained staff (including services delivered through Individualized Funding options)

Leverage existing opportunities that support youth to work

Engage in activities that influence employers

Work with partners to:

Establish inter-ministry table(s) for equitable, culturally safe, accessible health and mental health care for people, including Indigenous people.

Update and support service alignment with “Thriving in Community: Delegating Health Care tasks in the Community Living Sector”

Update Guidelines For Collaborative Service Delivery For Adults With Developmental Disabilities (2010)

Support the needs of aging people

CLBC will work with the Ministry of Social Development and Poverty Reduction to review the health supplement programs to inform discussions on how to better meet the needs of people eligible for CLBC services.

Explore relationships with Indigenous Partners; work in partnership on priority areas

Collaboratively develop space recognition strategy and cultural safety & humility declaration at CLBC

Develop Indigenous procurement focus at CLBC

Develop training for CLBC staff & partners to work effectively with Indigenous Peoples

Explore what Indigenous community inclusion means with Indigenous Peoples & promote across Nations, communities, providers

Prioritize connections work - especially for people without natural supports

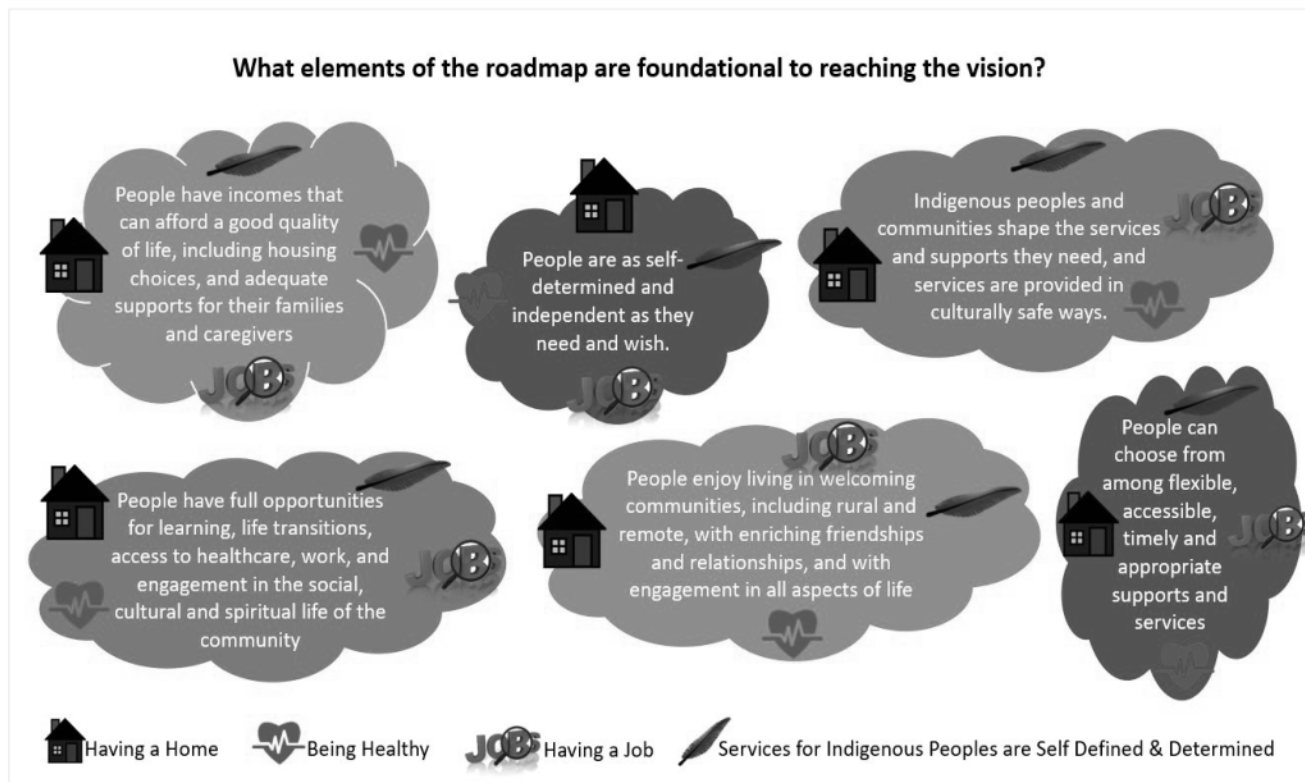
Develop “Indigenous Lens” across CLBC systems

## Focus Area 5

The community living sector has strong capacity for research, innovation and continuous improvement

# Priority Areas of Focus

The work to achieve the RCI roadmap will take at least 10 years to achieve. As such, the committee engaged in a process to determine where to start that included the input of stakeholders outside of the committee.



## Testing Draft Work Plan and Strategies

Once pathways of change, assumptions, indicators, draft activities and preliminary work plans were developed for each of the four areas, these were tested with diverse stakeholders outside of the working groups and their constituents at Inclusion BC's *Inclusion Summit 2021: Building Awareness, Inspiring Action* on October 14, 2021, which was attended by 178 people including people eligible for CLBC, their families, First Nations and Indigenous organizations, service providers and other community partners from across B.C.



Testing sessions at this event were held for the plans of each of the four focus areas where participants were asked to share what they liked, didn't like, thought was missing or had questions about. Input from testing at this event were reviewed and incorporated where possible throughout the work plan.

The stakeholder consultations and the work of the RCI Implementation Steering Committee resulted in identifying four priority areas of focus to start the work on this work plan, and the fifth focus area supports the work across all areas.

***Focus Area 1***

**Develop flexible housing options**

***Focus Area 2***

**People have more and better employment opportunities**

***Focus Area 3***

**Work with partners to improve access to health and mental health services**

***Focus Area 4***

**Services for Indigenous Peoples are self-defined and self-determined**

***Focus Area 5***

**The community living sector has strong capacity for research, innovation, and continuous improvement**

# Why These Focus Areas?

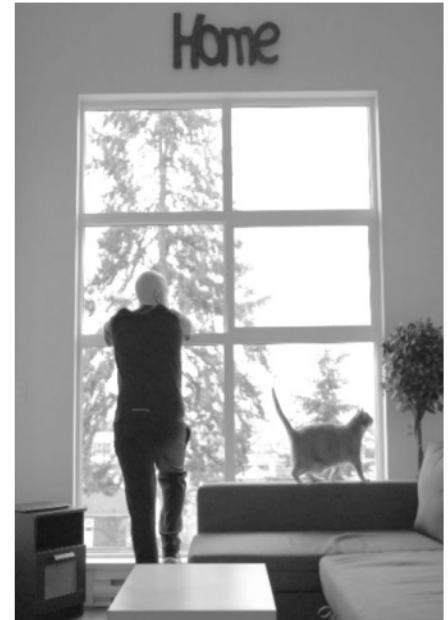
Focusing on these areas was considered the best way to start implementing RCI roadmap because of their importance in the quality of life of all people. Each of these areas is also critical to the well being and needs of specific groups facing enhanced or unique challenges including those with complex needs and those who are aging.

At the most basic level, everyone needs a place to call home where they feel a sense of belonging and connection; they need to be healthy and well enough to maintain a positive home and connections with family and friends – and to participate in the workforce if they are of working age.

When people are employed, research shows their quality-of-life increases, especially in areas that people eligible for CLBC services currently struggle more in than the general population i.e., rights and title and self determination.<sup>3</sup>

Across all areas, the rights and needs of Indigenous people must be given attention and focus. For many Indigenous people and their families and supporters, additional barriers and hardship exist due to a variety of historical and current injustices and systemic inequities. This was a key theme in both the initial prioritization work of the four working groups as they identified pathways of change and the actions that would support their achievement.

The fifth area of focus – ensuring the community living sector has strong capacity for research, innovation, and continuous improvement – reflects both a mindset and way of working that must be embedded to ensure the work we do has impact and remains relevant over time. Activities in support of this fifth area naturally emerged in the work of the four working groups and are embedded in the strategies and activities of each area as illustrated in the following pages.



---

<sup>3</sup> Source: [2019-20-CLBC-Overall-Summary-Report-June-26-2020-FINAL-with-full-appendix .pdf \(communitylivingbc.ca\)](#). Self-Determination refers to perceived ability to set goals and make decisions and choices; Rights refers to the right to privacy, ability to make choices and oppose decisions, and respect.



## 2022/23 - 2024/25 Actions

### ***Collaboration with Partners to implement these strategies is key***

Similar to the collaborative planning process of the RCI working groups, this work plan is based on the principle of inclusive collaboration. Work on the strategies across the four focus areas will be led by co-chairs and include representatives from CLBC, community groups and governments, with task forces coming together to collaborate as needed.

The co-chairs of the four focus areas will provide progress reports to the committee on a quarterly basis and a progress report on this work plan will be released to the public annually.

### ***Focus Area #1: Develop Flexible Housing Options***

An increase in flexible housing options will require work on both the availability of affordable housing, and the flexibility of support options.

The current evidence suggests both paths are essential to achieving the imagined future state or North Star which is:

#### **Desired Future State:**

*People have access to a range of inclusive housing options across their lifespan, including access to a range of supports while living in their own home with the people they choose.*

Copyright

Inclusive in the goal is the understanding that First Nations should have the ability to choose where to live, in or off reserve. Further, while a number of actions are specific to Indigenous people, the assumption is that all actions will be inclusive of Indigenous Peoples, namely First Nations, Métis and Inuit peoples.

This work must also reflect the needs of people in diverse areas of the province i.e., outside the lower mainland, and in different situations due to age, cultural backgrounds, or other circumstances.

Shelley's Story

## Strategies

The planning process indicates that the following strategies have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Ensure governments, First Nations and Indigenous organizations and developers are informed of the need for inclusive housing in their communities.
- ▶ Work with partners to determine resources to support non-Indigenous housing and housing supports to be culturally safe.
- ▶ Work with partners to research and evaluate portable rent supplements.
- ▶ Increase the range of housing support options that CLBC funds within existing budgets, including culturally safe options.
- ▶ Encourage municipalities to include inclusive housing in their housing plans.

## Programs and Activities

The programs and activities listed below will be prioritized to advance this focus area's strategies:

- ▶ CLBC will establish regional housing leads to lead planning and coordinate and support housing engagement.
- ▶ CLBC will establish practice, processes and tools to enable it to accurately track future housing needs. With the data, CLBC will produce and disseminate data on the future housing needs of CLBC eligible people. Housing stakeholders, e.g., municipalities, housing developers and providers, have indicated that good data is needed to be able to respond to peoples' housing needs. The data will also be used to enhance CLBC's planning for future housing related supports that people will need.
- ▶ Grant funding will be provided to the Aboriginal Housing Management Association for a one-year project to increase cultural safety in housing and related services. This project will engage Indigenous people to better understand and define Indigenous inclusive housing, as well as developing cultural safety educational resources and delivering training to housing providers and related organizations. The project will also map Indigenous housing that is being developed, support connections to CLBC and identify structural barriers with available housing.
- ▶ To increase the range of CLBC funded housing support options, CLBC will evaluate novel housing support models.

- ▶ CLBC and the Province will develop and evaluate portable rent supplements as a potential option to support CLBC eligible people in finding the housing that they need. The work will include understanding how other jurisdictions are addressing housing issues for similar populations and evaluating models that could be used in further testing the value of a portable rent supplement.
- ▶ Grant funding was provided to Inclusion BC to enable a three-year project that will support community living partners to engage housing stakeholders, non-profit housing providers, developers, and local governments to include inclusive housing in their housing plans and to establish communities of practice.

## *Focus Area #2: People have More and Better Employment Opportunities*

Copyright

### **Desired Future State:**

*People have meaningful work where they are valued and have opportunities for growth.*

To reach the desired future state, people need to expect to work and understand the benefits and responsibilities of work at a young age, well before they reach adulthood. In addition, employers need to employ people and benefit from their strengths and abilities. Finally, the community needs to see People as capable and competent to work.

Chantel's Story

### **Strategies**

The planning process indicates that the following strategies have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Engage in activities that change attitudes about people working from an early age.
- ▶ Ensure employment support is available for anyone.
- ▶ Increase culturally safe employment support for Indigenous people.
- ▶ Support employment services to have well-trained staff, including services delivered through Individualized Funding options.
- ▶ Leverage existing opportunities that support youth to work.
- ▶ Engage in activities that influence employers.

## Programs and Activities

The program and activities listed below will be prioritized to advance this focus area's strategies:

- ▶ Grant funding has been provided to Inclusion BC to support a three-year community led project to change attitudes about the desire and ability of people eligible for CLBC services to work, and to fully contribute to inclusive workplaces. The project will focus on success stories and will include developing targeted, high-value partnerships as well as platforms to showcase stories.
- ▶ Demonstrating the value that individuals have to offer employers is key to changing attitudes and advancing employment. CLBC will explore the role of people who are eligible for CLBC in supporting the work to advance employment to assist in this objective.
- ▶ CLBC will evaluate policy and practices and explore existing supports that are available to all CLBC eligible people who want to work and identify potential gaps. This may include various services e.g., employment services and L.I.F.E.-based services and different pathways to increased independence and employment, e.g., inclusive post-secondary education and [Curiko](#).
- ▶ Grant funding has been provided to the Indigenous Community and Leadership Development Group and the BC Employment Network to support a two-year project to increase access to culturally safe employment services for Indigenous job seekers. The project will define culturally safe employment services and identify or develop training resources that will be delivered to staff in CLBC funded employment services. The project will also explore increasing access for Indigenous individuals who are CLBC eligible to employment services offered by Indigenous service providers.
- ▶ Grant funding has been provided to the BC Employment Network to support a three-year project that will provide training and development opportunities to employment service provider staff, to assist employment service providers in ensuring an effective workforce to support CLBC eligible job seekers in finding employment.
- ▶ To increase the number of youth who will be CLBC eligible that work, CLBC will work with the Province's partners to explore opportunities such as revising the Youth Transition Protocol and the development of a provincial employment strategy for youth with disabilities.
- ▶ Grant funding will be provided to Inclusion BC to conduct a three-year pilot project, to explore and evaluate the use of local business leaders' networks in encouraging and supporting employers to hire people eligible for CLBC services. The project will work with a number of CLBC employment service providers to test options and will have a focus on smaller communities outside of the lower mainland.

## *Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services*

### **Desired Future State:**

*Equitable access to quality health and mental health supports and services for people with barriers to inclusion.*

People eligible for CLBC services have unique and more complex health and mental health needs than the general population. The number of adults eligible for CLBC services increases at an average of 5 per cent per year, doubling every 15 years. In 2005/06, CLBC was funding services for 10,500 adults. By 2018/19, that number more than doubled to 22,224 – and forecasts indicate that by 2038/39 there will be 49,651 people eligible for CLBC funded services. As the number of people eligible for CLBC services increases, the number of people requiring specialized health and mental health services is also growing.

Copyright

### **Michelle's Story**

Opportunities exist to strengthen the oversight, training, or coordination for health and mental health supports to people eligible for CLBC services. The guidelines that support the work of CLBC and health authorities will continue to be worked on with all partners involved. Collaborative work needs to continue to ensure health systems are accessible, person-centred, safe, and existing barriers to care are removed. To reach the desired future state, people need access to health and mental health services, and health and mental health services need to be coordinated across relevant systems. Service providers delivering health and mental health services need support to practice using cultural humility, trauma-informed, and gender-affirming care. It is also critical that there are ongoing shared data collection and forecasting activities to understand current and predict future health related needs.

## **Strategies**

The planning process indicates that the following strategies, working with partners, will have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Establish inter-ministry table(s) for equitable, culturally safe, accessible health and mental health care for people, including Indigenous people.
- ▶ Update and support service alignment with Thriving in Community: Delegating Health Care Tasks in the Community Living Sector (2015) guide.

- ▶ Update the Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities (2010).
- ▶ Support the needs of aging people.
- ▶ CLBC will work with SDPR to review the health supplement programs to inform discussion on how to better meet the needs of people eligible for CLBC services.

## Programs and Activities

The programs and activities listed below will be prioritized to advance towards this focus area's strategies:

- ▶ The CLBC Health Advisory Team (CHAT) has been established to help explore establishing a health leadership initiative, through providing a forum for issues discussion and resolution related to health and mental health services access. CHAT will facilitate discussion of strategies, actions, and track progress regarding access and barriers to health and mental health services. Discussions will also focus on strengthening relationships between the health sector and community living sector. Membership of CHAT includes people with lived experiences, Indigenous people, families, governments and community partners.
- ▶ CLBC will work to strengthen existing issues management tables and processes between CLBC and provincial health authorities.
- ▶ Grant funding will be provided to support a one-year project ensuring oversight and monitoring of health care services that are being provided by CLBC contracted service providers.
- ▶ CLBC will work with the Ministry of Health (HLTH), health authorities and their existing governance and task tables to facilitate a revision of the Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities (2010), to bring these guidelines into alignment with current delivery practices in the sector.
- ▶ CLBC will work with key stakeholders in the community living and health sectors to facilitate discussion, explore options and begin action to support the needs of people experiencing aging related changes and their existing support networks.
- ▶ CLBC will initiate a review of Aware Share Care Resources and update it as needed.

- ▶ CLBC will work with the Ministries of Health and Mental Health and Addictions, the First Nations Health Authority, and provincial health authorities to explore governance and service options to help ensure equitable, culturally safe, accessible health and mental health services for Indigenous people eligible for CLBC services.
- ▶ CLBC will work with SDPR to review the health supplement programs to inform discussion on how to better meet the needs of people eligible for CLBC services.
- ▶ Grant funding has been provided to the B.C. Lookout Housing and Health Society and the Fraser Region Aboriginal Friendship Centre Association, to lead a two-year pilot project. Services and supports will be provided to people eligible for CLBC services, through a non-traditional step-in/step-out housing model.
- ▶ CLBC will initiate a project to gather data on how health care access for people eligible for CLBC differs from other adults.

## *Focus Area #4: Services for Indigenous People are Self-determined*

Copyright

### **Desired Future State:**

*Services for Indigenous people are self-defined and self-determined*

In order to reach the desired future state, supports need to be culturally safe regardless of where people are supported; services for Indigenous people need to be evaluated from an Indigenous perspective using an Indigenous approach; and service coordination must ensure best possible outcomes for Indigenous people and their families.

**Jamie's Story**

It should be noted that every milestone identified through the 2018 *Reimagining Community Inclusion* Engagement is applicable to Indigenous Peoples and the key principles identified through the Declaration Act apply. Indigenous specific milestones were considered as additional and critical priorities that should not be ignored.

### **Strategies**

The planning process indicates that the following strategies will have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Explore relationships with Indigenous partners; work in partnership on priority areas.
- ▶ Collaboratively develop a space recognition strategy and cultural safety and humility declaration at CLBC.
- ▶ Develop an Indigenous procurement focus at CLBC.
- ▶ Develop training for CLBC staff and sector partners to work effectively with Indigenous people.
- ▶ Explore what Indigenous community inclusion means in partnership with Indigenous people and promote across Nations, communities, providers.
- ▶ Prioritize connections work-especially for people without natural supports.
- ▶ Develop an “Indigenous lens” across CLBC systems.

## **Programs and Activities**

The programs and activities listed below will be prioritized to advance towards this focus area’s strategies:

- ▶ CLBC will work to develop strong connections with Indigenous individuals, families, and supporters through developing an elders’ council and robust representation on the CLBC Indigenous Advisory Committee.
- ▶ CLBC will work to strengthen relationships between urban Indigenous partners and the community living sector.
- ▶ CLBC will develop a built space recognition strategy, a reconciliation strategy and a CLBC Board Statement of Commitment, in collaboration with the CLBC Indigenous Advisory Committee.
- ▶ Partnering with the B.C. Association of Aboriginal Friendship Centres (BCAAFC) to encourage Indigenous Services Agencies to engage with CLBC and CLBC will develop and deliver training for CLBC staff and launch a CLBC community of practice to enhance cultural safety.



- ▶ Support a partnership between the BCAAFC and BC CEO Network to co-design and deliver, with CLBC, cultural safety training to community home and service providers.
- ▶ Enhance cultural safety in employment supports through a grant funded project in partnership with the Indigenous Community for Leadership Development organization and the BC Employment Network.
- ▶ Develop a cultural planning tool and guidance to support cultural connections for people to want to enhance, maintain or restore relationship.
- ▶ Grant funding will be provided to Secwepemc Child and Family Services to support a one-year project, to research and develop recommendations about how to support and improve cultural safety for Indigenous youth transitioning to CLBC.
- ▶ CLBC will work with First Nations and Indigenous organizations to align with new cultural safety and humility standards

## Looking Forward

### Accountability

Over this work plan's timeframe, the committee will continue to serve dual advisory and accountability functions.



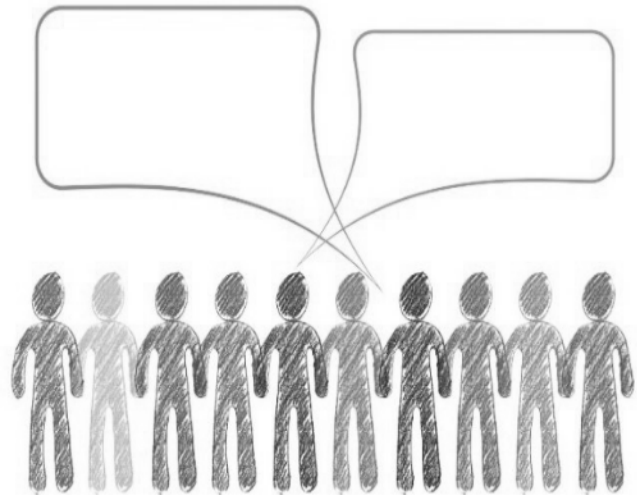
### Progress and Impact Tracking

For the 2022/23-2024/25 period, small task forces will take responsibility for progress in each of the four areas of focus:

- ▶ Develop flexible housing options
- ▶ People have more and better employment opportunities
- ▶ Work with partners to improve access to health and mental health services
- ▶ Services for Indigenous people are self-determined.

Task force members will include leaders of the entities responsible for implementing strategies and activities to support progress towards outcomes across the four areas of focus. In keeping with the methodology used to develop the Work Plan, these task force members will also conduct formal engagement activities with relevant stakeholders to understand the differences the work is making and whether course corrections at the pathway, assumptions, strategy, activity or indicator levels are required.

Results of this engagement will be reported back to the RCI Implementation Steering Committee so that adjustments can be made based on learnings and progress shared and communicated to relevant stakeholders.



# Appendix 1: RCI Implementation Steering Committee Terms of Reference and Membership List

- Shared Vision:** As part of the Re-imagining Community Inclusion (RCI) process we are moving forward to the implementation phase of RCI's ten-year vision. The ten-year vision outlined in the [RCI report](#) (2019) is a community-driven vision rooted in the lived experience of persons who experience barriers to inclusion. It represents the shared goals and aspirations that people who experience barriers to inclusion, their families, and the people, organizations and systems around them have for a more inclusive British Columbia.
- Purpose:** The purpose of the RCI Implementation Steering Committee is to establish goals and priorities for the implementation of the RCI ten-year Roadmap through a coordinated, inclusive, and collaborative process with relevant partners in the Community Living Sector and Governments.
- Objectives:** The RCI Implementation Steering Committee will:
- ▶ Identify a collaborative approach to developing the goals and priorities for implementing the RCI Roadmap.
  - ▶ Work with RCI Stakeholders (see Appendix B) as appropriate to develop the goals and priorities for the implementation of the RCI Roadmap.
  - ▶ Establish sub-committees and working groups with associated governance and scope, as needed (e.g., Indigenous-Led Planning Working Group).
  - ▶ Serve as a conduit and liaising body to RCI Stakeholders to promote collaboration in the completion of the above objectives.
- Membership:** The RCI Implementation Steering Committee will be comprised of senior executives from government ministries and representatives of people who experience barriers to inclusion, families, and the social services sector. It is expected that members are authorized to speak on behalf of and can represent the interests of their respective organizations or stakeholder groups.

Members on the Steering Committee have been asked to participate at the request of government.

Membership is set out in Appendix A and will be updated to reflect changes in the composition of members. Appendix B includes a list of RCI stakeholders.

The RCI Implementation Steering Committee Co-Chairs will be the CEO of Community Living BC, the Executive Director of Inclusion BC and the Deputy Minister from the Ministry of Social Development and Poverty Reduction.

**Key Principles:**

Commitment to open, respectful, and timely communications as well as active participation.

Commitment to collaborative engagement with relevant stakeholders in the development of the RCI implementation goals and priorities, pursuing the partnerships needed to achieve our vision for Community Inclusion.

Commitment to rooting our thinking and work in the lived experience of persons who experience barriers to inclusion

Commitment to constructive and collaborative discussions and problem-solving - taking into account the shared interest of the implementation of the RCI Roadmap that will lead to better services and outcomes for British Columbians.

Respect for the diversity of people, interests, organizations, and communities, including Indigenous communities, as represented by members of the Steering committee.

Commitment to upholding the principles of the Truth and Reconciliation Calls to Action and B.C.'s Declaration on the Rights of Indigenous Peoples Act (DRIPA).

Commitment to upholding the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) & United Nations Convention on the Rights of the Child (UNCRC)

Respect for the confidentiality of information and sensitivity of issues that may be brought to the RCI Implementation Steering Committee for discussion.

Proactively strive for realistic, measurable, timely and action orientated outcomes.

Commitment to evidence-based decision-making, policies and practices.

**Roles and Responsibilities:**

Members commit to attending meetings.

Members commit to using plain language. This includes use of verbal language and language in materials that are shared with the Steering Committee

The Co-Chairs of the Steering Committee are responsible for setting meeting agendas on behalf of government, seeking advice and input from RCI Steering Committee members on approved agenda items.

The RCI Implementation Steering Committee can establish sub-committees and working groups with associated governance and scope as needed.

The RCI Implementation Steering Committee can invite guests and/or subject matter experts in support of it's work.

A Secretariat for the Steering Committee will: support the chairs with planning and facilitation, as required, facilitate additional supports (e.g., research, development of plan and/or communications), document discussions and prepare minutes of meetings.

**Support and Administration:**

Community Living BC and the Ministry of Social Development and Poverty Reduction will provide secretariat support.

**Agreed/Approved:** May 25, 2021

**APPENDIX A<sup>4</sup>**

RCI IMPLEMENTATION STEERING COMMITTEE MEMBERSHIP	
ORGANIZATION	REPRESENTATIVE(S)
Minister Simons	
Parliamentary Secretary Coulter	
CO-CHAIRS	
Community Living BC (CLBC)	Ross Chilton, CEO (Co-Chair)
Inclusion BC	Karla Verschoor, Executive Director (Co-Chair)
Ministry of Social Development and Poverty Reduction	David Galbraith, Deputy Minister (Co-Chair)

<sup>4</sup> Current members of the RCI Steering Committee may differ from the list provided in this workplan.

MEMBERSHIP	
Advocate Liaison	Sherwin Strong
BC Aboriginal Network on Disability Society (BCANDS)	Neil Belanger, Executive Director
BC CEO Network	Brenda Gillette, CEO
BC Family Net	Linda Derkach, President
BC People First	Joanne Gauthier, President
BC Self Advocate Leadership Network	Alexander Magnussen, Inclusion Consultant
CLBC Provincial Advisory Committee	Debbie Moore, Chair, Family Member
Family Support Institute	Angela Clancy, Executive Director
Federation of Community Social Services of BC	Rick FitzZaland, Executive Director
Self Advocate Net	Bryce Schaufelberger, Manager
GOVERNMENT PARTNERS	
Community Living BC	Jack Styan, Vice President, Strategic Initiatives
Community Living BC	Jai Birdi, Director, Health Sector Partnerships and Initiatives
Community Living BC	Jerry Stanger, Director, Strategic Operations
Community Living BC	Joanne Mills, Vice President, Quality Service and Indigenous Relations
Community Living BC	John Stinson, Vice President, Service Delivery and Innovation
Ministry of Health	Kiersten Fisher, Executive Director Seniors' Services Division, Senior's Services Branch
Ministry of Health	Ross Hayward, Assistant Deputy Minister, Senior's Services Division
Ministry of Children and Family Development	Carolyn Kamper, Assistant Deputy Minister, Strategic Integration, Policy and Legislation
Ministry of Social Development and Poverty Reduction	Adam McKinnon, Assistant Deputy Minister, and Executive Financial Officer
Ministry of Social Development and Poverty Reduction	Cary Chiu, Advocate for Service Quality
Ministry of Social Development and Poverty Reduction	Sam Turcott, Executive Lead, Accessibility Directorate
Ministry of Social Development and Poverty Reduction	Suzanne Christensen, Assistant Deputy Minister, Research, Innovation and Policy Division
Ministry of Attorney General	Meghan Will, A/Strategic Director, Office of Homelessness Coordination

SECRETARIAT	
Community Living BC	Brianne Samson, Health Lead, Strategic Operations
Community Living BC	Zainum Bahadshah, Manager, Research and Development
Ministry of Social Development and Poverty Reduction	Teresa Kovacs, Executive Director, Corporate Services Division

## APPENDIX B<sup>5</sup>

RCI STAKEHOLDERS
ORGANIZATION
BC Aboriginal Network on Disability Society (BCANDS)
BC Association of Aboriginal Friendship Centres
BC CEO Network
BC Family Net Society
BC Government & Service Employees Union
BC Home Share Providers Association
BC People First
Central Okanagan Professional Caregivers
Centre for Inclusion and Citizenship, University of British Columbia
Community Living BC
Family Support Institute
FASD Society for BC (The Asante Centre)
Federation of Community Social Services of BC
First Nations Health Authority
Fraser Region Aboriginal Friendship Centre Association
Inclusion BC
Ministry of Children and Family Development
Ministry of Children and Family Development Services to Adults with Developmental Disabilities (STADD)
Ministry of Children and Family Development - Early Years and Inclusion
Ministry of Health- Seniors Services
Ministry of Social Development and Poverty Reduction
Planned Lifetime Advocacy Network (PLAN) & PLAN Institute
Provincial Advisory Committee, Community Living BC (CLBC)
Provincial Association of Residential and Community Agencies (PARCA)
Through an Aboriginal Lens (TAL) program, Native Court worker & Counselling Association of BC
Vela Microboard Association

<sup>5</sup> Current RCI Stakeholders may differ from the list provided in this workplan.

## Appendix 2: Working Group Members and Supporters (April -July 2021)

### INCLUSIVE HOUSING WORKING GROUP MEMBERS

Brian Clifford	Policy Manager, B.C. Non-Profit Housing Association
Celeste Hayward	Operations Director, Aboriginal Housing Management Association
Corinna Hayden	Director, Operational Services, B.C. Housing
Ellen Tarshis	Executive Director, Community Living Victoria
Jack Styan (co-chair)	Vice President, Strategic Initiatives, CLBC
Jena Weber	Senior Health Equity Policy Analyst, Aboriginal Housing Management Association
Joanne Gauthier	President, B.C. People First, Self-advocate
Joanne Mills	Executive Director, Indigenous Relations, CLBC
John McCulloch	Family Member, Director, PALS Adults Services Society
Karla Verschoor (co-chair)	Executive Director, Inclusion B.C.
Linda Derkach	Family Member, President, B.C. Family Net
Shirley-Ann Reid	Family Member, Delta Housing Be Mine Society

### SUPPORTERS

David Pasko	Research and Innovation Lead, CLBC
Shelley DeCoste	Strategic Initiatives Advisor, CLBC
Sylvie Zebroff	Strategic Business Analyst, CLBC

### EMPLOYMENT WORKING GROUP MEMBERS

Annette Burrows	President, Canadian Association for Supported Employment
Arlene Zuckernick	Newport Bay Consulting, Family Member
Brian Govereau	Supervisor, Employment Assistance Services, Seabird Island Band Employment Training and Social Development Office
Carolyn Kamper	Assistant Deputy Minister, Strategic Integration, Policy and Legislation Division, MCFD
Dan Collins (Co-Chair)	Executive Director, Inclusion Langley
Ian Ross	Executive Director, Program Policy and Development, Employment & Labour Market Services Division, SDPR
Jack Styan (Co-Chair)	Vice President, Strategic Initiatives, CLBC
Jennifer Dosanj	Self-advocate, Facilitator and Engagement Officer, VIDEA
Jennifer Halbert	Director, Inclusive Education, Ministry of Education
Jose Figueroa	Self-advocate
Rachelle Hole	Co-director, Canadian Institute for Inclusion and Citizenship, UBC



## SUPPORTERS

David Johnston	Strategic Initiatives Advisor, CLBC
Jessica Humphrey	Self-advocate Advisor, CLBC
Shelley Gerber	Provincial Employment Coordinator, CLBC
Christina Baird	Special Projects Analyst, CLBC

## HEALTH AND WELLNESS WORKING GROUP MEMBERS

Angela Clancy	Executive Director, Family Support Institute of BC
Barb Goode	Self-advocacy leader (provincial/national/international), Founding member: B.C. People First, Author, Educator
Debbie McLachlan	Director, Community Care Supports, HLTH
Debbie Moore	Family Member, Chair of CLBC Provincial Advisory Committee
Dr. Vikram Palanisamy	Psychiatrist, Provincial Assessment Centre, CLBC
Gerritt van der Leer	A/Executive Director, Mental Health and addictions Division, HLTH
Jai Birdi	Director of Regional Operations, South Fraser, CLBC
Jen Hirsch	Program Director, John Howard Society Pacific
John Stinson (co-chair)	Vice President, Regional Operations, CLBC
Kate Gibbs	Community Leader and Inclusion B.C. Board Member
Leanne Dospital (co-chair)	Advocate for Service Quality, SDPR
Leslie Varley	Executive Director, BCAAFC
Marta Carlucci	Parent & Inclusion Liaison, Steps Forward Inclusive Post-Secondary Education
Rod MacDonald	Regional Manager, Fraser Health Authority
Rona Sterling-Collins	First Nations Consultant, Aboriginal Supported Child Development Consultant, Family Support Institute Resource Parent

## SUPPORTERS

Brianne Samson	Research and Innovation Lead, CLBC
Lori Skinner	Research and Innovation Lead, CLBC
Michelle Goos	Strategic Initiatives Advisor, CLBC
Norah Drake	Strategic Business Analyst, CLBC

## KEY ISSUES CONSULTANTS

Dan Howe	President and CEO, Special Olympics B.C.
Danielle Prpich	Executive Director, Community Care Supports, HLTH
Janice Barr	CEO, Community Living Society
Nick Grant	Assistant Deputy Minister, MMHA
Ross Hayward	or Executive Director, Mental Health and Substance Use, HLTH
Tim Stainton	Director, Canadian Institute for Inclusion and Citizenship, UBC

## INDIGENOUS STRATEGIES FOR COMMUNITY INCLUSION WORKING GROUP MEMBERS

Bradley Anderson	Senior Director, Indigenous Cultural Safety, Provincial Health Services Agency
Brenda Gillette	Executive Director, BC CEO Network
Charlene Barney	CLBC Provincial Advisory Committee, South Island Community Council, BC People First, Self-advocate
Eugene Harry	Parent and Squamish Elder
Joanne Mills (co-chair)	Executive Director, Indigenous Relations, CLBC,
Jody Stuart/Grant Huffman	Director and Acting Director, Regional Operations North & Thompson-Cariboo, CLBC
Judith Desjarlais	Northern Rural Representative
Linda Perry	Executive Director, Vela Canada
Neil Belanger	Executive Director, B.C. Aboriginal Network on Disability
Rick FitzZaland	Executive Director, Federation of Community Social Services of B.C.
Ross Chilton	CEO, CLBC
Samantha Cocker	Deputy Representative, First Nations, Métis & Inuit Relations, Office of the Advocate for Children and Youth
Sherwin Strong (co-chair)	CLBC Indigenous Advisory Committee Member, Consultant, Self-advocate
Sonia Hall	Director of Operations, South Fraser, MCFD
Ted Nordio	Aboriginal Community Liaison Officer, Corrections Canada
Yvonne Hare	Executive Director, Scw'exmx Child and Family Services

## SUPPORTERS

Lori Skinner	Research and Innovation Lead, CLBC
Norah Drake	Strategic Business Analyst, CLBC
Patrice Cormier	Indigenous Practice Advisor, CLBC

## KEY ISSUES CONSULTANTS

Cheryl Ward	Executive Director, Indigenous Health, Provincial Health Services Authority
Sue Sterling	Associate Vice President, Nicola Valley Institute of Technology
Tanny Watson	Northern Rural Representative

## Appendix 3: Plain Language Glossary of Terms

### Focus Area #1: Develop Flexible Housing Options

- ▶ **Inclusive Housing:** Housing that is affordable, close to community, physically accessible and welcoming of people of all abilities, including those with developmental disabilities.
- ▶ **Portable Rent Supplements:** Money given by a government to help people to pay for rent in the community they choose to live in. Portable means the subsidy can be moved from one home to another.

### Focus Area #2: People Have More and Better Employment Opportunities

- ▶ **Employment Services:** Provide support and assistance to people eligible for CLBC services to find and keep a job, including self employment.
- ▶ **Individualized Funding Options:** Funding that assists people to participate in activities and live in their communities in the way that works best for them.
- ▶ **Skills Training:** Training to learn a specific skill needed for a particular kind of job. For example- Food Safe training is needed to work in a restaurant.
- ▶ **Youth Transition Protocol:** A coordinated transition process for youth eligible for CLBC services. A protocol provides the structure to support the transition process, which requires collaboration from different ministries and CLBC.

### Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services

- ▶ **Collaborative Guidelines:** Guidelines that provide direction and support with health care service delivery for people who eligible for CLBC services (not PSI), between CLBC, regional and provincial health authorities, e.g.. Vancouver Coastal Health, HLTH and SDPR
- ▶ **Equitable (fair) Access:** The opportunity for people to get the right kind of health services based on their assessed need for care. Quality of care must also be considered.

- ▶ **Health:** Health is having physical, mental, and social well-being. Not just the absence of disease.
- ▶ **Inter-ministry Table:** Representatives with decision-making authority from different provincial ministries, e.g. HLTH, MMHA, etc. meet together regularly to solutions to problems.
- ▶ Thriving in Community-Delegation of Tasks in the Community Living Sector: A 2015 document written by CLBC, the Provincial Clinical Consultant for Adults with Developmental Disabilities, and the Richmond Society for Community Living.

## Area of Focus #4: Services for Indigenous Peoples are Self-defined and Self-determined

- ▶ **Indigenous Lens:** A tool and/or strategies to create Indigenous understanding.
- ▶ **Procurement:** Selecting Indigenous service providers to provide services to Indigenous people.
- ▶ **Natural Supports:** The support and assistance that naturally flows from associations and relationships. For example, relationships that come from family, school, work and community.
- ▶ **Cultural Safety:** A setting, e.g., home, hospital, workplace, that is free of racism and discrimination, where people feel safe.
- ▶ **Cultural Humility:** Being respectful of cultures that are not your own. Accepting oneself as a learner when it comes to understanding another person's experiences.
- ▶ **Declaration on the Rights of Indigenous People Act:** Passed into law in 2019, the Declaration Act establishes the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) as the Province's framework for reconciliation, as called for by the Truth and Reconciliation Commission. On March 30, 2022, the Province released the Declaration Act Action Plan, which was developed through two years of intensive engagement to ensure it aligned with the priorities of Indigenous Peoples in B.C.
- ▶ **Built-space Recognition Strategy:** Establishing relationships with the traditional territories on which CLBC offices are located on throughout B.C. This also includes using local artwork to make the spaces more welcoming and to recognize culture of First Nations.

## Appendix 4: Planning Approach

### Theory of Change

The RCI Implementation Steering Committee acknowledges that the work to make progress towards the RCI roadmap will be complex. It will involve multiple stakeholders. It will require changes in policy, practice and funding flows within the Province and service providers. It will also require changes in behaviour, beliefs, and attitudes in every stakeholder group both inside and outside the community living sector. And many of the activities and changes will interact with each other.

Evidence has shown that to be successful the approach must match the challenge.

As a result, a **Theory of Change** process was used in developing the plan that follows. Using this approach involves:

- ▶ co-creating detailed *pathways of change*;
- ▶ making clear the *assumptions* upon which pathways of change are based;
- ▶ identifying evidence-based strategies and *activities* required to advance along the pathways of change;
- ▶ developing *indicators* to measure progress and impact of identified activities; and
- ▶ creating detailed implementation *plans*.

### Why a Theory of Change Approach?



It is for situations that have lots of different parts, people, unknowns; where changes aren't simple (**made for "complex" situations**)



Includes actions and activities that are proven to work (**evidence-based**)



Needs different points of view to work (**partner involvement**)



Is made to be changed along the way because we know here are things we don't know yet and things we may have gotten wrong (**iterative**)



Includes ways to know and measure if we're making progress (**indicators**)



Only includes actions that are necessary to make the change happen (**no "nice to haves"**)



Openly shares the assumptions the plan is based on so they can be debated and updated as appropriate (**transparency**)

To ensure the effectiveness of this approach, intentional efforts were made to ensure diversity of participants and the fulsome involvement of diverse participants through the following elements:

## Working Groups

Care was taken to recruit cross-stakeholder working groups. Members included the Province, community, and other partners with extensive lived and/or work experience in each area and/or roles essential to moving the work forward. The membership of each working group included at least two people eligible for CLBC services themselves. Each working group was co-chaired by community and provincial government leaders.

Working group members and supporters met regularly between spring and summer of 2021 and conducted research, planning, consultation, and synthesis activities between meetings to ensure evidence-based, realistic, and detailed planning for each of the four areas.

## Embedding Lived Experience

In addition to active participation as members of each of the working groups, members with lived experience played the additional key role of grounding working group thinking and planning in the experiences of the people the RCI is intended to serve. For example, the working group members with lived experience brought stories that illustrated both the challenges that need to be addressed and the possibilities of better futures in each area. A few samples of these stories are included in the detailed strategies and activities section of this document.



# **Re-imagining Community Inclusion Work Plan**

**2022/23 - 2024/25**



## ***A Plain Language Summary***





## Background: What is the Re-imagining Community Inclusion Initiative?

*Re-Imagining Community Inclusion* (RCI) is a project that started in May 2018 by the Minister of Social Development and Poverty Reduction. The purpose of the project was to come up with a 10-year vision and roadmap to help people with intellectual or developmental disabilities have the same opportunity as everyone else to live a good life that they choose for themselves.

The *Re-imagining Community Inclusion* **vision for 2028** is: *People with disabilities thrive fully and equally with everyone.* The roadmap includes 5 key destinations (where we want to get to), milestones (signs that we're getting closer), and steps needed to get there.

You can read a [plain language report about the RCI project and roadmap here](#).

## What is this summary report about?

After the RCI 10-year vision and roadmap were created, the project team needed to figure out the most important things to start working on first. They also needed come up with a plan on how to get that work done. This is called the *Re-imagining Community Inclusion Work Plan*.

### This plain language summary explains:

1. The role of the RCI Steering Committee
2. The 4 focus areas of the RCI 2022- 2025 work plan
3. How the RCI work plan got created
4. The goals and strategies of the RCI work plan
5. What happens next with the RCI work plan

## 1. The role of the *Re-imagining Community Inclusion* Steering Committee

The RCI vision and roadmap will take at least 10-years to achieve. The RCI *Implementation Steering Committee*, or RCI Committee for short, was created to figure out what was most important to start working on first, and to do this in a way that included the ideas of families, self advocates, government and service provider partners, and leaders in the Community Living and Self Advocacy Movement.

You can see a list of the people on this RCI Committee on page 20 of the [RCI Workplan](#).

## 2. The 4 focus areas of Re-imagining Community Inclusion work plan

The RCI Committee decided on 4 areas for the first part of the RCI work plan:

- Housing
- Employment
- Health
- Indigenous services

These areas were chosen because of their importance in the quality of life of all people:

- Everyone needs a place to call home where they feel a sense of belonging and connection.
- Everyone deserves to be healthy and to have a positive home life with connections to family and friends.
- Everyone has the right to participate in the workforce and have a job.
- And for all 4 areas, the rights and needs of Indigenous people must be given attention and focus.

While working together to figure out these important areas, the RCI Committee decided to have the 5th area of focus.

**Focus area #5** is about making sure the community living sector has the ability to research, be creative and try new things, and to always be getting better at the work we do together.

### 3. How the work plan was created

After the 4 focus areas of the work plan were decided on, *RCI Working Groups* were created to figure out the actions and activities needed to get closer to the **North Star** of each area.

**The North Star** is another way of saying '*the way we want things to be like in the future*'.

You can see a list of the members of each Working Group on page 23 of the [RCI Workplan](#).

Members and supporters of the 4 Working Groups met regularly between spring and summer of 2021. They did research and talked to people and families with lived experience, advocacy organizations, as well as other parts of government, to understand as many different ideas as possible.

You can see a one-page summary view of the 2022-2025 RCI Work Plan on the next page and a plain language description of each area in following pages.

VISION	Re-imagining Community Inclusion – Work Plan 2022/23 – 2024/25 (Summary View)			
	People with diverse abilities thrive fully and equally with everyone.			
GUIDING PRINCIPLES	<div><div><div>✦ Exemplify human rights</div><div>✦ Relationship &amp; trust building with Indigenous Peoples</div><div>✦ Focus on the Person</div></div><div><div>✦ Respect the lived experience of People and Families</div><div>✦ Support quality of life</div><div>✦ Engage Community</div></div></div>			
GOALS	Focus Area 1 Milestone 1.1(d) – Develop flexible housing options	Focus Area 2 Milestone 2.2 – People have more & better employment opportunities	Focus Area 3 Milestone 3.2 (b, c) – Improve access to health and mental health services	Focus Area 4 Services for Indigenous Peoples are self-defined and self-determined
	<div>Ensure governments, Indigenous communities and developers are informed of the need for inclusive housing in their communities</div> <div>-----</div> <div>Work with partners to determine resources to support non-Indigenous housing and housing supports to be culturally safe</div> <div>-----</div> <div>Work with partners to research and evaluate portable rent supplements</div> <div>-----</div> <div>Increase the range of housing support options CLBC funds within existing budgets, including culturally safe options</div> <div>-----</div> <div>Encourage local Municipalities to include inclusive housing in their housing plans</div>	<div>Engage in activities that change attitudes about people working from an early age</div> <div>-----</div> <div>Ensure employment support is available for anyone</div> <div>-----</div> <div>Increase culturally safe employment support for Indigenous people</div> <div>-----</div> <div>Support employment services to have well-trained staff (including services delivered through Individualized Funding options)</div> <div>-----</div> <div>Leverage existing opportunities that support youth to work</div> <div>-----</div> <div>Engage in activities that influence employers</div>	<div>Work with partners to:</div> <div>-----</div> <div>Establish inter-ministry table(s) for equitable, culturally safe, accessible health and mental health care for people, including Indigenous people.</div> <div>-----</div> <div>Update and support service alignment with “Thriving in Community: Delegating Health Care tasks in the Community Living Sector”</div> <div>-----</div> <div>Update Guidelines For Collaborative Service Delivery For Adults With Developmental Disabilities (2010)</div> <div>-----</div> <div>Support the needs of aging people</div> <div>-----</div> <div>CLBC will work with the Ministry of Social Development and Poverty Reduction to review the health supplement programs to inform discussions on how to better meet the needs of people eligible for CLBC services.</div>	<div>Explore relationships with Indigenous Partners; work in partnership on priority areas</div> <div>-----</div> <div>Collaboratively develop space recognition strategy and cultural safety &amp; humility declaration at CLBC</div> <div>-----</div> <div>Develop Indigenous procurement focus at CLBC</div> <div>-----</div> <div>Develop training for CLBC staff &amp; partners to work effectively with Indigenous Peoples</div> <div>-----</div> <div>Explore what Indigenous community inclusion means with Indigenous Peoples &amp; promote across Nations, communities, providers</div> <div>-----</div> <div>Prioritize connections work - especially for people without natural supports</div> <div>-----</div> <div>Develop “Indigenous Lens” across CLBC systems</div>
STRATEGIES				
	<div>Focus Area 5</div> <div>The community living sector has strong capacity for research, innovation and continuous improvement</div>			

#### 4. The RCI Work Plan: Goals and Strategies

A work plan is made up of goals, strategies, and projects.

**A goal** is something you want to achieve or make happen.

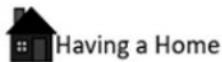
**Strategies** are activities or actions that need to get done in order to reach a goal.

**A project** is an activity with a very specific tasks and timelines that need to be completed in order to be successful.

Below are the areas, goals, strategies, and projects that make up the RCI work plan:



#### Focus Area #1 Goal: Develop Flexible Housing Options



**This goal is about** people having more choices about where they live, including housing options they can afford and that also have the right support available.

#### **The North Star is:**



*People have access to a range of inclusive housing options across their lifespan, that includes access to a range of supports while living in their own home with the people they choose.*

Copyright

[Shelley's Story](#)

#### **The key strategies and projects needed to reach Goal #1 are:**

1. Make sure governments, Indigenous communities and developers who plan and create housing understand the need for inclusive housing in their communities.

- **Project-** CLBC will create **regional housing leads**- These will be CLBC staff hired to help plan for and promote inclusive housing in communities across BC.

2. Work with Indigenous and Non-Indigenous organizations to make sure housing and housing supports are culturally safe.

**Culturally safe** means being physically, socially, emotionally and spiritually safe. Cultural safety happens when there is respect for the cultural identities of others, without challenge or denial of an individual's identity, who they are, or what they need.

- **Project-** Grant funding will be given to the Aboriginal Housing Management Association to increase cultural safety in housing.

3. Do research to understand **portable rent supplements** and how they can be used.

**Portable rent supplements** are money given by a government to help people to pay for rent in the community they choose to live in. Portable means the subsidy can be moved from one home to another.

4. Have more flexible housing support options that CLBC funds.

- **Project-** CLBC will learn about different housing support models and figure out what is working well and what can be made better.

5. Encourage Municipalities to include inclusive housing in their housing plans.

- **Project-** Grant funding for Inclusion BC to work with housing leaders and municipalities to make sure inclusive housing is part of housing developments and plans.

## Focus Area #2 Goal: People have More & Better Employment Opportunities



**This goal is about** people wanting and expecting to work and employers hiring people with disabilities for their strengths and abilities. It's about understanding the benefits and responsibilities of work at a young age and people with disabilities being seen as willing and able to work.

### **The North Star:**



*People have meaningful work where they are valued and have opportunities for growth.*

Copyright

Chantel's Story

### **The key strategies and projects needed to reach Goal #2 are:**

1. Work on activities that change attitudes about people working from an early age.
  - **Project-** Grant funding for Inclusion BC to find and share stories to change attitudes about the ability of people eligible for CLBC services to work, and to fully contribute to inclusive workplaces. This includes involving people with lived experience to have a leadership role in changing attitudes.
2. Make sure employment support is available for anyone.
  - **Project-** CLBC will look at all options for employment support and figure out what is working, what needs to be better, and where more work needs to happen so people eligible for CLBC services have the same opportunities and pathways to work as everyone else.

3. Increase **culturally safe** employment support for Indigenous people.
  - **Project-** Grant funding for the Indigenous Community and Leadership Development Group and the BC Employment Network to increase access to culturally safe employment services.
4. Support employment services to have well-trained staff (including staff hired through Individualized Funding options).
  - **Project-** Grant funding for the BC Employment Network to provide training to employment service provider staff.
5. Find and support the good work that is already happening to help youth get jobs.
  - **Project-** CLBC will work with Government partners on the *Youth Transition Protocol*, to make it easier to move from children services to adult services, as well as help with a *Provincial Employment Strategy for Youth with Disabilities (PYES)*.
6. Get involved in activities that encourage employers to hire people eligible for CLBC services.
  - **Project-** Grant funding for Inclusion BC to explore *business leaders' networks*, or groups of businesses that would work together to encourage and support employers to hire people eligible for CLBC services.



## Focus Area #3 Goal: Work with Partners to Improve Access to Health and Mental Health Services



**This goal is about** understanding that people eligible for CLBC services have unique and more complex health needs than other people. It is about making the health and mental health care system stronger and better trained so people eligible for CLBC services have access to culturally safe and trauma-informed services. **Trauma- informed** is about working with people in a way that recognizes and understands the extremely difficult and unsafe experiences they have gone through in their life.

Copyright

[Michelle's Story](#)

### **The North Star is:**



*Equitable access to quality health and mental health supports and services for people with barriers to inclusion.*

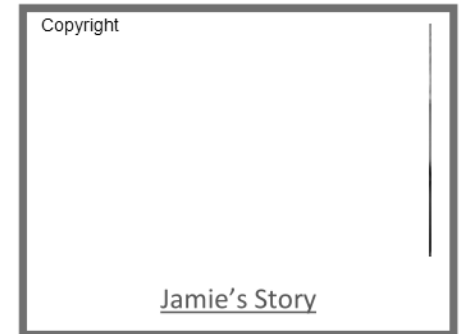
### **The key strategies and projects needed to reach Goal #3 are:**

1. Regularly bring together leaders from different ministries (often called **an inter-ministry table**) to help find ways to create accessible, person-centred and safe health and mental health care for people, including Indigenous people.
  - **Project-** CLBC will work with other people from government and community on a health advisory team called CHAT. This team will help to make the relationship between CLBC and the Health Authorities stronger so more people eligible for CLBC services have access to what they need to be healthy and well.

- **Project-** CLBC will work with the Ministries of Health and Mental Health and Addictions, the First Nations Health Authority, and BC Health Authorities to figure out how to create equitable, **culturally safe**, accessible health and mental health services for Indigenous people eligible for CLBC services.
  - **Project-** Grant funding to the Lookout Housing and Health Society and Fraser Region Aboriginal Friendship Centre to try out new ways of supporting people in a home that supports them with what they need when they need it.
2. Update and support how services work together with Thriving in Community: Delegating Health Care Tasks in the Community Living Sector (2015) guide. (This guide talks about how health care tasks are done in the community).
  - **Project-** Grant funding to make sure the health care services provided by CLBC service providers are doing the best job possible.
3. Update the Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities (2010). (These guidelines talk about policies and processes that are followed when people need specialized health support services in the community.)
  - **Project-** CLBC will work with the Ministry of Health and health authorities to update the Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities (2010).
4. Support the needs of people who are getting older.
    - **Project-** CLBC will work with people and families and organizations in the community living and health sectors to create supports for the needs of people experiencing aging related changes. .
5. CLBC will work with the Ministry of Social Development and Poverty Reduction to figure out how the **health supplement programs** through PWD assistance can better meet the needs of people eligible for CLBC services.

## Focus Area #4 Goal: Services for Indigenous People are Self Determined

**This goal is about** supports being **culturally safe** for people who are Indigenous no matter where they live or where they are being supported. It's about making sure services for Indigenous people are created and evaluated with an Indigenous way of thinking. This means the experience, beliefs and values of Indigenous people is what is used to know whether the service is working and what needs to happen to make it better.



**The North Star is:**



*Services for Indigenous people are Self Defined and Self Determined*

**The key strategies and projects needed to reach Goal #4 are:**

1. Explore relationships with Indigenous partners and work together on things that are important.

- **Project-** CLBC will work to build and strengthen relationships between **urban Indigenous partners** and the community living sector.

**Urban Indigenous partners** are leaders and organizations that work outside of Indigenous communities. For example, Friendship Centres.

- **Project-** CLBC will work to develop strong connections with Indigenous people, families, and supporters by creating an Elder's council and having strong voices on the CLBC Indigenous Advisory Committee.

2. CLBC will work with the CLBC Indigenous Advisory Committee to create a:

- **Built Space Recognition Strategy-** this is about making CLBC spaces culturally safe by doing things like acknowledging traditional territories and having local Indigenous art in CLBC offices.

- **Reconciliation Strategy**- this is about CLBC staff learning about the history of Indigenous peoples, including Residential Schools, and understanding what is needed to create safe, equitable and trusting relationships and services with the Indigenous people we serve.
  - **CLBC Board Statement of Commitment**- This is about the CLBC Board making a public commitment that the Board and CLBC staff will learn how to work in ways that are truly culturally safe and respectful of Indigenous people.
3. Develop an **Indigenous procurement** focus at CLBC- This is about making sure there is a process to encourage and support Indigenous organizations to become service providers.
  4. Develop training for CLBC staff & sector partners to work effectively with Indigenous people.
    - **Project**- CLBC will develop and deliver training for CLBC staff and launch a CLBC community of practice to enhance cultural safety.
    - **Project**- Grant funding for the B.C. Association of Aboriginal Friendship Centres to research and design approaches to build cultural safety into home sharing, including cultural safety training that will be developed collaboratively with the BC CEO Network.
  5. Explore and promote what **Indigenous community inclusion** means by partnering with and learning from Indigenous people.
    - **Project**- CLBC will support Indigenous people to connect to their culture and community by creating a **CLBC cultural planning tool**.
  6. Focus right away on connecting Indigenous people who do not have family, or other natural supports in their life, to their culture and Indigenous community.
    - **Project**- Grant funding for Secwepemc Child and Family Services for research to come up with recommendations about how to improve cultural safety for Indigenous youth transitioning to CLBC.

7. Develop an “**Indigenous lens**” across CLBC systems- this is about CLBC learning Indigenous history and culture in a way that influences all of the work at CLBC. It’s also about working with Indigenous partners to build tools so CLBC can see how well we are doing and what can be strengthened to become a culturally safe organization.

## 5. What happens next with the RCI Work Plan?

From 2022 to 2025 the activities and projects of the RCI Work Plan will be underway in each of the 4 areas of focus. The RCI Committee will take on the advisory role of checking on and making sure the work is happening.



Each of the 4 areas of focus will also have a group of leaders attached to keep track of what has been accomplished and whether it is making a difference. These task force members will bring updates to key stakeholders, like people and families with lived experience and community living and self advocacy organizations, to understand from their perspective how the work is making a difference and whether any changes are needed to the strategies and projects.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2023/2024**

**TOPIC: Impact of MCFD Changes to its service delivery model on CLBC**

**KEY INFORMATION:**

- The Province is committed to investing in children and youth, ensuring their transition to further education, employment, and activities that help them learn, grow, and thrive in adulthood.
- CLBC and the Ministry of Children and Family Development (MCFD) are closely collaborating to support the smooth transition of youth with developmental disabilities, including youth in care, to CLBC supports and services in advance of the changes to MCFD's service delivery model taking effect in 2025.
- The MCFD-CLBC Liaison Committee meets monthly and is jointly drafting an Interim Operating Agreement for the four (4) MCFD Family Connection Centre pilot sites.
- The Liaison Committee has established three working groups to help ensure that interactions between MCFD and CLBC provide sustainable, transparent, accountable mechanisms and processes. This committee will help to inform lasting improvements to the transition process, for CLBC-eligible youth, between receiving MCFD supports to receiving CLBC supports.
  1. The *Pilot Site Working Group (Early Implementation and Learning)* is tasked with observing and analyzing the implementation of the pilot sites.
  2. The *Transition Working Group* is tasked with identifying short, medium, and long-term opportunities to improve the transition experience for CLBC-eligible youth moving from MCFD supports to CLBC supports.
  3. The *Eligibility Working Group* is tasked with ensuring that access to processes and mechanisms that inform CLBC eligibility for

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

Page 1 of 4

transitioning youth remain effective. This group will further identify opportunities for eligibility process and mechanism improvements.

- As MCFD conducts further engagement on their service delivery model with First Nations and Indigenous communities, the Representative for Children and Youth, families, and advocacy groups, CLBC will learn alongside MCFD.
- CLBC is participating with MCFD and other ministries and crowns to update the Transitioning Youth Protocol, as well as working with MCFD on initiatives to support young adults who were formerly in care that include access to housing subsidies, skills training, and other benefits.

## **BACKGROUND:**

### MCFD Service Delivery Changes

- In late 2021, MCFD met with CLBC regarding upcoming changes to its service delivery model that were to be completed by 2025. These changes include:
  - Establishing Family Connection Centres throughout the province to deliver services to children, youth and their families.
  - Providing services to children and youth using a “needs-based” approach as opposed to services based on diagnostic criteria.
  - Changing the Services to Adults with Developmental Disabilities (STADD) Navigator function so that it focuses on youth in care rather than CLBC eligible youth.
  - Eliminating individualized funding for autism services and shifting those services to Family Connection Centres.
    - The decision to eliminate Individualized Funding for autism services has since been reconsidered (see below).
- CLBC reviewed the proposed changes in MCFD’s service delivery model (i.e., the family connection centres) and identified areas of concern and opportunity. For example:
  - Concerns about the effects of being in a needs-based eligibility child service system when youth age into a diagnosis-based eligibility adult service system
  - Questions on how the perceived service “cliff” from child to adult services would be affected by the changes the shift from the MCFD services.
    - MCFD services usually cover 5 full days per week through school plus additional Child and Youth with Support Needs – CYSN – services, to CLBC services which typically do not provide the same level of services.
  - Opportunities to improve communication, cross-training, and data sharing as a result of the new MCFD model.

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

- MCFD and CLBC already had an MCFD-CLBC Liaison Committee that met quarterly on policy and program initiatives. This Liaison Committee was restructured to meet monthly and subsequently 3 working groups were created:
  - Eligibility and Early Connection with Youth
  - Transitions
  - Early Implementation Learning and Issues Management
- The Eligibility and Early Connection with Youth and the Transitions Working Groups met and made recommendations on changes to improve youth transition from MCFD to CLBC.
- These recommendations are being integrated into an Interim Operating Agreement that will govern the 4 MCFD early implementation pilot sites. The 4 pilot sites include:
  - ARC Programs Ltd. In Central Okanagan/Kelowna
  - North Coast Community Services Society in Haida Gwaii/Prince Rupert
  - Terrace Child Development Centre Society in Terrace/Kitimat
  - Northwest Child Development Centre Society in Bulkley Valley/Stikine
- The MCFD-CLBC Liaison Committee's Early Implementation Learning and Issues Management Working Group will be actively gathering lessons learned from the early implementation pilot sites as youth served by the Family Connection Centres transition to CLBC services.
- The Interim Operating Agreement for the pilot sites is being created with the intention to later make updates to the existing Operating Agreement between MCFD, Indigenous Child and Family Service Agencies, and CLBC.
- On November 23, 2022, Premier Eby announced:
  - The maintenance of individualized funding for those with an autism diagnosis even after 2025.
  - An engagement process co-designed by First Nations leadership, the Representative for Children and Youth, and leaders from the disability community, in partnership with government.
  - A pause on the roll-out of BC's plan to establish a network of family connection centres, with the exception of the four pilots already launched. The four pilots will be evaluated during the co-development process of a new system.
  - New interim investments as the new system is being developed to support children with disabilities and support needs that are currently underserved.
- CLBC will continue to collaborate with MCFD on the issue of transition as it engages with rights holders and stakeholders about how it delivers services to children and youth.
- CLBC is participating, along with other ministries and crowns, on revisions to the Transitioning Youth Protocol.

Contact: Ross Chilton CEO, Community Living BC  
 Cell Phone: 778-988-1341  
 Date: Feb. 13, 2023



### Initiatives for Former Youth in Care

- Subsequent to its announcement regarding its service delivery model, MCFD also announced initiatives focused on improved benefits and supports for youth formerly in care, including access to housing subsidies, financial benefits, post-secondary support, and cultural and skills training. These services are available after age 19, some to age 27.
- CLBC was invited to participate at a number of cross-ministry tables to plan the rollout of these initiatives. These include serving on an Executive Director's table, a Youth and Young Adult Cross Government Technical Table, and working groups on housing, financial support, culture and training, hiring, training and orientation (of new and existing staff), health and wellness.
  - The first benefit to rollout was housing subsidies for former youth in care which were provided through an application-based lottery system. CLBC supported eligible young adults to apply for those subsidies.
- CLBC continues to work closely with MCFD as other benefits and services are rolled out to former youth in care.

Contact: Ross Chilton CEO, Community Living BC  
Cell Phone: 778-988-1341  
Date: Feb. 13, 2023

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Community Living BC- Housing Supports**

**KEY INFORMATION:**

- The *Community Living Authority Act* gives CLBC the mandate to provide funding for disability-related supports, including home supports. These supports are delivered through contracted service providers who may utilize public housing, homes they own or housing projects they have developed.
- CLBC's legislation does not give it a mandate to own, build or create housing.
- CLBC is committed to providing a range of home support options to best meet people's support needs and preferences including staffed homes, shared living (e.g., home sharing and live-in support), and supported living, while continuing to evaluate and research alternative housing and support options.
- The Ministry also recognizes the importance of individuals CLBC serves having access to inclusive, affordable housing.
- Affordability is the primary barrier that individuals face. Most have fixed incomes and only about 22% of people eligible for CLBC are employed. Most only work part-time and continue to rely on income assistance.
- CLBC is working with BC Housing, non-profit and cooperative housing providers, the Aboriginal Housing Management Association, service providers, and other partners to promote access to inclusive housing and the benefits of providing inclusive housing.
- Over the past two years CLBC and BC Housing executive have set up regular meetings to address mutual concerns and look for new and innovative ways to work together. This includes how CLBC can better access the various housing planning tables that BC Housing participates in.

- In November 2022 CLBC regional operations leadership held its first joint meeting with BC Housing regional operations leadership. This meeting resulted in an ongoing collaborative leadership table being agreed to and establishing regular meetings between each CLBC regional director and their corresponding BC housing regional director.

## **BACKGROUND:**

### Home supports

- Current CLBC support models that have a housing component, include:
  1. Staffed homes, which are located in communities and provide staff support to a small number of residents who have significant medical and/or behavioral support needs.
  2. Shared living, which includes home sharing and live-in support, as an option where an individual shares a home with someone who is contracted to provide ongoing home support.
  3. Supported living is where an individual receives support with activities of daily living from someone who visits them in their own home that they own, lease, or rent.
- CLBC participates in multiple government working groups to ensure that individuals are represented, including:
  1. Vulnerable Populations, Complex Care Housing Provincial Implementations Committee, and
  2. Homelessness Strategy Implementation Committee
- CLBC has provided a contract to start the Home Sharing Support Society of BC to
  1. Enhance and support the sustainability of home sharing.
  2. Increase public awareness about home sharing to attract the interest of potential home sharing providers.
  3. Increase networking, training, and education opportunities for home sharing providers.
  4. Find solutions to the challenges of individual and wellness services (i.e., formally referred to as respite services).
  5. Strengthen peer-support connections to help prevent isolation and home sharing provider burnout.
  6. Recruit home sharing providers from rural and remote locations and culturally under-represented groups.

## Access to inclusive housing

- In March 2019 the Re-imagining Community Inclusion (RCI) report was released with a 10 year road map for the Province to work towards the vision where “people with diverse abilities thrive fully and equally with everyone.” A component of this provincial initiative includes working groups tasked to develop and implement strategies in the areas of Housing, Employment, Health, and services for Indigenous Persons.
- In December 2022, the RCI Steering Committees released the activities that CLBC and other key partners will undertake until 2024/2025 to implement the RCI Initiative 10-year vision and road map.
- The RCI initiative’s desired future state for housing is for people to have access to a range of inclusive housing options across their lifespan, including access to a range of supports while living in their own home with the people they choose. This aligns with Article 19 (Living independently and being included in the community) of the Convention on the Rights of Persons with Disabilities).
- The RCI report raised a range of housing-related concerns, including:
  - Individuals state they cannot live on their own with supports because they cannot afford the rent.
  - Individuals choose the higher level of care in home sharing over an independent living option, simply because it includes a rent subsidy and some affiliated costs (e.g., internet, cable, hydro, food).
  - Families/individuals question why CLBC cannot provide rental funding in lieu of other kinds of home supports; and
  - Advocates in the sector reflect that public housing or projects developed by service providers can be too segregated and not inclusive enough or that individuals CLBC serves are not prioritized for the projects.
- CLBC has a mandate through the RCI work to increase the range of housing support options that CLBC funds. Through this work CLBC has:
  1. Hired a Housing Manager and are in the process of hiring regional housing staff to support housing engagement, planning, and coordination.
  2. Provided grant funding to the Aboriginal Housing Management Housing Association (AHMA) to increase cultural safety in housing and related services. This will be done by engaging Indigenous Peoples, developing cultural safety educational resources, and delivering training to housing providers and related organizations.
  3. Initiated a process for evaluating current tools, processes, practices, options and looking at alternative housing support options.
  4. Implemented a project to be able to forecast future housing and service needs more accurately for CLBC eligible individuals. This will

allow CLBC to inform local government, housing developers, non-profit providers about people's housing needs and to better respond to this need.

5. Provided a grant to the Social Planning and Research Council of BC (SPARC) to research the viability of rental subsidies and are working with BC Housing to look at portable rental supplements for CLBC eligible individuals.
  6. Provided Inclusion BC with grant funding to engage housing partners, non-profit housing providers, developers, and local governments to advance inclusive housing.
- CLBC has awarded a grant to the BC Aboriginal Association of Friendship Centers to work on cultural safety and home sharing, education, procurement, and intersections in community.
  - CLBC is a key sponsor and presenter at the annual Housing Central Conference, quarterly RENT conferences, and online learning events.
  - CLBC will be participating in the Union of BC Municipalities Housing symposium and convention/tradeshow in April 2023.

## STATISTICS:

### CLBC-Funded Housing and Support Resources

Type of Housing and Support Resources	Number Served 2015/16	Number Served 2016/17	Number Served 2017/18	Number Served 2018/19	Number Served 2019/20	Number Served 2020/21	Number Served 2021/22	Number Served as of Dec 31, 2022
Staffed Homes	2,603	2,622	2,660	2,660	2,690	2,694	2,769	2,785
Shared Living	3,809	4,045	4,117	4,166	4,222	4,279	4,265	4,276
Supported Living Services	1,361	1,536	1,775	1,963	2,109	2,276	2,396	2,502
<b>Total</b>	<b>7,773</b>	<b>8,203</b>	<b>8,552</b>	<b>8,789</b>	<b>9,021</b>	<b>9,249</b>	<b>9,430</b>	<b>9,563</b>

Data Source: Community Living British Columbia.

**Average per person cost per year by type of home support services  
As of March 31, 2022**

Type	Average cost
Staffed homes	\$186,000
Shared living arrangements	\$41,000
Supported living services to live independently	\$32,000

Data Source: Community Living British Columbia.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
PROGRAM NOTES 2023/2024**

**TOPIC: CLBC Service Provider Recruitment and Retention**

**KEY INFORMATION:**

- People who work in the community social services sector provide essential services for some of B.C.'s most vulnerable people.
- The pandemic created extra staffing challenges. In 2020, the government provided emergency funding to help agencies meet extra emergency and staffing costs in order to sustain these vital services.
- CLBC does not set the wages that its service providers pay to their staff. Rather, unionized service provider staffing wages are established by collective agreement negotiations between the Community Social Services Employer's Association and the Community Social Services Bargaining Association.
- The Ministry of Social Development and Poverty Reduction (SDPR) is committed to working with CLBC and the social services sector to address pressures that threaten the sustainability of essential services.
- In May 2019, the former Minister of SDPR convened the Social Services Sector Roundtable to discuss and work collaboratively on broader issues facing the sector. The issue of recruitment and retention is an active part of this discussion.

**BACKGROUND (CONFIDENTIAL ADVICE TO MINISTER):**

- The issue of recruitment and retention of workers in the community living sector is something CLBC continues to monitor closely.
- CLBC is working with sector groups like the BC CEO Network to understand impacts of recruitment and retention challenges and consider potential solutions.
- It is also a topic that is under discussion with the Ministry, CLBC, and service providers at the Social Services Sector Roundtable.
- CLBC does not set the wages that its service providers pay to their staff. Wage levels and benefits for unionized employees in this sector are set through negotiations between the Community Social Services Employer's Association and the Community Social Services Bargaining Association.
  - The current contract expired March 31, 2022.

- The parties have been engaged in bargaining and reached a tentative three-year agreement (April 1, 2022, to March 31, 2025) on Feb. 6, 2023, under B.C.'s Shared Recovery Mandate, which will provide general wage increases to members of the bargaining units, as well as additional funding to address issues of mutual concern.
- On February 7, 2023, SDPR Deputy Minister informed the sector that the province is planning to provide the same percentage compensation funding lift to non-union and hybrid (partially unionized) agencies. Funding will also be provided to support management compensation increases consistent with the funding increases for union and non-union compensation.
- Staffing challenges have been a longstanding concern in the community living sector. The pandemic exacerbated the issue in several ways:
  - Concerns over safety of frontline work.
  - Special pandemic support funding may have made it harder to recruit.
  - Competition from health care. This has been compounded by recent provincial investments in health care training programs which pulls workers away from the social services sector.
- The BC CEO Network conducted a survey of its approximately 120 member agencies on staff recruitment and retention issues in October 2021.
  - In addition to the above findings, data showed:
    - 29 agency respondents said their CEO or ED plans to depart in the next 36 months.
    - 40 said they have senior leadership who will depart in the next 36 months.
    - Using a ranking of 1 to 5 (very difficult), agencies gave an average ranking of 3.81 to describe the level of difficulty recruiting for management positions and 4.22 to describe the difficulty of recruiting for frontline positions.
    - Agencies identified that the two top barriers to recruitment are: 1) lack of skilled workforce and 2) wages.
    - The top area of staff vacancy was staffed residential homes (54 agencies) and second was community inclusion (20 agencies).
    - 56 agencies said the primary cause of staff shortages was recruitment barriers, and 30 said it was retention issues.
    - Of the agencies that said they had to close a service, six had closed a staffed residential program, and 6 said "other".
    - 65 agencies said that overtime costs have increased in the last six months, and 40 said this was causing financial hardship in the organization.
- Agencies ranked the following action requests for CLBC/government to alleviate these challenges:
  1. Higher wages for frontline positions
  2. Service level offsets for overtime rates
  3. Higher wages for management staff
  4. Funding guide refreshed to better reflect actual staffing costs
  5. Education specific to disability support professionals
  6. Clear direction from CLBC about closing services to manage critical staff shortages.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Social Services Sector – Low Wage Redress**

**KEY INFORMATION:**

- People who work in the community social services sector provide important services for thousands of British Columbians.
- As part of government's commitment to improve the services and supports that people depend on every day, we are looking at ways to ensure that people in this priority sector are paid fairly.
- Budget 2019 provided funding to support wage increases for agencies with non-unionized employees that are in line with general wage increases across the broader public sector.
- In the 2019 round of bargaining, unionized community social services employees were also supported by low wage redress funding - this was targeted funding to reduce the wage disparity with similar unionized positions in the health sector.
- Low wage redress funding provided an additional wage increase of approximately 3.5% increase per year for unionized Community Social Services employees throughout the Sustainable Services Negotiating Mandate from 2019/20 through 2021/22.
- Low wage redress was not extended to non-union employees in the sector.
- This decision resulted in concerns from the sector about the potential impact on recruitment and retention and service delivery.
- In May 2019, the Minister of Social Development and Poverty Reduction convened the Social Services Sector Roundtable (SSSRT) to discuss and work collaboratively on broader issues facing the sector – including recruitment and retention.
- Since May 2019, the SSSRT has made significant progress in building trust and good working relationships between government and community social service organizations.
- At the initial meeting, participants identified recruitment and retention as a priority. A small working group was established to develop a recruitment and retention strategy for the sector and an action plan for government consideration. Key areas of focus for this working group included compensation, recruitment and career pathing, training, and workplace safety.
- In March 2020, government provided \$10 million in one-time grants to

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

Page 1 of 5

various umbrella organizations in the sector for training as well as health and safety initiatives.

- \$24.7 million was approved for non-union and hybrid agencies across the sector in 2020/21 for training and compensation to help address recruitment and retention challenges including approximately \$8.2 million for CLBC.
- In 2021/22 \$36.358 million was also provided for compensation for non-union and hybrid agencies. Funding was not to be directed towards compensation for excluded management positions. This funding was implemented by several ministries having contracts with the community social services sector.
- In March 2022, \$10 million in grants were provided to support the development of a social services sector Reconciliation Framework, provide funding for IT services, software and equipment for virtual services for sector agencies, and research to address data gaps related to the complexity of the sector.
- Government will continue on-going discussions with the organizations that deliver these important services about how we can address challenges faced by the sector, including employee recruitment and retention.
- Priorities in the short to medium term for SSSRT include: a developing a reconciliation framework, procurement and contracting review, the development of a sectoral compensation plan, new occupational health and safety initiatives and training, developing an education and training plan for the sector and research on the complexity of the sector to address data gaps.

## 2022/2023 Bargaining

- The Community Social Services Employers Association (CSSEA) and the Community Social Services Bargaining Association negotiate three collective agreements that cover the sector: Community Living Services (CLS), General Services (GS), and Indigenous Services (IS). All three agreements expired on March 31, 2022.
- Negotiations under the Shared Recovery Mandate (SRM) began on February 02, 2022, and parties reached a tentative agreement on February 06, 2023 based on the following.  
Government Financial Information; Advice/Recommendations
- Government Financial Information; Advice/Recommendations

---

<sup>1</sup> Expected to ratify by March 29 or 30<sup>th</sup>.

## Compensation

- A 17.04% funding lift to the compensation based over the three-year term for CLS and GS is based on the total estimated incremental costs of the following collective agreement items to the GS and CLS bargaining unit compensation base:
  1. Wages & wage impacted benefits (less “comparability” adjustments for paraprofessionals and IS agencies),
  2. Paid sick leave improvements and Employment Standards Act (ESA) 5 days for casuals,
  3. Special leave enhancements,
  4. Paid cultural leave for Indigenous employees, and
  5. Health and welfare benefit enhancements
- Government Financial Information; Advice/Recommendations
- Gove 17.04% base funding Government Financial Information; Advice/Recommendations  
Government Financial Information; Advice/Recommendations

## Targeted Funding

- In addition to the percentage funding lifts outlined above, agencies will receive “targeted” funding adjustments to cover agency-specific unionized/union equivalent costs associated with:
  1. National Day for Truth and Reconciliation (NDTR),
  2. Employee vehicle mileage reimbursements, and
  3. Wage comparability adjustments for paraprofessional staff.

## Data Requirement

- The funding is contingent on eligible community social service agencies completing CSSEA compensation surveys and providing CSSEA authorization to share the agency-level compensation data with provincial funders.

## BACKGROUND:

- There are over 2,000 agencies, of varying sizes, that provide an array of social services across the province and receive an estimated \$2.3 billion per year in provincial funding. These services support vulnerable people and families, including children with special needs, people who are homeless, adults with developmental disabilities, at risk children and youth, women and children experiencing family violence, immigrants and refugees, the LGBTQ2S+ community, and Indigenous communities.

- Provincially contracted social services are predominantly provided by non-profit agencies (over 80%) alongside private companies or businesses. Social service providers are both unionized (60%) and non-unionized (40%).
- The community social services sector employs over 42,000 people across the province – with women representing almost 80% of this workforce. On the whole, the community social services sector has the lowest paid employees among the broader B.C. public sector.
- Collective agreements covering unionized employees in the community social services sector were concluded in 2018 by the Community Social Services Employers' Association (CSSEA) under the mandate. In addition to general wage increases of 2% per year from fiscal 2019/20 through 2021/22, these agreements include significant low wage redress funding (approximately 3.5% per year) to address wage disparities between similar unionized roles in the community social services and health sectors.
- In 2019/20, funding for non-union agencies in the community social services sector increased consistent with the general wage mandate (2.25% per year) that is guiding negotiations across the broader provincial public sector under the Sustainable Services Negotiating Mandate. Low wage redress was not extended to non-union employees.
- Under the 2014-2019 Economic Stability Mandate (ESM), the non-union agencies were provided funding to match the comparability/low wage redress increases available to the unionized agencies. Non-union agencies did not receive the Economic Stability Dividends (1.95% total over the life of ESM).
- The community social services sector expressed concerns that non-union agencies – with over 17,000 non-union employees - will not be able to match the wage increases in unionized agencies, which could impact staff recruitment and retention as well as service delivery and impact service delivery.
- On May 10, 2019, government established the SSSRT with a broad representation of partners from the sector to discuss how to best address the sector's anticipated challenges and opportunities, including employee recruitment and retention.
- Unlike the CSSEA agencies, there is greater variation in the wages and benefits across the non-union agencies. The community social services sector is also not guided by a sectoral compensation plan that ensures consistent and equitable compensation outcomes (salaries and benefits) for non-union employees.
- Concerns remain from some parts of the sector about the differences in funding for compensation and potential impacts on service delivery. Advocacy for wage and funding comparability has continued during the COVID-19 pandemic. Individual applicants and Equal Work Equal Pay BC (a registered lobbying organization) made an application to the Labour Relations Board in November 2020 seeking equal funding for compensation increases retroactive to April 1, 2019. Advice/Recommendations; Government Financial Information
- The approach taken in the 2022 round of bargaining (Shared Recovery Mandate) took a different approach than in 2019. In this round, Government committed to providing the non-union sector with the same percentage funding lift as provided to unionized agencies. While this approach ensures the existing compensation gap between union and non-union agencies does not increase further.

Page 303 of 448

Withheld pursuant to/removed as  
Government Financial Information

Page 304 of 448

Withheld pursuant to/removed as  
Government Financial Information

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
CORPORATE SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Social Services Sector Roundtable**

**KEY INFORMATION:**

- The social services sector has voiced concerns over many years about the adequacy of funding to meet increasing demands for services, rising operating costs, and staffing concerns related to recruitment, retention, and training a skilled workforce.
- In May 2019, the Minister of Social Development and Poverty Reduction convened a roundtable of representatives from the social services sector to discuss and work collaboratively on issues faced by the sector.
- The purpose of the Social Services Sector Roundtable (SSSRT) is to provide a forum for Ministers and senior executives in government and community social services sector representatives to:
  - maintain good relations through on-going communications;
  - discuss matters of importance within the sector; and
  - address issues in a coordinated and collaborative way.
- At the initial meeting, participants identified recruitment and retention as a priority. A small working group was established with to focus on compensation, recruitment and career pathing, training, and workplace safety.
- During the COVID-19 pandemic, the SSSRT met on a weekly basis alongside a Deputy Provincial Health Officer to provide support and share information to navigate these challenging times together. As the Province moved into the COVID-19 recovery phase, SSSRT members agreed to reduce the frequency of meetings and now meet approximately every second month.
- Reconciliation has been established as a priority for the SSSRT meetings dedicating the first hour of each meeting to this focus.
- SSSRT goals for 2022/23 include:

- Developing a Reconciliation Framework for social services sector;
  - Led by the BC Association of Aboriginal Friendship Centres
- Contracting and procurement practices review;
  - Led by the Ministry of Children and Family Development
- Developing a compensation plan;
  - Led by the Public Sector Employers Council Secretariat
- New initiatives to support occupational health and safety and training across the sector;
- Approaches to address recruitment and retention challenges faced by the sector;
- Developing an education and training plan for the social services sector; and
- Researching the complexity of social services sector to address data gaps.

### **Budget:**

- There was new funding provided to the social services sector for recruitment and retention.
- See appendix 1 for an overview the SSSRT accomplishments and funding since its inception.
- One-time funding of up to \$10 million was made available in 2019/20 to support recruitment and retention across the sector. This included funding for training or occupational health and safety initiatives.
- In 2020/21, \$24.7 million was approved for non-union and hybrid agencies across the sector for training and compensation to help address recruitment and retention challenges including approximately \$8.2 million for CLBC.
- In 2021/22 \$36.358 million was also provided for compensation for non-union and hybrid agencies. Funding was not to be directed towards compensation for excluded management positions. This funding was implemented by several ministries having contracts with the community social services sector.
- The Public Sector Employers' Council Secretariat (PSEC) was provided with \$400,000 in 2021/22 to lead the development of the sectoral compensation plan, now led by the Community Social



Services Employers' Association (CSSEA).

- As a part of government's StrongerBC economic recovery plan, in 2021/22, \$10 million was approved for non-profit and social enterprise employment support grants that will be administered through the ministry's employment program to provide work experience opportunities for people with disabilities and multiple barriers.
- In March 2022, \$10 million in grants were provided to support the development of a social services sector Reconciliation Framework, provide funding for IT services, software and equipment for virtual services for sector agencies, and research to address data gaps related to the complexity of the sector.
- CSSEA and the Community Social Services Bargaining Association negotiate three collective agreements that cover the sector: Community Living Services, General Services, and Indigenous Services. All three agreements expired on March 31, 2022. Negotiations under the Shared Recovery Mandate (SRM) began on February 02, 2022 and parties reached a tentative agreement on February 06, 2023. The ratification vote is expected to be completed by end of the March.
- The Shared Recovery Mandate has typically comprised of the following elements:
  - Year 1:
    - Flat \$0.25/hour increase to all wage grids
    - Guaranteed 3.24% general wage increase (GWI)
    - Flexibility Allocation of up to 0.25%
  - Year 2:
    - Guaranteed 5.5% GWI
    - Contingent Cost of Living Adjustment (COLA) of up to 1.25%
    - Flexibility Allocation of up to 0.25%
  - Year 3
    - Guaranteed 2% GWI
    - Contingent COLA of up to 1%
- In addition, the CSSEA table is one of two "Low Wage Redress" (LWR) tables where, for the past three mandates, additional mandate funding have been granted. The additional funding is to level up unionized wage rates to those available for the same or comparable positions under the health Facilities Bargaining Association (FBA) and Health Science Professionals Bargaining Association (HSPBA)

collective agreements.

- Under the Shared Recovery Mandate, the partially-unionized CSSEA members (i.e. hybrid agencies) will receive the same percentage funding lift for both their unionized and non-union employees.
- As well, funding for management compensation increases equivalent to bargaining unit wage increases will be provided (contingent on sharing agency level compensation data with funders).

### **Background:**

#### **Spring 2019**

- Budget 2019 provided funding to support wage increases for all community social services employees that are in line with general wage increases across the broader public sector under the Sustainable Services Negotiating Mandate.
- Unionized community social services employees also benefit from low wage redress funding - this is targeted funding of approximately 4% per year to address wage disparities between similar unionized roles in the community social services and health sectors.
- Beginning April 1, 2019, non-union employees received wage increases of 2.25% (including the Service Improvement Allocation) consistent with the broader public sector but are not receiving the Low Wage Redress.
- In April 2019, the community social services sector expressed concerns about the government decision on Low Wage Redress funding for non-union employees as well as other recent decisions (e.g. changes in liability insurance, the Employer Health Tax, procurement processes like WorkBC, and in-housing of services) and the potential collective impact these issues could have on the sector and its ability to deliver quality social services.

#### **Social Services Sector Roundtable**

- On May 10, 2019, government established the Social Services Sector Roundtable (SSSRT) with a broad representation of partners from the sector to discuss how to best address the sector's challenges, including employee recruitment and retention.
- The SSSRT is comprised of representatives from: the Aboriginal Housing Management Association, the BC CEO Network, the BC Association of Aboriginal Friendship Centres, Board Voice, BC Non-Profit Housing Association, BC General Employees' Union, Canadian Union of Public Employees, Community Social

Services Employers' Association, Ending Violence Association of BC, the Federation of Community Social Services of BC, the Provincial Association of Residential and Community Agencies, Community Living BC, BC Housing, the Public Sector Employers' Council Secretariat, and the Ministries of Children and Family Development, Housing, Mental Health and Addictions, Public Safety and Solicitor General, and Social Development and Poverty Reduction.

- As a first step to broader engagement, the Minister of Social Development and Poverty Reduction hosted a Social Services Sector “Together for Social Change” Forum on November 15, 2019 in Richmond.
- Over 130 participants from community-based agencies, advocates, and government attended the event to learn about the work of the Social Services Sector Roundtable and create a blueprint for on-going collaboration with the broader social services community.
- The [Forum Report](#), which captured the discussions at the event, was released in February 2020. SSSRT members indicated interest in holding similar engagements in the future to continue the collaborative work across the sector.

## APPENDIX 1 SOCIAL SERVICES SECTOR FUNDING

FUNDING: RECRUITMENT AND RETENTION				
Timing	Amount	Recipient	Purpose	Status
FISCAL <b>2020/21</b>	\$24.7 million	Non-Union Agencies	<b>Recruitment and Retention Funding</b> Funding to increase non-union employee compensation.	Fully spent
FISCAL <b>2021/22</b>	\$36.358 million	Non-Union Agencies	<b>Recruitment and Retention Funding</b> Funding to increase non-union employee compensation.	Fully spent
FISCAL <b>2021/22</b>	\$400,000	Public Sector Employers' Council / Community Social Services Employers Association	<b>Sector Compensation Plan</b> Funding to develop a sector compensation plan.	Fully spent <sup>1</sup>

<sup>1</sup> work continues on the sector compensation plan via CSSEA.

<b>2020 FUNDING: TRAINING, OH&amp;S and RESEARCH – \$10 Million in Grants</b>				
<b>Timing</b>	<b>Amount</b>	<b>Recipient</b>	<b>Purpose</b>	<b>Status</b>
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$3 million	BC Association of Aboriginal Friendship Centres	<b>Training</b> Funding to strengthen capacity and train skilled workers in Indigenous organizations.	Training funded - transfer remaining funds to Indigenous MBA <sup>2</sup>
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$3 million	Federation of Community Social Services of BC	<b>Training</b> Funding for foundational knowledge and key skills across the sector.	Fully spent
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$1.4 million	Federation of Community Social Services of BC / OHS Council	<b>Occupational Health &amp; Safety</b> Funding to provide increased support to the Community Social Services Health and Safety Council to work on initiatives to improve workplace health and safety.	In progress
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$1.075 million	BC CEO Network	<b>Training</b> Funding for contracted Home Share providers, coordinators, supervisors and Microboards.	In progress
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$600,000	Police Victim Services BC / Ending Violence Association of BC	<b>Training</b> Funding for specialized training for employees working in victim services and anti-violence programming.	In progress

<sup>2</sup> As of December 2022 spent \$0.4M on training, transferred \$2.6M to Indigenous MBA program as part of Reconciliation Framework – see below.

<b>2020 FUNDING: TRAINING, OH&amp;S and RESEARCH – \$10 Million in Grants</b>				
<b>Timing</b>	<b>Amount</b>	<b>Recipient</b>	<b>Purpose</b>	<b>Status</b>
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$600,000	BC Non-Profit Housing Association	<b>Training</b> Funding to develop and deliver training for community housing service provider employees.	In progress
FISCALS <b>2020/21</b> <b>2021/22</b>	\$125,000	Vela Canada	<b>Training</b> Funding to update and enhance the Support Worker Central web-based platform.	Fully spent
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$200,000	Board Voice Society of BC	<b>Training</b> Funding to provide regional training to board members of non-profit Social Care Agencies.	In progress
<b>MINISTRY OF ADVANCED EDUCATION AND SKILLS TRAINING'S LABOUR MARKET PARTNERSHIPS FUNDING</b>				
FISCAL <b>2020/21</b>	\$250,000	Federation of Community Social Services of BC	<b>Research</b> Funding from the Ministry of Advanced Education and Skills Training's Labour Market Partnerships – Develop Sector Labour Market Report.	Fully spent
FISCALS <b>2021/22</b> <b>2022/23</b>	\$450,000	Federation of Community Social Services of BC	<b>Training</b> Funding from the Ministry of Advanced Education and Skills Training's Labour Market Partnerships to develop a plan for sector training.	In progress

2022 FUNDING: RECONCILIATION, RESEARCH, IT - \$10 Million in Grants				
Timing	Amount	Recipient	Purpose	Status
FISCALS <b>2022/23</b> – <b>2026/27</b>	\$9.6 million <sup>3</sup>	BC Association of Aboriginal Friendship Centres	<b>Community Pathways to Reconciliation</b> BCAAFC will oversee the development of a reconciliation framework for the social services sector, including the development and implementation of a new Indigenous MBA program.	In progress
FISCALS <b>2022/23</b>	\$1.5 million	Federation of Community Social Services of BC	<b>Information Technology and Virtual Services</b> Funding for IT services, software, equipment for virtual services and innovation.	In progress
FISCALS <b>2022/23</b>	\$1.5 million	Social Planning and Research Council of British Columbia Society (SPARC)	<b>Research</b> SPARC BC will oversee and conduct up to five separate research projects designed to address data gaps about the complexity of the community social services sector.	In progress

<sup>3</sup> Includes \$7M 2022 grant plus \$2.6M transferred in December 2022 from 2020 BCAAFC training grant.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Service Delivery – Budget and FTE Overview**

**KEY INFORMATION:**

- Employment and Assistance Services are delivered through the Service Delivery Division, which is organized into six branches.
- The division's salaries and benefits budget supports an average of 1,590 FTEs.
- In addition to income and disability assistances payments, Service Delivery Division staff provide a broad range of supports, including crisis supplements to help with food, shelter, or clothing; security deposits to help with securing housing; and health supplements to address health needs such as medical equipment or medical transportation.
- Other specialized services provided may include the administration of indigent burials for eligible citizens of BC and providing support to clients participating in substance use treatment.
- Individuals can access Ministry services online, by phone, or in person at 84 locations, including 36 Ministry offices and 48 Service BC locations around the province.
- In addition, the Ministry provides after-hours access for urgent needs, outreach services in communities by Community Integration Specialists, and contracts with Third Party Administrators to provide services to clients.
- As part of the services provided, the division works collaboratively with local agencies and community partners, to refer clients to other resources such as housing, mental health, substance use services, childcare, and domestic violence counselling.



## BACKGROUND:

- Service Delivery Division's (SDD)' salary and benefits budget supports an average of 1,590 FTEs. The division is responsible for frontline service delivery for people applying for income assistance and providing service to clients receiving Ministry assistance.
- The majority of frontline workers are Client Service Workers (CSWs) and Employment Assistance Workers (EAWs).
- To support individuals who are at risk of or currently experiencing homelessness, Community Integration Specialists work in communities throughout the province.

## BUDGET:

<b>Service Delivery Division Program Management Budget 2017/18 to 2022/23</b>				
<b>Fiscal Year</b>	<b>Salaries and Benefits</b>	<b>Operating Costs</b>	<b>Total</b>	<b>% Change</b>
<b>2022/23</b>	\$123,426,000	\$9,063,000	<b>\$132,489,000***</b>	10.7%
<b>2021/22</b>	\$111,855,000*	\$7,879,000	<b>\$119,734,000</b>	5.4%
<b>2020/21</b>	\$106,586,948	\$7,041,002	<b>\$113,627,950**</b>	0.8%
<b>2019/20</b>	\$105,615,000	\$7,156,000	<b>\$112,771,000</b>	5.1%
<b>2018/19</b>	\$100,237,000	\$7,041,000	<b>\$107,278,000</b>	3.7%
<b>2017/18</b>	\$96,500,000	\$6,941,000	<b>\$103,441,000</b>	N/A

Data Source: Operations Support, Service Delivery Division

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

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

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

\*\*\*Includes \$12,508,000 for Community Integration Services Branch

## FTE Burn - Service Delivery Division (Dec 31, 2022)

Branch	FTE
<b>Community Integration Services</b>	<b>119</b>
Community Integration Specialists	99
<b>Community Services</b> <i>(including in-person offices, and Profiling)</i>	<b>529</b>
Client Service Workers (CSWs)	150
Employment Assistance Workers (EAWs)	294
Other	85
<b>Virtual Services</b> <i>(including Contact Centre; Intake; Health Assistance and Specialized Services; and Specialized Intake)</i>	<b>619</b>
Client Service Workers (CSWs)	38
Employment Assistance Workers (EAWs)	452
Other	129
<b>Operations Support</b>	<b>110</b>
<b>Prevention and Loss Management Services</b>	<b>179</b>
<b>Strategic Services</b>	<b>51</b>
<b>ADMs Office</b>	<b>3</b>
<b>Total Service Delivery Division</b>	<b>1,610</b>

Data Source: Operations Support Branch, Service Delivery Division

\* FTE Burn – Corporate Data Warehouse FTE Cube, Dec 17-31, 2022.

FTE counts are higher than the budget average of 1590 due to overtime hours being worked in the Dec 17-31 pay period. p.

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

## Organizational Structure



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Service Delivery – Community Services**

**KEY INFORMATION:**

- The Ministry has 84 locations around the province that offer in-person client services including 36 Ministry offices and 48 Service BC locations.
- Integrating Ministry services with Service BC locations has made it easier for clients to access in-person service while maintaining anonymity in the community. Ministry services provided in the 46 of the 48 Service BC locations mirror the services provided in SDPR offices.
- All in-person offices have a Queue Management System (QMS) which collects service delivery information, such as service volumes and service durations, that assists the Ministry in understanding the service experience for individuals accessing in-person services.
- Feedback from clients indicates an interest in having various service options to access ministry services.

**BACKGROUND:**

- The Ministry has 84 locations around the province that offer in-person client services.
- The Ministry has 36 office locations and 48 Service BC offices located around the province that offer access to Ministry services during regular business hours.
- The partnership with 46 of the 48 Service BC locations provides a comparable level of service as a Ministry office does while maintaining anonymity in the community.
- The Service BC offices in Kaslo and Mackenzie provide limited access to Ministry services that includes information on SDPR programs and services, access to a computer, My Self Service, internet, SDPR contact centre direct line phone, and the ability to pick up Ministry cheques from these locations.
- In-person services are available from SDPR offices between Monday and Friday from 9:00 am to 4:00 pm, closed between 12 pm and 1 pm, excluding statutory holidays.
- In-person services are available from Service BC offices between Monday and Friday from 8:30 am to 4:30 pm, excluding statutory holidays.

- All in-person offices, including SBC locations, have a Queue Management System (QMS), which collects in-person service volumes and service duration information, that assists the Ministry in understanding the service experience for individuals accessing in-person services.
- The average number of visits per month between January 1, 2022 and December 31, 2022, was 50,321, and the average wait duration per visit was six minutes and 9 seconds.
- To help support in-person offices during the ministry's cheque issue week, larger offices deploy a line management strategy to facilitate clients accessing services in a timely manner.
- Clients are encouraged to sign up for direct deposit in order to eliminate the need for office visits on cheque issue week and to ensure fast and reliable delivery of funds even in the event of postal disputes or natural disasters such as wildfires.
- As of December 2022, 150,531 or 84% of people were registered to receive their payments by direct deposit.
- For questions regarding the overall costs of Service BC offices to provide SDPR services, please refer to the Ministry of Citizens' Services who hold the budget for Service BC offices.

Data Source: Community Services SBC Lead

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Service Delivery - Contact Centre**

**KEY INFORMATION:**

- The Ministry operates a provincial contact centre that receives an average of 124,400 calls each month from individuals using the 1-866-866-0800 call line. This translates into about 1.5 million calls every year.
- The call line provides options for individuals including accessing client information or submitting their monthly report through a self-serve process, or the option to speak to a Ministry worker.
- The option to speak directly with Ministry staff is available Monday to Friday, 9 am to 4 pm, and there are no time limits on calls. On Wednesdays and Thursdays of cheque issue weeks, clients can phone from 8:30 am to 4:30 pm.
- The Ministry has established a service standard target for the call centre – which is to answer 80 percent of calls in 10 minutes or less.
- In 2022, the average speed of answer was 41 minutes and 03 seconds, meeting the Ministry Service Standard 18% of the time.
- A caller has the option of entering a callback number if they choose not to stay on the telephone line, which allows them to maintain their place in the call queue.
- Along with other employers in Canada and British Columbia, the Ministry has been having difficulty in retaining and hiring employees in the Contact Centre, as opportunities for promotion open up throughout the BC Public Service and the labour market.
- Due to these challenges, call wait times have increased compared to years prior.

- The Ministry has responded to this new challenge by improving its hiring strategy to ensure vacancies are filled quickly, using its centralized recruitment team to conduct multiple staffing competitions to ensure the ongoing recruitment of frontline staff.
- In September 2022, the Ministry hired 51 contact centre staff and in January 2023 the ministry hired 28 to fill existing vacancies.
- In addition, the Ministry is in the process of implementing a centralized training team with improved training material to minimize the training time needed for new staff to start answering calls. This reduces the number of experienced staff needed for training and allows them to continue serving our clients.
- The Ministry offers a client satisfaction survey at the end of each call. From January to December 2022, clients reported they were satisfied with the amount of time it took to get service, 67 percent of the time.
- To remain transparent, wait time and service level reports are published monthly on the Ministry's website.
- When the phone lines are particularly busy, the Ministry temporarily assigns non-client on-client-facing answer calls to minimize wait times.

## **BACKGROUND:**

- The Ministry of Social Development and Poverty Reduction tracks call data and trends for its toll-free line.
- The Ministry continues to focus on meeting the service standard of answering calls within 10 minutes or less, 80 percent of the time; however, there are still peaks and valleys associated with wait times that happen naturally throughout the year.
  - There are high call volumes during cheque issue week, resulting in longer wait times.
  - Wait times also tend to be longer during peak staff vacation periods, and on Mondays and Fridays.
  - Average wait times are typically quite short mid-week.
  - There are longer call wait times associated with increased call volume when changes to legislation happen and during the BC Bus Pass renewal period (November through January).

- The contact centre provides service to individuals, families, service providers and advocates looking for information on Ministry programs and services.
- Through a continued focus on system enhancements, the Ministry offers:
  - The ability to complete monthly reporting using a self-serve option on the phone.
  - An announcement to callers letting them know how long a wait they can expect when they choose the option to speak to a Ministry representative.
  - The option for callers to enter a callback number with an extension if applicable. The callback option allows callers to maintain their place in the queue without the need to stay on the telephone line.
  - The ability to accept calls from outside of BC as well as most VoiceOver Internet Protocol (VoIP) services, (e.g. Skype, Google Talk, etc.). This change is a result of feedback from clients and advocates.
  - A 9:30 am to 5:30 pm staffing shift ensures calls in the queue up to 4 pm will be answered the same day, rather than carrying over calls into the next day.
- The Ministry provides an Advocate Client Enquiries (ACE) process for advocates and the Public Guardian and Trustee (PGT) to discuss multiple client cases. All requests are managed within a 24-hour turnaround which has resulted in improved service outcomes for clients and advocates.

### Phone Abandonment Rate

- There are a number of reasons people may abandon calls, including:
  - Hearing the notification of call wait times and the client chooses to hang up and call back another time or try another way to access services from the Ministry (e.g., My Self Serve);
  - Personal circumstances that may arise while on hold.
- Abandonment rates vary between 10 - 14% monthly.

(Data Source: Analytics and Business Intelligence FY22/23 Apr-Dec)

### ICE Survey

- The Ministry implemented a simplified phone service survey for all callers to the Ministry's 1-866 line.
- The option to participate in the survey is offered at the beginning of the call and takes place once the call has ended.
- Callers who choose to participate are being asked two questions using a Yes/No rating scale:
- Results from the 8,536 surveys completed between January 1, 2022 – December 31, 2022 show the following results:
  - I was satisfied with the amount of time it took to get service
    - 67% - Yes      33% - No
  - Overall, I found the Ministry worker was respectful
    - 86% - Yes      14% - No

(Data Source: Analytics and Business Intelligence)

## Call Centre Service Level Report

	<b>Calls Offered</b>	<b>Calls Handled</b>	<b>Average Handle Time</b>	<b>Service Level 1 %</b>	<b>Service Level 2 %</b>	<b>Average Wait Time</b>
<b>2019</b>	<b>807,465</b>	<b>742,700</b>	<b>0:12:23</b>	<b>45%</b>	<b>42%</b>	<b>0:16:54</b>
<b>2020</b>	<b>720,073</b>	<b>687,901</b>	<b>0:13:24</b>	<b>82%</b>	<b>79%</b>	<b>0:06:28</b>
<b>2021</b>	<b>747,304</b>	<b>702,572</b>	<b>0:13:38</b>	<b>63%</b>	<b>57%</b>	<b>0:12:55</b>
<b>2022</b>	<b>850,238</b>	<b>759,136</b>	<b>0:12:57</b>	<b>18%</b>	<b>8%</b>	<b>0:41:03</b>

Data Source: Analytics and Business Intelligence

## Contact Centre – Technology Expenditures

<b>Contact Centre Software Costs</b>	<b>2018/19 Actuals</b>	<b>2019/20 Actuals</b>	<b>2020/21 Actuals</b>	<b>2021/22 Apr-Dec Expenditures</b>	<b>2022/23 Apr-Dec Expenditures</b>
<b>Monthly licensing Costs for ICE/Teleopti Software</b>	\$1,520,996	\$1,568,961	\$2,088,625	\$1,439,020	\$1,410,579
<b>One-Time operating costs (e.g. Move-Add-Change, testing)</b>	\$2,367	\$9,143	\$21,890	0	0
<b>TOTAL</b>	<b>\$1,523,363</b>	<b>\$1,578,104</b>	<b>\$2,110,515</b>	<b>\$1,439,020</b>	<b>\$1,410,579</b>

Data Source: Operations Support, Finance, Facilities and Assets FY22/23 Apr-Dec

## Contact Centre – Statistics

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>Calls Offered</b>	750,038	807,465	720,073	747,304	850,238
<b>Calls Handled</b>	659,873 (88%)	742,700 (92%)	687,901 (96%)	702,572 (94%)	759,136 (89%)
<b>Average Handle Time</b>	0:11:21	0:12:23	0:13:24	0:13:38	0:12:57
<b>Service Level 1*</b>	29%	45%	82%	63%	18%
<b>Service Level 2 **</b>	29%	42%	79%	57%	8%

Data Source: Operations Support - Analytics and Business Intelligence

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

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

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



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:           Service Delivery – Community Integration Services**

**KEY INFORMATION:**

- Community Integration Services provides in-person services to individuals at risk of or currently experiencing homelessness, within a community, by connecting them with financial assistance and community supports.
- In-person services are provided by Community Integration Specialists, who work collaboratively with community partners and agencies, by connecting the province's most underserved people to government and community supports.
- Budget 2022 announced that the number of Community Integration Specialists would increase from 73 to approximately 190 positions. The hiring of the Community Integration Specialists started in 2022 and will continue over the course of 2023.
- The Ministry is also working to recruit more Indigenous or non-Indigenous community integration specialists to work out of friendship centres. This expands on a successful pilot implemented in 2020 called the Surrey Indigenous Hub, officially known as taxila (making a pathway).

**BACKGROUND:**

- In 2019, the Ministry implemented Community Integration Services to provide in-person services to individuals at risk or currently experiencing homelessness by connecting them with financial assistance and community resources. They generally work where people congregate, as opposed to ministry offices.
- In-person services are provided by Community Integration Specialists through four types of operating models as follows:
  - Community Hub: Central location for community partners to provide wrap-around supports;
  - Direct Services: Community Integration Specialists takes a case management approach to supporting a client's connection to financial support and services;
  - Specific Focus: On areas of need (e.g., housing, mental health and addictions

Page 1 of 3

Contact:           Raymond Fieltsch, Assistant Deputy Minister, Service Delivery Division  
Cell Phone:       Government

- and women's services); and
  - Remote Hub: Provides virtual individualized support in small or remote communities.
- This holistic, community-centered approach to service delivery has been well-received by communities and partners throughout the province and has had positive results.
- Community Integration Specialists have knowledge of local community and government agencies which allows them to assist individuals to connect with those organizations and fill gaps that cannot be met with ministry supports alone.
- Services provided by Community Integration Specialists include:
  - Supporting people in navigating government systems
  - Supporting the province's complex care housing sites
  - Expediated intakes
  - Shelter and health requests
  - Intensive case management
  - Homeless outreach
  - Coordinated housing inspections
  - Responding to inquiries from community partners
  - Coordination of services, supports and referrals

#### Community Integration Services Expansion:

- Budget 2022 announced an increase of Community Integration Specialists from 73 to approximately 190 positions. The hiring of the Community Integration Specialists has started and will be staggered over the course of the year.
- The location of the additional Community Integration Specialist positions is based on homelessness data by census areas, complex housing sites, potential partnerships with Friendship Centres and Metis Nation chartered communities, as well as Ministry client data of individuals with no fixed address (including encampments).

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

- Starting in 2017, SDPR worked in partnership with Indigenous community members in Surrey and surrounding areas to better understand the role the province could play in providing better services to the Indigenous communities.
- Based on consultation and feedback from the indigenous community member, in early 2020 a one-year Indigenous Partnership Pilot Program began where the ministry partnered with indigenous organizations to hire from the community to provide service to indigenous clients in a manner that prioritizes cultural safety.
- Building upon the success of the Indigenous Partnership Pilot Program in providing culturally appropriate services to Indigenous individuals, in 2021, the Ministry created a new channel of service delivery developed in partnership with the community, named 'taxila. Pronounced "tah-he-la", a word from the Kwakwaka'wakw First Nations of the Pacific Northwest Coast language that means "making a pathway". It's a fitting name because this program will create new paths to the Ministry of Social Development and

Page 2 of 3

Poverty Reduction services for urban Indigenous Peoples.

- The Ministry is exploring further partnerships with Friendship Centres across the province, with 16 of the 25 Friendship Centres having expressed their interest to date.
- The Community Integration Specialist job profile underwent a review to plain-language the requirements and remove systemic barriers that may have prevented Indigenous applicants from being interested in the position or successful in the hiring process.

Cross Government Lean Project with LeanBC (November 2022 to January 2023):

- Collaboration with the Ministry of Public Safety and Solicitor General (PSSG), Ministry of Mental Health and Addictions (MMHA), Ministry of Attorney General (MAG), and Ministry for Children and Family Development (MCFD) to understand how individuals navigate the multi-government systems and to identify gaps and/or duplication of services.
- Phase 1 (completed in January 2022) confirmed difficulties in individuals being able to navigate the various support systems which impeded their ability to receive core services (
- Phase 2 (began in March 2022) was the development of a revised referral process and form. A pilot was started in October 2022 in the communities of Surrey and Parksville/Oceanside, as well as internally within the Service Delivery Division's Specialized Hospital Intake and Case Management team.
- The pilots continue while the outcome is being evaluated and the ministry is able to resolve the technology barriers.

## **BUDGET:**

Community Integration Services:

<b>Fiscal Year</b>	<b>Budget Amount</b>	<b># of Community Integration Specialists</b>
2021/2022	\$6.2M*	73
2022/2023	\$17.9M*	191

\* Budget amount inclusive of salary and benefit costs only.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Intake and Eligibility**

**KEY INFORMATION:**

- The Ministry has three main options available for individuals to apply for income assistance:
  - Online – Self-directed from anywhere;
  - Online – Staff supported in an office, overriding the email address requirement; and
  - Staff-assisted – Ministry staff complete the application with the applicant in an office or over the phone.
- All Ministry offices and Service BC locations have free, public Wi-Fi and computers available for applicants and clients to access the online “My Self Serve” web-portal during office hours.
- If an individual needs additional support to apply for assistance, staff can connect the individual with a Community Integration Specialist to facilitate the application process.
- Additional supports available to applicants include access to professionally trained language and American Sign Language interpreters or the applicant’s interpreter of choice.
- The Ministry has specialized intake processes to assist in streamlining income assistance applications for youth transitioning from in-care and underage Persons with Disabilities applicants, as well as applicants leaving:
  - correctional facilities;
  - alcohol and drug facilities; and
  - hospitals.

- Ministry applications are triaged and processed in the order they are received. Applicants who are fleeing abuse or have an immediate need for food, shelter, or urgent medical attention are contacted within 1 business day.
- As per ministry service standards, once an applicant submits a completed application, the ministry aims to contact the individual within 5 business days.
- The ministry continues to explore opportunities to further simplify the application process.

## **BACKGROUND:**

### How to apply:

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

In addition, Community Integration Specialists work with individuals at risk of or currently experiencing homelessness, within a community, to assist them through the application process.

#### Application Support through Interpretation:

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

#### Application Process:

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

#### Service Standards:

- After applicants have applied for assistance, the Ministry will contact the applicant within 5 business days, at least 80 percent of the time, except as follows when contact is expedited:
  - if they are fleeing abuse (1 business day), or
  - if they have an immediate need for food, shelter or urgent medical attention (1 business day).

## **Intake Data:**

	2022 Average Days to First Contact
General	3
Expedited	1
Fleeing Abuse	1
Specialized	2
*Other	0

- \* Other: Applications that are not assigned to an "Intake" related Service Office, but are assigned to a different stream such as Community Services, Community Integration Services, etc  
(data source: Analytics and Business Intelligence, Daily Divisional Trend)

	2019		2020		2021		2022	
MySS – Client-Initiated (self-directed)	39,294	78%	29,065	76%	28,775	74%	35,822	75%
MySS - Staff Supported	1,114	2%	529	1%	358	1%	452	1%
MySS - Staff Assisted	9,228	18%	8,047	21%	8,868	23%	10,843	23%
Manual - Staff Assisted	1,019	2%	663	2%	744	2%	527	1%

- (data source: Analytics and Business Intelligence)

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Support for Individuals Arriving from Ukraine**

**KEY INFORMATION:**

- With thousands of displaced Ukrainians expected to relocate to British Columbia, the Province has expanded services and supports to connect individuals and families to the help they need.
- Ukrainians arriving under the *Canada-Ukraine Authorization for Emergency Travel* (CUAET) visitor's visa are eligible for the range of WorkBC employment services and supports.
- An information sheet identifying all WorkBC services available has been posted on the Welcome Ukraine Website and is available in English, French, Ukrainian and Russian.
- Ukrainians who come to Canada under CUAET may be eligible for hardship assistance under the category of Fleeing Armed Conflict Abroad, for up to 12 months.
- Hardship assistance eligibility and monthly payment amount is based on income and assets that are immediately available at the time of application.
- As individuals arriving to Canada under CUAET are considered visitors, they do not meet the citizenship requirement to apply for income or disability assistance.
- Ukrainians who choose to make a refugee claim (e.g., asylum seekers) or those who come in under the family reunification program will meet the citizenship requirement.
- Ministry staff work with other ministries and community organizations by providing information regarding hardship assistance, the application process, and any additional financial support that might be available.

Contact: Raymond Fieltch, Assistant Deputy Minister, Service Delivery Division  
Cell Phone: Government of British Columbia

Page 1 of 2



## BACKGROUND:

- The Ministry of Municipal Affairs is the lead Ministry for BC's coordination of services for individuals arriving from Ukraine under the CUAET, including the implementation of a dedicated welcoming website, Welcoming Ukraine - Province of British Columbia (gov.bc.ca). that is available in Ukrainian and Russian languages.
- Ukrainians can use the website to access support services such as health care, employment, education, housing, child care, and other community services/supports.
- Service BC has set up a phone line, with translators available, to help support individuals arriving from Ukraine at 1-800-663-7867.

### SDPR Specific:

- Ukrainians arriving under CUAET are eligible for the range of WorkBC employment services including employment counselling, job search support, workshops, skills training, wage subsidy, interpretation, counselling, and financial supports.
- 1,224 clients from Ukraine have received WorkBC services up to December 31, 2022 and 420 of these clients have obtained employment.
- Ukrainians who come to Canada under CUAET may be eligible for hardship assistance under the category of Fleeing Armed Conflict Abroad, for up to 12 months.
- Hardship assistance eligibility and monthly payment amount is based on income and assets that are immediately available at the time of application (e.g. not considering assets that may be inaccessible in Ukraine).
- The one-time payment from the federal government of \$3,000 for each adult and \$1,200 for each child, is considered as an available asset at the time of application.
- As individuals arriving to Canada under CUAET are considered visitors, they do not meet the citizenship requirement to apply for regular income or disability assistance.
- Ukrainians who choose to make a refugee claim (e.g., asylum seekers) or those who come in under the family reunification program will meet the citizenship requirement.
- Ministry staff continue to work with other ministries and community organizations/partners by providing information/clarification regarding hardship assistance, the application process, and any additional financial supports available.
- Ministry staff provide one-on-one support to applicants to help them navigate through the application process and provide information on other community resources/supports.
- As of December 31st, the Ministry has 333 hardship assistance cases that are fleeing conflict abroad, representing 593 individuals. Total assistance paid to December was \$1.1 million. Approximately 51% of the cases are single individuals, 21% are one-parent families, 12% are two-parent families, and 16% are couples.
- The initial time period to receive hardship assistance for individuals fleeing conflict abroad was up to a 6-month period. The time period was extended at the end of November 2022 under Order In Council for up to 12 months.

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

**TOPIC: Accessibility Legislation Implementation**

**KEY INFORMATION:**

- Government is committed to improving the lives of people with disabilities. The *Accessible British Columbia Act* (the Act) marks the next step in building an inclusive province that works for all of us.
- The Act received Royal Assent June 17, 2021.
- During the first year of implementation, government has worked to achieve the three requirements under Part 3 of the Act:
  - Appointment of the Provincial Accessibility Committee (December 2021);
  - Release of an accessibility plan, AccessibleBC (May 2022); and
  - Launch of the feedback mechanism (October 2022).
- Government has also adopted a regulation to require over 750 public sector organizations to also establish an accessibility committee, accessibility plan and accessibility feedback mechanism.
- The Act supports the development of new accessibility standards – in areas like employment, the built environment and delivery of services. Working with the Provincial Accessibility Committee, government announced in May 2022 the Accessible Employment Standard and Accessible Service Delivery Standard would begin development.
- Guided by the principle of “nothing about us, without us,” the work aligns with the UN Convention on the Rights of Persons with Disabilities (UNCRPD).
- Through the work of Parliamentary Secretary Chant, we will ensure this legislation is effective and well understood by advocates, businesses, and the broader community.

**BACKGROUND:**

Overview of the *Accessible B.C. Act*

- The Act seeks to identify, remove and prevent barriers experienced by people with disabilities. The legislation is comprised of seven parts which include:
  - **Interpretation (Part 1)** – contains definitions required for operation of the Act;
  - **Recognition and accountability (Part 2)** – recognizes AccessAbility week and sign languages as well as requires government to publish an annual report and independent reviews;

Contact: Sam Turcott, Accessibility Lead, Accessibility Directorate  
Cell Phone: 250-888-4271

- **Accessible organizations (Part 3)** – requires government and any prescribed organizations to publish an accessibility plan, create feedback mechanism, and establish an accessibility committee;
- **Accessibility standards (Part 4)** – establishes a process for standard development and areas for standards development;
- **Compliance and enforcement (Part 5)** – enables inspections and enforcement actions culminating in monetary penalties;
- **Reconsiderations and appeals (Part 6)** – outlines a process for review and appeals; and
- **General (Part 7)** – authorizes regulations as required for operation of the Act, including LGC power to establish standards.

### Implementation of Part 3

#### *Provincial Accessibility Committee*

- On December 3, 2021, the Minister appointed 11 individuals as the first members of PAC.
- PAC is responsible for supporting the implementation of the Act by developing and recommending accessibility standards and providing advice to government on matters related to accessibility and inclusion.
- Committee membership aims to reflect the diversity of British Columbians and includes people with disabilities, individuals and organizations that support people with disabilities, and Indigenous representatives. The majority of members have a disability.
- Jointly chaired by Susie Chant, Parliamentary Secretary for Accessibility, and Spring Hawes, the committee's work includes advising government on the implementation of the Accessible B.C. Act, helping government prioritize accessibility standards and overseeing the process of developing standards. The committee meets at least four times a year.
- The committee will be supported by technical committees with expertise specific to that standard.

#### *Government Accessibility Plan*

- The Act requires government to develop an accessibility plan and update it at least once every three years. The plan was based on content collected from an internal engagement conducted with each Ministry between September and December 2021.
- Following input from the Provincial Accessibility Committee, government released the first plan, AccessibleBC, on May 31, 2022, during Accessibility week. The plan highlights initiatives and high-level priorities across government that support the identification, prevention, and removal of barriers for people with disabilities.

#### *Government Feedback Mechanism*

- Government is required to develop and maintain an accessibility feedback tool under Part 3 of the Act. It allows all individuals, regardless of ability or barrier, to contact the provincial government regarding accessibility barriers faced when accessing provincial programs.
- While developing the feedback tool the Accessibility Directorate met with cross-ministry

partners, consulted the Provincial Accessibility Committee, and worked with Ministry partners to conduct user-testing with the following goals in mind:

- Effectively communicate why government is asking for feedback, what will be done with feedback, and why we are asking questions about people's identity;
- Understand people's expectations around submitting feedback; and
- Ensure that the mechanism is accessible and can be easily used (and whether a single page or multi-page design works better).

#### *Regulation to prescribe organizations for requirements under Part 3*

- Government adopted a regulation prescribing public sector organizations to comply with Part 3 of the Act in April 2022. Coming into force September 1, 2022, more than 750 public sector organizations have at least one year to establish an accessibility committee, an accessibility plan, and a public feedback mechanism.
- This work was informed by feedback from ministries across government, Indigenous partners, and from targeted engagement conducted with over 800 public sector organizations from August to October 2021.
- Government provided \$3M to Disability Alliance BC (DABC) which will support prescribed organizations to come into compliance through the development of resources, and guidance materials.
- Additionally, the regulation prescribes the last week in May as AccessAbility Week annually.

#### Accessibility Standards Development

- In May 2022, during AccessAbility Week, government announced the first two standards for development would be the Accessible Employment Standard and the Accessible Service Delivery Standard.
- Technical committees will play an integral role in the standards development process by assisting the Provincial Accessibility Committee to develop recommendations to the Minister on proposed accessibility standards over a period of 12 months.
- Between August 18, 2022, and September 16, 2022, the Accessibility Directorate issued a public expression of interest to recruit 13-15 members for each of the two technical committees.
- The 30 successful Technical Committee members were publicly announced on December 1, 2022, and bios for the members were published on the Accessibility Directorate webpage.
- The membership of the committees aims to reflect the diversity of British Columbians and includes people with disabilities and organizations that support people with disabilities.
- The Employment Accessibility Standard committee will be chaired by Christine Buchanan, the regional director of employment services and training at Open Door Group.
- The Accessible Service Delivery Standard committee will be chaired by Christopher T. Sutton, the chief executive officer at Wavefront Centre for Communication Accessibility.
- Based on the experience in other jurisdictions, it could take approximately two years to develop each standard. However, we will look for opportunities to expedite standards development wherever possible.

Contact: Sam Turcott, Accessibility Lead, Accessibility Directorate  
Cell Phone: 250-888-4271

## Funding

- Accessibility Directorate Annual Budget: In 2022/23, the Accessibility Directorate's base budget was increased by \$1,516,000 overall. The increase in funding allowed for:
  - Staffing: increase allowed for the recruitment of 3 new staff to
  - support the development of accessibility standards and the implementation of the Accessible BC Act.
  - Provincial Accessibility Committee: \$343,000 to establish and support the Provincial Accessibility Committee.
  - Funding to Organizations: \$510,000 annually to provide grants for AccessAbility Week.
  - Feedback Mechanism: \$250,000 from one-time contingency funding.

## Indigenous Engagement

- The ministry involved Indigenous Peoples in the development of the Act from day one and worked with Indigenous partners to identify opportunities to strengthen the legislation's alignment with the UN Declaration. For example, embedding requirements for representation by Indigenous Peoples to ensure they have a direct role in shaping how the legislation is implemented.
- Ongoing consultation and cooperation with Indigenous Peoples will be critical to ensure that regulations developed under the Act align with the UN Declaration in accordance with the Declaration Act and reflect the input we receive from Indigenous Peoples.

## Meeting Schedule

### *PAC*

- PAC met four times in 2022 (January, March, May and October).
- PAC is scheduled to meet quarterly in 2023 (February, May, September, and November).

### *Technical Committees*

- Technical Committees will meet monthly over a 12-month period.
- The Service Delivery Technical Committee began meeting in January 2023.
- The Accessible Employment Technical Committee is scheduled to begin meeting in Spring 2023.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**  
**ACCESSIBILITY DIRECTORATE**  
**PROGRAM NOTES 2023/2024**

**TOPIC: Provincial Accessibility Committee**

**KEY INFORMATION:**

- As a requirement of the *Accessible B.C. Act* (Act) the Minister of Social Development and Poverty Reduction (SDPR) may appoint up to 11 individuals as members of the Provincial Accessibility Committee (PAC).
- Membership aims to reflect the diversity of British Columbians and includes people with disabilities, individuals and organizations that support people with disabilities, and Indigenous representatives.
- The PAC's 11 inaugural members were appointed by Ministerial Order on December 3, 2021, with staggered terms expiring in December of 2023 and 2024.
- The committee advises the Minister on matters related to accessibility and oversees the development of accessibility standards.
- PAC will be overseeing the Technical Committees for Employment Accessibility and Accessible Service Delivery as they begin the development of the first two standards under the Act.

**Background**

- The committee's work includes:
  - Advising government on the implementation of the Act,
  - Advising government on the prioritization of accessibility standards,
  - Overseeing the process of developing standards.
  - Overseeing the establishment of Technical Committees comprised of individuals with expertise to the standard under development.

**Member Recruitment**

- Recruitment was announced in June 2021 after the Act received Royal Assent.
- Crown Agency and Board Resourcing Office (CABRO) supported the recruitment and worked with the Accessibility Directorate to ensure the process was accessible.
- Over 140 applications were received.
- Six members' terms expire in December 2023 and the remaining members' terms expire in December 2024.

**Work of PAC**

- Co-chaired by MLA Susie Chant, Parliamentary Secretary for Accessibility and Spring Hawes, the committee will meet at least four times a year.
- PAC will continue to provide input on Government's implementation of the Act, the government's accessibility plan, feedback mechanism, and standards development.
- PAC will oversee the process of developing the non-exhaustive list of standards outlined in the Act:
  - employment accessibility (currently under development),
  - delivery of services (currently under development),

Contact: Sam Turcott, Executive Lead, Accessibility Directorate  
Cell Phone: 250 419-8709

- the built environment,
- information and communications,
- transportation,
- health,
- education,
- procurement.

### Committee Representation& Diversity

The importance of an intersectional lens for the implementation of the *Accessible B.C. Act* was forefront in the selection and appointments for the Provincial Accessibility Committee. Committee representation aims to reflect the diversity of British Columbians.

- **Diversity of disability:** over 50% of the committee are people with disabilities. This includes representation of those who face barriers due to physical, sensory (blind, deaf, hard of hearing), mental, intellectual, or cognitive impairments.
- **Cultural:** there are Indigenous people, Métis people, and people of colour on the committee.
- **Gender:** the committee is comprised of 60% women and both co-chairs are women.
- **2SLGBTQ+:** The committee includes representation from members of the 2SLGBTQ+ community.
- **Regional:** there are committee members from the north, southeast, central, regions as well as from Vancouver Island and the Lower Mainland.
- **Age:** a range of ages are represented on the committee from young adult to retired individuals.

### Current PAC Members

- Spring Hawes (Co-Chair)
- Debra Abraham
- Sheryl Burns
  - Also on the Employment Accessibility Technical Committee
- Vinu Chetipurackal
- Kenneth Kramer
- Michael McLellan
- Rheanna Robinson
- Rob Sleath
- Kirsten Sutton
- Mary Teegee
- Jessica Vliegenthart

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
ACCESSIBILITY DIRECTORATE  
PROGRAM NOTES 2023/2024**

**TOPIC:           Parliamentary Secretary for Accessibility**

**KEY INFORMATION:**

- The Parliamentary Secretary for Accessibility was established as a new role to the B.C. Provincial Government in 2020.
- In December 2022, the mandate of the Parliamentary Secretary for Accessibility was expanded. The mandate is to:
  - Ensure the voices of people living with disabilities are heard in all policy development.
  - Continue work to engage with advocates, communities, and businesses to ensure the *Accessible B.C. Act* is well understood and effective at making B.C. more accessible and inclusive for everyone – including the implementation of accessible service delivery and employment accessibility standards.
  - Continue work with the Minister of Housing on ensuring the next iteration of the B.C. Building Code includes changes that will make new buildings more accessible for all people.
  - Work with the Minister of Citizens' Services (CITZ) to ensure government's digital environment and programs are accessible, and;
  - Work with the Ministry responsible for Education and Child Care (ECC) to support children and youth with disabilities.
- The Parliamentary Secretary co-chairs the Provincial Accessibility Committee (PAC) with Spring Hawes.

**BACKGROUND:**

*Accessible B.C. Act (the Act)*

- To support the implementation of the Act, the Parliamentary Secretary:
  - Engages, as required, with persons with disabilities, businesses, and other partners to share information about implementation of the Act and identify opportunities for further engagement.
  - Meets biweekly with Accessibility Directorate to receive updates and provide input into work underway including:
    - Accessibility Directorate's Annual Report, Feedback Tool, and Accessibility Plan;
    - The Accessible B.C. Regulation; and
    - Other work to increase accessibility in B.C.
  - Represents the Ministry during AccessAbility week and other occasions in which the province celebrates the contributions of people with disabilities such as Disability Employment Month, RDSP Awareness Month, Indigenous Disability Awareness Month and International Day of Persons with Disabilities.
- The Accessibility Directorate is responsible for supporting government's efforts to implement the Act. The annual budget of the Directorate is \$2.2M.



## Cross-Ministry Work

### *Citizens' Services*

- Work with CITZ to prioritize the end-user experience of digital tools and services and ensure they are accessible to all British Columbians.
  - Engage people with disabilities to deepen relationships and identify challenges and opportunities to include people with disabilities in development of digital tools and services.
  - Identify opportunities for Ministries to engage people with disabilities in digital tool development and services.
- To ensure alignment of this work:
  - The Minister and Parliamentary Secretary will meet with the Minister of CITZ to share and receive updates related to the mandate.
  - Ministry staff will meet quarterly with the Directorate staff to identify opportunities for cross-ministry collaboration.

### *Education and Child Care*

- To support the Ministry of Education and Child Care (ECC) in the development of K-12 inclusive education policies and services for Children and Youth with disabilities.
  - Work with the ECC to engage people with disabilities and communicate governments commitment to inclusive K-12 education.
  - Support engagement activities led by ECC relating to provincial K-12 inclusive education policy updates.
- To ensure alignment of this work:
  - The Parliamentary Secretary will meet monthly with an Assistant Deputy Minister and Executive Director from ECC.
  - Ministry staff from SDPR and ECC will meet monthly to discuss relevant activities.

### *Ministry of Housing*

- Continue work with HOUS to ensure that the next iteration of the B.C. Building Code includes changes that will make new buildings more accessible for all people.
  - A public survey conducted found that majority of respondents indicated that all new homes should be designed and built to be adaptable. Focusing on making dwelling units adaptable will minimize initial costs and help minimize future costs if an occupant needs to convert the dwelling unit to be fully accessible.
  - Proposed code changes are anticipated to be published to the Building and Safety Standards Branch (BSSB) website for public comment in Spring 2023.
  - The Parliamentary Secretary meets regularly with BSSB staff to receive updates and provide input. The Accessibility Directorate staff also meet monthly with BSSB.
- To ensure alignment of this work:
  - SDPR and HOUS will continue to meet regularly and support this ongoing work.

Specific questions regarding the above cross-Ministry initiatives can be directed to the lead Ministry.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Basic Income Report and Recommendations**

**KEY INFORMATION:**

- The final report from the Basic Income Expert Panel (the panel), *Covering All the Basics: Reforms for a More Just Society*, was released on January 28, 2021.
- The panel recommended against both implementing a basic income in British Columbia and conducting a pilot.
- Instead of a basic income, the panel made 65 recommendations to update BC's system of social supports and services.
- These recommendations cross multiple ministries and agencies and address the unique circumstances of vulnerable individuals and families.
- Government is continuing to assess the reform recommendations as part of the renewal of BC's poverty reduction strategy and associated modernization review of the BC Employment and Assistance program legislation.
- Many of these recommendations require significant work and extensive consultation.

**BACKGROUND:**

- In 2018 an expert panel was established to determine the feasibility of a basic income in BC. The panel was tasked with answering three questions:
  1. Should BC implement a basic income?

No. The panel determined that implementing a basic income at this time was not the right thing to do. As factors in making their decision, they cited the complexity and cost, impact on supplementary benefits and services currently offered, and relative inefficiency as a poverty reduction tool. They found no evidence that either society or the labour market are changing in such a way as to make a basic income necessary.
  2. Should BC establish a basic income pilot?

No. They did not see any value in conducting a pilot, since implementing a basic income is not being recommended.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

3. Could BC implement reforms to the existing income and social support system using basic income principles?

Yes. The panel provided 65 recommendations to update BC's system of social supports and services that cross multiple ministries and agencies.

Costs

- Even a modest basic income would cost up to \$52 billion per year, a significant proportion of the total provincial budget and out of scope for tax increases.
- The cost of implementing a basic income pilot would be up to \$50 million per year.
- The full cost of implementing all 65 recommendations is estimated to be between \$3.3B and \$5B, but more work needs to be done and extensive consultations are required.

Status of Recommendations

- Ministries across government are in various stages of reviewing initiatives that align with the panel's recommendations.
- To date, 35 of 65 recommendations have been fully implemented, partially implemented, or have work underway at the relevant ministries. Appendix A is the full list of recommendations, with ones being implemented highlighted.
- As an example, the Ministry of Social Development and Poverty Reduction has fully implemented recommendation 22 by evaluating and expanding the Single Parent Employment Initiative. The ministry has also partially implemented specific recommendations about rate increases with a \$175 permanent increase to income and disability assistance rates.

Indigenous Basic Income Research Project

- The Province funded a research project undertaken through a partnership between the First Nations Leadership Council and Simon Fraser University.
- The project design ensured that First Nations leadership was at the forefront of all aspects of the project, including developing the research questions, methodologies, and involving First Nation communities across the province.
- The report identified gaps in coverage in income supports for Indigenous people living on and off reserve and the role of income support systems in alleviating or amplifying differences that exist between Indigenous and non-Indigenous communities.
- The recommendations provide specific actions and strategies to address intergenerational poverty and the barriers and gaps for Indigenous Peoples in income support programs, and to reduce dependency rates over time.
- The final report was publicly released April 5, 2022.

Next Steps

- Government is considering the panel's recommendations as part of the post-pandemic economic recovery and updated poverty reduction strategy.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**BUDGET:**

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

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

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

Appendix A: Full List of Basic Income Panel Recommendations

Ministries across government are in various stages of researching, developing, or implementing initiatives that align with recommendations made by the Basic Income Expert Panel in their 2020 report, “*Covering All the Basics: Reforms for a More Just Society*.” In some cases, this work is directly linked to the panel’s recommendations; other initiatives are part of ministry work plans, mandate letter instructions, or had already been under consideration or development. Overall, the progress to date demonstrates an alignment between the panel’s recommendations and Government’s priorities. It also highlights important steps being taken toward meeting Minister Malcolmson’s [mandate letter](#) instruction to “update the Poverty Reduction Strategy...[and] to continue reducing the number of people, and in particular children, who are experiencing poverty in our province.”

\*Highlighted recommendations are those for which ministries across government have reported progress.

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
Reforms targeting people with disabilities					
1. Replace disability subcategories					
	Replace the current Persons with Disabilities, Persons with Persistent Multiple Barriers, and Expected to Work—Medical Condition categories with two disability categories: for those with long-term disabilities, Moderate Persistent Disabilities (MPD) and Severe Persistent Disabilities (SPD) designations combined into an MPD/SPD category, and a for those with short-term disabilities or disabilities where the severity and duration have not yet been determined, a Temporarily Unable to Work category, all based on the definitions recommended by the 2016 Expert Panel.	\$5 to \$10 million annual	Legislation, regulation and system change	SDPR	No update
2. Reform application process					
	Implement an initial triage step within the common application portal, in which people with disabilities are guided to an evaluation system specifically for them, essentially separating the application streams early in the process.	Not material	Refinement of existing practice	SDPR	No update
3. Revise application forms					
	Revise application forms as recommended by the 2016 Expert Panel and require objective medical evidence to be provided.	Not material	Regulation and system change	SDPR	Application form under review to address Indigenous concerns. Work does not include 2016 Expert Panel recommendations.
4. Eliminate DA Asset test					
	Eliminate the asset test for disability categories.	Not material	Legislation and regulation change	SDPR	No update
5. Relax DA income test					

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	Set the income test applied at the time of application for disability sub-categories at the break-even level (i.e., the point at which benefits are fully phased-out under the reformed benefit structure), so that people can apply so long as they would receive any amount of benefit if their application were successful.	\$80 million annual after full take-up	Regulation change	SDPR	No update
<b>6. Reform adjudication process</b>					
	Implement the recommendations of the 2016 Expert Panel related to the adjudication process. In addition, create a Chief Medical Officer position for the disability system.	Not material	Possible legislation and regulation change	SDPR	No update
<b>7. Eliminate reassessment</b>					
	Limit eligibility review for people designated as MPD/SPD to factors other than their disability designation. People who have not reached MMI should be expected to commit to pursuing recommended treatment to the best of their ability.	Not material	Legislation and regulation change	SDPR	No update
<b>8. Convert DA to a targeted basic income</b>					
	Reform Moderate Persistent Disabilities/Severe Persistent Disabilities benefits (or, if those categories are not adopted, Persons with Disabilities benefits) into a targeted basic income, delivered by the Canada Revenue Agency as a refundable tax credit, subject to federal government agreement. The Ministry of Social Development and Poverty Reduction would continue to be responsible for eligibility adjudication. On designation, the CRA would be responsible for calculating benefits and delivering payments, as with other refundable tax credits. Recipients experiencing an income drop could opt out of CRA benefit delivery, reverting to monthly benefit calculation and delivery by the ministry until revoked in a subsequent tax filing.	\$ 2 million annual	Legislation and regulation change	SDPR	No update
<b>9. Increase DA benefit to MBM threshold</b>					
	Increase the maximum benefit amount for single people in the Severe-Persistent Disability, Moderate-Persistent Disability, and Temporarily Unable to Work categories by \$500 per month, to \$20,196 annually—close to the mid-point between the small-town and large-city MBM thresholds for B.C.—and other family types proportionately, using a scale factor of 1.41 for couples in which both people have a disability for \$28,560, in order to move their monetary income at least to the poverty line.	\$840 million annual plus caseload growth	Regulation change	SDPR	Partially completed – rates have increased by \$325/month since 2017. Most recently, in 2021, the largest ever permanent increase of \$175 was implemented.
<b>10. Lower DA BRR and maintain income exemption</b>					
	Lower the Disability Assistance benefit reduction rate at which benefits are reduced as income increases from 100% to 70% and maintain the earnings exemption at levels taking effect January 2021 (e.g., \$15,000 for singles).	\$400,000 annual	Regulation and system change	SDPR	No update
<b>11. Create public and community employment</b>					

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	Design and implement a program that funds community groups for projects that provide jobs to people with disabilities (and some other targeted groups), with lower expectations than market jobs, and with wages integrated into their IA benefits.	\$5 million annual	Regulation change	SDPR	<p>Implemented the Work Experience Opportunities Grant - helps vulnerable British Columbians who receive income or disability assistance, and have barriers to employment, gain new skills and participate in paid work experience opportunities. The grant supported a sustainable, resilient and inclusive labour market recovery by providing opportunities for individuals to increase their ability to participate in the labour market.</p> <p>Grants were available to non-profit organizations and federally registered charities to provide a meaningful work experience opportunity to eligible participants throughout the province.</p>
<b>12. Integrate support for addiction and mental health disabilities</b>					
	Integrate the provision of Income Assistance benefits to people with addiction and mental health issues with the full range of measures addressing the opioid crisis as they evolve over time, with involvement from other social policy areas, such as public health and the justice system.	TBD	Legislation, regulation and practice change	SDPR/HLTH/PSSG	“Addictions” restrictions for the PPMB category removed in July 2019. IA clients with addictions can access PPMB IA support which is about \$50/month higher than regular IA.
<b>13. Review addiction support</b>					
	Undertake an independent program evaluation of how Income Assistance supports those with addictions in the context of the full set of supports and approaches focused on this population to inform detailed design of Disability Assistance program reforms.	Not material for review		SDPR	No update
<b>Reforms targeting single working-age adults</b>					
<b>14. Eliminate work-search requirement</b>					
	Eliminate the three-week work-search requirement by combining the current Stages 1 and 2 in the application process. Applicants should be immediately assessed for job	\$15 million annual	Legislation and regulation change	SDPR	No update

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	readiness and moved onto employment plans to help with job preparation while receiving benefits. Those deemed job ready should be given immediate, lighter-touch support while also receiving benefits.				
<b>15. Engage federal government about Covid-19 recovery benefit rationalization</b>					
	Engage in immediate talks with the federal government around reforms to the Employment Insurance system and broader supports that are likely to arise as Canada emerges from the COVID-19 pandemic. The goal would be to create an integrated system with a clear statement about which program and level of government is helping which population.	No cost	Engagement ongoing	SDPR	Ministry staff continue to work with the federal government to support EI reform and work on these issues.
<b>16. Initially maintain current TA income test</b>					
	Initially, continue to use the maximum benefit level as the income eligibility test for Temporary Assistance.	No cost	None	SDPR	Asset test continues being applied.
<b>17. Increase TA income test threshold in medium term</b>					
	Gradually raise the income eligibility test amount, eventually reaching the break-even income level, learning from experience to adjust the system along the way.	\$1.5 million annual	Regulation change	SDPR	No update
<b>18. Eliminate TA asset test</b>					
	Eliminate the asset test for Temporary Assistance.	\$3.5 million annual	Legislation and regulation change	SDPR	No update
<b>19. Extend TA streamlined reapplication</b>					
	Keep the case files of recipients open for two years after income rises above the break-even level for recipients over age 50, allowing streamlined reapplication with the income test threshold set at the break-even level. Consider reducing the age limit in future, based on evaluation of results.	Not material	Regulation change	SDPR	No update
<b>20. Increase TA benefit levels by making Covid-19 emergency \$300 supplement permanent</b>					
	Make the \$300 per month COVID-19 emergency increase in Income Assistance benefits for TA a permanent increase.	\$305 million annual plus caseload growth	Regulation change	SDPR	Partially completed – rates have increased by \$325/month since 2017. Most recently, in 2021, the largest ever permanent increase of \$175 was implemented.
<b>21. Lower TA BRR and maintain income exemption</b>					
	Lower the rate at which Temporary Assistance benefits are reduced as income increases from 100% to 70%, and maintain the earnings exemption at levels taking effect January 2021.	\$2.5 million annual	Regulation change	SDPR	No update
<b>22. Evaluate training support</b>					



Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	Evaluate the Single Parent Employment Initiative. If it is increasing education levels and post-education employment, earnings, and sense of self-respect, expand the program to offer it to all recipients of Expected to Work benefits.	\$5 million annual for program	Regulation change	SDPR	Initiative complete, recommendation fully implemented.  Through ELMSD service parity project, BCEA policy/regulation were amended to support not only single parents but single IA recipients in education and training program through WorkBC/ISSETS. The period of eligibility was also increased from 1 year to 2 years.
<b>23. Expand earnings supplement</b>					
	Expand earnings supplements targeted on working poor childless adults using a revenue neutral reconfiguration the Canada Workers Benefit combined with a provincial top-up delivered as a refundable tax credit administered by the Canada Revenue Agency.	\$400 million annual	Legislation change	SDPR	No update
<b>Extended health basic service</b>					
<b>24. Convert extended health supplements to a basic service</b>					
	Establish an income-tested extended benefits system for all low-income households and individuals regardless of their Income Assistance status, with the following features: <ul style="list-style-type: none"> <li>phased implementation, starting with joint administration of IA health supplements, MSP supplementary benefits, and the Healthy Kids program</li> <li>benefits administered independently from IA through a dedicated extended health benefits administration agency, and ultimately funded separately from IA</li> <li>expansion of coverage to a wide range of medical and health services, supplies, and devices, with standardization of dental services a priority</li> <li>reduction of extended benefits coverage as income rises, using an approach similar to Fair PharmaCare. (i.e. there would be no deductible or co-payment for those with income below the MBM, and recipients' share of costs would increase smoothly with additional income until the subsidy is ultimately phased out)</li> </ul>	\$0.6 to \$1.0 billion annual fully phased in	Legislation, regulation and system change	HLTH	No update
<b>Housing support reform</b>					
<b>25. Combine support and shelter allowance</b>					
	Combine the support and shelter components of Income Assistance cash benefits into a single payment that is not conditional on having shelter costs. However, if our later recommendation for a B.C. Rent Assist program is implemented, the programs should	\$80 million annual	Regulation change	SDPR	Effective April 2022, a new minimum shelter rate of \$75 a month for a single person was introduced. This

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	be integrated by deducting the B.C. Rent Assist benefits from the Income Assistance benefit.				<p>amount increases based on family size, and is provided to all recipients of income and disability assistance, regardless of whether they have actual shelter costs.</p> <p>Underway: Improvements will be made to the temporary reduced family unit policy, the moving supplement policy and a non-profit support for clients to access a housing start-up tenant kit.</p>
<b>26. Expand targeted supportive housing</b>					
	Continue expanding the amount of supportive housing targeting individuals with mental health and addiction issues as well as housing initiatives directly addressing homeless persons.	<p>Complex Care Housing (\$164M in Budget 2022 over next 3 years)</p> <p>New supported rental supplement program (included in the \$170M in Budget 2022 over the next 3 years)</p>	<p>No leg/reg change required.</p> <p>Homelessness Strategy launch – 2023</p> <p>Complex Care Housing – 2022</p> <p>BC Housing’s Building BC Program’s Supportive Housing Fund</p> <p>Pandemic leased spaces and hotel acquisitions.</p>	HOUSING/ BC HOUSING	<p>Work underway to meet mandate commitment to “Lead government’s efforts to address homelessness by implementing a homelessness strategy.” Launch expected Spring/Summer 2023.</p> <p>As part of Homelessness Strategy, the province announced 4 new Complex Care Housing sites earlier this year, and Budget 2022 announced 20 more sites, providing housing and supports to 500 people with complex needs over the next 3 years.</p> <p>Also under the Homelessness Strategy, new rental supplement program with wrap around, integrated supports. 500 in 2022, up to 3000 in the next 3 years.</p>

Recommendation			Estimated Cost	Implementation	Ministry	Current Status
						<p>BC Housing continues to develop new supportive housing units for individuals experiencing homelessness—part of government’s 10-year plan to create 114,000 new affordable homes.</p> <p>During the pandemic, BC Housing leased or acquired spaces to expand shelter capacity and support individuals at risk of COVID-19, including people with lived experience of homelessness.</p> <p>Budget 2023 will include an investment to create or retain nearly 33,000 additional new units of affordable housing over the next 10 years.</p>
<b>27. B.C. Rent Assist refundable tax credit</b>						
		<p>Create a B.C. Rent Assist program as a refundable tax credit, with a benefit based on the difference between a set fraction of the median provincial rent for a household-appropriate unit and 30% of household income for all low-income households that incur rent. For people receiving Income Assistance benefits, the Rent Assist benefit would displace IA payments dollar for dollar without affecting IA eligibility. The specific details, including the fraction of median rent to be used as the target amount, remain to be determined along with other program design details.</p>	<p>\$0.8 to \$1.0 billion annual</p>	<p>Legislation, regulation and system change</p>	<p>HOUSING/FIN</p>	<p>Former Minister Robinson had a mandate commitment to implement a renters rebate, although with different characteristics than the BC Rent Assist noted in this recommendation.</p> <p>The Province will introduce an income-tested Renters Rebate, to support rental households that do not receive other rent supports. The introduction of this benefit will also ensure greater fairness between renter households and</p>

Recommendation			Estimated Cost	Implementation	Ministry	Current Status
						homeowners, with the latter receiving the Home Owner Grant.
<b>Intensive work support basic service</b>						
<b>28. Assisted to Work basic service</b>						
		Create a voluntary Assisted to Work program similar to that suggested by the 2016 Expert Panel, for people experiencing barriers to employment and who need individualized and ongoing support to achieve labour force attachment—specifically people with moderate persistent disabilities but also for those with severe persistent disabilities, youth aging out of care, and the long-term unemployed.	\$20 to \$25 million annual	Legislation, regulation and system change	SDPR	No update
<b>29. Joint rehabilitation and work support agency</b>						
		Consider creating a specialized government agency to provide assessment, rehabilitation, and work support services to serve people with disabilities being served by Income Assistance, WorkSafeBC, and ICBC.	TBD	Legislation, regulation and system change	X-GOVT	No update
<b>Reforms targeting families with children</b>						
<b>30. Refocus Child Opportunity Benefit</b>						
		Adjust the B.C. Child Opportunity Benefit by both increasing its benefit reduction rate and having it vary with the number of children in the family to better target low-income single parents families, especially single parents, in a cost-neutral fashion.	Intentionally cost-neutral	Legislation and regulation change	FIN	<p>No update. Former Minister James did commit to periodically reviewing it to ensure that it achieves its objective, however benefit has only been in place for one year.</p> <p>As part of the temporary affordability measures announced in Sept. 2022, families will benefit from a temporarily enhanced BC Family Benefit:</p> <ul style="list-style-type: none"> <li>In January, February and March 2023, the BC Family Benefit will rise by up to \$58 per child, for each month (or \$175 total). <ul style="list-style-type: none"> <li>The benefit is fully phased out at an income of \$115,000</li> </ul> </li> </ul>

Recommendation			Estimated Cost	Implementation	Ministry	Current Status	
						<div>for a single parent with one child.</div> <ul style="list-style-type: none"><li>A family of four can receive up to an additional \$116 per month from January to March, or up to \$350 total.<ul style="list-style-type: none"><li>A family of four earning less than \$117,000 will receive at least \$300 more in benefits from January to March.</li></ul></li></ul>	
Reforms targeted to young adults			Overall cost \$120 to \$190 million annual				
31. Increase MCFD resources							
		Increase Ministry of Children and Family Development funding related to child protection and family services, increasing social worker resources with the objective of establishing longer-term continuity of contact between families, vulnerable children and children in care, and ministry social workers.	Included in overall cost above	Budget and practice change	MCFD	<div>Budget 2022 provides \$35 million over three years for new and increased supports for young people in government care until the age of 27, including:</div> <ul style="list-style-type: none"><li>A new financial supplement</li><li>A no-limit earnings exemption (effective August 2022)</li><li>Improved access to transition workers (hiring underway and workers have started in two regions), enhanced life skills and mental-health programs</li><li>Better medical benefits.</li></ul> <div>In Fall 2022, applications opened for new \$600-a-month rent supplements to support youth</div>	
32. Enhance transition planning and community support capacity							
		Provide core capacity funding for the most effective community organizations helping former youth in care—those that provide a secure environment and base of support from which the youth can make autonomous decisions related to outcomes such as education and employment—to create capacity for transition planning and support.	Included in overall cost above	Practice change	MCFD		
33. Extend AYA education and training duration							
		Extend the number of allowed months for education and rehabilitation under Agreements with Young Adults beyond 48 months.	Included in overall cost above		MCFD		
34. Enhance AYA life skills support							
		Expand and enhance the life-skills support component of the Agreements with Young Adults program in consultation with affected young adults and organizations that support them.	Included in overall cost above		MCFD		
35. Former youth in care Assisted to Work eligibility							
		Make former youth in care eligible for the Assisted to Work program (Recommendation 27), established to provide intensive work supports to overcome significant barriers to accessing good jobs. Design eligibility details in consultation with affected young adults and organizations that support them.	Included in overall cost above		SDPR		
36. Targeted basic income for former youth in care							

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	<p>Implement a new targeted basic income benefit for all youth formerly in care, with the following features:</p> <ul style="list-style-type: none"> <li>benefit at least equal to the Market Basket Measure poverty line</li> <li>0% benefit reduction rate</li> <li>full amount paid for ages 19–21, reduced by 25% per year and phased out at age 25</li> <li>reduction suspended up to two years for education and training</li> <li>eligibility for youth in care or in Youth Agreements at 19 or in care for at least two years at a younger age</li> <li>entering into a young adult agreement not required for eligibility</li> <li>Agreements with Young Adults program adjusted accordingly and accessible to at least age 27, ensuring that current program participants receive at least as much financial support</li> <li><i>must be combined with community supports (Recommendation 37)</i></li> </ul>	Included in overall cost above	Legislation, regulation and system change	MCFD	<p>from care. 799 rent supplements were distributed out of 800. The second rent supplement window will open in March 2023.</p> <p>Temporary Housing Agreements (THA) and Temporary Support Agreements (TSA) were extended indefinitely and will be made permanent through legislation in 2024.</p>
<b>37. Initiate basic income with community support engagement</b>					
	Design the program so that financial payments and the offered support services would be initiated through a youth contacting one of the service delivery organizations (of the youth's choice) and would involve an initiation session to give the youth information on available supports.	Included in overall cost above	Legislation, regulation and system change	MCFD	
<b>38. Mandate a ministry to support former youth in care</b>					
	Establish a specific legislative mandate and funding allocation for a designated ministry or other government agency to support former children in care. Currently, no single ministry has such a mandate, but it is necessary to that ensure all programs focused on this group are designed and administered in a coordinated, seamlessly integrated fashion. This is particularly necessary because the list of supports is long, including financial aid, life skills support, education support, social work assistance, and funding for/operations of community organizations providing support. All of this must be based on ongoing collaboration and consultation with former children in care and other stakeholders.	Included in overall cost above	Legislation, regulation and system change	MCFD	
<b>39. Establish B.C. Learning Bond</b>					
	Implement a \$1,000 B.C. Learning Bond account that is automatically created for children from low-income families at birth or a year after immigration, which can be used only for education.	\$95 million initial cost \$20 million annual	Legislation, regulation and system change	ECC	ECC is continuing with the BC Training and Education Savings Program (BCTESP), a statutory entitlement program which provides a one-time, \$1,200 grant into a Registered Education Savings Plan (RESP) for eligible children.

Recommendation			Estimated Cost	Implementation	Ministry	Current Status
						There are no additional fees or financial contributions needed to receive the \$1,200, so parents and families who cannot afford to put aside savings at this time can still apply. This program is in partnership with the Government of Canada.
<b>40. Contribute B.C. Learning Bond for children in care</b>						
		Automatically create a learning bond when children are first taken into care, if a learning bond is not already in place.	Included in overall cost above	Legislation, regulation and system change	ECC/MCFD	To support equivalent access for children in care, the Victoria Foundation administrators the the Learning Fund for Young Adults (LFYA).
<b>41. Create B.C. Career Trek program</b>						
		Create a B.C. version of Manitoba's Career Trek to support low-income children in moving to post-secondary education and training by providing increased family engagement.	Included in overall cost above	Additional work required to scale up/expand program.	ECC/PSEFS	As part of the cross-government Future Ready Skills Plan, led by PSEFS, ECC is developing plans to implement a comprehensive career and skill development strategy for students in K-12 public and independent schools. The proposed strategy includes a suite of complementary initiatives designed to increase graduation and transition to post-secondary education and employment, with a priority focus on students and families who typically face barriers to access (e.g. low-income, Indigenous learners, students with disabilities and diverse abilities).
<b>Reforms targeting women fleeing violence</b>						
<b>42. Enhance housing for women fleeing violence</b>						

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	<p>Increase funding for both short- and long-term housing facilities for people fleeing violence, especially in areas where there is a lack of access to appropriate temporary housing, particularly rural areas, and consider making use of short-term rentals.</p>	TBD	Practice change	HOUSING	<p>Budget 2023 will include an additional 1500 units in the Women's Transition Housing Fund to be developed by 2032/33.</p> <p>The Homelessness Strategy provides \$100,000 for a Women and Homelessness Research Project to improve data collection on women+'s homelessness experiences. The project is intended to guide the development of housing supports, services, programs, and policies that meet the distinct needs of women+ at risk of or experiencing homelessness, including those fleeing violence.</p> <p>The Ministry of Housing provides support to the Gender Equity Office in the development of the B.C.'s multi-year, cross-sector, gender-based violence action plan, including by identifying opportunities to better support women fleeing violence around issues of housing and homelessness.</p>
<b>43. Create three-tiered domestic violence program</b>					
	<p>After consultation with domestic violence experts on program design, introduce a three-tiered program to address domestic violence:</p> <ol style="list-style-type: none"> <li>1. Provide a substantial initial lump-sum payment equivalent to three to four months of Income Assistance benefits, accessible without proof of violence</li> <li>2. Enhance hardship assistance for people with transitional high needs that integrates cash benefits with access to wrap-around supports to address, for example,</li> </ol>	\$20 million annual	Regulation change	PSSG/SDPR	No update.



Recommendation			Estimated Cost	Implementation	Ministry	Current Status	
		traumatic brain injury and other medical conditions, permanent housing, and transportation needs					
		3. Transition people into the Expected to Work category after securing permanent stable housing, with continued wrap-around supports					
Labour regulation reforms							
		44. Develop gig work employment standards					
		Develop policy and legislation that apply appropriate employment standards to gig work arrangements in a consultative process that includes businesses and workers associated with both disruptive and traditional business models/work arrangements.	Not material for review		LABOUR	Labour regulation reforms in recommendations 44-51 align with work already planned or underway within the Ministry of Labour.	
		45. Review <i>Employment Standards Act</i> exclusions					
		As recommended by the B.C. Law Institute, undertake a thorough review of exclusions under the <i>Employment Standards Act</i> , with a view to establishing clear principles for exclusions, in particular farm workers and fishers.	Not material for review		LABOUR	In Fall 2022, Labour hosted a series of engagement sessions with gig workers who do app-based ride-hail and food delivery work on employment standards. An online survey was available for individuals to provide input.	
		46. Enhance proactive <i>Employment Standards Act</i> enforcement					
		Continue the move toward a proactive stance on enforcing regulations, including providing enough resources for the Employment Standards Branch to make random regulatory compliance reviews stratified on the basis industries’ compliance histories, including reviews of whether workers are classified as employees under the Employment Standards Act.	TBD		LABOUR	Engagement also included consulting broadly with other key stakeholders, including app-based ride-hail and food delivery companies.	
		47. Improve employment standards for fissured work					
		In coordination with the Recommendation 45 review, build on recent employment standards legislative changes to further improve employment standards and their application, with particular attention to fissured work and variable-hours workers (e.g., part-time and part-year workers) through a consultative process with broad terms of reference. That includes considering joint and several liability for employment standards, enhanced enforcement of temp agency licensing, applying severance standards to temp agencies, eliminating temp agency buy-out clauses, regulating equity of wage rates, and setting scheduling standards.	Not material for review		LABOUR		
		48. Review <i>Labour Relations Code</i> unionization provisions					
		Investigate options for increasing worker access to unionization, especially in sectors like the service sector, where high turnover has made unionization difficult. This could include sector-level unionization, such as already exists in the construction and health-care sectors.	Not material for review		LABOUR		

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
49. Proactively facilitate Industrial Councils					
	Immediately direct the Labour Relations Board to encourage and facilitate the establishment of industry advisory councils, not waiting for applications from employers or unions, and provide funding to support the governance of the councils.	TBD		LABOUR	
50. Extend <i>Labour Relations Code</i> successor rights					
	Amend the <i>Labour Relations Code</i> to extend successorship rights for specific sectors to all sectors, subject to exemptions granted in accordance with clear, objective criteria. Examine the possibility of establishing protections similar to worker continuity rights for non-union workers in the Employment Standards Act or other legislation.	Not material	Legislation change	LABOUR	
51. Rationalize employee definitions across programs					
	Rationalize definitions of “employee” across the different parts of the B.C. government, and initiate discussions with the federal government to coordinate definitions across levels of government.	TBD	Legislation change	LABOUR/X-GOVT	
System and IA cross-cutting reforms					
52. Combine refundable tax credits into Dogwood Benefit					Advice/Recommendations
	Combine B.C. refundable tax credits—including the sales tax credit, the climate action tax credit and the Child Opportunity Benefit—as well as any new tax credits implemented as part of recommended income and social support reforms, such as B.C. Rent Assist and an enhanced earning supplement, in a new Dogwood Benefit.	Not material	Legislation change	FIN	
53. Rationalize income definition for income testing purposes					Advice/Recommendations; Intergovernmental Communications
	Adopt the definition of income used by the federal government for Old Age Security/Guaranteed Income Supplement income-testing purposes as the definition used for all provincial programs, adjusted only where the purpose of a program dictates the use of an alternative.	TBD	Legislation, regulation and system change	FIN	
54. Engage federal government to reduce tax filing barriers					

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	Engage with the Department of Finance Canada and the Canada Revenue Agency to develop mechanisms to lower barriers to tax filing, especially pre-populated tax returns for Income Assistance recipients and potentially others not required to file tax returns, and automatic tax filing.	Not material		FIN/SDPR	Intergovernmental Communications
<b>55. Engage federal government to increase benefit delivery responsiveness</b>					
	Engage the federal government on reforming the personal income tax system to be more responsive to within-year changes in income, and thereby improving it as a benefit delivery platform.	Not material		FIN	Intergovernmental Communications
<b>56. Engage federal government to streamline administrative tax data sharing</b>					
	Engage the Canada Revenue Agency on taxpayers giving permission on their annual tax return to share tax data for benefits-administration purposes generally or for specific programs, instead of requiring program applications to establish data-sharing permission.	Not material		FIN	Intergovernmental Communications
<b>57. Develop an identification and verification platform for non-tax filers to increase benefits access</b>					
	Develop a platform for the identification and verification of residency and income of non-tax filers using Income Assistance and BCID card/Medical Service Plan data that would be used across the system of income-tested cash transfers and basic services and for the purpose of disaster response.	TBD	Legislation, regulation and system change	FIN	Advice/Récommentations
<b>58. Automate informing applicants of eligibility for other programs</b>					
	Consider developing a system that uses data provided for one program to inform people about other programs they may be eligible for, provide pre-populated applications and, where possible, automatic enrolment with data-sharing permission.	TBD	Legislative change	FIN	Advice/Recommendations
<b>59. Enhance cross-program system navigation</b>					
	Enable programs to work together and make the points of access for the various programs also points of access for the rest of the system by applying technology as well as through staff training and job descriptions.	TBD	System and practice change	X-GOVT	No update
<b>60. Establish system governance</b>					

Recommendation		Estimated Cost	Implementation	Ministry	Current Status
	Establish a governance structure within which policy development and administration across the income and social support system can be coordinated and over-arching direction can be applied to implementing government's priorities and policy decisions.	TBD		X-GOVT	No update
<b>61. Index Income Assistance rates to MBM threshold changes</b>					
	Index Income Assistance benefit levels to inflation, as measured by changes to MBM thresholds, with regular annual increases required in legislation.	\$70 to \$80 million annual increase to the base	Regulation change	SDPR	No update
<b>62. Increase Income Assistance staff resources</b>					
	Enhance Ministry of Social Development and Poverty Reduction staff resources by: <ul style="list-style-type: none"> <li>making additional Community Integration Specialists widely available at points of access to help people navigate and understand the system</li> <li>including more ministry staff with lived experience related to poverty</li> <li>funding non-governmental organizations to provide additional services to overcome lack of trust of the ministry and of program staff, with appropriate processes in place to ensure effective communication and working relationships between ministry and organization staff</li> </ul>	\$10 million annual		SDPR	Partially complete – Budget 2022 announced 118 new community integration specialists to help people experiencing homelessness navigate government programs and available supports in communities throughout the province.
<b>63. Rigorously evaluate major reforms</b>					
	Design all income and social support system reforms with the explicit intention of rigorously evaluating the outcomes as input to further policy changes, including ensuring that the data needed to evaluate the reforms is collected as part of the policy design.	Not material		X-GOVT	No update
<b>64. Create linked administrative data for policy development</b>					
	Create de-identified linked databases using administrative data that are updated in an ongoing, timely manner with appropriate access protocols to, without risking individuals' private information, allow programs to be designed and evaluated based on quantitative evidence. Crucially, this must include income taxation data, which will require federal agreement and potentially legislative change.	TBD	Legislative change	X-GOVT	Advice/Recommendations; Intergovernmental Communications

Recommendation			Estimated Cost	Implementation	Ministry	Current Status
						Advice/Recommendations; Intergovernmental Communications
<b>Make ongoing engagement a permanent part of all policies</b>						
<b>65. Set up a human rights-based approach to engagement with those affected</b>						
		Consider adopting a human rights based approach to consultation that would apply across the income and social support system.	TBD	Legislative change	X-GOVT	No update

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Canada Pension Plan and Canada Pension Plan Disability**

**KEY INFORMATION:**

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

**BACKGROUND:**

Canada Pension Plan (CPP) Retirement Benefits

- Once a person turns 60, they can apply for and receive CPP retirement benefits. Prior to age 65, this is referred to as “early CPP”.
- As of January 1, 2020, clients were no longer required to apply for early CPP to be eligible for income/disability assistance.
- The ministry continues to treat amounts of early CPP received as non-exempt income, which will be considered in calculating the client’s benefit amount.
- There are currently 889 people on income and disability assistance receiving an average of \$222 a month in early CPP retirement benefits.
- Provided that they meet the 10-year Canadian residency requirement, at age 65, most clients transition to Old Age Security (OAS)/Guaranteed Income Supplement (GIS) benefits.
- Clients who do not apply for CPP retirement benefits at age 65 may be ineligible for income/disability assistance or they may be eligible at reduced rates.
- The maximum CPP retirement benefit in 2023 is \$1,306.57 per month. The amount of CPP a person receives is determined by how many years a person worked and how much they contributed to the plan.
- There are currently 361 people age 65+ on income and disability assistance receiving an average of \$204 a month in CPP retirement benefits.

Canada Pension Plan Disability (CPP-D) Benefits

- A person can apply for and receive CPP-D benefits if they are under the age of 65 and meet eligibility criteria.
- In September 2016, the ministry harmonized the disability assistance application process for people who are already in similar disability programs with the federal or provincial government, including CPP-D.
- People who receive CPP-D complete a two-page application form for a provincial

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

Persons with Disabilities (PWD) designation.

- People with PWD designation are also screened for eligibility for CPP-D benefits and assisted to apply where financial eligibility is established.
- Clients can consent to use their PWD application in lieu of completing the CPP-D benefits medical report – saving time and effort for doctors and clients.
- The maximum monthly CPP-D benefit for a single person is \$1,538.67 in 2023.
- A client receiving disability assistance who also receives CPP-D will have their CPP-D payments considered when their disability assistance amounts are calculated.
- Clients who are no longer eligible for disability assistance due to their CPP-D benefits exceeding the disability assistance amount still receive Medical Services Only (MSO) coverage if they continue to receive CPP-D benefits.
- There are currently 9,808 people on disability assistance receiving an average of \$810 a month in CPP-D.

Canada Pension Plan Post-Retirement Disability Benefits

- The CPP Post-Retirement Disability Benefit (PRDB) became available January 1, 2019.
- The PRDB is intended for CPP retirement benefit recipients (under the age of 65) found to have a disability, but are not eligible for a CPP-D benefit due to having received an early CPP retirement benefit for more than 15 months.
- The eligibility criteria for the PRDB are the same for CPP-D and use the same application. The PRDB is provided in addition to CPP retirement benefits until the age of 65 when the PRDB stops, and the recipient continues to receive CPP retirement benefits.
- The Canada Pension Plan Program reported the PRDB in 2023 is \$558.74 per month. The number of people receiving the benefit is not reported.
- Like CPP-D benefits, the PRDB is considered non-exempt income and considered in calculating a client's benefits.

**INTERJURISDICTIONAL COMPARISON:**

- Consistent with all other provinces/territories, B.C. requires clients to pursue CPP (at age 65) and CPP-D as a source of income.
- Since January 1, 2020, BC has been aligned with Alberta, Ontario, Nova Scotia, Newfoundland and Labrador, Yukon, Nunavut, and the Northwest Territories, which do not require clients to apply for early CPP retirement benefits.
- B.C.'s treatment of CPP/CPP-D as non-exempt income is consistent with how other jurisdictions treat this income source.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:     Supplements: General, Health & Crisis**

**KEY INFORMATION:**

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

**BACKGROUND:**

**General Supplements**

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

**Health Supplements**

- Eligibility for health supplements varies depending on family type, client category (i.e.: expected-to-work, persons with persistent multiple barriers or persons with disabilities), age, or individual needs.

Contact:        Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone:    250-888-4301



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

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

**Crisis Supplements**

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

**Emergency/Disaster Crisis Supplements**

- The Emergency/Disaster Crisis Supplement is only activated when an identified local, regional, or provincial emergency or disaster occurs.
- The use of the Emergency/Disaster Crisis Supplement is very situational, and the supports provided depends on the type of emergency or disaster that occurs, such as floods, fires, etc.

**Budget 2023 Affordability Initiatives**

- Budget 2023 provide increases to the ministry's supplementary assistance such as the crisis supplement, food-related supplements and one-time specific supplements (see ADM binder note: Budget 2023 Affordability Initiatives).

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**BUDGET:**

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

Assistance Type	2021/22		2022/23		2023/24 Budget
	Budget	Actuals	Budget	Actuals <sup>1</sup>	
	(\$millions)				
General Supplements	210.2	200.8	210.0	158.1	220.3
Health Supplements	176.6	160.2	167.2	116.2	169.4
Crisis Supplements	10.3	11.8	11.3	11.5	15.9

Source: FASB

<sup>1</sup> Actuals as of December 31, 2022

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

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:     Earnings Exemptions**

**KEY INFORMATION:**

- Earnings exemptions allow people receiving income assistance or disability assistance to earn money from working in addition to the assistance they receive from the ministry.
- Earnings exemptions offer people a chance to increase their household income, remain connected to the workforce and community, and build valuable work experience.
- The earnings exemption for an income assistance client is determined monthly.
- The earnings exemption for a disability assistance client is calculated annually and is referred to as an annual earnings exemption (AEE).
- Hardship assistance clients are not eligible for an earnings exemption.
- Any earnings that fall under monthly or annual earnings exemption limits will not affect the amount of income or disability assistance provided. Any amounts that exceed these limits are taken into account when the amount of income or disability assistance is calculated.
- Budget 2023 provides \$11 million over three years to increase earnings exemptions for income and disability assistance clients. These changes will become effective January 2024.
- The current monthly earnings exemption limit for a single person on income assistance is \$500. Effective January 2024, the monthly earnings exemption limit for a single person on income assistance will be \$600.
- The current annual earnings exemption limit for a single person on disability assistance is \$15,000. Effective January 2024, the annual earnings

Contact:        Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone:    250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

exemption limit for a single person on disability assistance will be \$16,200.

**BACKGROUND:**

Budget 2023 Increase (effective January 2024)

- An estimated 4,100 disability assistance cases or 3.3% of the disability assistance caseload will benefit from the increase in earnings exemptions.
- Approximately 6,600 income assistance cases, or 10% of the caseload, will benefit from the increase in earnings exemptions.
- Overall, about 7% of BCEA cases will benefit from the increase in earnings exemptions.
- For details on past earnings exemption increases by client category, see ADM Binder: Earnings Exemptions- Income & Disability Assistance.

**STATISTICS:**

- In 2022/23, 6,377 or 10.8% of expected-to-work cases declared income in at least one month over the year. The average amount declared was \$665 per month.
- In 2022/23, 22,977 or 18.1% of disability assistance cases declared income at some time in the year. The average amount declared was \$6,591 per year.
- Earnings exemptions have had a positive impact on client incomes, especially families with children:
  - In 2022/23, \$151 million of earnings was declared by disability assistance clients, compared to \$92 million in 2015/16.
  - In 2022/23, \$140 million of earnings was exempted for disability assistance clients, or 92.6% of total earned income, compared to \$90 million in 2015/16.
  - Earnings exemptions increased the total income for families with children by \$30 million in 2022/23.

**INTERJURISDICTIONAL COMPARISON:**

Expected-to-Work (Income Assistance)

- Effective January 2024, BC's income assistance flat rate earnings exemption will be the highest in Canada. Currently, BC is second highest after New Brunswick.
- BC's exemption ends after the limit is reached. Most other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions.
- See rate comparison in Appendix A.

Persons with Disabilities (Disability Assistance)

- Yukon, Saskatchewan, Manitoba, and Quebec (Basic Income Program) are the only

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

other Canadian jurisdictions that provide an annual earnings exemption for persons with disabilities.

- BC's disability assistance flat rate annual earnings exemption for singles is currently the highest in Canada. The flat rate annual earnings exemption for couples/couples with children and single parent families is the second highest in Canada (2<sup>nd</sup> after Alberta).
- BC and Alberta have considerably higher exemptions than the other provinces. New Brunswick is the next highest, although considerably lower than BC and Alberta.
- BC's exemption ends after the limit is reached. Most other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions.
- See rate comparison in Appendix B.

**BUDGET:**

	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>
	<b>Actuals</b>	<b>Actuals</b>	<b>Actuals</b>
Income Assistance	\$10.9M	\$13.4M	\$13.0M
Disability Assistance	\$129.4M	\$155.5M	\$140.2M
<b>Totals</b>	<b>\$140.3M</b>	<b>\$168.9M</b>	<b>\$153.2M</b>

Source: Research Branch

Note: The above amounts are actual exempted earnings and represent foregone savings to the ministry.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Appendix A: Expected to Work Earnings Exemptions**

<b>BC</b>	<b>Single:</b> \$500 per month. Effective January 2024: \$600 per month. <b>Couple (no children):</b> \$500 per month. Effective January 2024: \$600 per month. <b>Parents (with children):</b> \$750 per month. Effective January 2024: \$900 per month.
<b>AB</b>	<b>Single:</b> \$230 per month + 25% of remaining net earnings. <b>Couple:</b> \$115 per adult per month + 25% of remaining net earnings.
<b>SK</b>	<b>Single:</b> \$325 per month. <b>Couple (no children):</b> \$425 per month. <b>Families:</b> \$500 per month.
<b>MB</b>	\$200 per adult per month + 30% of remaining net earnings.
<b>ON</b>	\$200 per adult per month + 50% of remaining net earnings.
<b>QU</b>	<b>Single:</b> \$200 per month. <b>Couple:</b> \$300 per month.
<b>NB</b>	<b>Singles:</b> \$500 per month + 50%. <b>More than one person:</b> \$500 per month + 50%.
<b>NS</b>	100% on the first \$250; 75% on the next \$250; 50% on the next \$250; 25% on amount over \$750.
<b>PEI</b>	<b>Singles:</b> \$250 per month + 30% of remaining net earnings. <b>Families:</b> \$400 per month + 30% of remaining net earnings.
<b>NF</b>	<b>Single:</b> \$75 per month + 20% of remaining net earnings. <b>More than one person:</b> \$150 per month + 20 % of remaining net earnings.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Appendix B: Persons with Disability Earnings Exemptions**

<b>BC</b>	<b>Single:</b> \$15,000 per year. Effective January 2024: \$16,200 per year. <b>Couple, 1 PWD:</b> \$18,000 per year. Effective January 2024: \$19,440 per year. <b>Couple, 2 PWDs:</b> \$30,000 per year. Effective January 2024: \$32,400 per year.
<b>AB</b>	<b>Single:</b> \$1,072 per month + 50% up to \$2,009 (\$1,541 maximum). <b>Couple (both adults AISH eligible):</b> \$1,072 per month + 50% up to \$2,009 (\$1,541 maximum) per adult. <b>Family/ Couple (One adult AISH eligible):</b> \$2,612 per month + 50% up to \$3,349 (\$2,981 maximum). <b>Family (2 adults both AISH eligible):</b> One adult receives the single exemption; one adult receives the family exemption.
<b>SK</b>	<b>Single:</b> \$6,000 per year <b>Couple:</b> \$7,200 per year <b>Families:</b> \$8,500 per year
<b>MB</b>	\$200 per adult per month + 30% of remaining net earnings. Effective April 2023: \$12,000 per year for singles, \$18,000 per year for Couples/Families with Children.
<b>ON</b>	\$1,000 per month + 25% of remaining net earnings.
<b>QU</b>	<b>Single:</b> \$200 per month. <b>Couple:</b> \$300 per month. *Basic Income Program: \$13,656 and 45% for the remaining net earnings.
<b>NB</b>	<b>Singles:</b> \$500 per month + 50% of remaining net earnings. <b>More than one person:</b> \$500 + 50% of remaining net earnings.
<b>NS</b>	100% on the first \$350; 75% on the next \$150; 50% on the next \$250; 25% on amount over \$750.
<b>PEI</b>	<b>Single and Families:</b> \$500 per month + 30% of remaining net wages.
<b>NF</b>	<b>Single:</b> \$150 per month + 20% of remaining net earnings. <b>More than one person:</b> \$250 per month + 20% of remaining net earnings.

\* On January 1, 2023, Quebec implemented the Basic Income Program. Social Solidarity Program (i.e., Disability Assistance) recipients who have been in receipt of assistance for 66 of the previous 72 months are transferred to this program.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:     Income and Disability Assistance Rates**

**KEY INFORMATION:**

- On August 1, 2023, the maximum shelter allowance for income and disability assistance clients will increase by \$125 per family unit– the first increase to maximum shelter rates since 2007. This increase will benefit over 160,000 people (122,000 cases).
- Government has allocated \$499M over the next three years:
  - \$131M in 2023/24
  - \$183M in 2024/25
  - \$185M in 2026/27
- Effective May 1, 2022, a minimum shelter allowance was established to provide additional funds to help persons experiencing homelessness meet their expenses. Government allocated \$11M annually in Budget 2022 (2022/23 to 2024/25) to support this initiative.
- In April 2021, monthly income and disability assistance support rates increased by \$175 per adult– the largest single increase in B.C.'s history and the third increase since October 2017. This increase benefits over 224,000 people, including 46,000 children.
- Effective August 2023 (payments issued in July), the monthly rate will be up to \$1,060 for a single person on income assistance and up to \$1,483.50 for a single person on disability assistance.
- BC's income assistance rate for singles will be the second highest and disability assistance rates for singles will be the third highest in the country.
- People who receive income assistance or disability assistance may also receive other supports and benefits such as subsidized housing, dental and optical care for children, free Pharmacare, and employment services through WorkBC Employment Services.

Contact:        Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone:     250-888-4301



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

## **BACKGROUND**

### Cumulative Rate Increase

- On August 2023, the rate for a single individual will have increased by \$450 per month since September 2017, an increase of 74% for income assistance and 44% for disability assistance.

### 2023 Shelter Rate Increases

- Effective August 1, 2023, monthly income and disability assistance shelter rates will increase by \$125 per case, from \$375 to \$500 per month for a single sheltered person.
- A minimum shelter allowance was implemented in May 2022 as part of government's Homelessness Strategy (See Minister's Binder Program Note: Homelessness Initiatives).

### 2021 Support Rate Increases

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

### 2019 Support Rate Increases

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

### 2017 Support Rate Increases

- Effective October 2017, monthly income assistance support rates increased by \$100 per family and disability assistance rates increased by \$100 per family member with the PWD designation.

## **BUDGET:**

- \$11M/year has been allocated to support the minimum shelter allowance.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**INTERJURISDICTIONAL COMPARISON:**

Monthly Rates - Single Individuals

Effective February 1, 2023

<b>Province</b>	<b>Employable</b>	<b>PPMB</b>	<b>PWD</b>
<b>British Columbia</b>	<b>935.00</b>	<b>985.00</b>	<b>1,358.50</b>
Alberta	790.00	919.00	1,787.00
Saskatchewan	915.00	915.00	1,391.00
Manitoba	771.00	1,068.00	1,068.00
Ontario	733.00	733.00	1,228.00
Quebec	770.00	1,205.00	1,205.00
New Brunswick	593.00	636.00	832.00
Prince Edward Island	1,401.00	1,401.00	1,551.00
Nova Scotia	686.00	950.00	950.00
Newfoundland & Labrador	781.00	781.00	781.00
<b>BC RANK</b>	<b>2</b>	<b>4</b>	<b>4</b>

Note: On January 1, 2023, Quebec implemented the Basic Income Program. Social Solidarity Program (i.e., Disability Assistance) recipients who have been in receipt of assistance for 66 of the previous 72 months are transferred to this program. Rates associated with this program are not included here.

Monthly Rates - Single Individuals

Effective August 1, 2023

<b>Province</b>	<b>Employable</b>	<b>PPMB</b>	<b>PWD</b>
<b>British Columbia</b>	<b>1,060.00</b>	<b>1,110.00</b>	<b>1,483.50</b>
Alberta	790.00	919.00	1,787.00
Saskatchewan	915.00	915.00	1,391.00
Manitoba	771.00	1,068.00	1,068.00
Ontario	733.00	733.00	1,228.00
Quebec	770.00	1,205.00	1,205.00
New Brunswick	593.00	636.00	832.00
Prince Edward Island	1,401.00	1,401.00	1,551.00
Nova Scotia	686.00	950.00	950.00
Newfoundland & Labrador	781.00	781.00	781.00
<b>BC RANK</b>	<b>2</b>	<b>3</b>	<b>3</b>

Note: On January 1, 2023, Quebec implemented the Basic Income Program. Social Solidarity Program (i.e., Disability Assistance) recipients who have been in receipt of assistance for 66 of the previous 72 months are transferred to this program. Rates associated with this program are not included here.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**What is the history of rate increases?**

**Income and Disability Assistance Rates**

			<b>Rate for a Single</b> (Changes in <b>Bold</b> )	
<b>Date</b>	<b>Income Assistance</b>	<b>Disability Assistance</b>	<b>Income Assistance</b>	<b>Disability Assistance</b>
June 2001 Rates			\$510.00	\$786.42
January 2005		\$70 support rate Increase for all persons designated as PWD	\$510.00	<b>\$856.42</b>
April 2007	\$50 support rate increase – singles and single parents \$50 shelter rate increase - all family types	\$50 shelter rate increase - all family types	<b>\$610.00</b>	<b>\$906.42</b>
Sept 2016		\$25 support increase for all persons designated as PWD	\$610.00	<b>\$931.42</b>
April 2017		\$50 support increase for all persons designated as PWD	\$610.00	<b>\$981.42</b>
Sept 2017	\$100 support rate increase	\$100 support rate increase for all persons designated as PWD	<b>\$710.00</b>	<b>\$1,081.42</b>
January 2018		\$52 support rate increase for all persons designated as PWD	\$710.00	<b>\$1,133.42</b>
April 2019	\$50 support rate for singles/single parents, \$100 for couples/two parent families	\$50 support rate for singles/single parents, \$100 for couples/two parent families	<b>\$760.00</b>	<b>\$1,183.42</b>
April 2021	\$175 support rate for singles/single parents, \$350 for couples/two parent families	\$175 support rate for singles/single parents, \$350 for couples/two parent families	<b>\$935.00</b>	<b>\$1,358.42</b>
July 2023	\$125 shelter rate	\$125 shelter rate	<b>\$1,060.00</b>	<b>\$1,483.42</b>

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Income Assistance Amounts**

2015 - 2021

Client Category	Jan 2015	Sep 2016	Apr 2017	Oct 2017	Jan 2018*	Apr 2019	May 2021	Oct 2021
<b>Temporary Assistance</b>								
Single	\$610.00	\$610.00	\$610.00	\$710.00	\$710.00	\$760.00	\$935.00	\$935.00
Childless couple	\$877.22	\$877.22	\$877.22	\$977.22	\$977.22	\$1,077.22	\$1,427.22	\$1,525.00
Two parents w/1 child	\$1,061.06	\$1,061.06	\$1,061.06	\$1,161.06	\$1,161.06	\$1,261.06	\$1,611.06	\$1,720.00
Single parent w/1 child	\$945.58	\$945.58	\$945.58	\$1,045.58	\$1,045.58	\$1,095.58	\$1,270.58	\$1,280.00
Single designated as Persistent Multiple Barriers	\$657.92	\$657.92	\$657.92	\$757.92	\$757.92	\$807.92	\$982.92	\$985.00
<b>Disability assistance</b>								
Single	\$906.42	\$931.42	\$981.42	\$1,081.42	\$1,133.42	\$1,183.42	\$1,358.42	\$1,358.50
Couple with one adult designated PWD	\$1,270.56	\$1,295.56	\$1,345.56	\$1,445.56	\$1,497.56	\$1,597.56	\$1,947.56	\$1,948.50
Couple with both adults designated PWD	\$1,519.06	\$1,569.06	\$1,669.06	\$1,869.06	\$1,973.06	\$2,073.06	\$2,423.06	\$2,423.50
Two parents w/1 adult designated PWD w/1 child	\$1,454.56	\$1,479.56	\$1,529.56	\$1,629.56	\$1,681.56	\$1,781.56	\$2,131.56	\$2,143.50
Two parents w/1 both adults designated PWD w/1 child	\$1,703.06	\$1,753.06	\$1,853.06	\$2,053.06	\$2,157.06	\$2,257.06	\$2,607.06	\$2,618.50
Single parent w/1 child	\$1,242.08	\$1,267.08	\$1,317.08	\$1,417.08	\$1,469.08	\$1,519.08	\$1,694.08	\$1,703.50

\*Effective January 1, 2018, rates for Disability Assistance clients increased by \$52 per person designated as PWD as the former transportation allowance was rolled into support rates and the new transportation supplement was introduced.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

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

**TOPIC:     *Declaration Act and Reconciliation Overview***

**KEY INFORMATION:**

Reconciliation

- In 2018, the Province released the Draft Principles to support a whole-of-government commitment to the full adoption and implementation of the UN Declaration on the Rights of Indigenous Peoples (UN Declaration) and the Truth and Reconciliation Commission's Calls to Action.
- The ministry recognizes that reconciliation is an ongoing commitment and will continue to engage with partners in ways that respect the rights of Indigenous Peoples.

*Declaration on the Rights of Indigenous Peoples Act (Declaration Act)*

- The ministry has been actively involved in implementing the Declaration Act, including supporting the development and implementation of the Action Plan, and involving Indigenous Peoples in the development and implementation of the *Accessible B.C. Act*, the renewal of the Poverty Reduction Strategy and upcoming regulation changes.

*Accessible B.C. Act*

- The ministry involved Indigenous Peoples in the development of the new *Accessible B.C. Act* and worked with Indigenous partners to identify opportunities to strengthen the legislation's alignment with the UN Declaration. The Provincial Accessibility Committee and two Technical Committees are now in place and include Métis and First Nations members with disabilities. Indigenous Peoples and organizations will be engaged throughout the standards development process.

Poverty Reduction

- Reconciliation is a key part of *TogetherBC* and Indigenous Peoples and organizations are being engaged from the outset on the development of the renewed Poverty Reduction Strategy to be released in 2024.

Contact:       Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone:    250-888-4301

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

## **BACKGROUND:**

### Indigenous Peoples and SDPR

- Indigenous people are overrepresented on the SDPR income and disability assistance caseload. In 2022, 19.4% of employable cases starting assistance self-identified as Indigenous, over three times the percentage of Indigenous people in British Columbia (B.C.). In comparison, 16.6% of disability assistance cases starting assistance self-identified as Indigenous.
- The 2021 census and Labour Force Survey show that in comparison with the entire B.C. population, Indigenous people had higher rates of employment (65% vs. 62%), lower levels of education (10% vs. 29% having a bachelor's or higher degree), and lower incomes (based on 2020 data-median income of \$35,000 vs. \$41,000).

### Implementing the *Declaration on the Rights of Indigenous Peoples Act*

- Section 3 of the Declaration Act requires that ministries align all laws with the UN Declaration.
  - SDPR activities include involving Indigenous Peoples in the development of the *Accessible B.C. Act*, sending letters to all BC First Nations about upcoming legislative changes and holding follow-up meetings to obtain feedback. The ministry has also shared consultation drafts of legislative amendments with Indigenous leadership organizations and Modern Treaty Nations for feedback.
- Sections 4 and 5 of the *Declaration Act* require, in consultation and cooperation with Indigenous Peoples, the development of an Action Plan and Annual Report. SDPR leads two action items and supports an additional two actions within the Action Plan, which was released in March 2022.

### *Accessible B.C. Act*

- The ministry involved Indigenous Peoples in the development of the *Accessible B.C. Act* and worked with Indigenous partners to identify opportunities to strengthen the legislation's alignment with the UN Declaration. For example, embedding requirements for representation by Indigenous Peoples to ensure they have a direct role in shaping how the legislation is implemented.
- As per action 4.9 in the Declaration Act Action Plan, ongoing consultation and cooperation with Indigenous Peoples will be critical to identify, prevent and remove barriers for Indigenous persons with disabilities and will ensure that regulations developed under the *Accessible B.C. Act* align with the UN Declaration in accordance with the Declaration Act and reflect the input we receive from Indigenous Peoples.
- The Provincial Accessibility Committee will work with government to provide advice on implementing the *Accessible B.C. Act*.
- Two Technical Committees have now been appointed to develop standards for Employment Accessibility and Service Delivery.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

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

Poverty Reduction Strategy

- Reconciliation is a guiding principle of TogetherBC, as government recognizes the lasting, harmful effect of colonial practices and policies on Indigenous Peoples.
- Government is engaging directly with Indigenous Peoples and organizations on the development of the renewed Poverty Reduction Strategy to be released in 2024.
- Consistent with action 4.15 in the Declaration Act Action Plan, the renewed Poverty Reduction Strategy will incorporate Indigenous experiences and knowledge of poverty and well-being, including Indigenous-identified actions and progress measures.
- The Minister's Poverty Reduction Advisory Committee advises the Minister on poverty reduction and prevention and includes several Indigenous representatives.
- From 2022/23 year-end funding, the ministry is giving the First Nations Public Services Secretariat \$15 million to fund additional intakes of the First Nations Well-being Fund.

WorkBC Employment Services

- From April 1 to December 31, 2022, about 5,100 clients who identify as Indigenous participated in WorkBC, with approximately 860 achieving employment during this time.
- In fiscal 2022/23, WorkBC Employment Services has provided over \$4.65 million financial supports to Indigenous clients.
- From April 1 to December 31, 2022, the ministry provided over \$4.5M from Community and Employer Partnerships to support 18 projects for Indigenous Peoples and communities.

Working with Indigenous Partners

- The Ministry engages with Indigenous Skills Employment Training service providers to build relationships, to inform program and policy development and to support the referral of Indigenous clients to employment and skills training programs and services.
- Work is underway to advance the commitment in 4.41 of the Declaration Act Action Plan and provide funding for self-determined, community-led programs for Indigenous Peoples to upgrade skills, obtain credentials, secure employment and develop and support community economies. High-level public reporting related to this is planned for fiscal 2022/23.
- The Ministry has committed an additional \$28M to Indigenous organizations through strategic grants to be issued by March 31, 2023. This includes a planned \$4M to the First Nations Public Service Secretariat to support capacity building in the indigenous public sector, and a planned \$24M to the New Relationship Trust to fund a series of employment related grants to Indigenous governments and service organizations.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

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

Social Services Sector Community Pathways to Reconciliation Project

- A total of \$9.6 million<sup>1</sup> in grants have been provided to the B.C. Association of Aboriginal Friendship Centres in 2022 to lead the development and implementation of the Community Pathways to Reconciliation Project for the social services sector over the coming five years.
- There are four main components of the Community Pathways to Reconciliation Project including the development and implementation of: a Masters' Degree in Business Administration in Indigenous and not-for-profit services, an Organizational Assessment tool, a Safe Space app expansion, and San'yas (pronunciation: *san-yas*, way of knowing) 2.0 training.

Inclusion, Diversity and Cultural Safety Strategy

- The ministry developed a three-year Inclusion, Diversity and Cultural Safety Strategy (IDCS) for staff in May 2022. This strategy builds on the first IDCS strategy and moves our focus from awareness and understanding to action with an internal focus on employee development and improving workplace culture. It is a roadmap for the next three years with a focus on cultural safety, equity and anti-racism, and inclusion and diversity.

Community Integration Services

- The Community Integration Services Branch provides in-person services to individuals who are at risk of becoming or are currently unhoused by connecting them with financial assistance and community supports.
- The Community Integration Services Branch continues to expand the model implemented in 2020 called the Surrey Indigenous Hub, officially known as t'axila (pronunciation: *tah-he-la*, making a pathway). The Ministry is exploring further partnerships with Friendship Centres across the province with 16 of the 25 Friendship Centres having expressed their interest to date to hire an Indigenous Community Integration Specialist to support clients at their location.
- The Community Integration Specialist job profile underwent a review to plain language the requirements and remove systemic barriers.

Ahousaht Funeral Pilot Project

- The Ministry continues to work with Ahousaht First Nation (pronunciation: *A-house-sat*) to ensure access to the Ministry's funeral services, allowing for reimbursement of funeral costs (rather than pre-approval) based on existing program criteria and rates.

---

<sup>1</sup> Transfer of \$2.6M from the previous 2021 Indigenous Training program and \$7M in 2022 for the Community Pathways to Reconciliation Project.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Poverty Reduction**

**KEY INFORMATION:**

- Through the *Poverty Reduction Strategy Act* (PRSA) (2018), B.C. committed to reducing the poverty rate from 2016 Market Basket Measure (MBM) benchmarks by 25% for all persons and 50% for children by 2024.
- TogetherBC was released on March 18, 2019, and outlines a cross-government approach to achieving those goals.
- BC achieved both its targets in 2019 and improved upon them in 2020 with the help of federal COVID support benefits.
- Using the latest MBM of Canada's Official Poverty Line (2020 statistics released March 2022), B.C. has met its targets.
  - Overall poverty rate. Goal: 25% reduction. Achieved: 52.5% reduction. From 16.0% in 2016 to 7.6% in 2020.
  - Child poverty rate. Goal: 50% reduction. Achieved: 71.3% reduction. From 17.4% in 2016 to 5.0% in 2020.

	2016 Actual Rate	Target Rate	2020 Actual Rate
Overall Poverty	16%	12.0%	7.6%
Childhood Poverty	17.4%	8.7%	5.0%

- Poverty statistics are reported with a two-year lag, meaning that the final results regarding 2024 targets will not be known until 2026.
- Despite this success, we know that more work needs to be done to sustain progress and keep reducing poverty in B.C.
- Some populations continue to have particularly high rates of poverty including persons with disabilities, Indigenous Peoples, and single working age adults.
- In addition, new and increasing challenges such as inflation, affordability and food insecurity are impacting people who were already struggling.
- Budget 2022 outlined a range of cross-ministry actions that support TogetherBC, including investments in housing and homelessness, child care, and mental health.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

- The next Poverty Reduction Strategy, to be released by March 2024, will be informed by comprehensive engagement with those most impacted by poverty to ensure that future government actions support those who need it most. That engagement is underway from March 1 to April 14, 2023.

## **BACKGROUND:**

### Strategy

- B.C. was the last province in Canada to introduce a poverty reduction strategy.

### Legislation – Poverty Reduction Strategy Act (PRSA)

- The PRSA sets the framework for B.C.'s strategy including principles, priority areas, population groups, consultation, and reporting requirements.
- It requires government to prepare an annual report by each October 1 that describes actions to implement the strategy and effects on poverty reduction, and present to the legislative assembly "as soon as practicable."
- The legislation also requires that the Poverty Reduction Strategy be updated once every five years.
- The 2021 annual report was tabled in the legislature on October 5, 2022.

### Poverty Reduction Advisory Committee (PRAC)

- As required by the PRSA, PRAC was formed in 2019 to advise the minister on poverty reduction and prevention.
- It includes representation from Indigenous organizations, unions, persons with lived experience or poverty, local government, rural and remote communities, and persons living with disabilities, among others.

### More on Targets and Statistics

- B.C.'s poverty reduction targets use 2016 as the baseline year. That was the most current data available at the time (poverty statistics have a two-year data lag).
- Since 2016:
  - 378,000 fewer people living in poverty, including 104,000 fewer children.
  - Overall poverty rate dropped from 16% to 7.6%.
  - Child poverty rate went from 17.4% to 5%.
- From 2016 to 2019, the decline in poverty was due to a number of significant federal and provincial programs, largely benefiting families.
- Further decline of poverty in 2020 was largely the result of federal and provincial temporary COVID relief payments.
- While progress has been steady, the ability to sustain this progress is unclear in the absence of key temporary supports and in the event of a potential economic downturn.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**INTERJURISDICTIONAL COMPARISON:**

- In 2017-18, B.C. undertook the most extensive poverty reduction consultations to date to inform TogetherBC and has some of the most ambitious legislated poverty reduction targets.
- When consultations began in 2017, B.C. had the 2<sup>nd</sup> highest rate of overall poverty in the country, and the 5<sup>th</sup> highest rate of child poverty.
- In 2020, B.C. had the 2<sup>nd</sup> highest rate of total poverty and the 3<sup>rd</sup> lowest rate of child poverty (behind Alberta and Quebec).

**Percentage of Persons and Children Below the Market Basket Measure**

By Province, 2020

	All Persons		Children	
	Percentage	Rank	Percentage	Rank
Canada	6.4		4.7	
AB	5.5	9	4.2	9
<b>BC</b>	<b>7.6</b>	<b>2</b>	<b>5.0</b>	<b>8</b>
MB	6.8	6	6.0	5
NB	7.6	2	6.1	4
NL	7.0	5	7.9	1
NS	7.7	1	5.5	7
ON	6.8	6	5.6	6
PEI	7.6	2	7.2	2
QC	4.8	10	2.3	10
SK	6.7	8	6.6	3

Note: For ranking, higher is better.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Overdose Crisis**

**KEY INFORMATION:**

- The ministry recognizes that income and disability assistance clients are at increased risk of suffering an illicit drug overdose.
- The overdose crisis has worsened during the pandemic as illicit drugs are increasingly containing higher concentrations of more toxic drugs, notably fentanyl, carfentanil and benzodiazepines.
- The ministry has processes to help clients who may be at greater risk of overdose, including direct deposit of funds, paying landlords directly, and administering smaller cheques to avoid large sums of money being provided at once.
- To support people on assistance in residential alcohol and drug treatment, the ministry will pay daily user fees (per diems) directly to licensed residential treatment facilities and registered supportive recovery homes where people are receiving treatment.
- Clients are also provided a drug and alcohol supplement to support access to drug and alcohol treatment counselling or related services.
- The Ministry of Mental Health and Addictions is the lead ministry in coordinating government's response to the overdose crisis.

**BACKGROUND:**

- In 2022 2,272 British Columbians died from an illicit drug overdose, a slight decrease of 1.5% from 2021 of 2,306 deaths.
- This is the second highest number of overdose deaths after 2021, and deaths have more than doubled since 2019 (987).
- Fentanyl was detected in 82% of illicit drug overdose deaths in 2022, down from 86% in 2021, while carfentanil was detected in 6% of deaths, down from 8% in 2021.
- The number of deaths has dropped in recent months – from July to December 2022, there were 1,146 overdose deaths compared to 1,228 deaths in the same period in 2021 (down 6.7%).

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Cheque Distribution Study**

- In 2015 Professor Lindsey Richardson from UBC/Providence Health began a research study looking at the impact of alternative income assistance cheque distribution models on Downtown Eastside clients with severe substance abuse problems.
- The aim of the study was to determine if moving away from a single cheque distribution day for all clients can reduce the frequency and intensity of drug overdoses as well as other negative outcomes.
- **In April 2021 Professor Richardson published an article in The Lancet which showed mixed results from her study.**
- **While there were some positive results, including fewer spikes in drug use on government payment days and individual payment days for those with split and staggered cheques, there was a noticeable increase in exposure to violence, interactions with police and increased odds of a serious overdose.**
- The ministry has procedures in place to help reduce the cheque effect. For example, the ministry encourages clients to use direct deposit and direct payment of rent to landlords, and clients who have difficulty managing their money can have their payments administered by a third-party.
- Professor Richardson's recommendation is that the ministry offer clients choice in when and how they receive their assistance.
- The ministry continues to work with Professor Richardson to better understand how we can reduce illicit drug overdose deaths amongst clients.

**CONFIDENTIAL ADVICE TO MINISTER:**

Advice/Recommendations

- 
- 
- 

**BUDGET:**

- N/A

**INTERJURISDICTIONAL COMPARISON:**

- In 2022 2,272 British Columbians died from an illicit drug overdose, a decrease of from 2020.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

Many jurisdictions have delayed releasing their data – most notably Manitoba is now releasing data annually and Ontario has a nine-month lag. Most recent data from other jurisdictions includes:

- Alberta reported that 1,490 people died of an illicit drug overdose in the first eleven months of 2022, an increase of 3% over the same period in 2021.
  - Overdose deaths were down 25 percent in the last five months of 2022 compared to the same period in 2021 (546 vs 726).
- Ontario reported 1,126 illicit drug overdose deaths in the first six months of 2022, a 4% increase compared to the same period in 2021.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

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

**KEY INFORMATION:**

- There are over 29,000 non-profits throughout the province, employing over 86,000 British Columbians, 74% of whom are women.
- The sector contributes around \$6.7 billion (2017) to the GDP and contributes \$6 billion in volunteer hours, the equivalent of 146,711 jobs.
- Non-profits provide many services and activities that enrich the lives of British Columbians and support their basic needs from arts, culture and sports to health and social services and environmental advocacy.
- All ministries work with non-profits to deliver on government priorities including providing critical services and supports to British Columbians throughout the pandemic.
- In recognition of the importance of the sector, in November 2020, Niki Sharma was appointed Parliamentary Secretary for Community Development and Non-Profits to act as the focal point and advocate for non-profits in government.
- A key achievement of this role was announced in Budget 2022 where government committed \$30M towards a Non-Profit Recovery and Resilience Fund to support organizations disproportionately impacted by COVID-19.
- In December 2022, Megan Dykeman was appointed as the Parliamentary Secretary for Community Development and Non-Profits to continue and build on this important work.

**BACKGROUND**

Non-Profit Sector

- Non-profits deliver a wide range of services and supports including housing, childcare,

Contact:       Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone:    250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

healthcare, food programs, legal services, and community development, among others.

- The non-profit sector is facing a range of issues – both long-term and due to ongoing impacts from the COVID-19 pandemic – and has expressed a strong interest in establishing formal communication channels with government and increasing cross-sectoral collaboration.
- The sector has been very supportive of the creation of the PS role as it is seen as a critical recognition of the importance of the sector to BC.

Parliamentary Secretary – Mandate Letter Commitments

- PS Dykeman has four mandate commitments, which include:
  1. Continue work to support and engage charitable organizations and the non-profit sector by acting as their advocate and key point of contact within government.
    - PS Dykeman is continuing to be a key point of contact and advocate for the non-profit sector and attended regular roundtables.
  2. Work with the co-operative sector to support sector strengthening and modernization.
    - PS Dykeman is continuing to build connections with the co-operative sector, including supporting the current review of the Co-operative Association Act led by the Ministry of Finance.
  3. Continue work to support the Minister of Social Development and Poverty Reduction's food security mandate, including recognizing the impacts of global inflation and extreme weather events on household food security for British Columbians.
    - PS Dykeman will continue to support the minister with this important mandate item by engaging with food security non-profits to inform government's approach.
  4. Support the work of the Minister of Housing to protect and expand non-profit, non-market, and co-op housing in B.C.
    - This is a new mandate item with work currently under development.

Accomplishments to Date

- By the end of 2022, PS Sharma had held over 13 roundtable sessions and over 500 meetings to hear from the non-profit sector about their pandemic-related and long-standing challenges. PS Dykeman is continuing to build on this strong foundation.
- Key issues heard in these engagements include:
  - Challenges of COVID-related declines in revenue and donations.
  - Need for targeted funding to build capacity, adapt to crises, and pivot to address changing community needs.
  - Need for streamlined funding processes and reporting requirements.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

- In response to this feedback, Budget 2022 announced \$30M towards a Non-Profit Recovery and Resiliency Fund, to be developed with sector leaders to support organizations across the province.
  - Vancouver Foundation contributed an additional \$4M, bringing the fund's total to \$34M.
  - \$5M was allocated to New Relationship Trust, an Indigenous-led funding body, to support the recovery and resilience of Indigenous communities.
  - As announced February 2023, 21 Indigenous non-profits were awarded \$72,000 per year over three years, for a total of \$216,000 per organization, while two organizations are receiving funding for two years
  - The Vancouver Foundation received over 2,000 applications for 144 grants aimed at organizations with annual expenses under \$1M.
  - This granting process focused on reducing the barriers to grant funding through a new and innovative approach based on trust-based philanthropy.
  - This first-of-its-kind approach in BC responds to long-standing concerns from the non-profit sector by moving much of the administrative burden from applicants to the funder.
  - Vancouver Foundation is currently assessing applications by economic development region to ensure the process is done fairly, equitably, and as quickly as possible.
  - They will start notifying successful applicants by March 31, 2023 and expect to notify all successful applicants by late spring 2023.
  
- A newsletter and a website have also been developed to provide updates and information directly to the non-profit sector.

**2022/23 Fiscal Year-End Funding (only to be discussed if announced)**

SDPR is providing a series of year-end grants to non-profits across the Province to advance ministry mandates and other key government priorities, including poverty reduction, accessibility, food security, services in the Downtown Eastside and supports for the broader non-profit sector.

**Table 1: Overview of 2022/23 Fiscal Year End Funding**

	Organization	Funding Amount (\$ millions)	Initiative(s)	Announced as of March 29 <sup>th</sup> ?
--	--------------	------------------------------	---------------	--

Government Financial Information; Advice/Recommendations

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

Table 1: Overview of 2022/23 Fiscal Year End Funding				
	Organization	Funding Amount (\$ millions)	Initiative(s)	Announced as of March 29 <sup>th</sup> ?
Government Financial Information; Advice/Recommendations				

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Table 1: Overview of 2022/23 Fiscal Year End Funding**

	Organization	Funding Amount (\$ millions)	Initiative(s)	Announced as of March 29 <sup>th</sup> ?
--	--------------	------------------------------	---------------	--

Government Financial Information; Advice/Recommendations

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Table 1: Overview of 2022/23 Fiscal Year End Funding**

	Organization	Funding Amount (\$ millions)	Initiative(s)	Announced as of March 29 <sup>th</sup> ?
Government Financial Information; Advice/Recommendations				
20	Loaves & Fishes Community Food Bank	7.000	Support construction costs of a centralized Food Recovery and Distribution Warehouse in Nanaimo, BC.	No
Government Financial Information; Advice/Recommendations				
25	United Way BC	14.000	Funding would support launch of a Critical Food Infrastructure fund for community organizations. Areas of focus could include cold storage, warehouse space, and transportation	Yes – at high level as part pf \$200m to AF/SDPR

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**Table 1: Overview of 2022/23 Fiscal Year End Funding**

	Organization	Funding Amount (\$ millions)	Initiative(s)	Announced as of March 29 <sup>th</sup> ?
			to improve fresh food access and support food delivery and waste diversion.	
26	United Way BC	7.500	Support expansion of UWBC regional community food hub programming, including new hubs in Northern BC and Southern Vancouver Island, and support coordination of effective community food access responses through an advisory committee.	Yes- at high level as part pf \$200m to AF/SDPR
27	Food Banks BC	15.00	Funding will support food access programming, crisis response, ongoing recovery support for communities impacted by climate emergencies, and work towards long-term planning and more sustainable food security outcomes.	Yes- at high level as part pf \$200m to AF/SDPR

Government Financial Information; Advice/Recommendations

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

<b>Table 1: Overview of 2022/23 Fiscal Year End Funding</b>				
	<b>Organization</b>	<b>Funding Amount (\$ millions)</b>	<b>Initiative(s)</b>	<b>Announced as of March 29<sup>th</sup>?</b>
Government Financial Information; Advice/Recommendations				
32	Langley Meals on Wheels Society	0.350	Support for elevator accessibility infrastructure upgrades to ensure inclusive access to food programming.	No
Government Financial Information; Advice/Recommendations				

**INTERJURISDICTIONAL COMPARISON**

- This Parliamentary Secretary role continues to be the first of its kind in Canada.
- Other provinces such as Alberta and New Brunswick integrate the non-profit sector into provincial ministries responsible for community services.
- In the 1990s, B.C. had a Ministry of Community Development, Cooperatives and Volunteers.

Contact: Suzanne Christensen, Assistant Deputy Minister, RIPD  
Cell Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Residential Facilities**

**KEY INFORMATION:**

- The Ministry of Social Development and Poverty Reduction provides some support to people on assistance living in residential care facilities and assisted living residences based on user fee rates set by the Ministry of Health.
- These facilities provide service under three categories:
  - Community care (seniors, persons with disabilities);
  - Mental health; and
  - Substance use.
- For people receiving assistance, the Ministry pays user fees directly to facilities licensed or registered under the *Community Care and Assisted Living Act* administered by the Ministry of Health.
- The user fees for these facilities are:
  - Licensed community care facilities \$1,337.80 per month (approximately \$43.98 per day)
  - Licensed mental health and substance use facilities: \$45 per day
  - Registered mental health and substance use facilities, including supportive recovery homes (SRH): \$35.90 per day
- In addition, the Ministry provides recipients with a monthly comforts allowance to help pay for sundry items.
  - Recipients with the Persons with Disabilities designation: \$222/month + transportation supplement (bus pass or extra \$52/month).
  - Recipients who do not have the Persons with Disabilities designation: \$115/month.
    - In March 2021, this rate increased from \$95 to \$115 to reflect the rising costs of goods since the last increase in 2005.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**BACKGROUND:**

- The Ministry provides user fees to facilities on behalf of eligible clients residing in licensed residential care facilities or registered assisted living homes.
- User fees are based on three categories with rate structures set by the Ministry of Health (MoH): community care (seniors and persons with disabilities), mental health, and substance use.
- User fees are paid monthly and direct to the facility on behalf of the client.

Community Care Facilities

- MoH has an individualized income-based rate structure that requires residential care clients to pay a monthly charge of 80% of their after-tax income, with minimum and maximum rates.
- Ministry rates are aligned with the monthly structure and pay the MoH minimum rate.
- The minimum rate for licensed community care facilities is adjusted on January 1 annually based on the maximum monthly total amount of Old Age Security (OAS) and Guaranteed Income Supplements (GIS) as of July 1, of the previous year.

Mental Health and Substance Use Facilities

- Effective October 1, 2019, user fee rates were increased for mental health and substance use facilities for the first time in 10 years.
  - Licensed facilities were increased from \$40 to \$45 per day (12.5%).
  - Registered facilities were increased from \$30.90 to \$35.90 per day, including supportive recovery homes (16%).

Supportive Recovery Homes (SRH)

- SRH are a housing option that emerged for persons with substance use issues that provide less service than licensed facilities but more support than rental housing.
- A SRH is a registered substance use facility and must be registered through the MoH's Assisted Living Registry, under the *Community Care and Assisted Living Act*, to be eligible for the daily rate user fee.
- The SRH sector continues to advocate for the daily rate user fee to increase from \$35.90 to \$50 per day. User fees rates were last increased on October 1, 2019.
- The Ministry of Social Development and Poverty Reduction (SDPR) continues to collaborate with MoH and the Ministry of Mental Health and Addictions to improve supports and services for people experiencing mental health and substance use issues.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

Maintaining Stable Shelter

- While receiving treatment in a residential care facility, a client may be eligible for the Housing Stability Supplement to maintain their usual place of residence for up to three months, and In extenuating circumstances, the Ministry may issue an additional 3 months of the Housing Stability Supplement for a maximum of 6 months.

**BUDGET:**

**All Residential Care Facilities**

<b>Table 1 – Budget</b>					
	<b>2021/22</b>		<b>2022/23</b>		<b>2023/24 Budget</b>
	<b>Budget</b>	<b>Actuals</b>	<b>Budget</b>	<b>Actuals*</b>	
Residential Care Facilities	\$30.7M	\$31.9M	\$32.3M	\$19.3M	\$29.9M

\*Actuals as of December 31, 2022

Data Source: FASB.

**Supportive Recovery Homes**

	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>
Standard Rate <b>\$30.90</b> (to Sept 30/19) <b>\$35.90</b> (from Oct 1/19)	\$10.6M	\$10.6M	\$11.6M	\$10.8M	\$11.6M	*\$8.1
Grandparented Rate <sup>1</sup> <b>\$40.00</b>	\$2.5M	\$2.2M	\$1.7M	\$1.2M	\$1.2M	*\$.9

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

\*Actuals Apr-Dec– confirmed data with FASB Mar 28/23

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

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

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
SERVICE DELIVERY DIVISION  
PROGRAM NOTES 2023/2024**

**STATISTICS:**

**Licensed Substance Use and Registered Substance Use (SRH) Facilities, as of December 2022:**

<b>Table 2 - Facilities Overview</b>			
<b>Facility Type</b>	<b>Rate</b>	<b>Total Facilities</b>	<b>Clients/Month</b>
Licensed Substance Use	\$45.00/day	35	446
Registered Substance Use	\$35.90/day	119	1,502
Registered Substance Use Grandparented Rate <sup>1</sup>	\$40.00/day	18	210

*\*Note: Substance use facility counts have been reconciled to remove multiple rate amounts per facility.*

Data Source: Analytics and Business Intelligence FY22/23 April-December

ICM Orders Extract: Total Facilities is a count of all facilities that received each rate amount defined by an approved, archived, or closed order. The Number of Clients/Month is based on a distinct count of cases average over the data source time period.

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

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:            On-Reserve Supports**

**KEY INFORMATION:**

- The ministry is responsible for providing Income Assistance (IA) and Disability Assistance (DA) to eligible British Columbians who live off-reserve.
- The federal department of Indigenous Services Canada (ISC) provides funding and policy direction to First Nations bands that deliver IA/DA to eligible British Columbians who live on-reserve.
  - First Nations who have signed treaties design and deliver assistance on Treaty Settlement Lands.
- ISC's social development programs are intended to be reasonably comparable to BC's programs and standards.

**BACKGROUND:**

Comparability On and Off-Reserve

- Since 2002, ISC and SDPR have been working together to ensure that people receive comparable services regardless of where they live in BC.
- This work supports ISC's requirement for policy comparability with the province.
- Because of the inter-relationship between federally funded programs on-reserve and provincial programs off-reserve, any changes to provincial assistance legislation, regulations, policy, or programs directly impact federal budgets, programs, and services as well as on-reserve IA/DA recipients.

Comparable Services and Supports

- Most areas of IA and DA policy are comparable on and off-reserve.
- ISC regularly adopts SDPR rate and policy changes for on-reserve recipients, including during the pandemic (see COVID-19 Supports to Indigenous Peoples note).
- SDPR and ISC have also aligned four other important services:
  - The BC Aboriginal Network on Disability Society (BCANDS) is a contractor of ISC who adjudicates PWD Designation and Monthly Nutritional Supplement applications for on-reserve persons, using the same criteria as SDPR.
  - SDPR has signed a reimbursement agreement with ISC to ensure that eligible on-reserve persons can also access the BC Bus Pass program and Community Living BC services.

Contact:            Suzanne Christensen, ADM RIPD  
Cell Phone:        250-888-4301

### Disparity in On and Off-Reserve Income and Disability Assistance Policy

- While there is alignment in many areas, not all programs and services are comparable; disparity still exists in some areas such as health supports and general supplements.
- For example, the First Nations Health Authority (FNHA) does not fund some specific health supplement items (cochlear implants, scooters, etc.) for status First Nations, while SDPR provides these items for all eligible clients.
- SDPR is working with ISC and FNHA to improve parity for these items.
- Shelter policy differences have been an ongoing concern:
  - SDPR allows for the payment of rent as an allowable shelter cost, whether or not there is a mortgage on the home.
  - ISC only allows for the payment of rent as an allowance shelter cost for mortgage-free government-funded homes on-reserve if the First Nations band establishes a community-wide rental regime.
  - Some bands cannot implement a rental regime, which means that individuals from those bands may not receive shelter funds.

### 10-Year Grants: A New Fiscal Relationship Between ISC and First Nations

- In April 2019, ISC introduced 10-Year Grants, a new funding mechanism that provides First Nations governments more flexibility to address their members' priorities.
- First Nations with 10-Year Grant agreements have increased program autonomy and are able to set their own rates and policies separate from the province.
- Because 10-Year Grant holder funding levels from ISC have remained unchanged, it is likely that they will continue to align with SDPR in the short term.
- To date, 68 First Nations have signed 10-Year Grant agreements with ISC in B.C.
- **Inflation Relief Benefit:** In August 2022, ISC provided all on-reserve social assistance programs across Canada a one-time benefit to help address rising inflation. This federal benefit provides First Nations with the equivalent of \$300 per client for nine months. Off-reserve clients do not receive this payment.
- First Nations have the flexibility to deliver the Inflation Relief Benefit directly to recipients or provide alternative provisions, such as gift cards or food hampers.

### **INTERJURISDICTIONAL COMPARISON:**

- ISC's National Program Guidelines set out the requirements and standards for First Nations who deliver the on-reserve IA program.
- The National Program Guidelines specify that eligible expenditures must be equivalent to those of the province where the reserve resides. As a result, on-reserve IA program policies vary from province to province.
  - **Ontario:** ISC reimburses Ontario for the administration of income assistance on-reserve (more than 90% reimbursement) however, the Ontario Disability Support Program (ODSP) is 100% funded and delivered by Ontario.
  - **Alberta:** ISC funds bands to administer income assistance on-reserve. Assured Income for the Severely Handicapped (AISH) is delivered both on and off-reserve and Alberta is reimbursed by the federal government.
  - **Saskatchewan:** ISC funds bands to administer income assistance on-reserve. The Saskatchewan Assured Income for Disability (SAID) program is not available

Contact: Suzanne Christensen, ADM RIPD  
Cell Phone: 250-888-4301

on-reserve.

- In some jurisdictions, ISC's National Program Guidelines have not kept pace with changes to provincial programming. ISC is currently working with First Nations communities to design a new approach to their on-reserve IA program.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
RESEARCH, INNOVATION AND POLICY DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Homelessness Initiatives**

**KEY INFORMATION:**

- Homelessness is a complex social and economic issue that requires collaboration amongst all levels of government in order to properly address. It is estimated that between January and December 2020, 23,400 individuals experienced homelessness<sup>1</sup> across the province.
- Government takes a cross-ministry approach to both prevent homelessness and respond quickly to assist people experiencing homelessness to become stably housed.
- As part of this approach, Budget 2023 has allocated \$499 million to SDPR over the next three years to increase the maximum shelter allowance by \$125 for income and disability assistance clients effective August 1, 2023 rent payment– the first increase to maximum shelter rates since 2007.
- In addition, Budget 2023 provides funding to other ministries:
  - More than \$7 million over the fiscal plan to help support the BC Rent Bank to provide crucial financial support to prevent eviction and homelessness.
  - As much as \$640 million in additional funding over three years for the Supportive Housing Fund to help build and operate more supportive housing for people experiencing or at risk of homelessness.
  - A further \$169 million over the fiscal plan to create additional new complex-care housing units, as well as \$97 million in operating funding that will support complex-care services.
  - More than \$228 million over three years to help create regional multidisciplinary teams to support rapid response for communities dealing with substantive encampments in their area.

---

<sup>1</sup> Source: Most recent data available from Preventing & Reducing Homelessness: An Integrated Data Project.

Contact: Suzanne Christensen, ADM RIPD  
Phone: 250-888-4301

- Approximately \$44 million over three years to help expand access to temporary modular supportive housing and provide more on-site support for people living in encampments, such as fire prevention, safety and sanitation while housing gets built.
- An additional \$109 million over the fiscal plan to help expand shelter and low-income assistance programs, including emergency shelters, the Rental Assistance Program (RAP) and the Shelter Aid for Elderly Renters (SAFER) program so that more people can access these essential supports.
- For people housed in temporary leased spaces as part of the Province's pandemic response, as much as \$182 million over the fiscal plan to help provide continuing support, including finding more permanent housing solutions.
- This funding adds significant resources to the Budget 2022 investments, which included doubling the number of Community Integration Specialists.
- The ministry continues to review the BCEA program to make improvements that will align with this cross-government approach to homelessness.

## **BACKGROUND:**

SDPR has introduced the following initiatives to address homelessness since Budget 2022:

### Expanding and enhancing the Community Integration Services team

- Community Integration Specialists work directly with people in the communities they serve, creating relationships with clients and community partners and connecting people experiencing homelessness to various government and community supports for better client outcomes (e.g., access to mental health supports, attachment to housing).
- As of January 2023, there are 131 active Community Integration Specialists.
- The Community Integration Services team will continue to grow to 191. This will expand the number of communities currently served from 25 to approximately 95 across the province. This will reduce the number of clients supported by each Community Integration Specialist from 135 to 50, improving the quality of service provided and reducing employee burnout. These enhancements to the team will also expand the number of situations in which Community Integration Specialists may provide one-time emergency supports to clients.

### Minimum Shelter Allowance

- Prior to April 2022 cheque issue, clients were only eligible for a shelter allowance if they
- Contact: Suzanne Christensen, ADM RIPD  
Phone: 250-888-4301

had shelter costs that met the definition described in legislation. This resulted in many homeless recipients being ineligible for this allowance.

- In April 2022, a change was made all clients are eligible for a minimum shelter allowance. It benefits homeless recipients who have some incidental shelter expenses.
- The minimum shelter allowance is based on the number of people in the family. The minimum rate for a single person is \$75.
- This change benefits approximately 12,000 clients each month.

#### Housing Stability Supplement

- Prior to March 2023, the temporarily reduced family unit policy only permitted for the shelter allowance to be maintained based on the family unit size prior to the absence of the family member or change in circumstances.
- The new Housing Stability Supplement replaces the TRFU and increases the amount available by providing up to the prescribed maximum support and shelter allowances based on the previous family unit size (up to their actual shelter costs).
- The HSS also expands on the scenarios covered by the TRFU to include persons in other types of care facilities, such as mental health facilities and respite care, and (temporarily) incarceration.
- The HSS can be provided for up to three consecutive months unless the Minister authorizes an additional three months.
- The intent of the HSS is to temporarily maintain benefit levels so families and individuals can retain their housing during a temporary absence or to provide a transition period for the family to move should the absence be permanent or long-term. Without the HSS, eligible family units experiencing these absences, or changes in circumstances, may be unable to maintain their housing.
- This initiative will help clients maintain housing and prevent homelessness. It also reduces the ministry's administrative work associated with lost housing (e.g., address changes, moving supplements).
- The HSS will benefit approximately 3,200 clients per year.

#### Clarifying the Moving Supplement

- This initiative supports individuals in their transition from homelessness to housing by clarifying that the moving supplement can be provided to those experiencing homelessness.
- This clarification will help reduce barriers for clients experiencing homelessness in their search for housing, including broadening their search for housing options in more affordable communities.
- Approximately 1,200 clients transition from homelessness to housing per month.

#### Welcome Home Kits

Contact: Suzanne Christensen, ADM RIPD  
Phone: 250-888-4301



- The ministry granted \$1 million to the Social Planning and Research Council of BC (SPARC BC) which has developed the Welcome Home Kit program which provides kits for individuals who secure housing. Kits contain essential items (e.g., dishes, towels, bedding) needed to establish stable living arrangements. The approximate value of each kit is \$450.
- Approximately 2000 kits will be distributed in the first year of the program.

#### Increase to Maximum Shelter Allowance

- Budget 2023 will increase the maximum shelter allowance by \$125 for income and disability assistance clients.
- A shelter allowance is provided to eligible recipients to cover allowable shelter costs such as rent and utility payments. The current maximum shelter allowance for a single individual is \$375. Effective August 1, 2023, this will increase by \$125 to \$500.
- This increase will assist approximately 122,000 cases in paying for their shelter costs.

#### **BUDGET:**

Item (Budget 2022)	2022/23	2023/24	2024/25	2025/26
Expand/Enhance CIS Team	\$14.4M	\$24.2M	\$24.2M	\$24.2M
*Minimum Shelter Allowance	\$11.0M	\$11.0M	\$11.0M	\$11.0M
*Housing Stability Supplement	\$10.0M	\$10.0M	\$10.0M	\$10.0M
*Clarify Moving Supplement Policy	\$1.0	\$1.0M	\$1.0M	\$1.0M
*Tenant Start-up Kits	\$1.0	\$1.0M	\$1.0M	\$1.0M
<b>Total Budget 2022</b>	<b>\$37.4M</b>	<b>\$47.2M</b>	<b>\$47.2M</b>	<b>\$47.2M</b>
Item (Budget 2023)	2022/23	2023/24	2024/25	2025/26
Shelter Allowance Increase (Budget 2023)	N/A	\$131.0M	\$183.0M	\$185.0M
<b>Total Budget 2023</b>	<b>N/A</b>	<b>\$131.0M</b>	<b>\$183.0M</b>	<b>\$185.0M</b>

Data Source: FASB

\*Initiatives not announced in Budget 2022

Contact: Suzanne Christensen, ADM RIPD  
Phone: 250-888-4301

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:**      **Community and Employer Partnerships (CEP)**

**KEY MESSAGES:**

- CEP projects are community-driven projects that focus on increasing employment and work experience opportunities in communities across B.C. through partnerships, shared information, and technology and innovation.
- With the help of this fund, communities see job creation, positive social impacts, economic growth, and more employment opportunities.
- Projects help reduce poverty while strengthening the labour market and supporting communities experiencing impacts because of economic change.

**BACKGROUND:**

- Since the implementation of CEP in 2012:
  - 655 CEP agreements have been funded.
  - 6,691 job seekers gained work experience and employment training.
- CEP ensures funding is accessible and equitably distributed throughout the province and prioritizes applications that:
  - Support people to ensure they have all the employment supports needed to be able to participate fully in the recovery of the labour market post pandemic.
  - Lead to direct employment sooner and prepare unemployed individuals for available jobs.
  - Have the greatest and most immediate impact on employment outcomes, and
  - Support training and job opportunities where there is a high labour market need.
- Applications are reviewed and projects funded on an ongoing basis (there's no set application window intakes or deadlines).
- There are four CEP streams:
  - Job Creation Partnerships support local projects that provide work experience and skills enhancement to eligible job seekers to help them obtain sustainable employment.
  - Labour Market Partnerships support and facilitate strategies and activities to address local labour market or human resources issues.
  - Project Based Labour Market Training supports local projects that provide a combination of on the job and/or off the job employment training to eligible participants to help them obtain sustainable employment.
  - Research and Innovation supports exploration to find better ways of delivering programming to help individuals find or return to work.

#### Financial Implications:

- The CEP investment target for 2022/23 was \$30 million.
- As of December 31, 2022, over \$30.2 million has been committed, to fund 89 projects including:
  - 16 Job Creation Partnerships agreements.
  - 6 Labour Market Partnerships agreements.
  - 61 Project Based Labour Market Training agreements.
  - 6 Research and Innovation agreements.
- From April 1, 2022 to December 31, 2022, the ministry provided over \$4.5 million from Community and Employer Partnerships to support 18 indigenous-focused projects that will support up to 235 Indigenous participants.
  - 11 Project Based Labour Market Training agreements.
  - 5 Job Creation Partnerships agreements.
  - 2 Labour Market Partnerships agreements.

#### **BUDGET/EXPENDITURES:**

<b>CEP Stream</b>	<b>2022/23 Target (Millions)</b>	<b>2022/23 Actuals* (Millions)</b>	<b>2023/24 Target (Millions)</b>
Job Creation Partnership	\$3.0	\$1.7	\$2.0
Labour Market Partnership	\$1.5	\$0.5	\$1.0
Project Based Labour Market Training	\$20.5	\$24.1	\$15.0
Research & Innovation	\$5.0	\$3.9	\$2.0
<b>Total:</b>	<b>\$30.0</b>	<b>\$30.2</b>	<b>\$20.0</b>

\*Actuals as of December 31, 2022.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION PROGRAM NOTE 2023/2024

**TOPIC:** Canada-BC Labour Market Transfer Agreements – Labour Market Development Agreement (LMDA) & Workforce Development Agreement (WDA)

## KEY MESSAGES:

- BC has two Labour Market Transfer Agreements (LMTA) with Canada, administered between the Ministry of Social Development and Poverty Reduction (SDPR) and the Ministry of Post-Secondary Education and Future Skills (PSFS).
- Through the Labour Market Development Agreement (LMDA) and the Workforce Development Agreement (WDA), the federal government provides BC with approximately \$470M per year.
- LMTAs support over 110,000 British Columbians to participate in a diverse range of labour market and skills training programs to secure good jobs, including:
  - 102 WorkBC Centres across BC, apprentice and assistive technology services;
  - Diverse programs that offer a wide range of employment services and supports to help people get good jobs;
  - Training and supports for vulnerable populations and persons with disabilities;
  - Programs and services for Indigenous peoples with skills training and employment supports to advance reconciliation; and
  - Programs and services for communities, sectors and employers to build the experience and skills of the workforce and to connect employers with job seekers.

## BACKGROUND:

- LMTAs are critical in BC's overall strategy to develop an inclusive, resilient, and adaptable labour force and to the province's ability to provide programs, services, and supports to prepare workers with the skills needed for available jobs and to match workers with employers in high demand sectors.
- LMTAs advance key government strategies including the Future Ready Plan, StrongerBC Economic Plan and TogetherBC Poverty Reduction Strategy to build a secure, sustainable economy with an inclusive workforce and reduce poverty.
- Intergovernmental Communications
- 
- On March 2, 2023, the Supreme Court of Canada (SCC) dismissed the *Fédération des francophones de la Colombie-Britannique* (FFCB) application for leave to appeal from the judgement of the Federal Court of Appeal (FCA). The SCC decision is the final step in litigation.

Contact: Karen Blackman, Assistant Deputy Minister, ELMSD  
Number: 604-398-5434

Page 1

- This means the FCA ruling stands, and the termination of the Labour Market Development Agreement (LMDA) effective March 31, 2024, remains in effect.
  - The LMDA termination notice effectively means that Canada and the Province will negotiate a new agreement.
- Canada is responsible for, and must consider the FCA ruling and its application in a new Canada - B.C. Labour Market Development Agreements.
  - Intergovernmental Communications

#### • Intergovernmental Communications

- As part of the 2022 Federal Budget, Canada committed to working with all the provinces and territories (PTs) to modernize the LMTAs. To date, the federal government has not provided any particulars of its position(s).
  - Intergovernmental Communications

○

#### Reporting:

- Under the terms of the LMTAs, BC must submit the following to Canada: Annual LMDA and WDA Plans, Annual LMDA and WDA Reports, quarterly client-level reporting, and annual public reporting.

Government Financial Information; Advice/Recommendations

#### **BUDGET/EXPENDITURES 2022/2023: (\$ millions)**

- LMTAs provide BC with approximately \$470M annually, resulting in \$3.1B in funding for BC since agreements were signed in 2017/18 including:
  - \$295.7M in base funding and \$49.4M in incremental funding under the LMDA; and,
  - \$98.1M in base funding and \$27.2M in incremental funding under the WDA.

#### **Appendix 1 – Labour Market Development Agreement**

## Appendix 1: Labour Market Development Agreement

- Administered by SDPR, the Labour Market Development Agreement (LMDA) is a funding agreement between the Government of Canada and the Province of British Columbia.
  - The funding agreement provides B.C. with over \$300 million annually to deliver employment programming and supports to British Columbians.
  - The LMDA is an ongoing agreement that has been in effect since February 2008 and is providing B.C. with \$2.2 billion over a six-year period from 2017/2018 to 2022/2023.
- The LMDA supports about 80,000 job seekers each year to access the employment and skills training services they need to prepare for, find, and get good jobs.
- LMDA funding supports WorkBC Employment Services, WorkBC Apprentice Services, the Community and Employer Partnerships funding program and supports innovative initiatives that prioritize services to underrepresented groups and vulnerable citizens.
- Programming provides a wide range of inclusive and flexible services to meet the needs of all British Columbians including underrepresented groups and those receiving income assistance.
- LMDA funding also supports sector labour market partnerships, research and innovation for labour market information, and the online Job Bank through the Ministry of Post-Secondary Education and Future Skills.

### Labour Market Development Agreement Budget

Fiscal	Base Program Funding	Incremental Funding	Targeted Funding*	Admin Funding	Total Funding
2017/18	\$278,354,408	\$13,576,215	\$6,873,508	\$20,535,000	<b>\$319,339,131</b>
2018/19	\$276,944,000	\$24,437,187	\$7,503,560	\$20,535,000	<b>\$329,419,747</b>
2019/20	\$275,522,390	\$25,184,810	\$2,548,952	\$20,535,000	<b>\$323,791,152</b>
2020/21	\$273,893,674	\$34,825,928	N/A	\$20,535,000	<b>\$329,254,602</b>
2021/22	\$273,505,313	\$44,970,363	N/A	\$20,535,000	<b>\$339,010,676</b>
2022/23	\$275,211,299	\$49,418,557	N/A	\$20,535,000	<b>\$345,164,856</b>
2023/24	\$275,380,128	Government Financial Information:	N/A	\$20,535,000	Government Financial Information; Intergovernmental
<b>Subtotal</b>	<b>\$1,928,811,21</b>		<b>\$16,926,02</b>	<b>\$164,280,000</b>	

\***Targeted Funding:** From 2017/18 to 2019/20, Canada provided targeted LMDA funding to assist workers impacted by reduction in forestry activities, seasonal workers, and steel and aluminum trade dispute.

2017/18: Forestry Workers only (Softwood Lumber Action Plan)

2018/19: Forestry Workers \$4,954,608 + Steel and Aluminum impacts \$1,562,541 + Seasonal Workers \$986,411

2019/20: Seasonal Workers \$986,410 + Steel and Aluminum impacts (\$1,562,542)

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: SERVICES TO INDIGENOUS PEOPLES**

**KEY MESSAGES:**

- The Ministry recognizes that reconciliation is an ongoing commitment and will continue to engage in ways that respect the rights of Indigenous Peoples.
- We understand that Indigenous people need better social service supports and training opportunities to get good jobs to support themselves and their families.
- Indigenous job seekers across BC can access employment services and supports through WorkBC centres and/or Indigenous Skills and Employment Training (ISET) centres.
- The Ministry is committed to providing Indigenous clients receiving BC Employment and Assistance (BCEA), the choice of being referred to a WorkBC service provider or an ISET service provider.
- Indigenous organizations and governments share a goal of working in partnership to enhance economic participation and to achieve sustainable and higher paying jobs for Indigenous people.
- We are committed to working with Indigenous organizations and rights holders in the spirit and intent of Reconciliation and the *Declaration on the Rights of Indigenous Peoples Act*.
- In addition to providing services through WorkBC centres, the Ministry is working with provincial colleagues, Canada, Indigenous governments, and Indigenous and non-Indigenous service providers, to build relationships and enhance services to Indigenous Peoples.

**BACKGROUND:**

- WorkBC centres offer programs and services to underemployed or unemployed people to help them find and maintain jobs.
- Indigenous job seekers can access the full suite of WorkBC services and supports (see Appendix 1 for WorkBC statistics).
- Over the past year, the Ministry has focused on relationships and engagement with Indigenous communities and organizations to find new opportunities.
- Ministry staff will continue to meet with Indigenous organizations and governments in 2023 to hear their concerns and needs and discuss opportunities for partnerships and referrals in a coordinated and client-centered way.

### Treaty Holders

- In 2020, The Nisga'a Lisims Government (NLG) wrote to the ministry and PSFS requesting to deliver provincial labour market programs funded through the LMDA, WDA and provincial investments.
- The Ministry is in discussions with NLG, along with MIRR, PSFS and Canada to explore opportunities for devolution of funding within the context of the Nisga'a Final Agreement. These discussions are currently on pause as the NLG does not currently have a lead for this work identified.
- NLG is one of eight Modern Treaty Nations that exist in BC. Many other First Nations in BC are in various stages of treaty negotiations.
- Non-treaty Indigenous communities and organizations have also made requests for BC to devolve employment services.

### Indigenous Skills and Employment Training Strategy

- ISETS is a federally funded program.
- There are 23 ISET agreement holders in BC (21 First Nations, 1 Métis, and 1 urban/unaffiliated)
- The agreements are for 10 years and in BC, Indigenous organizations receive approximately \$50M annually from Canada to provide programming for Indigenous Peoples who are looking to improve their job skills and find employment.
- Opportunities for the Ministry to engage with ISET in 2023 include:
  - Hosting a forum to strengthen relationships, increase collaboration, and improve communication to improve services Indigenous Peoples.
  - Exploring opportunities to advance reconciliation and self-determination of Indigenous Peoples by implementing Action 4.41 of BC's Declaration Act Action Plan.
  - Refreshing a 2007 tripartite MOU that identifies how government works with ISET.

### Intergovernmental Relations

- Opportunities exist to improve the coordination and delivery of employment services and outcomes for Indigenous Peoples through strategic discussions at the Forum of Labour Market Ministers.
- Continued collaboration is underway with PSFS to ensure BC meets commitments under Action 4.41 of BC's Declaration Act Action Plan, in which requires work with First Nations, Métis chartered communities and urban Indigenous organizations to provide funding for self-determined, community-led programs for Indigenous Peoples to upgrade skills, obtain credentials, secure employment, and develop and support community economies.
- Discussions are on hold between Canada, First Nations Leadership Council, SDPR and PSFS, in forming a First Nations Employment and Skills Training tripartite committee.



### FINANCIAL IMPLICATIONS:

- As part of BC's continued commitment to advance self-determination and reconciliation under the Declaration Action Plan, BC must continue to allocate resources to meet the needs of Indigenous Peoples and their communities.

### **BUDGET/EXPENDITURES:**

- WorkBC has provided about \$4.65M financial supports to Indigenous clients up to December 31, 2022.
- From April 1, 2022, to December 31, 2022, the Ministry provided approximately \$4.5M to support 18 CEP projects for Indigenous Peoples and communities.
- The Ministry has committed an additional \$28M to Indigenous organizations through strategic grants to be issued by March 31, 2023.
- This includes a planned \$4M to the First Nations Public Service Secretariat to support capacity building in the indigenous public sector, and a planned \$24M to the New Relationship Trust to fund a series of employment related grants to Indigenous governments and service organizations.

## **APPENDIX 1 – WorkBC Statistics**

- In 2022/23, the number of Indigenous clients being served in WorkBC Centres were increased compared to the previous year, mainly due to the COVID-19 pandemic recovery:
  - about 5,100 clients who identify as Indigenous participated in WorkBC, compared to the previous year with about 4,800 Indigenous clients
  - Indigenous clients represent about 7.5% of all WorkBC clients, about 0.5% lower than previous year
  - about 860 Indigenous clients achieved employment in 2022/23 and about 2,300 Indigenous clients were being supported through their first year of employment
  - the employment rate was 50%, compared to 47% for the previous year
- In 2022/23, almost 1,600 Indigenous clients have actively participated in Skills Enhancement, including competency-based learning, occupational skills training, short-term training, and workshops.
- Lack of a driver's license has been identified as a leading barrier to employment for Indigenous individuals. WorkBC has been supporting Indigenous clients participating in LNG Canada sponsored free driver training in Kitimat and Terrace.
- In 2022/23, over 260 Indigenous clients were supported in partnership between WorkBC and other agencies to better support client needs and culture. This includes external referrals to federal employment service, community service, or other employment agencies.
- 54% of new Indigenous clients who started with WorkBC this year were self-identified as youth or survivors of violence and/or abuse.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Services to Persons with Disabilities**

**KEY MESSAGES:**

- In 2022/23, as of December 31, 2022, WorkBC:
  - Served about 11,200 people with disabilities who completed a Disability Related Employment Needs Assessment (see Appendix 1 for self-identified clients).
  - 44% of clients who self-identified as people with disabilities have an employment outcome or community attachment (volunteer opportunity).
    - compared to 43% from the previous year, and 46% from 2020/2021.
- Since April 2012, WorkBC has served over 157,000 people with disabilities.

**BACKGROUND:**

- WorkBC helps British Columbians achieve sustainable employment by supporting them to access a range of services and supports.
- WorkBC supports all case-managed clients by providing individualized assessments, services, and support, including specialized supports for people with disabilities.
- WorkBC supports government's goal to make B.C. a truly inclusive province, by
  - Promoting September as Disability Employment Month.
  - Community and Employer Partnerships (CEP) projects focused on improved employment outcomes.
  - Supporting individuals to overcome disability-related barriers in the workplace through the WorkBC Assistive Technology Services contract.
  - Advocate for hiring and retention of persons with disabilities through the employer engagement efforts of the Employment Opportunities Development branch and ongoing collaboration with the Accessibility Directorate and Presidents Group.
  - Through employer-targeted marketing material, promote WorkBC as a place to find job seekers with a diverse range of skills and access assistive technologies.
- In 2020/2021, the Ministry funded a variety of multi-year grants through the Workforce Development Agreement (WDA), designed to support an inclusive post-pandemic labour market, targeting some of the most vulnerable and underrepresented British Columbians.
  - This included targeted initiatives for people with disabilities to address gaps in current services across B.C. See Appendix 2 for further details.
- In 2022/2023, the ministry is funding projects intended to test new methods of employment service delivery. These include grants that support persons with disabilities, such as \$2.5M to the Canadian National Institute for the Blind (CNIB) to support customized approaches to support training, mentorship and engaging employers.
  - Please see Program note: Strategic Investment Spending Plan note for further details.

Contact: Karen Blackman, Assistant Deputy Minister, ELMSD  
Cell Phone: 604-398-5434

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

## **FINANCIAL IMPLICATIONS:**

- CEP projects focused on improved employment outcomes provided over \$2.2M for almost 450 clients with disabilities, as of December 31, 2022.

## **BUDGET/EXPENDITURES:**

- Services for clients with disabilities are funded through a combination of Labour Market Development Agreement (LMDA), Workforce Development Agreement (WDA) and the Provincial budget, and use the existing WorkBC infrastructure to deliver supports and services.

## Appendix 1

Clients who self-identified as people with disabilities

	Total self-identified clients served	Employment outcome or community attachment
FY 2017/18	33,000	53%
FY 2018/19	31,000	46%
FY 2019/20	29,000	55%
FY 2020/21	25,442	46%
FY 2021/22	18,600	43%
FY 2022/23 Q1-Q3	20,000	44%

## Appendix 2

2021/2022 WDA funded grants for persons with disabilities

Organization & Project	Objectives	Funding (approx.)
<b>National Institute of Disability Management and Research (NIDMAR)</b> Building a Workplace Culture of Accommodation	Support employers in British Columbia to maintain equitable employment for workers who are dealing with a mental or physical health impairment through a return to work and disability management education and program support initiative.	\$6,000,000
<b>Small Business BC</b> Employer Supports for Persons with Disabilities	To address gaps in supports for employers in British Columbia who have hired or want to hire persons with a disability.	\$4,800,000
<b>Foundry BC</b> Foundry Works- Individualized Placement Support model	Supplement existing employment services and support youth with mental health and substance use issues develop skills and gain paid work experience to successfully transition into the labour market.	\$5,000,000
<b>CanAssist</b> Employment for Youth with Disabilities	Establish a Network for Youth with Disabilities to identify and address best practices, gaps, duplications, and strategies for the future of employment services for Youth with Disabilities;  Determine a provincial strategy for Youth with Disabilities that will improve the employment outcomes for this demographic	\$4,000,000

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:       Single Parent Employment Initiative (SPEI)**

**KEY MESSAGES:**

- SPEI supports eligible single parents on income and disability assistance who want to pursue employment and move towards financial independence.
- As of December 31, 2022, 2,505 participants have received services such as:
  - Up to two years of training for in-demand jobs or a paid work experience placement while remaining eligible for assistance.
  - Childcare costs covered while participating in SPEI and throughout the first year of employment.
  - Assistance with transportation costs while participating in SPEI.
- SPEI participants are more likely to be employed in occupations typically requiring college education or apprenticeship training.
- As of December 2022, 1,738 clients found employment in a variety of in-demand occupations in sectors such as retail, health, construction and community service.
- Just over 59% of SPEI participants had an employment outcome compared to 14.2% for those<sup>1</sup> who did not participate. Those with an employment outcome are also more likely to be in full-time employment.
- As of December 2022, approximately 99% of the SPEI participants are women.
- Average wage is over \$20.00/hour.
- Average cost per SPEI participant is over \$6,400/participant annually.
- The top three jobs participants are pursuing in their training are:
  - Elementary / Secondary School Teacher Assistant
  - Nurse Aide / Orderly
  - Social / Community Service Worker
- There was a 4.9% increase in SPEI participation from the previous year (see Appendix 1 for yearly statistics).

**BACKGROUND:**

- As of December 2022, there were 21,158 single-parent families with 36,214 children on income and disability assistance in B.C.

---

<sup>1</sup> Single parent clients who have participated in WorkBC Employment Services but have not received any SPEI-like services (e.g., wage subsidy services/ supports, occupational skills training/ supports, or Dependent Care support) during the first year of employment.

- SPEI provides single parents with increased access to WorkBC Employment Services and supports through 102 WorkBC Centres across the province.
- SPEI objectives include:
  - Improve long-term outcomes for single parents and their children by breaking the cycle of inter-generational dependency on income assistance;
  - Increase the number of single parents who leave BC Employment and Assistance (BCEA) for employment;
  - Increase the earnings of single parents who leave BCEA for employment;
  - Reduce duration on BCEA, especially long-term dependence; and
  - Target training to in-demand jobs that enable single parents to help address skills shortage in B.C.
- In 2021, WorkBC expanded eligibility for Skills Enhancement Services, including SPEI clients. See Appendix 2 for enhanced services.
- Since the implementation of SPEI, the Ministry introduced increased earnings exemptions for families receiving income assistance. As of July 1, 2022:
  - All families with children eligible for Temporary Assistance have a \$750 per month earnings exemption.
  - Temporary Assistance-eligible families who care for a child with a severe disability have a \$900 earnings exemption.
- Transitional Health Services (THS)<sup>2</sup> coverage was introduced with the implementation of SPEI and provides continued access to certain health supplements for up to one year to all families with children who leave income assistance for employment.
- As of December 2022, there were 281 Transitional Health Services single parent cases covering 755 individuals.

## **FINANCIAL IMPLICATIONS:**

- Over \$36.5<sup>3</sup> million has been spent on SPEI since it launched in 2015, comprised of \$23.1M in provincial funds and \$13.4M in federal funding through the LMDA.

## **BUDGET/EXPENDITURES:**

- The Ministry leverages the LMDA funding where appropriate and uses the existing WorkBC infrastructure to deliver SPEI supports and services.

---

<sup>2</sup> Under THS, single parents who obtain and maintain employment can retain their no-deductible PharmaCare coverage, and other health supplements such as basic optical/dental services while transitioning from income assistance to financial independence.

<sup>3</sup> Program to date expenditure reporting methodology has recently been updated, and as such these figures may differ from previous reports.

## APPENDIX 1

### Public Reporting – SPEI Report

As of (end of the month)	Single parents who participated in SPEI since program began in 2015	Of those, have found employment since program began in 2015
October 2018	1,962	1,021
November 2018	1,988	1,049
December 2018	2,024	1,085
December 2019	2,153	1,346
March 2020	2,188	1,404
December 2020	2,258	1,473
March 2021	2,288	1,509
December 2021	2,389	1,618
December 2022	2,505	1,738

## APPENDIX 2

### Skills Enhancement Service Expansion

WorkBC expanded eligibility for Skills Enhancement Services has supported SPEI clients, who now:

- Can participate in training programs up to 2 years.
- May be eligible for a living support top-up while participating in Skills Enhancement, as necessary.
- Will have WorkBC financial supports exempted as income for the purposes of income assistance, meaning clients will continue to maintain access to monthly assistance, supplements, and health coverage.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: WorkBC Overview & Results**

**KEY MESSAGES:**

- WorkBC Employment Services are delivered through 102 centres, and a strong online presence, to provide services that can be accessed from anywhere in the province.
- The program utilizes an outcomes-based funding model, where an individual's success in the job market is prioritized.
- The program serves on average about 80,000 clients a year. During the pandemic, client numbers declined due to factors such as the deferment of BCEA referrals and the availability of federal COVID-19 benefits. As the impacts of the pandemic subsided in 2021/22 client numbers began to increase again.
  - As of December 31, 2022, over 68,300 were actively receiving services, with 53,600 being case managed, compared to the same period in the previous year with 62,700 clients of which 52,000 were case managed.
- As of December 31, 2022:
  - over 28,700 clients are being supported through their first year of employment, up slightly from previous year (28,000)
  - the percentage of clients achieving employment was 56% (see Appendix1)
  - about 68% of clients self-identify as belonging to one or more client inclusion groups (see Appendix 2), and the percentage of these clients who achieved employment is 2.6% lower than those who do not identify with an inclusion group.
- Two other WorkBC programs are offered provincially.
  - Assistive Technology Services offers adaptive technology to help people with disabilities pursue employment opportunities.
    - In 2022/23, as of December 31, 2022, over 1,400 clients have been served.
  - Apprentice Services includes processing financial support applications and help for apprentices to collect employment insurance benefits while in school.
    - In 2022/23, as of December 31, 2022, over 10,700 apprentices have participated in the program.

**BACKGROUND:**

- The program provides comprehensive services and supports based on individual client needs ranging from independent self-serve services to intensive case management. These services and supports help the client become employment ready.
- Currently 27 organizations hold contracts for the delivery WorkBC Services through 47 contracts. The proportion of WorkBC contracts is approximately 58% held by local non-profits, 36% by for-profit organizations, and 6% by public institutions.

- Examples of supports and services offered through WorkBC include:
  - Resume preparation
  - Assistance with job searches
  - Employment counselling and support
  - Interview preparation
  - Employment related workshops
  - Employment needs assessments
  - Financial needs assessments
  - Short-term certification
  - Assistive technology & devices
  - Skills training (funding for tuition and living supports)
  - Living supports during apprentice training
  - Preparation for self-employment
  - Customized employment
  - Wage subsidy
  - Job development
  - Job coaching
  - Follow-up support for job maintenance & retention
- The Service Plan Performance Measure for WorkBC was changed as of FY2023/24 to focus on clients' experience with the program measured by the Satisfaction Score from the new WorkBC client survey (See Appendix 3).

#### **BUDGET/EXPENDITURES:**

- In 2022/23 funding totaled \$442.1.1M including (see Appendix 4):
  - \$345.1M under LMDA (including \$20.5M in LMDA Administration funding)
  - \$29.2M in provincial funding
  - \$67.8M was also available from previous year LMDA carry forward
- Of the total funding, the commitment to WorkBC Programs including Community and Employer Partnerships (CEP) is \$292.3M annually. In 2022/23, the funding allocated to WorkBC Programs increased to \$302.3M due to increased investment in CEP. The remainder covers administration of the program, transfers to the Ministry of Post-Secondary Education and Future Skills, and other strategic investments.
  - \$249M for WorkBC Employment Services contracts
  - \$13.5M in centralized funding for Apprentice Services
  - \$5.8M in centralized funding for Assistive Technology Services
  - \$20M for Community and Employer Partnerships (CEP) contracts (for FY2022/23 the commitment for CEP was increased to \$30M due to extra funding being available this fiscal from the LMDA carry forward funds).
  - \$4M in centralized funding for clients participating in CEP projects

#### **APPENDICIES:**

Appendix 1: WorkBC Employment Program Outcomes  
 Appendix 2: 2022/23 Client Inclusion Groups and Employment  
 Appendix 3: Employment Programs Budget Summary  
 Appendix 4: Ministry 2023/24 – 2025/26 Service Plan

## Appendix 1: WorkBC Employment Program Outcomes

Percentage of WorkBC Clients who achieve Sustainable Employment (Since April 2019)	
Overall for all clients who participate in the <b>WorkBC employment services</b>	56%
Clients who only receive <b>Job search support</b>	57%
Clients who participate in <b>Wage subsidy</b>	81%
Clients who participate in <b>Skills Training</b>	83%
Clients who receive <b>Financial Supports</b>	74%

- On average, within 15 weeks, WorkBC clients attain some form of employment, including part-time job, full-time job, or self-employment.
- After about 24 weeks of time, WorkBC clients reach achieve sustainable employment.
- It normally takes about 56 weeks of time to accumulate 52 weeks of sustainable employment.

## Appendix 2: 2022/23 Client Inclusion Groups and Employment

Table 1: Clients in Inclusion Groups as of December 31, 2022 (not mutually exclusive)

	Total clients served in FY	In Sustainment during FY	Achieved Sustainable Employment in FY
Youth	19,698	8,194	3,178
Immigrants	18,410	8,564	3,318
Persons with Disabilities	11,199	4,110	1,433
Survivors of Violence and/or Abuse	7,343	2,828	1,063
Indigenous Peoples	5,125	2,290	860
Multi-Barriered	3,229	1,297	385
Francophones	1,552	752	246
<b>All Inclusion Clients</b>	<b>46,216</b>	<b>19,771</b>	<b>7,441</b>
<b>All WorkBC Clients</b>	<b>68,397</b>	<b>28,742</b>	<b>10,711</b>

### Appendix 3: Ministry 2023/24 – 2025/26 Service Plan

Objective 2.2: Job seekers have access to high quality services and supports they need to find and keep meaningful employment.

Performance Measure[s]	2021/22 Baseline	2022/23 Forecast	2023/24 Target	2024/25 Target	2025/26 Target
[3a] WorkBC Client Satisfaction Score <sup>1</sup>	N/A	75	76	77	78

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

<sup>1</sup> WorkBC Client Satisfaction Score represents the overall client satisfaction with WorkBC services. Scores range from 0 to 100, with higher scores being considered better. The score represents the number of clients responding "satisfied" or "very satisfied" out of all survey respondents.

- The ministry updated Objective 2.2 in response to the needs of a shifting labour market. The ministry will focus on serving all job seekers in British Columbia and supporting an inclusive labour market. To monitor progress towards this objective, the ministry introduced an automated survey process in March 2022 that receives feedback directly from WorkBC clients on their experience and satisfaction at various points in their client journey, from intake to exit.

### Appendix 4: Employment Programs Budget Summary

\$millions Funding Source:	2021/22 Actuals	2022/23 Budget <sup>1</sup>	2023/24 Plan <sup>2</sup>	2024/25 Plan <sup>2</sup>	2025/26 Plan <sup>2</sup>
Provincial	\$29,168,000	\$29,168,000	\$30,272,000	\$30,487,000	\$30,487,000
LMDA	\$324,517,812	\$388,324,991	Intergovernmental Communications; Government Financial Information		
LMDA-Admin	\$19,390,471	\$24,642,000			
<b>Total</b>	<b>\$373,076,283</b>	<b>\$442,134,991</b>			
% change budget:	27.70%	18.51%			

<sup>1</sup> Budget 2022/23 includes additional funding of \$67.8M as a result of unspent funds from FY20/21.

<sup>2</sup> Intergovernmental Communications; Government Financial Information

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: WorkBC – Renewal**

**KEY MESSAGES:**

- WorkBC Renewal (Renewal) was approved as a mechanism to ensure that WorkBC Employment Services (WorkBC ES) are properly aligned with the inclusive workforce priority contained in the Future Ready Skills Plan.
- ELMSD has received approval to extend the existing contracts for an additional 3 years beyond their current expiration date of March 31, 2024, to March 31, 2027.
- This extension will support government to continue to renew elements of the WorkBC ES program in support of government's Future Ready Plan and TogetherBC.
- Recent WorkBC ES program improvements have focused on expanded eligibility for services to clients.
  - Expanding eligibility for Wage Subsidies, personal counselling, and occupational skills training services to all clients.
  - Expanding the allowable training duration for occupational skills training to up to two years.
  - Increasing financial living support amounts for all clients in occupational skills training and other job creation and skills training programs.

**BACKGROUND:**

- WorkBC ES are delivered through 102 WorkBC Centres (including 74 full-time and 28 part-time service Centres) and two province-wide contracts for Assistive Technology Services and Apprentice Services.
- Since the launch of WorkBC ES in April 2019, the ministry has engaged WorkBC contractors and other key stakeholders to foster relationships, share information and raise awareness to support clients to achieve success in the labour market.
- Comprehensive employment services and supports are based on individual client needs ranging from independent self-services to intensive case management. Examples of services and supports include resume assistance, skills enhancement, job placement support, work experience programs and wage subsidy placements.
- An open request for proposals was completed through BC Bid in 2018 and current WorkBC contracts took effect on April 1, 2019.
  - The ministry procured 47 new contracts with services being delivered by 27 organizations.
  - 118 unique subcontracted organizations have been retained by service providers and the majority (77%) of these organization are local, not for profit agencies.
- Under the current program, clients are eligible for a flexible range of employment

programming and supports based on their individual needs and there is a strong focus on finding clients sustainable jobs.

- On January 17, 2023, ELMSD received approval to extend existing contracts until March 31, 2027. This will provide contractors with financial stability and certainty while ELMSD carries out a full-scale modernization of WorkBC ES programming.

## **FINANCIAL IMPLICATIONS:**

- The total commitment for WorkBC ES contracts is \$287.3M.
  - The total WorkBC Program commitments are:
    - \$249M for WorkBC ES contracts
    - \$13.5M in centralized funding for Apprentice Services
    - \$5.8M in centralized funding for Assistive Technology Services
    - \$15M for Community and Employer Partnerships (CEP) contracts
    - \$4M in centralized funding for clients participating in CEP projects
- ELMSD has received approval to extend these contracts until March 31, 2027. The extension allows ELMSD to make continuous program improvements which may create additional expenses.

## **BUDGET/EXPENDITURES:**

- As of 2022/2023, WorkBC Programs were funded at \$287M. \$257M came from the Labour Market Development Agreement (LMDA) and \$29M came from the Province.
- Total program investment for WorkBC and ELMSD programs in FY22/23 includes carryover LMDA funding of \$67.8M from the previous fiscal year.
- Budgets will have to meet the needs of all 45 catchments.
- The ministry has processes in place to provide contractors with additional funding if needed.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: WorkBC Assistive Technology Services**

**KEY MESSAGES:**

- WorkBC Assistive Technology Services (ATS) was launched in April 2019 following a competitive procurement process conducted by the Ministry.
- WorkBC ATS compliments WorkBC Employment Services by providing specialized services to people who have a work-related barrier due to a disability or functional limitation.
- Supports are available for people who require assistive equipment, devices, or other disability supports in order to maintain their current employment or accept a job offer.
- The Assistive Technology Services contractor is the Neil Squire Society, an organization that has been providing assistive technologies to people with disabilities in B.C. and across Canada for over 30 years.
- WorkBC ATS supports the Accessible British Columbia Act by making BC a more accessible and inclusive place for people with disabilities.
- From April 1, 2022 to December 31, 2022, the ATS contract has:
  - Provided services and supports to 1,422 clients.
  - Conducted Specialized Assessments for 543 individuals (Appendix 1).
  - Supplied 363 individual clients with \$1,285,938 of assistive devices, equipment or technology (Appendix 2).
  - Completed 1,619 external engagements by attending job fairs, networking opportunities, presentations and connected with each WorkBC Employment Service provider to increase awareness of the ATS agreement (Appendix 3).

**BACKGROUND:**

- The WorkBC Assistive Technology contract for 2019 – 2024 is nearly double the value of the previous Technology @ Work program (increasing from \$3 million to \$5.8 million annually).
- When launched, the Assistive Technology Services contract encompassed both the WorkBC assistive technology services and supports, and the scope of the previous Technology @ Work contract, to ensure efficiencies from a single contractor delivering the majority of assistive technology services.
- Having one contract with a specialized provider ensures consistent service delivery across the province.
- Prior to the launch of WorkBC ATS, the Technology @ Work program provided assistive technology supports. From its launch in June 2015 to March 31, 2019, the Technology @ Work program received 1,511 applications and signed 683 AT agreements to provide assistive technology to individuals with disabilities.

**FINANCIAL IMPLICATIONS:**

- Assistive Technology Services is funded through Provincial Program dollars.
- The Ministry also leverages the Federal Labour Market Development Agreement (LMDA) funding for additional Assistive Technology supports and services through the existing WorkBC infrastructure.

**BUDGET/EXPENDITURES:**

- The budget for the WorkBC Assistive Technology Services contract is \$5.8M per year. Should clients need exceed the contract budget, the Ministry has a process in place to provide additional funding to support client services. This process has been successfully leveraged for Assistive Technology in prior years.



## APPENDIX 1

### FY 2022/23 ATS Specialized Assessments, as of December 31, 2022

ATS Specialized Assessments	Total Clients Served YTD
Medical Assessment Report	9
Physical/Functional Capacity Assessment	7
Speech and Language Assessment	0
Audiological Assessment	419
Ergonomic Assessment	70
Assistive Technology Assessment	81
Other Specialized Assessment Types	1
<b>Total</b>	<b>596 assessments for 543 individual clients</b>
<i>596 assessments were completed for 543 individual clients as some clients received more than one assessment type</i>	

## APPENDIX 2

### FY 2022/23 ATS Disability Supports, as of December 31, 2022

ATS Disability Supports Types	Total Clients Served YTD	Transaction Amounts YTD
Assistive Devices/Equipment/Technology	47	\$72,186.52
Communication/Hearing Devices	268	\$978,269.41
Ergonomic Supports - Program Participation	61	\$110,423.41
Restorative Supports	4	\$6,469.10
Interpreting/Captioning – Program Participation	2	\$846.23
Vehicle Modification	6	\$93,556.41
Workplace Access/Modification	0	\$0.00
Other	5	\$24,187.29
Language Interpretation Service	0	\$0.00
<b>Total</b>	<b>363*</b>	<b>\$1,285,938.37</b>
<i>*363 individual clients were supplied with assistive devices, equipment or technology supports (\$1,285,938 value). Some individual clients received more than one disability support type.</i>		

### APPENDIX 3

#### FY 2022/23 ATS Engagement Opportunities, as of December 31, 2022

	Q1	Q2	Q3	Q4	22-23 Q1 to Q3 TOTAL
Informal Meeting	40	41	19		100
Attend Corporate Booth	58	96	32		186
Attend Job Fair	0	0	0		0
Attend Networking Opportunity	112	119	179		410
Formal Group Presentations	75	113	65		253
Formal Company Presentation	59	79	37		175
Formal Networking Presentation	19	18	17		54
Resource Centre Visits (in person or virtual)	134	206	101		441
<b>Total</b>	<b>497</b>	<b>672</b>	<b>450</b>		<b>1,619</b>

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC:     WorkBC Employment Services, Communities in Transition**

**KEY MESSAGES:**

- In 2023, there continues to be lay-offs in the forest sector from temporary and permanent mill closures.
- Government recognizes the need for a rapid response to impacted communities.
- Social Development and Poverty Reduction's (SDPR) Employment and Labour Market Services Division (ELMSD) staff coordinate with other Ministries and WorkBC centres to ensure supports are in place for impacted workers and may provide funding to support communities.
- The Community in Transition Program is facilitated by the Ministry of Jobs, Economic Development and Innovation (JEDI) and provides a coordinated response to communities facing significant job loss and a one-window access to government programs.
- SDPR is providing a \$3 million community grant that will support the development and delivery of a new method of entrepreneurship training for professionals impacted by mill closures. The focus is to support individuals who already have business ideas by providing entrepreneurship skills.
- Starting in December 2021, Community Transition Tables have been initiated:
  - Powell River, permanent mill closure, Paper Excellence, Paper Catalyst (206 impacted workers)
  - Fraser Lake, permanent shift reduction at a West Fraser sawmill (70 impacted positions)
  - Barkerville, Osioko, Barkerville Gold Mine (70 impacted workers)
  - Crofton, Paper Excellence, permanent closure of paper machine (150 impacted workers)
  - Prince George, permanent mill closure, Canfor, Prince George Pulp and Paper (300 impacted workers)
  - Houston, two year curtailment, Canfor, Houston sawmill, (330 impacted workers) Chetwynd, Canfor, Houston Sawmill and Bioenergy, Pellet Plant (180 impacted workers)

Page 1

Contact:           Karen Blackman, Assistant Deputy Minister, ELMSD  
Phone Number:   604-398-5434

- SDPR responded quickly and coordinated with JEDI to support the impacted workers and community.
- SDPR engaged local WorkBC service providers to respond in their communities to support impacted workers and the broader community.
- SDPR leveraged the WorkBC Community and Employer Partnerships (CEP) to increase employment and work experience opportunities in impacted communities through partnerships, shared information and technology and innovation.
  - CEP supported communities in transition through funding 33 CEP projects totalling \$7.4M from November 2018 to December 31, 2021. Projects include community labour market studies that help impacted communities identify ways to diversify the local economy and support employers to grow.
  - In Powell River, a Labour Market Partnership agreement, Impacted Worker Needs Assessment was initiated in January 2022 and in September 2022 a Project Based Labour Market Training Project was initiated to support the community and the impacted worker needs.
  - In Crofton, Labour Market Partnership agreement, Impacted Worker Needs Assessment was initiated in December 2022 to support the community in understanding impacted worker needs.

## **BACKGROUND:**

- The downturn in the forestry sector began in Fall 2018.
- The number of impacted workers varied throughout 2019-2020, at the peak there were 45 mills in closure or curtailment status, affecting approximately 7,000 workers and 25 communities. Closures and curtailments slowed during the Covid 19 pandemic.
- CIT responses are limited to rural communities as larger urban communities have more services available and the local government has capacity to respond to the situation.
- The primary driver of the significant job loss is mill closures and curtailments (both permanent and temporary).

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: WorkBC Apprentice Services**

**KEY MESSAGES:**

- WorkBC Apprentice Services are delivered through a dedicated province-wide contract that provides streamlined processing of apprentice applications and financial support payments.
- WorkBC Apprentice Services assists SkilledTradesBC registered apprentices with services and supports to access the classroom technical training portion of their apprenticeship trade to achieve journey person status.
  - Apprentices may be eligible for financial assistance during the in-school portion of their apprenticeship program.
  - WorkBC Apprentice Services helps with expenses such as Living Supports, Travel, Living Away from Home, Childcare and Disability-related costs.
- The WorkBC Apprentice Services Contractor supports Employment Insurance (EI) eligible apprentices by reviewing and processing apprentice financial supports applications, determining EI eligibility and providing a Section 25 Referral<sup>1</sup> for Clients receiving EI Part I benefits.
- Clients access WorkBC Apprentice Services through an online portal and intake process using the Online Employment Services (OES) tool; this allows Clients to register for services by completing a WorkBC Apprentice Services application for financial supports.
- The COVID-19 pandemic had a significant impact on training for apprentices with many training programs canceled or postponed, and other resorting to online delivery.
- As of Fall 2022, some programs have one or two days of virtual academic training, but for the most part apprentices have now returned to the classroom.
- New client starts for Fiscal 2022/23 to the end of December 2022 are slightly higher for the same period than Fiscal 2021/22.
- Client financial supports for 2022/23 are 2.5 times higher than the same period in 2021/22
  - The most significant increases are in “Living Supports”, “Commuting” and “Living Away from Home” supports given the resumption of more in-person classroom training, and an increase in the rates being paid.

---

<sup>1</sup> a Section 25 Referral is a process under the EI Act that protects a Client's EI benefits while they participate in approved training.

**BACKGROUND:**

- In 2018, the Ministry posted a formal Request for Proposals for a provincial WorkBC Apprentice Services contract and the successful applicant was Douglas College. The contract commenced April 1, 2019.
- The contract has been approved for a 3-year extension to end March 31, 2027.
- The WorkBC Apprentice Services Contractor provides in-person, outreach, and virtual service delivery to apprentices.

**FINANCIAL IMPLICATIONS:**

- The annual maximum the Province is obligated to pay the Contractor under this Agreement for total Fees and Financial Supports is \$13,478,338 (\$12,000,000 for Apprentice Financial Supports; \$400,000 for Contractor Additional Services Fees; and \$1,078,338 for Contractor Fixed Fees).
- The financial model for the WorkBC Apprentice Services Contract is designed to compensate the Contractor for serving apprentice clients, provide an additional service fee to incent serving more clients than are defined in the contract, and provide direct client financial supports.

**BUDGET/EXPENDITURES:**

- In Fiscal Year 2021/22 services were provided to over 13,500 apprentices, and approx. \$3.7 Million was provided in client financial supports.
- For Fiscal Year 2021/22, as of December 31, 2021, services were provided to approximately 10,600 apprentices and \$2,463,849.04 was paid in client financial supports.
- For Fiscal Year 2022/23, as of December 31, 2022, services have been provided to approximately 10,700 apprentices and \$6,093,972.26 Million has been paid in client financial supports.
- The increase in Financial Supports for Fiscal Year 2022/23 is because of increases to the following supports effective October 17, 2022:

<b>Financial Support</b>	<b>Prior to October 17, 2022</b>	<b>Effective October 17, 2022</b>
Living Supports	\$300 per week	Maximum weekly EI benefit rate (currently \$650 per week)
Commuting	Private Vehicle mileage @ 0.25km - up to a maximum of \$175 per week	Private Vehicle mileage @ 0.55km - up to a maximum of \$385 per week
Transportation - To and from Course (At the beginning and end of training)	Private Vehicle mileage @ 0.25km - up to a maximum of \$175 one way	Private Vehicle mileage @ 0.55km - up to a maximum of \$385 one way
Living Away from Home (LAFH)	Maximum \$175 per week	Maximum \$245 per week

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Skills Training and Financial Supports Expansion**

**KEY MESSAGES:**

- In July 2021, WorkBC Employment Services (WorkBC) and Income Assistance eligibility rules were expanded to allow all people receiving income or disability assistance to take up to two years of skills training while remaining eligible for income assistance. This change was based on feedback from WorkBC Contractors, advocacy groups, and other stakeholders, as well as a review of the Single Parent Employment Initiative (SPEI).
- In October 2022, WorkBC living support and financial assistance payments were increased and standardized to better support people while in training and other programs. The rate structures had not been reviewed since the introduction of the Employment Program of BC in 2012.
- Prior to this change, only single parents receiving income assistance (through SPEI) and Persons with Disabilities could take training while remaining eligible for assistance. Income exemptions have been expanded to allow people to have their income or disability assistance 'topped up' to the same rates paid to other WorkBC clients, which are based on maximum weekly Employment Insurance rates – a maximum of \$650 per week.
- Childcare and transitional health benefit supports for SPEI remain in place.

**BACKGROUND:**

- Skills Training is an effective way for people to achieve sustainable employment. Since WorkBC was launched in 2019, approximately 80% of the people who complete training achieve employment.
- A review of the SPEI program indicated that people who participated are more likely to achieve employment, have higher incomes, and are less likely to require income assistance in the longer term.

**FINANCIAL IMPLICATIONS:**

Skills Training Enhancements

Funding for training costs (e.g., tuition and financial support top ups) are covered under existing WorkBC Employment Services contracts, using Labour Market Development Agreement and provincial funding.

WorkBC Living Supports and Other Financial Supports Rate Changes

Increasing the weekly Flat Rate Living Support to the maximum weekly EI benefit rate (currently at \$650/week) and increasing Other Financial Supports will result in increased expenses to the Ministry. The total estimated incremental fiscal year cost, dependent on client volumes, of \$20M-\$26.7M.

## BUDGET/EXPENDITURES:

- The spending plan allocation for the Skills Training Eligibility Enhancements is incorporated in the Employment Services Financial Supports budget (\$72,389,000).
- The spending plan allocation for WorkBC Living Supports and Other Financial Supports is \$90,614,000

<b>Spending Plan Allocation for WorkBC Living and other Financial Supports</b>	
Employment Services	\$72,389,000
CEP Financial Supports	\$4,000,000
Apprenticeship Services	\$12,000,000
Assistive Technology Services	\$2,225,000
<b>Total</b>	<b>\$90,614,000</b>

- As of December 31, 2022, WorkBC financial supports have been provided to approximately 2,700 clients and approximately \$11.03 million was paid in Living Supports and approximately \$5.72 million was paid in Other Financial supports.



## **Appendix A: Living Supports and Other Financial Support Rate Changes**

### **Living Supports and Other Financial Support Rate Changes**

- Flat Rate Living Supports for PBLMT, Self Employment and Apprentice Services increased to the maximum weekly EI benefit rate (\$650/week).
- Mileage rates increase to \$0.55 per km up to a maximum of \$385 per week for daily commuting.
- Travel to and from mileage rate increased to \$0.55 per km up to a maximum of \$385 each way.
- Living Away From Home increased to \$245 per week (Ministry approval required over \$245).
- Food Supports increased to \$15 per day.
- Personal Counselling for Employment Readiness increased to \$140 per instance (including counsellor travel costs for rural and remote locations).

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Strategic Investments**

**KEY MESSAGES:**

- SDPR has identified opportunities to support a variety of projects that align with Future Ready priorities as well as SDPR's commitment to poverty reduction.
- These are administered through grants and program initiatives totaling approximately \$124M.
- This includes doubling the Community and Employer Partnerships (CEP) budget from \$15M to \$30M.
- Grants totaling \$108.5M are for projects intended to test new methods of employment service delivery that support vulnerable populations, employers, BIPOC individuals, Persons with Disabilities, and Indigenous people.
- All grant agreements must be signed before March 31, 2023.

**BACKGROUND:**

- Employment and Labour Market Services Division (ELMSD) receives funds from the Government of Canada through the Labour Market Development Agreement (LMDA) to administer employment services in British Columbia. These funds must be used to promote labour market attachment through pre-employment and employment services.
- The available funding includes:
  - \$64M the Government of Canada has approved ELMSD to utilize in 2022/2023 from 2021/2022 carryover funds, an increase in top up funding, and
  - forecasted surplus from WorkBC contracts due to reduced client volumes.
- The initiatives focus on employment supports and programming for WorkBC Centres, employers, underrepresented populations, Indigenous Peoples, and people with disabilities.

**BUDGET/EXPENDITURES:**

Please see Appendix A for a list of Strategic Investments

**CONFIDENTIAL ADVICE TO MINISTER**

**Appendix A- Strategic Investments**  
**CONFIDENTIAL ADVICE TO MINISTER**

Future Ready Priority 2: Inclusive Workforce				
Partner	Activities	Estimated Cost	Start Date (agreement signed)	Duration
Foundry	Expand the Foundry Peers program, which hires youth who have experienced mental health disease or substance abuse to support youth access Foundry services	\$16.2M	Nov 18, 2022	3 years
CMHA-BC	Specialized supported employment program for adults experiencing complex health and social needs. Currently operating in two locations	\$8.2M	Jan 6, 2023	3 years
CNIB	Provision of post job placement supports for people with vision loss	\$2.5M	Nov 23, 2022	3 years
CMHA-BC	Test and evaluate methods of employment service delivery in supported recovery centers	\$5M	March 15, 2023	3 years
Delta Community Living Society	Early intervention customized support for youth transitioning to adulthood	\$2M	Jan 3, 2023	3 years

**CONFIDENTIAL ADVICE TO MINISTER**

**CONFIDENTIAL ADVICE TO MINISTER**

Advice/Recommendations				
YWCA	Provide participants with pre-employment services in their first language to prepare them to enter the labour market, by building confidence and resiliency through Customized Action Plans specifically targeting pre-employment skills and readiness to move onto further employment, training services such as WorkBC and/or begin volunteering or employment	\$2.4M	March 27, 2023	3 years
Advice/Recommendations				
Solid State Community Industries	<ul style="list-style-type: none"> <li>Develop and support the creation of co-op business for BIPOC individuals.</li> <li>Assessment of coop development within the context of Self Employment</li> </ul>	\$1M	March 13, 2023	3 years
Canadian Mental	Enhance online resources and training for workplace mental health in the community social services sector.	\$700,000	January 16,	2 years

**CONFIDENTIAL ADVICE TO MINISTER**

**CONFIDENTIAL ADVICE TO MINISTER**

Health Association			2023	
WorkBC Centres	Job fairs targeting people with disabilities	\$510,000	Ongoing	Fiscal year 2022/23
NA-Internal	Develop and implement training focused on diversity, equity, inclusion and reconciliation to support job seekers accessing employment services	\$500,000	Ongoing	Fiscal year 2022/23
NA – Internal	Training and work experience opportunities to address the significant labour market demands, inequities, and skills shortages across the province.	Expansion of CEP funding from \$15M to \$30M	Ongoing	Fiscal year 2022/23
<b>Future Ready Priority 3: Workplace Innovation</b>				
Partner	Activities	Estimated Cost	Start Date	Duration
Ministry of Agriculture and Food	<ul style="list-style-type: none"> <li>Targeted training, supporting Agricultural employers to become more inclusive and supports for workers from a GBA+ perspective</li> <li>Increase Indigenous participation in Agriculture through skills development, peer to peer learning and culturally food harvesting and production</li> <li>Potential for training opportunities for people to work in the area of Agri-tech on regenerative farms</li> </ul>	\$15M	TBD	3 years
PSFS	The Employer Training Grant (ETG) supports skills training to address provincial labour market needs. The goal of the ETG is to help British Columbians access the skills training needed to adapt to the changing requirements of jobs and the labour market while encouraging employer involvement in the training of their employees.	\$6M	Ongoing	Fiscal year 2022/23

Advice/Recommendations

**CONFIDENTIAL ADVICE TO MINISTER**

**CONFIDENTIAL ADVICE TO MINISTER**

Advice/Recommendations

Hubspace	<ul style="list-style-type: none"> <li>Develop and deliver a new method of entrepreneurship training for professionals impacted by mill closures.</li> <li>Focus on supporting individuals who already have business ideas by providing entrepreneurship skills</li> </ul>	\$3M	TBD	3 years
Advice/Recommendations				
BC Road Builders Association	<ul style="list-style-type: none"> <li>Capacity building in the industry of highway maintenance</li> <li>Develop training program in the industry to support and encourage a younger cohort of individuals work in this area</li> <li>EDI training</li> </ul>	\$4M	TBD	3 years
BC Chamber	Utilizing BC Chamber Mind Reading Survey software develop a survey to employers to identify service needs and inform future planning	\$300,000	December 8th, 2022	2 years

**CONFIDENTIAL ADVICE TO MINISTER**

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Care Economy Workforce Development Strategy**

**KEY MESSAGES:**

- The Care Economy consists of the full range of human services from birth to end-of-life.
- The Province delivers Care Economy services through ministries, Crown agencies as well as contracted and grant-funded third-party organizations.
- Strong demand for qualified and experienced workers creates competition between Care Economy employers for limited labour supply.
- Labour competition may fill gaps in one service sector at the expense of others which can undermine overall Care Economy service delivery objectives.
- The Future Ready Plan commits the Ministry to develop and implement a Care Economy Workforce Development Strategy over the next three years.

**BACKGROUND:**

- The Care Economy is defined as health, education and social services (i.e., childcare, education, elder care, healthcare, mental health, community social services, etc.).
- The Province funds and delivers most care economy services directly (i.e., ministries), through Crown Agencies (i.e., health authorities, school districts, etc.) or through third parties through contracts and/or grants.
- Labour shortages directly impact care economy services given they are delivered in person by staff with specialized skills and experience.
- There is no standard compensation approach given the multitude of service delivery organizations and funding models. This provides an advantage to employers with higher wages for comparable occupations (i.e., ministries, health authorities, school districts, etc.) when competing for scarce labour.
- Labour competitions may fill gaps in one part of the Care Economy. However, often this comes at the expense of other social areas which can undermine overall provincial service delivery objectives (i.e., social workers leaving non-profits to work for the public service, etc.)
- The Future Ready Plan commits the Ministry to develop and implement a Care Economy Workforce Development Strategy (Strategy).
- The purpose of the Strategy is to better understand BC's Care Economy overall as well as the interconnections between ministry, Crown agency and third-party service delivery. A more holistic view will better position the Province to make strategic labour allocation decisions and consider service delivery innovations to get the most out of limited labour supply.

- The Ministry expects to receive \$2.9 million (M) over three years through Contingencies to meet this commitment in its 2023/24 Budget letter. The Employment and Labour Market Services Division (ELMSD) will lead the project.
- ELMSD will establish a Care Economy Workforce Development Team (Team) in FY2023/24 subject to confirmation of Contingencies funding. It will also implement a full work plan at that time.
- ELMSD anticipates the work plan will have four initial focus areas:
  - Mapping the Care Economy service delivery landscape;
  - Labour supply initiatives (short, mid, and long-term);
  - Service delivery innovation initiatives (short, mid, and long-term); and
  - Developing customized Care Economy labour market information.
- The Ministry established an Assistant Deputy Ministers Committee consisting of Care Economy ministries to provide strategic direction and an Executive Director Working Group to coordinate Care Economy workforce activities and seek input on Strategy development.
- Internal activities to date include:
  - Procuring and managing a labour market study for Mental Health and Substance Use workforce on behalf of the Ministry of Mental Health and Addictions.
  - Engaging Immigration Services within Ministry of Municipal Affairs on potential changes to the Provincial Nominee Program, workforce development support for settlement agencies and employment services support for newcomers.
  - Coordinating with the Ministry of Children and Family Development (MCFD) to ensure Care Economy activities and MCFD's proposed Sector Workforce Plan align.
- External activities to date include:
  - Exploring feasibility for a 2023/24 pilot project expanding Go2HR's tourism-sector focused HR support to social sector organizations on a regional basis.
  - Engaging the Social Services Sector Roundtable (SSSRT) Reference Group to identify sector workforce development needs, partnership opportunities, and common credentialing/skills paths.
- Staff will attend the March 2023 SSSRT meeting to inform participants of the new initiative and request the creation of a Workforce Development Advisory Sub-Committee. Engagement with sector organizations will follow.
- ELMSD currently target is to implement the Strategy in Q4 2024/25 (January 2025).

#### **FIANCIAL IMPLICATIONS:**

- ELMSD intends to leverage provincial funding with federal Labour Market Development funding whenever possible to enhance project impact and support other ministries.

#### **BUDGET/EXPENDITURES:**

- 2023/24 = \$1.0M
- 2024/25 = \$1.0M
- 2025/26 = \$0.9M



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: WorkBC Financial Model**

**KEY MESSAGES:**

- An outcomes-based compensation model was introduced in April 2019 with the launch of the new WorkBC contracts. Under these contracts, service providers are paid through three streams:
  - Fixed Fee - contractually set contribution towards infrastructure and staffing.
  - Performance Fees - earned fees to compensate for positive client outcomes.
  - Financial Supports - reimbursements to the contractor for direct client supports.
- There is significant variability in the ratio of Fixed versus Performance fees across the contracts, with those in rural areas tending to have a higher percentage of Fixed fees than those in urban areas.
  - Performance fee budgets range from as low 17% to as high as 78% of overall compensation.
- To respond to unforeseen labour market disruption due to COVID-19, the Ministry amended WorkBC Employment Services contracts for 2020/21, 2021/22 and 2022/23 to guarantee a portion of Performance Fee funding to ensure service providers had enough resourcing to maintain services.

**BACKGROUND:**

- BC was the first jurisdiction in Canada to implement an outcomes-based pay for performance approach for employment services contracts. Ontario is the only other jurisdiction in Canada to incorporate Performance fees into employment services contracts and has done so using a more conservative approach, limiting performance fees budgets to 25% of overall compensation.
- The model was redesigned from the bottom up based on updated economic and statistical information to determine the current cost for an organization to deliver WorkBC Employment Services.
- Assistive Technology Services, Apprentice Services, and Community and Employer Partnerships Client Supports are all funded centrally which had previously been included in catchment budgets.
- The Ministry has processes in place to provide contractors with additional funding if budgets do not meet the needs of each catchment. Any contractor who is forecasting to reach the maximum of their Performance Fee budget or their Financial Supports budget, can submit a request for a current-year budget increase based on

demonstrated need. Multiple catchments have had budget amendments since the launch of the program.

**FIANCIAL IMPLICATIONS:**

- In response to labour market disruptions due to COVID-19, the Ministry amended WorkBC Employment Services contracts to guarantee a portion of Performance Fee funding to ensure service providers had enough resourcing to maintain services.
  - The level of funding provided equaled the amount earned in 2019/20.
  - The guaranteed funding was extended through the FY2022/23, with a slight reduction to 90% of the amount of funding guarantee in the previous year.
- The intent of the guarantee was to acknowledge that labour market challenges would severely limit the ability of service provider to earn performance fees and remain financially viable. The Ministry wanted to ensure continued service delivery and investment in client training.
- The guaranteed funding was conditional on the following:
  - ensuring clients continue to receive services and supports,
  - no layoffs or reduced hours to contractor personnel delivering client services,
  - retaining and maintaining storefront offices,
  - assisting the province with COVID related response and recovery efforts.
- While the pandemic-related labour market disruptions have subsided, contractors have highlighted other factors impacting them financially that limit their capacity to deliver services including inflationary wage pressures, a higher proportion of clients with more significant barriers to employment due to tight labor market, and reduced client volumes.

**BUDGET/EXPENDITURES:**

- The budget commitment for WorkBC Employment Services Contracts \$249M annually.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES DIVISION  
PROGRAM NOTES 2023/2024**

**TOPIC: Integrated Case Management System (ICM) – System Performance**

**KEY INFORMATION:**

- The Integrated Case Management System (ICM) is a critical technology system used by the Ministry of Social Development and Poverty Reduction (SDPR) and Ministry of Children and Family Development (MCFD).
- It runs 24 hours a day, and 365 days a year to support delivery of numerous crucial programs.
- The Ministry has set a target that the ICM system is available 99.7% of the time and has exceeded the target every year since 2016.
- The Ministry works with its vendors and corporate partners, including government's Office of the Chief Information Officer, to continually maximize the availability and reliability of the system.
- Like any other complex system, changes in the broader environment may affect the performance of government's computer programs and applications.

**BACKGROUND:**

- During the 2022 calendar year, the ICM system availability was 99.99% exclusive of planned maintenance activities. The total system availability, inclusive of planned activities, was 98.46% due to scheduled down time from planned software releases.
- Throughout 2022, the system was not available to users for a total of 2.5 hours or 150 minutes over the course of 12 months.
- When the ICM system is unavailable, the Ministry uses back-up systems and processes to support uninterrupted delivery of critical services.

- There were, and continue to be, scheduled outages for system maintenance. These outages are planned outside of regular business hours and are communicated to staff that may be planning to use the system at those times.
- SDPR continues to work closely with staff in SDPR and MCFD to monitor and adjust the performance of the ICM system moving forward.
- ICM is classified as a Critical System and is supported at all times including by the Office of the Chief Information Officer and vendor partners like Deloitte and DXC (formerly HP Advanced Solutions).
- The Ministry has continuously made operational improvements since ICM's inception in 2014.
- Ministry of Citizens' Services continues to make improvements to the broader government technical environment including upgrades to the government data centers that have helped to improve the availability of the ICM application.

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

**TOPIC: Social Sector Technology Roadmap 2030**

**KEY MESSAGES:**

- In September 2021, the Ministry of Social Development and Poverty Reduction (SDPR) completed a comprehensive 9-year Technology Roadmap.
- The roadmap provides a future state technology vision with key initiatives outlined over three phases.
- The intention of the roadmap is to govern SDPR's investments in technology to ensure digital platforms are sustainable, modern, cost effective and responsive.
- In Fall 2022, the ministry updated the consolidated roadmap to ensure technical and operational alignment of the project implementations in the first 3 years.
- This shift, when completed, will enable new digital services in a fraction of the time needed today. It will also be inclusive and more accessible to the citizens of British Columbia.

**BACKGROUND:**

- The underlying design of critical systems such as Integrated Case Management (ICM) have remained unchanged since initial implementation in 2010.
- Since 2010, several phases of enhancements significantly increased the volume and complexity of SDPR systems as citizen and legislative needs evolved.
- Most technology service providers are accelerating their shift away from providing on-premises (managed on "in-house" technical infrastructure) software in favour of more cost effective, secure, and scalable cloud services.
- The Province's *Freedom of Information and Protection of Privacy Act* was amended to

Contact: Dwayne Quesnel, Assistant Deputy Minister, CIO ISD.  
Cell Phone: Government  
Financial

Page 1 of 2

better support the use of cloud services with private citizen information.

- If not modernized the availability and security of the systems used to support 400,000 British Columbians will be impacted.
- Due to the COVID-19 pandemic and other environmental factors, the demand for new digital services has outpaced the capabilities of the current design of SDPR's systems.
- Digital services using traditional on-premises software is not cost effective and do not support fast and/or a high volume of concurrent changes.
- SDPR plans to modernize and safely and securely transition critical systems such as Integrated Case Management to cloud service providers.
- Concurrently, SDPR and MCFD are continuing the multi-year capital migration project to reduce the dependence on legacy mainframe technology.