

# MINISTER'S TRANSITION BINDER

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## MINISTRY OVERVIEW

### Ministry:

Ministry of Social Development and Poverty Reduction

### Ministry Mandate:

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. The ministry's key responsibilities include:

- Providing income and disability assistance to those in need;
- Delivering employment programs and services to unemployed and underemployed individuals;
- Supporting community living services to help adults with developmental disabilities and their families develop connections and inclusion with their community;
- Leading implementation of the Accessible B.C. Act, including supporting the work of the Parliamentary Secretary for Accessibility;
- Poverty Reduction; and
- Supporting the work of the Parliamentary Secretary for Parliamentary Secretary for Community Development and Non-Profits

The ministry is guided by five key pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, the *Poverty Reduction Strategy Act*, the *Community Living Authority Act*, and the *Accessible B.C. Act*.

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

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

The ministry is committed to providing quality service that is consistent and responsive no matter where or how it is delivered. The public may access ministry services through

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## MINISTRY OVERVIEW

traditional channels such as by phone, face-to-face, email, online and fax, and more recently by providing additional self-serve options. The diverse geography of the province and the needs of the people served have guided how the ministry develops its service delivery strategy.

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

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

Through the implementation of the *Accessible B.C. Act* government seeks to identify, remove, and prevent barriers experienced by people with disabilities. Passed in June 2021, the Act establishes the legal authority for the development of Accessibility standards in a range of areas and the ability for those standards to be brought into law by regulation. Work to implement the new legislation is ongoing and expected to occur over multiple phases.

### **Budget:**

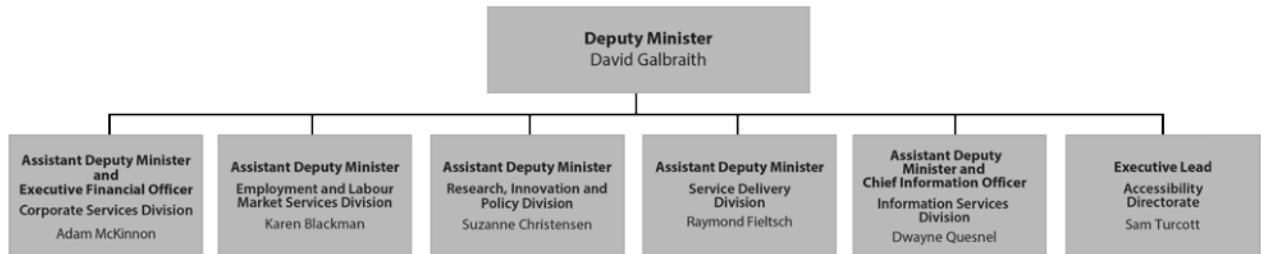
\$4.456B

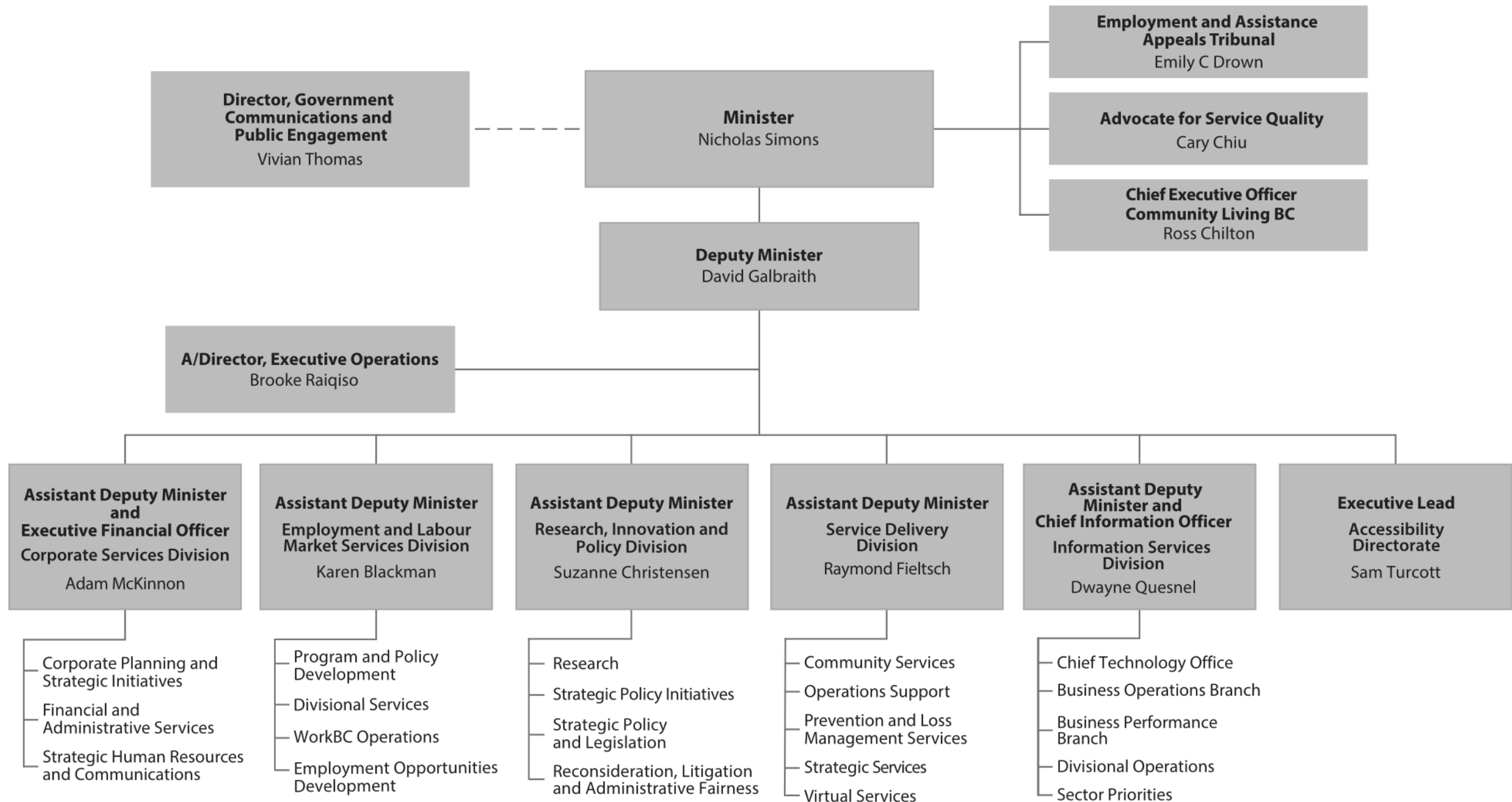
### **Full Time Equivalents (FTEs):**

2,045

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**  
**MINISTRY OVERVIEW**

Organizational Chart:





## Organizational Chart

October 2022



Ministry of  
Social Development  
and Poverty Reduction

## EXECUTIVE MEMBER BIOGRAPHY



David Galbraith  
Deputy Minister  
Social Development and Poverty Reduction

David has been with the Provincial government since 1992. He has held a variety of executive and management level positions in a number of ministries including Finance; Environment, Lands and Parks; Tourism Sport and the Arts; Healthy Living and Sport; Community, Sport and Cultural Development; and Social Development and Poverty Reduction. During his career he has been responsible for a wide variety of program areas including: the development of the provincial budget; delivery, budgeting and accountability for provincial granting programs; developing provincial public policy and delivery of on-the-ground services across B.C.

David is an economics graduate of the University of Victoria. He has a passion for good governance, empowering people and ensuring excellent government service to British Columbians.

Personal Information

## EXECUTIVE MEMBER BIOGRAPHY



**Adam McKinnon**  
**Assistant Deputy Minister and EFO**  
**Corporate Services Division**  
**Social Development and Poverty Reduction**

Adam McKinnon was appointed Assistant Deputy Minister and Executive Financial Officer, Corporate Services Division in June 2021.

Adam's career with the BC Public Service extends back to 2004 when he worked with the Ministry of Finance as a co-op student and eventually full-time employee, before moving to the Ministry of Social Development and Poverty Reduction in 2007 where he was a Senior Financial Analyst with the ministry's own Financial and Administrative Service Branch.

Since then, Adam has brought his passion for organizational development and engagement to all his roles—including at the Gaming Policy and Enforcement Branch (PSSG), Procurement Services Branch (CITZ) and most recently as the Chief Financial Officer and Executive Director at the Ministry of Children and Family Development where he provided financial leadership for service delivery transformation for children, youth and families, and supported the initial stages of the Child Care BC implementation.

Adam holds a Bachelor of Commerce degree from the University of Victoria and is a Chartered Professional Account (CPA, CMA).

Adam lives in beautiful Victoria on the traditional territories of the W̱SÁNEĆ and lək'wəŋən people

Personal Information



## EXECUTIVE MEMBER BIOGRAPHY



**Suzanne Christensen**  
**Assistant Deputy Minister**  
**Research, Innovation and Policy Development**  
**Social Development and Poverty Reduction**

Suzanne Christensen was appointed Assistant Deputy Minister, Research, Innovation and Policy Development, on October 1, 2020.

Suzanne's career with the provincial government has included work in the Ministry of Competition, Science and Enterprise. More recently she was the ADM, Reconciliation Secretariat and Outreach, in the Ministry of Indigenous Relations and Reconciliation and ADM, Priorities and Accountability, in the office of the Premier.

Her work in the private sector includes management consulting work for non-profits and local governments including developing the Vancouver Agreement Economic Revitalization Plan with local, provincial and federal partners, and helping found a health and safety organization for the forest sector in BC.

**Personal Information** Suzanne worked at rail and logging camps and in sawmill jobs before earning a Bachelor of Art degree at the University of British Columbia.

## EXECUTIVE MEMBER BIOGRAPHY



**Raymond Fieltsch**  
**Assistant Deputy Minister**  
**Service Delivery Division**  
**Social Development and Poverty Reduction**

Raymond became Assistant Deputy Minister, Service Delivery Division, in May 2022. He has over 20 years of experience in the BC Public Service.

Raymond started out as an Employment and Assistance Worker in Vancouver. He has since worked primarily in the social sector, serving vulnerable populations. Over the past 10 years, he has held several Executive Director positions with SDPR and with B.C.'s Attorney General and Ministry Responsible for Housing. These roles gave him invaluable experience in several areas, including service delivery, social policy and addressing homelessness.

Raymond has a bachelor's degree in Economics and Political Science from the University of Western Ontario. He's passionate about service excellence and dedicated to building strong collaborative partnerships with key stakeholders.

Personal Information

## EXECUTIVE MEMBER BIOGRAPHY



**Karen Blackman**  
**Assistant Deputy Minister**  
**Employment and Labour Market Services Division**  
**Social Development and Poverty Reduction**

Karen Blackman joined the Ministry of Social Development and Poverty Reduction in January 2022 as the Assistant Deputy Minister, Employment and Labour Market Services Division.

Prior to this appointment, Karen was the Executive Director, Service Delivery Division, Ministry of Children and Family Development. Karen has extensive experience in client centered service delivery in children, youth and disability services including use of technology and a multi-channeled strategy to improve citizen experience.

Her roles have included leading service provision to the Downtown Eastside and leading Quality Assurance in MCFD. In her recent role, she was responsible for Provincial Operations including Provincial Centralized Screening. This involves province-wide services to the public, including screening and assessing child protection reports.

Karen has more than 20 years of leadership experience in the BC Public Service and holds a Master's degree in Leadership and a Graduate Certificate in Coaching. She is focused on developing staff engagement and building a culture of collaborative service excellence.

## EXECUTIVE MEMBER BIOGRAPHY



**Dwayne Quesnel**  
**Assistant Deputy Minister and Chief Information Officer**  
**Information Services Division**  
**Social Development and Poverty Reduction**

Dwayne was appointed Assistant Deputy Minister, Information Services Division (ISD), in May 2022 to provide information management and technology services to both the Ministry of Social Development and Poverty Reduction and the Ministry of Children and Family Development. He has extensive knowledge and experience enabling digital service delivery and leading technology projects and services for both ministries.

Prior to ADM, Dwayne served as the Executive Director for ISD's Business Operations Branch providing oversight to a portfolio of projects focused on improving services to British Columbians using technology. Before joining SDPR, he spent over 20 years in varying roles with the Ministry of Children and Family Development specializing in project delivery, technology, and asset management.

Dwayne studied Business and Public Administration at Camosun College and the University of Victoria.

Personal Information

Personal Information

## EXECUTIVE MEMBER BIOGRAPHY



**Sam Turcott**  
**Executive Lead**  
**Accessibility Directorate**  
**Social Development and Poverty Reduction**

Sam Turcott was appointed Executive Lead, Accessibility Directorate, in January 2019 in order to support the development of the *Accessible BC Act*.

Prior to that, Sam was the Executive Director of Policy and Programs with Disability Alliance British Columbia (DABC), a charitable organization that promotes the dignity and independence of people with disabilities throughout the province. Sam has experience and expertise in a range of areas including engagement with the disability community, supports and services for persons with disabilities, community inclusion initiatives, and accessible employment programs.

Sam holds a degree in Economics from the University of Victoria and a Law degree with a specialization in Social Justice from the University of British Columbia. At Disability Alliance British Columbia, he held a series of increasingly senior positions including Tax AID DABC Manager, Advocacy Access Director, and Executive Director of Policy and Programs.

As Executive Lead, Sam is responsible for promoting greater accessibility and inclusion for people with disabilities. Through his role with the Accessibility Directorate team, he continues to work on breaking down barriers for people living with disabilities in BC.

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Cabinet Confidences ; Advice/Recommendations

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Cabinet Confidences ; Advice/Recommendations



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

## **2022/23 – 2024/25 Service Plan**

**February 2022**



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

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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 2022/23 – 2024/25 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

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

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

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## Purpose of the Ministry

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

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

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

## Strategic Direction

In 2022/2023, the Government of British Columbia will continue its whole-of-government response to the COVID-19 pandemic with a focus on protecting the health, social and economic well-being of British Columbians. Building on our economic, environmental, and social strengths while looking to seize opportunities to improve outcomes for all British Columbians will be an important aspect of each ministry's work as we respond to COVID-19 and recover from devastating floods and wildfires. The policies, programs and projects developed over the

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

This 2022/23 service plan outlines how the Ministry of Social Development and Poverty Reduction will support the government's priorities including the foundational principles listed above and selected action items identified in the [November 2020 Minister's Mandate Letter](#).

## **Economic Statement**

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

## Performance Planning

### Goal 1: Reduce Poverty in British Columbia

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

##### Key Strategies

- Implement [TogetherBC](#), the comprehensive, cross-government Poverty Reduction Strategy addressing key areas of need including housing, families, children and youth, education, employment, income supports, and other social supports, aiming to meet statutory targets to reduce the overall poverty rate by 25% and poverty rate of children by 50% by 2024;
- Produce an annual report on the actions taken to implement the strategy, the effects of the strategy on poverty reduction, and any progress made toward the targets in the previous calendar year;
- Engage with the Minister's Poverty Reduction Advisory Committee, which advises the Minister on matters relating to poverty reduction and prevention;
- Create and implement initiatives to increase food security for people in need and create a multi-sectoral Period Poverty Task Force to develop a comprehensive long-term response to period poverty in B.C.; and
- Review existing government income support programs for opportunities to improve access and delivery, guided by feedback from users and the basic income panel's recommendations as outlined in their final report [Covering all the Basics: Reforms for a More Just Society](#) (released January 28, 2021).

| Performance Measure(s)                    | 2016 Baseline | 2019 Actual | 2020-24 Target |
|---|---------------|-------------|----------------|
| 1.1a Total Poverty Reduction <sup>1</sup> | 15.3%         | 10.8%       | 11.5%          |
| 1.1b Child Poverty Rate <sup>1</sup>      | 17.0%         | 7.2%        | 8.5%           |

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

<sup>1</sup> The legislated targets are based on calendar years (not fiscal years) and reflect a 25% reduction in the rate of overall poverty and a 50% reduction in the rate of child poverty from 2016 data. The most recent federal data released in March 2021 provides low-income statistics for 2019.

##### Linking Performance Measure to Objective

These measures reflect the official poverty statistics produced by Statistics Canada using the current Market Basket Measure, also referred to as Canada's Official Poverty Line. Lower poverty rates mean that government investments to help people living in low income and to improve the economy are reducing both poverty levels and rates. Monitoring poverty rates across vulnerable populations will lead to better targeting of investments and will help government achieve its poverty reduction targets.

## Discussion

The *Poverty Reduction Strategy Act* sets out legislated targets for the reduction of both the overall poverty rate and the poverty rate for children by 2024. The *Poverty Reduction Strategy Act* also requires annual reporting on the Strategy – including progress made towards the legislated targets. The [second annual report](#) was released on October 4, 2021.

In March 2021, the largest ever permanent rate increase to income and disability assistance was announced (\$175/month) to support the transition from temporary COVID crisis funding to recovery and permanent assistance changes. B.C. also introduced the first rate increase to the Senior's Supplement since its creation in 1987 (\$50/month) as well as a \$20/month increase to the Comforts Allowance for those on income assistance living in special care facilities.

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



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

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

#### Key Strategies

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

| Performance Measure(s)                    | 2020/21<br>Baseline | 2021/22<br>Forecast | 2022/23<br>Target    | 2023/24<br>Target    | 2024/25<br>Target |
|---|---------------------|---------------------|----------------------|----------------------|-------------------|
| 2.1 Number of clients using My Self-Serve | 97,543              | 103,300             | 104,000 <sup>1</sup> | 105,000 <sup>1</sup> | 106, 000          |

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

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

#### Linking Performance Measure to Objective

This measure reflects the number of ministry clients using My Self Serve, the ministry's online service portal. Targets can be achieved through increased marketing and robust communication. An increase in this number means that more clients are accessing income assistance services through the most flexible and efficient means available.

#### Discussion

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

## Objective 2.2: WorkBC Employment Services clients achieve employment

### Key Strategies

- Adapt programming and service delivery to maximize access to employment services and supports for British Columbians with diverse needs while protecting the health and safety of clients and staff during the COVID-19 crisis and economic recovery;
- Provide access to training and employment supports that will increase economic opportunities;
- Work collaboratively with partner ministries, employers and employer associations to ensure ministry employment programs and supports are aligned with the needs of individuals and the changing labour market, especially sectors and employers hardest-hit by COVID-19;
- Implement awareness and information campaigns to enhance the recognition and consistent knowledge of the suite of services available through the [network of WorkBC Centres](#) across B.C.; and
- Promote awareness of the [Community and Employer Partnerships \(CEP\)](#) program to support inclusive economic recovery in B.C. communities following COVID-19, wildfires, floods and other labour market events to improve employment outcomes for unemployed British Columbians.

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

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

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

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

### Linking Performance Measure to Objective

This measure captures the number of British Columbians who achieve employment after receiving services and/or supports through WorkBC Employment Services (both self-serve and case managed). Since April 1, 2019, 55% of case managed clients obtained employment after receiving case managed services by WorkBC Employment Services and at least 23% of self-serve clients obtained employment after receiving assistance through WorkBC.

### Discussion

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

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

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

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

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

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

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

##### Key Strategies

- Provide adults with disabilities access to responsive services that support them in participating as full citizens and in achieving improved outcomes;
- Continue to work with people with disabilities and their families, community stakeholders, public organizations and the business community to develop solutions and strategies that improve the lives of people with disabilities in British Columbia and engage stakeholders and the public to identify barriers and solutions to improving employment outcomes for people with disabilities;
- Support the Re-imagining Community Inclusion (RCI) Steering Committee in implementing the work plan in response to the [10-Year Re-imagining Community Inclusion Roadmap](#) to help improve the lives of people with developmental disabilities;
- Monitor and support the transition process for youth with special needs, who are entering adulthood, to ensure they access the ministry's disability assistance program and the adult community living services offered through Community Living BC; and
- Support the implementation of the [Accessible British Columbia Act](#) to ensure people with disabilities can meaningfully participate in their communities, including in employment.

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

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

##### Linking Performance Measure to Objective

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

##### Discussion

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

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

## Financial Summary

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

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

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

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

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

### Community Living BC

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

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

### Employment and Assistance Appeal Tribunal

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

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

## **2020/21 Annual Service Plan Report August 2021**





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

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

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

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

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## Letter from the Minister

As the Minister of Social Development and Poverty Reduction, I am pleased to present the *Ministry of Social Development and Poverty Reduction 2020/21 Annual Service Plan Report*, which summarizes our work and highlights achievements from April 1, 2020 to March 31, 2021.

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

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

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

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

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

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

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

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

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

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

## Purpose of the Annual Service Plan Report

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

## Purpose of the Ministry

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

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

- Leading development and implementation of a cross-government, province-wide poverty-reduction strategy - *TogetherBC: BC's Poverty Reduction Strategy*;
- Supporting the work of the Attorney General and Minister responsible for Housing and other government initiatives to address the needs of people experiencing homelessness in British Columbia;
- Leading development and implementation of cross-government, province-wide accessibility legislation to identify and remove barriers and prevent the creation of new barriers for people with disabilities;
- Providing income, disability, and supplemental assistance for people in need;
- Providing an integrated system of employment programs, services and supports to all British Columbians through *WorkBC*;
- Working with community, business, and government partners to increase accessibility, employment, independence, and inclusion for individuals with disabilities;
- Leading collaborative engagement through the *Social Services Sector Roundtable* to help strengthen the important community social services that people count on every day; and
- Through *Community Living BC*, supporting community living services for adults with developmental disabilities and their families.

## Strategic Direction

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

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

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

## **Operating Environment**

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

The Ministry continued with service delivery improvements to provide consistent and responsive services and updated its [public service commitment and service standards](#), ensuring clients are served as quickly and efficiently as possible, through all service channels. The Office of Homelessness Coordination (OHC) was formed at SDPR to work across government and with external partners for a coordinated approach in preventing and responding to homelessness. This program was transferred to the Ministry of Attorney General on November 26, 2020.

The Ministry offered employment services and supports for unemployed or precariously employed British Columbians to help them achieve sustainable employment. Serving over 82,000 people annually, WorkBC Employment Services offered programs ranging from customized supports for people with disabilities to funding for communities and organizations to increase employment and work experience. WorkBC Employment Services were delivered through 102 WorkBC Centres, as well as a strong online presence, to provide services that can be accessed from anywhere in the province and flexibility for clients to choose what works best for them. The Ministry supports CLBC in its initiatives and partnerships to increase community inclusion, accessibility, employment opportunities and services for persons with developmental disabilities.

## **Demographics and Economy**

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

The disability assistance caseload, made up of individuals who have a disability designation, has continued to grow as the result of longer life expectancies and an aging population. The pandemic had a small impact on the disability assistance caseload as pandemic-related federal

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

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

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



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

### Goal 1: Reduce Poverty in British Columbia

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

##### Key Highlights

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

| Performance Measure(s)               | 2016 Baseline | 2019 Actuals | 2020-2024 Target |
|--------------------------------------|---------------|--------------|------------------|
| 1.1a Total Poverty Rate <sup>1</sup> | 15.3%         | 10.8%        | 11.5%            |
| 1.1b Child Poverty Rate <sup>1</sup> | 17.0%         | 7.2%         | 8.5%             |

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

<sup>1</sup> The legislated targets are based on calendar years (not fiscal years) and reflect a 25% reduction for overall poverty and a 50% reduction in child poverty from 2016 data. The most recent federal data released in March 2021 provides low income statistics for 2019.

### Discussion of Results

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

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

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

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

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

#### Key Highlights

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

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

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

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

#### Discussion of Results

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

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

## Objective 2.2: WorkBC Employment Services clients achieve employment

### Key Highlights

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

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

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

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

<sup>2</sup> Employment is defined as when a client attains a full-time job (30 or more hours/week) or a part-time job (when part-time employment is desired; less than 30 hours/week), or self-employment (business is implemented and considered optional), after receiving WorkBC services and/or supports.

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

### Discussion of Results

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

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

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

##### Key Highlights

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

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

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

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

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

### Discussion of Results

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

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

## Financial Report

### Discussion of Results

For 2020/21, the Ministry met the financial targets set out by the Ministry of Finance. The majority of the Ministry's budget supported Income Assistance which totalled \$3.23 billion in 2020/21, including the \$300 temporary monthly COVID-19 Crisis Supplement from April through December 2020 and the \$150 temporary monthly BC Recovery Supplement from January through March 2021. The Ministry's Income Assistance budget included the following four categories:

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

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

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

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

## Financial Summary

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

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

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

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

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

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

<sup>6</sup> Capital expenditures represent replacement of vehicles. The capital budget to support WorkBC was re-profiled to future years.

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

As of August 9, 2021, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following:

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

**30-60-90**  
**Ministry of Social Development and Poverty Reduction**  
**Submitted for: December 1, 2022**

| Issue   | Status/Key Milestones/Next Steps   |
|---|--|
| <b>30 Days</b>  |  |
| Employment and Labour Market Services: Strategic Investment Spending Plan | Implementation of the approved Strategic Investment Spending Plan will begin in the fall and will be completed by the end of fiscal.                 |
|   | <div data-bbox="1759 621 2032 654">Advice/Recommendations</div> <div data-bbox="1528 946 2032 979">Advice/Recommendations; Cabinet Confidences</div> |
|   |  |
| <b>60 Days</b>  |  |
|   | <div data-bbox="1539 1206 2032 1239">Advice/Recommendations; Cabinet Confidences</div>   |
|   |  |

Confidential



|   |  |
|---|--|
| Labour Market Development Agreement Grants            | Grants to BC-CMHA and the CNIB are in approvals. The BC-CMHA funding of \$13M will support employment programs for adults and people in supported recovery centres. The CNIB project will provide dedicated employment support for people with vision loss (\$700K). |
| Cabinet Confidences; Intergovernmental Communications |  |
| 90 Days   |  |
| Advice/Recommendations; Cabinet Confidences           |  |

|  |   |
|--|---|
|  | Advice/Recommendations; Cabinet Confidences; Intergovernmental Communications |
|--|---|

## DECEMBER 2022

| SUNDAY    | MONDAY                                       | TUESDAY   | WEDNESDAY  | THURSDAY  | FRIDAY                       | SATURDAY  |
|-----------|--|-----------|--|---|------------------------------|-----------|
|           |  |           |  | <b>1</b><br>Federal Provincial<br>/Territorial<br>Ministers<br>Responsible for<br>Social Services | <b>2</b>                     | <b>3</b>  |
| <b>4</b>  | <b>5</b>                                     | <b>6</b>  | <b>7</b><br>Re-imagining<br>Community<br>Inclusion Steering<br>Committee | <b>8</b>  | <b>9</b><br>Presidents Group | <b>10</b> |
| <b>11</b> | <b>12</b>                                    | <b>13</b> | <b>14</b><br>Social Services<br>Sector<br>Roundtable                     | <b>15</b>   | <b>16</b>                    | <b>17</b> |
| <b>18</b> | <b>19</b>                                    | <b>20</b> | <b>21</b><br>Cheque Issue Day  | <b>22</b>   | <b>23</b>                    | <b>24</b> |
| <b>25</b> | <b>26</b><br>Housing Action<br>Table Meeting | <b>27</b> | <b>28</b>  | <b>29</b>   | <b>30</b>                    |           |

## JANUARY 2023

| SUNDAY | MONDAY  | TUESDAY | WEDNESDAY              | THURSDAY | FRIDAY | SATURDAY |
|--------|---|---------|------------------------|----------|--------|----------|
| 1      | 2   | 3       | 4                      | 5        | 6      | 7        |
| 8      | 9<br>Date in January<br>TBD- Re-<br>imagining<br>Community<br>Inclusion | 10      | 11                     | 12       | 13     | 14       |
| 15     | 16  | 17      | 18<br>Cheque Issue Day | 19       | 20     | 21       |
| 22     | 23<br>Housing Action<br>Table Meeting                                   | 24      | 25                     | 26       | 27     | 28       |
| 29     | 30  | 31      |                        |          |        |          |
|        |   |         |                        |          |        |          |

## FEBRUARY 2023

| SUNDAY | MONDAY   | TUESDAY | WEDNESDAY  | THURSDAY | FRIDAY | SATURDAY |
|--------|--|---------|--|----------|--------|----------|
|        |  |         | 1  | 2        | 3      | 4        |
| 5      | 6<br>Date in February<br>TBD – Social<br>Services Sector<br>Round Table<br>Meeting | 7       | 8<br>Date in February<br>TBD- Re-<br>imagining<br>Community<br>Inclusion | 9        | 10     | 11       |
| 12     | 13   | 14      | 15<br>Cheque Issue Day   | 16       | 17     | 18       |
| 19     | 20   | 21      | 22   | 23       | 24     | 25       |
| 26     | 27   | 28      |  |          |        |          |

## **Ministry of Social Development and Poverty Reduction Communications Plan – December 2022 to March 2023**

**Subject:** Communication activities from December 2022 to March 2023 for the Ministry of Social Development and Poverty Reduction

### **Background:**

The Ministry of Social Development and Poverty Reduction (SDPR) focuses on reducing poverty, creating opportunities and increasing inclusion. The ministry provides strategic leadership and quality services that empower the 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 B.C. Act*, and the *Community Living Authority Act*. The Minister is responsible for Community Living BC (CLBC).

The Minister of Social Development and Poverty Reduction is supported by two Parliamentary Secretaries: Parliamentary Secretary for Accessibility and Parliamentary Secretary for Community Development and Non-Profits.

There is surplus funding for 2022/23 through the Labour Market Development Agreement between the ministry and the federal government. The agreement provides funding for WorkBC Employment Services and programs. The ministry's Employment Labour Market Services Division is currently negotiating a number of grant agreements with third parties to support additional employment programming and services to under-represented groups. There will be the opportunity for announcements between now and the end of March as these grant agreements are finalized.

### **Mandate Letter Commitments:**

- 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.

### **Parliamentary Secretary for Community Development and Non-Profits**

Work with your Minister to help advance these shared responsibilities:

- Continue work to support and engage charitable organizations and the nonprofit sector by acting as their advocate and key point of contact within government.
- Work with the co-operative sector to support sector strengthening and modernization.
- 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.
- Support the work of the Minister of Housing to protect and expand non-profit, non-market, and co-op housing in B.C.

### **Parliamentary Secretary for Accessibility**

Work with your Minister to help advance these shared responsibilities:

- 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 new accessibility legislation 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 BC Building Code includes changes that will make new buildings more accessible for all people.
- Work with the Minister of Citizens' Services to ensure government's digital tools and services are accessible and prioritize user experience for British Columbians of all abilities.
- Support the Minister of Education and Child Care to continue providing supports for children and youth with disabilities and special learning needs.

### **Roll-out of events and announcements, to be confirmed:**

#### **December**

Advice/Recommendations

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Withheld pursuant to/removed as

Advice/Recommendations

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Withheld pursuant to/removed as

Advice/Recommendations



**Government and Communications and Public Engagement (GCPE)** oversees all external public communications on behalf of government ministers and ministries. GCPE HQ coordinates all marketing and advertising activities; digital communications and distributes all news releases and information bulletins. Each ministry is assigned core GCPE staff that are co-located with the ministry they support.

**GCPE-SDPR is:**

- Vivian Thomas, Communications Director, cell: 250 213-2972
- Jennifer Fernandes, Communications Manager, cell: 250 889-8370
- Peggy Kulmala, Senior Public Affairs Officer
- Ravi Reetoo, Public Affairs Officer

**Services provided:**

- **Media monitoring** – package of media clips (print, radio, TV, internet) on subjects of interest to SDPR issued each day between 7:00 a.m. and 7:30 a.m.
- **Issues management** – drafting issues notes and issues management plan, recommending media relation strategies; review FOI response packages before public release
- **Media relations** – primary contact with media; triage incoming media requests, work with ministry staff and executive on responses, and recommend whether media responses are best attributed to the ministry or minister; schedule minister for talk radio
- **Communications Planning** – write communication plans to support major announcements; maintain communications calendar of upcoming activities for minister and that may impact ministry; coordinate with HQ on scheduling ministerial events and news releases
- **Event/Announcements:** planning, invitations, organization, execution
- **Writing:** News releases, Information Bulletins, Fact Sheets, Issues Notes, Key Messages, Op-eds, Minister's statements, speeches, key messages
- **Online:** working with HQ, provide content for social media channels to support announcements and new initiatives

## 2020 BC NDP Platform: Working for You

The following is a high level summary of each platform commitment noting the Ministry currently responsible, the level of policy development required and fiscal and legislative implications. Significant and material issues have also been noted. Ministry executives are available for briefings on any of the commitments. Financial implications for commitments are available from the Ministry of Finance. Financial implications noted below have been provided by the ministry currently responsible for the commitment's implementation. In the majority of instances, these numbers will need to be validated through the Treasury Board process. Commentary in this table is based on the current structure of government. Cost estimates are rounded to the nearest million.

|    | Commitment   | Min  | Implementation information   |
|----|--|------|--|
|    | <b>Equality, inclusion &amp; human rights.</b>   |      |  |
| 1. | <b>Deliver a comprehensive approach to period poverty</b><br>Page: 32<br><i>Create a multi-sectoral Period Poverty Task Force to develop a long-term response to period poverty in BC.</i><br>Estimated Operating: TBC<br>Estimated Capital: TBC | SDPR | <p>Policy development in progress. In 2019, SDPR provided a \$95,000 grant to United Way to distribute menstrual products to 12 non-profit agencies that serve vulnerable populations throughout the province and undertake research on the impact of period poverty. A final report is expected in December 2020. In 2019, EDUC issued a Ministerial Order requiring all B.C. public schools to provide stigma-free access to free menstrual products for students in school washrooms. A task force can be established with secretariat support to develop a comprehensive approach for government consideration.</p> <p>Work to address period poverty is aligned with the social supports pillar of TogetherBC. Future updates to the poverty reduction strategy could highlight progress on period poverty. The Gender Equity Office (Finance) and Education also have an interest in this issue. Costs will be informed by scope and scale of initiatives approved for implementation.</p> <p>Legislative Implications: None</p> |

Advice/Recommendations

STRICTLY CONFIDENTIAL

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» Related Briefing Note

| Safer, caring & healthier neighbourhoods |   |      |  |
|--|---|------|--|
| 2.                                       | <p><b>Create opportunities for people living in poverty</b><br/> Page: 33<br/> <i>Based on the 10-year Poverty Reduction Plan and recommendations of the Expert Panel on Basic Income coming later this year, determine the best approach and path-forward to reduce poverty long-term and provide opportunities for jobs and skills training through our Economic Recovery Plan.</i>      Advice/Recommendations<br/> Estimated Operating: TBC<br/> Estimated Capital: TBC</p> | SDPR | <p>Policy development in progress. TogetherBC, B.C.'s first poverty reduction strategy, was released in March 2019 and outlines a cross-government approach to meet legislated poverty reduction targets through action in six priority areas: housing; families, children and youth; education; employment; income supports; and social supports. Recent B.C. investments in response to COVID19 further support the goals and action areas outlined in TogetherBC. In December 2020, the Expert Panel on Basic Income will deliver a report to government on how the principles of a basic income could be used to transform and enhance B.C.'s existing income support system.</p> <p style="text-align: right;">Advice/Recommendations</p> <p>Legislative Implications: TBD –<br/> Advice/Recommendations</p> <p style="text-align: right;">Advice/Recommendations</p> |

Advice/Recommendations

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## 2020 BC NDP Platform: Working for You

|    |  |      |  |
|----|--|------|--|
| 3. | <p><b>Increase food security for people in need - food banks</b><br/> Page: 33<br/> <i>Increase supports to food banks</i><br/> Estimated Operating: Government Financial Information<br/> Estimated Capital: TBC</p>  | SDPR | <p>Policy development not yet started. In addition to food banks, there are a range of options for charitable food programs that could be considered including food hubs, meal programs, and food system networks. The non-profit sector has identified a need for a province-wide policy response to food insecurity that does not rely on charitable food programs. For example, this was raised at the United Way of the Lower Mainland Food Security Roundtable (September 2020).</p> <p>MAH's Community Gaming Grants (CGG) program provides funding annually to not-for-profit organizations throughout B.C., including food banks, to support delivery of ongoing programs and services. In March 2020, the CGG program provided a \$3M emergency grant to Food Banks British Columbia in response to the COVID-19 pandemic. The \$3M in gaming grant funding ran out in just over a month. Donations and volunteers are also down across the sector and unemployment remains higher despite improvements.</p> <p>Advice/Recommendations: Government Financial Information</p> <p>Legislative Implications: None</p>  |
| 4. | <p><b>Increase food security for people in need - program partnerships</b><br/> Page: 33<br/> <i>Develop program partnerships with grocery stores and not-for-profits – such as Quest and The Mustard Seed – to develop discounted food market, food recovery, and redistribution programs.</i><br/> Estimated Operating: Government Financial Information<br/> Estimated Capital: TBC</p> | SDPR | <p>Policy development in progress. In April 2019, SDPR provided \$3M to the Victoria Foundation to improve access to fresh food. \$2M was used to purchase a food re-distribution centre and \$1M has been allocated to a new fund to support food security projects throughout BC. This work is supported by AGRI and emerged from issues raised by the Food Programs for Vulnerable Populations Working Group convened by EMBC during the pandemic.</p> <p>Advice/Recommendations: Government Financial Information</p> <p>SDPR and HLTH have been exploring the development of a cross-government food policy framework. As an initial step, representatives for a cross-ministry Director/Executive Director Steering Committee have been identified to clarify ministry roles related to food security. The framework would be developed in collaboration with community partners, including the charitable food sector, and support emergency food responses, longer-term planning to respond to household food insecurity, and Indigenous food sovereignty.</p> <p>Advice/Recommendations: Government Financial Information</p> <p>Legislative Implications: None</p> |

Advice/Recommendations

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## 2020 BC NDP Platform: Working for You

|    |   |      |   |
|----|---|------|---|
| 5. | <b>Accessibility legislation</b><br>Page: 33<br><i>Work with people across the province to develop and bring in comprehensive accessibility legislation.</i> Advice/Recommendations<br>Estimated Operating: Government Financial Information<br>Estimated Capital: TBC  | SDPR | Cabinet Confidences; Legal Information  |
| 6. | <b>Expand ability of communities to keep people safer</b><br>Page: 34<br><i>Work with interested communities to connect front-line workers from different health, safety, and social service sectors to identify and help vulnerable people before a traumatic personal event takes place.</i> Government Financial Information<br>Estimated Operating: Government Financial Information<br>Estimated Capital: Government Financial Information | SDPR | <p>expanding the Community Integration Services (CIS) model allows for a greater focus on vulnerable populations including homeless individuals, Indigenous people, and youth. The CIS program connects people to the services they need by working closely with Corrections Centers, Hospitals, Police and RCMP, and service providers. These connections encourage a less intrusive approach and better care in supporting those who struggle with mental health, addiction and poverty. CIS staff complement other outreach services such as the BC Housing Homeless Outreach Program and Ministry of Health ACT teams (Six additional teams have recently been funded for a total of 27 teams located throughout the provinces). The CIS expansion will support greater stabilization for these vulnerable groups across the province, allow for better integration of multiple services including those in rural and remote communities that are currently under-resourced.</p> <p>Advice/Recommendations; Government Financial Information</p> <p>Legislative Implications: TBD</p> |

Advice/Recommendations

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM NOTE

**Issue:** Progress on SDPR Mandate letter

**Summary:**

The current Minister mandate letter for SDPR includes the following seven items:

***1) Continue to be responsive to the challenges presented by COVID-19 and work with your cabinet colleagues to support an inclusive economic recovery.***

Progress to date:

- Budget 2022 included a one-time grant \$30M to support a Non-Profit Recovery and Resiliency Fund to support non-profit organizations in BC. See more information in Program Note #24 - Non Profits and Parliamentary Secretary Mandate.
- To support ministry clients during COVID-19, SDPR implemented measures to complement both provincial and federal crisis measures to ensure they did not fall deeper into poverty.
  - Temporary financial supports:
    - COVID-19 Crisis Supplement; \$300 monthly; April – December 2020
    - BC Recovery Supplement; \$150 monthly; January – March 2021
  - Exemptions – BC is the only province/territory to exempt all support payments:
    - Employment Insurance (EI) [exemption concluded when pandemic related EI modifications ended]
    - Canada Emergency Response Benefits [program has concluded]
    - Canada Recovery Benefits [program has concluded]
    - Canada Emergency Student Benefits [program has concluded]
    - Canada Worker Lockdown Benefit
    - Pandemic Pay
    - One-time OAS/GIS COVID-19 Relief Payment
    - One-time Disability Tax Credit COVID-19 Relief Payment
    - One-time BC Recovery Benefit Payment
    - Relief payments from First Nations and Indigenous Organizations
  - SDPR suspended Employment Plans and obligations from March 2020 to March 2022.

***2) Build on our government's Poverty Reduction Plan, TogetherBC, and the recommendations of the Expert Panel on Basic Income to determine the best approach and path forward to reducing poverty long-term and providing opportunities for jobs and skills training.***

Progress to date:

Date:

Page 1

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM NOTE

- The Minister tabled the most recent (2021) Annual Report on TogetherBC on October 5, 2022, which noted that BC continues to meet its legislated targets and outlined an extensive list of BC's cross-ministry poverty reduction actions in 2021.
- The Poverty Reduction Strategy Act (2018) requires that TogetherBC be updated every five years; SDPR is in the early stages of engagement and policy development. See Program Note # 19 – Poverty Reduction Strategy.
- The annual earnings exemption for individuals receiving disability assistance was increased in January 2021. The current exemptions are:
  - \$15,000 for a single individual who has the Persons with Disabilities (PWD) designation,
  - \$18,000 for families with two adults, only one of which has the PWD designation, and
  - \$30,000 for families where both adults have the PWD designation.
- Effective May 2021, income assistance and disability assistance rates were increased by \$175 per adult, the largest ever permanent rate increase. This was the third increase since October 2017.
- Effective July 2021, eligibility for people receiving income assistance to take up to two years of skills training while they receive assistance was implemented.
- A review is underway to modernize the income and disability assistance legislative framework. This work includes considering the feasibility of implementing relevant recommendations from the Expert Panel on Basic Income's final report.

### ***3) Continue to work with people across the province to develop and introduce comprehensive accessibility legislation in Spring 2021 to open doors to opportunity and participation.***

Progress to date:

- The *Accessible British Columbia Act* received Royal Assent June 17, 2021.
- To implement *Accessible British Columbia Act*, Government:
  - has appointed the Provincial Accessibility Committee (PAC);
  - has released the first accessibility plan and report; and
  - has launched a feedback mechanism.
- Government has adopted the Accessible B.C. Regulation to prescribe public sector organizations. Prescribed organizations must develop an accessibility committee, an accessibility plan and a feedback mechanism.
- On May 31, 2022, Government announced that the first two standards to be developed would be in the area of service delivery and accessible employment.
- The Act supports the development of new accessibility standards – in areas like employment, the built environment and delivery of services. The Provincial Accessibility Committee provided input on the first standards to be developed.

### ***4) With support from the Minister of Agriculture and Food, lead work to increase food security for people in need by expanding government support to food***

Date:

Page 2

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM NOTE

***banks and developing program partnerships with food producers, grocery stores and not-for profits to develop discounted food market, food recovery and food redistribution programs.***

Progress to date:

- This is a currently unfunded mandate item; however, SDPR has made a range of critical investments through year-end funding to provincial and local organizations supporting food security across BC. Work is underway to develop options for a more sustainable approach to food security, aligned with updated 2024 Poverty Reduction Strategy.
- SDPR also plays a leadership role with the Ministries of Agriculture and Food and Health as co-chairs of a cross government Executive Director committee on food security, currently developing a food security framework for BC.
- See Program Note #23 – Food Security.

***5) Build on the work of so many around the province to make BC a global leader in the fight to end period poverty by creating a multi-sectoral Period Poverty Task Force to develop a comprehensive, long-term response to period poverty in BC.***

Progress to date:

- Government has appointed the Chair and Task Force and announced \$750,000 in one-time grant funding (fiscal 2021/22) to the United Way BC to support the task force secretariat and provision of menstrual products across BC. See Program Note # 22 – Period Poverty Task Force

***6) Continue work on the Re-Imagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities.***

Progress to date:

***7) Support the work of the Attorney General and Minister responsible for Housing to address the needs of people experiencing homelessness, including those living in encampments.***

- SDPR provided \$1M in March 2022 to the Social Planning and Research Council of BC (SPARC BC) to develop tenant start up kits for people who are newly moving from homelessness into housing. SPARC BC is currently finalizing the model with a range of community based organizations across BC.
- Effective May 1, 2022, SDPR introduced a new minimum shelter allowance for people receiving income assistance or disability assistance to help people experiencing homelessness with incidental expenses. The minimum rate for a single person is \$75 per month. It increases based on the number of people in the family.

Date:

Page 3



## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM NOTE**

- Effective July 8, 2022, SDPR updated policy to clarify that people experiencing homelessness who are receiving income assistance or disability assistance can access the moving supplement if they meet eligibility criteria. This update is intended to help clients experiencing homelessness search for housing, including broadening their search for housing options in more affordable communities.
- The 2022 Budget introduced the plan to increase the number of Community Integration Specialists from 73 to 190 positions to assist individuals at risk of/currently experiencing homelessness navigate government programs and connect them to available supports in communities throughout the province. The location of the new Community Integration Specialists will be based on homelessness data by census areas, complex care housing sites, potential partnerships with Friendship Centre locations, as well as ministry client data of individuals with no fixed address (including encampments).
- Targeted for February 2023 implementation, work is underway to revise SDPR's policy to temporarily maintain the shelter allowance when a family member is away from the home (normally the rate is decreased to reflect the actual number of people in the household). Changes will expand scenarios, allow up to the maximum support & shelter, and consolidate policies into a simpler approach with the goal to improve housing stability and prevent homelessness.

### ***Mandate Direction for Parliamentary Secretaries:***

#### ***PS Sharma***

- In addition to the above mandate items, the Minister of SDPR was directed to support the Parliamentary Secretary for Community Development and Non-Profits on five mandate items. Progress on these items can be found in Program Note #24 - Non Profits and Parliamentary Secretary Mandate.

#### ***PS Coulter***

- Engage with advocates, communities and businesses to ensure the new accessibility legislation is effective and well-understood.
- Work with the Attorney General and Minister responsible for Housing to ensure the next iteration of the BC Building Code includes changes that will make new buildings more accessible for all people.



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.

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**Office of the  
Premier**

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

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

**Location:**  
Parliament Buildings  
Victoria

- **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.

.../3

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.

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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.

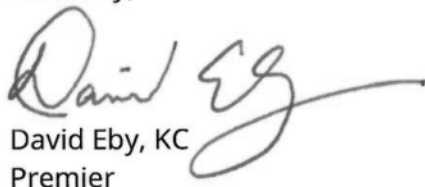
British Columbians expect their elected representatives to work together to advance the public good. That means seeking out, fostering, and championing good ideas regardless of their origin. I expect you to reach out to elected members from all parties as you deliver on your mandate. Further, you will 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

## ACCESSIBILITY TECHNICAL COMMITTEE APPOINTMENTS

### **Initiative:**

Accessibility Technical Committee Appointments

### **Initiative Description:**

Part Four of the *Accessible British Columbia Act* (the Act) enables the government to develop standards that identify, remove, and prevent barriers for people with disabilities. On May 31, 2022, the previous Minister announced that government would initiate the development of two new accessibility standards: 1) for Employment Accessibility and 2) Accessible Service Delivery.

Technical committees will play an integral role in the standards development process by assisting the Provincial Accessibility Committee to develop recommendations for the Minister. The Technical Committees will meet every 4 weeks for 3 hours and are subject to the direction of the Provincial Accessibility Committee and the Minister.

Between August 18, 2022, and September 16, 2022, the Accessibility Directorate issued a public expression of interest to recruit members for the two technical committees. The Accessibility Directorate sought members with a wide range of experience. 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 Accessibility Directorate screened the 177 applications received, 73% of applicants self-identified as having a disability. The Accessibility Directorate developed a shortlist of 25 applicants per committee. The Crown Agencies and Board Resourcing Office (CABRO) conducted due diligence checks on the shortlisted applicants and prepared a decision note for the Minister.

The previous Minister selected the 30 successful applicants for the technical committees in a briefing held on November 16, 2022. The Accessibility Directorate staff then prepared and sent appointment letters to successful candidates. The Technical Committees were publicly announced on December 1, 2022, and bios for the members were published on the Accessibility Directorate webpage.

The Accessible Service Delivery Standard committee will be chaired by Christopher T. Sutton, the chief executive officer at Wavefront Centre for Communication Accessibility. The first meeting of the Technical Committee on Accessible Service Delivery will be on January 11, 2023.

The Employment Accessibility Standard committee will be chaired by Christine Buchanan, the regional director of employment services and training at Open Door Group. The first meeting of the Technical Committee on Employment Accessibility will be in Spring 2023 to allow for policy learning from the federal standard on Employment under development by Accessibility Standards Canada.

Date: December 7, 2022

Page 1

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Proposed Amendment

**Indigenous catch-all exemption:** The Ministry is working to create an exemption to ensure that current, pending, and future settlements and awards of damages payments made to Indigenous persons by the Government of Canada or a province/territory do not impact eligibility for income, disability, and hardship assistance.

### Description:

The Employment and Assistance Regulation and Employment and Assistance for Persons with Disabilities Regulation (the Regulations) exempt specified forms of money from the calculation as income and assets for the purpose of determining eligibility for income, disability, and hardship assistance.

Under the current Regulations, without an exemption, payments related to government settlements resulting in payments to compensate for wrongdoing against Indigenous persons must be included when calculating income and assets for the purpose of determining eligibility for assistance. This means eligibility for income, disability, and hardship assistance will be impacted.

There are nine current exemptions: Residential School settlements, Treaty No. 8 Agricultural Benefits settlement, Esquimalt and Songhees Nations settlements, Sixties Scoop settlement, Day Schools settlement, Williams Treaties settlement, Missanabie Cree First Nation settlement, Peepeekisis Cree Nation File Hills settlement, and the Seabird Island Reserve settlements (Existing Exemptions).

The Day Scholars Class Action Settlement has begun making payments to claimants. In addition the ministry is also aware of five pending settlements where funds will be paid to claimants over the coming years and expects more in the future.

Advice/Recommendations; Cabinet Confidences; Intergovernmental Communications

After receiving advice from the Indigenous Legal Relations (ILR) unit, ministry staff engaged with Indigenous Peoples concerning the proposed amendments through Spring and Summer of 2022, including:

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

- A meeting between the First Nations Leadership Council (FNLC) political executive and ministry executive. FNLC recommended the ministry consult with First Nations rights holders on the proposed amendments.
- The ministry sent letters to 204 BC First Nations, Modern Treaty Nations, and Métis Nation BC, outlining the proposed changes and seeking feedback. The ministry received feedback from several nations, primarily support and requests for clarification.
- The ministry sent formal notification letters to the Modern Treaty Nations.

Fiscal implications are limited to foregone savings from not deducting settlement payments from assistance amounts paid to clients. Treasury Board staff do not consider the foregone savings to be material.

### **Next Steps**

Advice/Recommendations; Cabinet Confidences



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION TRANSITION BINDER

## TOPIC: Ministry Budget

The budget for 2022/23 is **\$4.46 billion** for ministry operations, a **\$95.6 million** increase from \$4.36 billion in 2021/22.

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

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

## **Background:**

The Ministry's 2022/23 operating budget is \$4.46 billion, with the fiscal plan forecasting a budget of \$4.49 billion in 2023/24, and \$4.51 billion in 2024/25.

Budget 2022 provides new incremental funding of **\$44.4 million** over the three-year fiscal plan. This increase includes **\$0.2 million** in incremental funding for 2022/23.

\$213.9 million was reallocated in Budget 2022. The reallocation occurred through funding allocated to SDPR in Budget 2021 for Income Assistance programs, over and above the ministry's revised funding requirements. This approach ensured the ministry is best positioned to support the Province's Homelessness Strategy and implement the

*Accessible BC Act* while continuing to provide support for individuals requiring temporary and/or disability assistance.

| <b>Budget 2022 Fiscal Plan – New Incremental Funding by Sub-Vote</b> |                |                |                |               |
|--|----------------|----------------|----------------|---------------|
| <b>(\$ millions)</b>   | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>TOTAL</b>  |
| Temporary Assistance   | (1.5)          | (14.3)         | (14.3)         | <b>(30.1)</b> |
| Disability Assistance  | (20.8)         | (14.0)         | (6.0)          | <b>(40.7)</b> |
| Supplementary Assistance   | (8.1)          | 3.9            | 11.5           | <b>7.3</b>    |
| Program Management   | 17.6           | 18.3           | 18.3           | <b>54.3</b>   |
| <b>Total Income Assistance</b>                                       | <b>(12.8)</b>  | <b>(6.0)</b>   | <b>9.6</b>     | <b>(9.2)</b>  |
| CLBC   | 12.0           | 17.0           | 22.0           | <b>50.9</b>   |
| Executive and Support Services & EAAT                                | 1.0            | 0.7            | 1.0            | <b>2.7</b>    |
| <b>Total</b>   | <b>0.2</b>     | <b>11.7</b>    | <b>32.5</b>    | <b>44.4</b>   |

## Key Changes by Sub-Vote

### Income Assistance – (\$9.2) million

- Temporary Assistance – **(\$30.1) million**

| <b>(\$ millions)</b>                      | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>TOTAL</b>  |
|---|----------------|----------------|----------------|---------------|
| Reallocated Caseload                      | (11.4)         | (24.3)         | (24.3)         | <b>(60.0)</b> |
| Community Integration Specialists Program | 0.9            | 0.9            | 0.9            | <b>2.8</b>    |
| Minimum Shelter Rate Homelessness         | 4.9            | 4.9            | 4.9            | <b>14.7</b>   |
| Homelessness Policy Revisions             | 4.1            | 4.1            | 4.1            | <b>12.4</b>   |
| <b>Total</b>                              | <b>(1.5)</b>   | <b>(14.3)</b>  | <b>(14.3)</b>  | <b>(30.1)</b> |

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

| <b>(\$ millions)</b>                      | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>TOTAL</b>  |
|---|----------------|----------------|----------------|---------------|
| Reallocated Caseload                      | (33.8)         | (26.9)         | (18.9)         | <b>(79.6)</b> |
| Community Integration Specialists Program | 1.0            | 1.0            | 1.0            | <b>3.0</b>    |
| Minimum Shelter Rate Homelessness         | 6.1            | 6.1            | 6.1            | <b>18.2</b>   |
| Homelessness Policy Revisions             | 5.9            | 5.9            | 5.9            | <b>17.6</b>   |
| <b>Total</b>                              | <b>(20.8)</b>  | <b>(14.0)</b>  | <b>(6.0)</b>   | <b>(40.7)</b> |

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

| (\$ millions)                             | 2022/23      | 2023/24    | 2024/25     | TOTAL         |
|---|--------------|------------|-------------|---------------|
| Reallocated Caseload                      | (10.6)       | (7.6)      | 0.0         | <b>(18.2)</b> |
| Community Integration Specialists Program | 0.0          | 9.0        | 9.0         | <b>18.0</b>   |
| Homelessness Policy Revisions             | 2.0          | 2.0        | 2.0         | <b>6.0</b>    |
| Accessibility Directorate                 | 0.5          | 0.5        | 0.5         | <b>1.5</b>    |
| <b>Total</b>                              | <b>(8.1)</b> | <b>3.9</b> | <b>11.5</b> | <b>7.3</b>    |

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

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

#### Community Living Services – **\$50.9 million**

| (\$ millions)     | 2022/23     | 2023/24     | 2024/25     | TOTAL       |
|-------------------|-------------|-------------|-------------|-------------|
| Caseload          | 10.0        | 15.0        | 20.0        | <b>45.0</b> |
| CLBC Home Sharing | 1.9         | 1.9         | 1.9         | <b>5.7</b>  |
| SSNM Staff        | 0.1         | 0.1         | 0.1         | <b>0.2</b>  |
| <b>Total</b>      | <b>12.0</b> | <b>17.0</b> | <b>22.0</b> | <b>50.9</b> |

#### Executive & Support Services (ESS) – **\$2.7 million**

| (\$ millions)             | 2022/23    | 2023/24    | 2024/25    | TOTAL      |
|---------------------------|------------|------------|------------|------------|
| Accessibility Directorate | 1.0        | 0.7        | 1.0        | <b>2.7</b> |
| <b>Total</b>              | <b>1.0</b> | <b>0.7</b> | <b>1.0</b> | <b>2.7</b> |

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

- \$44.4 million new incremental funding over the fiscal plan
  - \$43.9 million over three years to address caseload pressures;
  - \$0.3 million over three years to address increased Legal Costs;
  - \$0.2 million over three years for SSNM funding adjustment CLBC staff
- \$213.9 million from Budget 2021 reallocated in Budget 2022 over the three-year plan:  
The reallocation is occurring through funding allocated to SDPR in Budget 2021 for Income Assistance programs, over and above the ministry's revised funding

requirements. This approach ensures the ministry is best positioned to support the Province's Homelessness Strategy and implement the Accessible BC Act, while continuing to provide support for individuals requiring temporary and/or disability assistance.

Highlights of the ministry's investment in the Homelessness Strategy include a *more than doubling of the Community Integration Specialists program, an increase of \$75 to the shelter rate allowance, and policy revisions to support individuals facing, or at risk of, homelessness.*

## ADDITIONAL BACKGROUND:

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

## Ministry Budget 2022 - Capital

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

Data Source: FASB

<sup>1</sup> No new vehicles were purchased in 2021/22. For fiscal year 2022/23, Treasury Board has approved unused vehicle funding from 2021/22 to be re-profiled to 2022/23. Budget for 2022/23 for replacement of vehicles is a maximum estimated cost of \$232,000 for traditional vehicles plus \$86,000 for zero emissions (ZEV).

## Community Living BC

Government has approved provincial funding for CLBC of \$1.33 billion for 2022/23, which includes an increase in provincial funding of \$42.7 million over the previous year as follows:

- \$40.7 million to address case load pressures;
- \$1.9 million related to further improve the Home Sharing Framework; and
- 0.1 million for SSNM funding CLBC staff

### Employment Program of BC (EPBC)

The budget for EPBC is \$442.1 million in 2022/23 and includes:

- \$345.1 million in funding from the federal government under the Labour Market Development Agreement;
- \$67.8 million carryover from 2021/22; and
- \$29.2 million in provincial funding.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

### ADM Responsible:

Suzanne Christensen, ADM, Research, Innovation and Policy Division

### Divisional Description:

The Research, Innovation and Policy Division (RIPD) is an integrated research, policy and legislation unit of the Ministry of Social Development and Poverty Reduction (SDPR).

RIPD provides research and analysis, policy development, regulations, legislation, advice, strategic services, and consultation for the broad span of ministry functions.

There are four branches in RIPD:

The *Strategic Policy and Legislation Branch* leads the development, implementation and evaluation of the government's policies, legislation and regulations governing income and disability assistance for adults. The branch oversees the defence of litigation commenced against the ministry and leads the ministry's intergovernmental and stakeholder relations activities, which include Federal, Provincial, Territorial (FPT), and Indigenous partnerships, and consultations with disability, poverty, and Indigenous stakeholders.

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

The *Strategic Policy and Initiatives Branch* leads the development and implementation of B.C.'s first poverty reduction strategy and supports the ministry's strategic policy agenda. The branch also plays a leadership role in cross-government activities related to the government mandate of poverty reduction. The branch provides secretariat support to the Minister's Poverty Reduction Advisory Committee and engages with stakeholders from across government, Indigenous communities, and community organizations.

The *Reconsideration, Appeals and Administrative Fairness Branch* is responsible for providing reconsideration and appeal services for clients of the Ministry of Social Development and Poverty Reduction's BC Employment and Assistance Program, and the Ministry of Children and Family Development's Affordable Child Care Benefits Program. The branch is also responsible for the strategic planning and implementation of initiatives related to the principles of administrative fairness.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

### Budget:

\$6.743M (does not include approval for 18 temporary positions and related expenditures for Legislative Modernization and Partnerships and Engagement projects)

### Full-Time Equivalents (FTEs):

58 permanent employees (does not include 18 temporary positions for Legislative Modernization and Partnerships and Engagement projects)

### Related Legislation:

*Employment and Assistance Act*

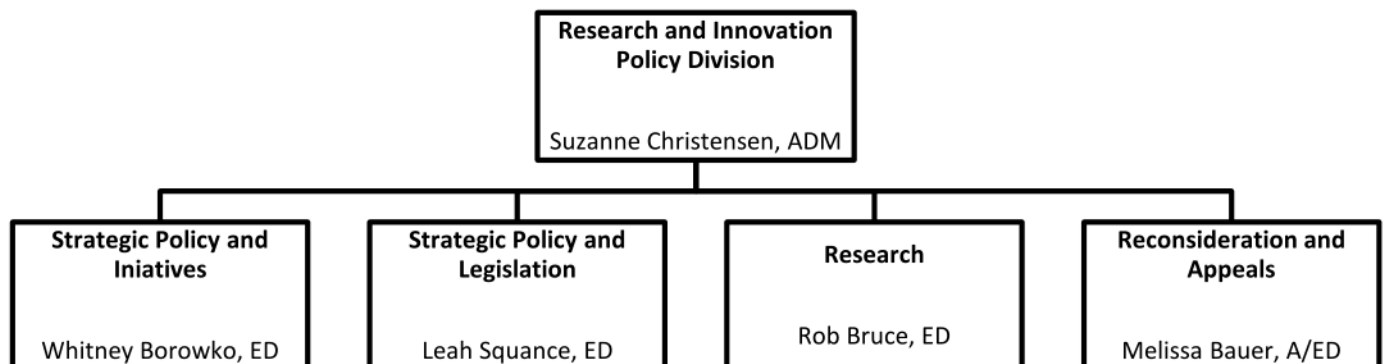
*Employment and Assistance for Persons with Disabilities Act*

*Community Living Authority Act*

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

Poverty Reduction Strategy Act

### Organizational Chart:



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Income Assistance

### Program Description

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

As of August 2022, the Temporary Assistance caseload was 51,066. The caseload counts singles and families. When spouses and dependent children are included, 79,022 people received Temporary Assistance. The amount of income assistance depends on family composition. For instance, the rate for an employable single person on income assistance is \$935 per month and an employable couple receives 1,525 per month (see Appendix A).<sup>1</sup>

Income assistance helps to ensure that an eligible family’s overall monthly income meets minimum standards as defined by rates established in legislation and regulation. Applicants are expected to apply for and access all other sources of income and assets before qualifying (e.g. Canadian Pension Plan (CPP), Employment Insurance). Initial and ongoing eligibility is determined by:

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

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

Some clients have restrictions that can limit their ability to work or look for work, either temporarily or for lengthy periods. These restrictions may be situational such as: a single-parent family with a child under three years of age, a client determined to be a Person with Persistent Multiple Barriers (PPMB) to employment, or a person residing in a special care facility or hospital.

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<sup>1</sup> Additional supports during the COVID-19 pandemic are discussed in a separate transition binder note.



## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

An employable single or couple (without dependents) receiving income assistance has an earnings exemption of \$500 per month to assist with building job skills and experience. Supplementary assistance is also available to provide additional benefits for specific health or general needs - for more information, see Supplementary Assistance – General and Supplementary Assistance – Health.

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

| Assistance Type               | 2020/21 |         | 2021/22 |         | 2022/23<br>Budget<br>(\$000) |
|-------------------------------|---------|---------|---------|---------|------------------------------|
|                               | Budget  | Actual* | Budget  | Actual  |                              |
| Income (Temporary) Assistance | 432,851 | 599,718 | 550,417 | 562,183 | 559,921                      |

Data Source: FASB

\*Actuals 2020/21 include \$145.556M in COVID-19 support; \$125.877M Apr-Dec COVID-19 crisis supplement and \$19.680M Jan-Mar BC Recovery Supplement.

### Related Legislation:

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

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Appendix A: Income Assistance Rate Table

| Unit Size | Support Rate |            |          |            |            |            |          |            | Shelter Maximum |
|-----------|--------------|------------|----------|------------|------------|------------|----------|------------|-----------------|
|           | A            | B          | C        | D          | E          | F          | G        | H          |                 |
| 1         | \$560.00     | \$610.00   | N/A      | \$860.00   | N/A        | N/A        | N/A      | N/A        | \$375.00        |
| 2         | \$955.00     | \$1,055.00 | \$710.00 | \$1,255.00 | \$1,505.00 | \$1,010.00 | \$760.00 | \$1,005.00 | \$570.00        |
| 3         | \$1,055.00   | \$1,155.00 | \$710.00 | \$1,355.00 | \$1,655.00 | \$1,010.00 | \$760.00 | \$1,105.00 | \$660.00        |
| 4         | \$1,055.00   | \$1,155.00 | \$710.00 | \$1,355.00 | \$1,655.00 | \$1,010.00 | \$760.00 | \$1,105.00 | \$700.00        |
| 5         | \$1,055.00   | \$1,155.00 | \$710.00 | \$1,355.00 | \$1,655.00 | \$1,010.00 | \$760.00 | \$1,105.00 | \$750.00        |
| 6         | \$1,055.00   | \$1,155.00 | \$710.00 | \$1,355.00 | \$1,655.00 | \$1,010.00 | \$760.00 | \$1,105.00 | \$785.00        |
| 7         | \$1,055.00   | \$1,155.00 | \$710.00 | \$1,355.00 | \$1,655.00 | \$1,010.00 | \$760.00 | \$1,105.00 | \$820.00        |

| Key      |   |
|----------|---|
| <b>A</b> | Employable singles, couples, and two-parent families where all adults are under 65 years of age.  |
| <b>B</b> | Singles, couples, and two-parent families where all adults meet the Persons with Persistent Multiple Barriers (PPMB) criteria and all are under 65. |
| <b>C</b> | Employable one-parent families where the parent is under 65.  |
| <b>D</b> | Singles, couples, and two-parent families where one adult is aged 65 years or older.  |
| <b>E</b> | Couples and two-parent families where both adults are aged 65 years or older.   |
| <b>F</b> | One-parent families where the parent is aged 65 or older.   |
| <b>G</b> | One-parent families where the parent meets the Persons with Persistent Multiple Barriers (PPMB) criteria and is under 65.                           |
| <b>H</b> | *Couples and two-parent families where one adult meets the PPMB criteria and all are under 65.  |

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

## **Program**

Disability Assistance

## **Program Description**

Disability assistance provides support (higher than Income Assistance) and a wider range of potential supplements to people with a severe disability to help them gain greater independence.

As of August 2022, the disability assistance caseload was 118,698. Including spouses and dependent children, there were 144,686 recipients.

To be eligible for disability assistance, a person must be 18 years old and meet the criteria for the Persons with Disabilities (PWD) designation. To be designated as PWD, a person must have a severe mental or physical impairment that is likely to continue for at least two years that significantly restricts their ability to perform daily living activities. Applicants already eligible for one of the following programs complete a 2-page application form instead of the 24-page PWD application form.

- Community Living BC
- MCFD At Home Program
- BC PharmaCare Plan P – Palliative Care
- Canada Pension Plan – Disability Benefits

Before receiving disability assistance, a person must apply for and access all other sources of income and assets. Initial and ongoing eligibility is determined by both:

- Income and asset tests, and
- Administrative and other requirements, such as proof of identity, citizenship status, or residency.

Current disability assistance rates are:

- \$1,358.50 for a single person with the PWD designation;
- \$1,948.50 for a couple where one is PWD; and
- \$2,423.50 for a couple where both are PWDs.

In addition, each person with the PWD designation also receives a monthly transportation supplement of \$52 a month or access to a monthly bus pass. See Appendix A for full rate table.

People can also access a range of supplements for specific health or general needs - for more information see Supplementary Assistance – General and Supplementary Assistance – Health. SDPR assists ministry clients and their families with confirmation of

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

Ministry of Health's medical coverage through the Medical Services Plan (MSP) and enrolment in the no-deductible Pharmacare Plan C coverage.

While people on disability assistance are not required to seek work, they can access WorkBC Employment Services and other supports to assist them in finding employment. People who leave disability assistance for employment or to move on to federal income support programs maintain access to specific health supplements to help them move towards self-sufficiency.

PWDs also have an annual earnings exemption (AEE). Individuals receiving disability assistance can earn up to their AEE limit anytime during the calendar year, with no monthly maximums, without affecting their monthly disability benefits.

Current AEE limits are:

- \$15,000 for a single individual who has the PWD designation,
- \$18,000 for families with two adults, only one of which has the PWD designation, and
- \$30,000 for families where both adults have the PWD designation.

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

| Assistance Type       | 2020/21        |                             | 2021/22        |                | 2022/23 Budget (\$000) |
|-----------------------|----------------|-----------------------------|----------------|----------------|------------------------|
|                       | Budget (\$000) | Actual <sup>1</sup> (\$000) | Budget (\$000) | Actual (\$000) |                        |
| Disability Assistance | 1,531,691      | 1,902,094                   | 1,871,895      | 1,809,895      | 1,895,915              |

<sup>1</sup> Actuals from 2020/21 include \$377.572MM paid out as Covid 19 support.

Data Source: FASB

### Related Legislation:

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

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Appendix A: Disability Assistance Rate Table

| Support Rate |            |            |            |            |
|--------------|------------|------------|------------|------------|
| Family Size  | A          | B          | C          | D          |
| 1            | \$983.50   | N/A        | N/A        | N/A        |
| 2            | \$1,378.50 | \$1,853.50 | \$1,133.50 | \$1,628.50 |
| 3            | \$1,478.50 | \$1,953.50 | \$1,133.50 | \$1,728.50 |
| 4            | \$1,478.50 | \$1,953.50 | \$1,133.50 | \$1,728.50 |
| 5            | \$1,478.50 | \$1,953.50 | \$1,133.50 | \$1,728.50 |
| 6            | \$1,478.50 | \$1,953.50 | \$1,133.50 | \$1,728.50 |
| 7            | \$1,478.50 | \$1,953.50 | \$1,133.50 | \$1,728.50 |

| Key      |  |
|----------|--|
| <b>A</b> | Singles, couples, and two-parent families where one family member is a person with disabilities (PWD), and the other is not a PWD and is under 65.                   |
| <b>B</b> | Couples and two-parent families where both adults are PWDs.  |
| <b>C</b> | One-parent families where the parent is a PWD.   |
| <b>D</b> | Couples and two-parent families where one adult is a person with disabilities, and the other adult is not a person with disabilities and is 65 or more years of age. |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| Shelter Allowance |                           |                           |
|-------------------|---------------------------|---------------------------|
| Unit Size         | Minimum Shelter Allowance | Maximum Shelter Allowance |
| 1                 | \$75                      | \$375                     |
| 2                 | \$150                     | \$570                     |
| 3                 | \$200                     | \$665                     |
| 4                 | \$225                     | \$715                     |
| 5                 | \$250                     | \$765                     |
| 6                 | \$275                     | \$815                     |
| 7                 | \$300                     | \$865                     |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Supplementary Assistance – General

### Program Description

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

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

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

The total budget for supplementary assistance includes costs allocated for services to clients receiving income assistance, disability assistance, and some clients not receiving income assistance.

| Assistance Type | 2020/21           |                    | 2021/22           |                   | 2022/23<br>Budget<br>(\$000) |
|-----------------|-------------------|--------------------|-------------------|-------------------|------------------------------|
|                 | Budget<br>(\$000) | Actual*<br>(\$000) | Budget<br>(\$000) | Actual<br>(\$000) |                              |
| Totals          | 242,748           | 438,160            | 301,096           | 356,081           | 301,892                      |

Note: Clothing supplement for clients in special care facilities, crisis supplement, pre-natal shelter supplement, and lost or stolen cheques are not reflected in the budget table as they are not reported at that level. These supplements are paid out under Income (Temporary) and Disability Assistance.

\*Actuals 2020/21 include \$188.647M paid out to Seniors under Senior's supplement as COVID-19 support, \$160.786M Apr-Dec COVID-19 crisis supplement and \$27.861M Jan-Mar BC Recovery Supplement.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Appendix 1

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



## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| <b>General Supplement</b>                   | <b>Description</b>   |
|---|--|
| <b>Co-op Share Purchase</b>                 | A repayable monetary supplement available to assist a client to purchase cooperative housing membership shares. Limited to the lesser of following: \$850, or 50% of cost of membership shares.  |
| <b>Crisis Supplement</b>                    | <p>A monetary supplement to aid the client in an emergency of an unexpected nature when all other resources have been exhausted. Maximums:</p> <ul style="list-style-type: none"> <li>• Food: Up to \$40 per person per month</li> <li>• Clothing: Up to \$100 per person per year or \$400 per family of four or more per year</li> <li>• Shelter: Restricted to the actual cost up to the maximum monthly shelter and support allowance for the family unit plus applicable top up amounts (i.e. Pre-Natal Shelter Supplement).</li> </ul>   |
| <b>Child Benefits Top-Up Supplement</b>     | <p>A monetary supplement for clients with dependent children that involves the Canada Child Benefit (CCB) administered by the Canada Revenue Agency.</p> <ul style="list-style-type: none"> <li>• A temporary supplement may be issued to cover a family unit's financial needs when a CCB payment has been delayed, suspended, or cancelled. Rates are adjusted every July using the consumer price index: <ul style="list-style-type: none"> <li>• First child - \$213.25 per calendar month</li> <li>• Second child - \$188.67 per calendar month</li> <li>• Subsequent children - \$179.42 per calendar month</li> </ul> </li> <li>• An automatic adjustment may be issued if a family unit's CCB payment is less than the child benefits top-up supplement because: their income was too high the previous year, they have a newborn, or an 18 year old child.</li> <li>• A repayable child benefits top-up supplement may be issued to replace a portion of an unendorsed child benefits cheque that has been lost or stolen.</li> </ul> |
| <b>Funeral Supplement</b>                   | Supplement to assist with basic funeral costs when no other resources are available to the estate of the deceased person or certain responsible persons. The supplement pays an amount for specific funeral goods and services as outlined in regulation. Also available to non-clients.   |
| <b>Guide Dog and Service Dog Supplement</b> | Monetary supplement of \$95 per month to assist with the costs of a certified Guide Animal.  |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| <b>General Supplement</b>                      | <b>Description</b>  |
|--|---|
| <b>Identification Supplement</b>               | Monetary supplement available to cover the cost of obtaining the necessary ID to establish identity for the purpose of determining eligibility or access services in British Columbia for income, disability or hardship assistance clients. The ministry may pay for birth certificates, SIN cards, BCID cards, BC Services Card and BC driver's licenses.   |
| <b>Moving, Transportation and Living Costs</b> | Monetary supplement to cover necessary moving, transportation, and living expenses in certain situations when no other resources are available. Reasons for issuing the supplement include: <ul style="list-style-type: none"> <li>• Confirmed job</li> <li>• Imminent threats to physical safety, including fleeing an abusive relationship</li> <li>• Securing accommodation that is significantly less expensive</li> <li>• Being compelled to move (i.e. eviction, accommodation sold)</li> <li>• Child protection hearing</li> <li>• Court hearing</li> <li>• DNA paternity testing</li> </ul> |
| <b>Pet Damage Deposit</b>                      | A repayable monetary supplement to help people with pets secure rental accommodation. The amount of the supplement does not exceed 50% of one month's rent.   |
| <b>Pre-Natal Shelter Supplement</b>            | Monthly monetary supplement to assist single pregnant recipients (with no spouse and no dependent child) in meeting extra costs associated with securing or maintaining stable accommodation prior to the birth of their child.<br>Maximum of \$195/ month for up to 8 months issued upon confirmation of pregnancy and shelter costs above the single shelter rate of \$375/month.   |
| <b>Lost or Stolen Cheques</b>                  | Provides replacement cheque for an unendorsed cheque that has been lost or stolen.  |
| <b>School Start-up Supplement</b>              | An annual monetary supplement to cover the extra costs associated with a dependent child's schooling. Child aged 5 to 11: \$100 per calendar year / Child aged 12 and over: \$175 per calendar year.  |
| <b>Security Deposits</b>                       | A repayable monetary supplement to assist in securing rental accommodation. The amount of the supplement cannot exceed 50% of one month's rent.   |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| <b>General Supplement</b>                            | <b>Description</b>   |
|--|--|
| <b>Utility Security Deposit</b>                      | A repayable monetary supplement to assist with the cost of securing service for electricity or natural gas. Amount paid is the minimum amount necessary to obtain service.   |
| <b>Senior's Supplement</b>                           | <p>A monthly monetary supplement payable to provide a minimum income for low-income seniors on Old Age Security / Guaranteed Income Supplement (OAS/GIS).</p> <ul style="list-style-type: none"> <li>• Maximum rate for a single senior - \$99.30</li> <li>• Maximum rate for a senior couple - \$220.50</li> </ul>  |
| <b>Transportation to Alcohol and Drug Facilities</b> | Monetary supplement to meet the costs of transportation to and from an approved special care facility for residential alcohol and drug treatment in BC. Lowest cost available with acceptance into A&D residential facility and eligible only if no other resources or alternative travel options are available. If paying mileage, rate is \$.20 per km and meals are paid at \$4 each. |
| <b>Transportation Supplement</b>                     | A monthly supplement of \$52 is provided to recipients with the Persons with Disabilities (PWD) designation to cover the cost of the bus pass issued through the BC Bus Pass Program, or to assist generally with their transportation costs.  |
| <b>Travel Supplement</b>                             | A monthly monetary supplement of up to \$46 to assist with the cost of attending a self-help skill program or supported work-placement program approved by Community Living British Columbia.  |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Supplementary Assistance - Health

### Program Description

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

Ministry clients may access health supplements such as optical, dental, diet, nutritional, and medical equipment and supplies (see Appendix 1). Depending on the specific supplement, eligible clients may receive the supplement as either a monetary or in-kind/product supplement.

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

Most eligibility decisions are made by ministry staff based on criteria and documentation requirements outlined in policy and regulation. Some supplements are administered under contract by Pacific Blue Cross. Each supplement has its own eligibility criteria but there are general rules that apply including:

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

SDPR assists ministry clients and their families with confirmation of Ministry of Health's medical coverage through the Medical Services Plan and enrolment in the no-deductible PharmaCare Plan C coverage.

Some former clients, such as those who get Medical Services Only (MSO) coverage, may still access specific health supplements, maintaining MSP and no-deductible PharmaCare Plan C coverage after they leave income or disability assistance.

For example, people with a PWD designation can get MSO coverage if they leave disability assistance for work or for federal benefits, such as a pension. People with a Persons with Persistent Multiple Barriers designation also have access to MSO coverage if they leave assistance at age 65 for federal benefits.

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

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

Through Transitional Health Services (THS), the ministry provides continued access to certain health supplements for up to one year to families with children where the client leaves income assistance for employment.

The intent of THS is to assist families with children to obtain and maintain employment by allowing them to retain their MSP and no-deductible PharmaCare coverages as well as other health supplements, such as dental and optical, while they move from income assistance into financial independence and onto their own MSP and FairPharmaCare plan.

The ministry may also provide specific health supplements for any person, including non-clients, demonstrating a direct and imminent life-threatening health need and who has no other resources available to meet that need. The supplements available to address a specific life-threatening need are medical equipment, medical supplies, and medical transportation. People who have a life-threatening health need must meet the eligibility requirements of the requested supplement; income testing is completed for non-clients, ensuring that supplements are provided only to those most in need.

The ministry also provides access to basic dental, optical, and hearing benefits to children in low-income families through the Healthy Kids Program. To access the Healthy Kids Program, families must have an adjusted net family income of \$42,000 or less, and apply for Supplementary Benefits through MSP. Once approved, children under age 19 are automatically enrolled into the Healthy Kids Program. Ongoing eligibility for the Healthy Kids Program is confirmed through an annual income verification between the Ministry of Health and the Canada Revenue Agency.

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

The supplements with the highest proportion of the Health Supplements budget include dental and orthodontic (\$60.2M), medical equipment (including hearing aids and orthoses) (\$39.7M), medical supplies (\$19.6M), and monthly nutritional supplement (\$14.5M).

| Assistance Type           | 2020/21        |                | 2021/22        |                | 2022/23        |
|---------------------------|----------------|----------------|----------------|----------------|----------------|
|                           | Budget (\$000) | Actual (\$000) | Budget (\$000) | Actual (\$000) | Budget (\$000) |
| <b>Health Supplements</b> | 151,103        | 129,995        | 156,061        | 142,255        | 149,153        |

Data: FASB

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Appendix 1

### Supplementary Assistance – Health

| Health Supplement                         | Description  |
|---|--|
| <b>Dental and Orthodontic Supplements</b> | <p>All ministry clients can receive emergency dental coverage for the relief of pain.</p> <p>Basic dental services are covered for specific client categories, their dependents, and children of low-income British Columbians through the Healthy Kids program.</p> <ul style="list-style-type: none"> <li>• Eligible adults have access to \$1000 of basic dental services every two years</li> <li>• Eligible children have access to \$2000 of basic dental services every two years.</li> </ul> <p>Dental supplements are paid at the rate set by the ministry. The ministry has regulated dental fee schedules which outline the eligible services and rates paid for treatment completed by either a dentist, denturist, or dental hygienist.</p> <p>Orthodontic services are offered to children of income and disability assistance clients and individuals with a PWD designation, and are only considered in the most severe cases.</p> |
| <b>Diet Supplements</b>                   | <p>A monthly monetary supplement is provided to assist with the cost of unusually expensive therapeutic diets required as a result of a specific medical condition or a special dietary need. Amounts range from \$10 to \$50 per month. Examples of conditions that require additional diet supplements include cystic fibrosis and diabetes, as well as gluten-free and high-protein diet requirements.</p>  |
| <b>Extended Medical Therapies</b>         | <p>MSP covers acupuncture, physiotherapy, massage therapy, naturopathy, chiropractic, and non-surgical podiatry treatments to a combined limit of 10 visits per calendar year for all clients. For specific client categories, the ministry may provide up to an additional 12 combined visits of these treatments after the 10 MSP visits have been exhausted and when required to meet an acute need. Paid at the MSP rate of \$23 per visit.</p>  |
| <b>Hearing Instruments</b>                | <p>Hearing aids and associated repairs and supplies are provided to specific client categories, based on a confirmed need that is supported by a prescription and assessment from an appropriate health professional.</p>  |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| Health Supplement                     | Description   |
|---------------------------------------|---|
| <b>Alternative Hearing Assistance</b> | A monetary supplement of \$100 per month to provide support to individuals who have permanent, profound hearing loss in both ears and cannot benefit from a hearing instrument for the purposes of speech comprehension. The provision of the supplement must be supported by an assessment from an audiologist or hearing instrument practitioner.   |
| <b>Infant Formula</b>                 | Specialized infant formula is provided for a child who has a medical condition that requires specialized formula to treat the condition. Regular infant formula will be provided during the child's first 12 months if the child is at risk of contracting a disease through breastfeeding.   |
| <b>Medical Equipment</b>              | Basic medically essential equipment and devices such as canes, crutches, walkers, manual and power wheelchairs, scooters, wheelchair seating systems, ceiling and floor lifts, bathing and toileting devices, hospital beds and pressure relief mattresses, positive airway pressure devices, percussors, and suction units. Provision to specific client categories is based on a confirmed need that is supported by an assessment from an appropriate health professional.                             |
| <b>Medical Supplies</b>               | Essential prescribed medical supplies are provided to specific client categories in order to prevent medical and health deterioration. This includes supplies for the following: wound care, bowel care, catheterization, incontinence, skin parasite care, limb circulation, food thickeners, and lancets.   |
| <b>Medical Transportation</b>         | Monetary supplement to meet the costs of extraordinary transportation, accommodation, meals, and other costs associated with essential medical treatment. The lowest cost option is covered and eligible only if no other resources or alternative travel options are available. If paying mileage, the base rate is \$0.20 per km and meals are paid at \$4 per meal. In June 2022, the ministry temporarily increased the mileage rate to \$0.25 per km in response to significant gas price increases. |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| Health Supplement                           | Description   |
|---|---|
| <b>Monthly Nutritional Supplement (MNS)</b> | <p>A monthly monetary supplement to provide support to individuals with a Persons with Disabilities (PWD) designation whose severe medical conditions have progressed to the point that nutritional intervention is required to reverse or slow further deterioration of health. Without such intervention, there will be an imminent danger to their life.</p> <p>MNS may be provided for individuals with a PWD designation if it is confirmed that they have chronic, progressive health deterioration with wasting symptoms.</p> <p>The Monthly Nutritional Supplement items are:</p> <ol style="list-style-type: none"> <li>1. nutritional items (up to \$165/month);</li> <li>2. vitamin &amp; mineral supplements (up to \$40/month).</li> </ol> <p>The ministry may find that a client is eligible for one or both supplements.</p> |
| <b>Natal Supplement</b>                     | <p>A monetary supplement of \$45 per month is provided to pregnant clients for single births, and to family units in which there is a child under the age of seven months, to assist with meeting the extra costs associated with prenatal and postnatal periods. For multiple pregnancies or multiple births, the supplement may be increased to \$90.</p>   |
| <b>Nutritional Supplements</b>              | <p>Nutritional supplements (e.g., Ensure, Boost, etc.) may be provided as a short-term supplementation to regular dietary intake to aid in recovery from surgery, severe injury, serious disease, or the side effects of medical treatment. Nutritional supplement products are limited to three months.</p>  |
| <b>Optical Supplements</b>                  | <p>Coverage for prescription eyeglasses (frames, lenses) and repairs for all ministry clients (children and adults) and also children in low-income families through the Healthy Kids Program. Specialized lenses, coatings, tints, etc. may also be covered with medical justification. Optical supplements are paid at the rate set by the ministry.</p> <p>The ministry also covers routine eye examinations once every two years for eligible adults aged 19 to 64. Routine eye examinations for children and seniors are covered under the MSP, as are medically necessary eye exams, regardless of age.</p>   |



## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| Health Supplement           | Description  |
|-----------------------------|--|
| <b>Orthoses and Bracing</b> | Coverage for medically essential orthotics and bracing devices to assist with basic functionality if required to prevent surgery, for post-surgical care, to assist in healing from injury or disease, or to improve functioning that has been impaired due to a neuro-muscular-skeletal condition. Examples of items covered include foot orthoses, Ankle-Foot Orthoses (AFO), wrist splints, knee braces, and back braces. |
| <b>Tube Feed Supplement</b> | Coverage for a liquid nutritional product, medical equipment and supplies to eligible clients who are unable to take food orally or process it through the gastrointestinal system.  |

Note: Eligible ministry clients and their families are enrolled and provided with the Ministry of Health's Plan C medical coverage through MSP and Plan C no deductible PharmaCare coverage.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Reconsideration, Appeals and Administrative Fairness

### Program Description

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

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

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

The ministry conducted 2,285 reconsiderations in fiscal 2021/2022, and 91 percent were conducted within legislated timelines.

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

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

The Tribunal conducted 187 appeals in 2021/2022, and 19 percent of reconsideration decisions were rescinded.

During the COVID-19 pandemic and provincial state of emergency, the number of requests for reconsideration and appeal was lower than average. In 2022, the number of requests has increased but has not yet returned to pre-pandemic levels.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

BCEA Program Policy Changes to Support *TogetherBC*, B.C.'s poverty reduction Strategy

### Program Description:

The *Poverty Reduction Strategy Act* (the Act), enacted in November 2018, sets the framework for B.C.'s first poverty reduction strategy. *TogetherBC*, B.C.'s first poverty reduction strategy, was released in March 2019 and outlines a cross-government approach to poverty reduction.

The Ministry of Social Development and Poverty Reduction's BC Employment and Assistance (BCEA) Program implemented policy changes to support *TogetherBC*, including policy changes to support government's actions on homelessness, on July 1, 2019, and January 1, 2020. A total of 21 policy changes were implemented.

### January 1, 2020 BCEA Program Policy Changes

- Modernized the definition of Spouse
  - Modernizes how spousal relationships are determined to ensure new couples and those who have separated but continue to cohabitate are not financially penalized.
- Modernized the definition of Dependent Child
  - Fully recognizes shared parenting so the child will receive the full supports and benefits available to them.
- Removed the 2-Year Financial Independence Rule
  - Ensured vulnerable youth and young adults in need have immediate access to income support and benefits without a waiting period.
- Eliminated the Early Canada Pension Plan (CPP) application requirement
  - Improves the financial security of low-income seniors by ending the need for people on income and disability assistance to pursue early Canada Pension Plan retirement benefits if they are younger than 65.
- Improved the Information & Verification Requirements (Section 10)
  - Ensures clients who have difficulty providing documentation for eligibility will remain on assistance if they are homeless or at imminent risk of homelessness.
- Removed the Security Deposit Limit and created the Pet Damage Deposit Supplement
  - Supports clients to obtain and maintain housing and prevent homelessness, including supporting clients who have pets.
- Increased the Crisis Supplement for Shelter
  - Helps prevent homelessness and better support people facing unexpected shelter costs.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

- Expanded supports for recipients of Hardship Assistance
  - Supports hardship assistance clients to meet their health needs while working to establish their eligibility for income and disability assistance. This includes access to special care facilities (e.g., mental health or drug treatment facilities) and access to more health supplements.
- Streamlined the application process for clients returning to assistance
  - Increases the time period from 3 months to 6 months that clients can submit a monthly report form, in lieu of a full application.
  - This supports clients who leave assistance for short durations (e.g., incarceration, illness, temporary work, etc.) to return to assistance and access the income support and benefits they need.
- Established maximum repayments of debt for clients
  - Provides clarity for clients on debt repayment and sets a limit on the rate of debt repayment to the ministry.
- Clarified rules for the Employment and Assistance Appeal Tribunal (EAAT)
  - Reduces delays for clients who are appealing ministry decisions to the EAAT and have new evidence about their case.
- Removed the need for regulatory amendments to update the Monthly Report form
  - Streamlines the ministry process for amending the monthly report form to support more responsive service delivery.

### July 1, 2019 BCEA Program Policy Changes

- Reduced the five-week work search requirement to three weeks
- Room and Board
  - Clients living in room and board situations with a parent or adult child are now eligible for the full cost of room and board up to the maximum support and shelter allowance amounts.
- Expanded eligibility for the Identification Supplement to assist clients to obtain ID to access essential services.:
- Eliminated the vehicle asset limit of \$10,000 for income assistance clients:
- Increased cash asset limits for income assistance clients from \$2,000 to \$5,000 (singles) and \$4,000 to \$10,000 (families)
- Removed barriers and simplified eligibility criteria for Persons with Persistent Multiple Barriers (PPMB) by:
  - eliminating the waiting period to apply for PPMB,
  - no longer excluding addictions as an eligibility health condition,
  - eliminating complex eligibility criteria, and
  - replacing the multi-stage and complicated application process with a single two-part application form that asks for a health condition and a self-identified barrier to employment.
- Expanded eligibility for the Moving Supplement to support clients to move anywhere in B.C. and support clients with temporary storage fees during the move.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

- Eliminated the “transient” definition so that they are now able to receive the same support as other people on income assistance, such as earnings exemptions and other supplements:
- Introduced Signing Authority for Registered Dietitians for nutritional supplement

### **Other Significant BCEA Policy Initiatives that support *TogetherBC*:**

Since the implementation of the first two sets of policy initiatives on July 1, 2019, and January 1, 2020, to support *TogetherBC* and government’s action on homelessness, SDPR has also implemented several other significant policy changes to the BCEA Program to address the depth of poverty and prevent homelessness for ministry clients.

- Effective May 2021, income assistance and disability assistance rates were increased by \$175 per adult, the largest ever permanent rate increase. This was the third increase since October 2017.
- Effective January 1, 2021, the annual earnings exemption for individuals receiving disability assistance was increased. The current exemptions are:
  - \$15,000/year for a single individual who has the Persons with Disabilities (PWD) designation,
  - \$18,000/year for families with two adults, only one of which has the PWD designation, and
  - \$30,000/year for families where both adults have the PWD designation.
- Effective January 1, 2021, the monthly earnings exemption for individuals receiving income assistance was also increased. The current exemptions are:
  - \$500/month for a single person or couples without dependent children,
  - \$750/month for families with dependent children, and
  - \$900/month for Persons with Persistent Multiple Barriers or families with a dependent child who has a severe disability
- Effective May 1, 2022, SDPR introduced a new minimum shelter allowance for people receiving income assistance or disability assistance to help people experiencing homelessness with incidental expenses. The minimum rate for a single person is \$75 per month. It increases based on the number of people in the family.
- Effective July 8, 2022, SDPR updated policy to clarify that people experiencing homelessness who are receiving income assistance or disability assistance can access the moving supplement if they meet eligibility criteria. This update is intended to help clients experiencing homelessness search for housing, including broadening their search for housing options in more affordable communities.
- Targeted for February 2023 implementation, work is underway to revise SDPR’s policy to temporarily maintain the shelter allowance when a family member is away from the home i.e. incarcerated or in residential treatment. Normally the rate is decreased to reflect the actual number of people in the household. Changes will expand scenarios, allow up to the maximum support & shelter, and consolidate policies into a simpler approach with the goal to improve housing stability and prevent homelessness.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### **Program:**

Poverty Reduction Strategy and Legislation

### **Legislation and Program Overview:**

The *Poverty Reduction Strategy Act* (the Act) was passed unanimously into law in November 2018 and sets the framework for B.C.'s initial and subsequent poverty reduction strategies. It commits the B.C. government to reduce the poverty rate of all persons by 25 percent and the poverty rate of all children by 50 percent by 2024. The Act mandates an updated poverty reduction strategy at least every five years.

The Act sets out specific consultation requirements for developing the poverty reduction strategies. Consultations must ensure that the strategies are informed by the experiences of persons living in poverty and uphold B.C.'s commitment to reconciliation with Indigenous Peoples, the Calls to Action of the Truth and Reconciliation Commission, and the United Nations Declaration on the Rights of Indigenous Peoples.

The Act specifies four guiding principles (affordability, opportunity, reconciliation, and social inclusion) and six priority action areas: housing; families, children and youth; education; employment; income supports; and social supports.

B.C.'s first poverty reduction strategy, TogetherBC was released in 2019 and outlined B.C.'s plan for rebuilding a strong social safety net with a wide range of supports based on a thorough consultation process. As required by the Act, the Minister of SDPR appointed the Poverty Reduction Advisory Committee (PRAC) as an independent committee to provide advice on poverty reduction and prevention and assess the government's progress toward achieving its targets.

### **Annual Reporting:**

The Act requires an annual report to be prepared each year by October 1 and presented to the legislature before public release. The report describes the actions taken to implement the poverty reduction strategy and the effects on poverty reduction observed over the course of the year, including progress towards achieving the legislated targets. It also includes independent commentary from PRAC.

The report for 2021, tabled on October 5<sup>th</sup>, 2022, highlights government's progress across the six priority action areas as well as reconciliation and equity. Key actions led by SDPR in 2021 include:

- Permanent rate increases to income and disability assistance;
- Preventing and Reducing Homelessness Integrated Data Project;
- Changes to WorkBC to support skills training;
- WorkBC Community and Employer Partnerships (>\$17 million for 2021/22 fiscal year);

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

- Responding to immediate food needs through partnerships with United Way BC and Food Banks BC (\$9.77 million);
- Foundry Works! Program (\$5.1 million);
- Union of BC Municipalities (UBCM) Poverty Reduction Grants (\$5 million); and
- Partnership with Indigenous Services Canada.

### **Achieving B.C.'s Legislated Poverty Targets:**

B.C.'s poverty rate is measured using Canada's Official Poverty Line, the Market Basket Measure (MBM). The MBM reflects the cost of a "basket" of goods and services representing a modest, basic standard of living and includes five components: costs for food, clothing, transportation, shelter, and other expenses.

Data for the MBM is reported with a two-year lag by Statistics Canada. This means that the final results regarding the 2024 targets will not be known until 2026. As outlined in the 2021 Annual Report, MBM data released in March 2022 showed:

- Between 2019 and 2020, the overall poverty rate reduced by 36.1%, for a total reduction of 52.5% since 2016; and
- Between 2019 and 2020, the child poverty rate reduced by 31.5%, for a total reduction of 71.3% since 2016.

While we have exceeded the targets set out in the first strategy, more work is needed to understand how to sustain this progress given that much of the success recorded in 2020 was due to temporary COVID-19 benefits. It will also be important to assess and improve other key aspects of poverty including the depth of poverty and the cycle of poverty, particularly for key populations facing systemic barriers.

### **Updating the Poverty Reduction Strategy:**

The next strategy, to be released by March 2024, will be informed by a range of engagement streams including public engagement and targeted engagement with key partners and groups most affected by poverty.

A key stream of engagement will focus on First Nations, Métis and urban Indigenous Peoples. In March 2022, the Province released the Declaration Act Action Plan, which has a specific commitment to incorporate Indigenous knowledge and experiences of poverty and well-being, as well as Indigenous-identified progress measures, into the updated poverty reduction strategy.

Engagement and policy development for the TogetherBC renewal will also align with other key poverty-related work underway across ministries and within SDPR including BC Employment and Assistance legislative modernization (See Program Note #25) and SDPR's food security mandate (see Program Note #23).

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Program

Indigenous Reconciliation Initiatives

## Program Description:

In 2019, the *Declaration on the Rights of Indigenous Peoples Act* (Declaration Act) established the *United Nations Declaration on the Rights of Indigenous Peoples* (UN Declaration) as B.C.'s framework for reconciliation. Section 3 of the Declaration Act requires that government ensures the laws of BC are aligned with the UN Declaration. SDPR is committed to early and continued engagement as a critical part of the ministry fulfilling its obligations to align laws with the UN Declaration.

Section 4 of the Declaration Act requires government, in consultation and cooperation with Indigenous Peoples, to develop an Action Plan to meet the objectives of the UN Declaration. The ministry has four actions in the Declaration Act Action Plan, which was released on March 30, 2022. The ministry will consult and cooperate with Indigenous Peoples to implement the actions.

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.

## **SDPR Caseload and Internal Staff Information**

Indigenous people are overrepresented on the SDPR caseload. As of August 2022, approximately 17% of new employable cases self-identified as Indigenous, which is 3 times the percentage of Indigenous people in BC.

The 2020 Work Environment Survey indicates that 5% of SDPR's employees identify as an Indigenous person. This has increased from 4.5% in 2018.

## **Poverty Reduction Strategy**

A comprehensive consultation process was undertaken between October 2017 and March 2018 to inform Together BC, BC's first poverty reduction strategy. The principle of reconciliation is one of the four guiding principles of the strategy, to recognize the lasting, harmful effect of colonial practices and policies on Indigenous Peoples.

The Poverty Reduction Strategy Act was passed in November 2018 and mandated the creation of the Minister's Poverty Reduction Advisory Committee. This committee provides the minister with advice on matters relating to poverty reduction and prevention, including advice on engagement for the upcoming refresh of the strategy. The committee includes several Indigenous representatives.



## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

As required by the Poverty Reduction Strategy Act, the strategy must be updated every 5 years. SDPR is currently working with First Nations, Métis, and urban Indigenous partners to co-create an engagement strategy with BC communities to inform the poverty reduction strategy.

In March 2020, the province provided a \$2.7 million grant to the First Nations Summit and a \$300,000 grant to the Métis Provincial Council of British Columbia to support poverty reduction initiatives for First Nations and Métis people in B.C.

### **Indigenous Basic Income Project**

The 43 research projects that were conducted as part of the basic income project included an examination of gaps, barriers, and opportunities for improvement to the current system of income supports available to First Nations in British Columbia.

This \$200,000 project, entitled “Income Supports and Indigenous Peoples in B.C.: An Analysis of Gaps and Barriers”, was a collaboration between Cheryl Casimer, on behalf of the First Nations Leadership Council, Dr. Anke Kessler, Simon Fraser University (SFU), and Dr. Jacqueline Quinless, University of Victoria. This co-leadership model ensured that First Nations leadership was at the forefront of all aspects of the project.

The final report was publicly released on April 5, 2022. The report identified gaps 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 include 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.

### **Accessibility Legislation Indigenous Engagement**

The B.C. government concluded its public consultations for provincial accessibility legislation in the fall of 2019 and introduced the *Accessible B.C. Act* on April 28, 2021. During the engagement process several Indigenous organizations and Indigenous-serving organizations provided advice and best practices both individually and through the Accessibility Legislation Consultation Advisory Committee.

Standards will be developed in areas that are consistent with those identified during engagement with Indigenous Peoples including built environment, employment, service delivery and health. In addition to Declaration Act requirements, the *Accessible B.C. Act* also specifies that Indigenous Peoples should be involved in the development of these accessibility standards.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

## **Employment Services**

WorkBC Employment Services offers programs and services for underemployed or unemployed people to get support to find and maintain work. Indigenous Peoples have access to the full suite of WorkBC Employment Services. In fiscal 2021/22:

- Over 5,000 clients who identify as Indigenous participated in WorkBC.
- Over 1,000 Indigenous clients achieved employment and WorkBC is supporting about 2,500 people through their first year of employment.
- The ministry provided over \$3.4M from Community and Employer Partnerships to support Indigenous Peoples and communities.

## **Service Delivery**

The Community Integration Services Branch 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. The Community Integration Services Branch continues to work in partnership with Indigenous organizations, expanding the model implemented in 2020 called the Surrey Indigenous Hub, officially known as Taxila. The Ministry is exploring further partnerships with the 25 Friendship Centres across the province and 12 Friendship Centres have expressed their interest to date.

The ministry continues to work with Ahousaht First Nation 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.

## **Social Services Sector Reconciliation Framework**

A total of \$8.4 million in grants were provided to the BC Association of Aboriginal Friendship Centres in March 2022 to lead the development of a Reconciliation Framework for the social services sector over the coming five years.

There are four main components of the Reconciliation Framework including the development and implementation of: a Masters' Degree in Business Administration in Indigenous and not-for-profit services, an Organizational Assessment tool, a SAFESPACE app expansion, and San'yas 2.0 training.

## **Inclusion, Diversity and Cultural Safety Strategy**

The ministry developed and approved a three-year Inclusion, Diversity and Cultural Safety Strategy (IDCS) for staff in March 2022, and it was launched in May 2022. This strategy builds on the first IDCS strategy and moves our focus from awareness and understanding to action. It is a roadmap for the next three years with a focus on cultural safety, equity and anti-racism, and inclusion and diversity.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **PROGRAM OVERVIEW**

### **Indigenous Reconciliation Initiatives – Appendix A**

#### **Declaration Act Action Plan**

The ministry has primary or shared responsibility for four actions in the Declaration Act Action Plan:

Action 4.9: As part of the implementation of the Accessible British Columbia Act, support the identification, prevention and removal of barriers for Indigenous persons with disabilities. This includes ensuring that the development of accessibility standards considers the rights recognized and affirmed by the UN Declaration. (Led by the Accessibility Directorate)

Action 4.15: Incorporate Indigenous experiences and knowledge of poverty and well-being into ongoing poverty reduction efforts and the 2024 Poverty Reduction Strategy. The strategy will recognize the ongoing impacts of colonialism and include Indigenous-identified actions and progress measures. (Lead by Research, Innovation and Policy Division [RIPD])

Action 4.21 (in partnership with MIRR): Bring together key Indigenous urban leaders to create a provincial urban Indigenous advisory table. The advisory table will develop and implement a five-year plan to address the priorities of urban Indigenous Peoples. It will include a focus on Elders, youth, children, women, men, 2SLGBTQIA+ and persons with disabilities. (Led by RIPD)

Action 4.41 (in partnership with the Ministry of Advanced Education and Skills Training): 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. (Led by Employment and Labour Market Services Division)

#### **Poverty Reduction Strategy**

As part of the Poverty Reduction Strategy Act government is required to publish an annual report that describes any progress made towards reducing poverty through the strategy. The report includes indicators to measure our progress toward achieving our targets, including Indigenous-specific information where it's available. The annual report for 2021 was tabled in the legislature October 5, 2022.

Indigenous representatives on the Minister's Poverty Reduction Advisory Committee:

- Cheryl Casimer is a citizen of the Ktunaxa Nation and works for the First Nations Summit as Political Executive. Cheryl is a long-standing advocate for First Nations issues and perspectives and is committed to building better bridges of understanding between neighbouring cultures.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Indigenous Reconciliation Initiatives – Appendix A

- Rosanna McGregor is the Executive Director for the Cariboo Friendship Society in Williams Lake. Rosanna participates on many community boards including the Social Planning Council of Williams Lake, Williams Lake Social Housing Society (Chair), Aboriginal Housing Management Association (Committee Chair), and BC Association of Aboriginal Friendship.
- Lissa Smith is the elected Vice-President for Métis Nation BC where she is Minister Responsible for Métis Rights, Justice and Métis Veterans. Previous portfolios include Child and Families and Health.
- Richard Schabler is a First Nations man with lived and living experience of poverty, foster care, and works with the Community Action Network focused on New Westminster.

To inform the first poverty reduction strategy, government engaged significantly with First Nations and Métis groups around the province, including 27 meetings hosted by Aboriginal Friendship Centres, several rural and remote Indigenous community meetings, and 7 meetings convened by Métis Nation BC.

With the \$2.7 million grant, the First Nations Summit created the First Nations Wellbeing Fund, in 2021, which supported First Nations in efforts to promote wellbeing and reduce poverty. This fund was very popular and oversubscribed – as a result, SDPR provided matching funding for 2022 (not yet announced). SDPR is working with Métis Nation BC to design a program that would similarly support their members with the \$300,000 grant. This was delayed given capacity challenges with MNBC but has restarted fall 2022.

To inform engagement with Indigenous partners on the poverty reduction strategy, SDPR has also engaged with the Declaration Act Secretariat to gather advice on ensuring SDPR is meeting the intent of the Declaration Act. SDPR is learning from the experience of the Anti-Racism Act as well as other cross government organizations on their experiences engaging on legislative and policy changes.

#### Accessibility Legislation Indigenous Engagement

Indigenous organizations including First Nations, Métis Nation BC, and Indigenous-serving organizations were engaged in the development of the *Accessible B.C. Act* in the following ways:

- Attending public and stakeholder meetings held around the Province;
- Receiving funds to host independent community conversations;
- Meeting with the Minister at gatherings and conferences including BCAFN Annual General Assembly and First Nations Leaders' Gathering; and
- Attending an Indigenous Engagement Session coordinated by Naut'sa Mawt Tribal Council.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **PROGRAM OVERVIEW**

### **Indigenous Reconciliation Initiatives – Appendix A**

The Declaration Act requirements mean that because accessibility standards will be enacted in regulation, government must ensure, in consultation and cooperation with Indigenous Peoples, that the standards (and any other regulations) are consistent with the UN Declaration. The *Accessible B.C. Act* also includes additional ways that Indigenous Peoples should be involved in its implementation:

- Representatives of Indigenous Peoples must be consulted when the independent review of the Act is conducted.
- Accessibility committees established under Part 3 of the legislation must, to the greatest extent possible, have at least one member who is an Indigenous person.
  - Membership currently includes people who are Métis and First Nations.

The ministry will continue to work in collaboration and partnership with Indigenous Peoples as we work to implement accessibility legislation.

#### **Inclusion, Diversity and Cultural Safety Strategy**

In support of the implementation of the Inclusion, Diversity and Cultural Safety Strategy, the ministry created an employee resource group for Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit (LGBTQ2S+) staff in June 2022. There are currently 33 LGBTQ2S+ employees from across every division participating in this group. The ministry also developed and launched a five-part anti-racism learning series to support employees on their journey towards becoming actively anti-racist.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Intergovernmental Relations

### Program Description

The ministry participates in two Federal-Provincial-Territorial (FPT) intergovernmental tables, supported by two different ministry areas:

- Forum of Ministers Responsible for Social Services (MRSS); and
- Forum of Labour Market Ministers (FLMM).

#### Forum of Ministers Responsible for Social Services (MRSS)

- Purpose is to advance the social and economic well-being of Canadians by providing an avenue to promote inter-jurisdictional discussion, co-operation, and collaboration on social service topics of mutual interest and significance.
- The federal government and all provinces and territories participate. The Ministry of Children and Family Development (MCFD) is also a member from B.C.
- Current priority topics include persons with disabilities, accessibility, poverty reduction, social assistance, child welfare, Indigenous engagement, and data collection and sharing.
- A key MRSS focus for 2022 and 2023 is development and implementation of the proposed Canada Disability Benefit (CDB). The purpose of the CDB is to create a new, federal support benefit to reduce poverty and support the financial security of persons with disabilities aged 18-64. The framework Bill C-22 Canada Disability Benefit Act is presently before the Parliament of Canada.

#### Forum of Labour Market Ministers (FLMM)

- The FLMM was established to strengthen interjurisdictional discussion and cooperation on labour market priorities throughout Canada.
- The federal government and all provinces and territories participate. The Ministry of Advanced Education, Skills and Training also participates in this forum.
- Priority areas include training and employment services, improving labour market information, labour mobility, apprenticeship, aligning skills with labour market needs, and supporting efficient labour markets.
- The 2021-2024 FLMM Strategic Plan includes four priorities:
  - improving the labour market participation of underrepresented groups;
  - fostering excellence in client outcomes through increased and enhanced responsiveness to evolving labour market needs;
  - supporting improved labour mobility; and
  - adapting to the changing nature of work and skills.

#### Current FPT Priorities:

##### ***Canada Disability Benefit (via MRSS)***

- B.C. is engaging with the federal government and other provinces and territories (PTs) on development of the CDB.
- Federal Minister Qualtrough of Employment, Workforce Development and Disability Inclusion has requested all PTs exempt the CDB from PT social assistance calculations. An exemption would allow eligible individuals to receive the CDB without any reduction of available PT supports. No PTs have formally agreed to exempt the CDB. BC requires

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

more information about CDB design such as benefit amount and eligibility criteria before an exemption decision can be made.

- FPT officials are working together to review potential interactions between the CDB and existing FPT programs.
- FPT officials are sharing data to create a federal microsimulation model, which will be used to model hypothetical interactions of changes to various FPT disability programs.

### ***El Modernization (via Bilateral engagement; BC Ministry of Finance lead)***

- Engaging with the federal government in modernizing the federal Employment Insurance Act to represent BC's priorities:
  - Ensuring employment insurance (EI) applies broadly to self-employed and gig workers.
  - Creating universal entrance requirements for the EI program. Compared to workers in other provinces, workers in BC and other western provinces require more weeks of employment to be eligible for EI and receive fewer weeks of benefits once they are eligible.
  - Ensuring workers have adequate financial support by increasing the amount of the EI benefit.

### ***Modernizing the Labour Market Transfer Agreements (LTMAs)<sup>1</sup> (via FLMM):***

- PTs are concerned with the lack of LMTA incremental funding commitment beyond 2022-23.
- BC has received notice of termination of the Canada-BC LMDA, effective March 31, 2024, pursuant to a decision of the Federal Court of Appeal in a case against Canada brought by the Fédération des francophones de la Colombie-Britannique.
- Although Canada has signalled its intention to re-negotiate LMTAs, the federal government has not provided particulars of its position.
- PTs require renegotiated/modernized LMTAs that are flexible to meet changing labour market needs and provide a stable funding source to maintain relevant programs and services.

### ***Program complementarity for labour initiatives (via FLMM):***

- PTs are concerned with the volume of direct federal investments in provincial jurisdictions that duplicate provincial programming.

### ***Labour & skills shortages (via FLMM):***

- BC is working collaboratively with FPTs to explore solutions such as encouraging immigration and developing the existing workforce through training and up-skilling to meet current and future labour market demands.

### ***Indigenous engagement on labour market matters (via FLMM):***

BC is working collaboratively with FPTs to determine how best to engage National Indigenous Organizations in the FLMM to ensure their interests and perspectives on labour market matters are represented.

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<sup>1</sup> BC holds two LMTAs with the Government of Canada: the Labour Market Development Agreement (LDMA), and the Workforce Development Agreement (WDA).

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM NOTE

### Program

Period Poverty Task Force

### Program Description:

#### **Background**

Period poverty is the lack of access to menstrual products, a basic and important need of many British Columbians, due to a variety of barriers, including financial barriers.

In 2019, SDPR began a partnership with the United Way of the Lower Mainland (now United Way BC) to address period poverty through a \$107,000 grant to conduct the Period Promise Research Project. The project distributed menstrual products to 12 non-profits across the province and demonstrated that access to menstrual products had a significant and positive impact on peoples' lives including their ability to participate in work and school. One key recommendation of the final report was to establish a cross-sector Task Force.

In November 2020, the Minister's mandate letter included a requirement to, *"build on the work of so many around the province to make B.C. a global leader in the fight to end period poverty by creating a multi-sectoral Period Poverty Task Force to develop a comprehensive, long-term response to period poverty in B.C."*

On March 25, 2022, SDPR entered into a \$750,000 conditional grant agreement with UWBC to support the establishment of a Period Poverty Task Force ("Task Force") and continued product delivery to people in need. UWBC provides secretariat support to the Task Force, including administering funds, organizing meetings, conducting research, and submitting deliverables including a final report to SDPR.

#### **Mandate and Deliverables**

The Minister-appointed Task Force seeks to understand the drivers of and solutions to period poverty and assess period poverty data and evidence to inform recommendations for a sustainable response to period poverty in BC. This work will happen in collaboration with government, Indigenous partners, businesses, non-profits, and community organizations.

A final report will be developed and is due by March 31, 2024 at the latest, with short, medium, and long-term recommendations to achieve the long-term goal of ending period poverty.

#### **Membership**

The seven-member Task Force brings together diverse representation from across the province, including representatives from businesses, non-profit organizations, people

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## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM NOTE**

representing individuals with lived experience of period poverty, gender-diverse perspectives, people living with disabilities, Indigenous peoples, and young adults and students.

In May 2022, the minister appointed Nicola (Nikki) Hill as Task Force Chair. The Chair, UWBC, and SDPR consulted widely to identify other potential candidates. In September 2022, the minister appointed six members, in addition to the Chair (see Appendix). The appointment term for Task Force members is until March 31, 2024 at the latest, or sooner if all deliverables are completed. The Task Force will convene its first meeting in November 2022.

### **Period Poverty Pilot Project Funding**

As part of the \$750,000 grant, UWBC allocated \$220,000 to develop a funding opportunity for researchers and organizations to trial innovative, short-term pilot projects to explore solutions to address limited access to menstrual products.

Funded pilot projects will focus on:

- Testing methods of getting menstrual products (and other materials supporting people who menstruate) to people who need them
- Reducing stigma around menstruation in a manner that is culturally relevant
- Increasing awareness of how to make the best and healthiest use of menstrual products
- Building impactful solutions through an intersectional lens

Final reports from pilot projects will be used to inform Task Force recommendations for a sustainable response to period poverty in B.C.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM NOTE

### Appendix: Period Poverty Task Force Members and Areas of Expertise

| NAME                                     | Role/Expertise   |
|--|--|
| Nicola (Nikki) Hill,<br>Task Force Chair | Chair; community, period poverty expertise; Principal and Partner, Earncliffe Strategies,  |
| Zeba Khan                                | Lived experience of period poverty, young adult and immigrant. Research Coordinator, University of British Columbia; Founder and Director at Free Periods Canada |
| A.J. Lowik                               | LGBTQ2S, lived experience of period poverty; Gender Equity Advisor, Centre for Gender and Sexual Health Equity   |
| Kate Fish                                | Advocate for persons with a disability   |
| Tiffany Ottahal                          | Community Investment Portfolio Manager, Vancity Credit Union   |
| Lori-Ann Armstrong                       | Northern communities, intimate partner violence perspective; Program Coordinator and Councilor, Phoenix Transition Society                                       |
| Jackie Jack                              | Indigenous person, expertise with remote and rural communities; Case Manager at the Nuu-Chah-Nulth Tribal Council (NTC)  |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Food Security

### Program Description:

Food insecurity is a complex issue with many contributing factors including lack of adequate income, transportation or mobility challenges, social isolation, and the rising cost of food and other core expenses such as housing and transportation.

Food security is most prevalent in populations facing high poverty rates, including Indigenous people, single individuals, people who are marginally housed and unhoused, immigrants and newcomers, and people with disabilities. People living in northern, rural, and remote communities also face geographic barriers and are most impacted by climate emergencies (e.g., fires and floods) and ongoing climate impacts (e.g., declining stocks of salmon, wildlife, and other traditional foods).

Through the 2017-18 engagement to develop *TogetherBC*, BC's poverty reduction strategy, food security was identified as a key issue, however, it is acknowledged in the 2019 strategy as an area not yet addressed. Addressing food security has only become more pressing since 2019 due to COVID-19, supply chain issues, and food inflation.

SDPR's food security work focuses on two related streams:

- 1) promoting cross-sector partnerships to support people in need (a mandate item), and
- 2) cross-ministry collaboration to support an integrated food security approach for BC.

### **SDPR's Food Security Mandate**

With the Ministry of Agriculture and Food (AF), SDPR has been directed to "increase food security for people in need by expanding government support to food banks and developing program partnerships with food producers, grocery stores and not-for-profits to develop discounted food market, food recovery and food redistribution programs."

In November 2021, Parliamentary Secretary (PS) Niki Sharma's mandate letter was expanded to include engaging with organizations to inform the Minister's food security mandate. This engagement is underway, with a focus on smaller organizations and equity-led groups serving diverse populations.

Advice/Recommendations

*Food Banks BC*

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

- 2021: \$6M for the Emergency Food Purchasing program, and \$2.5M to build capacity to store and distribute perishable food items under refrigeration.
- 2022: \$825K to provide rapid access to food for people affected by emergency events such as wildfires and floods, and \$130K for the Resilient North Research Project to better understand food security challenges in northern communities.

## *United Way BC*

- 2021: \$1.27M to support regional food hub programming and longer-term food security planning.
- 2022: \$1M to support regional community food hub operations and expand food hubs from 16 to 20, and \$400K to develop an app that will make it easier for communities to request food as needed.

## *Victoria Foundation*

- 2019: \$1M to support a Provincial Food Security Initiatives fund and \$2M to help secure the purchase of the Mustard Seed's Victoria Food Distribution Centre
- 2022: An additional \$800K to support the Provincial Food Security Initiatives fund

## *Immigrant Link Centre Society*

- 2022: \$50K to support the free food program From Pollution to Solution, which redistributes food for people facing food insecurity.

## *Support Network for Indigenous Women and Women of Colour (SNIWWOC)*

- 2022: \$50K to increase access to culturally appropriate food for women and families

## *First Nations Summit - First Nations Well Being Fund (FNWBF)*

- 2021: \$2.7M to create the FNWBF for BC First Nations and Tribal Councils to improve well-being within their communities, including food security initiatives

Advice/Recommendations; Intergovernmental Communications

## *UBCM Poverty Reduction Planning & Action Program*

- 2019: \$5M to support local governments to develop local strategies and solutions to address poverty, including food security projects

## **Cross-Ministry Leadership and Collaboration**

Since 2020, SDPR has played a key leadership role in government by co-chairing the cross-government Executive Director Food Security Steering Committee (FSSC) with AF and the Ministry of Health. The FSSC is working to ensure that BC develops an integrated, effective approach to food security across the range of relevant ministry mandates and programs.

To this end, the FSSC is developing a framework targeted for 2023 to guide provincial food security planning and reduce the need for short-term responses. The framework is being informed by engagement with external partners and Indigenous Peoples and organizations. SDPR is also working collaboratively with partner ministries in the interim to support major food security priorities including the school food mandate and food security and sovereignty elements of the Climate Preparedness and Adaption Strategy.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Program

Non-Profits and Parliamentary Secretary Sharma's Mandate

## Program Description:

In recognition of the importance of the non-profit sector, MLA Niki Sharma was appointed BC's first Parliamentary Secretary for Community Development and Non-Profits in November 2020. In November 2021, her mandate was expanded to reflect feedback from the sector following over 400 meetings with non-profits. Progress to date includes:

Mandate Item 1: *Build on efforts to date to ensure charitable organizations and the non-profit sector are engaged and supported through the COVID-19 pandemic and recovery.*

- Budget 2022 allocated \$30 million towards a Non-Profit Recovery and Resiliency (R&R) Fund to support non-profit organizations that have been significantly affected by the COVID-19 pandemic. Vancouver Foundation (VF) contributed an additional \$4 million, with a commitment to further fundraising.
- The Fund was launched in July 2022 and will provide flexible, multi-year grants to support recovery and long-term resilience. It is administered by the VF, United Way BC (UWBC), and New Relationship Trust (an Indigenous-led funder dispersing \$5 million of the fund).

Advice/Recommendations; Government Financial Information

Mandate item 2: *Continue to support and engage charitable organizations and the non-profit sector by acting as the advocate and key point of contact within government.*

- PS Sharma has undertaken extensive engagement since 2020, including 13 COVID-specific roundtables and meetings with over 500 additional organizations.
- Consistent feedback pointed a desire for a stronger sector connection to government (similar to the small business sector).

Advice/Recommendations

Mandate item 3: *Support the Ministry of Social Development and Poverty Reduction's food security mandate by engaging with organizations across BC to support the development of vital partnerships and programs necessary to improve household food security.*

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

- PS Sharma has begun engagement with non-profit organizations supporting food security across BC, with a focus on smaller organizations serving diverse populations that have not been engaged by government to date.
- This targeted engagement will inform the Minister's food security mandate and complement additional food security engagement across government.

Mandate item 4: *Advocate to the federal government for adoption and implementation of regulatory changes and funding programs announced in 2021 to enable non-profit organizations to better serve their communities.*

- PS Sharma and Minister Simons met with Federal Minister of Families, Children and Social Development in July 2022. They discussed opportunities and alignment of BC's R&R Fund and the federal Community Services Recovery Fund.
- They also discussed an issue with the *Budget Implementation Act* with regards to qualified donees and Bill S-216, which has now been resolved.

Mandate item 5: *Share with the Ministry of Finance feedback and input heard from the co-operative sector on targeted improvements to support sector modernization.*

- The Province provided \$2 million in 2022 to the BC Co-operative Association to improve existing supporting infrastructure and identify co-op development opportunities for Indigenous communities, newcomers and marginalized groups, and rural communities.
- Additionally, PS Sharma is currently working with the Ministry of Finance to support a review of the *Cooperative Association Act*, which will work to identify and address any issues that may prevent co-operatives from functioning fully and efficiently, while also ensuring transparency and accountability.

Mandate item 6: *Work with the Attorney General and Minister responsible for Housing to help clarify obligations for non-profit organizations under the Lobbyist Transparency Act.*

- Non-profits have consistently raised concerns about the *Lobbyist Transparency Act* (LTA) to PS Sharma.
- The sector is concerned that it negatively impacts their ability to engage with government and creates an unnecessary administrative burden for organizations already dealing with increasing community demand and declining revenues.

Advice/Recommendations

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM NOTE

### Program

Legislative Modernization

### Program Description:

The BC Employment and Assistance (BCEA) program is governed by two pieces of legislation: the *BC Employment and Assistance Act* and the *BC Employment and Assistance for Persons with Disabilities Act* (the Acts).

The Acts were first introduced in as part of a significant revamping of approach in 2002 and have not been comprehensively reviewed since then. In the 20 years since the Acts came into force, the social values, and priorities in British Columbia (BC) have significantly evolved, but the Acts have not kept pace. As a result, the BCEA program is outdated and no longer reflects peoples' needs, modern technology, or government's commitments to poverty reduction, equity, anti-racism, and Indigenous reconciliation.

Additionally, ad hoc amendments over time have resulted in misalignments between policy and legislation, and systemic and repetitive legal errors, including concerns identified by the BC Ombudsperson in the 2018 report, "Working Withing the Rules."

In Spring 2022, the Ministry of Social Development and Poverty Reduction (SDPR) requested and received Cabinet approval to update and modernize the Acts, regulations, and policy.

Modernizing the legislation will provide an opportunity for SDPR to address outdated provisions, resolve conflicts between policy and legislation, and ensure alignment and integration of current government priorities.

### Alignment with TogetherBC:

As required under the *Poverty Reduction Strategy Act* (PRSA), BC's Poverty Reduction Strategy (PRS) must be updated every five years, with the next strategy due to be tabled in 2024.

Reviewing the BCEA legislation is an integral component of updating the PRS. Reforms arising from targeted consultation and review of the BCEA framework can be a foundational element of the updated PRS and will promote a system that better supports those in need and further reduces poverty.

### Alignment with the *Declaration on the Rights of Indigenous Peoples Act*

Government's relationship and commitment to Indigenous reconciliation have shifted considerably in the two decades since the Acts came into force. When the Acts were introduced in 2002, Indigenous reconciliation was not a significant priority for

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM NOTE**

government, and consequently, the BCEA program and legislative framework were not designed to consider the ongoing impacts of colonialism and systemic racism.

In particular, following the passing of the *Declaration on the Rights of Indigenous Peoples Act* (Declaration Act) in 2019, the BCEA Acts no longer meet government's legislated obligations to ensure the laws of BC are consistent with the United Nations Declaration on the Rights of Indigenous People.

The modernization review will serve to align the BCEA Acts with the requirements under the Declaration Act and support a culturally safe program that reflects Indigenous rights.

### **Stakeholder Engagement:**

Informing the update of the PRS and associated legislative review of the Acts requires robust and targeted engagement. As of Fall 2022, SDPR has begun developing different areas of engagement to support both streams of work, including Indigenous consultation and cooperation, targeted BCEA stakeholder engagement, and general and targeted engagement.

Targeted BCEA stakeholder engagement will include focused sessions with BCEA program clients, SDPR frontline staff, and other key stakeholders, including advocacy organizations and intermediary service providers.

The engagement will help to identify the legislative barriers that individuals experience in accessing BCEA supports and inform how the Acts can be amended to remove barriers and better address the needs of individuals receiving income or disability assistance.

### **Introducing New Legislation:**

Advice/Recommendations; Cabinet Confidences



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### TOPIC:

Correlation between cheque issue dates and an increase in overdoses

### Issue:

There is a belief that cheque issue week results in an increased spike in overdoses.

The Ministry is working with a researcher from UBC to study alternative distribution methods for assistance as one option to reduce overdose deaths.

### Background:

- Illicit drug overdoses are known to increase in the week after assistance cheques are issued, resulting in an increase in deaths and stress on first responders.
- More work needs to be done to see how the benefits of changing the cheque process can be realized while minimizing any negative impacts.
- The Ministry already has policies in place to help reduce the risk of overdose caused by issuing assistance. These focus on reducing the likelihood of clients having large amounts of easily accessible cash on “cheque day) and include:
  - promoting direct deposit of assistance,
  - paying rent amounts directly to landlords, and
  - administering cheques for clients that have difficulty managing their funds.
- While the researchers’ work has shown that changing cheque distribution methods can reduce drug overdoses, it can also lead to some very serious negative consequences. Including:
  - higher rates of non-lethal overdoses,
  - increased exposure to violence,
  - a greater likelihood of perpetrating violence,
  - higher interactions with police, and
  - increased risk of healthcare discontinuation.
- There are some advantages to having a single cheque distribution day, including allowing first responders to prepare for potential crises as they know when and where to look for people at risk of overdose.
- Changing how and when cheques are distributed is complicated and could impact clients who are not at risk of overdosing.
- Changing it for just those in a specific area or for a specific group would cause equity issues.
- Illicit drug overdoses continue to be high – in the first eight months of 2022, there were 1,468 fatal drug overdoses, one behind the number of deaths from January to August 2021.

### UBC study on Cheque Issue Days

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

In 2016, associate professor in the UBC department of sociology and a research scientist at the BC Centre on Substance Use Lindsay Richardson co-authored a report entitled “Illicit drug overdose deaths resulting from income assistance payments: Analysis of the ‘check effect’ using daily mortality data”. The study examined whether varying the timing and frequency of income assistance payments can mitigate drug-related harms linked to the existing once-monthly payment schedule. Fatal overdoses have been known to jump 35 to 40 percent in the five days after monthly cheques are issued.

Prof. Richardson and her colleagues found that, while changing how and when people who use drugs receive their income assistance payments could reduce escalations in drug use around cheque day, the changes could also have unintended consequences that increase individual drug-related harms. Based on their findings, she recommends that any changes to the income assistance system allow for individual choice about timing and frequency of payments.

The project is still ongoing as she is currently working with SDPR and other ministries to gain access to administrative data. This will provide Prof. Richardson with additional information on the impact of changing the cheque distribution method that she was not able to gather through the survey.

### Public Health and Ministry of Mental Health and Addictions

On April 14, 2016, provincial health officer Dr. Perry Kendall declared a public health emergency under the *Public Health Act*.

On June 26, 2019, the Ministry of Mental Health and Addictions released “A Pathway to Hope” which lays out government’s 10-year vision for mental health and addictions care that gets people the services they need in order to tackle problems early on and supports their well-being.

It identifies the priority actions government will take to help people immediately and reduce demand for services down the road. The focus is on supporting the wellness of children, youth, and young adults, supporting Indigenous-led solutions, and improving access and quality of care. The roadmap will also build on the ongoing work to address the overdose crisis by starting to establish improved systems of addictions care.

Despite escalated efforts across the province, British Columbians continue to experience high rates of overdose-related harm including death due to an unregulated drug supply that is unpredictable and highly toxic.

After seeing a steady decline in 2019, illicit drug overdose deaths increased in 2020 reaching 1,773 for the year. This further increased to 2,267 in 2021. BC Coroners Service data for the first eight months of 2022 shows that there were 1,468 deaths from confirmed or suspected illicit drug toxicity. This is down one from the 1,469 deaths

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recorded over the same period in 2021. If this trend continues more than 2,200 British Columbians will die from an illicit drug overdose for the second straight year.

In August 2022, 169 people died from an illicit drug overdose, down 15 percent from August 2021 (197 deaths) and 12 percent from July 2022 (193). Fentanyl was a contributing factor in 81 percent of illicit drug overdose deaths, down from 86 percent in 2021. Extreme concentrations of fentanyl are appearing in more cases -- 16 percent in 2022 versus 13 percent last year. The incidence of benzodiazepines increased from 15 percent in July 2020 to 52 percent in January 2022 but has since decreased to 22 percent in August 2022.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

Caseload – Key Information

### **Background:**

The BC Employment and Assistance caseload (BCEA) is composed of two groups – income assistance and disability assistance. Income assistance, also referred to as temporary assistance, includes employable clients and clients who are excused from work either because of barriers to employment that are not expected to be overcome in the short term or because they are a single parent with a child under the age of three. Disability assistance includes those clients who have a significant and prolonged medical condition that impacts their activities of daily living and are therefore likely to remain on assistance for a long period of time.

In August 2022, 169,764 cases received assistance – 51,066 income assistance cases and 118,698 disability assistance cases. Just over 82 percent of all cases are singles. Including dependent spouses and children, a total of 223,708 people received BCEA benefits in August 2022.

### **Income Assistance**

Historically, the income assistance caseload was much higher than the disability assistance caseload. In 1991, the income assistance caseload accounted for 88 percent of all BCEA cases, whereas today it accounts for 30 percent. The income assistance caseload is sensitive to the labour market, so increases quickly when there are sharp economic downturns. The income assistance caseload does decline when the economy improves after a downturn, although it tends to decrease at a slower rate than it increases.

While employment growth helps reduce the income assistance caseload, certain sectors are more important than others. Sectors such as food and accommodation, retail, construction and transportation, and warehousing are key employers of BCEA clients, so weakness in these sectors can put pressure on the income assistance caseload even if the overall labour market is improving. Despite the strong economic recovery in 2022, employment in the food and accommodation, construction, transportation, and warehousing sectors are still below pre-pandemic levels.

The Expected to Work (ETW) caseload is the largest group of clients on income assistance, accounting for 84 percent of the income assistance caseload. In August 2022 there were 42,640 ETW cases, an increase of 14 percent since last August. Much of this increase is the result of an increase in the Expected to Work – Medical Condition (ETWMC) component which is comprised of clients who have their employment obligations temporarily excused because of a medical condition. This caseload has

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increased by 196 percent since last August. It is believed that many of these clients are being designated as ETWMC until their applications for disability assistance are adjudicated.

The majority of ETW cases are singles – 48 percent are single men and 28 percent are single women.

The Temporarily Excused (TE) caseload is the second largest category of income assistance clients. This caseload had been in decline from 2017 through 2021, but since January 2022 has been rising at an annual rate of 21 percent. In August 2022 there were 5,865 TE cases, up 20 percent from last August. Single parents make up 60 percent of the TE caseload, which is lower than the historical 75 percent. Again it is believed that some singles are being temporarily classified as TE until their applications for disability assistance are adjudicated.

The Persons with Persistent Multiple Barriers (PPMB) category was in continuous decline until policy changes were introduced in November 2019 which led to a small increase in the caseload (195 or 8 percent). The policy changes were made to expand eligibility for the program. Since 2020 the caseload has been relatively flat. There were 2,561 cases in August 2022, up 43 or 1.7 percent since last August. The PPMB program is comprised largely of singles – 47 percent are single men and 34 percent are single women.

In total there were 51,066 cases, 79,022 recipients, and 25,915 dependent children on income assistance in August 2022.

### Disability Assistance

The disability assistance caseload increases each year, the result of a growing and aging population, and the increasing incidence of disabilities in the general population. Historically, the disability assistance caseload has grown by 3 to 4 percent per year, much higher than the 1 to 1.5 percent growth in the population (18 to 64). In 2019, the disability assistance caseload grew by 4.0 percent, up from 3.3 percent in 2018. Despite the pandemic, the disability assistance caseload increased in 2020 by 4,636 cases or 4.3 percent. However, the growth rates in 2021 to August 2022 were much lower than historical rates – 1.9 percent and 1.5 percent respectively. It is believed that a delay in completing disability assistance applications (PWD designation) is causing the slow growth.

In August 2022 there were 118,698 disability assistance cases, up 2.1 percent from last August. Single men make up 49 percent of the disability caseload while single women account for 38 percent of the caseload. A total of 144,686 recipients received disability assistance benefits, including 19,444 dependent children.

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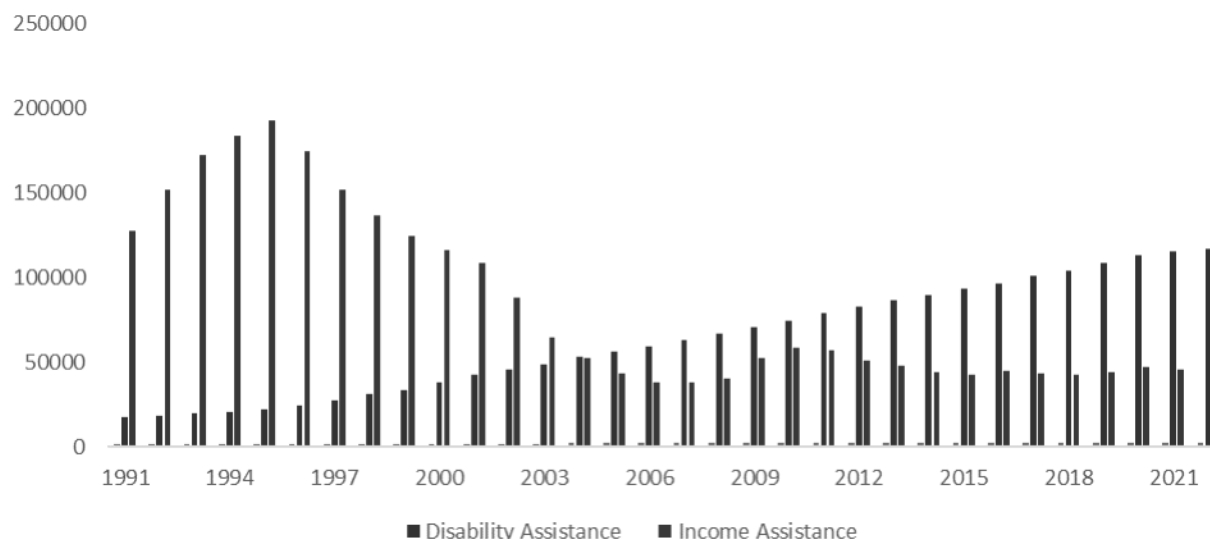
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## ISSUES NOTE

### Income and Disability Assistance Caseloads

1991 – 2022 (August)



### Impact of COVID-19 and Recession

The income assistance caseload had been growing at an increasing rate prior to the pandemic, driven largely by increases in the Expected to Work (ETW) caseload. By February 2020 the ETW caseload had increased year-over-year for 22 consecutive months and was up 13.4 percent compared to February 2019. When the pandemic hit the income assistance caseload continued to increase, reaching 50,057 in April 2020. With the introduction of federal COVID support benefits, the income assistance caseload started to fall, dropping to 44,535 in September 2021. We estimate that without the federal support benefits the temporary assistance caseload would have been 20,000 to 23,000 cases higher than they were in 2020.

With the ending of federal support benefits, the income assistance caseload has increased by 6,531 to 51,066 in August 2022. However, it is believed that some of this increase is the result of delays in people qualifying for disability assistance benefits.

The disability assistance caseload was not significantly impacted by COVID and the economic downturn. While federal pandemic benefits may have helped the income assistance caseload, these benefits were exempted for most disability assistance clients so it had a small impact on the caseload. However, since 2021 the disability assistance caseload has been growing at a slower rate than pre-pandemic, believed to be the result of delays in getting applications completed and approved.

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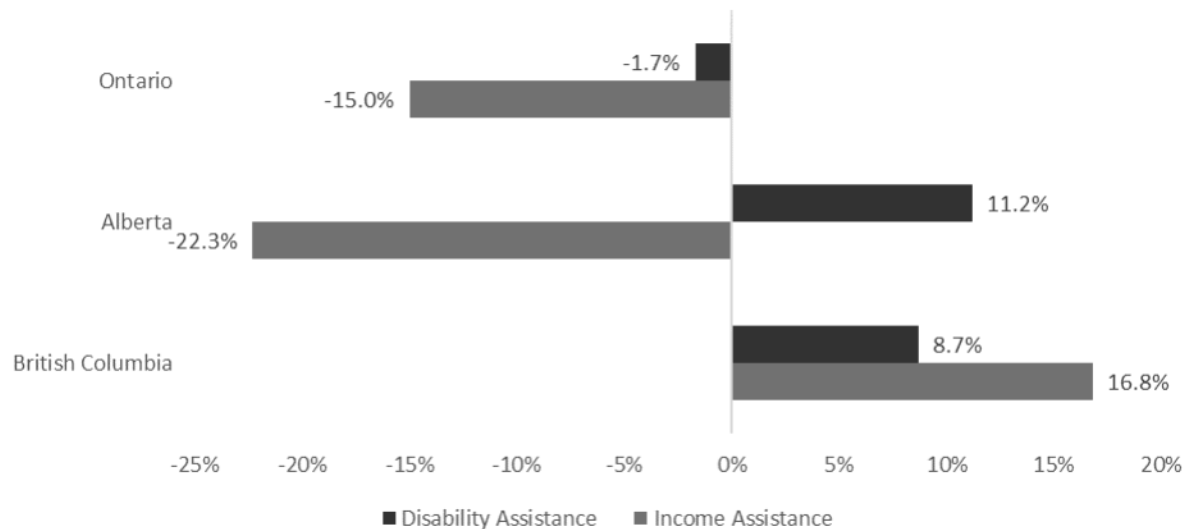
## ISSUES NOTE

### INTERJURISDICTIONAL COMPARISONS:

Most jurisdictions do not publish their caseload data or share it. British Columbia, Alberta, and Ontario are the most public regarding caseload trends. Historically BC's disability assistance growth rate has been in the middle compared to Ontario's Ontario Disability Supports Program (ODSP) and Alberta's Assured Income for the Severely Handicapped (AISH) program. The same holds true for BC's income assistance program.

### Income and Disability Assistance Caseload Growth Rates

2019 to 2022 (Jan. to Jun.)



When looking at the growth rates from over the same months in 2019 and 2022 BC's income assistance caseload has grown by 16.8 percent compared to significant declines in Alberta and Ontario. This might be related to the fact that BC was the only province to exempt federal COVID support payments to existing income assistance clients. BC's disability assistance caseload has grown by 8.7 percent over the period, less than Alberta's 11.2 percent. Ontario continues to show a declining disability assistance caseload.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

Cross-Jurisdictional Rates Comparison

### **Background:**

BC's income assistance and disability assistance rates were last increased in April 2021 by \$175 a month for all singles and single-parent families and by \$350 a month for couples and couples with children. This was B.C.'s largest-ever increase in income and disability assistance rates. This built upon the \$100 increase for all cases introduced in October 2017 (\$200 increase for cases where 2 adults are considered Persons with Disabilities) and \$50 increase for all singles and single parents (\$100 increase for all couples and two-parent families) in April 2019.

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

### **Cross-Jurisdictional Comparison of Rates:**

#### **Single Individuals - Total Monthly (Support and Shelter<sup>1</sup>)**

|                            | <b>Employable</b> | <b>Barriers /<br/>PPMB</b> | <b>Person with a<br/>Disability</b> |
|----------------------------|-------------------|----------------------------|-------------------------------------|
| British Columbia           | 935               | 985                        | 1,359                               |
| Alberta                    | 745               | 866                        | 1,685                               |
| Saskatchewan               | 915               | 915                        | 1,391                               |
| Manitoba                   | 771               | 1,068                      | 1,068                               |
| Ontario                    | 733               | 733                        | 1,228                               |
| Quebec                     | 776               | 1,138                      | 1,138                               |
| New Brunswick              | 571               | 612                        | 805                                 |
| Prince Edward Island       | 1,269             | 1,269                      | 1,419                               |
| Nova Scotia                | 686               | 950                        | 950                                 |
| Newfoundland &<br>Labrador | 754               | 754                        | 754                                 |
| <b>BC RANK</b>             | <b>2</b>          | <b>4</b>                   | <b>4</b>                            |

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

## Single Parent, 1 Child, Age 6 - Total Monthly Support and Shelter and Child Benefits<sup>1</sup>

|                            | Employable | Barriers /<br>PPMB | Person with a<br>Disability |
|----------------------------|------------|--------------------|-----------------------------|
| British Columbia           | 1,905      | 1,955              | 2,329                       |
| Alberta                    | 1,776      | 1,897              | 2,488                       |
| Saskatchewan               | 1,807      | 1,807              | 2,162                       |
| Manitoba                   | 1,804      | 1,937              | 1,937                       |
| Ontario                    | 1,620      | 1,620              | 2,288                       |
| Quebec                     | 1,562      | 1,924              | 1,924                       |
| New Brunswick              | 1,409      | 1,409              | 1,597                       |
| Prince Edward Island       | 2,199      | 2,199              | 2,349                       |
| Nova Scotia                | 1,560      | 1,560              | 1,560                       |
| Newfoundland &<br>Labrador | 1,664      | 1,664              | 1,664                       |
| <b>BC RANK</b>             | <b>2</b>   | <b>2</b>           | <b>3</b>                    |

<sup>1</sup> Rates in effect as of October 1, 2022 (Single parent rates include all child benefits e.g. Canada Child Benefit and BC Family Benefit)

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

**Issue:** No Fixed Address Caseload and Homeless Crisis

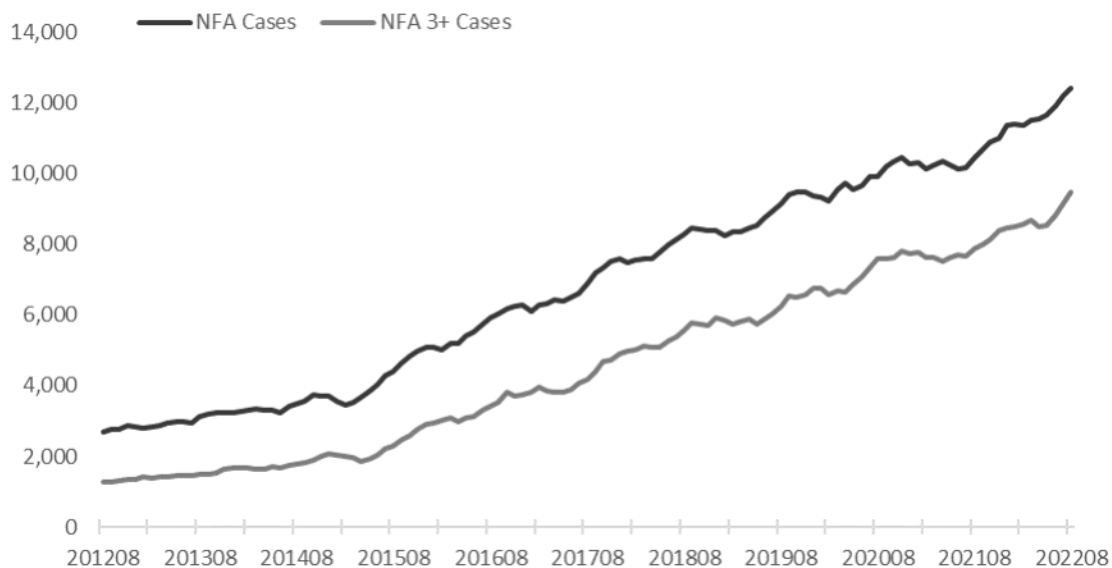
### **Background:**

The ministry tracks the number of income and disability assistance cases that are identified as having no fixed address (NFA). While not exactly the same as being homeless, the NFA caseload is a very good indicator of homelessness trends and is more current than annual counts and results of integrated data matches. A case is classified as NFA if they do not provide a valid address, if they identify that their current address is a temporary address, or they use the ministry's office address.

In August 2022 there were 12,413 NFA cases representing 7.3 percent of the total BCEA caseload. This represents an increase of 1,928 cases (18.4 percent) compared to last August and an increase of 9,726 (362 percent) in ten years. NFA cases on disability assistance are a growing proportion of the total NFA count. In 2012 one-third of NFA cases were on disability assistance compared to just over half now.

In many instances, a person is NFA for a short time, often because they are between accommodations but have one lined up for the next month. However, about 60 percent of new NFA cases will become long-term NFA cases, defined as NFA for at least three consecutive months. Currently, 75 percent of current NFA cases are long-term NFA, up from 46 percent in 2012.

### **NFA and Long-Term NFA Caseloads 2012 - 2022**



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## ISSUES NOTE

Facts about the current NFA caseload:

- 94.3 percent of all NFA cases are singles, 4.3 percent are single parents and 1.4 percent are couples/two-parent families.
- 50.4 percent of all NFA cases are on disability assistance.
- 77.3 percent of NFA cases are between 25 and 54, although only 64.4 percent of the caseload is in this age range.
- 20.2 percent of NFA cases have received 12 or fewer months of assistance in the previous 60 months, while 46.4 percent have received 48 to 60 months of assistance.
- 1.2 percent of NFA cases have been NFA for 12 or fewer months in the previous 60 months, while 36.7 percent have been NFA for 48 to 60 months.
- The majority of cases that become NFA are existing clients – 62 percent of new NFA cases are existing BCEA cases that transition to NFA status.
- People coming in from out-of-province have not been a major driver of the NFA caseload as only 4.7 percent of new NFA cases have been from out of province in 2022, down from 6.5 percent in 2012.
- The rate of NFA cases exiting NFA status has declined from 30 percent in any given month in 2012 to less than 10 percent in 2022.

### NFA and Addictions

There is a strong correlation between homelessness and substance abuse. NFA cases are over twice as likely to be in receipt of the Alcohol and Drug Supplement - 9.4 percent of NFA cases compared to 4.3 percent for non-NFA cases. NFA cases are also more likely to enter a special care facility - 20 percent of NFA cases that stop receiving assistance are leaving to enter a special care facility compared to 7 percent of non-NFA cases.

### Provincial Homeless Cohort Data

SDPR is a partner in the Provincial Homeless Cohort Data Project, the goal of the project being to help better understand, respond to, and prevent homelessness in BC. Using data managed by the BC Data Innovation Program (DIP), a homeless cohort dataset has been created containing data on individuals in BC who experienced homelessness in 2019 or 2020.

Whether an individual is considered homeless is based on NFA data from SDPR and shelter data from BC Housing. To be considered homeless and therefore part of the homeless cohort, individuals must have:

- received income or disability assistance and had No Fixed Address for three consecutive months; and/or
- have stayed at least once in a BC Housing-affiliated shelter.

Data for 2019 showed that there were an estimated 23,000 people who experienced homelessness. Forty-eight percent of these were considered chronic homeless which is

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defined as having received income or disability assistance and being NFA for six consecutive months, having more than 180 days in a shelter, or having three unique visits to a shelter (separated by 30 days).

Data for 2020 is expected to be released in late 2022.

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

**Issue:** Senior's Poverty and the Office of the Seniors Advocate Report - *BC Seniors Falling Further Behind*

### **Background:**

On September 22, 2022, the Office of the Seniors Advocate (OSA) released a report "*BC Seniors: Falling Further Behind*" (the Report). The Report focuses on income and affordability issues, with a particular emphasis on addressing the needs of low-income seniors through a review of available government services, subsidies, and supports. The report includes the results of a province-wide survey of low-income seniors and a provincewide consultation with over 80 community agencies that work with seniors.

Findings note that policies and programs to support seniors need to reflect the diversity of seniors and the higher costs of living, particularly in housing, that British Columbia (BC) seniors are facing when compared to other jurisdictions in Canada. The analysis was based on income tax filer data from Statistics Canada, which is different from the data used for the Poverty Reduction Strategy. Highlights related to poverty and low-income include:

- The median income (2019) for BC seniors is \$30,750 a year, meaning 500,000 BC seniors have incomes below that amount.
- 25 percent of seniors live on an income of less than \$20,000
  - ▶ Note: the 2019 Market Basket Measure poverty threshold for a single person in BC (2018 base) ranges from \$21,485 to \$25,178).
- 45 percent of seniors live on less than minimum wage, while 6 percent of the labour force earns minimum wage.
- Minimum wage increased by 40 percent between 2015 and 2020 while pension incomes increased by only 14 percent.
- There was a 78 percent increase in the use of food banks by BC seniors in the last five years.

BC uses Canada's Poverty Line, or the Market Basket Measure, MBM, to measure poverty. BC continues to meet its legislated poverty reduction targets (a total reduction of 52.5 percent in the overall poverty rate from 2016 to 2020). According to this measure, poverty rates amongst seniors in BC have been in decline over the past several years. Between 2016 and 2019, the percentage of seniors living below the MBM in BC decreased from 9.1 percent to 6.4 percent, and in 2020 the percentage of seniors living in low income fell to 3.7 percent (Canadian Income Survey, 2018 MBM). In 2019 there were 59,000 seniors in BC living in low income, and this dropped to 36,000 in 2020.

The report indicates that 25 percent of seniors had incomes below \$20,000 in 2019. Since this threshold is below the MBM low-income thresholds for a single person living in

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any part of BC, this would suggest that the senior's poverty rate is around 25 percent. Official poverty statistics from Statistics Canada put the actual senior's poverty rate at 6.4 percent in 2019.

There are some significant differences between the MBM and tax-filer data, the main one being that the MBM considers the total family's (economic family) income whereas the tax-filer data looks only at an individual's income. This will make a difference in data for a couple with one senior being a higher-income earner and one a low-income earner. This may also impact singles if they are living with other relatives (e.g. children) since those other incomes will be included in the MBM analysis.

### Recommendations

The report makes ten recommendations to government, three of which relate to SDPR:

#### **Recommendation #1: Index the BC Seniors Supplement to inflation consistent with other income supports such as GIS/OAS and CPP**

##### **Senior's Supplement**

The Senior's Supplement (SS) is a provincial top-up to the federal Guaranteed Income Supplement (GIS) payment and is paid monthly to eligible low-income residents of BC.

GIS rates are calculated using the income reported on an individual's taxes the previous year. The SS rate is then calculated based on the amount of Old Age Security (OAS) and GIS an individual receives. The maximum SS rate is \$99.30 per single senior and \$220.50 for senior couples.

In April 2021, the SS was increased by \$50 which was the first increase to the supplement since it was introduced in 1987. This increase also expanded the eligibility for the supplement to an additional 20,000 seniors. In 2020/21, 73,930 individuals and couples received the SS at a total cost of \$65.9 million.

Indexing the SS would cost \$6 to \$8 million in the first year, rising each subsequent year because of compounding. Indexing the SS may place increased pressure on government to index income assistance (IA) and disability assistance (DA) rates and other monetary supplements.

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### Senior Benefit Programs

| Province                  | Program                              | Administered By                                    | Payment Frequency | Maximum Monthly Rate for single individual | Ranking |
|---------------------------|--------------------------------------|--|-------------------|--|---------|
| Saskatchewan              | Seniors Income Plan                  | Ministry of Social Services                        | Monthly           | \$330                                      | 1       |
| Nunavut                   | Senior Citizen Supplementary Benefit | CRA for the Ministry of Family Services            | Monthly           | \$300                                      | 2       |
| Alberta                   | Seniors Benefit                      | Ministry of Seniors & Housing                      | Monthly           | \$285.92                                   | 3       |
| Yukon                     | Seniors Income Supplement            | Ministry of Health & Social Services               | Monthly           | \$253.25                                   | 4       |
| Northwest Territories     | Senior Citizen Supplementary Benefit | Ministry of Education, Culture & Employment        | Monthly           | \$196                                      | 5       |
| Newfoundland and Labrador | Seniors Benefit                      | Canada Revenue Agency                              | Quarterly         | \$109.42                                   | 6       |
| BC                        | Seniors Supplement                   | Ministry of Social Development & Poverty Reduction | Monthly           | \$99.30                                    | 7       |
| Ontario                   | Guaranteed Annual Income System      | Ministry of Finance                                | Monthly           | \$83.00                                    | 8       |
| Manitoba                  | 55 Plus Program                      | Ministry of Employment & Income Assistance         | Quarterly         | \$53.93                                    | 9       |
| New Brunswick             | Low-Income Seniors Benefit           | Ministry of Finance & Treasury Board               | Annual            | \$33.33                                    | 10      |
| Quebec                    | n/a                                  | n/a  | n/a               | \$0  | 11      |

**PEI and Nova Scotia provide the following alternate supports for seniors (not comparable so not included in above rankings):**

|             |                                      |                                |        |   |                            |
|-------------|--------------------------------------|--------------------------------|--------|---|----------------------------|
| PEI         | Seniors Independence Initiative      | Social Development and Housing | Annual | \$1700 annual maximum                       | Cash for specific services |
| Nova Scotia | Seniors Provincial Income Tax Refund | Ministry of Finance            | Annual | \$50 - \$10,000 (\$4.17 - \$833.33 monthly) | Tax Rebate                 |

**Recommendation #7: Provide an extended health benefit for seniors that includes eyeglasses, hearing aids, mobility aids, and necessary medical equipment. The cost of the plan could be covered by premiums based on income, ensuring it is an affordable option for all BC seniors.**

Date: October 18, 2022

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Medical Services Only**

SDPR is responsible for delivering a variety of health supplements to recipients of IA/DA. Access to many of the health supplements may continue under the Medical Services Only (MSO) program when recipients with the Persons with Disabilities designation or Persons with Persistent Multiple Barriers status turn 65 years of age and leave provincial assistance and begin receiving OAS/GIS.

Under MSO, individuals continue to have access to the following health supplements:

- no deductible PharmaCare coverage
- medical supplies
- medical equipment and devices
- hearing aids or alternative hearing assistance supplement
- basic dental services, including dentures
- optical (basic eyewear and repairs)
- extended medical therapies
- medical transportation
- tube feed supplement (if eligible prior to MSO)

As of March 2022, the MSO caseload contains over 25,800 individuals who left DA at age 65 for federal income benefits. Creating a universal, income-tested health benefits program for seniors would require significant financial investment and the cooperation of the Ministry of Health.

**Recommendation #9: Provide an annual province-wide bus pass for all seniors that includes access to HandyDart. The fee for the pass would be based on a sliding scale matched to income.**

### **Bus Pass for Low-Income Seniors**

Approximately 58,000 low-income seniors benefit from the Ministry's Bus Pass Program. This program provides an annual subsidized bus pass for eligible low-income seniors, largely those receiving the GIS. For \$45 annually, seniors can access unlimited year-round travel on both BC Transit and TransLink systems; the use of HandyDart is not included.

An incremental response to this recommendation could include expanding access to the Senior's Bus Pass Program beyond the current cohort which would fall under SDPR's mandate if targeted to low-income seniors. Such a change would require an increase to the budget with the amount dependent on the income threshold used. Additional analysis would be required to determine the estimated cost of the proposed recommendation.

Expanding access to all seniors with the application of a sliding income scale and including HandyDART trips is beyond SDPR's current mandate and would require

Date: October 18, 2022



## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

discussions with the ministries responsible for Translink and BC Transit to determine system capacity, eligibility criteria, and the cost of expansion.

Date: October 18, 2022

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Program

Litigation

## Program Description

SDPR's litigation team oversees the defense of the ministry in legal proceedings filed against SDPR or its employees, except for employment-related matters which are overseen by the Public Service Agency.

SDPR's litigation team works closely with Attorney General legal counsel, acting as the instructing client, to ensure that the ministry's response to legal action is handled in a consistent and principled manner. SDPR provides legal counsel with documents, facts, context and program area expertise to assist legal counsel with their understanding of the relevant circumstances and their defense of the ministry. The litigation team liaises with SDPR executive to provide relevant updates and solicit executive instruction.

The litigation team also provides support to SDPR staff named in legal proceedings or when they are witnesses.

## Types of Litigation Files

*Human Rights Complaints* are allegations of discrimination against the complainant, usually in the area of service, facility or accommodation. These can be specific to a single event that occurred involving an applicant or recipient and the ministry or its staff or it can be an allegation of systemic discrimination, such as a policy that adversely impacts a person or group with a protected characteristic.

A *Judicial Review* is a court action in which a judge reviews the decision made by an administrative tribunal for serious errors or unfairness, including decisions made by the Employment and Assistance Appeal Tribunal or the Human Rights Tribunal.

*Civil Claims* against the ministry most often seek monetary awards for damages arising from alleged wrongdoing by the ministry or its employees.

*Small Claims* against the ministry seek monetary compensation of less than \$35,000 for alleged wrongdoing by the ministry or its employees.

*Potential Litigation* refers to any currently unfiled complaint or claim that comes to the attention of the ministry and the Attorney General that is considered worthy of analysis and possible resolution before it is filed.

Date: October 19, 2022,

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# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

Advice/Recommendations

Date: October 19, 2022,

Page 2

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### Issue

Food Security

### Background:

Food insecurity is the inadequate or insecure access to food due to financial or other constraints. Responding to food insecurity is an important part of poverty reduction efforts in BC. While primarily an income issue, food insecurity is complex and effective responses require coordination across ministries, sectors, and jurisdictions. This complexity has only increased in recent years due to a range of factors including COVID-19, the rising cost of living and inflation, the war in Ukraine, supply chain issues, and climate emergencies.

These factors have also exacerbated existing food insecurity rates. 14.9 percent of people living in BC experienced food insecurity in 2020 (Canadian Income Survey), and recent food bank statistics indicate that this number could be much higher. Hunger Count 2022, the annual Foodbanks Canada survey, is expected to provide more accurate usage numbers for BC in late fall 2022.

Advice/Recommendations

Food insecurity is expected to remain a key priority for community partners, Indigenous rightsholders and advocates and will likely be a key theme in upcoming poverty reduction engagements including with people with lived and living experience of poverty. In addition, the challenge of meeting increased community needs for food programming is consistently raised by non-profits in meetings with Parliamentary Secretary Sharma.

While recent affordability measures (e.g. Climate Action Tax Credit and BC Family Benefit enhancements, cap on rent increases) will support people who are struggling, these temporary measures may not comprehensively address the needs of food-insecure households over the next 1-2 years.

Advice/Recommendations

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

**Issue:** Inflation and Affordability in British Columbia

**Background:**

Inflation rates are at their highest levels since the early 1980s. In September, the inflation rate was 7.7 percent and has averaged 6.8 percent so far in 2022. Inflation is measured as the year-over-year increase in the Consumer Price Index (CPI).

While the inflation rate across all goods and services is high, food and transportation costs have increased more than the CPI average and impact low-income British Columbians especially hard. Food prices were up 9.2 percent in September 2022 compared to September 2021.

Transportation costs have increased as a result of the surge in oil prices. Gasoline prices were 27 percent more expensive in September 2022 than in September 2021. As a result, private transportation costs were 13.0 percent higher compared to September 2021. High gasoline prices drive up costs across many goods and services as transportation costs rise.

One positive is that the inflation rate for rented accommodation has started to decline. After seven months of rental costs rising by over 5 percent compared to last year, the year-over-year increase dropped to 4.7 percent. In addition to rents increasing, utility costs are up over 10.9 percent compared to last year. British Columbians who own their homes are experiencing much higher increases than renters, up 8.1 percent in September 2022.

The CPI is based on the average of goods and services based on the spending patterns of an average Canadian. However, people living in low-income have different spending patterns, which means the CPI is not fully relevant to them. When we look at the cost of inflation weighted to the spending patterns of low-income British Columbians, the rate of inflation is 7.9 percent rather than 7.7 percent. A small difference but significant for people living in low income.

**SDPR Supports to Clients**

The ministry does not index rates, so income and disability assistance clients do not get an automatic adjustment to their monthly benefits as recipients of federal programs do. The ministry does provide crisis supplements to help clients meet an unexpected need and have no ability to pay for the expenses, but they are not automatic and clients need to apply and qualify for them each time. Also, there is the problem that ongoing inflation may not be seen as “unexpected”.

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

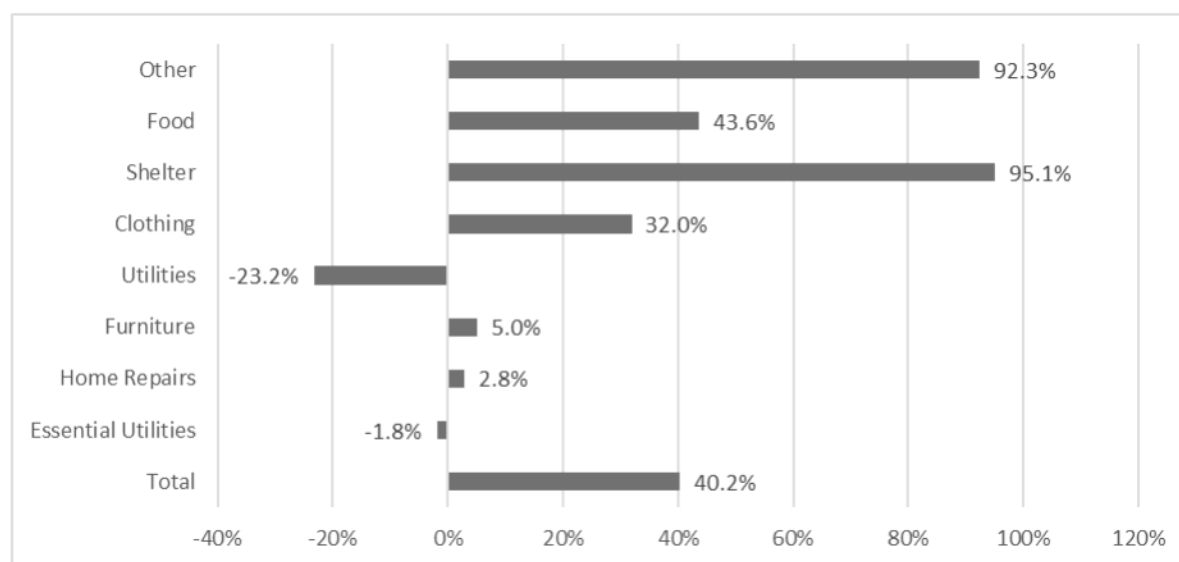
Available crisis supplements include:

- **Food** - up to \$40 per person per month
- **Clothing** - up to \$100 per person per year to a maximum of \$400 for a family of four or more
- **Shelter** - actual cost, up to the maximum shelter & support allowance
- **Other** - furniture, utilities, home repairs, household items, property tax, gas, transportation, and fuel for heating and cooking – actual cost of item

From January to August 2022 applications for crisis supplements for food were up 44 percent and shelter up 95 percent over the same period in 2019 (pre-pandemic). Although food supplements account for 61 percent of all crisis supplements, they are only 23 percent of total expenditures due to the low maximum amount. The total number of crisis supplements issued was 40 percent higher than in the same period in 2019.

### Number of Crisis Supplements Issued

*Jan.- Aug 2019 Vs Jan. – Aug. 2022*



While crisis supplements can address an immediate need, they are not an effective way to address inflationary pressures. Criteria are tight and require a client to be experiencing an *unexpected* need that will result in imminent danger to the physical health of any person in the family or the removal of a child. There is stigma associated with applying for additional help, which means many clients will not apply. In addition, there is an additional workload for staff to adjudicate and administer them.

Date: October 19, 2022,

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# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

Advice/Recommendations; Cabinet Confidences

Date: October 19, 2022,

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

### **ADM Responsible:**

Raymond Fieltsch, ADM, Service Delivery Division

### **Divisional Description:**

Service Delivery Division (SDD) provides Income and Disability Assistance services through multiple service delivery channels. Individuals can access services online, by phone or at 84 locations, including 36 Ministry offices and 48 Service BC offices around the province. In addition, the Ministry provides outreach services in communities through Community Integration Specialists, after-hours service access for urgent needs, and contracts with Third Party Administrators to provide services to clients.

Key services include determining eligibility for income and disability assistance programs, referrals to employment programs, and outreach services to connect multi-barriered clients with various forms of support. 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.

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

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

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

Service Delivery Division is organized into six branches:

**Virtual Services Branch (VSB):** Provides phone and online services, connecting clients and applicants with financial assistance and other supports through the Ministry's toll-free number. In addition, this branch is responsible for processing applications for assistance (intake), health assistance services, adjudicating Persons with Disabilities (PWD) applications; and providing specialized services (e.g. funerals and emergency after-hours services).



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

**Community Services Branch (CSB):** Provides in-person services at 84 locations, including 36 Ministry offices and 48 Service BC offices, across BC

**Community Integration Services Branch (CISB):** Provides in-person services to individuals at risk of or currently experiencing homelessness, within a community, connecting them with financial assistance and community supports.

**Prevention and Loss Management Services Branch (PLMSB):** Supports and promotes the integrity of the BC Employment and Assistance Program through reviewing allegations of fraud, investigating serious offences and developing initiatives and strategies to support service quality and mitigate financial loss.

**Strategic Services Branch (SSB):** Provides support to front-line service delivery through planning, business support for technology changes, program training, program communication, and policy/procedure interpretation and implementation.

**Operations Support Branch (OSB):** Provides support services to the division, including business intelligence and analytics; finance, facilities, and contract management; occupational health and safety, recruitment and staffing; training and development; and scheduling and workload management.

### Budget:

\$132.5M Total Executive Support Services budget fiscal 2022/2023

### Full Time Equivalent (FTEs):

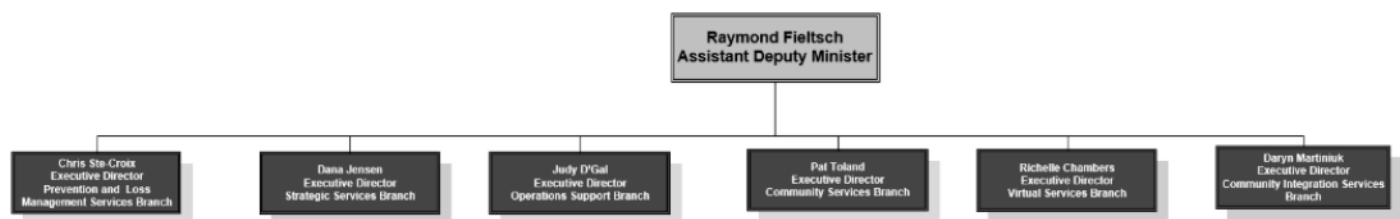
1590

### Related Legislation:

*Employment and Assistance Act*

*Employment and Assistance for Persons with Disabilities Act*

### Organizational Chart:



## Vision

One province, one team, reliable service

## Mission

Deliver reliable, responsive, inclusive, and accessible income and disability assistance

### Goal 1: Client Experience

Deliver services that are:

- Reliable – consistent, accurate, and effective
- Responsive – adaptable to changes to circumstances
- Relationship-Driven – respectful, non-judgmental, and focused on the specific needs of the individual(s)

Build upon our culture of staff collaboration and accountability for service excellence

Support TogetherBC: British Columbia's Poverty Reduction Strategy

### Goal 2: Service Operations

Maintain and improve the accessibility and inclusivity of services through all service channels

Continue to leverage technological and business intelligence tools to maximize the efficiency and quality of services and operations

Continue to deliver internal training programs that develop employees' skills and expertise in support of high-quality business and service practices

### Goal 3: Staff Experience

Foster an environment that promotes belonging, wellness, personal and professional growth, and safety

Offer flexible home office and local office working arrangements where operationally feasible

Support the Ministry of Social Development and Poverty Reduction's "People Plan"

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

## **Program**

Service Delivery Division – Virtual Services Branch

## **Program Description:**

The Virtual Services Branch provides phone and online services, connecting clients and applicants with financial assistance and other supports through the ministry's toll-free number. In addition, this branch is responsible for processing applications for assistance (intake), health assistance services, adjudicating Persons with Disabilities (PWD) applications; and providing specialized services (e.g., funerals services and emergency after-hours services).

## **Contact Centre:**

The Ministry's Contact Centre receives about 1.5 million calls every year through the toll-free number. The toll-free number includes:

- Self-serve options that are available 24 hours a day; and
- Options to speak directly with a Ministry worker Monday to Friday, 9 am – 4 pm; on Wednesdays and Thursdays of cheque issue weeks, they are available from 8:30 am to 4:00 pm. There is no time limit on the length of the call.

Services provided through the Contact Centre are at the same level of services provided at in-person office locations. For service access outside of core ministry service hours, the after-hours emergency toll-free line is available, managed by a small team of Ministry staff co-located with the Ministry of Children and Family Development in Vancouver.

## **Intake:**

Income assistance applications are processed by a centralized intake team. Applications are submitted through an online portal, My Self Serve. Approximately 36,000 applications were received from January to September 2022. Applicants who are unable to access online services, are assisted in person at Ministry offices, through specialized intake workers who provide support to hospitals, correctional institutions, and youth transitioning from Ministry of Children and Family Development, or by Community Integration Specialists working in the community.

## **Health Assistance:**

A centralized health assistance team adjudicates applications for PWD and processes a wide range of health supplement requests and medical equipment requests. They liaise with medical professionals and suppliers from across the province, most recently launching a medical practitioner phone line to provide direct support to health care professionals to ensure timely service is available to Ministry clients. Specialized service

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

teams process requests for supplements such as accessing long-term care and Supportive Recovery Homes, employment planning, funding for funerals, and requests for reconsideration of decisions.

The Ministry has seen an increase in the number of clients choosing online and phone services.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

## **Program**

Service Delivery Division – Community Services Branch

## **Program Description:**

The Community Services Branch provides in-person services, connecting clients with financial assistance at 36 ministry office locations and 48 partnership Service BC (SBC) offices around the province.

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 SBC locations mirror the services provided in SDPR offices.

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 have a Queue Management System (QMS), which collects in-person wait times and service time information, that assists the Ministry in understanding the service experience for individuals accessing in-person services.

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.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Service Delivery Division - Community Integration Services Branch

### Program Description:

The Community Integration Services Branch 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 (CI Specialists) through four types of operating models as follows:

- Community Hub: Central location for community partners to provide wrap around supports;
- Direct Services: CI Specialists takes a case management approach to supporting a client's connection to financial supports and services;
- Specific Focus: On areas of need (e.g., housing, mental health and addictions, women's services); and
- Remote Hub: 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 Services Branch Expansion:**

The 2022 Budget introduced the plan to increase the number of CI Specialists from 73 to approximately 190 positions. Hiring of the CI Specialists has started and will be staggered over the course of the next year.

The location of the additional CI Specialist positions is based on homelessness data by census areas, complex care housing sites, possible partnerships with Friendship Centre and Metis Nation chartered communities, as well as Ministry client data of individuals with no fixed address (including encampments).

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

In 2020 the Ministry partnered with indigenous organizations in Surrey and surrounding areas to implement the Indigenous Partnership Pilot Program (IPPP) that hired individuals from the community to provide service to indigenous clients in a manner that prioritizes cultural safety. The Surrey Indigenous Hub, officially known as taxila, was formally implemented in 2021. This model continues to evolve as the Ministry explores further partnerships with the 25 Friendship Centres across the province – to date, 12 Friendship Centres have expressed interest.

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| Legend                 |
|------------------------|
| Friendship Centre *    |
| Complex Care Housing * |
| Metis Nation Charter * |
| Proposed Priority 50 * |

| Health Authority  | Municipality                                 | Current FTE | to be hired | Friendship Centre Partnership Status                                     |
|-------------------|--|-------------|-------------|--|
| Island Health     | Victoria/Capital/Salt Spring (and surroundin | 11          | 6           | Aboriginal Coalition to End Homelessness<br>Position Posted              |
| Island Health     | Nanaimo/Oceanside/Gabriola ***               | 5           | 2           | Interested (Nanaimo)   |
|                   | Duncan/Cowichan ***                          | 2           | 1           |  |
|                   | Port Alberni/Ucluelet ***                    | 1           | 1           |  |
|                   | Campbell River *                             | 2           | 0           |  |
|                   | Courtenay/Comox ***                          | 1           | 1           | Posting draft stage - anticipate Posting by<br>2022Oct21 (Courtenay)     |
|                   | Port Hardy **                                | 0           | 1           |  |
| Interior Health   | Merritt/Kamloops/Ashcroft/Clinton ****       | 3           | 5           | Interested (Kamloops)  |
|                   | Revelstoke *                                 | 0           | 1           |  |
|                   | Vernon/Salmon Arm ****                       | 3.6         | 1           | Pre-posting stage (Vernon) - Friendship<br>Centre completing check-list  |
|                   | Lillooet **                                  | 0           | 1           |  |
|                   | Williams Lake/100 Mile ***                   | 0           | 3           |  |
| Interior Health   | Trail/Nelson/Castlegar **                    | 1           | 2           |  |
|                   | Kelowna/West Kelowna ****                    | 3           | 4           |  |
|                   | Cranbrook/Creston/Fernie ***                 | 1           | 1           |  |
|                   | Oliver/Osoyoos/Penticton/Keremeos/Princi     | 1           | 3           |  |
|                   | Grand Forks                                  | 1           | 0           |  |
| Fraser Health     | Surrey/Delta/White Rock *****                | 12          | 5           | Position posted (Surrey) - for 2nd FTE                                   |
| Fraser Health     | Burnaby                                      | 1           | 2           |  |
|                   | New Westminster *                            | 1           | 3           |  |
|                   | Port Coquitlam/Tri Cities ***                | 2           | 1           |  |
|                   | Langley *                                    | 4           | 0           |  |
|                   | Maple Ridge/Pitt Meadows                     | 3           | 0           |  |
| Fraser Health     | Abbotsford ***                               | 5           | 1           |  |
|                   | Chilliwack ***                               | 3           | 4           |  |
|                   | Hope/Fraser Canyon                           | 0           | 2           |  |
|                   | Mission ***                                  | 1           | 1           | Pre-posting stage (Mission) - Friendship<br>Centre completing check-list |
| Northern Health   | Prince George/Mackenzie/Valemount/Que:       | 4           | 3           | Interested (Prince George & Quesnel)                                     |
|                   | Fort Nelson **                               | 0           | 1           |  |
|                   | Terrace/Kitimat/Dease Lake ***               | 1           | 2           | Interested (Terrace)   |
|                   | Prince Rupert/Haida Gwaii ***                | 0           | 1           |  |
|                   | Smithers (Telkwa)/Hazelton/Fort St. James/   | 0           | 2           |  |
|                   | Dawson Creek/Fort St John/Chetwynd ***       | 0           | 3           | Position posted (Fort St John)   |
| Vancouver Coastal | Vancouver ***** (Hastings, Downtow           | 6           | 11          | Posting closed (Vancouver) - in screening                                |
| Vancouver Coastal | Vancouver *****                              | 5           | 10          |  |
|                   | Richmond **                                  | 1           | 1           |  |
| Vancouver Coastal | Vancouver *****                              | 2           | 8           |  |
|                   | North Vancouver **                           | 2           | 0           |  |
|                   | Squamish/Pemberton                           | 0           | 1           |  |
|                   | Sunshine Coast **                            | 1           | 1           |  |
|                   | Powell River ***                             | 1           | 0           |  |
|                   | Bella Coola *                                | 0           | 0           |  |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Program

Service Delivery Division - Prevention and Loss Management Services Branch

## Program Description:

The Prevention and Loss Management Services Branch (PLMS) supports and promotes the integrity of the BC Employment and Assistance Program. PLMS reviews allegations of fraud, investigates serious offences, and develops initiatives and strategies to support service quality and mitigate financial loss.

The branch has three primary focus areas:

**Operations** staff are engaged in a broad range of direct client service work including:

- Reviewing fraud allegations that may originate from the public or from within the ministry.
- Undertaking and analyzing third-party checks for eligibility determinations.
- Inviting clients to participate in a short 10 to 30-minute conversation about what information or services might enable the client to expand on their systems of support and overcome social and economic barriers.

The **Program Integrity and Service Quality unit** works to integrate program integrity and service quality initiatives across the division and ministry.

- Staff collaborate across the division to identify and develop service quality improvement projects; conducting evaluations and assisting with divisional improvement projects and initiatives.
- Provides point of contact services for the branch including managing client correspondence and recording fraud allegations from the public.

The **Criminal Investigations Unit** investigates allegations of fraud across two ministries; Social Development and Poverty Reduction and the Ministry of Children and Family Development.

- Ministry Investigators conduct investigations in accordance with the Criminal Code and applicable Provincial Legislation with cases referred, as appropriate, to the Crown for prosecution.



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

**Issue:** Service Delivery Division – Timelines and Service Standards

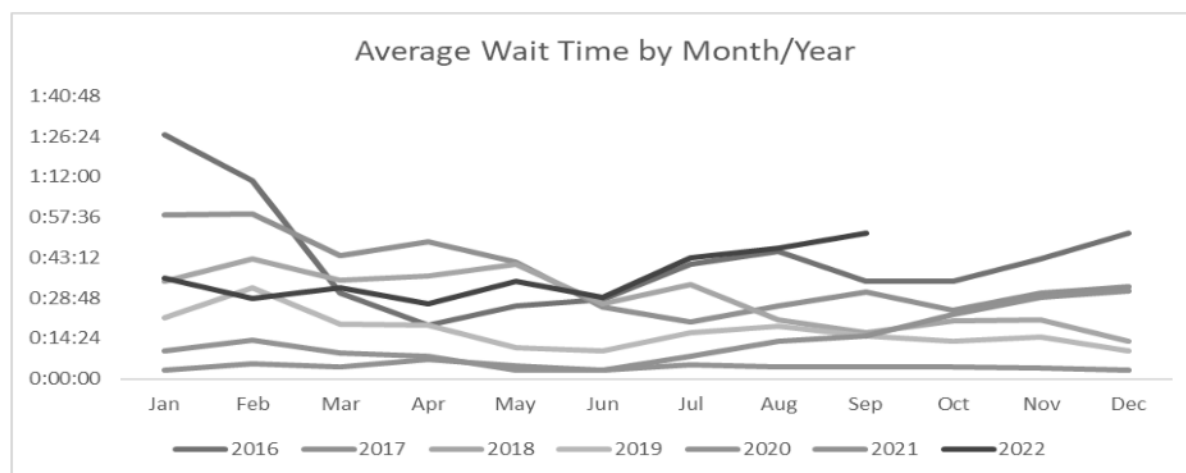
## **Background:**

The ministry monitors and reports on a number of key performance indicators which include Service Commitments and Service Standards that focus on the timeliness of service.

## **Phone Service Standards:**

The service standard for accessing the ministry through the toll-free phone service is to answer 80 percent of calls in 10 minutes or less. Wait time and service level reports are published monthly in the Daily Contact Centre Report on the ministry's website.

The ministry receives an average of 125,135 calls each month through the toll-free number, approximately 1.1.5M calls per year.



| Year             | Average Wait Time |
|------------------|-------------------|
| 2022 (Jan - Sep) | 0:36:14           |
| 2021             | 0:12:55           |
| 2020             | 0:06:28           |
| 2019             | 0:16:54           |
| 2018             | 0:28:12           |
| 2017             | 0:37:27           |
| 2016             | 0:43:33           |

The ministry also monitors customer satisfaction with the toll-free phone service through a post-call survey. Results are consistently positive, with the most recent statistics from April 1 – September 30, 2022, showing the following results:

Date: October 6, 2022

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

19,164 surveys completed

- I was satisfied with the amount of time it took to get service
  - 62% - Yes      38% - No
- Overall, I found the Ministry worker was respectful
  - 83% - Yes      17% - No

### Applying for Assistance Service Standards:

The service standard when applying for assistance, is for the ministry to contact applicants within 5 business days, at least 80 percent of the time, once a completed application has been submitted. This service standard timeline is reduced to 1 business day for applicants who are fleeing abuse or have an immediate need for food, shelter, or urgent medical attention.

The number of applications for assistance that the ministry has received to date in 2022 is higher than the 38,750 assistance applications received in 2021 but comparable to the pre-pandemic period.

| Average Days to First Contact | 2021 | September 2022 |
|-------------------------------|------|----------------|
| General                       | 1    | 3              |
| Expedited                     | 1    | 1              |
| Fleeing Abuse                 | 1    | 1              |
| Specialized                   | 1    | 2              |
| *Other                        | 1    | 0              |

*General:* Applications for assistance, other than the ones listed below.

*Expedited:* Applications which have been assessed by a worker as having an immediate need for food, shelter, and urgent medical.

*Fleeing Abuse:* Applications where applicant indicates they are fleeing abuse.

*Specialized:* Applications where the individual is in a special care facility (e.g. Supportive Recovery Home), persons currently in hospital, or the applicant is transition from youth services (e.g. Ministry for Children and Families At Home Program) or a correctional facility. These applications often involve working with other agencies or persons supporting the applicant.

*Other:* Applications where there are specialized circumstances not listed above. Often these would be completed in person via community outreach.

### Persons with Disability (PWD) Designation Service Standards:

The ministry service standard for determining a PWD Designation is within 45 business days once all the required documentation is submitted, at least 80 percent of the time. The ministry has consistently met this service standard for several years.

### Average Business Days for Adjudicating PWD applications in Fiscal Year:

| Fiscal Year | PWD Business Days to Adjudicate | Total Applications |
|-------------|---------------------------------|--------------------|
| 2021-2022   | 14                              | 11,699             |
| 2020-2021   | 2                               | 9,917              |
| 2019-2020   | 7                               | 13,258             |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

|           |    |        |
|-----------|----|--------|
| 2018-2019 | 23 | 11,870 |
| 2017-2018 | 23 | 11,947 |
| 2016-2017 | 42 | 12,777 |

Data Source: Analytics and Business Intelligence

### **In-Person Offices:**

The ministry does not have a set service standard for in-person services at this time. The ministry implemented a new software tool called the Queue Management System (QMS) in 2021 that collects in-office wait times and service time information. This information assists the ministry in understanding the service experience for individuals accessing in-person services and is used to improve consistency and standards of services across all in-person offices.

The QMS is also used to collect in-office wait times and service time information in Service BC offices, however, at this time the information is not incorporated into the ministry's data reporting.

|                | Office Visits** | Avg. Wait Time | Avg. Service Time |
|----------------|-----------------|----------------|-------------------|
| April 2021     | 38,919          | 3:07           | 7:13              |
| May 2021       | 37,672          | 2:57           | 7:23              |
| June 2021      | 38,767          | 3:32           | 7:39              |
| July 2021      | 40,145          | 3:13           | 7:25              |
| August 2021    | 38,446          | 3:11           | 7:32              |
| September 2021 | 40,169          | 3:40           | 7:49              |
| October 2021   | 41,430          | 4:21           | 8:02              |
| November 2021  | 47,401          | 4:50           | 8:13              |
| December 2021  | 46,092          | 4:49           | 8:11              |
| January 2022   | 47,921          | 4:21           | 8:11              |
| February 2022  | 46,789          | 4:34           | 8:11              |
| March 2022     | 53,729          | 5:02           | 8:31              |
| April 2022     | 44,362          | 5:42           | 8:30              |
| May 2022       | 51,935          | 6:33           | 8:51              |
| June 2022      | 51,737          | 6:28           | 9:03              |
| July 2022      | 48,852          | 5:53           | 9:06              |
| August 2022    | 49,319          | 6:22           | 9:09              |
| September 2022 | 50,204          | 6:52           | 9:10              |

\*Source: ABI - Data from all SDPR office locations

\*\*NOTE: Service BC offices are not included in this data

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

## **Issue:**

Community Objection to Prince George Office Relocation.

## **Background:**

The lease for the Ministry of Social Development and Poverty Reduction (SDPR) in-person office at 1445 10<sup>th</sup> Avenue in Prince George, expires on February 29, 2024, and there is no option to renew. Government leases are secured and managed by the Real Property Division (RPD), Ministry of Citizens Services (CITZ).

In March 2020, RPD purchased a building to relocate SDPR to 490 Brunswick Street. 490 Brunswick Street was selected because it is in the downtown core, is easily accessible by transit, is close to the existing office location, and is near complementary services (e.g., a shelter and Service Canada), and zoning complies with the intended use.

A date had not been set for the Ministry move to the new location, but it was expected to be complete by February 29, 2024.

Prior to removing conditions on the purchase of the new location, RPD contacted neighboring organizations, including a church, Montessori School, and a Seniors' Centre that are located across the street. The concerns expressed at the meeting were related to parking and traffic. The RPD and ministry representatives were left with a positive impression that this new location would be accepted.

In September 2020, the Downtown Prince George Downtown Business Improvement Association (DPGBIA) wrote the Ministry of Citizens' Services outlining their concerns regarding SDPR relocating to the new location and providing some alternative locations for consideration. The other locations were reviewed by RPD and deemed inappropriate in meeting the location, size, and quality of space.

Between February and December 2021, DPGBIA continued to express their concerns through various communication methods, first to the RPD, SPDR Deputy Minister, and then finally to the Premier and SDPR Minister.

The last correspondence was in January 2022, where the Ministry responded to the letter providing confirmation of the move and additional ways for clients to access Ministry services, such as online, by phone, and through Community Integration Specialists working with local agencies and community partners in Prince George.

In early summer 2022, an option was identified whereby RPD and BC Housing could consider a potential swap of spaces, with BC Housing taking the newly purchased 490 Brunswick Street (two floors) in exchange for the lease of their current headquarters in Prince George, 1380 2<sup>nd</sup> Avenue, which are 3 city blocks (270 meters) apart. The 1380

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

2<sup>nd</sup> Ave location is also within walking distance from the current SDPR office, approximately 800 metres or 8 city blocks.

As the 1380 2<sup>nd</sup> Ave space (one floor below a parkade) is approximately the same size as the 1<sup>st</sup> floor of 490 Brunswick (about 6000 square feet) it would be sufficient to accommodate a front-facing office. This means that some or all of the 13 staff who were to be located on the 2<sup>nd</sup> floor at 490 Brunswick Street would need to find an alternative space. RPD has suggested that the displaced staff could be accommodated at the existing SDPR facility located at 1087 4<sup>th</sup> Avenue (Plaza 400).

RPD received confirmation from SDPR representatives that the location at 1380 2<sup>nd</sup> Avenue, surrounding neighbour compatibility and accessibility of this new location would work for the front-facing (in-person) office, while the displaced (up to 13) staff could be relocated to the current SDPR office in the Plaza 400.

On August 3<sup>rd</sup>, 2022, BC Housing participated in a meeting with the Board of Directors from DPGBIA and presented the potential new location at 1380 2<sup>nd</sup> Avenue. It was agreed at that meeting that DPGBIA would support this new location, and consequently wrote a letter (dated August 8<sup>th</sup>) to BC Housing formally stating that they “could support the relocation of SDPR to 1380 2nd Avenue”.

On September 8<sup>th</sup>, 2022, representatives from RPD, including the ADM, Executive Director of Accommodation Management, Strategic Initiatives, and Workplace Planning, and from SDPR, including the CSD Facilities Director and Community Services Branch staff visited 1380 2<sup>nd</sup> Avenue location and the Plaza 400. It was reconfirmed that the 1380 2<sup>nd</sup> Ave site would be appropriate for developing a public-facing income assistance office if the space were all or almost entirely redesigned. It was confirmed there is sufficient underdeveloped space at Plaza 400 to house the remaining displaced (up to 13) staff, however, RPD did not confirm whether they would develop this unused space for SDPR.

As of October 2022, SDPR continues to wait for RPD's decision on leasing the 1380 2<sup>nd</sup> Avenue or any additional space at Plaza 400. The project at 490 Brunswick Street has been on hold since August 2022, even though the design development stage is complete and ready to go to tender for a general contractor.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

**Issue:** Support for Individuals arriving from Ukraine

**Background:**

- The Ministry of Municipal Affairs is the lead ministry for BC's coordination of services for individuals arriving from Ukraine under the Canada-Ukraine Authorization for Emergency Travel (CUAET), including the implementation of a dedicated welcoming website for Ukrainians.
- This website is available in Ukrainian and Russian languages: Welcoming Ukraine - Province of British Columbia (gov.bc.ca).
- 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.

**Ministry Specific Support:**

- Ukrainians arriving under CUAET are eligible for the range of WorkBC employment services. An information sheet identifying all WorkBC services available has been as posted on the Welcome Ukraine Website and is available in English, French, Ukrainian, and Russian.
- Ukrainians who come to Canada through 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 under available assets 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.
- The Service Delivery Division 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 support that might be available.

**Date:**

**Page**

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

- 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 available.
- As of December 7<sup>th</sup>, the ministry has 517 open hardship assistance cases, representing 766 recipients. Approximately 54% of the cases are single individuals, 23% are one-parent families, 9% are two-parent families, and 14% 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 under Order In Council for up to 12 months.
- To respond to the employment needs of individuals arriving from Ukraine, the ministry has expanded WorkBC service eligibility enabling access to the wide range of employment services available
- 1071 clients from Ukraine have received WorkBC services up to December 5, 2022
- The majority of these clients participate in job search activities and job search strategy workshops and 292 of these clients have obtained employment.
- Information on WorkBC services is available in Ukrainian and Russian on the WorkBC.ca site

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

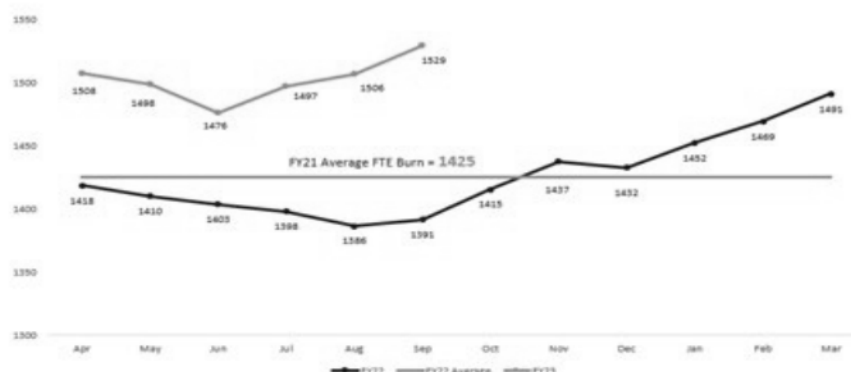
## ISSUES NOTE

**Issue:** Service Delivery Division - Attrition and Hiring

### **Background:**

- The Service Delivery Division is responsible for frontline service delivery for individuals applying for income assistance and providing service employment and assistance program clients.
- Services are provided online, by phone, or in person at 84 locations, including 36 Ministry offices and 48 Service BC locations and in partnership with community organizations.
- The division's salaries and benefits budget supports approximately 1,590 FTEs
- The majority of frontline staff are Client Service Workers (CSW) and Employment Assistance Workers (EAW).
- To support underserved individuals, in person services are provided in the community by Community Integration Specialists.
- The division has a comprehensive hiring strategy and a centralized recruitment team that conducts multiple staffing competitions to ensure ongoing recruitment of frontline staff.
- To support hiring for frontline staff, the division has province wide recruitment marketing videos for the CSW, EAW and Community Integration Specialist positions which are marketed through a variety of approved social media sites.
- While the division has seen a decline in the number of staff since April 2022, due to a higher than expected attrition, the numbers started to climb again in July 2022 as a result of the hiring strategy being adjusted to accommodate the new attrition trend.

**Divisional FTE Burn by Month**



Date:

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

### ADM Responsible:

Karen Blackman, Assistant Deputy Minister, Employment and Labour Market Services Division

### Program Description:

The vision of Employment and Labour Market Services Division (ELMSD) is for all British Columbians to realize their full potential through labour market and community attachment. The division is responsible for the development, management, and evaluation of employment services in BC, delivered primarily through the WorkBC Employment Services program. These services are available to all unemployed and precariously employed B.C. citizens legally eligible to work in B.C.

The WorkBC Employment Services program consists of three service contracts: WorkBC Employment Services (ES), Assistive Technology Services (ATS) and Apprenticeship Services (AS). WorkBC ES are currently delivered through 102 WorkBC Centres, as well as a strong online presence. ATS offers adaptive technology to help people with disabilities pursue employment opportunities. AS includes processing financial support applications and help for apprentices to collect employment insurance benefits while in school.

The division also manages a range of strategic employment and labour market service initiatives that complement and enhance the WorkBC program, and support Workforce and Labour Market Development activities across government. This includes leading an initiative to support coordinated workforce planning with several ministries responsible for services in the Care Economy – primary in health, social and educational services.

The division consists of four branches:

The **Divisional Services Branch** provides expert support and services to ELMSD in the areas of finance, quality assurance, risk management, planning and reporting, program analytics, systems development and support, project management, continuous improvement, and website management.

The **Program Policy and Development Branch** provides expertise to ELMSD in areas of employment service policy. The branch strategically supports continuous program improvement, aligning program development with government priorities, and ensuring employment services meet the needs of British Columbians. The branch is also responsible for intergovernmental relations related to Employment Services.

The **Employment Opportunities Development Branch** is responsible for leading innovative and creative strategies to enhance awareness of WorkBC Centres with large,

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

province-wide employers. The branch also gathers employer perspectives to inform the development of responsive programming and to improve delivery of effective employment services.

The **Operations Branch** is responsible for WorkBC Employment Services contract management and for delivery of Community and Employer Partnerships to foster employment opportunities for unemployed British Columbians through community-based projects. The branch is also responsible for divisional administration support, communications, partner relationship development, operational implementation, and issues management.

### **Budget:**

In 2022/23, the ministry is budgeting \$442.1 million to support employment programming for the citizens of B.C.:

- \$388.3 million from the federal government under Labour Market Development Agreement (LMDA) in funding for direct services to clients (this includes \$47.4 million in additional funding from a 2017 top-up and \$63.7 in carryforward funding from the previous year);
- \$24.6 million from the federal government under Labour Market Development Agreement (LMDA) for administration expenditures (this includes \$20.5 Base Admin and \$4.1 Admin carryforward funding from the previous year); and
- \$29.2 million in provincial funding.

### **Full Time Equivalents (FTEs):**

179

### **Related Legislation:**

Employment and Assistance Act and Regulation  
Employment and Assistance for Persons with Disabilities Act and Regulation  
Employment Insurance Act and Regulation  
Labour Market Development Agreement  
Labour Market Transfer Agreement

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
DIVISIONAL OVERVIEW**

**Organizational Chart:**



# Strategic Plan 2022-25

## Territorial Acknowledgement

ELMSD acknowledges with respect, that we carry out our work on the ancestral lands of the Indigenous Peoples in B.C., including First Nations, Métis and Inuit Peoples.

### Vision:

For all British Columbians to realize their full potential through labour market and community attachment.

### Mission:

Through inclusive employment opportunities and labour market development we support B.C. job seekers to improve their quality of life.

### Goal 1:

Job seekers have access to high quality services and supports they need to find and keep meaningful employment.

### Goal 2:

We support programs, services and initiatives that create equity for under-represented groups in the labour market.

### Goal 3:

Programs and policies are designed and delivered consistent with the Declaration on the Rights of Indigenous Peoples Act.

### Goal 4:

Employment and labour market services evolve to meet the needs of a modern and inclusive economy.

### Goal 5:

ELMSD has a workplace culture of empowerment where people are supported to grow, develop and innovate.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

## **Program**

WorkBC Employment Services

## **Program Description:**

The renewed WorkBC program was launched on April 1, 2019. The program provides comprehensive employment services and supports based on individual client needs ranging from independent self-serve services to intensive case management. These services and supports help clients prepare for employment.

WorkBC Employment Services are currently delivered through 102 WorkBC Centres, as well as a strong online presence, to provide services that can be accessed from anywhere in the province and flexibility in choice for clients for what works best for them

Examples of supports and services offered through WorkBC include: resume preparation, assistance with job search, employment counselling and support, interview preparation, employment-related workshops, employment needs assessments, financial supports to participate in services or start a job, short-term certification, assistive technology & devices, skills training (funding for tuition and living supports), living supports for clients participating in eligible services, self-employment services, customized employment services, wage subsidy, job development, job coaching, and follow-up support for job sustainment.

As of September 30, 2022, the number of clients being served this fiscal year is consistent with the same time period in prior years. Almost 60,000 were actively receiving services, with 46,000 being case managed, compared to the previous year with 57,000 clients of which 48,000 were case managed. Over 25,000 clients are being supported through their first year of employment. The employment rate is 52%, compared to 57% for the previous year.

About 69% of clients have self-identified as belonging to at least one Client Inclusion group. Clients Inclusion Groups categories include Youth, Immigrants, Persons with Disabilities, Indigenous Peoples, Survivors of Violence and/or Abuse, Multi-Barriered, and Francophones.

At the end of 2021/22, about 70,000 clients were actively receiving services, of which 57,000 were case managed.

The total commitment to WorkBC programs is \$302M, with \$249M committed to WorkBC Employment Services programming. The remainder covers centralized funding for WorkBC Apprentice Services (\$13.5M) and WorkBC Assistive Technology Services (\$5.8M), Community and Employer Partnerships (CEP) contracts (\$30M), and centralized funding for clients participating in CEP projects (\$4M).

Date:

Page 1

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

The program utilizes an outcomes-based funding model, where an individual's success in the job market is prioritized. Service providers receive performance payments when a client sustains employment at four, twenty-four and fifty-two weeks.

Currently there are 27 organizations that hold contracts for the delivery of the WorkBC Employment Services. The proportion of WorkBC funding and contracts is approximately 57% held by local non-profits, 39% by for-profit organizations and 4% by public institutions.

Contractors have flexibility to utilize service delivery models which are most effective in their region to sub-contract to specialists based on unique client needs. Under WorkBC, 120 unique subcontracted organizations have been retained by service providers and the majority (77%) of these organizations are local, not for profit agencies. With 222 sub-contracts in place, there is an average of more than 5 sub-contracts per catchment. The primary contractor decides on the remuneration of their sub-contractors but they have a shared interest in the viability of those sub-contractors so they can meet contract deliverables such as Service Targets and Key Performance Measures.

### ELMSD Budget Outlook (in Millions)

| Contract/Program Area   | FY22/23<br>Forecast | FY23/24<br>Contract<br>Commitment <sup>1</sup> | FY24/25<br>Contract<br>Commitment | FY25/26<br>Contract<br>Commitment |
|---|---------------------|--|-----------------------------------|-----------------------------------|
| WorkBC Employment Services                                    | \$207.79            | \$249.02                                       | \$249.02                          | \$249.02                          |
| WorkBC Apprentice Services                                    | \$7.61              | \$13.48  | \$13.48                           | \$13.48                           |
| WorkBC Assistive Technology Services                          | \$5.25              | \$5.76   | \$5.76                            | \$5.76                            |
| WorkBC Community and Employer Partnerships                    | \$30.00             | \$15.00  | \$15.00                           | \$15.00                           |
| WorkBC Job Bank   | \$0.35              | \$0.35   | \$0.35                            | \$0.35                            |
| CEP Client Supports   | \$4.50              | \$4.50   | \$4.50                            | \$4.50                            |
| AEST Commitments  | \$54.00             | \$48.00  | \$48.00                           | \$48.00                           |
| Other Contracts (WCB/MIP, FYP, R1 Contracts, ATBC, FLMM, A2T) | \$1.45              | \$1.18   | \$1.18                            | \$1.18                            |
| Systems Development - MOU/Contracts                           | \$6.49              | \$5.00   | \$5.00                            | \$5.00                            |
| Strategic Investment Plan <sup>2</sup>                        | \$66.49             | -  | -                                 | -                                 |
| Additional Fiscal Priorities <sup>3</sup>                     | \$35.74             | -  | -                                 | -                                 |
| <b>Total</b>  | <b>\$419.67</b>     | <b>\$342.29</b>                                | <b>\$342.29</b>                   | <b>\$342.29</b>                   |
| <b>Total Funding</b>  | <b>\$419.67</b>     | <b>\$362.51</b>                                | <b>\$363.89</b>                   | <b>\$363.89</b>                   |
| <b>Funding Remaining</b>                                      | <b>\$0.00</b>       | <b>\$20.22</b>                                 | <b>\$21.60</b>                    | <b>\$21.60</b>                    |

The Top Up portion of LMDA funding (\$49.42M) is set to expire after FY22/23. While it is anticipated this funding will continue in FY23/24, this is yet to be confirmed by the Federal Government.

Advice/Recommendations; Government Financial Information; Intergovernmental Communications

| Funding Summary          |                 |                 |                 |                 |
|--------------------------|-----------------|-----------------|-----------------|-----------------|
| Funding Source           | FY22/23         | FY23/24         | FY24/25         | FY25/26         |
| LMDA Base <sup>4</sup>   | \$275.21        | \$276.75        | \$278.13        | \$278.13        |
| LMDA Carry Over          | \$63.70         | \$0.00          | \$0.00          | \$0.00          |
| LMDA Top Up <sup>5</sup> | \$49.42         | \$49.42         | \$49.42         | \$49.42         |
| Recoveries (WDA)         | \$7.18          | \$7.18          | \$7.18          | \$7.18          |
| Provincial <sup>6</sup>  | \$24.17         | \$29.17         | \$29.17         | \$29.17         |
| <b>Total Funding</b>     | <b>\$419.67</b> | <b>\$362.51</b> | <b>\$363.89</b> | <b>\$363.89</b> |

<sup>1</sup> WorkBC Contract's expire if not extended

<sup>2</sup> Some strategic investments are included in program forecasts (ES Financial Supports and CMF's, CEP Programs, AEST Commitments)

<sup>3</sup> Additional fiscal priorities are being developed and will be based on updated forecasts and available funding

<sup>4</sup> LMDA Agreement requires renegotiation after FY22/23

<sup>5</sup> LMDA Top Up Funding expires after FY 22/23 if not extended.

<sup>6</sup> FY22/23 Provincial funding reduced by \$5M to support Ministry, assuming full budget availability of \$29.17M

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

## **Program**

WorkBC Apprenticeship Services

## **Program Description**

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 so they can 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 costs, travel, childcare and disability-related costs.

The WorkBC Apprentice Services Contractor provides in-person, outreach, and virtual service delivery to apprentices. The WorkBC Apprentice Services Contractor supports apprentices by reviewing and processing apprentice financial supports applications, determining Employment Insurance (EI) eligibility and providing Section 25 Referral. Section 25 of the EI Act is when the Contractor refers any Active EI Claimant to Classroom Technical Training.

Clients access WorkBC Apprentice Services through an online portal and intake process using the Online Employment Services (OES) tool; this enables Clients to register for services by completing a WorkBC Apprentice Services application for financial supports.

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 and ends March 31, 2024 with the possibility of four, one-year extensions.

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 still allow a day or two of virtual academic training, but for the most part apprentices have now returned to the classroom. New client starts for Fiscal 2022/23 are slightly lower for the same period than Fiscal 2021/22, however client financial supports for 2022/23 are 2.5 times higher than the same period in 2021/22. The most significant increases are in supports for Commuting and Living Away from Home which can be attributed to apprentice training returning to in-classroom delivery.

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

Date: October 2022



## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

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.

In Fiscal Year 2021/22 services were provided to approximately 11,900 apprentices, and approx. \$3.7 Million was provided in client financial supports.

For Fiscal Year 2022/23, as of September 30, 2022, services have been provided to approximately 4,600 apprentices and approx. \$2.5 Million has been paid in client financial supports.

Date: October 2022

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

WorkBC Assistive Technology Services

### Program Description:

The Assistive Technology Services (ATS) contract provides equipment and devices to help individuals thrive in the workplace. Supports available through ATS include:

- Assistive devices, equipment and technology
- Ergonomic supports (e.g. ergonomic furniture, lighting systems)
- Restorative supports (e.g. canes, crutches)
- Attendant services related to work (e.g. assistance with mobility)
- Workplace access and modification
- Communication and hearing devices related to work
- American Sign Language (ASL) interpreting and captioning services
- Vehicle modifications

Assistive Technology Services are available to individuals who have a work-related barrier due to a disability or a functional limitation. This may include barriers related to traveling to and from the workplace. To be eligible for ATS, individuals must be a resident of and be legally eligible to work in British Columbia, be 16 years of age or older and in need assistive equipment, devices or disability supports to start work or to avoid losing current work or self-employment

As part of WorkBC program design, the ministry consulted with: the Minister's Council on Employment and Accessibility, Presidents Group, Supporting Increased Participation and conducted a public engagement session with users of assistive technology.

Prior to the launch of WorkBC Assistive Technology Services, the Technology @ Work program provided assistive technology supports. The Assistive Technology Services contract encompasses both 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 while ensuring consistent service delivery across the Province.

In June 2018 the Ministry posted a formal Request for Proposal for WorkBC Assistive Technology Services on the BC Bid site. The successful applicant was the Neil Squire Society, an organization that has been providing assistive technologies to people with disabilities in BC and across Canada for over 30 years and is a recognized expert in assessing, developing and implementing ATS solutions.

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

WorkBC Assistive Technology Services enables all clients who require assistive technology services to access the services they require to achieve or maintain sustainable employment.

The budget for the WorkBC Assistive Technology contract is \$5.9M per year

The WorkBC Assistive Technology contract for 2019 – 2024 is nearly double the value of the previous Technology @ Work program (increasing from \$3 million to \$5.9 million annually).

Since the start of the contract, from April 1, 2019 to September 30, 2022 the ATS contract has provided services and supports to 3,889 clients and completed Specialized Assessments for over 2,053 individuals. Over 1,708 clients have been supplied with \$7,278,944 of assistive devices, equipment or technology.

The WorkBC Assistive Technology service provider has completed over 7,214 external stakeholder engagements by attending job fairs, networking opportunities, presentations and connected with the employer community as well as each WorkBC Employment Service provider to increase awareness of the ATS agreement.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Community and Employer Partnerships

### Program Description:

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

CEP funds community-based projects that support local labour market initiatives, including training and work experience opportunities leading to employment in available jobs. Investments were targeted towards projects that:

- supported an inclusive economic recovery
- had the greatest impact on employment outcomes and ensured that funding was accessible and equitably distributed across the province
- led to direct employment sooner and prepare unemployed individuals for available jobs
- ensured people had all the employment supports necessary to participate fully in the recovery of the labour market post pandemic

CEP funding is available to all applicant categories and applications are accepted throughout the year.

The Ministry is responsible for administering four CEP funding streams:

1. Job Creation Partnerships - support local projects that provide work experience and skills enhancement to eligible job seekers to help them obtain sustainable employment.
2. Labour Market Partnerships - support and facilitate strategies and activities to address local labour market or human resources issues.
3. Research and Innovation - supports exploration to find better ways of delivering programming to help individuals find or return to work.
4. 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.

The CEP Fund was launched in 2012 with funding provided under the Labour Market Development Agreement. From launch to March 31, 2022 the Ministry has entered into 589 CEP agreements that provided 4,996 participants with training and work experience.

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

For Fiscal 21/22, nearly \$17.7 million was committed, to fund 95 projects including:

- 20 Job Creation Partnerships agreements
- 14 Labour Market Partnerships agreements
- 55 Project Based Labour Market Training agreements
- 6 Research and Innovation agreements

Since since April 01, 2022 over \$26.5M has been committed, to fund 49 new projects.

The CEP forecast for this fiscal year 22/23 is \$30M.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

**Program:** WorkBC Employment Services

**Program Description:** Skills Training Expansion

### **BACKGROUND:**

Prior to July 2021, WorkBC Employment Services (WorkBC) eligibility was based on the type of government financial assistance the client received (client type) and a personal needs assessment. Feedback from WorkBC contractors, advocacy groups, and stakeholders indicated that current eligibility rules prevented individuals from accessing services that would best address their specific needs. This created a lack of continuity of service and disadvantaged some clients.

By July 2021, service parity eligibility enhancements were applied to Wage Subsidy, Personal Counselling for Employment Readiness and Skills Enhancement. These services are now available to all WorkBC clients. The implementation of service parity provides WorkBC clients access to a greater number of WorkBC Employment Services based on a personal needs assessment rather than their client type.

### **DISCUSSION:**

The intent of the WorkBC Services is to lead clients to sustainable, long-term employment that addresses a client's need for marketable skills and balances speed of access to the labour market with client suitability.

Employment and Labour Market Services Division (ELMSD) has expanded access to services including Wage Subsidy, Personal Counselling for Employment Readiness, and Skills Enhancement Services (including Adult Basic Education, Occupational Skills Training, and Short Duration Training), to enable access for all WorkBC clients assessed as requiring these services.

In November 2020, ELMSD expanded the Wage Subsidy service to include all unemployed residents of BC, providing more unemployed people with opportunities. The Wage Subsidy service provides funding to an eligible employer to subsidize a client's wage as an incentive for the employer to hire and provide work experience and on-the-job training to an eligible Client or individual who has been identified as needing work experience, and to hire new or recall laid off employees.

Access to Personal Counselling for Employment Readiness was expanded in March 2021. All case managed WorkBC clients assessed as requiring this service can now access up to 10 sessions of personal counselling. Youth in and from Care may access as many sessions of personal counselling as needed pre-employment, and for up to 12

Date:

Page 1

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

months post-employment. Personal counselling is available across the province both virtually and in-person.

Access to Skills Enhancement Services was expanded in July 2021, with a focus on Occupational Skills Training. Programs of 1 year or less are expected to be the most accessed; however, programs of up to 2 years may be allowed on an exception basis, for example when a client requires more time due to a disability or health issue. A tuition cap of \$7,500 applies to all clients; however, exceptions may be considered in circumstances where sustainable employment cannot be reached without exceeding the tuition cap. As part of service parity, relevant legislations were changed to ensure that participation in Skills Enhancement will not impact an individual's ability to receive Income or Disability Assistance.

Expanding WorkBC service eligibility to all clients who may benefit from the service helps ensure that clients can access the most appropriate and efficient route to sustainable employment.

### **CONCLUSION:**

In 2021, ELMSD expanded access to services within WorkBC to allow clients to access relevant services based on client need instead of their type. The policy changes for Service Parity allowed all WorkBC clients, who require a Wage Subsidy, Skills Enhancement or Personal Counselling for Employment Readiness equal access to services and supports enabling them to successfully attach to the labour market.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

WorkBC Financial Model

### **Background:**

The renewed WorkBC Employment Services program was launched on April 1, 2019. One of the notable changes to the program was shifting the financial model to a performance-based design to support positive client outcomes and improvements in employability outcomes for British Columbians. Due to the substantial amount of change to the model, including significant catchment restructuring, it is not comparable to the historical administrative funding model.

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 and reflecting that some services are now delivered provincially. Assistive Technology Services, Apprentice Services, and Community and Employer Partnerships Client Supports are all funded centrally which had previously been included in catchment budgets.

Under the new funding model for WorkBC Employment Services, contractors are paid each fiscal year an amount up to the annual maximum for the applicable catchment through three payment streams: Fixed Fee contribution towards infrastructure and staffing, Performance Fees to reward a contractors' positive client outcomes and Financial Supports reimbursements to the contractor for direct client supports.

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.

To respond to unforeseen labour market disruption due to COVID-19, the Ministry amended WorkBC Employment Services contracts in 6 month increments for FY2020/21 and FY2021/22 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 the previous fiscal year to a maximum of the contract value. 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.



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

Employment and Skills Training Services for Indigenous Peoples

### **Background:**

Indigenous people in BC can receive employment and skills training services from WorkBC Employment Services and/or from Indigenous Skills and Employment Training (ISET) service providers.

In addition, several initiatives are being explored and/or pursued that will contribute to or advance reconciliation.

### **WorkBC Employment Services**

WorkBC Employment Services offers programs and services for underemployed or unemployed people to prepare for, find, and maintain work. Indigenous Peoples have access to the full suite of WorkBC Employment Services.

In fiscal 2021/22:

- Over 5,000 clients who identify as Indigenous participated in WorkBC. Over 1,000 Indigenous clients achieved employment and WorkBC is supporting over 2,500 people through their first year of employment.
- Indigenous clients represented about 8% of all WorkBC clients, about the same as the previous year.
- The employment rate for Indigenous clients was 46%, compared to 35% for the previous year.
- WorkBC provided over \$5.08M in financial supports to Indigenous clients.
- The Community and Employer Partnership program provided over \$3.4M to support initiatives for Indigenous Peoples and communities.

### **Indigenous Skills and Employment Training**

The ISET Program is administered federally by Employment and Skills Development Canada (ESDC) and will provide approximately \$38M to Indigenous service delivery organizations in 2022/23 to design and deliver job training services for First Nations, Inuit, Métis and urban/non affiliated Indigenous people in their communities.

There are currently 24 ISET agreement holders across the province made up of 19 First Nation Agreements with 3 Self Governing, 1 Métis Nation BC serving Métis people throughout the province and the Aboriginal Community Career Employment Services

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

Society (ACCESS) which is the primary urban/non affiliated organization providing services in the Lower Mainland.

### Relationship Building

Over the past two years the ministry has focused on relationships and engagement with ISETs as well as Indigenous governments, communities and organizations to find new opportunities going forward, including:

- Work with the First Nations Leadership Council, Ministry of Advanced Education and Skills Training (AEST) and ESDC to explore the creation of a First Nations Skills Training and Employment Committee that will support self-determination of First Nations labour market priorities.
- Collaboration with ISET and WorkBC Service Providers to strengthen relationships, to inform continuous program improvements and to create opportunities to jointly refer Indigenous Peoples to available services, training, job opportunities, and laptops for training. Meetings with BC Association of Aboriginal Friendship Centres for general information sharing and updates on initiatives that support their mandates.
- Engagement with ISET service providers to develop a web based map<sup>1</sup> of the ISET locations in BC to improve the referral of Indigenous clients between WorkBC centres and ISET locations.
- Engagement with ISET service providers to improve employer awareness of reconciliation, Indigenous workforce development and best practices.
- Inclusion of ISET service providers in information sessions on employment opportunities with large employers and training available through partner Ministries (i.e. Health, Child Care, and Natural Resource Sector).

### Declaration Act Action Plan

Action 4.41 of the Declaration on the Rights of Indigenous Peoples Act Action Plan 2022 – 2027 (Declaration Act Action Plan) commits the Ministry of Social Development and Poverty Reduction and the Ministry of Advanced Education to working 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.. It is anticipated that the Ministry and AEST will be required to report on progress made in the beginning of fiscal year 2023/24.

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<sup>1</sup> <https://www.workbc.ca/Employment-Services/ISETs-Map.aspx>

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### Strategic Investments

The ministry is engaged in exploratory discussions with MIRR,

Intergovernmental Communications;  
Government Financial Information

Intergovernmental Communications; Government Financial Information

Intergovernmental Communications; Government Financial Information A

A variety of opportunities are under consideration, and the intent is to pursue initiatives that are focused on improving employment outcomes for Indigenous people and delivered consistent with the commitments of government contained in BC's Declaration Act Action Plan.

### Engagement with Nations

#### ***Nisga'a Lisims Government (NLG)***

In January 2020 the Ministry received a proposal from the Nisga'a Lisims Government<sup>2</sup> to devolve the delivery of provincial employment services and funding to NLG. The Ministry, together with AEST, MIRR, ESDC and NLG have been in exploratory discussions to determine how we might meet this request. Any agreement reached may have implications for other Treaty nations and/or First Nations.

#### ***Tsilhqot'in National Government (TNG)***

TNG is interested in pursuing an arrangement under which they would have full authority, funding and accountability for Labour Market, Employment and Skills Training, among other areas. While this is pursued, TNG has been working with SDPR and AEST to address community needs using existing programs and services.

In August 2022 the ministry provided TNG with over \$250K for a labour market study to identify current and future labour market, training, education and economic needs for each of the six communities in the Tsilhqot'in Territory and to develop a human resource inventory database.

In October, 2022 the ministry met with TNG along with MIRR and AEST to build relationships and continue to explore potential involvement in supporting TNG and the community with training, employment and research projects.

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<sup>2</sup> Nisga'a is one of eight treaty agreements that exist in BC. Another 53% of all First Nations in BC are in various stages of treaty negotiations.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

Labour Market Transfer Agreements - Labour Market Development Agreement & Workforce Development Agreement

### **Background:**

- The Labour Market Development Agreement (LMDA) is a funding agreement between the Government of Canada and the Province of British Columbia. The Ministry of Social Development and Poverty Reduction (SDPR) is responsible for administering the LMDA.
- Under the LMDA, BC assumed Canada's responsibility for providing programs and services intended primarily to help Employment Insurance (EI) eligible clients prepare for and re-enter the workforce and supports general employment services for all unemployed British Columbians, including those receiving income assistance.
- SDPR is committed to ensuring LMDA funding is used to provide inclusive and flexible employment services and supports, increase access for vulnerable individuals, focus on outcomes rather than outputs, and continuously improve programs.
- LMDA funding is primarily used for SDPR's WorkBC Employment Services, WorkBC Apprentice Services, the Community and Employer Partnerships funding program and for funding new initiatives that support an inclusive and diverse workforce.

### **LMDA Funding Allocation:**

- The LMDA is an ongoing agreement that has been in effect since February 2008 and is providing BC with \$2 billion over a six-year period from 2017/2018 to 2022/2023.
- In fiscal 2022/23, the LMDA provides BC with \$345M to deliver employment programming and supports including \$294M in base funding and \$49.4M in top up funding for a total of \$339M under the LMDA.
  - This includes six-year top up funding which is set to expire at the end of 2022/23.
  - To support ongoing labour market recovery the Government of Canada has allowed a percentage of unspent funds in FY2019/20 (\$18.7M), FY2020/21 (\$83.7M) and FY2021/22 (\$67.8) to be carried forward to the following fiscal year. Historically, any unspent funds were returned to the federal government.
- The LMDA is one of two major Labour Market Transfer Agreements (LMTA). Under these two agreements, BC receives a total of approximately \$465M a year.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

- The other, the Workforce Development Agreement (WDA), falls under the mandate of the Ministry of Advanced Education and Skills Training (AEST), and it funds over \$100 million annually in skills training programs across B.C. including \$97.9M in base funding and \$27.1M in top up funding under the WDA.
- SDPR transfers LMDA funding to AEST through a Memorandum of Understanding (MOU) to support labour market information analysis, employer grants to train current and future EI-eligible employees, and sector-based labour market programs.
- AEST transfers WDA funding to SDPR for the administration of programs for persons with disabilities. The base program funding is subject to a cost-match arrangement, whereby Canada contributes 50% of the annual costs up to a maximum of \$27.7M per year and B.C. must contribute the other 50%.

### **Issues/Opportunity:**

Intergovernmental Communications

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

Intergovernmental Communications

### **Reporting requirements:**

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.

Date: October 2022

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

**Issue:** ELMSD Strategic Investments Spending Plan

**Background:**

ELMSD receives funds from the Government of Canada through the Labour Market Development Agreement (LMDA) to administer employment services in British Columbia, which include the WorkBC Employment Service Centres. In fiscal year 22/23, ELMSD has approximately \$135M in funding available for strategic investment initiatives. The available funding includes \$64M the Government of Canada has approved ELMSD to utilize in 22/23 from 21/22 carryover funds, an increase in top up funding, and forecasted surplus from WorkBC contracts due to reduced client volumes. Additional fiscal priorities are being developed and will be based on updated forecasts.

On August 22, 2022, ELMSD received BC Treasury Board approval to use carry over federal funds on strategic investment initiatives that align with Ministry priority areas. The initiatives focus on employment supports and programming for WorkBC Centres, employers, underrepresented populations, Indigenous Peoples, and people with disabilities.

ELMSD staff have been actively engaging with partner organizations to develop and sign conditional grants as part of these investment initiatives. ELMSD staff has also been coordinating with GCPE regarding media announcements for the Ministry. The initiatives in this plan are reflected in the Future Ready Skills Plan and specific initiatives could be communicated as part of the public release.

Work with partner organizations related to the implementation of conditional grants is at different stages of progress. Below is a summary of ongoing work:

| Partner                                       | Proposed Project                                | Status  | Next Steps  | Estimated Launch Date | Estimated Amount 2022/23 |
|---|---|---|---|-----------------------|--------------------------|
| Treasury Board Approved Strategic Investments |   |   |   |                       |                          |
| WorkBC Employment Centres                     | Job Fairs targeted for people with disabilities | In implementation. Coordination with GCPE ongoing | Work BC Centres will have until March 31 <sup>st</sup> to implement | Sep-22                | \$510,000                |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

| Partner                                   | Proposed Project                                   | Status  | Next Steps                      | Estimated Launch Date  | Estimated Amount 2022/23 |
|---|--|---|---------------------------------|--|--------------------------|
| Foundry                                   | Expand Foundry youth peer support program          | Proposal negotiated and in contracting phase  | Review and approval of contract | Nov-22   | \$16.2 Million           |
| Canadian Mental Health Association - BC   | Supported employment program for adults            | Proposal received and negotiation in progress | Finalize proposal and contract  | - Contract by end of Oct. 2022<br>- Activities launch by Jan. 2023 | \$8.2 Million            |
| Canadian Mental Health Association - BC   | Service delivery in supported recovery centers     | Proposal expected by mid-October              | Negotiate grant terms           | Jan-23   | \$5 Million              |
| Canadian Mental Health Association - BC   | Enhance employer online resources and training     | Proposal expected by mid-October              | Negotiate grant terms           | Jan-23   | \$700,000                |
| Delta Community Living Society            | Support for youth transitioning to adulthood       | Proposal expected in October                  | Negotiate grant terms           | Jan-23   | \$2 Million              |
| Canadian National Institute for the Blind | Job placement supports for people with vision loss | Proposal received and negotiation in progress | Finalize proposal and contract  | End of Nov. 2022   | \$2.5 Million            |
| BC Chamber of Commerce                    | Employer Survey to identify future needs           | Revised proposal expected by mid-October.     | Finalize proposal and contract  | End of Nov. 2022   | \$300,000                |



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

Advice/Recommendations; Government Financial Information

| Internal Initiatives                                     |   |  |  |         |                               |
|--|---|--|--|---------|-------------------------------|
| Ministry of Advanced Education and Skills Training       | Expansion of Employer Training Grant                    | MOU has been updated                         | Going through Ministry Approvals                                   | TBD     | \$6 Million                   |
| Increase to Community Employer Partnerships (CEP) Budget | Increase the number of CEP projects for the fiscal year | Proposals are received on a continuous basis | Market CEP program and continue to review and negotiate agreements | Ongoing | Addition of \$15-\$20 Million |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

| Partner   | Proposed Project   | Status      | Next Steps | Estimated Launch Date | Estimated Amount 2022/23 |
|---|--|-------------|------------|-----------------------|--------------------------|
| Increase to supports for WorkBC Employment Services                           | Adjustments to Living and other Financial Supports for clients | Implemented | Monitoring | Oct 17th              | \$15.4 Million           |
| Cabinet Confidences; Advice/Recommendations; Government Financial Information |  |             |            |                       |                          |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

Future Ready Skills Plan: Care Economy Workforce Development Strategy

### **Background:**

The Care Economy (CE) is defined as health, education and social services (i.e., childcare, education, elder care, healthcare, mental health, community social services, etc.). The Province delivers CE services directly as well as indirectly through Crown agencies and third parties. Labour shortages directly impact CE services given they are delivered in person by staff with specialized skills and experience. Labour competition between CE employers may fill gaps in one sector at the expense of others which can undermine overall CE service delivery objectives.

The Employment and Labour Market Services Division (ELMSD) led an *ad hoc* cross-ministry project to better understand British Columbia's CE, identify critical occupations and recommend short and long-term actions. ELMSD retained Deloitte to analyze the CE in British Columbia as well as jurisdictions to identify best practices.

The Future Ready Skills Plan commits the Ministry to develop and implement a Care Economy Workforce Development Strategy (Strategy) based on the strength of its work to date.

Advice/Recommendations

Advice/Recommendations

Advice/Recommendations; Cabinet Confidences

Senior staff from CE ministries indicate their ministers are concerned about CE workforce challenges in their respective sectors. Ministers also expressed interest in receiving briefings on the Ministry's work to date and plans for next steps. Ministry staff are available to respond to requests from other ministries.

### **Next Steps**

ELMSD will work with CE ministries to establish the Care Economy Workforce Analytics, Planning and Coordination Unit.

Advice/Recommendations

Advice/Recommendations

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**TOPIC: Division Overview**

**KEY INFORMATION:**

- Information Services Division (ISD) provides technology services and digital leadership for the:
  - Ministry of Social Development and Poverty Reduction (SDPR)
  - Ministry of Children and Family Development (MCFD)
  - Child Care Programs under an agreement with the Ministry of Education and Child Care (MECC)
  - Integrated Children and Youth Program in the Ministry of Mental Health and Addictions (MMHA)
- Services include information management and information technology (IM/IT) resource planning, decision making, project and issues management, security and privacy functions, and workstation/device support.

**BACKGROUND:**

- The division was created to serve current and future IM/IT needs. Its Assistant Deputy Minister, Dwayne Quesnel, oversees the operation of five branches:
  - Business Operations Branch
  - Business Performance Branch (Mainframe Modernization Project)
  - Chief Technology Office
  - Sector Priorities Branch
  - Alliance Management Office

**BUDGET:**

|   |                    |
|---|--------------------|
| <b>Operating Total</b>                                      | <b>\$ 60,882</b>   |
| <b>MCFD Budget Contribution</b>                             | (26,101)           |
| <b>Ministry of Education Child Care Budget Contribution</b> | (3,802)            |
| <b>Other Inter-ministry Recoveries</b>                      | (710)              |
| <b>Total Recoveries</b>                                     | <b>\$ (30,613)</b> |
| <b>Net ISD Operating Budget</b>                             | <b>\$ 30,269</b>   |
|   |                    |
| <b>IMIT Capital Budget</b>                                  | <b>\$ 18,000</b>   |

\* All numbers in thousands

Contact: Dwayne Quesnel, Assistant Deputy Minister, ISD  
Cell Phone: 250-208-8489

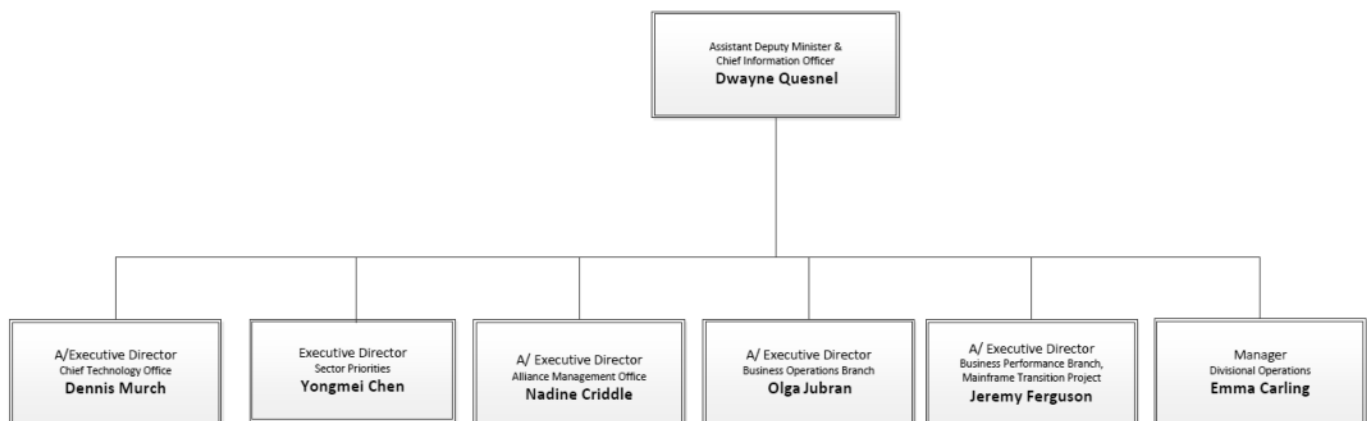
Full Time Equivalents (FTEs):

156

### Related Legislation:

- *Freedom of Information and Protection of Privacy Act*
- *Information Management Act*
- *Employment and Assistance Act*
- *Adoption Act*
- *Federal Youth Criminal Justice Act*
- *Child, Family and Community Service Act*

### Organizational Chart:



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**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**Program:**

Information Services Division Business Plan

**Program Description:**

- Information Services Division's (ISD) plans align to government's commitments and corporate strategies in addition to the Ministry of Social Development and Poverty (SDPR) strategic goals and Ministry of Children and Family Development (MCFD) strategic framework including:
  - Where Ideas Work and other corporate plans
  - The BC Government's Digital Framework
  - The MCFD Strategic Framework
  - The vision and mission for SDPR as outlined in the service plan
- ISD's Digital Framework puts people at the center, enabling modern technology to deliver services for the ministries. The framework has four key guiding principles on how ISD provides services:
  - Service Excellence
  - Digital Experience
  - Diversity, Inclusion and Accessibility
  - Reconciliation
- The annual ISD business plan brings these principles to life by linking focused actions and day to day operational work with the overarching strategic objectives. The ISD business plan has five key pillars:
  1. **Keep People at the Centre:** which is about designing good solutions for the people that use them, proactive talent management to get and keep the best resources we can, and constantly improving culture and engagement
  2. **Continuously Improve Operational Capabilities:** strives to provide the best service possible to the clients we serve
  3. **Modernize Outdated Applications and Make Technology More Reliable:** is about replacing outdated systems with modern technology that better meet the needs of citizens, and maintaining our systems that we count on for critical service delivery
  4. **Deliver Key Business Priorities:** focuses on surfacing and delivering technology projects with the highest potential business value
  5. **Procure and Manage Needed External Capacity:** is about having good strategic contracts in place and managing our vendor capacity to maximize value to the Province.

- The plan sets out actions to achieve these goals and is refreshed quarterly to adjust and pivot as necessary to respond to direction from government.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**Program:**

Chief Technology Office

**Program Description:**

- The Chief Technology Officer (CTO) provides vision and leadership for planning, developing, implementing and maintaining information technology (IT) solutions and initiatives that improve cost effectiveness, service quality and access to services.
- The Chief Technology Office (CTO) is responsible for managing a technology and service portfolio that includes:
  - Business Intelligence and Data Quality Team  
This team ensures the operation and ongoing evolution of technology for business intelligence and data analytics, ensures the quality of common data across the ministries, and supports multiple corporate data warehouses. The Data Quality team handles more than 20,000 service requests per year.
  - Product and Service Management Team/Application Development  
This team is responsible for the effective and efficient management of over 100 applications and the related infrastructure used to support the two ministries including 200+ servers and 92 terabytes of data. SharePoint and Application Development also fall under this team.
  - Social Sector Information Security & Privacy Office  
This team supports privacy and security due diligence for the two ministries by supporting program areas with the completion of security, threat, & risk assessments (STRAs) and privacy impact assessments (PIAs) for sector applications and initiatives. The team is responsible for various security related compliance activities, leads the response to significant privacy and/or security related incidents, coordinates and conducts security testing for new applications, and runs a training & awareness program to educate sector staff on privacy and security best practices.



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**Program:**

Business Operations Branch, Information Services Division

**Program Description:**

- The Business Operations Branch identifies and delivers technology-supported business value to the Social Sector including:
  - Collaborating to identify technology related opportunities, problems, solutions, and approaches,
  - Partnering to deliver technology projects and services, and
  - Aligning activities within the Information Services Division to program objectives.
- The Business Operations team does this by:
  - Managing partnerships with key service delivery areas and caseload supporting teams,
  - Planning IM/IT initiatives and ensuring their alignment to government and Ministry strategic plans and goals,
  - Providing critical business support for all the many applications used by the sector,
  - Identifying and guiding new solutions and enhancements from definition to implementation and maintenance, and
  - Managing the many multi-disciplinary projects and operational initiatives with our service delivery areas, partners, and vendors.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**Program:**

Business Performance Branch, Information Services Division

**Program Description:**

- The Business Performance Branch oversees the development and maintenance of an integrated business, capital and workforce planning framework. This includes developing collaborative relationships with stakeholders to ensure the successful implementation of strategic and operations activities. Programs include:
  - Application Modernization Project  
A multi year capital project to support more modern service delivery, reduce our dependency on legacy mainframe technology and consolidate ministry applications on modern infrastructure.
  - Finance and Administrative Supports Team  
This team provides day-to-day oversight, processing and management of the division's financial services including budget and capital management, and reporting and forecasting to the division, the ministries and government.
  - Governance, Strategic Planning and Engagement Team  
This team is responsible for information management and information technology (IM/IT) governance, development and management of the long-range Strategic Plan, divisional communications and staff engagement.
  - Digital Talent Management Office (DTMO)  
The DTMO team is responsible for ensuring ISD has a highly trained and productive workforce both now and into the future. Activities include: recruitment and retention, onboarding, workforce planning, succession planning and engagement.
  - Service Management Operations  
This team provides front line application systems and access support for close to 7,000 staff in the Ministries of Social Development and Poverty Reduction (SDPR), Children and Family Development (MCFD), Education and Child Care (MECC), and over 6,000 staff with service partners and other stakeholders. Day to day support includes responding to and resolving application problems and service requests.

- Workplace Technology

This team is responsible for workplace technology including device and software solutions, audio video conferencing tools, workstation equipment and peripherals as well as assistive technology and network solutions.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**Program:**

Sector Priorities Branch, Information Services Division

**Program Description:**

- The Sector Priorities Branch consists of three main functions: the Alliance Management Office (AMO), the Digital Portfolio Management Office (DPMO), and the Digital Design & Development (DDD) unit.
- The Alliance Management Office (AMO) provides contracting and procurement support to the Ministries of Social Development and Poverty Reduction and Children and Family Development for all their Information Management and Information Technology (IM/IT) needs.
- AMO facilitates positive relationships with; vendors, ministry program areas, provincial partners (i.e., Legal Services Branch, Procurement Services Branch, Corporate Software Branch, etc.), to provide consistent and timely support for all contracting activities. It ensures contracts and service level agreements are viable and aligned with strategic vision, government policy and legislation.

**IT Procurements**

- AMO is responsible for the execution of IT-related procurements for both ministries. This includes:
  - The procurement of IT services for the Integrated Case Management System (ICM),
  - The ministry's legacy systems including mission critical systems such as caseload supporting and payment systems for both ministries, and
  - Client-facing portals which are managed under two master agreements.

**Contract Management**

- AMO oversees all IM/IT contracts. This includes the contract management of three major Master Agreements:
  - Avocette Amending Agreement No. 4 term is Oct 1, 2022 to September 30, 2025. \$8.9M
  - The Deloitte agreement term is September 15, 2020, to September 14, 2025. The estimated contract value to be \$87.2
  - The CGI agreement term is October 1, 2022, to September 30, 2025. The contract budget is \$24.3M.

- AMO managed ~363 deliverables in 2021 that insured vendor accountability and project performance for these contracts.

#### Licensing

- Contractual agreements, including 30 license agreements which are renewed annually with a total annual budget of \$5.04M.
- The Digital Portfolio Management Office (DPMO) supports a Portfolio Board in taking an integrated approach to prioritize and manage its portfolio of digital and technology projects and products; ensuring the portfolio is aligned with strategic priorities of the government and the sector, and continuously delivers the desired business outcomes.
- The Digital Design & Development (DDD) unit facilitates digital agile, people-centred change across the social sector to meaningfully improve services to meet digital era expectations. The unit manages and delivers key digital products and works to tangibly demonstrate and showcase agile/scrum/user experience best practices, including delivering incremental value to the hands of the users (e.g., working minimum viable products, or MVPs) in rapid cycles (sprints). The unit also works closely with the DPMO to function as an in-house digital consultancy, providing advice and support to social sector teams to incorporate agile, scrum, human-centred design, and product management best practices into their work.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**TOPIC:**

ICM – System Performance

**Issue:**

- In 2021, ICM was available 99.97% of the time. Outage time (when the system was not available to users) equates to 2.5 hours or 150 minutes over the course of 12 months.
- Two issues with Siteminder Authentication in the month of November 2021 caused application downtime and delays in performing case file updates and processing payments. Five issues have occurred so far in 2022 due to Siteminder Authentication, Service Account Issue, Active Directory issue, Network disruptions and a SAN Storage issue. These issues caused down time and delays but were quickly resolved and there have been no further impacts.
- System availability since 2014. The outages that affect the system availability include scheduled maintenance:
  - 2014 – 99.00 %
  - 2015 – 99.68 %
  - 2016 – 99.83 %
  - 2017 – 99.73 %
  - 2018 – 99.94 %
  - 2019 – 99.93 %
  - 2020 – 99.86%
  - 2021 – 99.97%
  - 2022 – 98.75% (to September 2022)
- 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 ministries to monitor and adjust performance of the ICM system moving forward.
- ICM is classified as a Critical System and is supported 24x7 including by the Office of the Chief Information Officer and vendor partners like Deloitte and Advanced Solutions.

- Since the completion of the project in 2014, there have been 243 Change Advisory Board releases and 40 major releases to the ICM application, including a major upgrade to the Siebel application in June 2017, and a full infrastructure upgrade in 2019 along with version upgrades to applications like Adobe forms, Policy Automation, Robotics Process Automation, Exadata (Database Platform) and webMethods (Middleware). The releases enable government policy direction, fix defects in the application, enhance functionality for users as well as ensure the application remains secure and stable.
- Ministry of Citizens' Services have made and continue 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.
- Over the next 5 years, ISD had a technology road map to evolve ICM, to move to more modern technology platforms, make further improvements to reliability, and continue to reduce reliance on outdated mainframe technology.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
INFORMATION SERVICES BC  
PROGRAM NOTES 2022/2023**

**TOPIC:**

Technology Plan for the Social Sector

**Issue:**

- SDPR leads technology services and planning for SDPR, MCFD, and Child Care Programs in MECC. Together, the ministries use over 130 digital systems to provide critical supports and services to almost 400,000 individuals (including 190,000 children). The systems support 22 distinct social programs, over 7,000 Employees across three Ministries, and more than 6,000 contractors and service partners including Indigenous organizations.
- Technology has become inextricably linked as an enabler of service delivery. The COVID pandemic, shifting demographics, and other socio-economic factors continue to drive demand for new digital service channels and improved customer experience. It is very important that careful detailed planning is undertaken to maintain and evolve the complex systems that support the critical services provided by the sector.
- SDPR envisions that over the next five years we will provide a modern, flexible technology ecosystem that continues to enable evolution of service delivery and has measurable value outcomes. These include:
  - **Modern business solutions** and processes that support better service delivery (e.g., digital payment methods and enabling broader case management participation from individuals, families, partners, and providers).
  - New provincially scalable **digitally enabled programs** (such as an enabler of SDPR legislative modernization, new Youth Transition benefits, and several other MCFD Transformation objectives).
  - More **modern, flexible, and manageable technology**, with core digital systems incrementally updated and moved to modern cloud services, in alignment with government priorities and leveraging common provincial components (e.g., CAS payment, Service Card, migration from data centres to native cloud services).
  - Upgrades to outdated technology to make it less technically complex using **reliable infrastructure** including incremental upgrades to the Sector's most critical case management system, the Integrated Case Management System (ICM) - addressing technical debt, reducing dependency on outdated mainframe technology, and taking an iterative and component-based approach.



- **Flexible sourcing options**, reducing reliance on single vendors and technology that requires support from limited pools of resources. We will do this by choosing technology that is supported by widely available resources and building our staffed internal capacity
- An integrated multi-year roadmap has been developed to ensure alignment to key priorities, dependencies are understood and managed, and plans integrate with the overall program of events.
- The roadmap guides investment needs and decisions and highlights capital investments over the next several years.
- The development and maintenance of the technology plan allows progress to be tracked, outcomes to be measured, and informed adjustments to be made as priorities or requirements change.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

### **ADM Responsible:**

Adam McKinnon, ADM and Executive Financial Officer, Corporate Services Division

### **Divisional Description:**

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

- The Financial and Administrative Services Branch is responsible for financial governance and control, compliance, budgets and forecasting, procurement, financial-related programs, banking, accounts receivable and payable, debt management, and asset management including fleet and facilities;
- Strategic Human Resources and Communications Branch is primarily responsible for workforce planning and engagement, corporate initiatives, learning and leadership development, workforce intelligence and research, inclusion, diversity and cultural safety, and corporate communications; and
- Corporate Planning and Strategic Initiatives Branch leads the delivery of ministry strategic and service planning and reporting, corporate performance management, risk management, occupational health and safety, business continuity management, and supports for strategic initiatives in the social sector.

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

The Assistant Deputy Minister of CSD provides shared oversight of sector IM/IT with the Ministry of Children and Family Development, participating on the IM/IT Governance Committee. The position also leads multi-ministry initiatives and represents/advances government's interests within the social services sector, including the Social Services Sector Roundtable, the Re-imagining Community Inclusion initiative, the Community Social Services Employers' Association (CSSEA), and the Healthcare Benefits Trust (HBT).

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## DIVISIONAL OVERVIEW

### Budget:

\$9.522M

### Full Time Equivalent (FTEs):

107

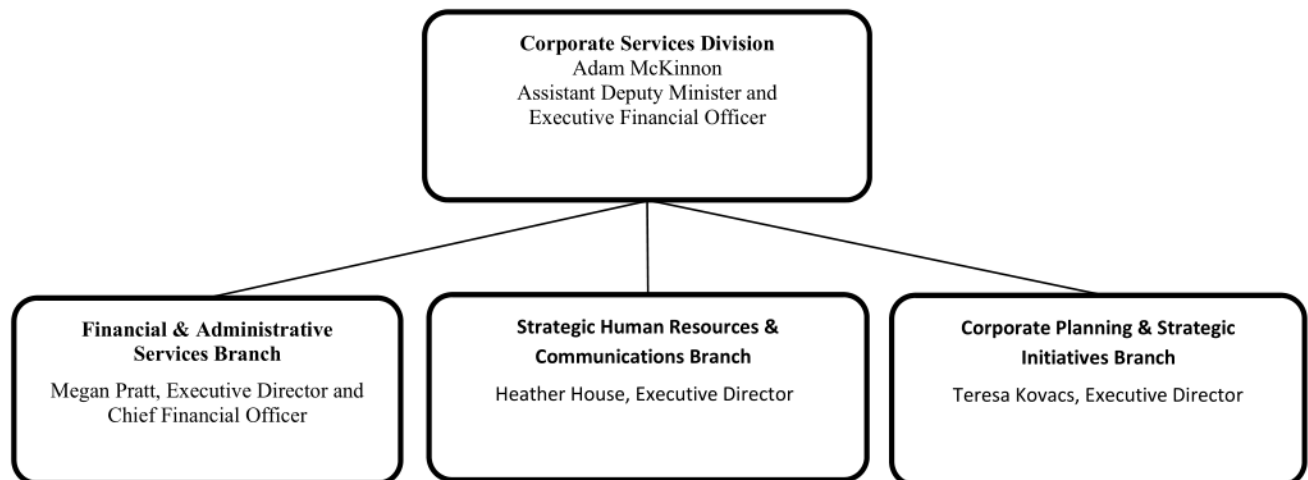
### Related Legislation:

*Budget Transparency and Accountability Act*

*Balanced Budget and Ministerial Accountability Act*

*Financial Administrative Act*

### Organizational Chart:



Vision

To be leaders in corporate service excellence so that our people and our ministry can reach their full potential.

Mission

We make a difference by providing valuable and accessible corporate services to support our people and our ministry’s strategic objectives.

Goal 1: Our Team — A great place to work

|  |   |                                |   |
|--|---|--------------------------------|---|
| Exemplify a workplace culture of inclusion, respect, empowerment and recognition | Value and embody inclusion, diversity and cultural safety | Support and develop our people | Champion open, transparent and merit-based staffing practices |
|--|---|--------------------------------|---|

Goal 2: Our Clients — A trusted partner

|  |   |  |  |
|--|---|--|--|
| Keep our clients at the centre of all that we do | Build open and supportive relationships | Proactively learn, respond and adapt to client needs | Demonstrate professionalism and expertise that clients can rely on |
|--|---|--|--|

Goal 3: Our Service — An outstanding service provider

|  |   |   |                                       |
|--|---|---|---------------------------------------|
| Deliver accessible, high-quality, consistent and reliable services | Align services with client needs and corporate priorities | Continuously improve our services and processes | Seek new ideas and creative solutions |
|--|---|---|---------------------------------------|

Our people and services exemplify INTEGRITY and the Corporate Values of the BC Public Service:

|                |         |           |         |         |          |
|----------------|---------|-----------|---------|---------|----------|
| Accountability | Courage | Curiosity | Passion | Service | Teamwork |
|----------------|---------|-----------|---------|---------|----------|

Our work is also guided by three key principles:

Trust

We do what we say. We own problems and find solutions. We deliver results.

Collaboration

We prepare, listen and learn. We respond. We support each other. We succeed together.

Commitment

We do our job because it matters. We share responsibility for ministry results. We are “Excellence at Work.”

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Strategic Human Resources and Communications

### Program Description:

This program supports ministry executive and divisional clients in the development and implementation of strategies to address human resource and workforce priorities as set out in *Where Ideas Work 2020, the Corporate Plan for the BC Public Service*, the ministry *People Plan*, BC Public Service Agency policy and direction, and strategic direction from ministry executive.

This program provides expertise in the areas of:

- Corporate communications and engagement, including strategies and tools that connect employees to the information they need to do their jobs;
- Inclusion, diversity and cultural safety initiatives;
- Strategic Human Resources including employee engagement and organizational development; and
- Workforce Intelligence and Research.

Active or pending initiatives and issues include:

- Implementing the 2022-2025 People Plan
- Implementing the 2022-2025 Inclusion, Diversity and Cultural Safety Strategy
- Implementing the 2022 Communications Strategy
- Supporting the COVID-19 response, including the implementation of HR Policy 25 (COVID-19 Vaccination)
- Supporting the 2022 collective bargaining process, including communications and implementation of the next collective agreement
- Implementing the flexible work model, including digital telework agreements
- Implementing Corporate Initiatives, including: Work Environment Survey (WES) 2022, Premiers Awards 2022, Public Service Week 2022, and PECSF 2022
- Implementing the Performance Development Platform
- Implementing learning and leadership development programs, including: Leadership Development Program, Supervisor Development Strategy and Pacific Leaders administration
- Workforce planning, analytics and reporting, including: SDPR Exit Survey, HR Metrics, training compliance, and survey administration and analysis (e.g. Client Satisfaction Survey, WES)

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### **Program**

Financial and Administrative Services

### **Program Description:**

This program supports ministry executive and divisional clients to meet financial, budgeting, accountability and administrative responsibilities as set out in the Financial Administration Act, the Budget Transparency and Accountability Act, Treasury Board Directives, Public Sector Accounting Standards, and government's Core Policy and Procedures.

The program provides expertise in the areas of:

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

Active or pending initiatives and issues include:

- Developing the ministry's annual budget proposals and providing CLBC with direction and support in the development of theirs;
- Planning for space (lease) and tenant improvements;
- Information Sharing improvements with the Government of Canada on Old Age Security and Guaranteed Income Supplement (OAS/GIS). Improvements to Canada Pension Plan (CPP) and Canada Revenue Agency (CRA) income data, and Immigration and Refugee programs;
- CPP Medical Adjudicator interchange/secondment project to improve service and outcomes for clients;
- Supporting the BC Bid Replacement Project; and
- Supporting design, build and implementation of the Application Modernization Project (AMP) – to replace the current mainframe system (Management Information System) for management of the Ministry's accounts receivable and monthly client assistance payments.

Date:

Page 1

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### **Program:**

Corporate Planning and Strategic Initiatives Branch

### **Program Description:**

Aligned with the applicable legislation, core policy, central government direction and strategic direction from ministry executive, this Branch provides strategic corporate leadership to support the development and implementation of the following responsibilities, across divisions within the ministry, and with other ministries and external agencies, as needed:

- Strategic planning, reporting, and risk management;
- Corporate performance management and improvement;
- Business process and continuous improvement projects including advisory, facilitation and project management services;
- Occupational Health and Safety and Business Continuity planning, programming and reporting;
- Secretariat for the Minister's Social Services Sector Roundtable (SSSRT);
- Member and support to CLBC leading the Re-Imagining Community Inclusion (RCI) Implementation Committee; and
- Lead on Community Living BC (CLBC) strategic corporate initiatives, including Board (re)appointments, annual service plans, reports and issues management.

Active or pending initiatives and issues include:

- Development of Ministry and CLBC 2022/23 – 2024/25 Service Plans;
- Development of Ministry and CLBC 2022/23 Annual Service Plan Reports (ASPR);
- Two CLBC Board appointments (September and December 2022) and one reappointment (December 2022);
- Development of the Ministry's 2021/22 Risk Register for the Risk Management Branch and oversight of the Ministry's internal Risk Management Action Plan and quarterly reports to the Executive Committee;
- Development of SDPR's Business Intelligence Scorecard and quarterly reports to the Executive Committee;
- Oversight of Healthcare Benefits Trust (HBT) and Communication Assistance for Youth & Adults (CAYA);
- Member of the Added Care Working Group, with the Ministry of Health, CLBC and Health Authorities; and
- Member of the social services sector Reconciliation Framework Working Group.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### Issue:

#### Social Services Sector Roundtable

- 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 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.
- 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



## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

- 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.

### Funding:

- There was new funding provided to the social services sector for recruitment and retention.
- See appendix 1 for an overview the SSSRT accomplishments 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.
- \$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.
- The Public Sector Employers' Council Secretariat was provided with \$400,000 in 2021/22 to lead the development of the sectoral compensation plan.
- As a part of government's StrongerBC economic recovery plan, \$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.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### 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, the 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, and the ministries of the Attorney General (Housing), Children and Family Development, Mental Health and Addictions, Public Safety and Solicitor General, and Social Development and Poverty Reduction.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

- 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.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

### APPENDIX 1 - Social Services Sector Roundtable – Accomplishments (*as of October 2022*)

| GOVERNANCE & RESOURCES |   |
|------------------------|---|
| Timing                 | Outcome   |
| MAY<br>2019            | <b>Social Services Sector Roundtable Formation</b><br>SSSRT formally established.   |
| JUNE<br>2019           | <b>Recruitment and Retention Working Group</b><br>Established the Recruitment and Retention Action Plan.  |
| OCTOBER<br>2019        | <b>Terms of Reference</b><br>Established purpose, objectives, membership, key principles, and roles and responsibilities for the SSSRT. Routinely reviewed and updated.   |
| NOVEMBER<br>2019       | <b>Social Services Sector Forum</b><br>Engaged with the broader sector to share the work of the SSSRT and explore collaborative engagement opportunities.   |
| NOVEMBER<br>2019       | <b>Sector Profile</b><br>Identified the complexity, funding, demographics, and characteristics of the Social Services Sector.   |
| SPRING<br>2020         | <b>Reference Group</b><br>Established and chaired by the Federation to share information from the SSSRT and to gather input from the broader sector.  |
| JUNE<br>2020           | <b>Year in Review</b><br>Captured the work of the SSSRT since being established and through the first phase of COVID-19.  |
| JULY<br>2020           | <b>Guiding Charter</b><br>Established in response to calls for a strategic vision for the sector and includes SSSRT vision, mission statement, purpose, goals, objectives, priorities, and approach to establishing working groups on key projects and issues (e.g. Truth and Reconciliation).<br>Updated May 2021. |
| FEBRUARY<br>2021       | <b>Procurement Sub-Committee</b><br>Established a sub-committee to maintain good relations through ongoing communications, discuss matters of importance with relation to the Procurement Strategy, and address any issues in a coordinated and collaborative way.  |

Date: October 21, 2022

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

|                                    |   |  |  |              |
|------------------------------------|---|--|--|--------------|
| MAY<br>2021                        | <b>Compensation Plan Advisory Committee</b><br>Established a committee to provide guidance and advice to the Compensation Plan Project Team on the development of the Social Services Sector Compensation Plan (SSSCP). |  |  |              |
| FUNDING: RECRUITMENT AND RETENTION |   |  |  |              |
| Timing                             | Amount  | Recipient  | Purpose  | Status       |
| FISCAL<br>2020/21                  | \$24.7 million  | Non-Union Agencies   | <b>Recruitment and Retention Funding</b><br>Funding to increase non-union employee compensation. | Fully spent. |
| FISCAL<br>2021/22                  | \$36.358 million  | Non-Union Agencies   | <b>Recruitment and Retention Funding</b><br>Funding to increase non-union employee compensation. | In Progress. |
| FISCAL<br>2021/22                  | \$400,000   | Public Sector Employers' Council / Community Social Services Employers Association | <b>Sector Compensation Plan</b><br>Funding to develop a sector compensation plan.                | In Progress. |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

| <b>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<br><b>2020/21</b><br>-<br><b>2022/23</b>                         | \$3 million     | BC Association of Aboriginal Friendship Centres | <b>Training</b><br>Funding to strengthen capacity and train skilled workers in Indigenous organizations.                    | In progress.  |
| FISCALS<br><b>2020/21</b><br>-<br><b>2022/23</b>                         | \$3 million     | Federation of Community Social Services of BC   | <b>Training</b><br>Funding for foundational knowledge and key skills across the sector.                                     | In progress.  |
| FISCALS<br><b>2020/21</b><br>-<br><b>2022/23</b>                         | \$1.075 million | BC CEO Network                                  | <b>Training</b><br>Funding for contracted Home Share providers, coordinators, supervisors and Microboards.                  | In progress.  |
| FISCALS<br><b>2020/21</b><br>-<br><b>2022/23</b>                         | \$600,000       | Ending Violence Association of BC               | <b>Training</b><br>Funding for specialized training for employees working in victim services and anti-violence programming. | In progress.  |
| FISCALS<br><b>2020/21</b><br>-<br><b>2022/23</b>                         | \$600,000       | BC Non-Profit Housing Association               | <b>Training</b><br>Funding to develop and deliver training for community housing service provider employees.                | In progress.  |
| FISCALS<br><b>2020/21</b><br>-<br><b>2022/23</b>                         | \$200,000       | Board Voice Society of BC                       | <b>Training</b><br>Funding to provide regional training to board members of non-profit Social Care Agencies.                | In progress.  |

Date: October 21, 2022

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

| FUNDING: TRAINING, OH&S and RESEARCH – \$10 Million in Grants |               |   |   |              |
|---|---------------|---|---|--------------|
| Timing  | Amount        | Recipient   | Purpose   | Status       |
| FISCALS<br><b>2020/21</b><br>-<br><b>2022/23</b>              | \$1.4 million | Federation of Community Social Services of BC / OHS Council | <b>Occupational Health &amp; Safety</b><br>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<br><b>2020/21</b><br><b>2021/22</b>                   | \$125,000     | Vela Canada   | <b>Training</b><br>Funding to update and enhance the Support Worker Central web-based platform.   | Fully spent. |
| FISCAL<br><b>2020/21</b>                                      | \$250,000     | Federation of Community Social Services of BC               | <b>Research</b><br>Funding from the Ministry of Advanced Education and Skills Training's Labour Market Partnerships – Develop Sector Labour Market Report.  | Fully spent. |
| FISCALS<br><b>2021/22</b><br><b>2022/23</b>                   | \$450,000     | Federation of Community Social Services of BC               | <b>Training</b><br>Funding from the Ministry of Advanced Education and Skills Training's Labour Market Partnerships to develop sector training.   | In progress. |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

| FUNDING: RECONCILIATION, RESEARCH, IT - \$10 Million in Grants |                               |  |  |                 |
|--|-------------------------------|--|--|-----------------|
| Timing   | Amount                        | Recipient  | Purpose  | Status          |
| FISCALS<br><b>2022/23</b><br>–<br><b>2026/27</b>               | \$8.4<br>million <sup>1</sup> | BC Association of<br>Aboriginal<br>Friendship<br>Centres                             | <b>Community Pathways to Reconciliation</b><br>BCAAFC will oversee the development of a reconciliation framework for the social services sector.                                       | In<br>progress. |
| FISCALS<br><b>2022/23</b>                                      | \$1.5<br>million              | Federation of<br>Community Social<br>Services of BC                                  | <b>Information Technology and Virtual Services</b><br>Funding for IT services, software, equipment for virtual services and innovation.  | In<br>progress. |
| FISCALS<br><b>2022/23</b>                                      | \$1.5<br>million              | Social Planning<br>and Research<br>Council of British<br>Columbia Society<br>(SPARC) | <b>Research</b><br>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<br>progress. |

<sup>1</sup> Includes \$1.4M from previous training grant to BCAAFC carried over.



## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE

| OTHER PROJECTS AND PRIORITIES |  |
|-------------------------------|--|
| Timing                        | Outcome  |
| MAY<br>2019                   | <b>COVID-19 Updates and Support</b><br>Deputy Provincial Health Officer attended SSSRT and provided direct updates and advice throughout the pandemic. |
| MAY<br>2019                   | <b>COVID-19 Personal Protective Equipment (PPE) and Supplies</b><br>Coordinated access to PPE and supplies during the pandemic.                        |
| EARLY<br>2021                 | <b>Policing Concerns</b><br>Provide regular updates on police review.  |
| MARCH<br>2021                 | <b>Lobbyist Transparency Act</b><br>Provided advice on implications for sector agencies and SSSRT.   |
| SEPTEMBER<br>2021             | <b>Criminal Record Check Delays</b><br>Provided updates and solutions to SSSRT issues.   |
| DECEMBER<br>2021              | <b>COVID-19 Liability</b><br>Representative from the Ministry of Attorney General provided update on COVID-19 regulations.                             |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

The People Plan is the Ministry's strategy for supporting and developing our people over a three-year period: April 2022 to March 2025.

The plan outlines 9 specific focus areas for how the Ministry plans to: build our capacity, expand our capability, and strengthen our commitment.

### **Background:**

The concept of a People Plan was introduced in June 2018; the first People Plan was formally launched on March 26, 2019. The Plan was the first of its kind across the BC Public Service. We launched our second People Plan on April 22<sup>nd</sup>, 2022. (see Attachment 1)

The project was led by the Strategic Human Resources and Communications Branch and a working group of staff representatives from each of the Ministry's divisions. Input was gathered from staff at all levels through an extensive process, which included virtual consultation sessions, as well as the option to complete an online survey. Over eight hundred staff provided feedback and directly influenced the focus areas and action items in the plan.

At the date of this briefing, Year 1 of our current People Plan has one focus area completed, and the remaining two are on track for completion by their due dates. We have also started working on one Year 2 focus area and are in the process of determining the specific action items for the remaining focus areas in Year 2 and 3. (see Attachment 2)

Key deliverables for Year 1 include:

- Renewing our ministry's Inclusion, Diversity and Cultural Safety strategy
- Creating and launching a one-stop location on our Loop site for flexible work supports
- Updating and developing resources for People Leaders to support virtual and/or hybrid work environments
- Implementing tools and supports in partnership with our divisions focusing on improving collaboration, communication, and engagement
- Improving and expanding wellness training
- Developing resources for team building and social connection

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

- Engaging with leadership teams to deepen commitment to wellness
- Review and improve existing well-ness-related materials
- Hosting a ministry-wide wellness activity

We are in the process of identifying key action items for Year 2 and 3. So far, we have committed to:

- Refreshing our Future Leaders Program
- Offering Just in Time resources for job seekers
- Expanding resources to support personalized career development
- Piloting a mentoring database/inventory to support paired mentoring
- Hosting a career development fair

Attachment 1 – People Plan 2022-2025

Attachment 2 – People Plan Progress Tracker 2022-2025

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# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

The Inclusion, Diversity and Cultural Safety (IDCS) Strategy is the ministry's strategy for cultivating an inclusive and culturally safe workplace, and advancing equity for all, over a three-year period: March 2022 to March 2025.

The strategy outlines 10 specific actions in the areas of: Cultural Safety, Equity and Anti-Racism, and Inclusion and Diversity. Each deliverable supports the organization in shifting from awareness and understanding to action.

### **Background:**

The concept of an IDCS Strategy was introduced in June 2018 as part of the ministry's first People Plan (2019-2022). The first IDCS Strategy, which outlined 15 deliverables, was formally launched in May 2020, and concluded in April 2022. It was the first strategy of its kind across the BC Public Service.

As part of the ministry's 2022-2025 People Plan, the ministry committed to 'Renew our ministry's Inclusion, Diversity and Cultural Safety Strategy'. In May 2022, the second (current) IDCS Strategy was launched.

The project was led by the Inclusion, Diversity and Cultural Safety team within the Strategic Human Resources and Communications Branch. Input was gathered from staff at all levels through an extensive consultation process, which included: in-person and virtual consultation sessions, and an online survey. Staff feedback, team expertise, and alignment with the public service *Where We All Belong* strategy, directly influenced the objectives and action items in the plan.

Key deliverables for Year 1 (2022/2023) include:

- Establish a cultural self-reflection approach for teams (in progress)
- Create and launch four anti-racism training modules (complete)
- Launch a ministry internship program for individuals who self-identify as Black, Indigenous, Person of Colour (BIPoC), and/or Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit (LGBTQ2S+) (in progress)
- Create an employee resource group for LGBTQ2S+ staff (complete)

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

Key deliverables for Year 2 (2023/2024) include:

- Develop a ministry implementation plan for the Declaration on the Rights of Indigenous Peoples Act
- Provide resources and supports to handle discriminatory behaviour
- Develop training and supports to improve accommodation processes

Key deliverables for Year 3 (2024/2025) include:

- Create tools and resources to further support employees to implement the Indigenous Relations Behavioural Competencies into their work and career development
- Develop an approach for the use of identify-related data
- Embed design for all principles in ministry programs, tools and resources

Attachment 1 – Inclusion, Diversity and Cultural Safety Strategy 2022-2025



# **Inclusion, Diversity and Cultural Safety Strategy**

## 2022 – 2025

Continuing the journey for an  
accessible and equitable workplace.



Ministry of  
Social Development  
and Poverty Reduction

## Land acknowledgement

We acknowledge with gratitude all the Indigenous Peoples on whose territories we gather to learn and work. We honour the unique connection each Nation has to the land. We respect the importance of the diverse teachings, traditions and practices within their territories.

The image is of the 7.3 metre Memorial Totem Pole located on Kitsumkalum territory (Terrace). The pole is in a section of Highway 16, overlooking the Skeena River, known as the "Highway of Tears."

The main figure on the pole is a young woman in face paint and red dress who represents those who are missing or lost. At the top is a matriarch figure to watch out and create a safe space. At the base there is an orca to honour the Kitsumkalum Orca Clan.

It was created by Nisga'a, Tsimshian, Tlingit and Tsetsaut carver, Mike Dangeli, and his sons, Michael and Nick Dangeli. The pole was the first in 30 years to honour the residential school survivors as well as the Missing and Murdered Indigenous Women and Girls. Dangeli says he hopes this pole will provide a sense of healing for the families who have no sense of closure.

This totem was chosen as it is deeply connected to the work of reconciliation and focuses on creating a space for healing. It promotes awareness of an issue that continues to impact Indigenous communities throughout the province.



## About the strategy

Our 2022 – 2025 Inclusion, Diversity and Cultural Safety (IDCS) Strategy builds on the first IDCS Strategy, launched in May 2020. The intent of this strategy is to shift the focus from awareness and understanding, to action.

This strategy is about all of us and what we can collectively do to welcome and embrace diversity within our ministry. It's about working together to cultivate an inclusive and culturally safe workplace. It highlights the importance of changing the way we interact with our colleagues and the public to advance equity for all.

The commitments in this strategy were developed from the stories and needs identified in the IDCS Survey, People Plan consultations and project-based discussions.



## Shifting our corporate culture

British Columbia is the most ethnically diverse province in Canada and this diversity is one of its greatest strengths. Our ministry strives to mirror B.C.'s diversity.

The IDCS Strategy's vision reflects our ministry's vision and connects directly with the work we do and how we do it. This strategy's vision is to cultivate a work environment where every employee has the opportunity to participate fully and reach their full potential.

Achieving this vision requires a corporate cultural shift—thinking, communicating and acting in a way that respects the unique needs, perspectives and potential of one another. Shifting our culture is a journey that takes time and commitment. To be successful, all of us need to be open, curious and accountable.

## Guiding our work

To ensure we are doing this work in a good way, we will continue to:

- Base our work on [BC Public Service values](#)
- Create open and safe spaces for ongoing conversations
- Actively listen to personal stories, experiences and views
- Recognize that our words, actions, policies and initiatives may not have the impact we intended
- Align our approach with these guiding documents:
  - » [Corporate Diversity and Inclusion Strategy B.C. Human Rights Code](#)
  - » [B.C. Declaration on the Rights of Indigenous Peoples Act Action Plan](#)
  - » [Accessible British Columbia Act](#)
  - » [B.C. Multiculturalism Act](#)
  - » [B.C. Public Service's Standards of Conduct](#)

"Through genuine conversations at work with curiosity, I have been able to understand inclusion, diversity and cultural safety from different perspectives much deeper from many different cultures and levels of ability with an open heart and mind."

— IDCS Survey





## Our areas of focus

Over the next three years we will focus on:

### 1. **Cultural safety:**

Cultural safety is about analyzing and responding to power imbalances, institutional discrimination and other issues stemming from colonization and colonial relationships

### 2. **Equity and anti-racism:**

The B.C. government describes anti-racism as “the practice of identifying, challenging, preventing, eliminating and changing the values, structures, policies, programs, practices and behaviours that perpetuate racism”

### 3. **Inclusion and diversity:**

Inclusion is creating work environments where all employees are equally involved, and where everyone feels welcome, respected, valued and engaged

Diversity refers to the unique and varied backgrounds and characteristics of individuals. This may include race, ethnicity, age, Indigeneity, sex, gender, sexual orientation, religion, ability and lived experience. Embracing diversity acknowledges how these characteristics inform individual experiences



## Focus area one: Cultural safety

"My work priorities are related to Indigenous relations and policy thus a strong appreciation for the current resources and available training/learning."

— IDCS Survey respondent

For this area, we will:

- Establish a cultural self-reflection approach for teams
- Develop a ministry implementation plan for the Declaration on the Rights of Indigenous Peoples Act
- Create tools and resources to further support employees to implement the Indigenous Relations Behavioural Competencies (IRBCs) into their work and career development

Completed by  
2023

Completed by  
2024

Completed by  
2025

## What we've done

- Launched five new cultural safety trainings since 2020
- Ran two group mentoring sessions (Reconciliation in Action 2020/21 and TRC 94 Calls to Action 2021/22)
- Formed the Indigenous Employees Advisory Circle (IEAC) which currently has 28 members



## Focus area two: Equity and anti-racism



For this area, we will:

- Create and launch four anti-racism training modules
- Provide resources and supports to handle discriminatory behaviour
- Develop an approach for the use of identity-related data

Completed by  
2023

Completed by  
2024

Completed by  
2025

"It was all very powerful and gave me the ability to look inward at myself. It provided me with the starting steps in becoming anti-racist."

— Anti-racism course participant

"I really like that we now use the term "anti-racism"—it's important to name racism, and integrate anti-racism into all of our work, ongoing."

— Participant in People Plan consultations

## What we've done

- Launched two new anti-racism courses

- Ran the first ministry-wide Black History Month Challenge

- Posted more than 100 blogs from the [Employee Advisory Network \(EAN\)](#), IEAC and IDCS teams to raise awareness of various days of acknowledgement

**Focus area three: Inclusion and diversity**

“As a person with multiple disabilities, I would like to experience more compassion and understanding of my disabilities from my peers and leaders.”

— IDCS Survey respondent

For this area, we will:

- Launch a ministry internship program for individuals who self-identify as Black, Indigenous, Person of Colour (BIPOC), Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit (LGBTQ2S+)
- Create an employee resource group for LGBTQ2S+ staff
- Develop training and supports to improve accommodation processes
- Embed design for all principles in ministry programs, tools and resources

Completed by  
2023

Completed by  
2023

Completed by  
2024

Completed by  
2025

“I think a lot about the inclusivity and diversity of the workforce, and I’m impressed by the measures taken by SDPR to promote and foster diverse workplaces and talents”

— Participant in  
People Plan consultations

**What we’ve done**

- Created six new inclusion and diversity courses
- Worked with our employee resource groups on the IDCS Strategy deliverables
- Collaborated with our employee resource groups on six ministry-wide initiatives, such as SpotLight Awards and Wellness
- Hosted 14 interns through Indigenous Youth Internship Program (IYIP) and WorkAble from 2020 to present

## Supporting work

In addition to the commitments in the areas of focus, the IDCS team will continue to support staff and leadership by:

- Facilitating and improving ministry IDCS courses
- Holding learning and healing circles
- Updating IDCS tools, resources and web content
- Collaborating with the employee resource groups (EAN and IEAC)
- Expanding the use of the Gender-Based Analysis Plus (GBA+) Resource Centre
- Providing an IDCS lens to the ministry's internal strategic plans (such as the People Plan, business plans, etc.)



## Measuring our progress

We will continue to listen to staff and monitor other progress indicators, including:

- Feedback from the annual IDCS survey
- Feedback from other surveys such as the Workplace Environment Survey (WES), Ministry Exit Survey and IDCS training surveys
- Completion rates of ministry IDCS training
- Frequency of use of IDCS Loop content
- Feedback from project, program and service consultations



## Acknowledgements

This plan is brought to you by the Strategic Human Resources and Communications branch. If you have any questions or comments, please email [SDPR.InclusionandDiversityTeam@gov.bc.ca](mailto:SDPR.InclusionandDiversityTeam@gov.bc.ca). A big thank you to everyone involved in the development of the plan. It has certainly been a collaborative effort. A special thank you to the IEAC and EAN for your support with developing and implementing our various deliverables in this and our previous IDCS Strategy.

## Feedback or questions?

If you have questions or feedback, please contact the IDCS team at [SDPR.InclusionandDiversityTeam@gov.bc.ca](mailto:SDPR.InclusionandDiversityTeam@gov.bc.ca)



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ACCESSIBILITY DIRECTORATE OVERVIEW

### **Executive Lead Responsible:**

Sam Turcott, Executive Lead, Accessibility

### **Directorate Description:**

The Accessibility Directorate works across government and with community stakeholders and partners to support, develop and implement accessibility and inclusion initiatives across British Columbia. In addition, the team acts as a point of contact for information about the accessibility of government programs and services.

The team also provide secretariat support to the following external groups:

- Provincial Accessibility Committee: An advisory committee required by the *Accessible B.C. Act*. The committee's work includes advising government on the implementation of the *Accessible B.C. Act*, and helping government develop and prioritize accessibility standards.
- Presidents Group: An advisory committee comprised of B.C. business leaders who champion employment opportunities for people with.
- Registered Disability Savings Plan (RDSP) Action Group: An advisory committee to the B.C. Government that champions the uptake of the Registered Disability Savings Plan in British Columbia.

In addition to the above, the team is leading implementation of the *Accessible B.C. Act* which received Royal Assent in June 2021. Responsibility for these functions is divided between a Stakeholder Engagement work unit and a Policy work unit. The Stakeholder Engagement work unit coordinates the secretariat and public and stakeholder engagement functions of the Accessibility Directorate. The Policy work unit coordinates support for technical committees which will develop standards and general accessibility policy work for the ministry.

### **Budget:**

\$1.706M

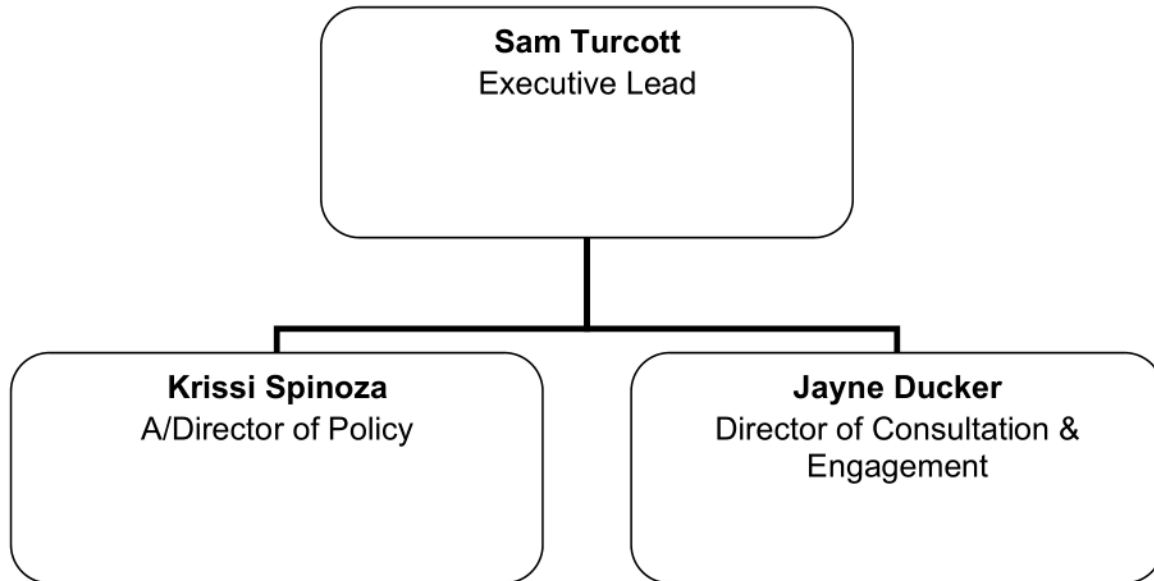
### **Equivalent Full-Time Employees (FTE's):**

13.5 FTE

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ACCESSIBILITY DIRECTORATE OVERVIEW

### Organizational Chart:





# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### **Program:**

*Accessible British Columbia Act Implementation*

### **Program Description:**

#### **KEY INFORMATION:**

- Government is committed to improving the lives of people with disabilities and the *Accessible British Columbia Act* (the Act) seeks to identify, remove, and prevent barriers experienced by people with disabilities. It 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 accessibility plan, AccessibleBC (May 2022); and
  - Launch feedback mechanism (October 2022).
- Government has also adopted a regulation to prescribe public sector organizations under Part 3.
- The Act supports the development of new accessibility standards – in areas like employment, the built environment and delivery of services. 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).

### **Overview of the Accessible B.C. Act implementation**

#### **Provincial Accessibility Committee**

- On December 3, 2021, the Minister appointed 11 individuals as the first members of the Provincial Accessibility Committee. Jointly chaired by Dan Coulter, Parliamentary Secretary for Accessibility, and Spring Hawes, they are responsible for supporting the implementation of the Act by prioritizing, developing, and recommending accessibility standards and providing advice to government on matters related to accessibility and inclusion. They will meet at least four times per year.
- Committee membership aims to reflect the diversity of British Columbians and includes people with disabilities, individuals that support people with disabilities, and Indigenous persons.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

- The committee will work with technical committees with expertise specific to that standard to develop accessibility standards.

### 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).

### Accessible B.C. Regulation

- 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 by working with prescribed organizations and sector hubs to develop tools, resources, and guidance materials.
- Additionally, the regulation prescribes the last week in May as AccessAbility Week annually.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### 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.
- 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.

### Indigenous Engagement

- The ministry involved Indigenous Peoples in the development of the Act from day one and collaborated 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 the implementation of the legislation.
- 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.

# Accessible BC Act Implementation Timeline



Ministry of  
Social Development  
and Poverty Reduction

|                                      | Year 1  |  |  |                                    | Year 5  |                                    |  |  |  | Year 10                            |
|--------------------------------------|---|--|--|------------------------------------|---|------------------------------------|--|--|--|------------------------------------|
| Culture Change                       | Awareness, collaboration and capacity building initiatives with stakeholders and the public |  |  |                                    |   |                                    |  |  |  |                                    |
| Requirements for the B.C. Government | Build tool to provide feedback to government  |  |  |                                    |   |                                    |  |  |  |                                    |
|                                      | Develop Government's accessibility plan   | Government accessibility plan released       |  |                                    | Second Government accessibility plan released |                                    |  | Third Government accessibility plan released |  |                                    |
|                                      | Develop regulations prescribing organizations   |  |  |                                    |   |                                    |  |  |  |                                    |
|                                      | Establish the Provincial Accessibility Committee  |  |  |                                    |   |                                    |  |  |  |                                    |
| Monitoring and Evaluation            |   | Government Annual Report released every year |  |                                    | First Independent Review                      |                                    | Government Annual Report released every year |  |  | Second Independent Review          |
|                                      |   |  |  | Compliance and Enforcement         |   |                                    |  |  |  |                                    |
| Standards Development                |   | Develop First Standard                       |  | Implementation - (Phased approach) |   |                                    |  |  |  |                                    |
|                                      |   | Develop Second Standard                      |  |                                    |   |                                    |  |  |  |                                    |
|                                      |   |  |  | Develop Third Standard             |   | Implementation - (Phased approach) |  |  |  |                                    |
|                                      |   |  |  | Develop Fourth Standard            |   |                                    |  |  |  |                                    |
|                                      |   |  |  |                                    |   | Develop Fifth Standard             |  | Implementation - (Phased approach)           |  |                                    |
|                                      |   |  |  |                                    |   | Develop Sixth Standard             |  |  |  |                                    |
|                                      |   |  |  |                                    |   |                                    |  | Develop Seventh Standard                     |  | Implementation - (Phased approach) |
| Develop Eighth Standard              |   |  |  |                                    |   |                                    |  |  |  |                                    |
| 254 of 427 Transition Dinder 2022    |   |  |  |                                    |   |                                    |  |  |  |                                    |

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### **Program:**

Development of Accessibility Standards

### **Program Description:**

Part Four of the *Accessible British Columbia Act* (the Act) enables the government to develop standards in a range of areas that identify, remove, and prevent barriers for people with disabilities. These areas may include but are not limited to employment, delivery of services, the built environment, information and communications, transportation, health, education, and procurement. Communication materials released in conjunction with the tabling of the Act signaled that government intends to develop two standards concurrently.

In Spring 2022, the Provincial Accessibility Committee endorsed principles to inform the sequencing of standards. These principles are:

- Prioritize standards that will address barriers for a broad cross-section of the disability community.
- Prioritize standards of general application before standards of more specific application.
- Prioritize standards whose development may be expedited.
- Prioritize standards that equitably distribute benefits and costs of compliance.
- Prioritize standards that are enforceable.
- Prioritize standards identified as priority areas through government's accessibility feedback mechanism.
- Prioritize standards that advance the implementation of the U.N. Convention on the Rights of Persons with Disabilities and the U.N. Declaration on the Rights of Indigenous Peoples.

On May 31, 2022, Minister Nicholas Simons announced that government would initiate the development of two new accessibility standards: 1) for Employment Accessibility and 2) Accessible Service Delivery.

The Directorate is facilitating the establishment of two technical committees to support the Provincial Accessibility Committee in developing their recommendations to the Minister on proposed accessibility standards. The technical committees will meet every 4 weeks for 3 hours and will bring updates to the quarterly meetings of the Provincial Accessibility Committee.

The technical committees will present initial recommendations to the Provincial Accessibility Committee within 12 months of the first meeting. After the Provincial Accessibility Committee receives the initial recommendations, the recommendations go through a public consultation process. The overall goal is to support the Provincial

Date:

Page 1

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

Accessibility Committee to submit final recommendations for standards to the Minister within 24 months of the first meeting.

Once the Minister receives the Provincial Accessibility Committee's final recommendations, the Minister will provide direction on how to proceed with developing regulations based on the standards.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### **Program:**

Accessibility Directorate Secretariat Support

### **Program Description:**

The Accessibility Directorate provides secretariat support to the following Ministerial Advisory Committees:

#### Provincial Accessibility Committee

- Established under the *Accessible B.C. Act*, the Provincial Accessibility Committee is made up of 11 members who work to improve accessibility for people with disabilities. Overseeing the work of the technical committees the Provincial Accessibility Committee will support the implementation of the Act by:
  - Developing and recommending accessibility standards to the B.C. government
  - Engaging with the public on accessibility standards
  - Providing general advice to the Minister about the Province's efforts to promote accessibility
- With the goal to ensure the Provincial Accessibility Committee members reflect the diversity of British Columbians and in following the principle of "nothing about us, without us," membership includes people with disabilities, individuals from organizations that support people with disabilities, and Indigenous people.

#### Technical Committees

- 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.
- On May 31, 2022, Minister Nicholas Simons announced that government would initiate the development of two new accessibility standards:
  - 1) Employment Accessibility
  - 2) Accessible Service Delivery
- Recruitment of the technical committees are underway.

#### Presidents Group

- Presidents Group is a network of 25 business leaders who are champions for more accessible and inclusive workplaces.
- Members are appointed by the Minister of Social Development and Poverty Reduction.
- Presidents Group is supported by two Accessibility Consultants who develop and promote resources to increase inclusive hiring. Consultants are funded by Government through the Vancouver Foundation on a three-year cycle that currently expires March 2025.

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

### Registered Disability Savings Plan (RDSP) Action Group

- The RDSP Action Group was established as a part of a commitment to increase long-term financial security for British Columbians with disabilities.
- Through promotion and support of the RDSP, the aim of the group is to increase uptake of the Federal program in B.C.
- The Action Group, comprised of representatives from the financial sector, legal sector and organizations that serve people with disabilities has been on a hiatus in 2022. Work is underway to revitalize the committee.



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### PROGRAM:

Community Living BC (CLBC) Overview

### PROGRAM DESCRIPTION:

- Community Living British Columbia (CLBC) is a Crown agency mandated to provide supports and services that adults with developmental disabilities can count on to meet their personal goals and disability-related needs. CLBC's work supports people to reach their full potential and its vision is for everyone in B.C. to experience *"Communities of belonging, lives with connection."*
- CLBC is subject to government policy and reports to the Minister of Social Development and Poverty Reduction through a dedicated Board of Directors.
- The *Community Living Authority Act* and *Community Living Authority Regulation* outline eligibility criteria for two groups of individuals for CLBC services:
  - Adults with a developmental disability; and
  - Adults diagnosed with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and who have significant limitations in adaptive functioning.
- CLBC is currently estimated to serve approximately 27,000 (2022/23) individuals with developmental disabilities across the province through a network of more than 3,500 service providers including individualized funding agents. A range of home support, employment, community inclusion, and individual and family support services are delivered through contracted service providers and individualized funding arrangements. CLBC ensures reliable third-party service delivery through various quality assurance, contracting and financial mechanisms.
- CLBC's total operating budget (from all funding sources) is \$1.36 billion in 2022/23. SDPR's budgeted contribution to CLBC is \$1.33 billion.
- For 2022/23, total provincial contributions to CLBC increased by \$42.7M or 3.3% from the original 2021/22 budget and by \$40.7M or 3.2% from 2021/22 actuals, which includes \$40.8 million for caseload growth and \$1.9 million to bolster home sharing monitoring in response to the Office of the Auditor General (OAG) Performance Audit.
- The annual rate of caseload growth was 4.8 per cent in 2020/21, bringing the total at end of the fiscal year to 24,520. The annual rate of caseload growth was 4.8 per cent in 2021/22, bringing the total at end of the year to 25,698 - approximately 28.2 per cent growth over the past five years. CLBC forecasts further growth of 4.8 per cent in 2022/23. This continued caseload growth is due to population growth, advances in

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

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.

- Beyond funding services, CLBC supports individuals and families to plan and to connect with resources in their communities and engages communities to be more welcoming and inclusive places in which people with developmental disabilities can be fully contributing citizens. CLBC is also responsible for developing and monitoring services.
- Additional background on CLBC can be found in **Appendix 1**.

### Service Implementation

- Community Living British Columbia (CLBC) is committed to continual improvements in the delivery of services to individuals with developmental disabilities and their families across B.C.
- The government has increased funding to CLBC to meet the caseload growth for those eligible for services, from about 13,000 in 2010 to 25,698 as of March 31, 2022.
- The majority of newly eligible individuals and families receive some form of funding support within six months.
- Service requests that are not yet funded are tracked through the Request for Service List (RFSL). CLBC offices track and prioritize outstanding service requests to ensure individuals and families with the most urgent and highest priority needs are assisted as soon as possible.
- The Ministry and CLBC continue to work together to find solutions to address ongoing service demand in a measured, responsible and sustainable manner.
- CLBC works with individuals and families to help them to live as independently as possible in the community, which may include referring them to other services in their community, in addition to CLBC's services.
- A comprehensive service demand assessment is completed prior to the start of each fiscal year which assists in prioritizing the provision of service to new clients. CLBC prioritizes according to the urgency and level of need, while ensuring that all transitioning youth have access to at least basic individual and family support funding of \$3,600 per year.
- In 2021/22, CLBC used this process to allocate new services and supports to over 3,754 individuals and families.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **PROGRAM OVERVIEW**

### **Individualized Funding (IF)**

- CLBC services include supports to help families care for individuals in their family home. These families may receive supports through contracted services or through individualized funding to purchase services themselves.
- Individualized Funding provides individuals and families with flexible, person-centered, self-directed payment options for arranging, managing and paying for supports and services. Any adult who is eligible for CLBC-funded services is eligible for Individualized Funding. Individuals and families have two payment options: Direct Funding or Host Agency Funding.
- Direct Funding is when funds are paid directly by CLBC to an agent (the individual, their family member or a representative acting on their behalf) 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 funds.
- In a Host Agency Funding payment option, funds are paid by CLBC to a Host Agency that has been approved by CLBC and selected by the individual and family. The Host Agency administers the funds and works with the individual and family to arrange and manage the supports required. This option provides the benefits of Individualized Funding, but with less responsibility for paperwork and record keeping. The agent or the Host Agency is the employer or contractor who provides the direct support.
- The number of families using Individualized Funding (where individuals or families opt to organize their own supports through Individualized Funding agreements over \$6,600 annually) increased to 878 in 2020/21, up from 844 in 2019/20. This figure grew to 915 as of March 31, 2022.

### **Person-Centred Societies and Microboards**

- Microboards or person-centered societies are non-profit organizations set up solely for the benefit of one individual. These societies are made up of that person's family members and/or friends, acting as society directors to make decisions on the individual's behalf.
- CLBC contracts with the person-centered 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.

### **Provincial Assessment Centre**

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

- The Provincial Assessment Centre (PAC), operated by CLBC, is a designated Mental Health Facility currently serving up to eight people at a time with admission ranges from two weeks to three months.
- The PAC provides multi-disciplinary assessments, diagnosis, medication reviews and recommendations for individuals aged 14 and over, who are experiencing mental illness and/or other severe behaviour challenges.
- After years of public, stakeholder and First Nations consultation, the PAC moved to the Valleyview Pavilion site (the former Riverview Hospital lands) on February 26, 2019. At the new location, PAC shares a brand-new purpose-built building with the Ministry of Children and Family Development's Maples Adolescent Treatment Centre. PAC is part of a mixed-use community that includes market and supportive housing and a health care district. This new facility is called Healing Spirit House.
- The PAC has recently been approved to move from under CLBC to the Provincial Health Services Authority. This is expected to be announced in the February 2023 budget and will take effect on October 2, 2023.

### **Re-imagining Community Inclusion**

- The Re-imagining Community Inclusion Report (RCI), released on May 31, 2019, 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.
- An RCI Implementation Steering Committee was established and met on February 14, 2020 to begin working on governance and the initial organization of the work ahead. This Steering Committee is co-chaired by the Ministry of Social Development and Poverty Reduction, CLBC, and Inclusion BC. CLBC provides secretariat support for RCI (See RCI issues note for more information).

### **BUDGET:**

- Community Living British Columbia's (CLBC) budget includes an SDPR contribution of \$1.33 billion for 2022/23, an increase of \$42.7 million as compared to the 2021/22 budget. This increase takes into account the cumulative impact of Budget 2022 and previous budgets (See Tables 1 and 2 below).
- CLBC's total 2022/23 operating budget is \$1.36 billion, an increase of \$43.1 million compared to 2021/22. The operating budget reflects the impact of restricted contributions and additional revenues beyond what CLBC receives from SDPR, such as recoveries from health authorities and other cost recoveries.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

**Table 1: CLBC – Operating Revenue and Expenditures 2020/21 to 2022/23**

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

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

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

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

**TABLE 2: Cumulative budget changes 2022/23 to 2024/25**

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

Date: October 14, 2022

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## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

- CLBC invests over 93 per cent of its budget in providing services and supports to individuals and families to assist them to live as independently as possible and to build communities of belonging and lives with connection.
- Supports provided to individuals and their families through contractual arrangements with service providers are ongoing financial commitments. When supports are introduced part way through a fiscal year, these costs are annualized in subsequent years, resulting in ongoing financial commitments.
- 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 a range of home supports, community inclusion programs, employment support, family and professional support services.

### FTEs:

- The number of CLBC full time equivalent (FTE) operating staff for 2021/22 was 634.

### STATISTICS:

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

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

*Note 1 Most shared living arrangements are home sharing.*

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## APPENDIX 1 – Additional Background on CLBC

### History and Governance

- CLBC was established in 2005 as a provincial Crown Corporation.
- CLBC was set up by the provincial government in consultation with individuals, families and self-advocates who wanted a government funded organization to provide focused support to people with developmental disabilities and their unique needs.
- CLBC is mandated under the *Community Living Authority Act*, is subject to government policy and reports to the Minister of Social Development and Poverty Reduction through a dedicated Board of Directors.
- Board Members are appointed by the Minister of Social Development and Poverty Reduction, for a term not to exceed three years. The Minister may renew a Board Member for one additional term, also not to exceed three years. There are currently 10 Board members (with several pending appointments and reappointments) and 8 executive team members.
- CLBC is completing a reorganization of its executive structure in response to the emerging needs of its stakeholders.
- CLBC's mandate is to not only build inclusion and provide opportunities for individuals and families, but to help create communities in which people with developmental disabilities have more choices in how they live, work and contribute.
- CLBC's Strategic Plan and Service Plan support government's commitments as identified in CLBC's annual Mandate Letter. The Mandate Letter provides strategic direction and outlines specific priorities for the current year.

### About CLBC – Key Facts

- CLBC Vision: "*Communities of belonging, lives with connection*"
- 2022/23 total operating budget (from all funding sources) is \$1.36 billion.
- CLBC serves approximately 27,000 people who are eligible for individualized programs and services ranging from home supports and individual and family supports, to community inclusion and employment.

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

- More than 500 service providers ranging in size from serving a few to serving hundreds of individuals. (Including person centred societies, there are more than 3,500 service providers in total).
- 5 CLBC regions:
  - Vancouver Coastal
  - South Fraser
  - Southern Interior
  - Vancouver Island
  - North & Thompson Cariboo
- The Provincial Assessment Centre, operated by CLBC, is a designated Mental Health Facility that provides specialized, mental health services for short-term assessment and treatment plans, intervention and stabilization for eligible individuals aged 14+, with admission ranging from two weeks to three months.

### **Stakeholder Engagement**

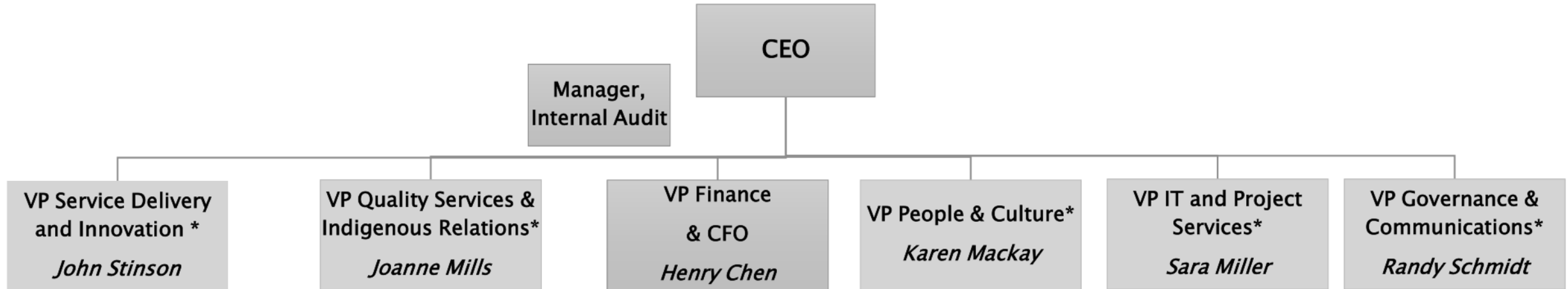
- 13 Community Councils located throughout B.C.
- The Provincial Advisory Committee provides information and advice to the Board to assist with its governance and decision making. Members of the Provincial Advisory Committee are made up of individuals/family members from each community council.
- CLBC's Editorial Board is made up of self advocates and community living leaders from across the province. The Editorial Board works with CLBC to improve communication with the people we serve and produces the *DiverseAbilities* Quarterly magazine.
- CLBC's 2022/23 – 2024/25 Service Plan includes strategies to strengthen relationships with Indigenous communities.
- CLBC has an Indigenous Advisory Committee (IAC) with representatives from across the province to provide information and advice to CLBC staff from an Indigenous perspective and worldview.
- CLBC has been providing services to eligible individuals in First Nations communities since 2014 so that services are accessible in their home communities. CLBC is currently developing an action plan to support provincial goals related to reconciliation.





## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

- Following consultations with the IAC, CLBC's CEO announced in June 2020 the creation of a new executive director role to oversee the establishment of a new Indigenous team to inform CLBC policies, improve service standards about cultural safety and sensitivity, and lead Indigenous community engagement.

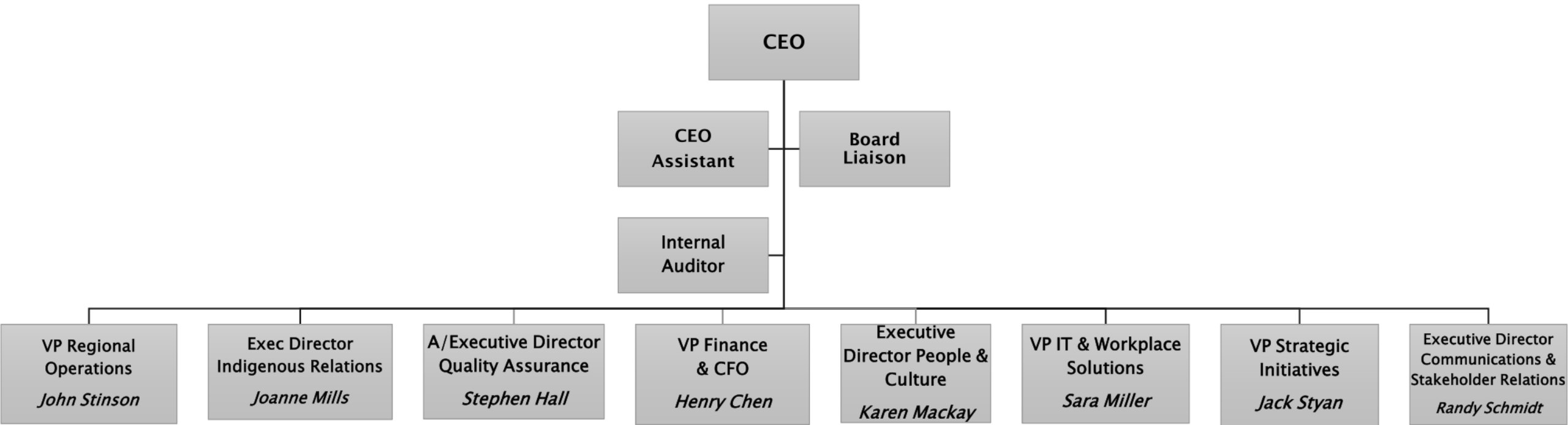
# Future Structure (effective Nov. 1, 2022)



Key:

-  No change to job description
-  New or updated job description\*

# Current Structure





## **CLBC Board of Directors – December 2022**

### **Overview**

CLBC's Board Members are appointed by the Minister of Social Development and Poverty Reduction, for a term not to exceed three years. The Minister may renew a Board Member for one additional term, also not to exceed three years. Among other things, the Board is responsible for:

- overseeing the organization within the overall policy, mandate and budget set by the provincial government;
- working with management to establish an overall strategic direction for the organization, approving the strategic plan and ensuring appropriate community consultation;
- regularly reviewing the organization's short- and long-term plans and significant issues affecting the organization; and
- evaluating organizational results.

The CLBC Board welcomes members of the public to attend meetings and has set aside time at the beginning of each board meeting to hear public presentations or answer questions from the public. Since May 2022, members of the public have been able join open board meetings remotely via MS Teams technology.

The Board meets in June of every year with the Provincial Advisory Committee (PAC), the Indigenous Advisory Committee (IAC) and Community Council Chairs from across B.C. The June meeting each year is an opportunity for an exchange of information and ideas between family members and self-advocates on Councils, PAC, IAC, CLBC staff and the CLBC Board – and to create increased engagement and shared understanding around common objectives.

Board members periodically tour services in different communities throughout the province. These moved to a virtual format temporarily during the pandemic yet have since returned to in person visits in June of 2022. The Board now typically holds these tours and related strategic discussions on specific topics twice a year.



In October 2022 the Board visited a range of inclusive housing settings, and held three panel discussions with sector stakeholders on inclusive housing needs.

The maximum size of the Board is 11 members, including the Chair. A list of current Board members follows, with a short summary of each of their backgrounds.

### **CLBC Board Members**

The one board member eligible for Re-appointment in 2022 (bolded below), Joely Viveiros-Novik, was approved by the Crown Agencies and Board Resource Office and the Minister and will officially be re-appointed as of December 31, 2022.

2023 shows just one expiring term for Katherine Bright (December 31, 2023) that will require a posting for applicants to the position. This process will get underway September of 2023.

| <b>Name</b>                          | <b>Position</b> | <b>Appointed</b>                                   | <b>Expiry</b>   |
|--------------------------------------|-----------------|--|-----------------|
| Michael J. Prince                    | Chair           | 1 Jul 2018   | 30 Jun 2021     |
| Katherine Bright                     | Director        | 31 Dec 2018<br>Reappointment<br>Dec 2021 (2 years) | 31 Dec 2023     |
| Corey Walker                         | Director        | 22 Apr 2022  | 22 Apr 2025     |
| Amber Rainshadow                     | Director        | 01 August 2021                                     | 31 July 2024    |
| Nelson Chan                          | Director        | 31 Dec 2018<br>Reappointment<br>Dec 2021 (1 year)  | 31 Dec 2022     |
| Stephen Lee (to replace Nelson Chan) | Director        | Oct 2022 –<br>Effective Dec 31 2022                | Dec 31, 2025    |
| Alain LeFebvre                       | Director        | 13 October 2022                                    | 12 October 2025 |
| Marnie Larson                        | Director        | 31 Dec 2018<br>Reappointment<br>Dec 2021           | 31 Dec 2024     |
| Julia Payson                         | Director        | 31 Dec 2018  | 31 Dec 2024     |



|                                  |                 |   |                    |
|----------------------------------|-----------------|---|--------------------|
|                                  |                 | Reappointment<br>Dec 2021                       |                    |
| Simon Philp                      | Director        | 31 Dec 2018<br>Reappointment<br>Dec 2021        | 31 Dec 2024        |
| Patti Sullivan                   | Director        | 31 Dec 2018<br>Reappointment<br>Dec 2021        | 31 Dec 2024        |
| <b>Joely Viveiros-<br/>Novik</b> | <b>Director</b> | <b>31 Dec 2019</b><br>Reappointment<br>Dec 2022 | <b>31 Dec 2025</b> |

## **Biographies**

### ***Michael J. Prince – Chair***

Dr. Michael Prince, who lives in Victoria, is the Lansdowne Professor of Social Policy at the University of Victoria in the Faculty of Human and Social Development. His current research interests include trends in Canadian social policy; federal-provincial relations; trauma of veterans; pension reform; aboriginal governance; and disability politics and policy issues.

Michael is also a disability rights advocate, media commentator and award-winning author of over 250 publications. As a policy consultant, Michael has been an advisor to various federal, provincial, territorial, and municipal government agencies; four Royal commissions; and to a number of parliamentary committees federally and provincially.

In 2007, Michael received a President's Award from the Canadian Association for Community Living, in recognition of "exceptional contribution to Canadians' understanding of public policy that builds an inclusive and accessible Canada." In 2011, he received the University of Victoria Community Leadership Award. In 2012, Michael was presented a Queen Elizabeth II Diamond Jubilee Medal for his public



services. Michael was named Academic of the Year in 2014 by the Confederation of Faculty Associations of British Columbia.

### ***Katherine Bright***

Ms. Katherine Bright is a family member (aunt) and lives in North Vancouver. She is a consultant, executive and board director with two decades of experience in working with privately held enterprises, non-profit organizations, public companies and Crown corporations. She has taught courses across the globe in areas of strategy, succession planning, organizational development, governance and business growth.

Starting with a career in social work, her roots are in community and child services. Throughout her career, she has continued her commitment to public policy, governance and stewardship. In addition to running her consulting practice, she serves in a federal appointment as the vice-chair of the Pacific Pilotage Authority board of directors and as an independent director on a private family enterprise board.

Katherine holds a Bachelor of Arts from the University of Puget Sound and a Master of Business Administration from the University of British Columbia.

### ***Corey Walker***

Corey Walker is an autistic self advocate who lives in Prince George. Since being diagnosed with autism in 2001, while in his early 20s, he has used his lived experience to advocate for and empower fellow British Columbians with autism and disabilities.

Corey works as a teacher at the Sylvan Learning Centre and recently completed working as a Program Facilitator with the Pacific Autism Family Network's EmploymentWorks program. He serves as a director for the Canadian Autism Spectrum Disorders Alliance (CASDA). His previous experience includes sitting on the boards of nine non-profit societies, including the Prince George Community



Radio Society and the Project Friendship Society. He worked for AutismBC as the Northern Regional Coordinator for over seven years. As an experienced public speaker on autism-related topics, Corey has presented to audiences across B.C. and Canada, including at Inclusion BC's annual conference and the Canadian Autism Leadership Summit in Ottawa.

Corey holds a Bachelor of Arts in English and History from the University of Northern BC and a Provincial Instructor Diploma from Vancouver Community College.

### ***Nelson Chan***

Mr. Nelson Chan is a family member (cousin) and lives in Victoria. He is the chief financial officer for the Capital Regional District, Capital Regional Hospital District and Capital Region Housing Corporation. He has extensive experience in strategic investment and business transformation in both public and private sectors. He serves on the boards of the Government Finance Officers Associations of B.C. and Royal Roads University.

Nelson holds a Master of Business Administration from Florida Metropolitan University and a Bachelor of Commerce from McMaster University. Nelson is a chartered professional accountant and certified management accountant in Ontario and British Columbia.

### ***Stephen Kuang Chih Lee (replacing Nelson Chan December 31, 2022)***

Stephen Lee is the Chief Executive Officer of Musqueam Capital Corporation and an Adjunct Professor at the School of Population and Public Health at the University of British Columbia. Previously, Mr. Lee was the Chief Financial Officer for Musqueam Indian Band. Active in his community, he is a Trustee, Chartered Professional Accountants Benevolent Fund, and on the board of Directors of Langara College Foundation. Mr. Lee is a Chartered Professional Accountant, a Certified Management Accountant, and a Fellow of the Chartered Professional Accountants, Society of Management Accountants.





***Joseph (Alain) Daniel LeFebvre***

Alain LeFebvre is a contractor with 40 years as a Chartered Accountant. Previously, Mr. LeFebvre was a Partner at KPMG. Active in his community, he serves on the boards of the Prince George Airport Authority, Chartered Professional Accountants of British Columbia, and Prince George Foundation. Mr. LeFebvre is a Fellow of the Chartered Professional Accountants of British Columbia. He holds an ICD.D designation from the Institute of Corporate Directors and a Chartered Accountant designation from the Institute of Chartered Accountants of British Columbia. Mr. LeFebvre holds a Master of Business Administration from City University and a Bachelor of Arts (Commerce) from Simon Fraser University.

***Marnie B. Larson***

Ms. Marnie B. Larson lives in Richmond. She is the chief executive officer at StarGarden Corporation, responsible for operations in Canada, the U.S. and New Zealand. She has over 20 years of experience in the software industry, specializing in human capital management, human resources, payroll and time and attendance software solutions. Active in her community, she serves on the board of the Better Business Bureau Lower Mainland and served on the boards of Wired Woman and the Simon Fraser University (SFU) MBA Alumni Association.

Marnie holds a Bachelor of Commerce from the University of British Columbia and a Master of Business Administration from SFU Beedie Graduate School of Business.

***Julia Louise Payson***

Ms. Julia Louise Payson lives in Vernon. She is the executive director of Canadian Mental Health Association (Vernon and District Branch), where she works with a team to improve mental health for all. Previously, she was secretariat director of the Community Action Initiative and executive director of the John Howard Society of British Columbia. She is a board director for the BC Non-Profit Housing Association, where she promotes safe and affordable housing throughout the



province. She has worked internationally in emergency medical aid in Sudan, Bangladesh and Papua New Guinea.

Julia volunteers as a board consultant with Vantage Point and as a board development committee member for the BC SPCA. She holds a Bachelor of Arts from the University of British Columbia.

### ***Simon Andrew Philp***

Mr. Simon Andrew Philp is a family member (father) and lives in Victoria. He is a market vice-president of commercial banking, leading teams on Vancouver Island and throughout the B.C. central Interior, northern B.C. and the Yukon for CIBC. He has spent over 20 years in financial services working with private and public companies, public sector entities, First Nations governments and non-profit organizations.

Simon has served on a number of boards, most recently as a co-chair of the governance board for the unification of the B.C. accounting profession. He has volunteered as a representative and board member for technology industry organizations, universities, business associations, arts groups and land trusts in both Canada and the U.S. Simon obtained the CFP designation in 2000 and CMA (now CPA) designation in 2002.

### ***Patti Sullivan***

Ms. Patti Sullivan lives in Victoria. She began her career in child care with children with developmental challenges in Montreal and in northern Manitoba as director of a youth centre. She has worked in CEO/ED roles in diverse sectors that include community health, youth development, social housing, business and cultural amenities development.

She is currently a management consultant and Chair of the Capital Regional District's Arts Advisory Council in Victoria. Patti has served on boards that include Volunteer Victoria, BCALM, Law Society of Manitoba, CPHA, CMHA and as Board



Chair of the Winnipeg Regional Health Authority, Child and Family Services of Central Winnipeg and the Winnipeg Symphony Orchestra. She is a YWCA Woman of Distinction (Business and the Professions category). Appointed Complaints Review Commissioner by the Law Society of Manitoba, Ms. Sullivan served as the first non-lawyer chair of its Complaints Investigations Committee. She holds a BA from the University of Winnipeg and Social Work Diploma from Dawson College.

### ***Joely Viveiros-Novik***

Ms. Joely Viveiros-Novik is a family member (cousin) and lives in Terrace. She is a private practice Audiologist whose clinic, which she has owned and operated since 1997, serves Terrace and surrounding communities. In addition to working out of hospitals and community health centres in surrounding towns and cities, she also visits and provides hearing services to several Indigenous communities when invited. She embraces the adventure of new workspaces in the ever-evolving hospital and healthcare environments through her visits to the communities in her area.

Joely is an indigenous woman of Gitksan and Haisla heritage. She enjoys the challenge of raising her three daughters into responsible adults who contribute positively in their communities through music and volunteer work as well as in their future careers. She has considered raising her family her primary job while also working full time in her career.

Joely holds a Master's degree in Audiology from the University of British Columbia, a Bachelor of Science degree from the University of Victoria and is currently working on a Doctoral degree in Audiology from A.T. Still University.

### ***Amber Rainshadow***

Amber Rainshadow is a self advocate who lives in Victoria. She has been advocating for individuals with disabilities for over 30 years. She brings a desire to



use her lived experience, including growing up in ministry care, to help others in the community and teach them how to advocate for themselves.

Amber has used her lived experience to assist in various initiatives, including: the start up of the Victoria Disability Resources Center, the Out of the Rain program for street youth in Victoria, development of a course on disability which is still being taught at the University of Victoria, and helping make transition houses more inclusive and accessible for people with disabilities.

Amber is an FASD facilitator and is passionate about helping individuals living with fetal alcohol spectrum disorder who are transitioning to adulthood. Recently, she has served as a volunteer member of CLBC's Editorial Board and a CLBC Welcome Workshop presenter.



## **CLBC Executive –November 2022**

### **Biographies**

#### ***Ross Chilton – Chief Executive Officer***



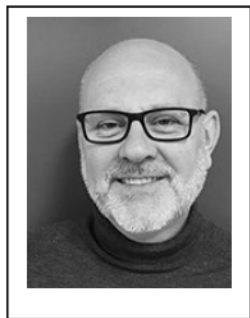
Ross is a long-time leader in B.C.'s community living sector and brings extensive experience advancing inclusion in social service agencies and on sector boards. From 2007 until joining CLBC in 2019, Ross served as CEO of Community Living Society (CLS), which provides services to individuals with developmental disabilities and families across Metro Vancouver and the Fraser

Valley.

At CLS, he helped expand employment and support options, and formed the Community Living Housing Society to support innovative, inclusive housing solutions. He has previously served on several boards including the Family Support Institute, the BC Non-Profit Housing Association, the BC CEO Network, and Steps Forward.

Ross holds a Master's degree in Counselling Psychology from the University of British Columbia and has worked as a counsellor and vice president for the Interlock Employee Assistance Program. Ross is also the parent of an adult son with developmental disabilities.

#### ***John Stinson – Vice President, Service Delivery and innovation***



John joined CLBC in June 2020 having previously served as Assistant Deputy Minister for the Disabilities, Inclusion and Accessibility Division of Alberta Community and Social Services.

John's past roles include Chief Executive Officer of Manitoba Liquor and Lotteries, CEO of the Interlake-Eastern Regional Health Authority, Vice-President of Acute Care and Planning with



South Eastman Health, as well as senior positions within Manitoba Health and Manitoba's Treasury Board Secretariat.

John started his career as an outreach worker in Winnipeg's community services sector and spent 17 years working in the fight against HIV/AIDS. John takes pride in being transparent, accountable and authentic in his communication style and is committed to working collaboratively with individuals, families, service providers and community groups.

He has a Bachelor of Arts in Social History from the University of Manitoba and a Certificate in Executive Leadership from Queen's University School of Business. John is a lifelong learner and has also completed course work in journalism, adult education, human resource management and wine and spirits education.

***Henry Chen – Vice President of Finance & Chief Financial Officer***



Henry joined CLBC in February 2019 bringing extensive financial leadership skills and experience, and a commitment to supporting CLBC's ongoing efforts to strengthen services for individuals and families.

Henry comes to CLBC from TRIUMF, Canada's particle accelerator centre, where he served since 2011 as CFO and Secretary to the Board of Management's Finance and Audit committees. Prior to that, he served as Treasurer and Controller of the Alma Mater Society of the University of British Columbia, and Comptroller, Financial Planning and Reporting for the Liquor Distribution Branch of BC (LDB).

Henry has more than 30 years of financial experience including retail, wholesale distribution, and national international hospitality management. He is a member of the Chartered Professional Accountants of British Columbia, and holds a Bachelor of Commerce, Accounting and Management Information Systems, from the University of British Columbia.



***Sara Miller – Vice President, IT and Project Services***



Sara joined CLBC in June 2015 in her role as Vice President, Corporate Services, responsible for Human Resources, Information Technology, Facilities and Administrative Services.

Prior to joining CLBC, Sara served as Director, Business Transformation Operations and Director, Organizational Development at Insurance Corporation of British Columbia (ICBC). She also served in leadership roles in organizational development and Human Resources at Citizens Bank/VanCity, Accenture Business Services for Utilities and Westech Information Systems, a former subsidiary of BC Hydro.

Sara is an accomplished leader with extensive experience in bringing people together around positive organizational change. She holds a Master's Degree in Human Resource Management from the University of Westminster, London.

***Randy Schmidt – Vice President, Communications and Governance***



Randy joined CLBC in November 2014. Prior to his joining CLBC, he served as Associate Director of Public Affairs at the University of British Columbia for ten years, and as a communications professional in a range of other university, non-profit and government settings in Canada and abroad.

Randy has a passion for strengthening organizational communications to build positive relationships in support of CLBC's vision for lives filled with possibilities in welcoming communities. He has a BA Honours in Economics from Carleton University, an MBA from the University of Ottawa and is an Accredited Business Communicator (ABC) with the International Association of Business Communicators.



***Joanne Mills – Vice President, Quality Services and Indigenous Relations***



Joanne joined CLBC in 2021 in the newly created role of Executive Director of Indigenous Relations. Joanne is a member of Fisher River Cree Nation with ties to Skidegate and brings her experience as a parent of an individual who receives CLBC services.

Joanne's most recent role was Executive Director of the Fraser Regional Aboriginal Friendship Center Association, where she developed new programs that were very focused on Indigenous Peoples with vulnerabilities, among her other accomplishments. She also served on the Board of Fraser Health and the BC Association of Friendship Centers. Her previous roles have included leadership positions with the Provincial Health Services Authority in training services, Interior Health where she was Director of Indigenous Health in the Community Integration Leadership team, and the Kaa Laa Nay House of Healing where she served as Executive Director. She has also provided consulting services for First Nations as well as non-profit and public sector organizations.

Joanne holds a Bachelor of Social Work degree and is currently completing a Master of Business Administration from Thompson Rivers University.

***Karen Mackay – Vice President, People and Culture***



Karen Mackay joined Community Living BC in 2017 as Director, People Services & Organizational Development. She was promoted in 2021 to Executive Director, People and Culture then VP in 2022 where she leads the People and Culture division and is responsible for the development and implementation of the People Strategy at CLBC. She has over 20 years' progressive human resources experience in both the public and private sectors, takes a solutions-oriented approach to HR, and prides herself on partnering with the business to provide expertise in strategic workforce





planning, organizational development and design, and talent management. She holds a Bachelor's degree in Business Administration with a major in Human Resource Management and a Chartered Professional in Human Resources (CPHR) designation.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### PROGRAM:

Community Living BC's 2022-25 Strategic Plan

### PROGRAM DESCRIPTION:

- CLBC launched a [2022-25 Strategic Plan](#) in July 2022. As part of this process, CLBC updated its vision, mission, values statements along with supporting goals through consultation with stakeholders.
- CLBC's updated vision statement is: "Communities of belonging, lives with connection."
- The process included in-depth consultation with key stakeholders about the future for individuals with developmental disabilities, assumptions, and activities. An evaluation framework is also being developed.
- The new strategic plan has goals in four areas including:
  - We have trusting relationships with the people we serve.
  - Our actions align with the Rights of Indigenous peoples.
  - We support and value sector partners.
  - Inclusion in community is increasing.
- The new strategic plan aligns with CLBC's 2021/22-2024/25 Service Plan, CLBC's 2021 Mandate Letter and the Re-imagining Community Inclusion 2022-25 Workplan with shared activities in the areas of:
  - More and better employment opportunities;
  - Self-determined and self-defined services for Indigenous peoples;
  - Develop flexible housing options, and;
  - Improve access to health and mental health services.
- It also incorporates key recommendations from the Auditor General's Review of Home Sharing at CLBC to ensure deliverables and timelines are met.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### BACKGROUND:

- CLBC began the process of creating its new strategic plan in February 2020 but was paused mid-March 2020 due to the declaration of a state of emergency in response to COVID-19. Work resumed in March 2021 at which time the CLBC Board decided to expand the scope of the work to update CLBC's vision, mission, and values.
- The process to develop the Strategic Plan included consultation with over 500 stakeholders (people CLBC serves, their families and supporters, service provider and other partners, CLBC staff, CLBC Community Councils, CLBC Indigenous Advisory Committee, CLBC Editorial Board, CLBC Partners Group, and CLBC Provincial Advisory Committee).
- Consultations occurred in three phases (Spring 2021, Summer 2021, and Fall/Winter 2021). In addition, in late Spring 2021, CLBC's Board Chair, CEO, and VP Regional Operations led reflection sessions on the previous strategic plan with CLBC staff across the province to understand from their perspectives:
  - The accomplishments resulting from the work on each key goal area of the past plan made and
  - What (if anything) is left to do related to the previous plan?
- CLBC used a Theory of Change approach, which engages stakeholders in developing assumptions, indicators and creating a pathway of change. CLBC used the same model to help lead the Ministry's Reimagining Community Inclusion (RCI) planning process for creating its workplan.
- The new CLBC Strategic Plan will incorporate many of the goals and activities from the RCI workplan.
- A key accompaniment to the Strategic Plan document is an evaluation framework. Its purpose is to track plan progress and the difference the work is making against pre-established indicators. CLBC expects to report annually on the progress it is making.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Strategic Implementation Plan Projects

- CLBC is currently finalizing additional projects it will undertake to achieve the goals of its new strategic plan.
- Current projects that are continuing and will contribute to the new strategic plan include:
  - Multiple projects to respond to the recommendations of the home sharing audit including:
    - Implementation of a new monitoring framework
    - Implementation of standards for coordination of shared living
    - Quality of life requirements for home sharing
    - Culturally safe home sharing for Indigenous people
    - Policy and practice alignment for home sharing
    - Launch of new non-profit society to support and strengthen home sharing
    - Creation of an emergency home support / respite solution.
  - Launch of the new L.I.F.E.-based service across the province, a new community inclusion and employment service delivered in community and when needed.
  - A streamlining of CLBC's complaints process, reducing the number of review levels from five to three.
  - Providing financial resources to self-advocacy groups to build capacity to play leadership roles and promote self-determination.
  - Collaborating with MCFD as it implements a new service delivery model to review and revise processes to improve user experiences during transition.
  - Completion of the Program Negotiation project to complete the changeover manual process of excel spreadsheets to an automated system to negotiate contracts, implement contract rate, and wage increases.
  - Improving CLBC's ability to model the implications of demographic changes and service delivery decisions on future costs
  - Support to staff to adapt to a post pandemic milieu by promoting safety, health, and wellness.

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW**

- Major projects completed under the previous strategic plan include:
  - The development of a new planning process, including new welcome workshops to improve the transition process.
  - Rebuilding of a new user friendly, accessible web site to make it easier for individuals and families to find information about services.
  - Improvements to enable more streamlined reporting for the users of individualized funding.
  - Implementation of new trauma-informed training for CLBC staff and service providers to better support people with multiple complex needs.
  - Collaboration with Inclusion BC on a three-year plan to increase access to inclusive housing, including the completion of a research study and a public website called [www.keytohomebc.ca](http://www.keytohomebc.ca).
  - Business and process analysis in preparation for the replacement of CLBC's Individual Management System (PARIS).
  - Implementation of new tools and processes for employment service providers to accommodate reporting related to the new Workforce Development Agreement.

# **Community Living British Columbia**

## **2022/23 – 2024/25 Service Plan**

**February 2022**



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## Board Chair's Accountability Statement



The 2022/23 – 2024/25 Community Living British Columbia (CLBC) Service Plan was prepared under the Board's direction in accordance with the Budget Transparency and Accountability Act. The plan is consistent with government's strategic priorities and fiscal plan. The Board is accountable for the contents of the plan, including what has been included in the plan and how it has been reported. The Board is responsible for the validity and reliability of the information included in the plan.

All significant assumptions, policy decisions, events and identified risks, as of February 2022 have been considered in preparing the plan.

The performance measures presented are consistent with the Budget Transparency and Accountability Act, CLBC's mandate and goals, and focus on aspects critical to the organization's performance. The targets in this plan have been determined based on an assessment of CLBC's operating environment, forecast conditions, risk assessment and past performance.

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

Michael J. Prince  
Board Chair



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## Strategic Direction and Alignment with Government Priorities

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

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

[Community Living British Columbia](#) (CLBC) is a crown agency mandated to provide supports and services to eligible individuals to participate fully in their communities in meaningful ways. CLBC's work supports people to live lives filled with possibilities in welcoming communities. Beyond funding services, CLBC supports individuals and families to plan and to connect with resources in their communities and engages communities to be more welcoming and inclusive places in which people with developmental disabilities can be fully contributing citizens.

CLBC is accountable to the Legislature through the [Ministry of Social Development and Poverty Reduction](#) (SDPR). CLBC's Strategic Plan and Service Plan supports the Government's commitments as identified in [CLBC's Mandate Letter](#). Following a delay in its development due to the COVID-19 pandemic, CLBC recently completed a new Strategic Plan which will be published and become operational in 2022.

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

## Operating Environment

The [Community Living Authority Act](#) and [Community Living Authority Regulation](#) outline eligibility criteria for two groups of individuals for CLBC services:

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

CLBC employees support individuals and their families to plan, connect to community and services, and are responsible for developing and monitoring services. A range of home support, employment, community inclusion, and respite services are delivered through contracted service providers and individualized funding arrangements. CLBC ensures reliable third-party service delivery through various quality assurance, contracting and financial mechanisms. A formal [complaints resolution process](#), a Whistleblower Policy, and an internal audit function provide further assurances of accountability and transparency in operations.

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

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

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

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

## **Caseload Growth and Demographic Trends**

CLBC projected that approximately 25,695 individuals will be eligible for CLBC services as of March 31, 2022 and expects the growth rate to continue to be about five percent annually over the next five years. CLBC revised its forecasting model to increase accuracy in predicting its caseload further into the future. The model predicts significant growth in CLBC's caseload with an increase of an estimated 27,600 individuals, or 113 percent, over the next 20 years.

Three factors drive caseload growth: CLBC population increases; advances in health care and extended life expectancy; and increased referral rates of youth to CLBC. This increased caseload, coupled with non-caseload drivers such as an aging population, will result in growing demand for CLBC services in 2022/23 and into the future.

## **Non-Caseload Related Drivers**

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

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

Pressures to find inclusive, affordable housing for individuals CLBC supports will continue and will need to align with the availability of services. Additionally, as individuals age, they require different and often more intense supports.

Forecasts indicate that the number of individuals registered for CLBC services who are older than 50 will more than double by March 2041. All these life transitions require different but intense planning and resources for services.

## **2022/23 Economic Statement**

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

## **Performance Planning**

CLBC's Performance Plan describes what it intends to accomplish over the next three years. The organization seeks a balance between funded services and natural supports to assist individuals in achieving meaningful inclusion in their communities and an enhanced quality of life. CLBC works closely with SDPR to monitor priorities, progress, and alignment with government commitments through regular engagement at Minister, Board Chair, senior executive, and staff levels. CLBC also regularly reports to SDPR against a set of performance measures.

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

CLBC works to improve individuals' quality of life outcomes and create opportunities for them to reach their full potential through an array of supports and services, including; planning supports, connecting individuals with community resources and funding of services to meet their disability-related needs. Strategic focus areas of employment, housing, home sharing, and better supporting Indigenous individuals and individuals with complex needs will continue for the term of this plan.

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

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

#### **Key Strategies**

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

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

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

<sup>2</sup>Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

## Linking Performance Measure to Objective

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

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

## Discussion

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

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

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

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

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

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

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

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

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

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

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

### **Key Strategies**

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

| Performance Measure(s)   | 2020/21<br>Baseline | 2021/22<br>Forecast | 2022/23<br>Target | 2023/24<br>Target | 2024/25<br>Target |
|--|---------------------|---------------------|-------------------|-------------------|-------------------|
| 1.2a Percentage of individuals younger than 65 reporting current employment income <sup>1</sup>  | 22.9%               | 18.9%               | 20% <sup>3</sup>  | 22% <sup>4</sup>  | 24%               |
| 1.2b Percentage of individuals supported by CLBC- funded employment services reporting current employment that retained employment for a period of one year or more <sup>2</sup> | 75%                 | 50%                 | 60%               | 65%               | 70%               |

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

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

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

## Linking Performance Measure to Objective

1.2a This measure accounts for the percentage of working-aged individuals who are successful in finding employment and who report employment income through BC Disability Assistance<sup>2</sup>. Most individuals are supported in either CLBC-funded employment services or WorkBC services, but some find work with support from community inclusion services, L.I.F.E.-based services, or with the assistance of family. The measure reflects the extent to which individuals reach their full potential, participate more fully in their community, and contribute to a strong, sustainable economy through employment.

1.2b This measure tracks the percentage of individuals supported by CLBC-funded employment services who have been employed for a period of one year or more. Retaining employment is a key driver in advancing employment; when employees retain work, employment services can be focused on assisting new job seekers. It further reflects the quality of CLBC's employment services as job retention reflects satisfaction by both the job seeker and the employer.

## Discussion

1.2a Supporting individuals to participate more fully in their community through employment enhances their quality of life in several areas such as social inclusion, self-determination, personal development, and financial well-being. The COVID-19 pandemic has had a significant impact on employment for many of the individuals CLBC supports, reflected in the 2021/22 forecast. Targets for 2022/23 and 2023/24 have been adjusted to reflect CLBC's expectation of a gradual return to employment for individuals CLBC supports, supported by: WorkBC, the B.C. Government's investments through the Stronger BC Economic Recovery Plan, the Re-imagining Community Inclusion Work Plan, and implementing the "L.I.F.E.-based" employment service.

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

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

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



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

CLBC values the importance of strong, long-term relationships with individuals and families to effectively support and meet their needs. CLBC recognizes the requirements under the *Declaration of the Rights of Indigenous Peoples Act* and the *Truth and Reconciliation Commission of Canada: Calls to Action* and its responsibility to provide culturally safe services to Indigenous individuals and families.

CLBC is committed to ensuring transitioning youth, older adults and their families have positive experiences, are well informed about CLBC, and are supported to access both CLBC-funded services and community-based services available to all citizens. This goal supports the B.C. government's commitment to deliver better, quality services to British Columbian families.

### Objective 2.1: Individuals have stronger relationships with CLBC.

#### Key Strategies

- Continue to work collaboratively with the Indigenous Advisory Committee to improve relationships with Indigenous peoples and their communities as outlined in the *Re-Imagining Community Inclusion Work Plan* and to align policies and practices with the *B.C. Declaration on the Rights of Indigenous Peoples Act* and the *Truth and Reconciliation Commission of Canada: Calls to Action*.
- Develop and strengthen relationships with Indigenous Partners by improving connections to First Nations through Wisdom Keepers, the implementation of space recognition and safety strategies.
- Improve transitions for individuals and their families. Work collaboratively with, Ministry of Children and Family Development, Delegated Aboriginal Agencies, and other partners to understand and identify improvement opportunities to transition-related challenges.
- Support self-determination by investing in leadership development for individuals with lived experience, self-advocate groups and by increasing availability of training around Representation Agreements.

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

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

#### Linking Performance Measure to Objective

2.1 This measure demonstrates CLBC's effectiveness in informing individuals and families about what funded services and natural supports are available to them during the planning process. Individuals and families have told CLBC that knowing what they can expect from

CLBC is a determinant of positive transitions and stronger relationships with CLBC. When people are fully informed, they are better equipped to make choices. This is particularly important for transitioning youth who are new to CLBC and have not yet accessed CLBC services. To support CLBC's new Strategic Plan, new performance measures will be developed to enable CLBC to report on strategies that specifically target strengthening relationships with Indigenous communities.

## Discussion

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

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

### Key Strategies

- Support youth who are transitioning to adulthood, and their families by: helping them to understand the adult landscape; providing access to a range of planning supports; and assisting them to understand services and supports available through CLBC and the community.
- Provide culturally safe services to Indigenous individuals and families by identifying and delivering training and launching a community of practice to support staff in integrating culturally safe practices.
- Use feedback from satisfaction surveys to improve experiences and build trust with individuals and families.
- Review engagement activities with individuals, families, and their representatives to improve tools, and practices to better track future needs.

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

Data source: Targeted consumer surveys completed annually.

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

## **Linking Performance Measure to Objective**

2.2 Effective planning is a key contributor towards better transitions and stronger relationships. This performance measure indicates how satisfied individuals and families are with the quality of CLBC's planning, the effectiveness of CLBC's enhanced planning process and the extent to which further changes are required.

### **Discussion**

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

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

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

CLBC's tools and processes enable staff and service providers to plan, deliver and monitor supports and services to individuals and their families. Streamlined internal processes, effective information technology tools and systems enable staff to fulfill effectively and efficiently these roles to improve individuals and families' service experiences, while increasing staff satisfaction. This goal is aligned with the significant improvements CLBC is undertaking response to the recommendations from the Office of the Auditor General's audit on the monitoring of home sharing. It also contributes to the B.C. government's commitment to deliver quality services to British Columbian families.

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

#### **Key Strategies**

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

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

| Performance Measure(s)   | 2020/21<br>Baseline | 2021/22<br>Forecast | 2022/23<br>Target | 2023/24<br>Target | 2024/25<br>Target |
|--|---------------------|---------------------|-------------------|-------------------|-------------------|
| 3.1 The average number of individuals who have a priority ranking score of 50 or greater that have made a service request and have not received any CLBC services the past six months or longer. | 98                  | 80                  | 80 <sup>7</sup>   | 80                | 80                |

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

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

## Linking Performance Measure to Objective

3.1 This measure indicates CLBC's ability to meet people's disability-related needs and deliver services in a timely and responsive manner. It identifies the average number of individuals who have a priority ranking score of 50 or greater, that have not received any CLBC services in at least six months, and who have an outstanding request for services. The priority ranking score is derived from the Request for Service Priority Tool, an instrument which considers an individual's current support needs in the context of their current support system (family, services, community, etc.) to gauge their relative priority for services. While not every individual will always require services, CLBC anticipates that most individuals with a score of 50 or more will need services. Note that many individuals with priority ranking scores of less than 50 receive services each year.

When a service or support is necessary, CLBC expects the process of allocating funding and implementing the services will be complete within less than six months of requesting services.

## Discussion

3.1 Targets were established based on historical data when the measure was introduced and have been maintained despite population growth to demonstrate CLBC's commitment to service responsiveness. Many factors can impact this measure, such as: the number of individuals presenting themselves to CLBC and the levels of services they need, the amount of funding available for new services and CLBC's effectiveness in delivering services.

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

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

### Key Strategies

- Continue to receive and address concerns from individuals and families through CLBC's complaints process in a timely manner.
- Explore what community inclusion means to Indigenous individuals and families and develop Indigenous specific indicators to share with Indigenous communities and service providers.
- Improve home sharing services by developing and implementing contractual requirements that support quality of life outcomes that are incorporated into the Standards for Home Sharing.
- Develop and implement standards for agencies co-ordinating shared living and ensure staff can verify compliance with the standards and contractual requirements.

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

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

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

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

### Linking Performance Measure to Objective

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

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

## Discussion

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

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

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

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

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

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

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

### **Key Strategies**

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

- Support Self Advocacy groups so that individuals are informed, connected and can play an increasing role in directing their lives, supports and informing CLBC's direction and policies.
- Continue to work collaboratively with Government partners to promote access to services outside of CLBC's mandate, such as health, mental health, and housing.
- Increase the number of Indigenous service providers by modifying procurement policies, procedures, and practices.
- Use *include Me!* to measure the quality of life of individuals and to support service providers in their efforts to deliver service in a manner that promotes outcomes for those they serve.

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

<sup>11 & 13</sup> Data source: *include Me!* survey results. The number is a three-year rolling average of a composite score of each of the eight domains of the Quality-of-Life Framework used in the *include Me!* project.

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

## Linking Performance Measure to Objective

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

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

4.1a This performance measure gauges the quality of life of individuals accessing CLBC-funded services. The Quality-of-Life Scores are based on a validated survey that reflects an individual's view of their quality of life out of a score of ten. It is a key measure of the effectiveness of CLBC's service providers in advancing CLBC's vision of lives filled with possibilities in welcoming communities.

4.1b Personal development is one of the eight domains in CLBC's Quality of Life framework and measurement tool and is highly correlated to overall quality of life. Personal development relates to an individual's ability to pursue their interests, have opportunities for personal growth

and skills development and have access to necessary information and support. It is an area where CLBC expects its strategic activities (such as completing the implementation of “L.I.F.E” - Learning, Inclusion, Friendship and Employment - based service) will have greater impact compared to the other domains. This performance measure reflects the effectiveness of CLBC’s service providers to deliver supports and services that meet individual’s personal development growth needs.

## Discussion

4.1a, 4.1b CLBC postponed *include Me!* surveying and data collection during the COVID-19 pandemic in 2020/21 and 2021/22. These activities are scheduled to begin again in 2022/23.

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

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

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

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



## Financial Plan

### Financial Summary

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

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

## Key Forecast Assumptions, Risks and Sensitivities

### Contributions from the Province

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

Contributions from the Province consist of funding for operating expenditures and funding restricted for capital expenditures. Funding for operating expenditures is, in part, restricted for specific purposes. Restricted operating funding is recognized as revenue when the related expenditures are incurred.

### Recoveries from Health Authorities

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

### Supports and Services

#### Developmental Disabilities and Personalized Supports Initiative

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

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

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

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

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

### **Provincial Services**

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

### **Regional Operations and Administration**

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

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

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

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

## **Appendix A: Additional Information**

### **Corporate Governance**

The CLBC Board of Directors ensures that CLBC complies with government's mandate and policy direction, financial and other policies, and applicable legislation. Its responsibilities include functions such as: strategic planning, risk management, monitoring organizational and management capacity, controls, ethical frameworks, values, and communications. For more information on [CLBC's corporate governance](#), visit the website.

### **Organizational Overview**

CLBC is committed to changing and improving what we do to ensure eligible individuals have the support they need, when they need it, to lead full lives. CLBC is a learning organization committed to listening to and learning from community stakeholders, in addition to transparency. CLBC values the perspectives and concerns of individuals and their families, Community Councils, service providers, government, and community partners. [Learn more about CLBC online.](#)

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



April 16, 2021

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

Dear Dr. Prince:

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

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

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

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

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

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

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

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

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

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



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

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

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

Sincerely,



Nicholas Simons  
Minister

April 16, 2021

Enclosure

cc: Honourable John Horgan  
Premier

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

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

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

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

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



April 19, 2021

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Michael Prince  
Chair, Board of Directors,  
Community Living BC

Date



April 19, 2021

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Barbara Carle-Thiesson  
Board Member,  
Community Living BC

Date



April 19, 2021

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Katherine Bright  
Board Member,  
Community Living BC

Date



April 19, 2021

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Nelson Chan  
Board Member,  
Community Living BC

Date



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Jake Anthony  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Marnie Larson  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Julia Payson  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Simon Philp  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Patti Sullivan  
Board Member,  
Community Living BC

April 19, 2021

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Date



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Joely Viveiros  
Board Member,  
Community Living BC

April 19, 2021

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Date



January 21, 2020

Ref: 202113

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

Dear Dr. Prince:

I would like to extend appreciation on behalf of Premier Horgan and the Executive Council for your dedication, and that of your board members, in leading your organization and helping government deliver on our priorities to British Columbians.

Government remains focused on its three strategic priorities: making life more affordable, delivering better services, and investing in a sustainable economy.

Every public sector organization is accountable to the citizens of British Columbia. The expectations of BC citizens are identified through their elected representatives, the members of the Legislative Assembly.

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 those expectations for your agency. It sets out overarching government priorities that will inform your agency's policies and programs, as well as specific direction on priorities and expectations for the coming fiscal year.

Our goal is to build a strong, sustainable economy that works for everyone. We are committed to working with you and other Crown Agencies to provide quality, cost-effective services to BC families and businesses. By adopting the Gender-Based Analysis Plus (GBA+) lens and Framework for Improving British Columbians' Standard of Living to policy development, we will ensure that equity is reflected in government budgets, policies, and programs.

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You are encouraged to apply the GBA+ lens in your Crown Agency operations and programs. In the same vein, appointments to agencies, boards, and commissions reflect government's direction to promote equity and leadership at senior levels in the public and private sectors, with a view to building strong public sector boards that reflect the diversity of BC.

Two key priorities that will underpin lasting prosperity are advancing reconciliation with Indigenous Peoples and moving towards a low-carbon economy.

In November 2019, government passed the *Declaration on the Rights of Indigenous Peoples Act* which represents a crucial step towards true and lasting reconciliation. In keeping with the Calls to Action of the Truth and Reconciliation Commission, the Act was developed in collaboration with the First Nations Leadership Council to create a framework for reconciliation in BC. All Crown Agencies are expected to incorporate the *Declaration on the Rights of Indigenous Peoples Act* and Calls to Action of the Truth and Reconciliation Commission within their specific mandate and context.

Announced in December 2018, the CleanBC plan puts our province on the path to a cleaner, better future—with a low-carbon economy that creates opportunities while protecting our clean air, land, and water. As part of the new accountability framework established in CleanBC, and consistent with the *Climate Change Accountability Act*, please ensure your organization plans to align operations with targets and strategies for minimizing greenhouse gas emissions and managing climate change risk. Please be prepared to work with government to report out on these plans and activities.

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 2020/21. This will include online training modules and in-person conferences, as government works to support strong public sector boards that reflect the diversity of BC.

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 2020/21 Service Plan:

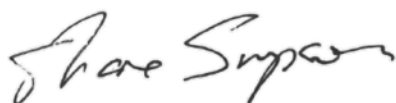
1. Meet regularly with individuals, families, service providers, and advocacy groups, including People First of BC, Family Support Institute, Inclusion BC, Representative for Children and Youth, Advocate for Service Quality, the BC CEO Network, Provincial Association of Residential and Community Agencies, and the Federation of Child and Family Services to identify issues and solutions and to continue to improve collaboration, by:
  - a) 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;
  - b) Supporting a network of Community Living Councils that connect CLBC with individuals, families, service providers, and community members at a local level and provide opportunities for Community Living 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, 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) Continuing to implement new Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services supporting individuals with all abilities to find employment that fits an individual's goals while meeting their other support needs;
  - b) Continuing to monitor and evaluate the impacts of CLBC's employment service delivery model, including application of a GBA+ lens, to increase effectiveness; and
  - c) Increasing access to employment services by making measured investments in services and proactively seek opportunities to partner with 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) A consistent, standardized, and joint approach to high intensity care needs and goals for care for CLBC clients with complex functional and medical issues;
  - a) The provision of appropriate services and supports for CLBC clients with complex functional and medical issues; and
  - b) Consistent alignment with Ministry of Health policies.
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 (TIP) into policy and practice with CLBC staff and external partners; and
  - c) Developing solutions to improve service provision and planning for implementation.
6. Increasing opportunities for individuals to live as independently as they are able by:
  - a) 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; and
  - b) Working collaboratively with Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities.

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 2020.

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

Sincerely,



Shane Simpson  
Minister

Date: January, 21, 2020

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Enclosure

cc: Honourable John Horgan, Premier  
Don Wright, Deputy Minister to the Premier and Cabinet Secretary  
David Galbraith, Deputy Minister, Ministry of Social Development and  
Poverty Reduction  
Lori Wanamaker, Deputy Minister, Ministry of Finance  
Heather Wood, Associate Deputy Minister and Secretary to Treasury Board  
Ministry of Finance  
Jake Anthony, Board Member, Community Living BC  
Onkar S. Biring, 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  
Patty Sullivan, Board Member, Community Living BC  
Joely Emily Viveiros, Board Member, Community Living BC  
Ross Chilton, Chief Executive Officer, Community Living BC

# **Community Living British Columbia**

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

**August 2022**



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[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 dark ink that reads "Michael Prince".

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

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## 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.

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<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<br>Actuals | 2021/22<br>Target | 2021/22<br>Actuals | 2022/23<br>Target | 2023/24<br>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.

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<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<br>Actuals | 2021/22<br>Target | 2021/22<br>Actuals | 2022/23<br>Target | 2023/24<br>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.<br><br>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.

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

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

### **Issue:**

#### Re-Imagining Community Inclusion

- 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. A plain english version of the report is also available.
- The ten-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 and met on February 14, 2020 to begin working on governance and the initial organization of the work ahead. This Steering Committee is co-chaired by the Ministry of Social Development and Poverty Reduction, Community Living BC (CLBC), 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.
- People with diverse abilities and their families must have a voice at the table to ensure our work together is meaningful and based on their needs.
- Ensuring an inclusive process as we move forward on RCI implementation planning is critical to the long-term success of this initiative.
- That is why engagement and consultation with a broad range of stakeholders will continue to be a key consideration and discussion for the Steering Committee as it moves forward – including the membership of the Committee.
- 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

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

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 for the work ahead: inclusive housing, Indigenous issues, linkages to health and employment opportunities for people with disabilities.
- RCI Working Groups were established and collaborate on each priority area and have developed the RCI Work Plan released in October 2022 (add as an appendix once finalized by coms and released).

### **Budget:**

- In the original Terms of Reference for the report, RCI was limited to working within existing authorities, structures and financial realities of the community living system and budget requests were specifically out of scope.
- The topics of disability assistance rates, accessibility legislation, and the poverty reduction strategy were expected to form part of the discussions; however, it was noted that they were being addressed by other means and largely exceeded the scope of the RCI initiative.
- The RCI Implementation Steering Committee has no mandate to direct funding or funding priorities – but could inform proposals for government consideration in the future.
- As a part of government's StrongerBC economic recovery plan, \$10 million was provided in 2020/21 for:
  - CLBC employment services to prepare and support approximately 1,100 CLBC clients, 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 CLBC clients to enable them to work from home, increase independence and stay socially connected remotely during the pandemic (\$0.3 million).
- 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-

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## ISSUES NOTE

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 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 Peoples; 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

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

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 Steering Committee will:
  - Identify a collaborative approach to developing the goals and priorities for implementing the RCI Roadmap;
  - Work with RCI Stakeholders as appropriate to develop the goals and priorities for the implementation of the RCI Roadmap;
  - Establish sub-committees and working groups with associated governance and scope, as needed (e.g. Indigenous-Led Planning Working Group); and
  - Serve as a conduit and liaising body to RCI Stakeholders to promote collaboration in the completion of the above objectives.
- Engagement will extend beyond the Steering Committee as the work of planning for implementation proceeds, with supporting working groups / committees being established over time.



# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION ISSUES NOTE**

## **APPENDIX I – RE-IMAGINING COMMUNITY INCLUSION REPORT**

**(NEXT PAGE)**

# **Re-Imagining Community Inclusion**

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# 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:

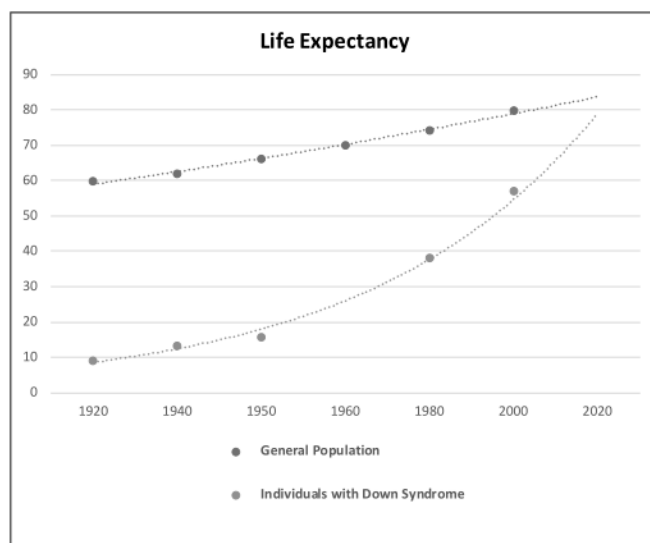
"We would like to bring your attention to two terms you will hear often in this newsletter: self advocate and diverse abilities. These words mean different things to different people. To us, the word self advocate is about having a voice and having a say about your life no matter what you have been labelled. 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

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## CLBC Vision – Service Plan 2005

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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.

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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.

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## CLBC Vision – Service Plan 2016

“Lives filled with possibilities in welcoming communities.”

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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.

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“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

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<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.

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### **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.

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<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.

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#### 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.

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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**

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“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

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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

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“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

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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.)

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#### **MILESTONE 1.3: BETTER COORDINATION OF SERVICES ACROSS MINISTRIES AND THE LIFE-SPAN.**

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“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

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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**

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"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

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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
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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.

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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.

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"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

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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

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"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

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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.

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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."

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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.

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"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

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#### **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*

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“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

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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

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"I will be no one's token!"

– Self Advocate Member of the Partnership Table

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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

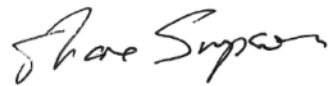
The Ministry of Social Development & Poverty Reduction will provide advice and support to ensure the Initiative completes its work, and will advise the Minister as requested. The Ministry will be represented at the Partnership Table.

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                   | Desti-<br>nation | Mile-<br>stone | Milestone Steps  | Impor-<br>tance | 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   |



# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## COMMUNITY LIVING BC

### TRANSITION NOTE

#### PROGRAM:

Home Sharing Program

#### PROGRAM DESCRIPTION:

- Home Sharing is a residential service option in which an individual with a developmental disability shares a home with someone contracted to provide on-going supports. This usually involves a close relationship between providers and individuals.
- Home Sharing is an integral part of CLBC's residential supports which helps promote social inclusion and keeps people connected to their communities.
- Home Sharing is a CLBC service that helped provide homes and support to 4,265 people with developmental disabilities in 2021/22.
- After 10 years of no increases, in 2019 government increased funding for the CLBC Home Sharing program by \$18.3M 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.
- In 2021/22, CLBC launched a three-year home sharing improvement plan to address feedback from sector consultations and recommendations from the Office of the Auditor General (OAG) to improve monitoring of home sharing providers.
- SDPR and CLBC presented an action plan to the Public Accounts Committee in October 2021 to show how CLBC would address all five of the OAG recommendations as part of our three-year improvement plan. CLBC has received \$1.9 million in additional funding in the 2022/23 budget to implement this action plan.

#### BACKGROUND:

- CLBC research and independent studies have shown that Home Sharing supports overall quality of life.
- Home Sharing is the most common residential option funded by CLBC, which now accounts for 61% of all residential settings (compared to 51% in 2010). This is fueled, in part, by the high cost of housing and individuals' inability to afford to live

Date: October 19, 2022

Page 1

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **COMMUNITY LIVING BC**

### **TRANSITION NOTE**

more independently.

- Most CLBC-funded Home Sharing services are delivered through contracted community living agencies, which are required to complete a formal qualification process and are responsible for hiring coordinators to recruit, monitor, and support a network of Home Sharing providers. Some Home Sharing providers still had direct contracts with CLBC, and these direct contracts are being transitioned to qualified agencies in 2022.
- Home Sharing providers are independent contractors paid in three components:
  - a CLBC contracted rate which is based on the disability-related needs of the individual and includes an embedded amount for individual and family support funding (e.g., respite);
  - a contribution from the individual's income – most often provincial disability assistance or Old Age Security/Guaranteed Income Supplement, to cover rent, food, and personal items; and
  - in some cases, additional CLBC funding if the individual has complex support needs.

### **Funding History**

- Home Sharing providers had not seen rate increases since April 2009, causing concern among providers about increased difficulty in attracting and retaining new providers to meet CLBC's residential service needs.
- In early 2018, the Minister of Social Development and Poverty Reduction directed CLBC to engage Home Sharing providers to identify support needs and provide recommendations for improvement. The final report identified rates as the primary concern.
- Leading up to 2019, the BC Home Share Providers Association (BCHSPA) and the Central Okanagan Professional Caregivers Society (COPCS) wrote government officials to express concern over the lack of a rate increase including suggestions for improvements to the delivery and support of Home Sharing services. While COPCS no longer exists, the BCHSPA continues to advocate to the Ministry of Social Development and Poverty Reduction and CLBC for increases to shelter and support funding.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## COMMUNITY LIVING BC

### TRANSITION NOTE

- Other issues identified through consultation included: the high cost of housing, growth in demand for the program, lack of respite, and regional variations in practice.
- CLBC worked with the BC CEO Network to co-chair a Home Sharing Working Group that created a three-year plan to address non-financial matters.
- Budget 2019 committed to \$8.8M in 2019/20, \$18.3M in 2020/21, and \$18.3M in 2021/2022 (and ongoing) to increase funding for CLBC's Home Sharing Program.
- Several levels were added to the fee structure to better reflect the support needs of individuals, and all levels were increased as of April 1, 2019, and again on April 1, 2020. **(See Appendix A)**

#### **Audit Activities**

- After talking with CLBC's Executive Group, staff and select service providers, sector groups, individuals, and families, the OAG decided to focus its performance audit on CLBC's oversight of Home Sharing providers and coordinating agencies for the 2018/19 fiscal year.
- The audit period was the 2018/19 fiscal year and the two audit objectives were to determine whether:
  - CLBC has implemented a monitoring framework to ensure Home Sharing providers aligned service delivery to further quality of life outcomes for individuals in care; and
  - CLBC has implemented a monitoring framework to ensure Home Sharing providers complied with contracted standards and service requirements.
- The OAG indicated they selected Home Sharing services because of the significant growth that has taken place in this area in recent years.
- The OAG completed the planning phase in early 2020 and conducted its audit in December 2020.
- The OAG tabled its report and recommendations to the Legislature on June 15, 2021.
- SDPR and CLBC presented an action plan to address all recommendations to the Public Accounts Committee in October 2021 and is required to report progress to the PAC annually.



# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **COMMUNITY LIVING BC**

### **TRANSITION NOTE**

- 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 oversight of CLBC's home sharing program.

Advice/Recommendations; Government Financial Information

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

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

CLBC will:

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

#### **Shelter and Support Payment Campaign**

- Home sharing providers have contacted government officials over the past year as part of a campaign calling for an increase to the room and board portion that individuals contribute from their PWD to home sharing providers to provide residential services.
- Under CLBC's Individual Financial Payment Policy: Residential Services, people

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **COMMUNITY LIVING BC**

### **TRANSITION NOTE**

who receive CLBC-funded staffed residential or home sharing supports contribute money towards rent and living costs like food and household supplies.

- The amount of money they pay to their service provider is based on the individual's income. This approach is in line with the Ministry of Health's approach to residential care.
- Historically under this CLBC policy, as PWD or OAS/GIS increased, CLBC has adjusted increased individual contribution rates to stay in line with Ministry of Health's residential contribution rates. This has meant that the amount individuals keep from personal expenses had remained largely the same.
- After April 2017, when PWD rates began to receive several increases, CLBC put this policy on hold so that individuals could benefit and keep more income for personal expenses.
- Under the current rates that have been frozen since April 2017, an individual who receives PWD benefits pays \$716 per month to the service provider and keeps the remainder of their income for personal expenses. An individual who receives Old Age Security and Guaranteed Income Supplement (OAS/GIS), pays \$1,005.80 per month to the provider and keeps the remainder.
- CLBC is internally reviewing the policy that sets the individual contribution amount over the coming months in consultation with the Ministry.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## COMMUNITY LIVING BC

### TRANSITION NOTE

#### APPENDIX A - CLBC Home Sharing Provider Rate Table – April 1, 2020

##### Home Share Rates (Monthly) Effective April 1, 2020

| Level | Description                                     | April 1, 2018 |              | April 1, 2019 |              | April 1, 2020 |              | Total Increase |     |
|-------|---|---------------|--------------|---------------|--------------|---------------|--------------|----------------|-----|
|       |   | Total         | CLBC Portion | Total         | CLBC Portion | Total         | CLBC Portion | \$             | %   |
| 1     | GSA score of 1                                  | 1,433.00      | 717.00       | 1,548.00      | 832.00       | 1,716.00      | 1,000.00     | 283.00         | 39% |
| 2     | GSA score of 2                                  | 1,717.00      | 1,001.00     | 1,832.00      | 1,116.00     | 2,016.00      | 1,300.00     | 299.00         | 30% |
| 3A    | GSA score of 3 with no ongoing flags            | 1,988.00      | 1,272.00     | 2,109.00      | 1,393.00     | 2,301.00      | 1,585.00     | 313.00         | 25% |
| 3B    | GSA score of 3 with one or more ongoing flags   | 1,988.00      | 1,272.00     | 2,309.00      | 1,593.00     | 2,511.00      | 1,795.00     | 523.00         | 41% |
| 4A    | GSA score of 4 with no ongoing flags            | 2,495.00      | 1,779.00     | 2,661.00      | 1,945.00     | 2,876.00      | 2,160.00     | 381.00         | 21% |
| 4B    | GSA score of 4 with one or two ongoing flags    | 2,495.00      | 1,779.00     | 2,857.00      | 2,141.00     | 3,086.00      | 2,370.00     | 591.00         | 33% |
| 4C    | GSA score of 4 with three or more ongoing flags | 2,495.00      | 1,779.00     | 3,007.00      | 2,291.00     | 3,241.00      | 2,525.00     | 746.00         | 42% |
| 5A    | GSA score of 5 with no ongoing flags            | 2,909.00      | 2,193.00     | 3,157.00      | 2,441.00     | 3,396.00      | 2,680.00     | 487.00         | 22% |
| 5B    | GSA score of 5 with one or two ongoing flags    | 3,460.00      | 2,744.00     | 3,697.00      | 2,981.00     | 3,961.00      | 3,245.00     | 501.00         | 18% |
| 5C    | GSA score of 5 with three or four ongoing flags | 4,143.00      | 3,427.00     | 4,389.00      | 3,673.00     | 4,686.00      | 3,970.00     | 543.00         | 16% |
| 5D    | GSA score of 5 with five ongoing flags          | 5,000.00      | 4,284.00     | 5,307.00      | 4,591.00     | 5,641.00      | 4,925.00     | 641.00         | 15% |

#### NOTES

1. April 1, 2020 rates reflect a flat increase of \$100/month plus an additional 4.45% increase per GSA level.
2. Home sharing providers that are currently above the 2019-20 fee schedule without a justified exception will receive an increase of the greater of \$100/month or 2020-21 policy increase over the exception amount.
3. 7% of individuals in homesharing are over 65 and CLBC contribution will be \$289.80 less per individual as OAS contributions will offset.

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION COMMUNITY LIVING BC TRANSITION NOTE**

## **ISSUE:**

### Community Living BC's Organizational Restructure

- CLBC announced a new executive team structure (Appendix 1) the week of September 26, 2022.
- Changes were necessary to reduce direct reports to the CEO to comply with PSEC guidelines (CLBC has had a temporary exemption).
- CLBC conducted an organizational review with the help of a company called Telos in 2022. This included interviews with managers, executive, the Ministry and external stakeholders including Inclusion BC, the Family Support Institute and the BC CEO Network.
- The review identified opportunities to improve alignment, reduce silos and improve capacity to address future growth.
- The new structure moves from eight to six divisions and takes effect November 1, 2022.
- There have been no job losses. CLBC provided notice to the Union and is following all collective agreement requirements.

## **Background:**

- The previous direct reports to the CEO included four vice presidents, three executive directors and one acting executive director, a board liaison, manager internal audit and CEO assistant.
- The Public Sectors' Employers Council Secretariat (PSEC) establishes guidelines for Crown Agency CEO direct report, limiting that number to seven. CLBC has a temporary exemption on those limits until late 2022, when the new structure takes effect.
- VP Strategic Initiatives Jack Styan is retiring in March 2023.
- The new structure moves the current executive directors in Indigenous Relations, People and Culture and Communications and Stakeholder Relations into Vice President roles. The CEO made these as direct appointments.
- Currently some vice presidents and executive directors have no directors and one

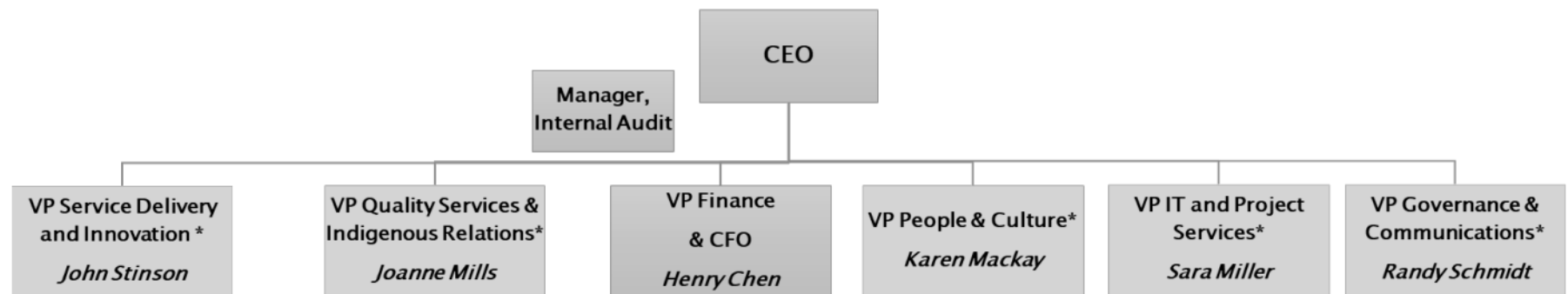
**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
TRANSITION NOTE**

did not have a manager. This has meant they are often called on to provide both leadership and program management duties. The new structure adds four new director roles and five new manager roles.

- CLBC's new organizational structure reflects a closer alignment to the executive organizational structures of other Crown Corporations in BC.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
COMMUNITY LIVING BC  
TRANSITION NOTE**

**APPENDIX 1**



## ISSUES NOTE: CONFIDENTIAL ADVICE TO MINISTER

Community Living BC  
Date: September #, 2022  
Minister: Hon. Nicholas Simons

# CLBC executive restructuring

### SUMMARY

CLBC is announcing a new executive team structure the week of September 26, 2022. Changes were necessary due to the upcoming retirement of a vice president and the need to reduce direct reports to the CEO to comply with PSEC guidelines (CLBC has had a temporary exemption). The new structure moves from eight to six divisions and was designed after an organizational review conducted in 2022 with a goal to improve capacity to address future growth. The new executive structure takes effect November 1, 2022. There are no job losses.

### ADVICE AND RECOMMENDED RESPONSE

- This restructuring will reduce the size of the CLBC executive team.
- The new structure consolidates responsibilities to reduce silos and improve alignment so that CLBC can be more agile and responsive.
- There have been no job losses.
- Changes are being implemented on November 1 and will not impact services.

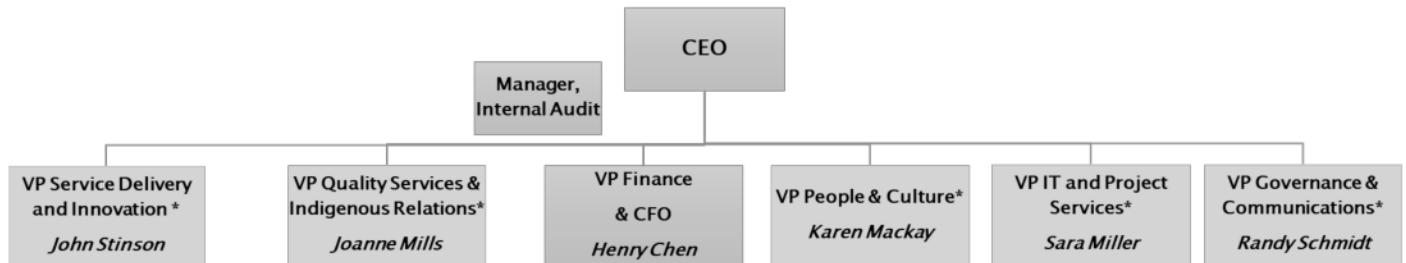
### BACKGROUND

- The current direct reports to the CEO includes four vice presidents, three executive directors and one acting executive director, a board liaison, manager internal audit and CEO assistant. CLBC has a temporary exemption until late 2022 from PSEC guidelines of a maximum of seven direct reports.
- VP Strategic Initiatives Jack Styan is retiring in March 2023.
- CLBC conducted an organizational review with the help of a company called Telos in 2022. This included interviews with managers, executive, the Ministry and external stakeholders Inclusion BC, Family Support Institute and BC CEO Network.
- The review identified opportunities to improve alignment, reduce silos and release trapped capacity.
- The new structure moves from eight to six divisions.
- The new structure moves the current executive directors in Indigenous Relations, People and Culture and Communications and Stakeholder Relations into Vice President roles. The CEO made these as direct appointments.
- Currently some vice presidents and executive directors have no directors and one did not have a manager. This has meant they are often called on to provide both leadership and program management duties. The new structure adds four new director roles and five new manager roles.
- There have been no job losses. CLBC provided notice to the Union and is following all collective agreement requirements.
- Changes aim to take effect on November 1, 2022.

## Appendix One

## ISSUES NOTE: CONFIDENTIAL ADVICE TO MINISTER

### New structure



### Appendix Two

## Executive Structure & Divisional Accountabilities



Functions in bold moving from other divisions

Communications contact: Randy Schmidt, 604-209-7608

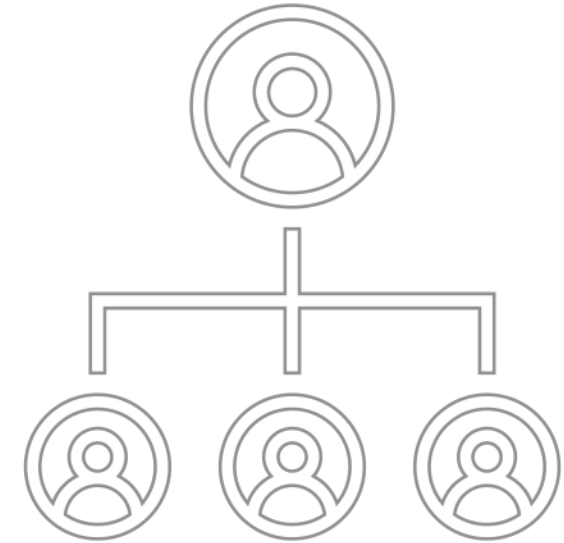


# CLBC Executive Structure

Presentation to the SDPR  
July 2022



**COMMUNITY LIVING  
BRITISH COLUMBIA**



# Meeting agenda



Share proposed changes in CLBC's executive structure and their rationale



Obtain support to proceed

# Key drivers for change

- New strategic plan and focuses
- Imbalance of Executive team responsibilities, portfolios, levels, diversity
- CEO's high span of control
- Retirement of VP, Strategic Initiatives
- Misalignment with PSEC organizational design guidelines

# Organization Review

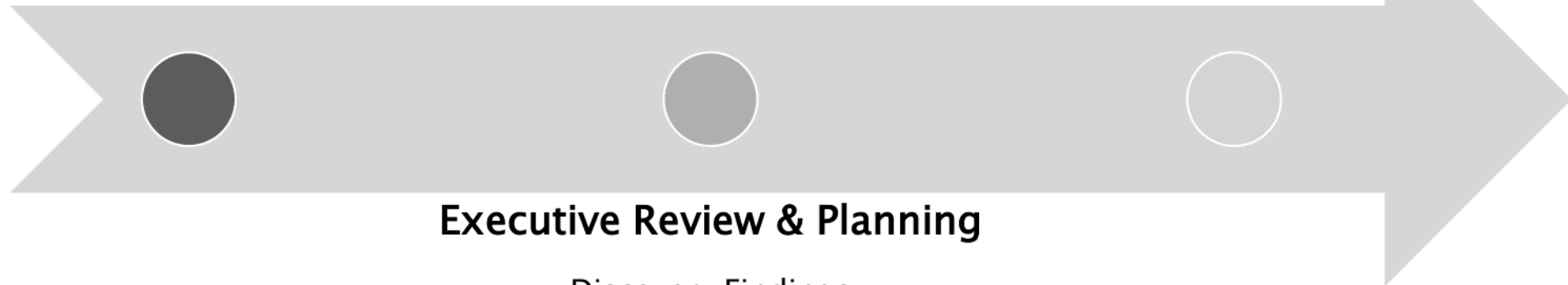
## Discovery Phase

Organization review  
facilitated by Telos –  
Interviews, Surveys  
& Analysis

Dec 2021 – April  
2022

## Implementation Phase 1

Head Office  
transitions  
September–Dec  
2022



## Executive Review & Planning

Discovery Findings

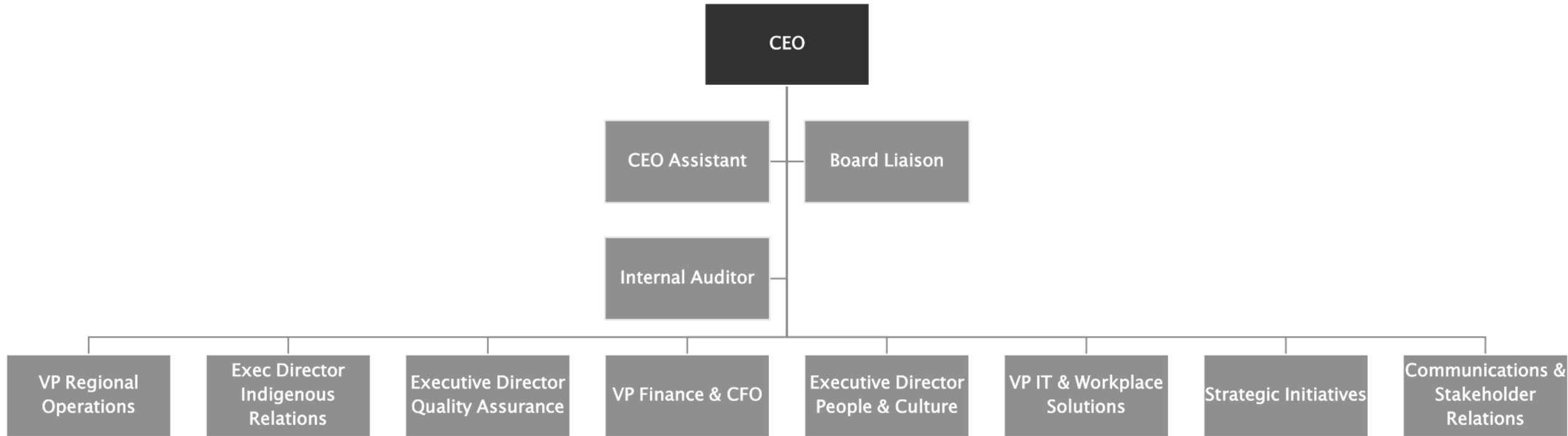
Finalize Executive Structure

Assess Impacts

Change management, Communication  
and Implementation Planning

May–August 2022

# Executive Structure - Current



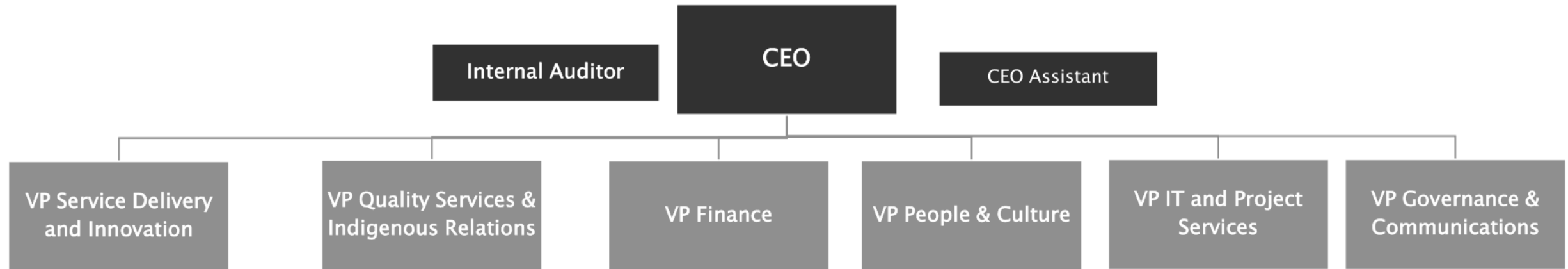
## Current issues

- CEO Span of Control – 11 direct reports
- Size of Executive not aligned with PSEC guidelines (7 maximum)
- Imbalance of Executive portfolios, responsibilities, levels, diversity
- Retirement of VP Strategic Initiatives (early 2023)
- Opportunities for increased focus and agility



COMMUNITY LIVING  
BRITISH COLUMBIA

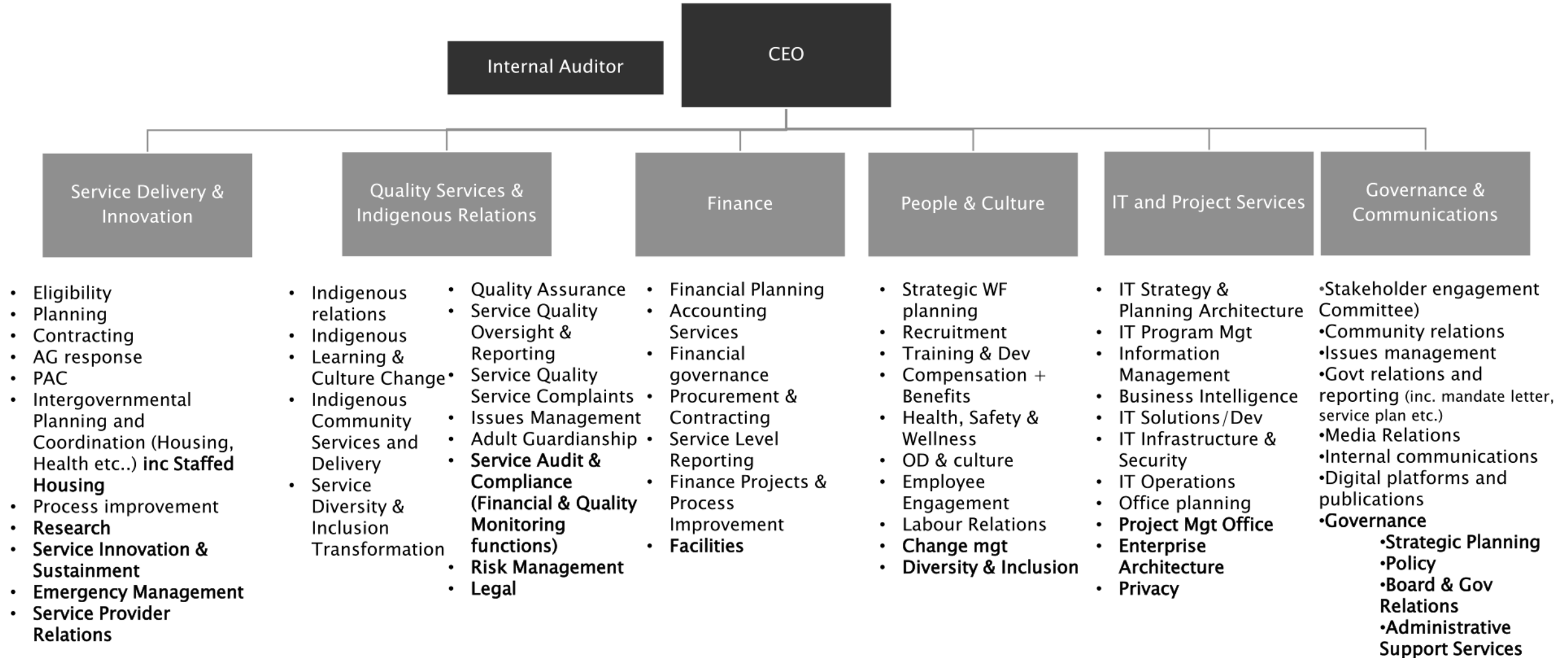
# Executive Structure – Proposed



## **BENEFITS**

- Streamlined structure – from 8 to 6 divisions
- Reduced CEO span of control – from 11 to 8 direct reports
- More balance between executive portfolios and responsibilities
- More balance of gender, cultural and demographic diversity on Exec Team (with Male-Female ratio of executives shifting from 60:40 to 50:50)

# Executive Structure - Responsibilities



# Questions





## COMMON ACRONYMS

|        |  |
|--------|--|
| AEE    | Annual Earnings Exemption                              |
| AHOP   | Aboriginal Homeless Outreach program                   |
| BCANDS | BC Aboriginal Network on Disability Society            |
| BCCOB  | BC Child Opportunity Benefit                           |
| BCEA   | BC Employment and Assistance                           |
| BIP    | Basic Income Panel                                     |
| BSDW   | Band Social Development Worker (EAW equivalent)        |
| C & E  | Compliance & Enforcement                               |
| CCB    | Canada Child Benefit                                   |
| CEP    | Community and Employer Partnership                     |
| CERB   | Canada Emergency Response Benefit                      |
| CFO    | Chief Financial Officer                                |
| CIC    | Citizenship & Immigration Canada                       |
| CIHR   | Child in the Home of a Relative                        |
| CIO    | Chief Information Officer                              |
| CIRNAC | Crown-Indigenous Relations and Northern Affairs Canada |
| CIS    | Community Integration Specialist                       |
| CLBC   | Community Living BC                                    |
| CMHC   | Canada Mortgage and Housing Corporation                |
| CPP    | Canada Pension Plan                                    |
| CPPD   | Canada Pension Plan Disability                         |
| CRB    | Canada Recovery Benefit                                |
| CRSQ   | Community Relations and Service Quality Manager        |
| CRV    | Compliance Review                                      |
| CSD    | Corporate Services Division                            |
| CSSEA  | Community Social Services Employer's Association       |
| CSW    | Client Service Worker                                  |
| CVS    | Community Volunteer Supplement                         |
| DA     | Disability Assistance                                  |
| DIS    | Directors of Income Support                            |
| DRIPA  | Declaration on the Rights of Indigenous Peoples Act    |
| EAAT   | Employment and Assistance Appeal Tribunal              |
| EAO    | Employment and Assistance Office                       |
| EAPWD  | Employment and Assistance for People with Disabilities |
| EAW    | Employment Assistance Worker                           |
| EFO    | Executive Financial Officer                            |
| EFT    | Electronic Funds Transfer (direct deposit)             |
| EI     | Employment Insurance                                   |

|        |  |
|--------|--|
| ELMSD  | Employment and Labour Market Services Division       |
| EP     | Employment Plan                                      |
| ETW    | Expected to Work                                     |
| FASB   | Financial and Administrative Services Branch         |
| FM     | Family Maintenance                                   |
| FMEP   | Family Maintenance Enforcement Program               |
| FNLG   | First Nations Leadership Gathering                   |
| FOI    | Freedom of Information                               |
| FOIPPA | Freedom of Information and Protection of Privacy Act |
| FPT    | Federal-Provincial-Territorial                       |
| GA     | Gain Assistance (number)                             |
| GIS    | Guaranteed Income Supplement                         |
| HAB    | Health Assistance Branch                             |
| HITT   | Housing Integrated Task Team                         |
| IA     | Income Assistance                                    |
| ICM    | Integrated Case Management                           |
| IGR    | Intergovernmental Relations                          |
| ILBC   | Independent Living BC (BC Housing program)           |
| IRT    | Incident Reporting and Tracking                      |
| ISC    | Indigenous Services Canada                           |
| ISD    | Information Services Division                        |
| ISSET  | Indigenous Skills and Education Training             |
| ITR    | Intent to Rent (form)                                |
| LMDA   | Labour Market Development Agreement                  |
| LMTA   | Labour Market Transfer Agreement                     |
| LTHN   | Life Threatening Health Needs                        |
| MBM    | Market Basket Measure                                |
| MIS    | Management Information System                        |
| MMIWG  | Missing and Murdered Indigenous Women and Girls      |
| MNS    | Monthly Nutritional Supplement                       |
| MRSS   | Ministers Responsible for Social Services            |
| MSO    | Medical Service Only                                 |
| MSP    | Medical Services Plan                                |
| MYSS   | My Self Serve  |
| NEO    | No Employment Obligations                            |
| NFA    | No Fixed Address                                     |
| O/P    | Overpayment  |
| OAG    | Office of the Auditor General                        |
| OAS    | Old Age Security                                     |
| OLR    | Online Resource                                      |

|        |   |
|--------|---|
| PBC    | Pacific Blue Cross  |
| PGT    | Public Guardian and Trustee   |
| PLMS   | Prevention and Loss Management Services                                 |
| PPIM   | Policy and Program Implementation Manager                               |
| PPM    | Policy and Procedures Manual  |
| PPMB   | Persons with Persistent Multiple Barriers to Employment                 |
| PRAC   | Poverty Reductio Advisory Committee                                     |
| PWD    | Persons with Disabilities   |
| PWDAC  | Persons with Disabilities Advisory Committee                            |
| QCS    | Quality and Compliance Specialist                                       |
| RAP    | Rental Assistance Program   |
| RCY    | Representative for Children and Youth                                   |
| RDSP   | Registered Disability Savings Plan                                      |
| RIPD   | Research, Innovation and Policy Division                                |
| RO     | Reconsideration Officer   |
| SA     | Supplementary Assistance  |
| SAFER  | Shelter Aid for Elderly Renters   |
| SAS    | Supervisor of Administrative Services                                   |
| SDD    | Service Delivery Division   |
| SPEI   | Single Parent Employment Initiative                                     |
| SR     | Service Request   |
| SRH    | Supportive Recovery Home  |
| SRO    | Single Room Occupancy   |
| SSSRT  | Social Service Sector Roundtable  |
| STS    | Special Transportation Subsidy  |
| TA     | Temporary Assistance  |
| THS    | Transitional Health Services  |
| TPA    | Third Party Administered (Advocate)                                     |
| TRR    | Telephone Response Record   |
| UNCRPD | United Nations Convention on the Rights of Persons with<br>Disabilities |
| UNDRIP | United Nations Declaration on the Rights of Indigenous Peoples          |
| WDA    | Workforce Development Agreement   |
| WES    | Work Environment Survey   |
| YTP    | Youth Transition Protocol   |

| Division | Name                                      | Title  | Organization   | Telephone | e-mail                                | Issues (optional) |
|----------|---|--|--|-----------|---------------------------------------|-------------------|
| ACC DIR  | Helaine Boyd                              | Executive Director                           | Disability Alliance of BC (DABC)                       |           | helaine@disabilitybc.org              |                   |
| ACC DIR  | Wendy Cox                                 | Director                                     | Victoria Disability Resource Centre                    |           | director@drcvictoria.com              |                   |
| ACC DIR  | Christopher Sutton                        | CEO  | Wavefront  |           | christopher.sutton@wavefrontcentre.ca |                   |
| ACC DIR  | Lisa Beecroft                             | Presidents Group / Owner                     | Presidents Group – Co-Chair / Gabi & Jules             |           | lisa@gabiandjules.com                 |                   |
| ACC DIR  | Robin Silvester                           | Presidents Group / President & CEO           | Presidents Group – Co-Chair / Vancouver Port Authority |           | robin.silvester@portvancouver.com     |                   |
| ACC DIR  | Chris McBride                             | Executive Director                           | BC Spinal  |           | CMcBride@sci-bc.ca                    |                   |
| ACC DIR  | Neil Belanger                             | Executive Director                           | BCANDS   |           | exdir@bcands.bc.ca                    |                   |
| ACC DIR  | Denise Robertson                          | Executive Director                           | IDHH   |           | denise@idhbc.ca                       |                   |
| ACC DIR  | Imran Hakamali                            | President                                    | Greater Vancouver Association of the Deaf (GVAD)       |           | gvadpresident@gmail.com               |                   |
| ACC DIR  | Spring Hawes                              | PAC  | PAC – Co-Chair   |           | <b>Personal Information</b>           |                   |
| ACC DIR  | Kirsten Sutton                            | PAC / Chief Technology & Information Officer | PAC / VanCity  |           | kirsten_sutton@vancity.com            |                   |
| ACC DIR  | Michael McLellan                          | PAC / Co-founder                             | PAC / Self Advocate Leadership Network                 |           | info@salnbc.com                       |                   |
| ACC DIR  | Rheanna Robinson                          | PAC / Professor                              | PAC / University of Northern British Columbia (UNBC)   |           | rheanna.robinson@unbc.ca              |                   |
| ACC DIR  | Rob Sleath                                | PAC / President                              | PAC / Access for Sight-Impaired Consumers (ASIC)       |           | info@asicbc.ca                        |                   |
| ACC DIR  | Kenneth Kramer ( On leave to end of 2022) | PAC / Partner                                | PAC / KMK Law  |           | kkramer@kmlaw.net                     |                   |
| ACC DIR  | Debra Abraham                             | PAC / Founder                                | PAC / Unique Get Together Society                      |           | Debra@ugts.ca                         |                   |
| ACC DIR  | Vinu Abraham Chetipurackal                | PAC  | PAC  |           | <b>Personal Information</b>           |                   |
| ACC DIR  | Sheryl Burns                              | PAC / Executive Council Representative       | PAC / BC Federation of Labour                          |           | <b>Personal Information</b>           |                   |
| ACC DIR  | Mary Teegee                               | PAC / Executive Director                     | PAC / Carrier Sekani Family Services                   |           | mary@csfs.org                         |                   |
| ACC DIR  | Jessica Vliegenthart                      | PAC / Senior Associate                       | PAC / Fulton (Personal Injury Law Firm)                |           | JVliegenthart@fultonco.com            |                   |
| ACC DIR  | Keith Johnston                            | Director of Programs and Services            | MS Society of Canada                                   |           | keith.johnston@mssociety.ca           |                   |
| ACC DIR  | Jonathan Morris                           | CEO  | CMHA   |           | ceobc@cmha.bc.ca                      |                   |
| ACC DIR  | Leslie Gaudette                           | President                                    | Council of Senior Citizens Organizations of BC (COSCO) |           | pres@coscobc.org                      |                   |
| ACC DIR  | Doramy Ehling                             | CEO  | Rick Hansen Foundation                                 |           | dehling@rickhansen.com                |                   |

| Division         | Name                          | Title   | Organization   | Telephone                                      | e-mail                            | Issues (optional)             |
|------------------|-------------------------------|---|--|--|-----------------------------------|-------------------------------|
| ACC DIR          | Tim Stainton                  | Co-Director                                   | Centre for Inclusion and Citizenship (CIC)                           |  | cic.ubc@ubc.ca                    |                               |
| ACC DIR/<br>RIPD | Karla Verschoor               | Executive Director                            | Inclusion BC   |  | KVerschoor@inclusionbc.org        |                               |
| ACC DIR/<br>RIPD | Lois Turner                   | Program Manager                               | CAYA - Communication Assistance for youth and Adults                 |  | lturner@cayabc.org                |                               |
| CSD              | Anne Kimmitt                  | President                                     | PARCA Provincial Association of Residential & Community Agencies     |  | <b>Personal</b>                   | SSSRT Member                  |
| CSD              | Brenda Gillette               | CEO   | BC CEO Network   |  | brenda@bceonetwork.ca             | RCI and SSSRT Member          |
| CSD              | Gentil Mateus                 | CEO   | Community Social Services Employers Association                      |  | gmateus@cssea.bc.ca               | SSRT Member                   |
| CSD              | Jill Atkey                    | CEO   | BC Non-Profit Housing Association (BCNPHA)                           |  | jill@bcnpha.ca                    | SSSRT Member                  |
| CSD              | Jody Paterson                 | Executive Director                            | Board Voice  |  | jpateron@boardvoice.ca            | SSSRT Member                  |
| CSD              | Julie Robertson               | General Manager                               | BC Association of Aboriginal Friendship Centres                      |  | jrobertson@bcaafc.com             | SSSRT Member                  |
| CSD              | Karyn Santiago                | President                                     | BC CEO Network   |  | karyn@communitascare.com          | RCI and SSSRT Member          |
| CSD              | Kate Rossiter                 | Senior Manager                                | Ending Violence Association of BC                                    |  | rossiter@endingviolence.org       | SSSRT Member                  |
| CSD              | Leslie Varley                 | Executive Director                            | BC Association of Aboriginal Friendship Centres                      |  | LVarley@bcaafc.com                | RCI and SSSRT Member          |
| CSD              | Margaret Pfoh                 | CEO   | Aboriginal Housing Management Association                            |  | mpfoh@ahma-bc.org                 | SSRT Member                   |
| CSD              | Ninu Kang                     | Associate Executive Director                  | Ending Violence Association of BC                                    |  | kang@endingviolence.org           | SSSRT Member                  |
| CSD              | Paul Barnett                  | President                                     | Provincial Association of Residential and Community Agencies (PARCA) |  | <b>Personal</b>                   | RCI and SSSRT Member          |
| CSD              | Rebecca Lang                  | Associate Executive Director                  | Federation of Community Social Services of BC                        |  | Rebecca@fcssbc.ca                 | SSSRT Member                  |
| CSD              | Selena Kongprecha             | Staff Representative                          | BC General Employees' Union  |  | Selena.Kongprecha@bcgeu.ca        | SSRT Member                   |
| CSD              | Sheryl Burns                  | General Vice President, CUPE BC               | Canadian Union of Public Employees                                   |  | <b>Personal Information</b>       | SSSRT Member                  |
| CSD              | Terry Anne Boyles             | Board Co-Chair                                | Board Voice  |  |                                   | SSSRT Member                  |
| CSD              | Tim Agg                       | Consultant                                    | Provincial Association of Residential and Community Agencies (PARCA) |  |                                   | RCI and SSSRT Member          |
| CSD/ RIPD        | Rick FitzZaland               | Executive Director                            | Federation of Community Social Services of BC                        |  | <b>Personal</b><br>rick@fcssbc.ca | Disability Issues; RCI Member |
| ELMSD            | Alona Puehsa                  | Chief Operating Officer, ODG                  | Employer Engagement Group  |  | alona.puehse@opendoorgroup.org    |                               |
| ELMSD            | Blair Qualey<br>Joshua Peters | President and CEO<br>Manager, Member Services | New Car Dealer's Association   | 604-214-9964 ext. 228<br>604-214-9964 ext. 225 |                                   |                               |
| ELMSD            | Julia Chace                   | ED, Oil Infrastructure Group                  | Trans Mountain   |  | Julie.Chace@gov.bc.ca             |                               |
| ELMSD            | Laura Lansink                 | Executive Director                            | Food Banks BC  |  | laura@foodbanksbc.com             |                               |
| ELMSD            | Sandra Stockley               | Assistant to President/CEO                    | ICBC   |  | Sandra.Stockley@icbc.com          |                               |
| ELMSD            | Emily Gawlick                 | Executive Director                            | Early Childhood Educators (ECE)                                      |  | Executive.Director@ecebc.ca       |                               |
| ELMSD            | Brenda Bailey                 | Executive Director                            | DigiBC   |  | exec@digibc.org                   |                               |
| ELMSD            | Carolyn Campbell              | Executive Director                            | Concrete BC  |  | ccampbell@concretebc.ca           |                               |
| ELMSD            | Anna Celesta                  |   | Sto:Lo Aboriginal Skills & Employment Training (SASET) - Chilliwack  |  | anna.celesta@saset.ca             |                               |

| Division | Name   | Title  | Organization   | Telephone                    | e-mail   | Issues (optional)  |
|----------|--|--|--|------------------------------|--|--|
| ELMSD    | Barb Kalashnikov   | Community & Employer Services Coordinator, WCG   | Employer Engagement Group  |                              | <a href="mailto:barb.kalashnikov@wgcgservices.com">barb.kalashnikov@wgcgservices.com</a>   |  |
| ELMSD    | Brent Langlois   | Executive Director   | First nations Emergency Services Society (FNESS)                             |                              | <a href="mailto:blanglois@fness.bc.ca">blanglois@fness.bc.ca</a>   |  |
| ELMSD    | Bryan Cox  | President and CEO  | BC LNG Alliance  |                              | built into website   |  |
| ELMSD    | Chris Atchison   | President  | BC Construction Association  |                              | <a href="mailto:chris.atchison@bccassn.com">chris.atchison@bccassn.com</a>   |  |
| ELMSD    | Chris Friesen  | Director, Settlement Services  | Immigrant Settlement Services of BC (ISSBC)                                  |                              | <a href="mailto:chris.friesen@issbc.org">chris.friesen@issbc.org</a>   |  |
| ELMSD    | Chris Gardner  | President  | Independent Contractors and Business Association (ICBA)                      |                              | built into the website   |  |
| ELMSD    | Christian Deron<br>Robert Rothern                          | Coordonnateur des relations gouvernementales et de la recherche<br>Directeur général   | Francophone Federation of BC   |                              | <a href="mailto:cderon@ffcb.ca">cderon@ffcb.ca</a>   |  |
| ELMSD    | Cliff Starr  |  | Mid Coast First Nations Training Society (MCFNTS) – Bella Bella              |                              | <a href="mailto:mcfnts@gmail.com">mcfnts@gmail.com</a>   |  |
| ELMSD    | Daisy Quon   | Senior Manager, Programs and Stakeholder Relations                                     | Immigrant Employment Council of BC   |                              | <a href="mailto:daisy.quon@iecbc.ca">daisy.quon@iecbc.ca</a>   |  |
| ELMSD    | Dave Earle<br>Louise Yako<br>Ken Johnson<br>Sandra Stashuk | President & CEO<br>President & CEO<br>Chairman   | BC Trucking Association  | 604-888-5319<br>604 888-5319 | <a href="mailto:davee@bctrucking.com">davee@bctrucking.com</a><br><a href="mailto:bcta@bctrucking.com">bcta@bctrucking.com</a><br><a href="mailto:SandraS@bctrucking.com">SandraS@bctrucking.com</a> |  |
| ELMSD    | David Elstone  | Executive Director   | BC Truck Loggers Association   |                              | <a href="mailto:david@tla.ca">david@tla.ca</a>   |  |
| ELMSD    | Dawn McKenna   | Executive Director   | Pacific Autism Family Network:   |                              | <a href="mailto:dawn@pacificautismfamily.com">dawn@pacificautismfamily.com</a>   |  |
| ELMSD    | Debbie Yule<br>Judy Frankel<br>Krista Bax                  | Vice-President Marketing and Communications<br>Communications Manager<br>CEO           | Go2HR  |                              | <a href="mailto:ayule@go2hr.ca">ayule@go2hr.ca</a><br><a href="mailto:jfrankel@go2hr.ca">jfrankel@go2hr.ca</a>   |  |
| ELMSD    | Denise Williams  | Executive Director   | First Nations Technology Council (FNESC)                                     |                              | <a href="mailto:denise@technologycouncil.ca">denise@technologycouncil.ca</a>   |  |
| ELMSD    | Duane Geddes   | Executive Director   | ConnecTra  |                              |  |  |
| ELMSD    | Fiona Famulak<br>Madeline Davidson<br>Matthew McInnis      | President & CEO (Appointed March 2021)<br>Communications<br>Director, Member Relations | BC Chamber of Commerce   | 604-366-4990                 | <a href="mailto:mdavidson@bcchamber.org">mdavidson@bcchamber.org</a><br><a href="mailto:mmcinnis@bcchamber.org">mmcinnis@bcchamber.org</a>   |  |
| ELMSD    | Flo Chapman  | CEO, Senseability  | Employer Engagement Group  |                              | <a href="mailto:florence.chapman@senseability.ca">florence.chapman@senseability.ca</a>   |  |
| ELMSD    | Grace Shyng  | A/ Executive Director  | Western Institute for the Deaf and Hard of Hearing                           |                              | <a href="mailto:gshyng@widhh.com">gshyng@widhh.com</a>   |  |
| ELMSD    | Ian Shugart  | Deputy Minister of Human Resources and Skills Development Canada (HRSDC)               | Human Resources and Skills Development Canada                                |                              |  |  |
| ELMSD    | Ian Tostenson<br>Gillian MacGregor                         | President and CEO<br>Government Regulations and HR Advisor                             | BC Restaurant and Food Services Association                                  | 604-505-2374<br>604-669-2239 | <a href="mailto:itostenson@bcrafa.com">itostenson@bcrafa.com</a><br><b>Personal Information</b>  |  |
| ELMSD    | Jack Davidson<br>Kevin Higgins<br>Matt Pitcairn            | President<br>Chair<br>Vice President   | BC Roadbuilders and Heavy Construction Association                           | 604 436-0220                 | <a href="mailto:jack@roadbuilders.bc.ca">jack@roadbuilders.bc.ca</a><br><a href="mailto:matt@roadbuilders.bc.ca">matt@roadbuilders.bc.ca</a>   |  |
| ELMSD    | Jackie Bohez   | Vice President, HR   | First Nations Health Authority   |                              | <a href="mailto:info@fnha.ca">info@fnha.ca</a>   |  |
| ELMSD    | Jacque Ridley  |  | Tribal Resources Investment Corporation – Prince Rupert                      |                              | <a href="mailto:jridley@tricorp.ca">jridley@tricorp.ca</a>   |  |
| ELMSD    | Jamie Millar-Dixon   | Recruitment Specialist, BC WiN   | Employer Engagement Group  |                              | <a href="mailto:rs@bcpartnerswin.org">rs@bcpartnerswin.org</a>   |  |
| ELMSD    | Janet Morris-Reade   | CEO  | Association of Service Providers for Employment and Career Training (ASPECT) | 250-382-9675                 | <a href="mailto:jmorris-reade@aspect.bc.ca">jmorris-reade@aspect.bc.ca</a>   | Provides collective feedback from WorkBC employment service providers to the Ministry regarding WorkBC employment services |
| ELMSD    | Janice Angus   |  | Nisga'a Employment Skills & Training – New Aiyansh – NW of Terrace           |                              | <a href="mailto:janicea@niscga.net">janicea@niscga.net</a>   |  |

| Division | Name   | Title   | Organization  | Telephone  | e-mail   | Issues (optional) |
|----------|--|---|---|--|--|-------------------|
| ELMSD    | Jennifer York  | Division Manager, Settlement Services   | Immigrant Settlement Services of BC (ISSBC)                                   |  |  |                   |
| ELMSD    | Jeremy Clowes  | President   | BC Water and Waste Association  |  | jclowes@urbansystems.ca;<br>contact@bcwwa.org  |                   |
| ELMSD    | Jill Tipping<br>Brian Roberts<br>Elaine Rosario                                    | President and CEO<br>VP Strategy and Execution<br>Chief of Staff & People Lead  | BC Tech Association   |  | jtipping@wearebctech.com<br>broberts@wearebctech.com<br>erosario@wearebctech.com   |                   |
| ELMSD    | Jim Hamilton   | President   | Okanagan College  | 250 862-5403   |  |                   |
| ELMSD    | Karen Isaac  | Executive Director  | BC Aboriginal Childcare Society (BCACS)                                       |  | karen@acc-society.bc.ca  |                   |
| ELMSD    | Kathy Tarnai-Lokhorst  | President   | Association of Professional Engineers and Geoscientists BC (APEGBC)           |  | president@egbc.ca  |                   |
| ELMSD    | Kelly Aslanowicz<br>Susan Ryan<br>Sheh Shojae                                      | Director, Business Development<br>Chair<br>Director of Operations   | Chartered Professionals in Human Resources CPHR BC and Yukon                  |  | kaslanowicz@cphrbc.ca<br>info@cphrbc.ca<br>sshojaee@cphrbc.ca  |                   |
| ELMSD    | Kristin Bower  | Manager, Diversity and Inclusion, Vancity   | Employer Engagement Group   |  | kristin_bower@vancity.com  |                   |
| ELMSD    | Larry Richardson   | Training Coordinator  | Christian Labour Association of BC (CLAC)                                     |  | lrichardson@clac.ca  |                   |
| ELMSD    | Lynn White   |   | Aboriginal Community Careers Employment Services Society (ACCESS) - Vancouver |  | lwhite@accessfutures.com   |                   |
| ELMSD    | Marco Pasqua   | Accessibility and Inclusion Consultant, PG  | Employer Engagement Group   |  | marco_pasqua@vancity.com   |                   |
| ELMSD    | Marcus Ewert-Johns<br>Andrew Wynne-Williams  | President and CEO   | BC Alliance for Manufacturing   | (604) 900-1980   | marcus@manufacturingbc.org   |                   |
| ELMSD    | Melanie Allard   | (works out of Kamloops but main office is in Langley)   | Metis Nation BC - Langley   |  | mallard@mnbc.ca  |                   |
| ELMSD    | Meri Ghazaryan   | Manager, Global Connections   | Immigrant Employment Council of BC  |  | meri.ghazaryan@iecbc.ca  |                   |
| ELMSD    | Morgan Kennah<br>Christine Gelowitz  | RPF President<br>CEO  | Association of BC Forest Professionals  | 250-298-2562   | info@abcfp.ca<br>cgelowitz@abcfp.ca  |                   |
| ELMSD    | Norah Flaherty   | On Board of Directors, Canuck Autism Network  | Employer Engagement Group   |  | Personal Information   |                   |
| ELMSD    | Patrick Mackenzie<br>Daisy Quon<br>Flavio Assis<br>Meri Ghazaryan<br>Chris Friesen | CEO<br>Senior Manager, Programs & Stakeholder Relations<br>Employer Relations Officer<br>Manager, Global Connections<br>Director, Settlement Services | Immigrant Employment Council of BC  | 604-629-5364 ext 109<br>604-629-5364 ext 106<br><br>604-629-5364 ext 118 | Patrick.Mackenzie@iecbc.ca<br>daisy.quon@iecbc.ca<br>flavio.assis@iecbc.ca<br>meri.ghazaryan@iecbc.ca<br>chris.friesen@issbc.org |                   |
| ELMSD    | Prem Gill<br>Karin Watson<br>Julie Strangeland                                     | CEO<br>Director of Business Operations<br>Regional Initiatives Lead Motion Picture Industry + Community Affairs                                       | Creative BC   | 604 730 2233<br>604 730 2250<br>604 736 7997 (main line)                 | pgill@creativebc.com<br>kwatson@creativebc.com<br>jstangeland@creativebc.com   |                   |
| ELMSD    | Rod Embree   | Vocational Services Manager   | BC Centre for Ability   |  | rod.embree@bc-cfa.org  |                   |
| ELMSD    | Samantha Rullin<br>Paula Amos  | Stakeholder & Marketing Coordinator   | Indigenous Tourism BC   |  | samantha@indigenousbc.com<br>paula@indigenousbc.com  |                   |
| ELMSD    | Shelley Gray<br>Rod Bianchini<br>Nicole Adams<br>Shaun Cox                         | COO<br>Chief Operating Officer<br>Director, Communications<br>Director of Equity and Engagement<br>Manager, Industry Relations                        | Industry Training Authority (ITA)   | 778-330-2682<br>778-785-2422   | rbianchini@itabc.ca<br>nadams@itabc.ca<br>scox@itabc.ca  |                   |
| ELMSD    | Susanna Gurr   | Managing Director   | BC Centre for Employment Excellence (BCEE)                                    |  | info@cfeebc.org  |                   |
| ELMSD    | Terry Baird  |   | Tsawwassen First Nation - Delta   |  | tbaird@tsawwassenfirstnation.com   |                   |
| ELMSD    | Thane Bonar  | Director of Communications and Policy   | First Nations Education Steering Committee (FNESC)                            |  | thaneb@fnesc.ca  |                   |
| ELMSD    | Theresa McCurry  | CEO   | Applied Science Technology and Technicians of BC (ASTTBC)                     |  | techinfo@asttbc.org  |                   |

| Division          | Name  | Title   | Organization   | Telephone                    | e-mail   | Issues (optional)   |
|-------------------|---|---|--|------------------------------|--|---|
| ELMSD             | Ninu Kang                                     | Executive Director                                | Ending Violence Association of BC                            |                              | <a href="mailto:Kang@endingviolence.org">Kang@endingviolence.org</a>   |   |
| ELMSD             | Walt Judas<br>Fiona Wray<br>Deborah Kulchiski | CEO<br>Finance<br>Manager, Special Projects       | Tourism Industry Association of BC                           | 778-953-0620<br>604-685-5956 | <a href="mailto:wjudas@tiabc.ca">wjudas@tiabc.ca</a><br><a href="mailto:fwray@tiabc.ca">fwray@tiabc.ca</a><br><a href="mailto:deborah@tiabc.ca">deborah@tiabc.ca</a> |   |
| ELMSD/<br>ACC DIR | Christall Beaudry                             | Vice President for Western Canada                 | Canadian National Institute for the Blind (CNIB)             |                              |  | Since start of COVID CNIB has seen an 87% increase in demand for employment services<br>Come to Work Program launched in 2018   |
| ELMSD/<br>RIPD    | Adrienne Montani                              | Executive Director                                | First Call: BC Child and Youth Advocacy Coalition            | 604 288 8103                 | <a href="mailto:adrienne@firtscallbc.org">adrienne@firtscallbc.org</a>   | Poverty Reduction<br>Income assistance policies and rates<br>PRAC Member  |
| ELMSD/<br>RIPD    | Neil Belanger                                 | Executive Director                                | BC Aboriginal Network on Disability (BCAND)                  | (250) 381-7303 –Ext: 208     | <a href="mailto:exdir@bcands.bc.ca">exdir@bcands.bc.ca</a>   | Supports and services for Indigenous people with disabilities in B.C<br>Member of the RDSP Action Group, and the Minister's Council on Employment and Accessibility.  |
| OHC               | Fran Hunt-Jinnouchi                           | Executive Director                                | Aboriginal Coalition to End Homelessness                     |                              | <a href="mailto:director@ACEHSociety.com">director@ACEHSociety.com</a>   |   |
| OHC               | Melissa Giles                                 | Project Lead                                      | VanCity  | 604-877-8453                 |  | Rent Bank   |
| OHC               | Stephen D'Souza                               | Executive Director                                | Homelessness Services Association of BC                      | 778-945-7789                 | <a href="mailto:stephen.dsouza@hsa-bc.ca">stephen.dsouza@hsa-bc.ca</a>   |   |
| OHCS              | Marika Albert                                 | Policy Director                                   | BC Non-Profit Housing Association                            | 778 945-2164                 | <a href="mailto:marika@bcnpha.ca">marika@bcnpha.ca</a>   |   |
| RIPD              | Alf Eamer                                     | Acting CEO  | Our Place Society  |                              | <a href="mailto:alf@ourplacesociety.com">alf@ourplacesociety.com</a>   | Homelessness  |
| RIPD              | Allyson Rowe                                  | Regional Director General                         | Federal Government - Indigenous Services Canada              |                              |  | Comparability of income/disability assistance policies on/off reserve   |
| RIPD              | Bob Prenovost                                 | CEO   | Association of Neighbourhood Houses of BC                    |                              | <a href="mailto:bprenovost@anhbc.org">bprenovost@anhbc.org</a>   | Neighborhood houses; Social inclusion   |
| RIPD              | Brad Mills                                    |   | Mills Printing & Stationery /                                | (604) 215-6400               | <b>Personal</b>  | PRAC member on behalf of BC Chamber of Commerce/  |
| RIPD              | Brenda Kent                                   | General Manager, Government Relations             | YMCA Canada West   |                              | <a href="mailto:Brenda.Kent@gv.ymca.ca">Brenda.Kent@gv.ymca.ca</a>   | Youth mental health; Social inclusion; Healthy living; Child development; Employment services   |
| RIPD              | Caitlin Wright                                | Office and legal advocate coordinator             | Together Against Poverty Society (TAPS)                      | (250) 361-3521               | <a href="mailto:cwright@tapsbc.ca">cwright@tapsbc.ca</a>   | PRAC member   |
| RIPD              | Cary Chiu                                     | Advocate for Service Quality                      | Advocate for Service Quality                                 | 778 386 0422                 | <a href="mailto:ASQ@gov.bc.ca">ASQ@gov.bc.ca</a><br><a href="mailto:Cary.Chiu@gov.bc.ca">Cary.Chiu@gov.bc.ca</a>   | Disability Assistance, in particular matters related to youth transition  |
| RIPD              | Celine Thompson                               | Executive Director                                | The Bridge Youth & Family Services                           |                              | <a href="mailto:info@thebridgeservices.ca">info@thebridgeservices.ca</a>   | Addictions services; Children, youth and family counselling; Youth and young adult outreach and transition services; Parenting education and support; Residential, foster home and caregiver support  |
| RIPD              | Cheryl Casimer                                | Political Executive                               | First Nations Summit   | (778) 875-2157               | <a href="mailto:ccasimer@fns.bc.ca">ccasimer@fns.bc.ca</a>   | PRAC member   |
| RIPD              | Cheryl Robinson                               | Chief Executive Officer                           | Urban Native Youth Association                               | 604 254 7732                 | <a href="mailto:cheryl.robinson@unya.bc.ca">cheryl.robinson@unya.bc.ca</a>   | Indigenous youth services   |
| RIPD              | Dan Huang Taylor                              | Executive Director                                | Foodbanks BC   | 604.498.1798                 | <a href="mailto:Dan@foodbanksbc.com">Dan@foodbanksbc.com</a>   |   |
| RIPD              | Darlene Gage                                  | National Director of Training & Education         | Mothers Matter Centre  | 778 402 6626                 | <a href="mailto:dgage@hippycanada.ca">dgage@hippycanada.ca</a>   | Mothers living in poverty   |
| RIPD              | Dena Duncan                                   | A/Director, Programs and Partnerships Directorate | Federal Government -, Indigenous Services Canada             |                              |  |   |
| RIPD              | Dr. Jennifer Charlesworth                     | Representative for Children and Youth             | BC Office of the Representative for Children and Youth (RCY) |                              | <a href="mailto:rcy@rcybc.ca">rcy@rcybc.ca</a>   | Advocacy for young adults under 24 who are eligible for CLBC services   |
| RIPD              | Drew Dennis                                   | Executive Director                                | Pivot Legal Society  | 604.255.9700                 | <a href="mailto:drew@pivotlegal.org">drew@pivotlegal.org</a>   | Legal advocacy for communities affected by poverty and social exclusion. Focused on four policy areas: police accountability, drug policy, homelessness, and sex workers' rights  |
| RIPD              | Elli Taylor                                   |   | Raise the Rates  | 778 871-0141                 | <a href="mailto:raise.the.rates17@gmail.com">raise.the.rates17@gmail.com</a>   | Raise the Rates is a coalition of community groups and organizations concerned with the level of poverty and homelessness in British Columbia. Campaigning for 10 years for a systemic solution to poverty: raising welfare and disability rates in BC. |



| Division | Name   | Title   | Organization  | Telephone                                  | e-mail  | Issues (optional)   |
|----------|--|---|---|--|---|---|
| RIPD     | Emily Drown                                      | Chair   | Employment & Assistance Appeal Tribunal                       | 778 698 4160                               | Emily.Drown@eaat.ca   | Remuneration for Tribunal Chair and panel members.  |
| RIPD     | Gord Miller                                      | President   | Public Health Association of BC                               |  | gdmiller@uvic.ca  |   |
| RIPD     | Honourable Marc Miller                           | Minister of Crown-Indigenous Relations  | Federal Government  |  |   |   |
| RIPD     | Honourable Patty Hajdu                           | Minister of Indigenous Services and Minister responsible for the Federal Economic Development Agency for Northern Ontario | Federal Government  |  |   |   |
| RIPD     | Irina Mis  | Executive Director  | BC Public Interest Advocacy Centre (BCPIAC)                   | 604-687-3063                               | support@bcpiac.com  | Definition of "dependent" and meaning of "spouse" under legislation   |
| RIPD     | Jay Chalke                                       | Ombudsperson  | BC Ombudsperson   |  |   | Individual complaints (e.g., opened about 1000 SDSI complaint files in 15/16<br>Special Reports (e.g., 2014 investigation in the SDSI Reconsideration and Appeals Process; 2009 Report on Income Assistance)<br>Persons with Persistent Multiple Barriers category of income assistance   |
| RIPD     | Jean-François Tremblay                           | Deputy Minister   | Federal Government - Employment and Social Development Canada |  |   | Employment Insurance<br>Canada Child Benefit<br>Federal Poverty Reduction Strategy<br>Housing<br>Social Innovation<br>Labour Market Transfer Agreements (with Minister Responsible for Employment, Workforce Development and Labour)<br>Accessibility Legislation (supporting Minister of Sport and Persons with Disabilities)<br>Registered Disability Savings Plan (RDSP) |
| RIPD     | John Harvey                                      | Associate Executive Director  | Covenant House Vancouver                                      |  | harvey@covenanthousebc.org  | Youth homelessness organization   |
| RIPD     | Kate Gibson                                      | A/ Executive Director   | DTES Women's Centre Association                               | (604) 681-8480 ex 342                      | centre@dewc.ca  | Shelter, support services for women   |
| RIPD     | Kevin McCort                                     | President and CEO   | Vancouver Foundation  | 604 688-2204 (main), 604-629-5355 (direct) | kevin.mccort@vancouverfoundation.ca                               | Member of the RDSP Action Group and the Minister's council on Employment and Accessibility, Disability Supports for Employment Fund, Community Poverty Reduction Fund   |
| RIPD     | Krishna Pendakur                                 | Professor/ Associate Chair  | SFU   | (604) 715-9197                             | pendakur@sfu.ca   | PRAC member   |
| RIPD     | Laird Cronk<br>Sussanne Skidmore<br>Jaime Matten | President (outgoing)<br>Secretary-Treasurer<br>Executive Director   | BC Federation of Labour                                       |  | lcronk@bcfed.ca<br>sskidmore@bcfed.ca<br>jmatten@bcfed.ca         | Labour  |
| RIPD     | Leigha Worth                                     | Executive Director  | BC Public Interest Advocacy Centre (BCPIAC)                   | (604) 687-3063                             | ed@bcpiac.org<br>support@bcpiac.com                               | Definition of "dependent" and meaning of "spouse" under legislation   |
| RIPD     | Lissa Smith                                      | Acting President, Minister for Métis Rights, Justice and Digital Government, and the Senate Liaison for the Cabinet       | Métis Nation BC   | (250) 213-5171                             |   | PRAC member   |
| RIPD     | Liz Loughheed Green                              | CEO   | Association of Neighbourhood Houses of BC                     | (604) 875-9111 ex 107                      | elgreen@anhbc.org   | Neighbourhood houses; Social inclusion  |
| RIPD     | Mark Breslauer                                   | CEO   | United Way of Greater Victoria                                |  | mark.breslauer@uwgv.ca  |   |
| RIPD     | Michael McKnight                                 | CEO   | United Way BC   | 604.294.8929                               | michaelm@uwbc.ca  |   |
| RIPD     | Murry Krause                                     | Councillor  | City of Prince George   |  | <b>Personal</b>   | PRAC member   |
| RIPD     | Raji Mangat                                      | Executive Director  | West Coast LEAF   | 604-684-8772                               | info@westcoastleaf.org  |   |
| RIPD     | Rebecca Pauls                                    | Executive Director  | Planned Lifetime Advocacy Network (PLAN)                      | 778-819-1726                               | rpauls@plan.ca  | Supports and services for people with disabilities, primarily developmental disabilities<br>Member of the RDSP Action Group   |
| RIPD     | Rosanna McGregor                                 | Executive Director  | Cariboo Friendship Society                                    |  | rmcgregor@cfswl.ca  | PRAC member   |
| RIPD     | Rowan Burdge                                     | Community Organizer   | Poverty Reduction Coalition                                   |  | rowan@bcpovertyreduction.ca                                       |   |
| RIPD     | Sandra Richardson                                | CEO   | Victoria Foundation   | 250-381-5532                               | info@victoriafoundation.bc.ca;<br>sandra@victoriafoundation.bc.ca | Food security,  |

| Division                        | Name                             | Title  | Organization  | Telephone      | e-mail  | Issues (optional)   |
|---------------------------------|----------------------------------|--|---|----------------|---|---|
| RIPD                            | Sonia Bear                       | A/Manager, Social Programs   | Federal Government - Indigenous Services Canada             |                |   |   |
| RIPD                            | Stephanie Smith                  | President  | BC General Employees' Union                                 |                | <a href="mailto:Stephanie.smith@bcgeu.ca">Stephanie.smith@bcgeu.ca</a>                        | PRAC member   |
| RIPD                            | Steve Mathias<br>Karen Tee       | Executive Director<br>Co-Executive Director                            | Foundry   |                | <a href="mailto:info@foundrybc.ca">info@foundrybc.ca</a>                                      | Mental health; youth supports   |
| RIPD                            | Tangie Genshorek                 | Executive Director   | A Way Home Kamloops   |                | <a href="mailto:admin@awayhomekamloops.com">admin@awayhomekamloops.com</a>                    | Youth homelessness organization   |
| RIPD                            | The Honourable Carla Qualtrough  | Minister of Employment, Workforce Development and Disability Inclusion | Federal Government  |                |   |   |
| RIPD                            | The Honourable Karina Gould      | Minister of Families, Children and Social Development                  | Federal Government  |                |   |   |
| RIPD                            | The Honourable Seamus O'Regan Jr | Minister of Labour   | Federal Government  |                |   |   |
| RIPD                            | Zahra Esmail                     | CEO  | Vantage Point   | (778) 927-8352 | <a href="mailto:zesmail@thevantagepoint.ca">zesmail@thevantagepoint.ca</a><br><b>Personal</b> | PRAC member   |
| RIPD/<br>ACCDIR                 | Lorraine Copas                   | Executive Director   | Social Planning Action and Research Council of B.C. (SPARC) | 604-718-7736   | <a href="mailto:lcopas@sparc.bc.ca">lcopas@sparc.bc.ca</a>                                    | Social planning, research and consulting; Community Action Grants/Community Inclusion consultations   |
| RIPD/<br>ELMSD                  | Erin Seeley                      | CEO  | YWCA  | 604 895 5800   |   | Women's Equality  |
| RIPD/<br>ELMSD/SD<br>D/ ACC DIR | Jonathan (Jonny) Morris          | Chief Executive Officer, CMHA BC Division                              | Canadian Mental Health Association (CMHA)                   | 604-688-3234   |   | Policy advocacy on employment, income and disability assistance for people with mental health problems<br>Member of the Supporting Increased Participation (SIP) Group  |
| SDD                             | Tatiana Belyeva                  | Manager, Advocacy Services   | Sources Community Resource Society                          |                | <a href="mailto:tbelyeva@sourcesbc.ca">tbelyeva@sourcesbc.ca</a>                              | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Sonia Marino                     | Legal Advocate   | First United, Vancouver Downtown Eastside                   |                | <a href="mailto:smarino@firstunited.ca">smarino@firstunited.ca</a>                            | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Amy Taylor                       | Program Manager  | Nelson Cares Society  |                | <a href="mailto:advocacycentre@nelsoncares.ca">advocacycentre@nelsoncares.ca</a>              | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Alison Ward                      | Lawyer   | Community Advocate Support Line                             |                | <a href="mailto:award@clasbc.net">award@clasbc.net</a>  | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Helaine Boyd                     | Executive Director   | Disability Alliance BC                                      |                | <a href="mailto:helaine@disabilityalliancebc.org">helaine@disabilityalliancebc.org</a>        | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Heather Brownhill                | Advocate   | Opportunities Career Services Society Campbell River        |                | <a href="mailto:heather@ocss.ca">heather@ocss.ca</a>  | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Sam Dubetz                       | Community Case Manager   | Aids Vancouver  |                | <a href="mailto:samd@aidsvancouver.org">samd@aidsvancouver.org</a>                            |   |
| SDD                             | Hailey Chapman                   | Poverty Law Advocate   | Haida Gwaii Legal Project Society                           |                | <a href="mailto:skidegate@hgadvocate.com">skidegate@hgadvocate.com</a>                        | Moving Forward Steering Committee Member – Legal Advocate   |
| SDD                             | Paul Lagace                      | Poverty Law Advocate   | Prince Rupert Unemployed Action Centre                      | 250 627 8776   | <a href="mailto:advocate.pruac@citywest.ca">advocate.pruac@citywest.ca</a>                    |   |
| SDD                             | Tish Lakes                       | Executive Director   | Okanagan Advocacy and Resource Society                      | 250 542 3555   | <b>Personal</b>   |   |
| SDD/ RIPD                       | Doug King                        | Executive Director   | Together Against Poverty Society (TAPS)                     | (250) 361-3521 | <a href="mailto:dking@tapsbc.ca">dking@tapsbc.ca</a>  | Reconsiderations and Appeals of service delivery decisions, Accessibility of ministry services, Definition of "Spouse" for purpose of income/disability assistance  |
| SDD/ RIPD                       | Micheal Vonn                     | CEO  | PHS Community Services Society                              | 604-683-0073   |   | PHS Community Services Society is a non-profit on Vancouver's Downtown Eastside and in Victoria that provides over 1500 units of supportive housing, harm reduction, and overdose prevention to those underserved in the community. |

# **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION**

## **SUGGESTED BRIEFINGS**

### **Suggested Briefings:**

1. Ministry Overview – Deputy Minister and ADMs
2. Research, Innovation and Policy Division overview – DM, Suzanne Christensen, Rob Bruce
  - Income and Disability Assistance – How it All Works
  - No Fixed Address Caseload (separate from OHC)
  - Poverty Reduction Strategy including legislative modernization project
  - Cheque Issue Days and Overdose Crisis
3. Service Delivery Division overview – DM and Raymond Fieltsch
  - Overview of the Service Delivery Division (SDD)
  - Community Integration Specialist (CIS) Program
  - Hiring and Attrition
4. Employment and Labour Market Services Division – DM and Karen Blackman
  - Division and Program Overview
  - Strategic Investments Spending Plan
  - LMTA Negotiations
  - Care Economy
5. Information Services Division – DM and Dwayne Quesnel
  - Division Overview
  - Integrated Case Management System (ICM) Overview
  - Technology Plan Overview
6. Corporate Services Division Overview – DM and Adam McKinnon
  - Budget
  - Re-imagining Community Inclusion
7. Accessibility Directorate – DM and Sam Turcott
  - Accessibility Directorate Overview
  - Accessibility Legislation Implementation
  - Accessibility Standards Development

## **MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION SUGGESTED BRIEFINGS**

8. Community Living BC – Ross Chilton, CEO, Dr. Michael Prince, Board Chair, DM and Adam McKinnon
9. Employment and Assistance Appeal Tribunal (EAAT) – Emily Drown, Chair and DM
10. Advocate for Service Quality – Cary Chiu and DM

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

## PROGRAM OVERVIEW

### Program

Supplementary Assistance – General

### Program Description

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

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

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

The total budget for supplementary assistance includes costs allocated for services to clients receiving income assistance, disability assistance, and some clients not receiving income assistance.

| Assistance Type | 2020/21           |                    | 2021/22           |                   | 2022/23<br>Budget<br>(\$000) |
|-----------------|-------------------|--------------------|-------------------|-------------------|------------------------------|
|                 | Budget<br>(\$000) | Actual*<br>(\$000) | Budget<br>(\$000) | Actual<br>(\$000) |                              |
| Totals          | 242,748           | 438,160            | 301,096           | 356,081           | 301,892                      |

Note: Clothing supplement for clients in special care facilities, crisis supplement, pre-natal shelter supplement, and lost or stolen cheques are not reflected in the budget table as they are not reported at that level. These supplements are paid out under Income (Temporary) and Disability Assistance.

\*Actuals 2020/21 include \$188.647M paid out to Seniors under Senior's supplement as COVID-19 support, \$160.786M Apr-Dec COVID-19 crisis supplement and \$27.861M Jan-Mar BC Recovery Supplement.

# MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

## Appendix 1

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

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| <b>General Supplement</b>                   | <b>Description</b>   |
|---|--|
| <b>Co-op Share Purchase</b>                 | A repayable monetary supplement available to assist a client to purchase cooperative housing membership shares. Limited to the lesser of following: \$850, or 50% of cost of membership shares.  |
| <b>Crisis Supplement</b>                    | <p>A monetary supplement to aid the client in an emergency of an unexpected nature when all other resources have been exhausted. Maximums:</p> <ul style="list-style-type: none"> <li>• Food: Up to \$40 per person per month</li> <li>• Clothing: Up to \$100 per person per year or \$400 per family of four or more per year</li> <li>• Shelter: Restricted to the actual cost up to the maximum monthly shelter and support allowance for the family unit plus applicable top up amounts (i.e. Pre-Natal Shelter Supplement).</li> </ul>   |
| <b>Child Benefits Top-Up Supplement</b>     | <p>A monetary supplement for clients with dependent children that involves the Canada Child Benefit (CCB) administered by the Canada Revenue Agency.</p> <ul style="list-style-type: none"> <li>• A temporary supplement may be issued to cover a family unit's financial needs when a CCB payment has been delayed, suspended, or cancelled. Rates are adjusted every July using the consumer price index: <ul style="list-style-type: none"> <li>• First child - \$213.25 per calendar month</li> <li>• Second child - \$188.67 per calendar month</li> <li>• Subsequent children - \$179.42 per calendar month</li> </ul> </li> <li>• An automatic adjustment may be issued if a family unit's CCB payment is less than the child benefits top-up supplement because: their income was too high the previous year, they have a newborn, or an 18 year old child.</li> <li>• A repayable child benefits top-up supplement may be issued to replace a portion of an unendorsed child benefits cheque that has been lost or stolen.</li> </ul> |
| <b>Funeral Supplement</b>                   | Supplement to assist with basic funeral costs when no other resources are available to the estate of the deceased person or certain responsible persons. The supplement pays an amount for specific funeral goods and services as outlined in regulation. Also available to non-clients.   |
| <b>Guide Dog and Service Dog Supplement</b> | Monetary supplement of \$95 per month to assist with the costs of a certified Guide Animal.  |

## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| <b>General Supplement</b>                      | <b>Description</b>  |
|--|---|
| <b>Identification Supplement</b>               | Monetary supplement available to cover the cost of obtaining the necessary ID to establish identity for the purpose of determining eligibility or access services in British Columbia for income, disability or hardship assistance clients. The ministry may pay for birth certificates, SIN cards, BCID cards, BC Services Card and BC driver's licenses.   |
| <b>Moving, Transportation and Living Costs</b> | Monetary supplement to cover necessary moving, transportation, and living expenses in certain situations when no other resources are available. Reasons for issuing the supplement include: <ul style="list-style-type: none"> <li>• Confirmed job</li> <li>• Imminent threats to physical safety, including fleeing an abusive relationship</li> <li>• Securing accommodation that is significantly less expensive</li> <li>• Being compelled to move (i.e. eviction, accommodation sold)</li> <li>• Child protection hearing</li> <li>• Court hearing</li> <li>• DNA paternity testing</li> </ul> |
| <b>Pet Damage Deposit</b>                      | A repayable monetary supplement to help people with pets secure rental accommodation. The amount of the supplement does not exceed 50% of one month's rent.   |
| <b>Pre-Natal Shelter Supplement</b>            | Monthly monetary supplement to assist single pregnant recipients (with no spouse and no dependent child) in meeting extra costs associated with securing or maintaining stable accommodation prior to the birth of their child.<br>Maximum of \$195/ month for up to 8 months issued upon confirmation of pregnancy and shelter costs above the single shelter rate of \$375/month.   |
| <b>Lost or Stolen Cheques</b>                  | Provides replacement cheque for an unendorsed cheque that has been lost or stolen.  |
| <b>School Start-up Supplement</b>              | An annual monetary supplement to cover the extra costs associated with a dependent child's schooling. Child aged 5 to 11: \$100 per calendar year / Child aged 12 and over: \$175 per calendar year.  |
| <b>Security Deposits</b>                       | A repayable monetary supplement to assist in securing rental accommodation. The amount of the supplement cannot exceed 50% of one month's rent.   |



## MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION PROGRAM OVERVIEW

| <b>General Supplement</b>                            | <b>Description</b>   |
|--|--|
| <b>Utility Security Deposit</b>                      | A repayable monetary supplement to assist with the cost of securing service for electricity or natural gas. Amount paid is the minimum amount necessary to obtain service.   |
| <b>Senior's Supplement</b>                           | <p>A monthly monetary supplement payable to provide a minimum income for low-income seniors on Old Age Security / Guaranteed Income Supplement (OAS/GIS).</p> <ul style="list-style-type: none"> <li>• Maximum rate for a single senior - \$99.30</li> <li>• Maximum rate for a senior couple - \$220.50</li> </ul>  |
| <b>Transportation to Alcohol and Drug Facilities</b> | Monetary supplement to meet the costs of transportation to and from an approved special care facility for residential alcohol and drug treatment in BC. Lowest cost available with acceptance into A&D residential facility and eligible only if no other resources or alternative travel options are available. If paying mileage, rate is \$.20 per km and meals are paid at \$4 each. |
| <b>Transportation Supplement</b>                     | A monthly supplement of \$52 is provided to recipients with the Persons with Disabilities (PWD) designation to cover the cost of the bus pass issued through the BC Bus Pass Program, or to assist generally with their transportation costs.  |
| <b>Travel Supplement</b>                             | A monthly monetary supplement of up to \$46 to assist with the cost of attending a self-help skill program or supported work-placement program approved by Community Living British Columbia.  |