

# 2024 Minister Transition

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# Government 101

Overview of Key Roles, Structures & Processes

October 2024



# Overview

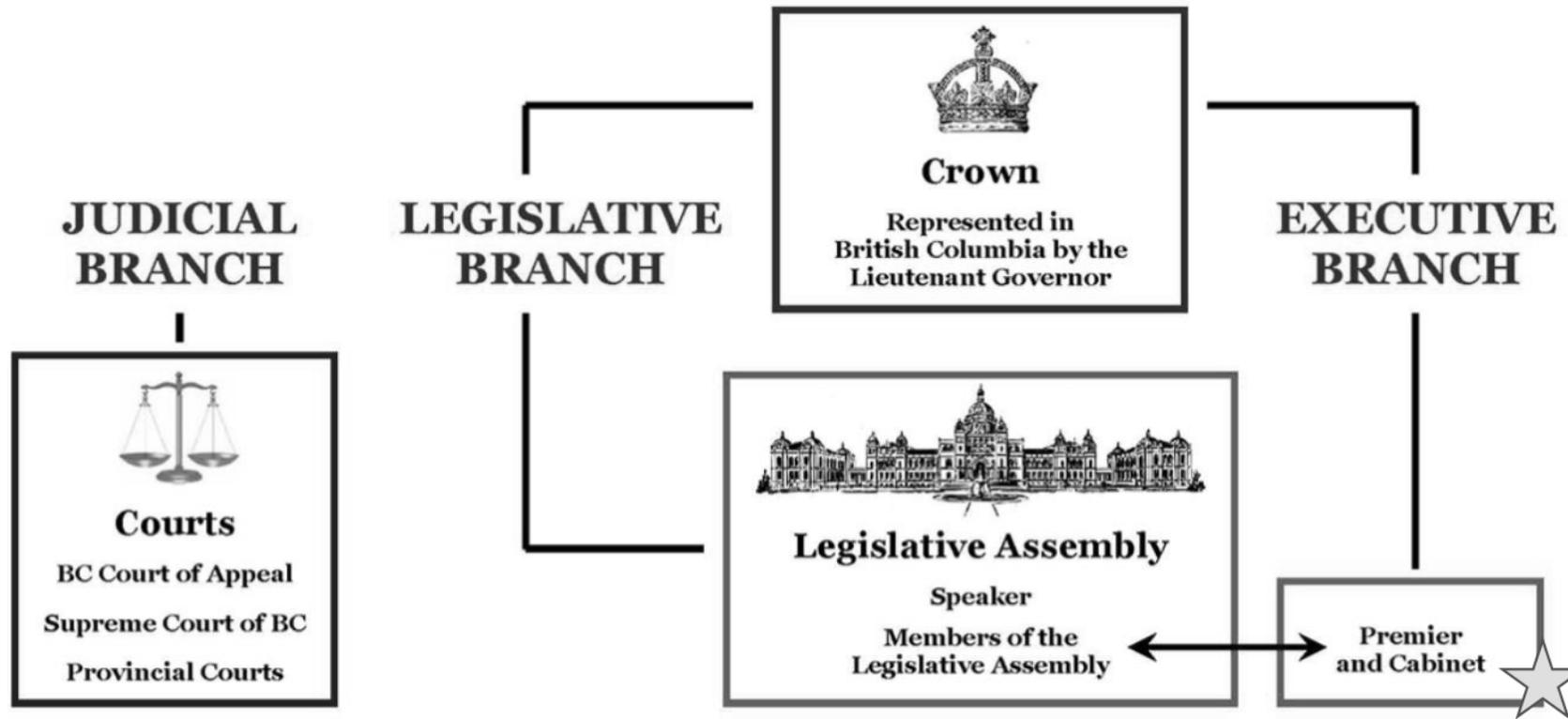
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# Introduction



# The Three Branches of Government



# The Executive Council or Cabinet

- Established under section 9 of *Constitution Act*
- Ultimate decision-making body of government
- Members appointed by the Lieutenant Governor on advice from Premier
- Chaired by the Premier



# Office of the Premier



# Office of the Premier

- The Office of the Premier has two principal roles:
  - 1) **Political:** overseen by the Premier's Chief of Staff, who acts as the senior political advisor to government
  - 2) **Non-partisan Public Service:** overseen by the Deputy Minister to the Premier
- Premier's **Chief of Staff** and **Deputy Minister to the Premier** work collaboratively to:
  - Support the Premier to advance government's policy and legislative agendas
  - Represent the Premier in providing direction to their respective staffs:
    - Chief of Staff provides direction to political staff, including Ministers' chiefs of staff
    - Deputy Minister to the Premier provides direction to public servants



# Key Roles

## Premier's Chief of Staff

- Most senior political advisor
- Provides strategic advice to the Premier and Executive Council (Cabinet) to advance government's policy and legislative agenda
- Coordinates and develops governments strategic and policy objectives
- Coordinates cross-government communications and issues management
- Develops and maintains relationships with major stakeholders
- All Ministers' chiefs of staff report to the Premier's Chief of Staff

## Deputy Minister to the Premier

- Most senior public servant (non-political official)
- Serves as Cabinet Secretary and head of the BC Public Service
- Provides non-partisan advice to the Premier on public policy, development of legislation, and operational issues
- Ensures effective administration of programs and services, the development and implementation of key policy initiatives
- Manages a professional and non-partisan public service
- All Deputy Ministers report to the Deputy Minister to the Premier



# Roles & Responsibilities

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# Government Decision-Making



# Cabinet-Level Decisions



## **Policy**

Cabinet considers and provides direction on significant new policies or shifts in policy. It may also provide direction on contentious issues and issues with significant cross-government and inter-governmental implications.



## **Fiscal**

Treasury Board considers and provides direction on the overall financial decision making of the province and the execution of the fiscal plan, including making regulations or issuing directives to control or limit expenditures.



## **Legislative**

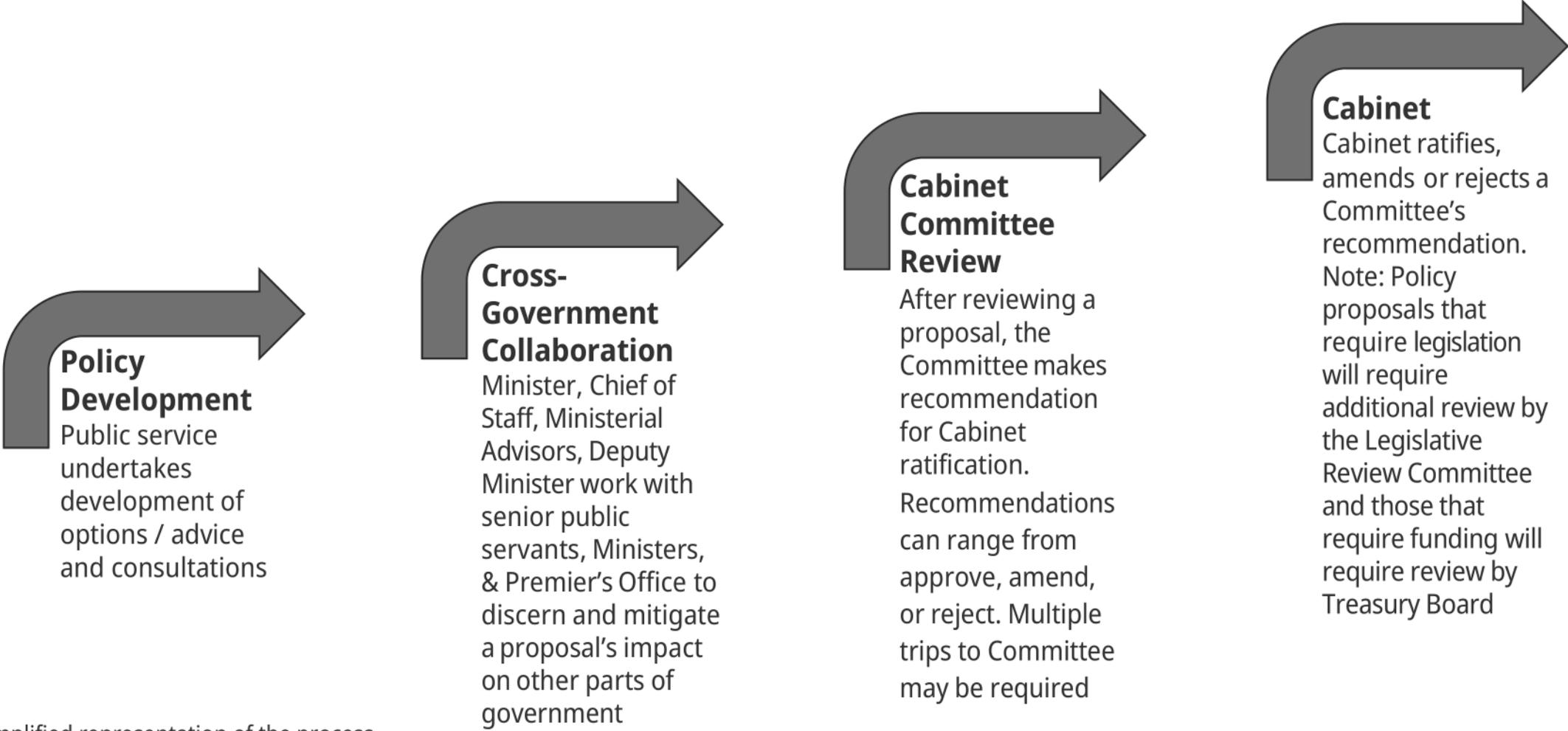
Cabinet considers and provides direction on legislative priorities and legislation.



## **Regulations / OICs**

Cabinet considers and provides direction on regulatory changes, appointments and more through Orders in Councils (OICs).

# Government Decision-Making: Key Steps\*



\*This is a simplified representation of the process



# Mandate Letters

- Usually, Mandate Letters are issued to each Minister by the Premier and set out the expectations and deliverables regarding their portfolio and priorities for government as a whole
- Mandate Letters act as a guide for the Minister and Deputy Minister to follow in their day-to-day work, as well as the means for evaluating it
- How and when Mandate Letter deliverables are achieved is determined through collective decision making at Cabinet
- Any policy proposal that falls outside of the objectives set out in Mandate Letters requires approval from the Premier's Office to enter into the Cabinet review and decision-making process



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Advice/Recommendations

# Cabinet and Cabinet Committees

- Policy or program proposals require formal Cabinet approval to proceed:
  - This process involves a Cabinet Submission, sometimes more than one, for review and decision
  - Policy and funding decisions are determined separately, through Cabinet and Treasury Board respectively
  - This process applies even if the item is listed in a Minister's Mandate Letter
  - The Deputy Minister to the Premier, in their role of Cabinet Secretary, is responsible for what advances into the Cabinet review process
  - The process and administration of Cabinet and Cabinet Committees is managed through the office of Cabinet Operations
- Cabinet and Cabinet Committees reach decisions through discussion and consensus
- Decisions are set out in minutes and are formally communicated to ministries through Records of Decision



# Role of Cabinet Committees in the Review Process

- Prior to proceeding to Cabinet for decision, a submission may be vetted by a Cabinet Committee
- Practically speaking, Cabinet Committees help manage the high volume of items requiring decision so that Cabinet meetings can focus on the most significant, high-profile public policy issues
- Cabinet Committees are established by the Premier, by convention or by legislation
- Membership is composed of Cabinet Ministers and some government caucus MLAs. Each Committee is chaired by a member of the Executive Council (Cabinet)
- Cabinet Committees assess submissions and make recommendations to Cabinet, which the Chair reports out on at a full Cabinet meeting
- Cabinet can ratify, amend or reject the Committee's recommendation and Ministers are expected to leave Cabinet with a united voice



# Cabinet Confidentiality

# Cabinet Confidentiality

- The work undertaken by Cabinet and its Committees is and must remain confidential. This includes anything that would reveal the substance of Cabinet deliberations:
  - Cabinet and Treasury Board Submissions and supporting documents
  - Discussion around the Cabinet table
  - Attendees, agendas and dates that items are scheduled to come forward
- Cabinet is a safe place to talk frankly and emerge with one voice
- All Ministers, MLA Cabinet Committee members and their supporting political staff are required to uphold the confidentiality provisions under the oaths or confidentiality agreements they have taken:

Cabinet Minister	Oath for Member of Executive Council
MLA Cabinet Committee Member	Oath of Confidentiality for Committees of Executive Council
Ministers' Chiefs of Staff	Political Staff Oath Confidentiality Agreement for attending Cabinet & Committee meetings



# Cabinet Confidentiality

- The requirement for Cabinet confidentiality prohibits direct and indirect disclosures outside of government – to stakeholders, lobbyists or the media
- Breaches in Cabinet confidentiality violate the collective responsibility shared by all Cabinet Ministers and can have serious implications for Government as a whole
- Confidentiality applies to Cabinet as an entity – individual ministers do not have the authority to waive it

Advice/Recommendations



# Conflict of Interest



# Conflict of Interest

- Ministers and political staff are required to avoid conflicts of interest
- Ministers must abide by the *Members' Conflict of Interest Act*, which prohibits acting in an official capacity if a conflict of interest or a perceived conflict of interest exists
- Similarly, political staff must abide by the conflict of interest requirements outlined in the Standards of Conduct for Political Staff
- There are three types of conflict of interest: real, potential and perceived
- A conflict of interest exists if an official power or an official duty or function is performed when the person knows that there is the opportunity to further a private interest
- A private interest does not include an interest that applies to the general public or affects a minister as a broad class of people
- **Effectively managing conflicts of interest is one of the primary ways that public confidence in the integrity of government is fostered and maintained**



# Conflict of Interest Commissioner

- The Conflict of Interest Commissioner is an independent, non-partisan Officer of the Legislative Assembly who is responsible for independently and impartially interpreting and administering the *Members' Conflict of Interest Act*
- All Members of the Legislative Assembly are required to file a confidential disclosure statement with the Commissioner within 60 days of being elected, and after that, annually
- Once the contents of the confidential disclosure statement have been finalized, a Public Disclosure Statement is prepared, which contains most, but not all, of the information provided to the Commissioner
- The Public Disclosure Statement is filed with the Clerk of the Legislative Assembly and is available for public inspection



# Records Management

# Records Management

- All records created are subject to the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, whether they are considered transitory in nature or are related to government decisions
- These include both hard copy and electronic records (E.g., emails, texts, Post-It notes, notebooks)
- Records relating to government decisions need to be maintained by Ministers and Ministers' office staff
- Maintaining records does not equate to disclosure of records
- Records belong to government, not to individual members of Executive Council or political staff



# Records Management

- Content related to Cabinet and Cabinet Committee deliberations cannot be disclosed under section 12 of FOIPPA
- Section 13 of FOIPPA provides a similar rule for policy advice or recommendations developed for a Minister
- Information and Privacy Analysts in the public service help with redacting content from records from records in accordance with FOIPPA as part of preparing responses to freedom of information requests
- Some records are proactively disclosed, including Minister's calendars and travel expenses



# Records Management

- Deputy Minister Offices (DMOs) are responsible for the proper management of government records that reside in a Minister's Office and sign off on the final response packages for freedom of information requests
- DMO and Minister's Office staff should establish protocols regarding records management and responses to freedom of information requests
- Minister's Office staff should undertake training via the Corporate Information and Records Management Office related to records management, freedom of information requests, and protecting the personal privacy of individuals
- Specific executive training may be available via dedicated sessions in addition to online learning courses through the Public Service Agency
- **Staying on top of records management is key – any record you didn't need to keep but is still in existence is subject to FOIPPA**





# Corporate Transition Binder



## MINISTRY PROFILE

**Ministry:** Social Development and Poverty Reduction

### Ministry Mandate:

The ministry's key priorities include:

- Providing income, disability, and hardship assistance through in-person, online and phone-based services.
- Delivering Community Integration Services which provide in-person outreach to the most vulnerable people in the community, including navigation to support unhoused individuals to connect to services.
- Delivering employment services through a provincial network of WorkBC centres, supporting all job seekers to prepare for, find and keep good jobs, and employers to create inclusive workplaces.
- Supporting Community Living BC to deliver and improve upon services for adults with developmental disabilities and their families.
- Supporting the identification, removal, and prevention of barriers to the full and equal participation of persons with disabilities through measures such as cross-government coordination of accessibility priorities; development of legislation, regulations, standards, and policy; and public engagement with persons with disabilities and the broader community.
- Improving legislative, regulatory and policy tools to better support vulnerable people through qualitative and quantitative research as well as operational feedback.
- Leading cross-government efforts to reduce the number of people who live in poverty in B.C. through the development of targets, improvement of legislation, and support of cross government efforts to address the impacts on low-income people caused by cost-of-living increases.
- Leading work on food security and dignified access to food.
- Leading collaborative engagement through the Social Services Sector Roundtable to help strengthen community social services.

**Full Time Equivalent (FTEs)\*: 2,305**

\*As of June 30, 2024

### Executive Organizational Chart:

- Deputy Minister
- Assistant Deputy Minister and Executive Financial Officer, Corporate Services Division
- Assistant Deputy Minister, Employment and Labour Market Services Division
- Assistant Deputy Minister, Service Delivery Division
- Assistant Deputy Minister and Chief Information Officer, Information Services Division
- Assistant Deputy Minister, Research, Innovation and Policy Division
- Assistant Deputy Minister, Accessibility Directorate

**Budget:**

Ministry of Social Development and Poverty Reduction Service Plan 2024/25 – 2026/27:

## Financial Summary

(\$000s)	2023/24	2024/25 Estimates	2025/26 Plan	2026/27 Plan
	Restated Estimates <sup>1</sup>			
<b>Operating Expenses</b>				
Income Assistance	3,289,354	3,502,169	3,525,256	3,525,256
Employment	30,273	30,897	30,897	30,897
Community Living Services	1,410,433	1,626,906	1,669,397	1,669,397
Employment and Assistance Appeal Tribunal	1,915	1,945	1,945	1,945
Executive and Support Services	13,356	14,055	14,055	14,055
<b>Total</b>	<b>4,745,331</b>	<b>5,175,972</b>	<b>5,241,550</b>	<b>5,241,550</b>
<b>Capital Expenditures</b>				
Executive and Support Services	1,854	2,124	1,854	1,854
<b>Total</b>	<b>1,854</b>	<b>2,124</b>	<b>1,854</b>	<b>1,854</b>

<sup>1</sup> For comparative purposes, amounts shown for 2023/24 have been restated to be consistent with the presentation of the 2024/25 Estimates.

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

# Core Business Program Areas



## PROGRAM AREA: CORPORATE SERVICES DIVISION

**ADM Responsible:** Adam McKinnon, Assistant Deputy Minister and Executive Financial Officer

### Overview of the Corporate Services Division:

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. This includes financial governance and services, budgeting, facilities, strategic human resources and workforce planning, corporate communications, learning and training development, corporate planning and performance management, and strategic social sector initiatives.

### Budget:

The FY 2024/25 budget for CSD is \$11.011 million.

### Full Time Equivalents (FTEs)\*: 118

\*As of June 30, 2024.

Includes 29 FTE funded from federal recoveries (CPP staff)

### Related Legislation:

- [Employment and Assistance Act](#)
- [Employment and Assistance for Persons with Disabilities Act](#)
- [Core Policy and Procedures Manual](#)
- [Financial Administration Act](#)
- [Community Living Authority Act \(CLBC\)](#)

### Organizational Chart:

Assistant Deputy Minister, Corporate Services Division and Executive Financial Officer

Executive Director, People Strategies Branch and Chief Human Resources Officer

Director, Corporate Communications

Director, Inclusion, Diversity and Cultural Safety

Director, Strategic Human Resources (two positions)

Director, Workforce Intelligence and Research

Executive Director, Corporate Planning and Strategic Initiatives Branch

Director, Corporate Strategic Initiatives

Executive Director, Financial and Administrative Services Branch and Chief Financial Officer

Director, Financial Operations

Director, Facilities and Workplace Solutions

Director, Financial Policy, Planning and Procurement

## PROGRAM AREA: EMPLOYMENT AND LABOUR MARKET SERVICES DIVISION

**ADM Responsible:** Karen Blackman, Employment and Labour Market Services Division

### **Overview of the Employment and Labour Market Services Division:**

The Employment and Labour Market Services Division supports all British Columbians in achieving sustainable employment. To help those in need find and maintain employment, the division works with contracted service providers to provide job search resources, employment planning, skills assessment, training, work experience and more. In FY24/25 over 94,000 people were served through WorkBC Employment Services with 102 WorkBC Centres across BC and province-wide apprenticeship services;

ELMSD is organized into five branches:

**Operations Branch:** The Operations Branch manages the 47 WorkBC contracts to support successful client outcomes across the program. The branch ensures quality contract management, planning, and financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with WorkBC providers. The branch also supports the implementation of corporate strategies in Regional Operations.

**Divisional Services Branch:** The Divisional Services Branch is responsible for providing expertise in the areas of finance, quality assurance, risk management, planning, procurement, training, program analytics, federal compliance, systems support, website maintenance, and records management. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

**Policy and Program Development Branch:** The Policy and Program Development Branch is responsible for developing strategic, innovative and evidence informed employment programs, policies and initiatives that support provincial goals related to sustainable employment and poverty reduction. As part of this work, the branch is responsible for developing and maintaining key external and internal partnerships that are essential to policy and program development, including service providers, Indigenous organizations, and other levels of government.

**Community & Employer Initiatives Branch:** The Community & Employer Initiatives Branch supports inclusive employment opportunities for job seekers through project-based investments, employer partnerships, and specialized employability services. The Branch works with a wide network of partners to test and implement innovative initiatives that increase social inclusion, reduce barriers for those far removed from the labour market, and support people navigating complex needs in their path towards employability. This includes providing secretariat support to the Presidents Group, an employer-based advisory committee to the Ministry, and delivering Employability Planning Services for people receiving BC income assistance.

**Strategic Initiatives:** The Strategic Initiatives Branch leads intra and inter-divisional as well as cross-ministry strategic corporate, engagement and policy projects. This includes leading the Ministry's

involvement in the Future Ready Action Plan, development and implementation of the Care Economy Strategy, and the Provincial Employment Services Modernization and Procurement Project. The branch also undertakes ad hoc divisional initiatives outside the scope of other branches at the direction of the Assistant Deputy Minister.

#### Labour Market Transfer Agreements:

This branch is the primary liaison between Canada and BC for the Canada-BC Labour Market Development Agreement and intergovernmental relations associated with it. The branch is responsible for representing overall strategic positioning and the priorities of the province with the Forum of Labour Market Ministers and ensuring BC's interests in negotiating future agreements to support provincial programming.

#### Budget:

The FY 2024/25 budget for ELMSD is \$373M.

- \$296M Federal LMDA funding
- \$31M Provincial funding

Government Financial Information

**Full Time Equivalents (FTEs)\*:** 190 approximately

#### Organizational Chart:

Assistant Deputy Minister, Employment and Labour Market Division

Executive Director, Operations Branch

Director of Integrated Services & Program Improvements

Director of Strategic Engagement & Initiatives

Director of Regional Operations, Regions 1, 3, 4

Director of Regional Operations, Regions 2

Executive Director, Divisional Services Branch

Director of Business Modernization & Analytics

Director of Finance Analysis and Assurance

Executive Director, Community & Employer Initiatives Branch

Director of Employability Planning Services

Director of Employer Engagement Initiatives

Director of Inclusive Employment Initiatives

Director of Community & Employer Partnerships

Executive Director, Policy and Program Development

Director of Service Design

Director of Operational Policy & Inclusive Employment

Director of Research & Indigenous Policy

Executive Director, Strategic Initiatives Branch

Executive Director, Labour Market Transfer Agreements

## PROGRAM AREA: SERVICE DELIVERY DIVISION

**ADM Responsible:** Raymond Fieltch, Service Delivery Division

### **Overview of the Service Delivery Division:**

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.

The Service Delivery Division is organized into six branches:

**Community Services Branch (CSB):** Provides in-person services at 84 locations around the province, including 36 Ministry office locations and 48 partnership Service B.C. office locations.

**Virtual Services Branch (VSB):** Provides services by phone and online, connecting clients and applicants with financial assistance and other supports. 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).

**Community Integration Services Branch (CISB):** Works directly with individuals who are homeless, precariously housed or at risk of experiencing homelessness, or through community partners to connect them with financial assistance and community supports.

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

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.

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. Manages the relationship with community partners and service providers, to resolve client specific or systemic concerns.

**Budget:**

The FY 2024/25 budget that SDD manages is \$569 million

**Full Time Equivalent (FTEs)\*: 1,700 approximately**

\*Data Source: SDD Executive Reporting App, as of June 30, 2024, FTE burn

**Related Legislation:**

- [Employment and Assistance Act](#)
- [Employment and Assistance for Persons with Disabilities Act](#)

**Organizational Chart:**

Assistant Deputy Minister, Service Delivery Division

- Executive Director, Community Services Branch
  - Director of Service Delivery (three positions)
- Executive Director, Virtual Services Branch
  - Director of Service Delivery (three positions)
- Executive Director, Community Integration Services Branch
  - Director of Service Delivery
  - Director of Partnerships, Performance and Practice
- Executive Director, Prevention and Loss Management Services Branch
  - Director of Program Integrity and Evaluation
  - Director of Criminal Operations
  - Director of Operations
- Executive Director, Operations Support Branch
  - Director of Analytics and Business Intelligence
  - Director of Recruitment, Staffing and Contracts
  - Director of Finance, Facilities and Asset
  - Director of Communications, Engagement and Organizational Health
- Executive Director, Strategic Services Branch
  - Director of Strategic Partnerships and Communications
  - Director of Strategic Projects and Technology Integration
  - Director of Knowledge Management

## PROGRAM AREA: INFORMATION SERVICES DIVISION

**ADM Responsible:** Dwayne Quesnel, Assistant Deputy Minister and Chief Information Officer

### Overview of the Information Services Division:

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)

Services include information management and information technology (IM/IT) resource and investment planning, solution delivery, maintenance and support, security and privacy, and workplace technologies including workstation/device support.

### Budget (millions):

The FY 2024/25 budget for ISD is:  
 \$62.07M Base Operating  
 \$29.89M recovered from other ministries  
 \$32.18M Net Operating Budget  
 \$22.00 TOTAL IM/IT CAPITAL

### Full Time Equivalent (FTEs)\*:

214 total including 154 FTEs base, and 60 FTEs capital/recovered

\*As of August 30, 2024.

### 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:

Assistant Deputy Minister and Chief Information Officer  
 Executive Director, Chief Technology Officer  
     Director, Infrastructure and Platform Services  
     Director, Quality Assurance and Transformation  
     Director, Business Intelligence  
     Director, Social Sector Security and Privacy  
 Executive Director, Digital Transformation  
     Director, Development and Digital Delivery  
     Director, Program Director Application Modernization  
 Executive Director, Business Operations

Director, Business Alignment  
Director, MCFD Transformation and RAP Replacement  
Director, Business Alignment  
Director, Business Alignment  
Director, Business Alignment  
Executive Director, Business Performance  
Director, Digital Talent  
Director, Finance  
Director, Service Management Operations  
Director, Service Management Operations  
Director, Alliance Management Office

## PROGRAM AREA: RESEARCH, INNOVATION AND POLICY DIVISION

**ADM Responsible:** Suzanne Christensen, Assistant Deputy Minister

### Overview of Core Business / Program Area:

The Division is responsible for a variety of functions, including:

- Reviewing, developing and updating policies, regulations and legislation related to the BC Employment and Assistance Program, which governs the income and disability assistance system in the province;
- Caseload forecasting to support the development of the ministry's budget and costing proposed policy changes;
- Research to identify challenges in the caseload as well as opportunities to improve outcomes for clients (housing, employment, etc.);
- Research, policy, legislation and reporting on poverty reduction, including the Poverty Reduction Strategy Act, and the Poverty Reduction Strategy and providing secretariat support to the Minister's Poverty Reduction Advisory Committee;
- Leading strategic policy development, partnerships, and funding agreements for a number of mandate items, including food security, non-profits (Parliamentary Secretary for Community Development and Non-profits) and period poverty;
- Representing BC's interests on social services and poverty reduction through intergovernmental activities with provinces, territories, the federal government, Modern Treaty Nations, First Nations and Indigenous peoples during the development and implementation of policies and legislative/regulatory change;
- Supporting coordination of Indigenous engagement and cross-ministry reconciliation initiatives including Declaration Act alignment and advancing/reporting on ministry commitments in the Declaration Act Action Plan;
- Delivering legislatively mandated reconsideration services for BC Employment and Assistance programs and the provincial Affordable Childcare Benefit Program;
- Managing drafting, review and administrative/approval process for OICs, regulations, legislation and proclamations for the Ministry; and
- Acting as a functional link to the Employment and Assistance Appeal Tribunal.

These functions are delivered through the following branches:

- Research
- Strategic Policy and Legislation
- Strategic Policy Initiatives
- Reconsideration, Appeals and Administrative Fairness.

### Budget:

2024/25 operating budget allocation is \$7,467,000.

### Full Time Equivalents (FTEs):

62 FTEs.

### Related Legislation:

Employment and Assistance Act  
 Employment and Assistance for Persons with Disabilities Act  
 Poverty Reduction Strategy Act  
 Community Living Authority Act  
 Accessible BC Act  
 Early Learning Child Care Act

**Organizational Chart:**

Assistant Deputy Minister

Executive Director, Strategic Policy Initiatives

Director, Poverty Reduction

Director, Indigenous & Intergovernmental Relations

Executive Director, Strategic Policy and Legislation

Director, Policy

Director, Policy

Director, Legislation

Director, Litigation and Policy

Executive Director, Research

Director, Analytics and Forecasting

Director, Reconsideration, Appeals and Administrative Fairness

Director, Performance Management and Accountability

## PROGRAM AREA: ACCESSIBILITY DIRECTORATE

**ADM Responsible:** Sam Turcott, Assistant Deputy Minister

### Overview of the Accessibility Directorate:

The Accessibility Directorate supports government's implementation of the *Accessible British Columbia Act* (Act). The Act establishes a framework for government to work in partnership with people with disabilities and the broader community to identify, remove, and prevent barriers to the full and equal participation of people with disabilities in BC. Similar legislation has been adopted Federally and by most Provinces. The Accessibility Directorate supports implementation of all portions of the Act including:

- Reporting Requirements (Part 2);
- Coordinating development and administration of government's *Accessibility Plan*, Feedback Tool, and Accessibility Committee as well as overseeing support to more than 750 prescribed public sector organizations (Part 3); and
- Supporting the development of Accessibility Standards (Part 4).

Provisions of the Act related to Compliance and Enforcement (Parts 5 and 6) are not in force.

In addition to the work under the Accessible BC Act, the Accessibility Directorate:

- Manages several Accessibility related grants to non-profit organizations;
- Supports several initiatives internal to Government and externally to support inclusion and accessibility. This includes chairing a number of Federal/Provincial/Territorial tables related to accessibility.

**Budget:** The FY 2024/25 budget for AD is \$1.76 million (operating)

**Full Time Equivalents (FTEs)\*:** 14.5

\*As of June 30, 2024.

### Related Legislation:

- *Accessible British Columbia Act*

### Organizational Chart:

Assistant Deputy Minister, Accessibility  
 Director, Engagement  
 Director, Policy

# Crown Agencies



## CROWN AGENCY PROFILE

**Name:** Community Living BC (CLBC) Overview

### **Legislative Authority:**

CLBC is mandated under the Community Living Authority Act. 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.

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.

### **Mandate:**

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. 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 is currently estimated to serve approximately 28,000 (2023/24) individuals with developmental disabilities across the province through a network of more than 850 funded service providers and person-centred societies, and over 5,000 individualized funding agents. A range of home support, employment, community inclusion, and individual and family support services are delivered through these contracted service providers and individualized funding arrangements. CLBC ensures reliable third-party service delivery through various quality assurance, policy, contracting and financial mechanisms.

### **Advice/Recommendations**

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.

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.

### **Current Appointees:**

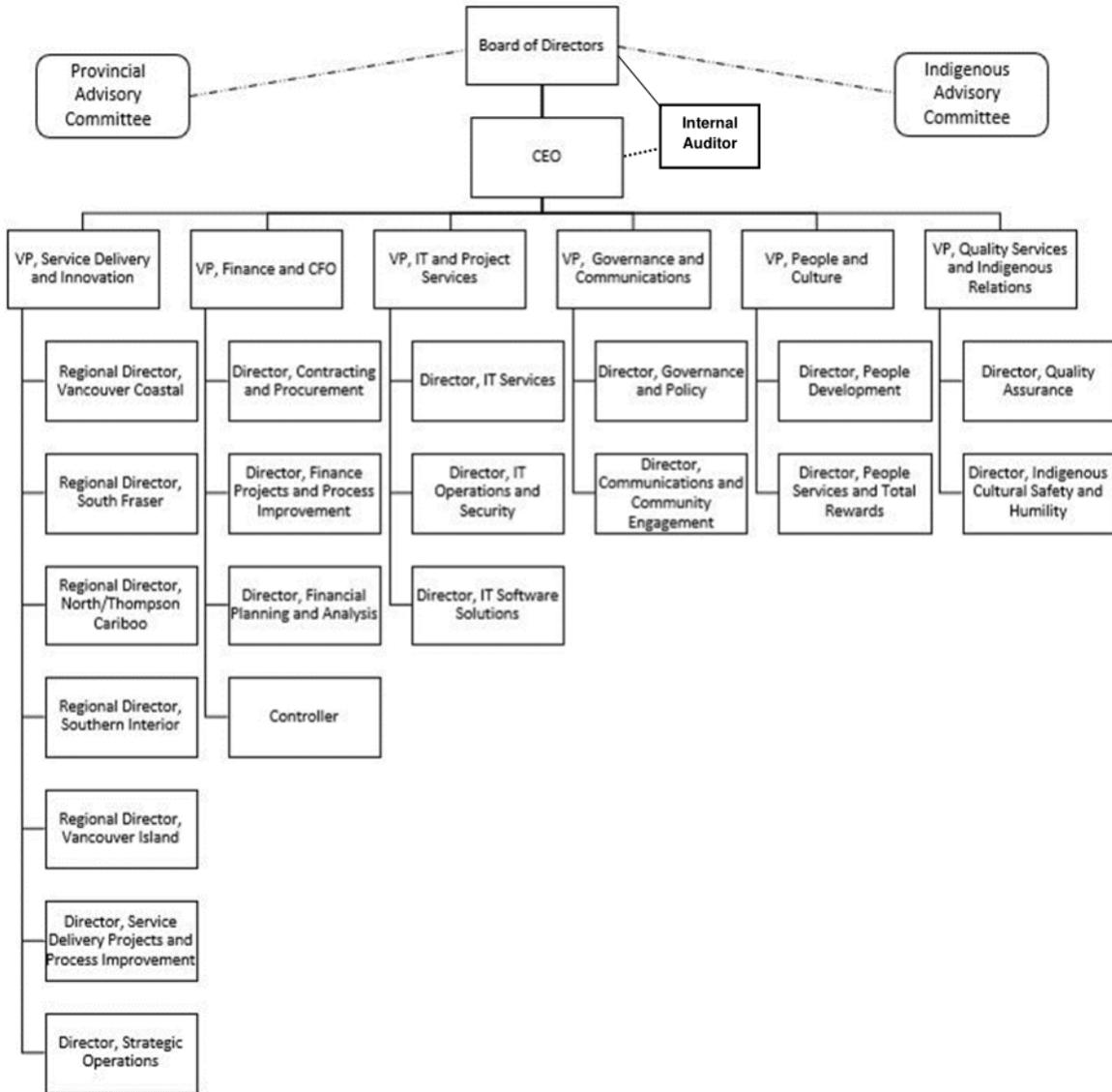
CLBC has an 11-member Board of Directors that is responsible for, among other things, ensuring CLBC meets its mandate, the Crown's Service Plan and Budget, and its Strategic Plan. Board members are appointed by the Minister of Social Development and Poverty Reduction for up to a 3-year term and may be appointed for up to two terms totaling 6 years. The current Chair of the Board is Shane Simpson.

Recent changes to the *Community Living Authority Act* codified the composition of CLBC's Board to include representation of self-advocates, family members, and Indigenous peoples, and made its Indigenous Advisory Committee a formal advisory committee to the Board. A Provincial Advisory Committee made up of individuals and families is also in place.

**Appointments Required: Four (4) appointments to the CLBC Board are required within the next 30 days to replace Board members whose terms expire December 31, 2024.**

Advice/Recommendations

2024 CLBC Organizational Chart



## Board Members and Committees

Name	Position	Region	Appointed First Term	Appointed Second Term	Term Expiry
<b>Shane Simpson</b>	Chair, Director	Victoria	1 Jul 2024		30 Jun 2027
<b>Corey Walker</b>	Director	Prince George	22 Apr 2022		22 Apr 2025
<b>Alain LeFebvre</b>	Director	Prince George	17 Oct 2022		17 Oct 2025
<b>Akshay Sachdeva</b>	Director	Surrey	01 Jan 2024		31 Dec 2026
<b>Stephen Lee</b>	Director	Delta	01 Jan 2023		31 Dec 2025
<b>Marnie Larson</b>	Director	Richmond	1 Jan 2019	14 Dec 2021	31 Dec 2024
<b>Julia Payson</b>	Director	Vernon	01 Jan 2019	14 Dec 2021	31 Dec 2024
<b>Simon Philp</b>	Director	Victoria	01 Jan 2019	14 Dec 2021	31 Dec 2024
<b>Patti Sullivan</b>	Director	Victoria	01 Jan 2019	14 Dec 2021	31 Dec 2024
<b>Joely Viveiros</b>	Director	Vancouver	31 Dec 2019	31 Dec 2022	31 Dec 2025
<b>Amber Rainshadow</b>	Director	Victoria	1 Aug 2021	31 July 2024	31 Jul 2027

Committee	Chair	Members
Finance & Audit	<b>Simon Philp</b>	Alain Lefebvre Patti Sullivan  Shane Simpson (ex-officio)
Governance & Human Resources	<b>Joely Viveiros</b>	Marnie Larson Akshay Sachdeva  Shane Simpson (ex-officio)
Service Quality & Performance	<b>Julia Payson</b>	Stephen Lee Amber Rainshadow Corey Walker  Shane Simpson (ex-officio)

**Ministry of Social Development and Poverty Reduction  
30-60-90-Day Issues**

Issue / Decision / Activity	Brief Description
<b>30 Days</b>	
Employment Services Modernization	Advice/Recommendations
Budget 2025	Cabinet Confidences
<b>60 Days</b>	
Canada Disability Benefit (CDB) Cabinet Confidences	Advice/Recommendations; Cabinet Confidences
CFCSA Cabinet Confidences	Advice/Recommendations; Cabinet Confidences; Intergovernmental Communications
<b>90 Days</b>	
BCEA Framework Cabinet Confidences	Advice/Recommendations; Cabinet Confidences



**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION  
KEY STAKEHOLDERS**

Name	Description	Key Issues / Interests
<p><b>BC CEO Network</b></p> <ul style="list-style-type: none"> <li>• Brenda Gillette, CEO</li> <li>• Brandon Arnett, President</li> </ul>	<p>The BC CEO Network represents over 100 Executive leaders of community social service agencies across BC to provide a collective voice on sector issues and promote leadership development.</p>	<ul style="list-style-type: none"> <li>• The BC CEO Network has played a leading role in advocating for management compensation reform, particularly in how that compensation is managed by CLBC, to ensure social services agencies are adequately funded to recruit and retain leadership talent.</li> </ul>
<p><b>Federation of Community Social Services of BC</b></p> <ul style="list-style-type: none"> <li>• Kishone Roy, Executive Director</li> </ul>	<p>The Federation of Community Social Services of BC represents agencies who provide support to individuals and communities in B.C, with members offering 685 programs in 160 communities throughout B.C. (both on and off reserve) and who employ more than 6,000 British Columbians representing almost \$450 million of community investment in the social services sector.</p>	<ul style="list-style-type: none"> <li>• The Federation of Community Social Services of BC plays a leadership role in the sector and at the Social Services Sector Roundtable (chaired by the minister of SDPR) to bring forward sector-wide issues including compensation, recruitment and retention, professional development, service modernization, and research opportunities to inform future decisions.</li> </ul>
<p><b>Community Social Services Employers' Association of BC (CSSEA)</b></p> <ul style="list-style-type: none"> <li>• Sandra Case, CEO</li> </ul>	<p>CSSEA was established by government in 1994 to coordinate collective bargaining for publicly-funded employers in the sector. As one of six employers' associations in BC, CSSEA is also responsible for coordinating labour relations and human resources activity for the sector.</p>	<ul style="list-style-type: none"> <li>• Sandra Case was appointed as CSSEA's new CEO in June, 2024. CSSEA plays a lead role in compensation data collection and analysis on behalf of government to inform future funding decisions. <i>Advice/Recommendations</i></li> </ul> <p><i>Advice/Recommendations</i></p>

Name	Description	Key Issues / Interests
<b>BC Association of Aboriginal Friendship Centres</b> <ul style="list-style-type: none"> <li>Leslie Varley, Executive Director</li> </ul>	The BC Association of Aboriginal Friendship Centres is the umbrella organization for Friendship Centres across B.C. - not-for-profit, Indigenous-led, social service organizations that work to promote, develop, and deliver accessible programs and services that support Indigenous peoples living in urban areas and away from home.	<ul style="list-style-type: none"> <li>The BCAAFC plays a leadership role in the social services sector with respect to reconciliation practices and initiatives and plays a key role in the Social Services Sector Roundtable (chaired by the minister of SDPR) by bringing forward agenda items and learnings for broader discussion. Most recently this organization developed the first Indigenous MBA program in partnership with the University of Victoria.</li> </ul>
Lookout Society <ul style="list-style-type: none"> <li>Shayne Williams, ED</li> </ul>	Lookout Housing and Health Society is a non-profit charitable organization established in 1971. They offer a range of programs, housing and health solutions to vulnerable adults living with multiple challenges.	Lookout serves 19 municipalities in Vancouver Island and the Lower Mainland of British Columbia: Vancouver, Surrey, New Westminster, West Vancouver, North Vancouver (City and District), Burnaby, Langley, Abbotsford, Chilliwack, Mission and Maple Ridge. Including emergency and extreme weather shelters, Lookout houses more than 1,800 people each night.
WISH <ul style="list-style-type: none"> <li>Jenny Sloman</li> </ul>	To improve the health, safety and well-being of women who are involved in Vancouver's street-based sex trade.	
TAPS <ul style="list-style-type: none"> <li>Doug King, ED</li> </ul>	Together Against Poverty Society (TAPS) was established in 1989 and is one of the largest anti-poverty organization on Vancouver Island.	TAPS is a recognized leader and resource for citizens, community groups, and social agencies attempting to reduce poverty. We serve over 7,000 people each year, and we still cannot meet the needs of everyone who approaches us.
CoolAid Society <ul style="list-style-type: none"> <li>Elin Bjarnason, CEO</li> </ul>	A community where no one is forced to sleep on the street or go hungry and everyone has the dignity that comes with home, health and connection.	Permanent housing, emergency shelter, health and dental care, employment assistance, and social and recreational opportunities.

Name	Description	Key Issues / Interests
Carnegie Outreach	City of Vancouver street outreach team; provides additional support to those most marginalized in the community and the least likely to be accessing traditional social services.	Housing, Shelters and winter response strategy.
Lu'ma Native Housing Society <ul style="list-style-type: none"> <li data-bbox="247 638 495 662">• Mary Uljevic, ED</li> </ul>	Lu'ma has developed, owns and manages more than 1250 affordable housing units. Lu'ma Native Housing Society was first incorporated in 1980 and has since evolved to provide a broad range of services that improve the social determinants of health.	Housing and homelessness
All Nations Outreach Society <ul style="list-style-type: none"> <li data-bbox="247 885 470 909">• James Harry Sr</li> </ul>	All Nations Outreach Society is an emerging non-profit society founded outreach/peer support workers. The Society provides trauma informed holistic support connection to Indigenous people on the DTES.	The All Nations Outreach Society is proactively and collaboratively creating strategies that consider how Indigenous peoples and communities experience intergenerational trauma. The impacts on communities will depend on their size, remoteness to other communities and urban developments, jurisdictional boundaries, authority and current social infrastructure. The All Nations Outreach Society identifies the gaps and seeks to fill them.
DTES Women's Centre <ul style="list-style-type: none"> <li data-bbox="247 1130 464 1154">• Liza McDowell</li> </ul>	The mission of the DEWC is to provide a safe, non-judgmental environment for self-identifying women (cis, trans, 2S), from all walks of life, who live and/or work in the Downtown Eastside.	Food security, mental health, substance use and poverty reduction.

Sheway <ul style="list-style-type: none"> <li>Carrie Humchitt, ED</li> </ul>	Sheway provides comprehensive health and social services to women who are pregnant and/or parenting young children and who are experiencing current or previous issues with substance use.	Food security, mental health, substance use and poverty reduction.
<b>Name</b> RainCity Housing <ul style="list-style-type: none"> <li>Catharine Hume &amp; Greg Richmond, Co-Eds</li> </ul>	<b>Description</b> For four decades RainCity Housing has used government funds and donor dollars to create, implement, and manage housing and support programs that sustain relationships, strengthen communities and make change for people experiencing homelessness and mental health, trauma and substance use issues, throughout BC's lower mainland.	<b>Key Issues / Interests</b> Housing and poverty reduction
Homelessness Services Association of BC <ul style="list-style-type: none"> <li>Stephen D'Souza, ED</li> </ul>	Member-driven organization supporting shelters, drop-in centres, homeless outreach teams, education and other service providers addressing the needs of persons experiencing homelessness with the goal to ending homelessness.	Extreme weather response program, poverty reduction, trauma informed training, homelessness outreach.
South Asian Community Hub (SACH) <ul style="list-style-type: none"> <li>Daljit Gill-Badesha, ED</li> </ul>	Providing support for South Asian men and women who experience significant challenges related to substance use, mental health, homelessness and poverty.	Substance use, mental health, homelessness and poverty

<p>CMHA Kelowna</p> <ul style="list-style-type: none"> <li>• Mike Gawliuk, CEO</li> </ul>	<p>CMHA-Kelowna creates opportunities and connections for people of all ages to understand and nurture their mental health and well-being.</p>	<p>Substance use, mental health, homelessness and poverty</p>
<p>Turning Points</p> <ul style="list-style-type: none"> <li>• Randene Wejr</li> </ul>	<p>Turning Points Collaborative Society provides outreach, shelter services and various housing options for vulnerable people experiencing, or at risk of experiencing, homelessness in the Okanagan.</p>	<p>Sustainable appropriate housing, healthy communities, community outreach, addiction and employment services.</p>
<p><b>Name</b></p> <p>Active Support Against Poverty (ASAP)</p> <ul style="list-style-type: none"> <li>• Kim DeMeyer</li> </ul>	<p><b>Description</b></p> <p>Advocacy services for low-income people in Prince George.</p>	<p><b>Key Issues / Interests</b></p> <p>Removal of systemic barriers to income supports and poverty reduction.</p>
<p>Our Place</p> <ul style="list-style-type: none"> <li>• Julian Daly, CEO</li> </ul>	<p>Our Place Society has grown from a unique inner-city community centre to multiple locations serving Greater Victoria’s most vulnerable, including people struggling with homelessness, mental health challenges, substance use issues, the working poor, LGBTQ+, and impoverished elderly.</p>	<p>Poverty reduction, homelessness and housing.</p>

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Advice/Recommendations

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## MAJOR CORPORATE ISSUE NOTE – INTERGENERATIONAL POVERTY

### **Ministries:**

Social Development and Poverty Reduction (SDPR) is the lead ministry. The ministries of Education and Child Care (ECC), Finance (FIN), Citizen Services (CITZ), and Post Secondary Education and Future Skills (PSFS) are participating in this initiative. Other ministries with programs that support children, youth and young adults may also be involved, for example the Ministry of Children and Family Development (MCFD).

### **Issue:**

Poverty reduction is a continuing government priority. Considerable investments have been made in programs and supports to assist people to leave poverty, but comparatively little has been done to disrupt the progression of children growing up in poverty and remaining there in their adult years. Better supporting children, youth, and families living in poverty has the potential to lower poverty rates, reduce caseload growth in several sector areas, and create positive social, health and economic benefits for people and communities across the province.

Despite considerable gains in the last decade, 97,000 children (one in ten children) in the province live in poverty and are up to 75 times more likely to live in poverty as an adult than a child who never experiences childhood poverty. 53,000 of these children live in families who are receiving income assistance (IA), which is considered deep poverty. Based on historical data, 15,000 (30%) of them will spend much of their adulthood in poverty including 9,000 who will be dependent on income assistance.

This project provides options that range from supporting families and youth on income assistance to access existing government programs, to providing major investments for all families and youth in poverty. The options are complementary so can be scaled up. The options can also be assessed in pilot projects to identify effectiveness and manage costs. The goal would be to lower the incidence of children transitioning to poverty as adults. It would provide supports to these children/youth, and their families, and measure outcomes over the next 10 years. It is still in development.

### **Background:**

As poverty touches many ministries, addressing intergenerational poverty requires a whole-of government approach. The decision to target children and youth living in poverty is based on evidence that prevention rather than treatment of social issues is more effective.

#### Consequences of Intergenerational Poverty

Children who spend part of their childhood in poverty have a 10% chance of living in poverty as an adult - 13 times more likely than a person who never experienced poverty as a child. The risk increases with time spent in poverty as a child, as children who spend at least half of their childhood in poverty have a 45% chance of being in poverty as an adult, 75 times more likely than a person who never experienced poverty as a child. While some children spend only a brief period of time in poverty, many spend much of their childhood in poverty. Of the current caseload of children on income assistance in June nearly

half had spent most of their childhood on assistance – and likely much more in poverty.

The cost to government from not addressing intergenerational poverty is high. The lifetime cost of just one youth who transitions to IA as an adult is estimated at \$165,000. Many will transition to disability assistance (DA) which provides more financial support and is associated with a greater dependency rate.

Babies born with low birth weight, more common in low-income families, have higher initial care costs and ongoing costs from lifelong health issues. Primary responders and emergency rooms in BC are overwhelmed with calls for help from people experiencing an overdose event or other health crisis related to addictions or homelessness, much more prevalent in people who grew up in poverty.

In addition to the extra costs for government services, tax revenues are lower from adults who grew up in poverty as they frequently work in unstable, low-paying jobs. While no firm estimate of the lifetime cost of growing up in poverty is available, it is reasonable to expect that the lifetime cost to government for the average adult who spent much of their childhood in poverty will be in the hundreds of thousands.

### Breaking the Cycle of Poverty

The need to better support children, youth, and young adults living in poverty is based on evidence that prevention of social issues is more effective than treatment. The lengthy period of return means the benefits accruing to government through cost savings and tax revenues will be greater than those gained through a focus on addressing adults in poverty. Reducing intergenerational poverty also supports the recently updated Poverty Reduction Strategy.

While there are some initiatives targeted towards reducing intergenerational poverty (e.g., Strengthening Abilities and Journeys of Empowerment, Provincial Tuition Waiver Program), most are targeted toward specific cohorts (e.g., former youth in care) leaving many families and children behind (see Appendix A for a list of key government investments towards reducing intergenerational poverty). Additionally, many of these programs are underutilized due to strict eligibility criteria, application processes that are difficult to navigate, and a lack of coordination among program areas.

Targeting supports to those who are at particularly elevated risk of poverty or at critical life transition points can help break the cycle of poverty by preventing people from “falling through the cracks.” People experiencing abuse, for example, are at higher risk of poverty. Children born into poverty often experience developmental issues from the high cortisol levels passed on from the mother. Family breakdown or the onset of illness or disability in a parent can worsen the outcomes of children.

### **Opportunities:**

Within the population of children living in poverty, government can identify those children who are at greater risk of poor outcomes and where interventions could be more impactful. This is especially true for children on income assistance. Because not all children will be able to be included initially there is an opportunity for some understanding of outcomes versus a control group.

The following three options are potential interventions that could be undertaken to determine effectiveness/impacts. These options are complementary and scalable, and each can be piloted.

Advice/Recommendations



**Indigenous Considerations:**

Indigenous people are disproportionately impacted by poverty (with a 16.8% poverty rate) due to the ongoing impacts and lasting legacies of colonial practices and policies. As the Province moves forward in advancing reconciliation with Indigenous Peoples, all options would need to be co-developed with Indigenous partners to ensure they are culturally appropriate, and trauma informed.

**Next Steps:**

Advice/Recommendations

## Appendix 1: Inventory of Ministry Programs

Current/Ongoing Cross-government programs for children, youth and people aged 19-29, SDPR, ECC, FIN, CITZ, PSFS, MCFD, PSSG

Ministry	Description	Funding Details	Eligibility Criteria	Year(s) operational	Detail/Note/Outcomes
MCFD	<b>Strengthening Abilities and Journeys of Empowerment (SAJE)</b> – expanded supports for people who have been in government care. Includes rent supplements, youth transition workers (navigators), life skills and training funding, mental health and counselling benefit, expanded dental and vision			Renamed in 2023	Advice/Recommendations  Advice/Recommendations
MCFD	<b>Youth Emergency Shelter (YES) pilot</b> - Maple Ridge. Provides support to youth 15-18 who are in crisis or at risk of homelessness			2023-present	•
FIN	<b>Indigenous Youth Internship Program</b> - offers a 12-month internship program that is intended to encourage/support Indigenous youth to consider employment with the BC Public Service or Indigenous organizations				
FIN	<b>Work-Able</b> - 12-month paid internship with the BC Public Service for recent (within the last three years) post-secondary graduates who self-identify as having a disability				
FIN	<b>B.C. Family Benefit</b> - provides a tax-free monthly payment to families with children under the age of 18. As of July 2023, the benefit increased by as much as \$250 annually for 2 parent families, and \$750 per year for a single-parent family with two children.				• Approximately 95% of single-parent families in B.C. get the benefit, with payments averaging \$2,254 over the year

Ministry	Description	Funding Details	Eligibility Criteria	Year(s) operational	Detail/Note/Outcomes
FIN	<b>B.C.'s Gender-Based Violence Action Plan</b> – includes actions such as increasing programming and supports for survivors, strengthening government's response to the crisis of missing and murdered Indigenous women and girls, and ramping up prevention and awareness campaigns.			4 years (2023-2027)	
ECC	<b>BC Tripartite Education Agreement (BCTEA)</b> - supports improved educational outcomes of First Nation students living on reserve and attending public school in B.C.			Five years (2018-2023)	<ul style="list-style-type: none"> <li>In 2022-23, approximately 4,600 Indigenous learners living on-reserve were supported by up to \$3.8 million in funding from Canada to enable safe and effective transportation to and from school and to extracurricular activities.</li> </ul>
ECC	<b>First Nations Children and Youth in Care Protocol</b> - The Protocol commits the Province and First Nations to work together to engage in action on specific issues and initiatives, seeking to improve the educational outcomes and well-being of Indigenous children and youth in care, and former youth in care through legislative, policy and practice reform.				<ul style="list-style-type: none"> <li>Protocol was signed May 2020</li> <li>Work is underway through the First Nations Children and Youth in Care Working Group to develop a workplan under the Protocol.</li> </ul>
ECC	<b>Student and Family Affordability Fund</b> - For the 2022-23 school year, ECC allocated funding to schools and districts to directly support parents and guardians of K-12 students who are temporarily facing financial challenges and need temporary assistance with the costs of school supplies, education-related fees, and dealing with food insecurity.			For the 2022-2023 school year	
ECC	<b>Feeding Futures Fund</b> – programs to ensure students in need are fed			3 years (2023-2026)	

Ministry	Description	Funding Details	Eligibility Criteria	Year(s) operational	Detail/Note/Outcomes
ECC	<b>Future Ready Skills</b>				<ul style="list-style-type: none"> <li>Provide students throughout BC with opportunities to learn about a variety of career paths</li> </ul>
PSFS	<b>StrongerBC: Future Ready Action Plan</b>				
PSFS	<b>Skills Training for Employment: Young Adults and Young Adults at Risk Programs</b> - both programs provide needs-based skills training and employment supports to help overcome barriers to employment and give young people (ages 16-29) skills needed to succeed in the workplace and beyond.			2 years (2023-2025)	<ul style="list-style-type: none"> <li>Partnership between provincial and federal government – Government of Canada funded program through the Canada-B.C. Workforce Development Agreement (WDA).</li> <li>41 agreements were funded in 2023-24</li> </ul>
PSFS	<b>BladeRunners Program</b> - supports at-risk youth aged 15-30 to obtain life skills and job readiness training, job placement, and employment supports				<ul style="list-style-type: none"> <li>In 2023-24, the program served approximately 1,300 participants in all B.C. regions</li> </ul>
PSFS	<b>Provincial Tuition Waiver Program</b>				<ul style="list-style-type: none"> <li></li> </ul>
PSFS	<b>Learning for Future Grant</b>				<ul style="list-style-type: none"> <li></li> </ul>
PSSG	<b>Victim Service and Violence Against Women Programs</b> – a variety of supports, including over 159 police-based and community-based victim service programs, 239 Violence Against Women Counselling and Outreach programs, nine domestic violence units, 70 new sexual assault services programs (18 of which provide Indigenous-focused services), and five regional sexual assault centres.				<ul style="list-style-type: none"> <li>In 2023, over 50,000 new clients were supported</li> <li>The new sexual assault services programs are a key component of Safe and Supported: British Columbia’s Gender-Based Violence Action Plan, which was released in December 2023.</li> </ul>
PSSG	<b>Crime Victim Assistance Program</b> - benefits for counselling and other supports to eligible victims, immediate family members, and some witnesses to assist in recovery from the impacts of violent crime				

Ministry	Description	Funding Details	Eligibility Criteria	Year(s) operational	Detail/Note/Outcomes
PSSG	<b>Pacific Centre Family Services Association (PCFSA)</b> – PCFSA is a non-profit organization that provides community programs and services to vulnerable people and families in the Capital Regional District, such as parenting education, youth mentoring, and addiction-recovery services.				
SDPR	<b>Foundry Works!</b> - provides better access to services for young people with persistent and multiple barriers to employment or education			one-time grant for 3 years (2023-2026)	Since the start of the program: <ul style="list-style-type: none"> <li>• Over 800 youth have been engaged and supported</li> <li>• Over 70% of youth who have completed the program have gained employment or returned to school</li> <li>• Over 350 new health, community, and employer partnerships have been developed around the province</li> </ul>
SDPR	<b>Foundry – Youth Supporting Youth</b> - supports youth to train for jobs in the health and social services sector as youth peer support workers			3 years (2023-2026)	Since the start of the program: <ul style="list-style-type: none"> <li>• 17 Foundry centres have hired Youth Peer Support teams, including 16 peer support supervisors, and over 80 youth peer support workers</li> <li>• 50 youth peer support workers completed the Foundry Youth Peer Support training, with 20 more currently enrolled</li> </ul>
SDPR	<b>Improved Public Services for First Nations Governments and Youth</b> - the First Nations Public Service Secretariat (FNPSS) received provincial funding to research workforce needs and to support training and employment opportunities, particularly for young people in the First Nations public sector.				

Ministry	Description	Funding Details	Eligibility Criteria	Year(s) operational	Detail/Note/Outcomes
SDPR	Axis YWCA Metro Vancouver: trauma-informed, culturally safe employment program for women and non-binary newcomers and refugees who have experienced violence, abuse and/or trauma				Since the start of the program: <ul style="list-style-type: none"> <li>180 participants, with 90% program completion rate, participated in pre-employment skills training</li> </ul>
SDPR	Vancouver Foundation establishing fund for advocacy organizations to support SDPR clients to access unclaimed benefits, assist with tax filing, obtaining ID, etc.				
SDPR	Single Parent Employment Initiative Program				

Remaining programs and supplements applied to income and disability clients who are parents:

- Affordable Child Care Benefit – ECC
- Camp Fees Supplement - SDPR
- School Start Up Supplement - SDPR

## Appendix 2: Facts About Growing Up in Poverty

### Children growing up in poverty ....

- are up to 75 times more likely to live in poverty as an adult than a child who never experiences childhood poverty
- have a 45 percent chance of living in poverty as an adult if they spent more than half their childhood in poverty
- are at a disadvantage due to high cortisol levels during the gestational period if they were born into poverty, which results in slower development
- have less social capital (i.e., beneficial connections) and professional opportunities
- are more likely to be diagnosed with psychosis-related disorders (schizophrenia, bipolar)
- are more likely to be low-birth weight if born into poverty
- are less likely to complete high school and post-secondary school
- have lower lifetime earnings because of unstable, low-paying jobs
- are 4 times more likely to be on income assistance as a youth if they were on assistance as a child than children not on assistance (even if they were low-income)
- experience severe effects on some aspect(s) of functioning and development
- are at greater risk of homelessness, substance use problems, and interactions with the justice system as adults

## **Appendix 3: Options to Reduce Intergenerational Poverty**

Advice/Recommendations

## What the Options Would Mean

Advice/Recommendations



# Corporate Issue/Opportunity Notes



# 2024 SDPR Minister Transition Note

**Title: Improve client service and address workload**

**Date Last Revised:** September 11, 2024

## Key Points:

- The volume of clients receiving income or disability assistance has significantly increased in the last fiscal year.
- Key factors for the increase:
  - The economy has slowed.
  - The unemployment rate is higher than anticipated.
  - Lower labor force participation has not recovered to pre-pandemic levels.
  - Significant increase in cost of living.
  - Increase in the number of refugee claimants.
- Key priorities for the Ministry are delivering quality service in a timely manner for British Columbians in need and improving staff workload issues.
- The Ministry is addressing these priorities through technology improvements, greater integration/coordination with federal agencies, and improving client service.

## Accomplishments:

- Several recent accomplishments have been made including:
  - Technology updates to streamline intake and data processes, reducing low-value workload for staff and increasing time for high-value client service activities;
  - Implementation of a centralized training model to ensure staff are consistently trained with minimal impact to frontline resources.
- Please see **Appendix A** for further accomplishments, in progress work and future opportunities.

## Key Data: (statistics, tables, etc.)

- From April 2023 to April 2024, the Income Assistance (IA) caseload has grown 14.7%, while the Disability Assistance (DA) caseload has grown 3.3%.
- BC has seen a substantial rise in the number of refugee claimants since 2022, which has translated to caseload growth. The growth of refugee claimant cases has been accelerating. From January 2022 to April 2024, claimant cases increased by 246%.

## Budget/Financial Context:

- See **Appendix A**.

## 2024 SDPR Minister Transition Note

Service Delivery Division overall operating Budget:

(\$ millions)	2023/24		2024/25
	Budget	Actuals	Budget
Salaries/benefits	139.951	141.482	141.876
57 Travel	0.747	0.564	0.750
60 Professional Services	2.585	3.017	2.585
63 Information Systems	2.995	2.604	3.000
65 Office/Business Expenses	3.155	3.101	3.436
70 Operating Equip Vehicles	0.312	0.000	0.000
73 Amortization	0.275	0.000	0.000
75 Building Occupancy Charges	0.161	0.613	0.161
85 Other	0.020	0.008	0.020
88/89/90 Recoveries	(0.150)	(0.333)	(0.150)
<b>Total</b>	<b>150.051</b>	<b>151.056</b>	<b>151.678</b>

### Background:

- An increase in the number of clients has led to a corresponding increase in staff workload without a corresponding increase to staffing levels. The increase in clients started when federal pandemic benefits ended in October 2021, but growth has accelerated since mid-2023 due to immigration, economic and market conditions.
- There has been an increasing number of clients not previously on assistance (first-time clients). Many of these are refugee claimants, but non-refugee immigrants are also a rising proportion of first-time clients. Many of these clients are not natural English speakers, and this is a challenge for ministry offices with increased need for translation services and/or contracted interpreters.

Advice/Recommendations

**Appendix A:**

RECENTLY COMPLETED	UNDERWAY	FUTURE OPPORTUNITIES
<ol style="list-style-type: none"> <li>1. <b>Updates to My Self Serve (MySS) Portal</b> to streamline the intake process and reduce staff time spent on low value work – Aug 2024; \$130K.</li> <li>2. <b>Partial automated processing of monthly reports (SD81)</b> to reduce staff time spent on low value work and re-focus on higher value client-impact tasks – Feb 2024; \$60K.</li> <li>3. <b>Automated consolidation of documents uploaded by clients</b> to reduce staff time by assessing one combined document instead of looking through multiple documents – Feb 2024; \$200K.</li> <li>4. <b>Federal Benefits Management</b> to update administration of federal programs and data (e.g. CPP, OAS, EI) to provide more accurate data to staff and reduce requests for</li> </ol>	<ol style="list-style-type: none"> <li>1. Pilot <b>Interpretation Language Assistant technology</b> in select SDPR offices and with Community Integration Specialists to enable on-demand, real time interpretation solution for in-person client interactions – Nov 2024; \$25K.</li> <li>2. <b>Further Automate Monthly Reports (SD81) processing</b> to reduce staff time spent on low value work and re-focus on higher value client-impact tasks (approx. 3,100-3,800 hours per month) – FY25/26; \$400K.</li> <li>3. Implement <b>Callback Automation</b> function in the contact centre to increase staff efficiency and reduce wait times for clients – FY25/26; TBD.</li> <li>4. <b>Improve Analytics Capabilities</b> to increase efficiency and better coordinate analytics, data management and reporting functions – Oct 2024, TBD.</li> </ol>	<p>Advice/Recommendations</p>



<p>information from clients – August 2024; \$9M.</p> <p>5. <b>Enabling staff to re-submit Canada Revenue Agency tax requests</b> to reduce staff workload, reduce missing data, and provide better service to clients – Feb 2024; \$130K.</p> <p>6. Make <b>ICM Profile Changes</b> to enable easier distribution of workload for our staff – September 2024; \$0.</p> <p>7. <b>Modernization of training materials</b> to increase staff engagement and usability – Sep 2024; \$0.</p>	<p>5. Implement the <b>Business Rules Engine</b> to provide more transparency into eligibility for benefits for our clients – FY26/27, \$9M.</p> <p>6. <b>Automate the OAS/GIS data match</b> in ICM to eliminate need to manual staff work and reduce risk of incorrect support and shelter assistance payments to clients 65 and older – FY24/25; \$550K.</p> <p>7. <b>Address outstanding Forms/Letter fixes</b> to improve user experience, enable quicker service to clients and reduce staff time on low-value work that results from errors and misunderstandings due to outdated wording – FY24/25; \$70K.</p>	<p>Advice/Recommendations</p>
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# 2024 SDPR Minister Transition Note

## **Title: Re-Designing Assistance**

**Date Last Revised:** October 15, 2024

### **Issue:**

The current design of the income assistance system, which provides the same statutory benefit to every person who qualifies while imposing financial consequences for any outside income, has proven to be too rigid to reflect current social realities (cost of housing, family makeup) and ineffective at supporting people to become increasingly independent. Combined with a level of support from the program that is below the poverty lines, clients are often trapped in a precarious situation where the most stable option is for them to stay on assistance. There are a number of areas that offer opportunities to improve program equity, support clients in a better standard of living than possible on basic benefits (with minimal impact to the provincial treasury) and incent clients to rebuild their lives and eventually leave income assistance permanently.

### **Background:**

SDPR has sponsored a number of research projects over the past several years and has engaged in significant consultation on the Poverty Reduction Strategy. While there is not consensus on every aspect of the system, there is a common view, borne out in research, that the current approach to providing the same level of funding to all recipients, rules around ending assistance, and the treatment of income (through exemptions and clawbacks) work against the stated goal of helping people to get off income assistance and find permanent employment. The current system has been labeled a 'trap' which unintentionally provides incentives to stay on assistance.

There are some incentives to work, but only to the allowable exemption limit. Beyond that limit, clients feel punished as their income is clawed back. Clients are worried about taking on full time employment as their income assistance lifeline is dropped and then they have to go through the same application process again. The reality for many income assistance applicants and recipients is that their employment relationship is often tenuous due to their health or other factors, so their decisions are oriented around not losing the one sure lifeline that they have. This is particularly true for those young adults who grew up with parents on income assistance, for immigrants and refugees whose entry to the Canadian workforce is complicated by trauma and lack of language or training, and for parents whose number one concern is always whether or not they can keep their children well and fed. The system needs to support these populations to integrate into the workforce at the level of their capacity, and encourage employment attachment that exceeds the level of support from income assistance by training and development, and other supports. Likewise, employment programs have not adjusted to the changing caseload.



## 2024 SDPR Minister Transition Note

WorkBC employment programming reduces barriers for those who can work while Income Assistance continues to support those who cannot. In recent years, WorkBC has experienced significant growth in the number of clients needing services. This growth can be attributed to a slowing economy, the ending of Canada Emergency Response Benefit (CERB), and a significant increase in refugee and immigrant client populations. Ministry clients who are expected to work are referred to WorkBC programs for job search and training support and as caseload volumes increase, this has a corresponding increase in demand on employment programming. The pressure has been compounded by the federal cut to the employment programming funding (a reduction of 15% to SDPR employment services). Without training or employment assistance opportunities, ministry clients will likely have trouble finding and maintaining employment, creating an increased reliance on income assistance and further contributing to caseload growth.

The challenge for income assistance programming is to find the right balance between encouraging a return to the workforce and reducing incentives to stay on assistance. 25% of all employable clients who report leaving assistance for employment return to assistance within 12 months and 33% within two years.

The more we build the system internally to encourage clients to work the more we create barriers to leaving assistance. This is because you only benefit from these policies while on assistance. Options to address this would include policies and programs that are external to income and disability assistance, and that are available to clients who leave for employment. This smooths out the on/off assistance transition, reducing the risk of leaving, helping former clients to weather short-term financial storms, and supporting career development. Programs such as the earnings supplement (Self Sufficiency Project) and earned income tax credits are known to be effective. Similar but less costly programs like re-employment bonuses and personal employment accounts have been tested in the US and shown to be effective. There are many possibilities for pilot projects that could test which combination of policies and programs would work best in British Columbia.

Some income assistance recipients will not realistically be able to ever work at anything other than part time employment with poor pay. Mental illness, substance use, unregulated behaviour, and trauma make it difficult to maintain employment or seek training. The system needs to support this population to work at their highest capacity while ensuring that they know the lifeline is there for them when they are unable to continue in the workforce.

Rates for medical equipment, orthotics, dental and optical supplements have not increased in many years (i.e., 10 years for dental, over 25 years for optical) and have not kept pace with current inflation and health care costs. This has caused a steady decline of medical equipment,

## 2024 SDPR Minister Transition Note

orthotics, dental and optical supplement usage by an average rate of approximately 2% per year over the past 10 years. In the past fiscal year alone, there has been a significant decline in usage of 14%. The difference between the Ministry's coverage rates, health professional's fee guide and the actual market costs has been widening. These low rates result in high out-of-pocket costs for clients, and ultimately, many individuals on assistance will forgo their health or dental care due to these out-of-pocket costs. Clients who forgo access to medical services due to affordability may end up seeking treatment through emergency rooms. When a person's untreated medical condition deteriorates, or they are forced to get by with inadequate medical equipment, it may lead to a decreased ability to work, limited function, and increased isolation. All these factors can make it harder for clients to become employed and leave assistance, contributing to caseload growth.

Rates issues are further compounded by a disconnect in how ministries and Crown Corporations manage these benefits, causing clients and providers to have wildly differing experiences on what's covered and by how much. For example, for a child who leaves the Ministry of Children and Families' care at age 19 years and applies for income assistance, they will have their dental coverage reduced from 100% to 0% coverage.

An increase in the number of clients has also led to an increased workload for front-line staff, further jeopardizing the quality of support for the clients. The Ministry is undertaking several IT initiatives to streamline intake and data processes, increase information accuracy, automate routine processes, and leverage Artificial Intelligence capabilities – where appropriate – to assist front-line staff with reducing workload and re-focusing capacity on higher value client service activities. An example of a proposed initiative that will reduce low value workload for staff is to automate processing of the monthly reports from recipients of income assistance and hardship assistance.

### **Opportunities:**

Development of specific programs that better address sub-sections of the population served would more effectively achieve the goal of the income assistance program as a temporary support. Targeted programming could be developed for:

- Immigrants and refugees
- Young families
- Young adults who grew up in households that were income assistance dependent

Rationalization of rates for supports and services consistently across ministries will ensure, at minimum, a single government rate. Other possibilities could include the centralization of

## 2024 SDPR Minister Transition Note

medical supplies and necessary supports and services for all social sector agencies. Increased rates would ensure clients get the supports and services they need, which could result in improved outcomes, and will at minimum rationalize the current system. Over the last decade, the Ministry has had continued conversations with Ministry of Health and other ministries to provide equitable health coverage for people who want to leave income or disability assistance but have high-cost medical needs, which may or may not be covered across the multiple government programs that provide medical benefits. A wholistic, cross-Provincial approach is necessary to establish consistent offerings and rate models and, in turn, address the unintended consequences of clients not receiving benefits to which they may otherwise be entitled.

Addressing income treatment, income and disability assistance rates, and other elements of the system could improve outcomes. Significant research has been undertaken and engagement has taken place through the development of the poverty reduction strategy. The Basic Income Panel and other reports consider the ways that the system may be adjusted to both better support individuals, and to ensure improved outcomes, reducing demands on the social, justice and health sectors over time.

### **Next Steps:**

Advice/Recommendations; Cabinet Confidences

# 2024 SDPR Minister Transition Note

**Title: Addressing Caseload Growth in the Immigrant/Refugee Population**

**Date Last Revised:** August 26, 2024

## Key Points:

- Federal policies that have significantly increased the number of immigrants arriving in BC in a period of lower economic growth are putting pressure on the income and disability assistance caseload.
- Legislation requires assistance be provided to all eligible residents, so the ministry is limited in its ability to control entry on the caseload but does work to ensure that those on the caseload get the help they need, including support to become self-sufficient.
- The main caseload pressure is coming from refugee claimants who often possess significant barriers to employment and are not eligible for federal income supports – the refugee claimant caseload has increased 80% year-over-year and 300% since 2021.
- The Ministry continues to see an increase in applications from individuals who are arriving from Gaza, Sudan, Venezuela, Colombia, Haiti, and Ukraine seeking Ministry financial assistance. These clients have additional complexities which increase the need for case interpretation to gather information to determine eligibility.
- The Ministry provides services to support refugees including:
  - Access to a range of WorkBC employment services and supports including employment counselling, job search support, workshops, skills training, work experience, interpretation, mental health counselling, and financial supports;
  - Access to apply for Ministry financial assistance;
  - One-on-one support to refugees who are having difficulty navigating the Ministry's service channels, including working in partnership with other ministries and community organizations by providing information regarding financial assistance, the application process, and any additional financial support that might be available.

## Accomplishments:

- The ministry is participating in a deputy minister's committee that is looking at how the Province can manage the rising population to ensure the increased demand does not negatively impact government services, for example health, education, income/disability assistance and housing.
- In March 2023, the Ministry extended WorkBC eligibility for the full suite of employment services to refugee claimants while they await processing of their claim by the Immigration and Refugee Board.
- Displaced Ukrainian Nationals who have arrived in BC under Canada-Ukraine Authorization for Emergency Travel (CUAET) measures are also eligible for the full

## 2024 SDPR Minister Transition Note

suite of WorkBC Employment Services, under a temporary policy established in April 2022.

- As of July 31, the Ministry has supported about 11,450 refugees and displaced Ukrainian peoples through WorkBC Employment Services designed to help them find quality, sustainable employment.
- 53.4 percent of refugees and displaced Ukrainian peoples accessing WorkBC service achieved employment.

### Key Data:

- The federal government has increased the number of permanent residents to BC from about 40,000 per year to 100,000 per year, or 10,000 every 37 days.
- The number of refugee claimants has increased from under 1,000 per year a decade ago to 6,300 in 2023 and is on pace to exceed 10,000 in 2024.
- In 2023 there were over 500,000 non-permanent residents in BC, which includes temporary foreign workers, international students and refugee claimants, more than double the number in 2021.
- The number of refugee claimants receiving income and disability assistance increased from 500 per month in 2015 to 1,500 per month in 2021, but growth has increased since 2022 – up 27% in 2022 and another 74% in 2023.
  - In July 2024, there were 6,175 refugee claimants receiving income or disability assistance, up 4,617 (300%) from July 2021.
  - The number of immigrants, excluding refugee claimants, has increased from 4,482 to 6,739 (50%) over the same period, and growth has accelerated in 2024.
- It is estimated that 75% of all refugee claimants receive income or disability assistance.

### Budget/Financial Context:

- Total assistance paid to refugee claimants is \$6 million higher per month than in July 2021, and \$3.6 million higher than in July 2023 after accounting for rate increases.
- Total assistance paid to immigrants excluding refugee claimants is \$3.3 million higher per month than in July 2021, and \$1 million higher than in July 2023 after accounting for rate increases.

### Background:

Immigrants have historically had a low dependency rate on income and disability assistance as they integrate well into the labour market. However, the significant increase in permanent residents combined with a slowing labour market has changed this. Statistics Canada data show that recent immigrants have an unemployment rate twice that of non-immigrants, and this is translating into a higher income and disability assistance caseload. Over the last 12

## 2024 SDPR Minister Transition Note

months the number of immigrants, excluding refugee claimants, has increased by 11% compared to 5% for the non-immigrant caseload.

Refugee claimants are different than other immigrant types since they usually have more significant barriers to employment -- language, education and skills --, and are not eligible for federal supports. As many as 75% of refugee claimants will rely on income and disability assistance for support, much higher than the 1.2% for other immigrant types. The number of refugee claimants receiving assistance has increased four-fold since 2021, which at the current average monthly benefit of \$1,307 means an extra \$72 million in benefits paid annually compared to 2021.

Amidst these challenges, the Ministry may also experience a growing number of refugee claimants who may be relocated to BC as a result of a Federal/Provincial/Territorial initiative to address the significant rise of refugee claimants arriving in Ontario and Quebec. These are active conversations, and the full impact is unknown at this time.

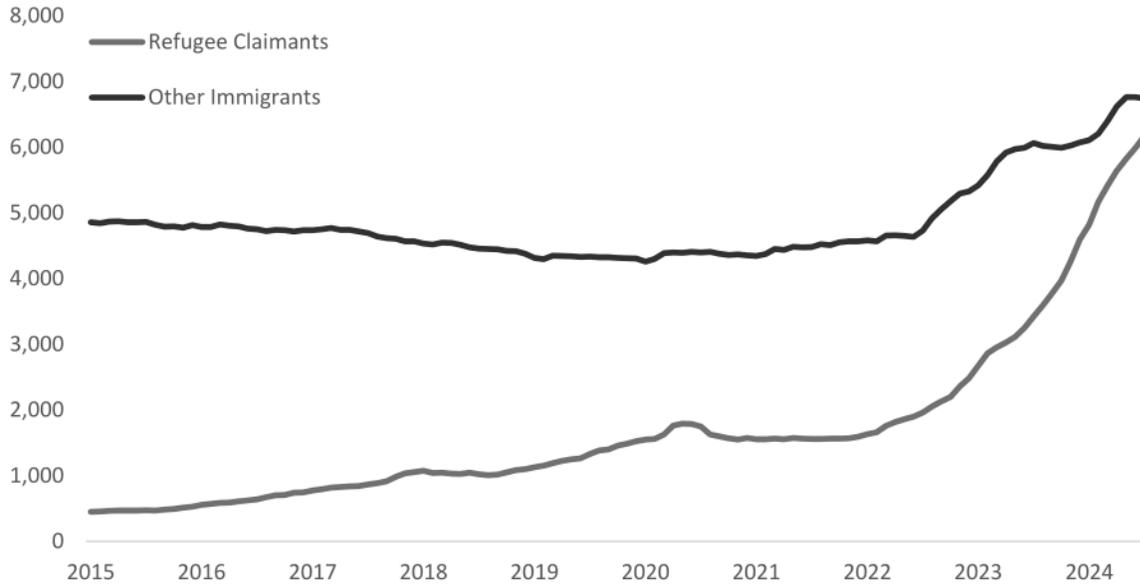
The ministry is legally required to provide assistance to all residents who qualify so the focus of the ministry has been on providing support and helping those who can work to find employment. WorkBC provides employment programming to all unemployed or underemployed British Columbians, including Canadian Citizens, Permanent Residents, refugee claimants, and Ukrainian Nationals arriving under CUAET measures.

# 2024 SDPR Minister Transition Note

## Appendix – Income and Disability Assistance Caseload Immigrant

### Immigrants on Income and Disability Assistance Caseload

Monthly: 2015 – 2024 (July)



### Refugee Claimants Arriving in BC

Monthly: 2015 – 2024 (June)



# Organization and Executive



## EXECUTIVE MEMBER BIOGRAPHY



**Name:** Allison Bond

**Title:** Deputy Minister

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

**Biography:**

Allison Bond was appointed Deputy Minister of the Ministry of Social Development and Poverty Reduction (SDPR) in January 2024. Previously, Allison was the Deputy Minister of the Ministry of Children and Family Development. Allison received an undergraduate degree in French Literature from Mount Allison University, a Law Degree from the University of Victoria and a Master's in Law from McGill University.

A proud member of the BC public service for more than 30 years, Allison started her career as a research officer and was first appointed Assistant Deputy Minister in 1999 and Deputy Minister in 2017. In that time, her portfolio spanned land and resource management, First Nations negotiations, program transformation, public consultation and engagement, social sector service delivery and more. Allison was appointed to roles at SDPR as Assistant Deputy Minister for service delivery and also for employment programming. Over the course of her career, Allison has been the recipient of the IPAC Lieutenant Governor's Silver Medal for Excellence in Public Service and won a national service delivery award in 2011 for her work leading the Homelessness Intervention Project.

## EXECUTIVE MEMBER BIOGRAPHY



**Name:** Adam McKinnon

**Title:** Assistant Deputy Minister and EFO, Corporate Services Division

**Ministry:** Social Development and Poverty Reduction

**Biography:**

Adam McKinnon was appointed Assistant Deputy Minister and Executive Financial Officer, Corporate Services Division in June 2021. Adam has brought his passion for organizational development and engagement to his 20 year career with the BC Public Service - including at the Gaming Policy and Enforcement Branch (PSSG), Procurement Services Branch (CITZ) and, prior to his return to SDPR, 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). He lives in beautiful Victoria on the traditional territories of the WSÁNEĆ and ləkʷəŋən people.

## EXECUTIVE MEMBER BIOGRAPHY



**Name:** Dwayne Quesnel

**Title:** Assistant Deputy Minister and Chief Information Officer

**Ministry:** Social Development and Poverty Reduction

**Biography:**

Dwayne was appointed Assistant Deputy Minister, Information Services Division (ISD), in May 2022 and provides information management and technology services to the Ministry of Social Development and Poverty Reduction, the Ministry of Children and Family Development, and Child Care Programs in the Ministry of Education and Child Care. 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 in the BC Social Sector 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



**Name:** Karen Blackman

**Title:** Assistant Deputy Minister of Employment and Labour Market Services Division

**Ministry:** Social Development and Poverty Reduction

**Biography:**

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 (ELMSD). ELMSD's mission is to support B.C. job seekers to improve their quality of life through inclusive employment opportunities. Karen is responsible for WorkBC Employment Services, contracted service providers who deliver employment services through 102 WorkBC Centers across British Columbia. Karen is also responsible for the provincially offered programs, Assistive Technology Services and Apprentice Services.

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 to children, youth and disability services including use of technology and a multi-channeled strategy to improve citizen experience. Karen holds a master's degree in leadership and a Graduate Certificate in Coaching.

## EXECUTIVE MEMBER BIOGRAPHY



**Name:** Raymond Fieltsch

**Title:** Assistant Deputy Minister, Service Delivery Division

**Ministry:** Social Development and Poverty Reduction

**Biography:**

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 the Ministry of Social Development and Poverty Reduction 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  
Personal Information

## EXECUTIVE MEMBER BIOGRAPHY



**Name:** Sam Turcott

**Title:** ADM, Accessibility Directorate

**Ministry:** Social Development and Poverty Reduction

**Biography:**

Sam Turcott is the Assistant Deputy Minister for the Accessibility Directorate. As Assistant Deputy Minister, Sam is responsible for promoting greater accessibility and inclusion for people with disabilities. Sam works with his team to ensure the implementation of the Accessible BC Act and work on breaking the barriers for people living with disabilities at the municipal, provincial and federal level.

Prior to joining the BC Public Service, Sam was the Executive Director of Policy and Programs with Disability Alliance of British Columbia (DABC), a charitable organization that promotes the dignity and independence of people with disabilities throughout the province. His interests include creating awareness on a wide range of topics such as disability benefit programs, community inclusion, human rights and accessible employment. 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.

## EXECUTIVE MEMBER BIOGRAPHY



**Name:** Suzanne Christensen

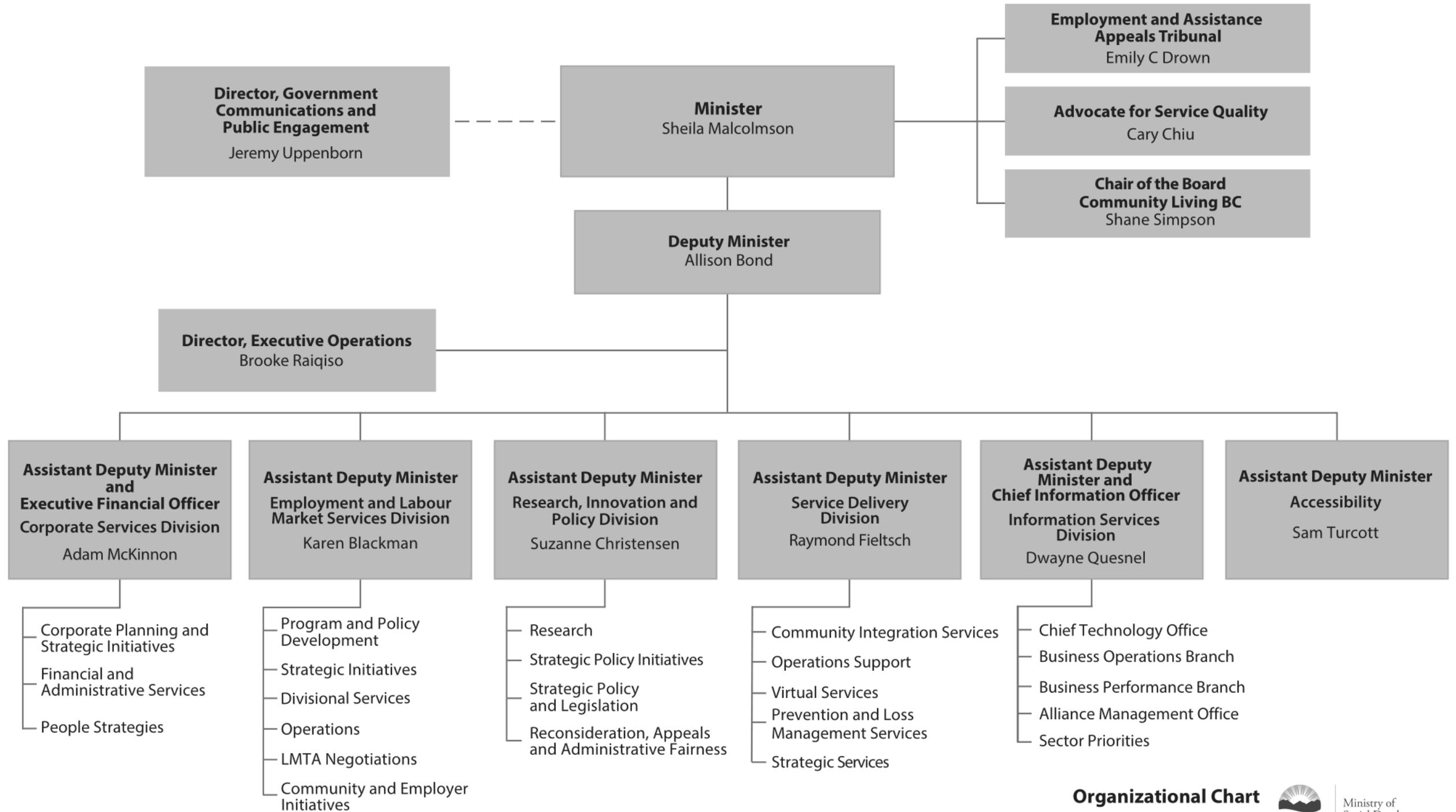
**Title:** Assistant Deputy Minister, Research Innovation and Policy Division

**Ministry:** Social Development and Poverty Reduction

**Biography:**

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 a number of Ministries and central agencies. Most recently she was ADM, Priorities and Accountability, in the office of the Premier and ADM, Reconciliation Secretariat and Outreach, in the Ministry of Indigenous Relations and Reconciliation.

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 Arts degree at the University of British Columbia.



**Organizational Chart**

June 2024



Ministry of  
Social Development  
and Poverty Reduction



# Ministry of Social Development and Poverty Reduction

## 2024/25 – 2026/27 Service Plan

February 2024



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

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

1-866-866-0800

Or visit our website at

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

Published by the Ministry of Social Development and Poverty Reduction

## Minister's Accountability Statement



The Ministry of Social Development and Poverty Reduction 2024/25 – 2026/27 Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in grey ink, appearing to read 'SM', written over a light grey horizontal line.

Honourable Sheila Malcolmson  
Minister of Social Development and Poverty Reduction  
February 22, 2024

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## Strategic Direction

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

This 2024/25 service plan outlines how the Ministry of Social Development and Poverty Reduction will support the government’s priorities and selected items identified in the [December 2022 Minister’s Mandate Letter](#).

## Purpose of the Ministry

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

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

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

- Continuing work to engage advocates, communities, and businesses to ensure the new *Accessible British Columbia Act* is well understood and effective at making B.C. more accessible and inclusive for everyone – including the implementation of accessible service delivery and employment accessibility standards.

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

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

## Operating Environment

The ministry continues to review and adjust its programs and supports to better serve people in BC who are challenged by:

- Barriers to employment;
- Poverty;
- Affordability and food security; and
- Accessibility.

The ministry provides income and disability assistance to an average of 235,000 people each month, including 124,000 people with the Persons with Disabilities designation and 48,000 dependent children. Caseloads are expected to increase over the next few years as the result of a slowing economy.

The ministry provided employment services through WorkBC to about 82,000 people in 2022/23, serving about 24% per cent more people than in the previous year. The demand for employment services has been increasing, primarily driven by an increase in the numbers of immigrants seeking services. SDPR remains committed to ensuring employment services provide supports to those facing more complex barriers to employment, to better serve those who are under-represented in the labour market.

In 2023, updated poverty related statistics became available for 2021. Although the government is still meeting its poverty reduction targets, the 2021 data showed that poverty worsened compared to 2020, as federal COVID-related government supports ended.<sup>1</sup> The number of British Columbians living in poverty in 2021 increased by 65,000 to 447,000 according to the Market Basket Measure (MBM).<sup>2</sup> This includes 70,000 children living in low-income families and 70,000 seniors. This dynamic has been a focal point for the ministry's work to renew the province's Poverty Reduction Strategy for March 2024. To date SDPR has heard from over 10,000 people across the province, over 70% with lived experience of poverty, to

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<sup>1</sup> <https://www150.statcan.gc.ca/n1/en/daily-quotidien/230502/dq230502a-eng.pdf?st=KaW3Hsy4>

<sup>2</sup> [Low income statistics by age, sex and economic family type \(statcan.gc.ca\)](#)

continue to shape government programs and services that reduce poverty and remove barriers for those most in need of support.

The increase in the global inflation rate that started in 2022/23 has put great pressure on low- and middle-income British Columbians. Food and rent costs continue to rise at a much higher rate than the average for all goods and services. This has forced many more people to rely on food banks and crisis supplements. Interest rate increases to control inflation have created additional affordability problems for homeowners and other borrowers, and this is predicted to continue into at least 2024.

While high inflation rates worsen inequality and poverty, initiatives to help improve affordability across BC include: creating the [BC Affordability Credit](#), increasing the [BC Family Benefit](#) and [income assistance shelter rates](#), providing over \$50 million to support [food access programs](#), \$15 million for the [First Nations Wellbeing Fund](#), and \$60 million for the [Stronger Community Services Fund](#) to support non-profit organizations working on poverty and social inclusion.

## Demographics and Economy

The income assistance caseload is sensitive to demographics and the state of the labour market. In 2022/23 the income assistance caseload increased by 10.8% as the ending of federal COVID benefits resulted in more people requiring provincial assistance.

The disability assistance caseload, made up of people who have a disability designation, has continued to grow as the result of longer life expectancies and growing population. The disability assistance caseload increased by 2.1% in 2022/23 compared to 1.5% in the previous year, which was the lowest growth rate since 1988/89.

British Columbia's economic recovery continued in 2022/23. The number of people unemployed fell by 23%, decreasing the unemployment rate to 4.5% in 2022/23. A strong labour market was key to supporting employable clients to work. While the labour market has been strong in 2023, a slowing economy and rising unemployment could put pressure on both the caseload and poverty.

Despite the strong labour market, there are still people seeking employment supports. However, those seeking services have more significant barriers to employment. 76% of employment clients currently underrepresented in the labour market, including Immigrants, Youth and Persons with Disabilities, require additional time spent working with an employment counsellor and more intensive supports to prepare them for employment.

The ministry's work to continue to meet poverty reduction targets will be supported by its ongoing focus on providing accessible services and supports for people struggling with affordability, food security, risks of homelessness or homelessness, and removing barriers to employment for people underrepresented in the labour market.

# Performance Planning

## Goal 1: Reduce Poverty in British Columbia

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

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

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

#### Key Strategies

- Update TogetherBC, the comprehensive, cross-government Poverty Reduction Strategy, by 2024 to continue to meet BC's poverty reduction targets and address other pressing issues such as the depth of poverty, the cycle of poverty, food security and inflation.
- Build on results from the broad public engagement that took place in 2023 with over 10,000 British Columbians, including 70% with lived or living experience of poverty, to inform an update to *TogetherBC*. This includes ongoing engagement and co-development with Indigenous partners to meet the spirit and intent of the *Declaration on the Rights of Indigenous Peoples Act*.
- Continue to lead government's work, in partnership with other ministries and external partners, to address food security for people in need and support a long-term, sustainable approach to food insecurity in BC.
- Review the BC Employment and Assistance legislation to improve access and outcomes and reduce barriers to community and labour market participation.
- Continue to support the multi-sectoral Period Poverty Task Force; the task force is to submit recommendations by March 2024.

#### Discussion

The ending of COVID supports, high inflation, and a slowing economy in 2023 and 2024 increase the need for the ministry to continue to work on poverty reduction. The current poverty reduction strategy must be reviewed and updated in 2024, including future targets. As part of the review, the ministry is working with other ministries, consulting with the Minister's Poverty Reduction Advisory Committee, and engaging people across British Columbia to learn their experiences with poverty. A broad public and targeted engagement to update the poverty reduction strategy was undertaken in 2023 with over 10,000 British Columbians, including over 70% with lived and living experience of poverty. The engagement findings are also informing a review of the legislative framework governing British Columbia's income and disability assistance program. This review intends to examine the barriers faced by recipients

of assistance, including from a GBA+ and reconciliation perspective. Consultation and partnership with Indigenous partners will be ongoing as the strategy is developed and implemented.

## Performance Measures

Performance Measure[s]	2020 Actual	2021 Actuals	2022-2024 Target
[1a] Change in Total Poverty Rate from 2016 <sup>1</sup>	-52.5%	-45.0%	-25.0%
[1b] Change in Child Poverty Rate from 2016	-71.3%	-54.6%	-50.0%

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

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

## Discussion

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

The Province uses Statistics Canada’s Market Basket Measure (MBM)<sup>3</sup> as its official poverty measure. The MBM is also Canada’s official poverty measure. There is a two-year delay in producing the data since it relies on income tax data provided by the federal government.

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

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

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

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

<sup>3</sup> [Low income statistics by age, sex and economic family type \(statcan.gc.ca\)](https://www150.commerce.gc.ca/low-income-statistics-by-age-sex-and-economic-family-type)

## Key Strategies

- Maintain community presence through expanded outreach by Community Integration Specialists, working collaboratively with community partners, and expanding the use of mobile service delivery options.
- Continue to promote and improve service options that support accessibility for clients during climate events such as wildfires and floods, including Electronic Fund Transfer (EFT) payments, digital self-service, and telephone reporting options.
- Regularly monitor client feedback and satisfaction to help improve services.
- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

## Discussion

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

The ministry continues to adapt its service delivery approach to increase accessibility and to meet the diverse needs of clients. People can access in-person services at 84 physical locations, including 36 ministry offices and 48 Service BC offices around the province. Telephone-based services give clients automated telephone reporting options as well as direct live support from a ministry worker. For those who prefer to access ministry services through self-service options, the ministry continues to enhance the My Self-Serve portal and the self serve options through the toll-free number. Also, the option for Electronic Fund Transfer payments provides opportunity for clients to continue to receive the support they need during extreme weather events and wildfires.

Community Integration Services provide in-person outreach and in-reach services to people who are at risk of, or experiencing homelessness, connecting them with financial assistance and community supports. This includes partnerships with community organizations including Friendship Centers throughout the Province to provide support to people outside of a traditional government office setting and expanding the number of vehicles outfitted with the equipment and technology needed to deliver mobile services.

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

High quality employment services and supports are needed, so B.C. is ready to meet the future demands of a skilled workforce and fill millions<sup>4</sup> of jobs over the next decade. These services

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<sup>4</sup> [British Columbia Labour Market Outlook 2021-2023 Outlook](#)

support Indigenous people, women, people of colour, people with disabilities and other underrepresented people participate in the labour market and help fill labour market needs.

### Key Strategies

- Work with our service delivery partners to provide a high-quality, responsive, and consistent service experience to the people and communities in B.C.
- Increase equity of opportunities by offering low barrier employment services to people facing complex barriers to employment.
- Adapt programs and services to respond to the changing labour market environment and in anticipation of future labour market needs.
- Lead the coordination and collaboration with community-led organizations, businesses, and employers to create equitable opportunities for participation in B.C.'s economy.

### Discussion

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

### Performance Measures

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
[2a] Percent of clients using My Self-Serve	54%	55%	58%	60%	55%
[2b] Percent of clients receiving payments via Electronic Fund Transfer	85%	85%	85%	85%	85%
[2c] Percent of callers that reported the ministry worker was respectful (via a voluntary phone survey)	85%	85%	85%	85%	85%

Data source: Client Phone Survey collected by the Service Delivery Division, Ministry of Social Development and Poverty Reduction

### Discussion

The ministry promotes the use of My Self Serve<sup>5</sup> as a convenient, online option for people in British Columbia to access income and disability assistance. Continued promotion of this

<sup>5</sup> My Self Serve (MySS) provides online access to income and disability assistance for residents of British Columbia



option is expected to result in a steady state of client usage. The percentage of clients receiving payments via Electronic Fund Transfer is a new measure, reflecting that this payment option offers greater accessibility to clients, especially during extreme weather and wildfire events. The ministry receives feedback via survey from people who chose to access ministry services via telephone. A performance measure has been added to track whether the ministry's approach to staff training continues to result in clients reporting high levels of respectful treatment.

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
[2d] WorkBC Client Satisfaction Score <sup>1</sup>	75	75	76	76	77

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

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

**Discussion**

To monitor progress towards Goal 2, the ministry introduced automated surveys in March 2022 to receive feedback directly from WorkBC on their experience and their overall satisfaction with the services received. The ministry analyzes survey responses to identify themes which drive program policies and operational improvements. The ministry has experienced small changes in satisfaction scores since its implementation but expects to see increased satisfaction as program improvements are established over time.

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

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

**Objective 3.1: Support a comprehensive and integrated system of supports and services for persons with disabilities**

Persons with disabilities experience barriers that impede their ability to participate fully in their communities. The types of barriers persons with disabilities experience varies greatly depending on the nature of their disability and other intersecting factors. Working in the spirit of "nothing about us without us", the ministry will continue to advance programs and policies that support persons with disabilities in British Columbia to meaningfully participate in their communities.



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

## Discussion

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

Guided by the principle of “nothing about us, without us,” the ministry continues to work with families, the disability community, and the business community to improve the social and economic outcomes of persons with disabilities. For example, the ministry works with its Provincial Accessibility Committee and two Technical Committees to develop standards in the areas of accessible service delivery and employment accessibility. These accessibility standards will remove and prevent barriers that restrict persons with disabilities from equally participating in their community. The Presidents Group, a network of prominent business leaders, provides advice on best practices to make workplaces more accessible and inclusive and to improve employment opportunities for persons with disabilities.

<b>Performance Measure</b>	<b>2022/23 Baseline</b>	<b>2023/24 Forecast</b>	<b>2024/25 Target</b>	<b>2025/26 Target</b>	<b>2026/27 Target</b>
[3a] Total amount of earnings exemptions reported by Persons with Disabilities cases	\$180 million	\$185 million	\$195 million	\$210 million	\$225 million

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

### Discussion

Employment is important for persons with disabilities, as it increases social inclusion and provides necessary income. The ministry’s earnings exemptions allow persons with disabilities to keep more of their earnings. The amount of earned income exempted is an important measure of the success of the ministry’s strategies to increase employment. It reflects not only the state of the economy but also the ministry’s work to make the province more accessible and to increase employment rates for persons with disabilities.

An economic slowdown in 2024 may impact the employment and earnings of persons with disabilities, as they often work in sectors that are most impacted by an economic downturn. The continued work on making the province more accessible for persons with disabilities, as well as efforts by employment service providers, will help offset unemployment risks from an economic downturn and further improve employment and social inclusion outcomes over the next few years.

## Financial Summary

(\$000s)	<b>2023/24 Restated Estimates<sup>1</sup></b>	<b>2024/25 Estimates</b>	<b>2025/26 Plan</b>	<b>2026/27 Plan</b>
<b>Operating Expenses</b>				
Income Assistance	3,289,354	3,502,169	3,525,256	3,525,256
Employment	30,273	30,897	30,897	30,897
Community Living Services	1,410,433	1,626,906	1,669,397	1,669,397
Employment and Assistance Appeal Tribunal	1,915	1,945	1,945	1,945
Executive and Support Services	13,356	14,055	14,055	14,055
<b>Total</b>	<b>4,745,331</b>	<b>5,175,972</b>	<b>5,241,550</b>	<b>5,241,550</b>
<b>Capital Expenditures</b>				
Executive and Support Services	1,854	2,124	1,854	1,854
<b>Total</b>	<b>1,854</b>	<b>2,124</b>	<b>1,854</b>	<b>1,854</b>

<sup>1</sup> For comparative purposes, amounts shown for 2023/24 have been restated to be consistent with the presentation of the 2024/25 Estimates.

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

## Appendix A: Public Sector Organizations

As of February 22, 2024, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following organizations:

### **Community Living BC**

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

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

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

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

# 2024 SDPR Minister Transition Note

**Title: Social Services Sector Roundtable (SSSRT)**

**Date Last Revised:** September 9, 2024

## Key Points:

- Since the inception of the Social Services Sector Roundtable (SSSRT) in 2019, the relationship between government and sector agencies shifted from friction and a lack of trust to collaborative problem solving, mutual understanding of respective roles and responsibilities amongst partners, and more realistic expectations.
- Solutions are often generated and delivered by the sector with government support.
- Work continues within the SSS Contracting Committee, led by the Ministry of Children and Family Development (MCFD) and the Social Service Sector Compensation Standard Sub-Committee, led by the Public Sector Employers' Council Secretariat (PSEC) and the Community Social Services Employers Association (CSSEA).
- Recommendations from these two SSSRT sub-committees will be forthcoming later in 2024/25 with implementation to be a major focus of SSSRT in the next mandate.
- In addition, sector representatives identified more work is needed to address continuing recruitment and retention challenges, risks related to cyber security of service providers, further capacity building for boards, and pressures associated with administrative costs and responding to climate change events.

## Accomplishments:

**Appendix 1** includes accomplishments achieved since the establishment of the SSSRT:

- Total of \$31.05 million in grants including:
  - \$11.1 million in grants for recruitment and retention projects for sector training, occupational health and safety, IT and virtual services and research;
  - \$0.7 million for sector labour market research and development of a sector training plan.
  - \$19.95 million for reconciliation, including the Community Pathways to Reconciliation initiative, the new Indigenous MBA program, and sponsorships for Indigenous youth to attend Gathering Our Voices Conferences over five years;
- Incremental compensation funding of \$436.38 million since 2020/21. PSEC confirmed that compensation levels have increased by 48% since 2017.
- In addition to these funded programs, the SSSRT provided support and information on many topics important to the sector, especially during the pandemic.

## Key Data (Appendix 2):

- Data is based on the 2023 Compensation and Employee Turnover Report published by the Community Social Services Employers' Association (not specifically identified in Ministries' Budgets)

## 2024 SDPR Minister Transition Note

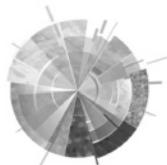
- Social Service Sector agencies in British Columbia received \$4.05 billion of funding from all sources in 2023.
- \$2.79 billion (69%) was provided by the B.C. government and \$1.255 billion (31%) was provided from non-government sources.
- In 2023 53,485 employees worked in the sector, including 33,978 full-time employees.
- 76.7% of employees are female, 22.25% male and 1.05% gender diverse.

### **Budget/Financial Context:**

- There is no dedicated funding to support the SSSRT; however, various sources of funding have been provided to support the sector since its inception as identified above.

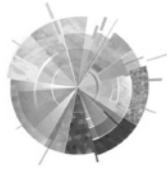
### **Background:**

- In May 2019, the Minister of Social Development and Poverty Reduction established the SSSRT, including representatives from across the sector to discuss and work collaboratively on issues faced by the sector.
- The purpose of the 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.
- SSSRT short to medium term goals include:
  - Implementing a Reconciliation Framework for the social services sector, led by the BC Association of Aboriginal Friendship Centres;
  - Contracting and procurement practices review, led by CFD;
  - Developing a compensation standard, led by the PSEC;
  - Developing and implementing a training plan for the social services sector; and
  - Addressing recruitment and retention challenges faced by the sector.
- The SSSRT members include representatives from: the Aboriginal Housing Management Association, the BC CEO Network, the BC Association of Aboriginal Friendship Centres, Board Voice, BC Non-Profit Housing Association, BC General Employees' Union, Canadian Union of Public Employees, Community Social Services Employers' Association, Ending Violence Association of BC, the Federation of Community Social Services of BC, the Provincial Association of Residential and Community Agencies, Community Living BC, BC Housing, the Public Sector Employers' Council Secretariat, and the Ministries of Children and Family Development, Housing, Post-Secondary Education and Future Skills, Public Safety and Solicitor General, and Social Development and Poverty Reduction.



## Appendix 1 Social Services Sector Roundtable – Accomplishments (as of June, 2024)

GOVERNANCE & RESOURCES	
Timing	Outcome
MAY 2019	<b>Social Services Sector Roundtable Formation</b> SSSRT formally established.
JUNE 2019	<b>Recruitment and Retention Working Group</b> Established the Recruitment and Retention Action Plan.
OCTOBER 2019	<b>Terms of Reference</b> Established purpose, objectives, membership, key principles, and roles and responsibilities for the SSSRT. Routinely reviewed and updated.
NOVEMBER 2019	<b>Social Services Sector Forum</b> Engaged with the broader sector to share the work of the SSSRT and explore collaborative engagement opportunities.
NOVEMBER 2019	<b>Sector Profile</b> Identified the complexity, funding, demographics, and characteristics of the Social Services Sector.
SPRING 2020	<b>Reference Group</b> Established and chaired by the Federation to share information from the SSSRT and to gather input from the broader sector.
JUNE 2020	<b>Year in Review</b> Captured the work of the SSSRT since being established and through the first phase of COVID-19.
JULY 2020	<b>Guiding Charter</b> 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). Updated May 2021.
FEBRUARY 2021	<b>Contracting and Procurement Sub-Committee</b> Established a sub-committee to maintain good relations through ongoing communications, discuss matters of importance in relation to Contracting and Procurement to address any issues in a coordinated and collaborative way.
MAY 2021	<b>Compensation Plan Advisory Committee</b> 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).

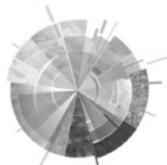


# Appendix 1 Social Services Sector Roundtable – Accomplishments (as of June, 2024)

FUNDING: RECRUITMENT AND RETENTION - COMPENSATION				
Timing	Amount	Recipient	Purpose	Status
FISCAL <b>2020/21</b>	\$24.7 million	Non-Union Agencies	<b>Recruitment and Retention Funding</b> Funding to increase non-union employee compensation.	Fully Spent
FISCAL <b>2021/22</b>	\$36.358 million	Non-Union Agencies	<b>Recruitment and Retention Funding</b> Funding to increase non-union employee compensation.	Fully Spent
FISCAL <b>2021/22</b>	\$0.4 million	Public Sector Employers' Council / Community Social Services Employers Association	<b>Sector Compensation Standard Plan</b> Funding to develop a sector compensation plan.	Fully Spent <sup>1</sup>
FISCAL <b>2022/23</b>	\$155.036 million	Public Sector Employers' Council / Community Social Services Employers Association	<b>Recruitment and Retention Funding</b> <b>Funding to increase union, non-union and management compensation and targeted funded adjustments, with data reporting requirements.</b>	Fully Spent
FISCAL <b>2023/24</b>	\$149.143 million	Public Sector Employers' Council / Community Social Services Employers Association	<b>Recruitment and Retention Funding</b> <b>Funding to increase union, non-union and management compensation and targeted funded adjustments, with data reporting requirements.</b>	Fully Spent
FISCAL <b>2024/25</b>	\$70.747 million	Public Sector Employers' Council / Community Social Services Employers Association	<b>Recruitment and Retention Funding</b> <b>Funding to increase union, non-union and management compensation and targeted funded adjustments, with data reporting requirements.</b>	In progress

<sup>1</sup> work continues on the sector compensation plan via CSSEA.

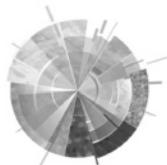




## Appendix 1 Social Services Sector Roundtable – Accomplishments (as of June, 2024)

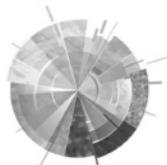
2020 FUNDING: TRAINING, OH&S and RESEARCH				
Timing	Amount	Recipient	Purpose	Status
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$0.4 <sup>2</sup> million	BC Association of Aboriginal Friendship Centres	<b>Training</b> Funding to strengthen capacity and train skilled workers in Indigenous organizations.	Fully Spent
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$3 million	Federation of Community Social Services of BC	<b>Training</b> Funding for foundational knowledge and key skills across the sector.	Fully Spent
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$1.4 million	Federation of Community Social Services of BC / OHS Council	<b>Occupational Health &amp; Safety</b> Funding to provide increased support to the Community Social Services Health and Safety Council to work on initiatives to improve workplace health and safety.	Fully Spent
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$1.075 million	BC CEO Network	<b>Training</b> Funding for contracted Home Share providers, coordinators, supervisors and Microboards.	Fully Spent
FISCALS <b>2020/21</b> - <b>2022/23</b> <b>Extended</b> <b>Sept</b> <b>2023</b>	\$0.6 million	Police Victim Services BC / Ending Violence Association of BC	<b>Training</b> Funding for specialized training for employees working in victim services and anti-violence programming.	Full Spent

<sup>2</sup> Total was \$3.0M, \$2.6M transferred in December 2022 to the Community Pathways to Reconciliation project.



## Appendix 1 Social Services Sector Roundtable – Accomplishments (as of June, 2024)

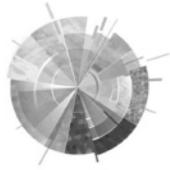
2020 FUNDING: TRAINING, OH&S and RESEARCH				
Timing	Amount	Recipient	Purpose	Status
FISCALS <b>2020/21</b> - <b>2022/23</b>	\$0.6 million	BC Non-Profit Housing Association	<b>Training</b> Funding to develop and deliver training for community housing service provider employees.	Fully Spent
FISCALS <b>2020/21</b> <b>2021/22</b>	\$0.125 million	Vela Canada	<b>Training</b> Funding to update and enhance the Support Worker Central web-based platform.	Fully Spent
FISCALS <b>2020/21</b> - <b>2022/23</b> <b>Extended</b> <b>March</b> <b>2024</b>	\$0.2 million	Board Voice Society of BC	<b>Training</b> Funding to provide regional training to board members of non-profit Social Care Agencies.	Fully Spent
MINISTRY OF POST-SECONDARY EDUCATION AND FUTURE SKILLS' LABOUR MARKET PARTNERSHIPS FUNDING				
FISCAL <b>2020/21</b>	\$0.25 million	Federation of Community Social Services of BC	<b>Research</b> Funding from the Ministry of Advanced Education and Skills Training's Labour Market Partnerships – Develop Sector Labour Market Report.	Fully Spent
FISCALS <b>2021/22</b> - <b>2023/24</b>	\$0.45 million	Federation of Community Social Services of BC	<b>Training</b> Funding from the Ministry of Advanced Education and Skills Training's Labour Market Partnerships to develop a plan for sector training.	Fully Spent Report June 2024



## Appendix 1 Social Services Sector Roundtable – Accomplishments (as of June, 2024)

2022 FUNDING: RECONCILIATION, RESEARCH, IT				
Timing	Amount	Recipient	Purpose	Status
FISCALS <b>2022/23</b> – <b>2026/27</b>	\$9.6 million <sup>3</sup>	BC Association of Aboriginal Friendship Centres	<b>Community Pathways to Reconciliation</b> BCAAFC will oversee the development of a reconciliation framework for the social services sector, including the development and implementation of a new Indigenous MBA program.	In progress
FISCAL <b>2022/23</b>	\$1.5 million	Federation of Community Social Services of BC	<b>Information Technology and Virtual Services</b> Funding for IT services, software, equipment for virtual services and innovation.	Fully Spent
FISCALS <b>2022/23</b> – <b>2023/24</b>	\$1.5 million	Social Planning and Research Council of British Columbia Society (SPARC)	<b>Research</b> SPARC BC will oversee and conduct up to five separate research projects designed to address data gaps about the complexity of the community social services sector.	Fully Spent Report and Website launched
2023 FUNDING: RECONCILIATION				
FISCALS <b>2023/24</b> – <b>2028/29</b>	\$10.35 million	BC Association of Aboriginal Friendship Centres	<b>Gathering our voices conferences / sponsorships</b> Expand access to education and training opportunities for indigenous youth in B.C.	In progress

<sup>3</sup> Includes \$7M 2022 grant plus \$2.6M transferred in December 2022 from 2020 BCAAFC training grant.

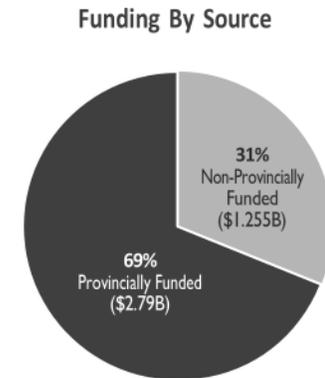


## Appendix 1 Social Services Sector Roundtable – Accomplishments (as of June, 2024)

OTHER PROJECTS AND PRIORITIES	
Timing	Outcome
MAY 2019	<b>COVID-19 Updates and Support</b> Deputy Provincial Health Officer attended SSSRT and provided direct updates and advice throughout the pandemic.
MAY 2019	<b>COVID-19 Personal Protective Equipment (PPE) and Supplies</b> Coordinated access to PPE and supplies during the pandemic.
EARLY 2021	<b>Policing Concerns</b> Provide regular updates on police review.
SEPTEMBER 2021	<b>Criminal Record Check Delays</b> Provided updates and solutions to SSSRT issues.
DECEMBER 2021	<b>COVID-19 Liability</b> Representative from the Ministry of Attorney General provided update on COVID-19 regulations.
2021/2023	<b>Lobbyist Transparency Act</b> Provided advice / information on implications for sector agencies and SSSRT.
2022/2023	<b>MCFD Social Work Oversight Engagement Project</b>
2024/25	<b>Accessibility Standards Engagement</b>

## Social service sector agencies in British Columbia receive \$4.05 billion\* of funding from all sources.

- » Provincially Funded: \$2.79B – (69%)
- » Non-Provincially Funded: \$1.255B – (31%)



\*Funding and employee data as reported in the 2023 Compensation and Employee Turnover Report published by the Community Social Services Employers' Association (CSSEA), representing an 79% response rate.

## Employee Demographics

- » Total employees/Headcounts in the sector: 53,485\*\*
- » Total full-time positions in the sector: 33,978\*\*

% of Employees by Age Category

Age	Male	Female	Gender Diverse	Total %
<26	2.87%	9.83%	0.26%	12.96%
26-35	6.13%	18.85%	0.36%	25.35%
36-45	4.62%	16.46%	0.22%	21.30%
46-55	4.15%	16.25%	0.12%	20.52%
56-65	3.34%	12.23%	0.06%	15.63%
>65	1.15%	3.08%	0.02%	4.24%
Total %	22.25%	76.70%	1.05%	100.00%

\*\*As reported in the 2023 B.C. Public Sector Compensation Annual Forecast published by the PSEC Secretariat.



## BC Government Funding Breakdown (2.79B)\*

BC Government Program	\$ Amount
Community Living BC	\$1,067,302,737
Ministry of Children and Family Development	\$809,810,637
BC Housing	\$283,516,840
BC Health Authorities	\$163,305,026
Ministry of Social Development and Poverty Reduction	\$101,404,584
Ministry of Public Safety and Solicitor General	\$93,420,897
Ministry of Indigenous Relations and Reconciliation	\$71,811,793
Ministry of Education and Child Care	\$42,859,591
Ministry of Municipal Affairs	\$35,758,549
BC Gaming Grant	\$32,789,911
Ministry of Post Secondary Education and Future Skills	\$17,612,312
Ministry of Jobs, Economic Recovery, and Innovation	\$16,357,229
Ministry of Tourism, Arts, Culture, and Sport	\$9,798,774
Ministry of BC School Districts	\$8,034,070
Ministry of Housing	\$5,566,020
Ministry of Forests	\$5,140,698
Ministry of Transportation and Infrastructure	\$4,876,835
Ministry of Mental Health and Addictions	\$3,962,923
Ministry of Health	\$3,934,042
Ministry of Attorney General	\$3,067,823
Columbia Basin Trust	\$3,039,400
Ministry of Environment and Climate Change Strategy	\$2,543,245
Ministry of Water, Land and Resource Stewardship	\$2,472,187
Ministry of Energy, Mines, and Low Carbon Innovation	\$2,274,443
BC Transit	\$812,197
Ministry of Emergency Management & Climate Readiness	\$636,143
Ministry of Agriculture and Food	\$615,659
Ministry of Labour	\$579,785
Ministry of Citizens' Services	\$127,005
Ministry of Finance	\$67,816
<b>Total Provincially Funding</b>	<b>\$2,793,499,170</b>
<b>Non-Provincially Funded</b>	<b>\$1,255,373,671</b>

\*Funding and employee data as reported in the 2023 Compensation and Employee Turnover Report (CSSEA) , self-reported data 2022 calendar year



## Ministry of Children and Family Development (MCFD) 2022/23

In 2022/23, MCFD:

- » Received protection reports on approximately **54,000** children and youth
- » Worked with **28,785** families through Children and Youth with Support Needs specialized services and funding programs (as at March 2023)
- » Served **27,632** Child and Youth Mental Health clients over the 2022/2023 fiscal year
- » Working with an average of **808** youth through Community Youth Justice Supervision and Supports (2022/23)
- » Supported **114** adoptions

% of Funding by Core Business Area

Core Business	% Amount
Early Childhood Development	2%
Services for Children & Youth with Support Needs	28%
Child Safety, Family Support & Children in Care Services	48%
Child & Youth Mental Health Services	7%
Adoption	2%
Youth Justice Services	3%
Service Delivery Supports	9%
Executive & Support Services	1%



## Community Living BC 2022/23

In 2022/23, CLBC:

- » CLBC currently serves **26,815** individuals
- » Persons served by eligibility category
  - ◇ Development Disabilities (DD) — **23,752 (89%)**
  - ◇ Personalized Supports Initiative (PSI) — **3,063 (11%)**
- » Program Budget Breakdown
  - ◇ Home Support Services — **62%**
  - ◇ Community Inclusion, Individual and Family Support, or Other Services — **38%**
- » In 2022/23 CLBC delivered services through over 8,200 contractual arrangements with **5,083** families and service providers

% of Contracts by Arrangement

Contract	% Amount
Families (direct funding)	3%
Person-centered societies	3%
Private providers	35%
Not-for-profit societies	57%
Other proprietors/partnerships	1%
Government agencies	1%



# Ministry of Social Development & Poverty Reduction

» WorkBC served 79,877 Employment Services clients, 13,769 Apprentices and 1,367 Assistive Technology Clients

% of Employment Service Clients by Inclusion Group\*

Group	% Amount
Youth	29%
Immigrants	27%
Clients with Disability <sup>1</sup>	16%
Survivors of Violence and/or Abuse	11%
Indigenous	8%
Multi-barriered <sup>2</sup>	5%
Francophone	2%

**Definitions:**

**1 Clients with a Disability:** Clients with a disability include individuals with physical, cognitive, mental, sensory, or a developmental condition that results in limitations executing tasks or taking actions that relate to employment.

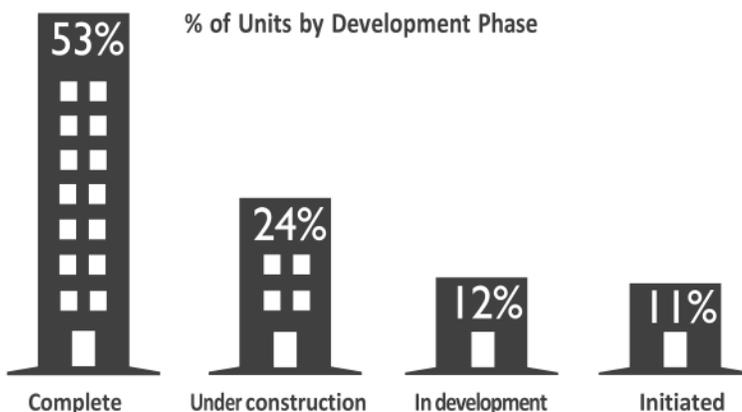
**2 Multi-Barriered:** Multi-barriered includes individuals who face chronic mental health, addiction or homelessness. Clients are also considered multi-barriered if they are facing two or more of these challenges.

\*One client may belong to multiple inclusion groups

## BC Housing

- » As of December 2023, there are a total of **35,747** units complete or underway funded through BC Housing
- » **21,861** units are funded through Building BC programs, **6,154** units are financed through HousingHub, and the remaining **7,732** units are funded through multiple other programs

Of the **35,747** units, **53%** are complete, **24%** are under construction, **12%** are in development and **11%** have been initiated.



## Public Safety & Solicitor General

Please note, we report on our statistics by calendar year.

in 2022:

Measure	Amount
VictimLinkBC calls received	12,647
Crime Victim Assistance Program applications received	4,151
Victim Services programs	179
New clients in Victim Services programs assisted	48,084
Violence Against Women programs	239
People referred to Violence Against Women programs	25,092

## Social Services in BC are diverse. Some of the services being provided by the sector are:

- Family Development
- Youth Services
- Community Development and Capacity Building
- Mental Health Services
- Early Years
- Family Resource Programs
- Services for Older Adults
- Housing/Housing Supports
- Employment Services
- Apprentice Services
- Assistive Technology Services
- Sexual Abuse Counselling and Support
- Information Centre/Resource Centre
- Advocacy
- School-Based Supports
- Residential Services for Youth
- Materials Assistance (Food Security, Food Bank, Clothing)
- Childcare/Afterschool Care
- Family Violence Services
- Violence Against Women
- Services for Children and Youth with Special Needs
- Community Living Services (adults)
- Foster Caregiver Services
- Education Programs for Adults
- Substance use Services
- Autism Services
- Infant Development Services
- Immigrant/Refugee Support Services
- Victim Services
- Fetal Alcohol Syndrome (FAS) Programming
- Childcare Resource and Referral
- Services for the LGBTQ2S+ Community
- Programs for Aboriginal, First Nations, and Metis
- Adoption Services
- Problem Gambling Services
- Neighbourhood Houses
- Disaster/Emergency Response
- Other Services



Ministry of  
Social Development  
and Poverty Reduction



# Budget and Staffing



# 2024 SDPR Minister Transition Note

## Title: Minister's Office Budget

Date Last Revised: September 22, 2024

### Key Points:

- The Minister's Office budget for 2024/25 is \$941,000, a \$33,000 increase from \$908,000 in 2022/23.
- The budget for the Minister's office provides for 7 staff: a Chief of Staff, two ministerial advisors, an executive assistant, an administrative coordinator, a senior administrative assistant, and an administrative assistant. These staff support the Minister and two Parliamentary Secretaries.

### Budget/Financial Context:

(\$ millions)	2023/24 Budget	2024/25 Budget	Change
Salaries/benefits	0.730	0.763	0.033
Legislative salaries/ indemnities	0.092	0.092	0.000
Travel	0.052	0.052	0.000
Other operating	0.034	0.034	0.000
<b>Total</b>	<b>0.908</b>	<b>0.941</b>	<b>0.033</b>

### Background:

- \$33,000 **increase** to Minister's Office budget is an increase to salaries, approved under the Shared Recovery Mandate agreement 2022.



## 2024 SDPR Minister Transition Note

**Title: Ministry Budget and FTE Overview**

**Date Last Revised:** August 28, 2024

### Key Points:

- SDPR provides British Columbians in need with a system of supports through income assistance, disability assistance and supplementary assistance, as well as support to get back into the workforce through employment programs.
- The Ministry budget for 2024/25 is \$5.2 billion, an incremental increase of \$314.5 million from Budget 2023 and a year over year increase of \$430.6 million from 2023/24.
- The Minister of SDPR is responsible and accountable for Community Living BC, the Advocate for Service Quality, and the Employment and Assistance Appeal Tribunal.

### Budget/Financial Context:

<b>Budget 2024 Fiscal Plan</b>					
<b>(\$ millions)</b>	<b>2023/24 Budget Restated</b>	<b>Change</b>	<b>2024/25 Budget</b>	<b>2025/26 Plan</b>	<b>2026/27 Plan</b>
Income Assistance	3,289.4	212.8	<b>3,502.2</b>	3,525.3	3,525.3
Temporary Assistance	627.4	75.9	<b>703.3</b>	692.9	692.9
Disability Assistance	2,002.9	100.6	<b>2,103.5</b>	2,130.7	2,130.7
Supplementary Assistance	471.4	29.3	<b>500.7</b>	507.0	507.0
Program Management	187.7	6.9	<b>194.6</b>	194.6	194.6
Employment	30.3	0.6	<b>30.9</b>	30.9	30.9
Community Living Services	1,410.4	216.5	<b>1,626.9</b>	1,669.4	1,669.4
Employment and Assistance Appeal Tribunal (EAAT)	1.9	0.0	<b>1.9</b>	1.9	1.9
Executive and Support Services	13.4	0.7	<b>14.1</b>	14.1	14.1
<b>Total</b>	<b>4,745.3</b>	<b>430.6</b>	<b>5,176.0</b>	<b>5,241.6</b>	<b>5,241.6</b>



## 2024 SDPR Minister Transition Note

### Background:

- Budget 2024 provides new incremental funding of \$943.4 million over the three-year fiscal plan. This increase includes \$314.5 million in incremental funding for 2024/25.
  - \$405.0 million over three years to address caseload pressures;
  - \$477.9 million over three years to address salary increases for BCGEU employees and management (Shared Recovery Mandate), and CLBC service providers and staff; and
  - \$60.5 million over three years to increase Mental Health and Substance Use per diems.

### Ministry Staffing:

Division	June 30, 2023 - Q1		June 30, 2024 - Q1	
	FTE <sup>1</sup>	Headcount <sup>2</sup>	FTE <sup>1</sup>	Headcount <sup>2</sup>
Deputy Minister and Minister Office	14	14	17	18
Corporate Services	112	117	118	129
Research, Innovation & Policy	60	61	62	63
Service Delivery	1,713	1,818	1,698	1,805
Advocate for Service Quality	3	3	3	3
Accessibility	13	16	12	15
Employment and Assistance Appeal Tribunal	11	9	11	11
Employment and Labour Market Services	181	185	175	177
Information Services Division <sup>3</sup>	180	191	209	216
<b>Total</b>	<b><u>2,287</u></b>	<b><u>2,414</u></b>	<b><u>2,305</u></b>	<b><u>2,437</u></b>

<sup>1</sup> FTE = 35 hours/week (note: these numbers are point in time, last pay period June – not an annual average)

<sup>2</sup> Headcount = number of people

<sup>3</sup> Increase staffing Information Services Division due to work on Application Modernization Project (AMP).

Salaries currently capitalized to be amortized once asset in finalized

# Service Delivery



# 2024 SDPR Minister Transition Note

## **Title: Community Services**

**Date Last Revised:** August 20, 2024

### **Key Points:**

- The Ministry has 84 locations around the province that offer in-person client services including 36 Ministry offices and 48 Service B.C. locations.
- Integrating Ministry services with Service B.C. locations has made it easier for clients to access in-person service while maintaining anonymity in the community.
- Ministry services provided in 47 of the 48 Service B.C. locations mirror the services provided in Social Development Poverty Reduction (SDPR) offices.
- All in-person offices have a Queue Management System (QMS) which collects service delivery information, such as service volumes and service durations, that assists the Ministry in understanding the service experience for individuals accessing in-person services.
- Feedback from clients indicates an interest in having various service options to access Ministry services.

### **Key Data:**

- The average number of visits per month between January 1, 2024, and July 31, 2024, was 63,901, and the average wait duration per visit was 8 minutes and 50 seconds.
- As of July 31, 2024, 168,957 or 86% of people were registered to receive their payments by direct deposit.

### **Background:**

- The Ministry has 36 office locations and 48 Service B.C. offices located around the province that offer access to Ministry services during regular business hours. The partnership with 47 of the 48 Service B.C. locations provides a comparable level of service to that of a Ministry office, while maintaining anonymity in the community.
- The one (1) Service B.C. office in Kaslo provides limited access to Ministry services that includes information on SDPR programs and services, access to a computer, My Self Serve, internet, SDPR Contact Centre direct line phone, and the ability distribute a food/sundries voucher or payment from this location.
- Ministry offices offer in-person services Monday to Friday from 9:00 am to 4:00 pm, with a closure between 12:00 pm and 1:00 pm (excluding statutory holidays). In-person services are provided at Service B.C. offices Monday to Friday from 8:30 am to 4:30 pm, excluding statutory holidays.

# 2024 SDPR Minister Transition Note

## **Title: Contact Centres**

**Date Last Revised:** August 26, 2024

### **Key Points:**

- The Ministry operates a Provincial Call Centre that provides a toll-free number to access Ministry services that include the following features:
  - Notification of wait time and the next cheque issue date;
  - Callback option;
  - Ability to speak directly with a Ministry worker to provide case-specific information and request Ministry services;
  - 24/7 self-serve option to access client case information and submit a monthly report; and
  - Ability to complete a service satisfaction survey.
- The Ministry's Service Standard is to answer 80 per cent of calls in 10 minutes or less.
- The Ministry's Daily Contact Centre reports are posted publicly monthly and identify how the ministry is meeting the Service Standard.
- The Ministry uses various strategies to support meeting the Ministry service standard, such as ongoing recruitment of staff resources and temporarily reassigning staff during high call volume and wait times.

### **Key Data:**

- The Ministry operates a Provincial Contact Centre that receives an average of 135,000 calls each month from individuals using the 1-866-866-0800 call line. This translates into about 1.6 million calls every year.
- From January 1, 2024, to July 31, 2024, the average speed of answer was 39 minutes and 22 seconds, meeting the Ministry Service Standard 16% of the time.
  - 5,297 surveys were completed between January 1, 2024 – July 31, 2024, and showed the following results:
    - I was satisfied with the amount of time it took to get service.
      - 69% - Yes, 31%- No
    - Overall, I found the Ministry worker was respectful.
      - 88% - Yes, 22%- No

## 2024 SDPR Minister Transition Note

### Background:

- The Ministry continues to focus on service standards. There are natural peaks and valleys associated with wait times that happen throughout the year, such as:
  - High call volumes during cheque issue week, resulting in longer wait times.
  - Longer wait times during peak staff vacation periods.
  - Longer wait times and increased call volume when changes to legislation happen and during the B.C. Bus Pass renewal period (November through January)
- Abandonment rates vary between 8% - 11% monthly. Some reasons people may abandon a call include:
  - Hearing the notification of call wait times and the client chooses to hang up and call back another time or try another way to access services from the Ministry (e.g., My Self Serve);
  - Personal circumstances that may arise while on hold.
- The Ministry has a dedicated Advocate Client Enquiries (ACE) call back line for advocates and the Public Guardian and Trustee (PGT) to discuss multiple client cases. All requests are managed within a 24-hour turnaround

# 2024 SDPR Transition Note

**Title: Homelessness – Community Integration Services**

**Date Last Revised: November 6, 2024**

## Key Points:

- Community Integration Services works directly with individuals who are homeless, precariously housed or at risk of experiencing homelessness, or through community partners, to connect them with financial assistance and community supports.
- Services provided by Community Integration Specialists include:
  - Expedited intakes
  - Shelter and health requests
  - Case management
  - Homeless outreach
  - Coordinate housing inspections
  - Referrals/inquiries from community partners
  - Coordination of services
- Budget 2022 announced that the number of Community Integration Specialists would increase from 73 to approximately 200 positions.
- As of July 31, 2024, the Ministry has 169 Community Integration Specialists. Positions have been allocated among 11 teams across B.C., based on homelessness data by census areas, Complex Care Housing sites, partnerships with Friendship Centres, as well as Ministry client data of individuals with no fixed address (including encampments).
- SDPR is also working to expand Indigenous partnerships across B.C. to enable Community Integration Specialists to be embedded within partner locations, including Friendship Centres.

## Accomplishments:

- Increasing (by more than double) the number of Community Integration Specialists available across the province to provide service.
- Successful distribution of Encampment Fire Suppression equipment in partnership with BC Housing and the Ministry of Public Safety and Solicitor General.
- Successful attachment to Repeat Violent Offending Intervention Initiative (ReVOII), Homeless Encampment Action Response Teams (HEART), Homeless Encampment Action Response Temporary Housing Program (HEARTH), Coordinated Access and Assessment (CAA) tables across the province.



# 2024 SDPR Transition Note

## **Budget/Financial Context:**

The branch is fully funded through the base budget allocated to the ministry.

## **Background:**

- In 2019, the Ministry implemented Community Integration Services to provide services to individuals at risk, precariously housed, or currently experiencing homelessness, by connecting them with financial assistance and community resources. They generally work out in the community or encampments, as opposed to Ministry offices.
- Services are provided by Community Integration Specialists through four types of operating models:
  - Community Hub: Central location for community partners to provide wrap-around supports.
  - Direct Services: Community Integration Specialists take a case management approach to supporting a client's connection to financial support and services.
  - Specific Focus on areas of need: Supporting people to meet specific housing, mental health and addictions, and women's services needs.
  - Remote Hub: Provides virtual individualized support in small or remote communities.
- As of August 2024, there are 16 Indigenous Partnership Program agreements signed across B.C., and 15 Community Integration Specialist staff working out of these partner sites. Additional negotiations are underway to support further partnerships.
- The Ministry will be expanding the vehicle fleet to support outreach efforts in communities and encampments across B.C.



# 2024 SDPR Transition Note

**Title: Intake**

**Date Last Revised:** August 26, 2024

## Key Points:

- There are 3 main service options available to individuals to apply for assistance:
  - Online – self-directed from any computer or mobile device;
  - Online – staff supported in an office;
  - Staff Assisted – staff complete the application with the applicant in an office, over the phone or in person with support from a Community Integration Specialist.
- The Ministry has specialized processes to assist in streamlining income assistance applications for youth transitioning from in-care, underage Persons with Disability applicants, correctional facilities, alcohol and drug facilities, and hospitals.
- The Ministry's Service Standard is to contact the applicant within 5 business days of submitting an application, at least 80 per cent of the time, except as follows:
  - If fleeing abuse within 1 business day, or
  - If there is an immediate need for food, shelter or urgent medical attention within 1 business day.
- Ministry applications are triaged and processed in the order they are received.

## Key Data:

- The Ministry aims to approve and pay applicants as soon as possible. Turnaround time can vary depending on the time an applicant may take to provide the Ministry information required for a decision.

Type of Application	Average Days to First Contact 2024 (up to July 31)	Average Days to First Payment 2024 (Jan 1 - July 31)
General	1	22
Expediated	1	11
Fleeing Abuse	1	5

(Data source: Operations Support – Analytics and Business Intelligence)



## 2024 SDPR Transition Note

	2022		2023		2024 (Jan 1 - July 31)	
<b>MySS – Staff Supported</b>	452	1%	540	1%	220	1%
<b>MySS – Client-Initiated (self-directed)</b>	35,822	76%	37,339	71%	23,032	70%
<b>MySS – Staff Assisted</b>	10,844	23%	14,852	28%	9,681	29%

(Data source: Operations Support – Analytics and Business Intelligence)

### **Background:**

- Additional supports are available to applicants that include access to professionally trained language and American Sign Language interpreters or the applicant’s interpreter of choice.
- Applicants returning to the Ministry within six months can have their eligibility determined, at the Ministry’s discretion, with the monthly report form, rather than completing a full application.



# Accessibility Directorate



Minister Binder

# 2024 SDPR Transition Note

**Title: Accessible BC Act Implementation**

**Date Last Revised:** September 12, 2024

## Key Points:

- The province is in the third year of implementing the Accessible BC Act.
- The Act establishes a framework for government to work in partnership with people with disabilities and the broader community to identify, remove and prevent barriers to the full and equal participation of people living with disabilities.
- We have followed through on key commitments made when the Act passed including the establishment of a new Provincial Accessibility Committee, the creation of AccessibleBC: government's 3 year accessibility plan, and the creation of an accessibility feedback tool. We have also extended these requirements to more than 750 public sector organizations through Regulation.
- We know there is still much more to be done. Accessibility Directorate staff are working with Ministries across government to identify progress and go-forward priorities for accessibility across Ministries. Additionally, the Provincial Accessibility Committee completed draft recommendations on accessibility standards in the areas of employment and service delivery in Spring 2024 and public consultation was held between May and July 2024.

## Accomplishments:

- The government has fully complied with the requirements of Part 3 of the Act (accessibility committee, plan and feedback tool).
- Ministries across government are engaged advancing accessibility priorities through the Accessible BC Plan.
- In 2023/24, SDPR invested nearly \$20M to help advance accessibility and inclusion priorities in communities (see Accessibility Investments Transition Note).

## Key Data:

- PAC have met four times in 2023 and six times to date in 2024 in their efforts to develop initial accessibility standards recommendations.
- The Directorate facilitated approximately 50 pre-engagement sessions with key partners between January and May 2024 to create awareness on proposed accessibility standards and upcoming public engagement.
- Formal province-wide public consultation was held between May-July 2024 (see Standards Development Transition Note).
- As of June 2024, the Directorate has received a total of 305 submissions through the Accessibility Feedback Tool since it launched in October 2022.

## 2024 SDPR Transition Note

### **Budget/Financial Context:**

- The Accessibility Directorate supports government's implementation of the Accessible British Columbia Act (Act) and has 14.5 FTEs with an annual budget of approximately \$1.76 million (operating) (not including grants of up to \$500,000 to partners).
- The Accessibility Directorate provides a coordinating function for government to support the implementation of the Accessible British Columbia Act and advancement of related accessibility priorities. Ministries across government are accountable for budget to ensure the accessibility of programs and services which they deliver.

### **Background:**

- The Accessible B.C. Act builds upon the model developed in other provinces and complements the Federal Accessible Canada Act.
- To date, implementation of the Act has focused on Part 2 (promoting accessibility and reporting), Part 3 (ensuring organizations are accessible) and Part 4 (development of accessibility standards) of the Act.
- Future work on implementation of the Act will include ongoing work to develop Accessibility Standards under Part 4 and seeking direction from government on future approaches to implementing Part 5 (Compliance and Enforcement).

# 2024 SDPR Transition Note

## Title: Accessibility Investments

Date Last Revised: September 27, 2024

### Key Points:

- The Government of BC works with numerous partners and organizations who serve people with disabilities to remove barriers for people with disabilities.
- Various ministries across government invest in accessibility priorities within their sectors through grants, programming, and services for people with disabilities. Given the broad range of programs and services government delivers, as well as the variety of accessibility needs and priorities across the disability community, achieving an optimal calibration of accessibility investments across the span of government's programs and services can be challenging.
- The Accessibility Directorate supports organizations in the disability and accessibility sector to collaborate and share learning to support sector efficiencies including encouraging organizations to partner on funded projects to maximise outcomes for people with disabilities.

### Accomplishments:

- More information on the funding provided to non-profits can be found in **Transition Note 42 – Nonprofits/Grants Appendix A**
- The Accessibility Directorate supported the establishment of the Accessibility Peer Learning Network, currently co-chaired by Disability Alliance BC and the Rick Hansen Foundation, to facilitate learning and build capacity among non-profits in the accessibility sector.

### Key Data:

- Further information on the funding provided to non-profits can be found in **Transition Note 42 – Nonprofits/Grants Appendix A.**
- The table below shows the funding distributed to disability projects in 2023/24 where the Accessibility Directorate is the contract manager. \*Indicates that the project also received funding in 2022/23.

Name of Organization	Funding provided in	Project Name – Description
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## 2024 SDPR Transition Note

	<b>2023/24 (\$M)</b>	
Spinal Cord Injury BC, BC Wheelchair Sports, BC Wheelchair Basketball, Disability Foundation, Neil Squire Society	\$2,000,000*	<b>BC Spinal Cord Injury Network:</b> serves 18,343 clients throughout the province through direct services and working with Indigenous communities to co-create culturally safe & relevant Indigenous programs.
BC Aboriginal Network on Disability Society	\$825,000	<b>Navigator Program:</b> assists clients to access services and supports related to employment; adaptive technologies; transition planning; & various assistance programs (federal/provincial).
BC Aboriginal Network on Disability Society	\$100,000*	<b>Wellness Gathering:</b> brings together Indigenous and non-Indigenous leaders & disability related service providers.
CNIB Deaf Blind Community Services	\$370,000*	<b>Deafblind Intervenor Program &amp; Service Analysis:</b> Deafblind intervenor services.
Disability Alliance BC (DABC)	\$500,000*	<b>Accessibility Projects:</b> supports community accessibility initiatives as part of AccessAbility Week.
DABC, MOSAIC	\$825,000	<b>Newcomers:</b> builds capacity between organizations to support accessibility for Newcomers.
DABC, Together Against Poverty Society, Ki-Low-Na Friendship Society, Active Support Against Poverty Society	\$1,437,000*	<b>Tax Aid:</b> provides free support filing income taxes and accessing tax credits and benefits for people with disabilities.
Inclusion BC	\$100,000*	<b>Everybody Belongs!:</b> annual learning event on intellectual disability, human rights and inclusion.
Island Deaf and Hard of Hearing	\$845,000	<b>Sound of Change:</b> provides refurbished hearing aids, community services & audiological assessments.
Rick Hansen Foundation	\$5,000,000*	<b>BC Accessibility Grants:</b> provides local governments & Indigenous communities with Rick Hansen Foundation Accessibility Certification™ (RHFAC) rating for three sites, support for accessibility upgrades to the rated sites and accessibility awareness training.
SPARC BC	\$10,000*	<b>AccessAbilityWeek:</b> supports local government or community-based disability organization to celebrate AccessAbility Week.
SPARC BC	\$5,000,000	<b>Local Community Accessibility Grants:</b> grants for local governments to remove & prevent barriers.

## 2024 SDPR Transition Note

Vancouver Foundation, BCANDS, DABC, Plan Institute	\$2,700,000*	<b>Access RDSP:</b> offers a suite of supports, services and resources to assist individuals in applying for an RDSP.
<b>Total</b>	<b>\$19,712,000</b>	

### **Budget/Financial Context:**

- In 2023/24 SDPR provided more than \$19.7 million to over 17 non-profit organizations for accessibility-related projects.
- In 2022/2023 over \$11 million in funding was distributed to support the implementation of the Accessible BC Act and increase accessibility and inclusion in BC.

# 2024 SDPR Transition Note

## **Title: Accessibility Standards Development**

**Date Last Revised:** September 20, 2024

### **Key Points:**

- Under the authority of Part 4 of the Accessible B.C. Act, the Provincial Accessibility Committee (PAC) is developing two accessibility standards to address barriers to employment and the receipt of goods and services for persons with disabilities in BC.
- Technical committees began work in January and April 2023 on the employment accessibility standard and service delivery standard respectively.
- Public consultation on the Provincial Accessibility Committee's recommendations for the standards was held between May 31st and July 31st, 2024.
- After making any revisions, PAC will recommend standards to the Minister, at which point, those standards may be considered for regulation, in part or in whole.
- Accessibility standards in other areas will be developed in later phases of implementation.

### **Accomplishments:**

#### **Proposed Accessibility Standards**

- PAC completed proposed recommendations for accessibility standards on service delivery and employment in April 2024.

#### **Engagement**

- Prior to launching formal public consultations on standards development, the Accessibility Directorate held 50 pre-consultation sessions with key government partners and external partners between January and May 2024.
- Formal province-wide public consultation was held between May-July 2024.
- The approach for formal public engagement included: 1,344 survey responses, 5 regional virtual town halls, 11 sector-specific virtual consultation sessions, 7 direct submissions, and Government Financial Information to ensure input from as many British Columbians as possible.
- The Accessibility Directorate will receive the collated feedback and analysis from the consultant (Urban Systems) in Fall 2024.
- As per action 4.9 in the Declaration Act Action Plan, Government maintains ongoing consultation and cooperation with Indigenous Peoples to ensure that regulations developed under the Accessible B.C. Act reflect input from Indigenous Peoples.
- Moving forward there will be opportunity for further consultation and cooperation with Indigenous Peoples and partners including on draft regulations.

#### **Timeline**

The Accessibility Directorate anticipates the following timeline for the development of the first two accessibility standards:

- Publish a report on the engagement (Early 2025).
- Revisions to standards recommendations (Fall 2024 – Spring 2025).

## 2024 SDPR Transition Note

- PAC to aim to submit final recommendations to the Minister (Summer 2025).
- Minister to provide direction on which standards may be considered for regulation, in part or in whole (Summer 2025).

Advice/Recommendations

### **Budget/Financial Context:**

The ministry has retained BC Statistics to undertake economic impact modeling.

### **Background:**

#### **Other Jurisdictions**

- Ontario and Manitoba have standards on accessible employment and service delivery in place. Nova Scotia is currently working on the development of standards on accessible employment and service delivery. Federally, Accessibility Standards Canada has indicated 15 potential areas for accessibility standards including employment, and customer service.

CONTACT: SAM TURCOTT, ADM, ACCESSIBILITY  
DIRECTORATE, 250-888-4271

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# 2024 SDPR Transition Note

## **Title: Accessible BC Regulation**

**Date Last Revised:** September 26, 2024

### **Key Points:**

- The Accessible B.C. Regulation, adopted April 14, 2022, prescribed over 750 public sector organizations to establish: an accessibility committee, an accessibility plan, and a tool to receive feedback on accessibility.
- The first phase of organizations, including local governments, post-secondary institutions, school districts and independent schools, public libraries and some Crowns and agencies, were required to comply with the requirements by September 1, 2023.
- A second phase of organizations, including health authorities, tribunals, and some Crowns and agencies, are required to comply by September 1, 2024.
- The prescription of these organizations was informed by feedback from ministries across government, Indigenous partners, and from targeted engagement conducted with over 750 public sector organizations from August to October 2021.
- These requirements are intended to get organizations planning for accessibility in a way that is informed by people with disabilities in advance of the accessibility standards currently in development.

### **Accomplishments:**

Government has been working together with trusted partners to help organizations to comply with the regulation. The following projects support compliance with the Accessible BC Regulation:

- Disability Alliance BC (DABC) – Accessible Organizations Project: In 2022 the Government of British Columbia provided \$3 million over three years to support the organizations prescribed by the Accessible B.C. Regulation by developing a variety of resources including toolkits, guides and training.
- SPARC BC – Local Community Accessibility Grant Program: In 2023 the Government of British Columbia provided \$5 million over three years to provide up to \$25,000 for all local governments or regional districts to support implementation or projects identified within their accessibility plan or by their accessibility committee.
- Rick Hansen Foundation – BC Accessibility Grants Program: The Government of British Columbia has provided \$7.5 million to fund local governments and Indigenous communities to receive a Rick Hansen Foundation Accessibility Certification™ (RHFAC) rating for three sites and up to \$82,500 (total) for upgrades along with accessibility awareness training for municipal staff.

# 2024 SDPR Transition Note

## Key Data:

- 788 organizations are prescribed in the Accessible B.C. Regulation.
- 755 Organizations were required to comply with Part 3 of the Accessible B.C. Act by September 1, 2023. In the summer of 2024, a point in time count using publicly available data showed that approximately 87% of phase one organizations are compliant or in progress to being compliant.
- 33 organizations are required to comply with Part 3 of the Accessible B.C. Act by September 1, 2024.

## Budget/Financial Context:

- \$15.5 million dollars has been provided to support communities to become more accessible.

## Background:

- The requirements to establish an accessibility plan, committee and feedback mechanism are framed flexibly, and organizations have significant discretion to develop the plans, feedback mechanisms and committees that work for their communities. The regulation allows organizations to evolve their approach to the plan, committee and feedback tool over time and with feedback from people with disabilities.
- Our team at the Accessibility Directorate are currently focused on Standards Development and have relied on their partnership with the team at Disability Alliance BC to identify and deliver support to Part 3 organizations to come into compliance.
- If an organization is flagged as noncompliant, the Accessibility Directorate reach out to the organization either directly or via the Disability Alliance BC Accessible Organizations project to offer support to the organization.
- Provisions respecting compliance and enforcement under the Accessible BC Act are not in force. While the Accessibility Directorate endeavours to monitor and support organizational compliance, the capacity of the Accessibility Directorate to undertake compliance monitoring on an ongoing basis is limited.

# 2024 SDPR Transition Note

**Title: Accessible B.C. Act Compliance and Enforcement**

**Date Last Revised:** September 26, 2024

## Key Points:

- Parts 5 and 6 of the *Accessible B.C. Act* enable compliance and enforcement actions in the form of monetary penalties if organizations fail to comply with the Act or regulations.
- These Parts of the legislation are currently not in force. Cabinet Confidences  
Cabinet Confidences
- One of the overarching messages heard during the public engagement on the *Accessible B.C. Act* was that this work needs to advance a larger effort of creating a culture of accessibility in the province. Given this, our interim approach to compliance and enforcement focuses on working with organizations, supporting and incentivizing them to meet the requirements.
- The Accessibility Directorate aims to support government to achieve a balanced approach to compliance with a goal to build awareness and understanding to ensure that BC is more accessible for all.

## Accomplishments:

- Currently, Government's approach to compliance and enforcement focuses on working with organizations, supporting and incentivizing them to meet the requirements (**See Accessible B.C. Regulation Estimates Note**).
- As we develop accessibility standards, we will be working to establish a balanced approach to compliance and enforcement.

## Key Data: (statistics, tables, etc.)

- 788 organizations are prescribed in the Accessible B.C. Regulation.
- 755 Organizations were required to comply with Part 3 of the Accessible B.C. Act by September 1, 2023. In the summer of 2024, a point in time count using publicly available data showed that approximately 87% of phase one organizations are compliant or in progress to being compliant.

## 2024 SDPR Transition Note

- 33 organizations are required to comply with Part 3 of the Accessible B.C. Act by September 1, 2024.
- Accessibility standards on employment accessibility and service delivery, currently under development, will likely create requirements for the provincial government, as well as public sector and some private sector organizations.

### **Budget/Financial Context:**

- BC Statistics is currently developing economic modeling for the cost and benefits to organizations of compliance with accessibility standards on employment and service delivery under development.

# Research, Innovation and Policy Division

Minister Binder

# 2024 SDPR Minister Transition Note

**Title:** Food security

**Date Last Revised:** September 24, 2024

## Ministry/Ministries:

- In its 2022 mandate letter, the Minister of Social Development and Poverty Reduction (SDPR) was directed to “lead work on food security” with support from the Minister of Agriculture and Food (AF) and the Parliamentary Secretary for Community Development and Non-Profits.
- The Ministries of Education and Child Care (ECC) and AF also have a joint mandate commitment to make sure students are properly fed for learning.
- Multiple other ministries have mandates (directly and indirectly) related to food security.
- “Food security” and “food insecurity” are often used interchangeably to describe the same issue from different perspectives: the need for food security; the experience of food insecurity.

## Issue:

- Food insecurity is the inadequate or insecure access to food due to financial or other constraints. While primarily an income issue, food insecurity is complex and impacted by factors such as transportation, mobility challenges, social isolation, the rising cost of other core expenses such as housing and utilities, and the lasting and ongoing practices and impacts of colonialism.
- Food security was one of the top issues raised during the 2023 public engagement for the 2024 Poverty Reduction Strategy.
- Despite significant investments, food insecurity in BC is increasing. The total percentage of people who were food insecure increased from 16.8% in 2022 to 21.8% in 2023, and demand for food banks increased 45% from 2021-2023. Rising demand continues to outpace existing funding for food access organizations, and access to sustainable funding is an ongoing issue.
- People accessing food banks are more likely to be in lower income brackets. 36.7% of visits are made by people receiving provincial income and disability assistance, although they represent only 5% of the population. Indigenous people are disproportionately impacted by poverty and represent 12% of food bank users (vs. 5.6% of the population). Due to the current affordability crisis, recent newcomers to Canada, two-parent households with children, seniors, and people whose main source of income is employment are increasingly accessing food banks.

## Background:

SDPR’s work to advance progress on food security includes:

- Year-end funding investments; and
- Cross-sector partnerships, and cross-ministry collaboration.

# 2024 SDPR Minister Transition Note

## Food Security Investments

As an unfunded mandate item, investments to advance progress on food security have been primarily reliant on year-end grant funding.

- Since 2019, SDPR has provided over \$66 million in year-end grants to organizations supporting food security initiatives in communities across BC.
- In 2023, Government invested a historic \$200 million to strengthen the food supply chain across BC, increase the availability of fresh food and encourage more food production in remote areas. This included:
  - Over \$50 million allocated by SDPR to strengthen food banks, food distribution and food access via Food Banks BC, United Way BC and smaller community partners.
  - A \$30 million investment by AF for the Indigenous Food Security Program to support Indigenous food sovereignty and security initiatives.
  - Funding allocated by AF for various initiatives supporting food production and food systems (e.g. Food Security Emergency Planning and Preparedness Fund).
- Budget 2023 provided \$214 million in funding, over three years, to build and expand local school food programs (the largest investment in school food programs in the Province's history).

Funding from these investments is still underway (e.g. SDPR grants to support food banks, food distribution and food access continue until 2026, AF grants for Indigenous food sovereignty and security initiatives are multi-year, funding for the Feeding Futures program through ECC extends for three years).

No new year-end funding was allocated to food security in 2024.

## Cross-Ministry and Cross-Sector Collaboration

### *Food Security Steering Committee (FSSC)*

In 2020, an Executive Director-level, cross-government FSSC was established to promote a long-term, coordinated approach that responds to the complexity of food security across sectors. Chaired by SDPR, the Ministry of Health and AF, membership includes ministries with mandates related to food security. The Committee has provided a stable means of networking and information sharing across government.

Advice/Recommendations

## 2024 SDPR Minister Transition Note

While the FSSC provides an opportunity for coordination across government at the staff-level, most of the ministries involved (including SDPR) do not have budget allocations for food security. As such, operationalizing any framework developed is not possible.

### *Food Access Advisory Committee (FAAC)*

The FAAC was created in Summer 2023 to support SDPR's food security mandate Advice/Recommendations  
Advice/Recommendations; Cabinet Confidences

### **Implications / Considerations / Opportunities:**

Advice/Recommendations

### **Decision(s) Required / Next Steps:**

There are no immediate decisions that Government must make in the next 30/60/90 days. In the absence of a future mandate/budget decision, food security supports will continue to be managed through end of year grant funding.

# 2024 SDPR Minister Transition Note

## Title: Treatment of Income and Assets

Date Last Revised: September 23, 2024

### Key Points:

- The BC Employment and Assistance Program (BCEA) is income and asset-tested.
- Prior to being determined eligible for assistance, families are expected to access all other forms of available income, such as Employment Insurance, Canada Pension Plan Disability benefits, or personal assets.
- Certain income and assets are exempt and do not impact eligibility for assistance.
- Earnings exemptions allow recipients who can work to keep their earnings (up to a limit) to cover expenses, develop skills, and maintain engagement in the workforce.

### Accomplishments:

- Budget 2023 provided \$11 million over three years to increase earnings exemptions for income and disability assistance recipients. These changes came into effect on January 1, 2024, benefitting 4,100 disability assistance recipients (3.3% of caseload) and 6,600 income assistance recipients (10% of caseload) over the year, who are currently exceeding their earnings exemption limits.
- Payments for certain injury-related expenses incurred or about to be incurred resulting from an injury are not considered income and are fully exempt as of August 1, 2024. These include injury-related payments from ICBC and Workers Compensation Board.
- Effective September 1, 2024, ICBC Enhanced Care Coverage Income Replacement Benefits are exempt for recipients of disability assistance under their annual earnings exemption (AEE).

### Background:

#### Income and Asset Framework:

- All adult family unit members' income and assets are considered when determining eligibility for assistance.
- Generally, money is considered income in the month it is received and an asset afterwards. Under BCEA legislation, money received by a family unit is classified as:
  - *Earned Income*: any money or value received in exchange for work or the provision of a service.
    - Family units are eligible for an earnings exemption.
    - When a family unit has earned income that exceeds its earnings exemption but below prescribed assistance rates, the ministry will 'top-up' the family unit's assistance to the maximum rate.
  - *Unearned Income*: any money that is *not* earned income. Examples include pensions, employment insurance benefits, lottery winnings, inheritances, tenant

## 2024 SDPR Minister Transition Note

compensation, some workers' compensation benefits (WCB) and some financial awards, etc.

- When a family unit has unearned income, the ministry will typically deduct these amounts dollar-for-dollar from the family unit's assistance.
- There are numerous exemptions available to unearned income.
- Typically, unearned income does not count towards a family's earnings exemption.
- For disability assistance recipients, WCB Temporary Wage Loss Replacement Benefits and ICBC Enhanced Care Coverage Income Replacement Benefits are considered unearned income and is exempt under their AEE.

### Asset Limits and Exemptions:

- Assets include cash and any property that can be converted into cash. Regulations establish asset levels that vary by client type and family composition:
  - Single clients (IA): \$5,000
  - Couples or one- or two-parent families (IA): \$10,000
  - Family unit where one adult has the PWD designation (DA): \$100,000
  - Family unit where both adults have the PWD designation (DA): \$200,000
- Some assets do not impact eligibility for assistance. Examples include a primary residence, one motor vehicle, necessary household equipment, and Registered Disability Savings Plans (RDSP).

### Earnings Exemptions

- Earnings exemptions allow eligible family units to receive earned income up to a monthly or annual limit without impacting the amount of assistance they receive.
- A family unit may be eligible for different earnings exemptions depending on their family unit composition, number of dependents, and client type.
  - Income assistance (IA) recipients are eligible for a monthly earnings exemption (see Appendix A: Table 1)
  - Disability assistance recipients are eligible for an AEE (see Appendix A: Table 2).

### Treatment of Income:

- Some types of income are exempted. Examples include the following:
  - Benefits intended to support children, such as the Canada Child Benefit and the BC Family Benefit.
  - Child support payments.
  - Several financial compensation payments, such as Indigenous settlements.
  - Income tax refunds.
  - One-time gifts for IA recipients and recurring gifts for DA recipients.
  - Money held in or paid out of an RDSP.

## 2024 SDPR Minister Transition Note

- Tax credits (BC Sales Tax Credit, the BC Climate Action Tax Credit, and the federal GST credit).
- Trusts established for individuals with the PWD designation to help them retain more assets to meet disability-related costs.

### Appendix A – Earnings Exemption Tables:

<b>Table 1 – Monthly Earnings Exemptions (IA)</b>	
<b>Family Unit Type</b>	<b>Limit</b>
Family units without dependent children	\$600/month
Family units with dependent children	\$900/month
Family units where at least one client is designated PPMB	\$1,080/month
All family units with a dependent child who has a severe disability	\$1,080/month

<b>Table 2 – Annual Earnings Exemption (DA)</b>	
<b>Family Unit Type</b>	<b>Current</b>
Single client designated as a Person with Disabilities	\$16,200/year
Family unit with two adult recipients where only one recipient is designated as Person with Disabilities	\$19,440/year
Family unit where both adult clients are designated as Persons with Disabilities	\$32,400/year

# 2024 SDPR Minister Transition Note

## Title: Supplements – General, Health & Crisis

Date Last Revised: September 11, 2024

### Key Points:

- Supplementary assistance provides people on income, disability, and hardship assistance with access to additional benefits to assist with specific needs and circumstances.
- Supplementary assistance is divided into two basic categories:
  - General supplements – supports related to employment, housing, moving and transportation.
  - Health supplements – supports related to basic medical and dental coverage, medical equipment, supplies and nutrition.
- Crisis supplements are also available for clients to address unforeseen emergencies.

### Accomplishments:

- Effective September 1, 2024:
  - Crisis supplements may be issued when there is an imminent danger to physical or mental health. There also is no longer an explicit requirement regarding whether a child is at risk of being removed from the family's care in order to receive a crisis supplement.
  - Health supplements may now be issued for additional types of breathing devices, the Mandibular Advancement Device and Cough Assist Device.
- Effective August 2023, the ministry increased supplementary assistance rates for the crisis supplement, monthly food-related (nutrition) supplements and one-time specific supplements (medical transportation, school start up, and winter (formerly Christmas) supplements).
- Effective March 2023, the Housing Stability Supplement was introduced to support clients to maintain housing when they are temporarily absent (e.g., in special care, incarcerated, etc.) from their home to ensure they are not at risk of homelessness.

### Key Data:

- For fiscal year 2023/24:
  - Over 160K Crisis Supplements were issued, of which approximately 97K were for food and 13K were for shelter.
  - In comparison for fiscal year 2021/22, these figures were 87k (total), 52k(food) and 7k(crisis), which is an increase of 88%, 84% and 98%.
  - 11,024 Health Supplements were issued for medical equipment.

## 2024 SDPR Minister Transition Note

### Budget/Financial Context:

Assistance Type	2022/23		2023/24		2024/25 Budget
	Budget	Actuals	Budget	Actuals	
	(\$millions)				
General Supplements	210.0	209.8	220.3	225.0	226.7
Health Supplements	167.2	163.1	169.4	174.4	184.2
Crisis Supplements	11.3	16.6	17.2	27.8	28.6

Source: FASB

Note: Clothing supplement for clients in special care facilities, pre-natal shelter supplement, and lost or stolen cheques are not reflected in the budget table as these items are paid out under Income and Disability Assistance.

### Background:

#### General Supplements

- Ministry staff determine eligibility based on specific criteria and documentation requirements outlined in policy and regulations.
- A limited number of general supplements are also available to people and families who meet income thresholds or have financial need but are not clients:
  - Senior's Bus Pass Program
  - Senior's Supplement, and
  - Funeral Supplement.

#### Health Supplements

- Eligibility for health supplements varies depending on family type, client category (i.e., expected-to-work, persons with persistent multiple barriers or persons with disabilities), age, or individual needs.
- Most eligibility decisions are made by ministry staff, however a few types of health supplements are administered under contract by Pacific Blue Cross.
- Health supplements may be issued as either a monetary or in-kind supplement, depending on the specific supplement.
- Low-income British Columbians who have a life-threatening health need may also qualify for assistance with specific medical equipment, supplies and medical transportation needs if no other resources are available.
- Some former clients, such as those eligible for Medical Services Only (MSO) coverage or families with children eligible for Transitional Health Services (THS), may still access specific health supplements after they leave assistance for employment or federal income benefits.

## 2024 SDPR Minister Transition Note

- The ministry provides access to basic dental, optical and hearing benefits to children in low-income families through the Healthy Kids Program.

### **Crisis Supplements**

- Crisis supplements are available to people receiving income assistance, disability assistance, or hardship assistance:
  - who have no other resources available to pay for an unexpected expense or item of need, and
  - if the expense or item is necessary to address an imminent danger to the health of a person in the family unit.
- Crisis supplements are available for Food, Shelter, Clothing and Utilities.
- Other crisis supplement items or expenses that may be covered include utilities, furniture, home repairs, household items, transportation, and fuel for heating and cooking.
- Crisis supplements are most commonly requested to purchase food.

### **Emergency/Disaster Crisis Supplements**

- The Emergency/Disaster Crisis Supplement is only made temporarily available during an identified local, regional, or provincial emergency or disaster.
- The use of the Emergency/Disaster Crisis Supplement is very situational, and the supports provided depend upon the type of emergency or disaster that occurs, such as floods, fires, etc.

# 2024 SDPR Minister Transition Note

## Title: Earnings Exemptions

Date Last Revised: September 6, 2024

### Key Points:

- On January 1, 2024, earnings exemptions for income and disability assistance clients increased. This is the third increase since October 2017.
- The monthly earnings exemption limit for a single person on income assistance is now \$600.
- Disability assistance earnings exemptions are annual and the annual earnings exemption limit for a single person on disability assistance is now \$16,200.
- Earnings exemptions allow people receiving income assistance or disability assistance to earn money from working in addition to the assistance they receive from the ministry.
- Any earnings that fall under monthly or annual earnings exemption limits will not affect the amount of income or disability assistance provided. Any amounts that exceed these limits will be deducted dollar-for-dollar from income or disability assistance.

### Accomplishments:

- As of January 1, 2024, the earnings exemption for a single individual receiving income assistance has increased by \$400/month while the earnings exemption for a single individual receiving disability assistance has increased by \$6,600/year since September 2017.
- This represents a 200% increase for income assistance clients and a 69% increase for disability assistance since September 2017 (see historical increases in Appendix A).

### Key Data:

- In 2023/24, 8,551 or 11.5% of expected-to-work cases declared income in at least one month over the year. The average amount declared was \$698 per month.
- In 2023/24, 24,300 or 18.1% of disability assistance cases declared income in at least one month over the year. The average amount declared was \$8,042 per year.
- Earnings exemptions have had a positive impact on client incomes, especially families with children:
  - In 2023/24, \$195 million of earnings was declared by disability assistance clients, compared to \$92 million in 2015/16.
  - In 2023/24, \$180 million of earnings was exempted for disability assistance clients or 92.1% of total earned income, compared to \$90 million in 2015/16.
  - Earnings exemptions increased the total income for families with children by \$40 million in 2023/24.
- Overall, about 7% of BCEA cases benefit from the January 2024 increase to earnings exemptions.



## 2024 SDPR Minister Transition Note

- An estimated 4,100 disability assistance cases or 3.3% of the disability assistance caseload benefit from the increase to earnings exemptions.
- Approximately 6,600 income assistance cases, or 10% of the caseload, benefit from the increase to earnings exemptions.

### Budget/Financial Context:

	2021/22	2022/23	2023/24
	Actuals	Actuals	Actuals
Income Assistance	\$13.4M	\$17.4M	\$20.3M
Disability Assistance	\$155.5M	\$177.6M	\$180.0M
<b>Totals</b>	<b>\$169.0M</b>	<b>\$195.0M</b>	<b>\$200.2M</b>

Source: Research Branch

Note: The above amounts are actual exempted earnings and represent foregone savings to the ministry.

### Background:

#### Interjurisdictional

- BC's earning exemption ends after the limit is reached. Most other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions (see detailed comparison in Appendix A).

#### Expected-to-Work (Income Assistance)

- BC's income assistance flat rate monthly earnings exemptions are the highest in Canada.

#### Persons with Disabilities (Disability Assistance)

- Yukon, Saskatchewan, Manitoba (specific cases only), and Quebec (Basic Income Program) are the only other Canadian jurisdictions that provide an annual earnings exemption for persons with disabilities.
- BC's disability assistance flat rate annual earnings exemption for singles is currently the highest in Canada. The flat rate annual earnings exemption for couples/couples with children and single parent families is the second highest in Canada (2nd after Alberta).

See Appendix A: Earnings Exemptions Overview – Income & Disability Assistance for detailed information.

## 2024 SDPR Minister Transition Note

### Appendix A: Earnings Exemptions Overview – Income & Disability Assistance

#### Key Information:

- Earnings exemptions allow people receiving income or disability assistance to earn money from working in addition to the assistance they receive from the ministry.
- Earnings exemptions offer people a chance to increase their household income, remain connected to the workforce and community, and build valuable work experience.
- Exemptions for Income Assistance (IA) clients are determined monthly. In contrast, Disability Assistance (DA) clients can earn up to an annual earnings exemption (AEE) limit at any time during the calendar year. Hardship Assistance (HA) clients are not eligible for earnings exemptions.
- Current earnings exemptions (January 2024):
  - Single person receiving IA: \$600/month
  - Single person receiving DA: \$16,200/year
- Any amounts that exceed these limits are deducted dollar-for-dollar from IA/DA.
- Budget 2023 provided \$11 million over three years to increase earnings exemptions for income and disability assistance clients. These changes became effective January 2024.
- BC's income assistance flat rate monthly earnings exemptions are the highest in Canada. BC's disability assistance flat rate annual earnings exemption for singles is the highest in Canada while the annual earnings exemption for couples/couples with children is the second highest in Canada.

#### Historic Increases to Earnings Exemptions:

Client Category	Jan 2012	Oct 2012	Jan 2015 *	Oct 2015	Oct 2017	Jan 2021	Jan 2024
<b>Income Assistance</b> (monthly amounts)							
Single/childless couple	\$0	\$200	\$200	\$200	\$400	\$500	\$600
Family with dependent children	\$0	\$200	\$200	\$400	\$600	\$750	\$900
Case designated as Persistent Multiple Barriers	\$500	\$500	\$500	\$500	\$700	\$900	\$1,080
Family with dependent child who has a severe disability	\$300	\$300	\$300	\$500	\$700	\$900	\$1,080



## 2024 SDPR Minister Transition Note

Client Category	Jan 2012	Oct 2012	Jan 2015 *	Oct 2015	Oct 2017	Jan 2021	Jan 2024
<b>Disability Assistance</b> (monthly/annual amounts)							
Single/single parent	\$500	\$800	\$9,600	\$9,600	\$12,000	\$15,000	\$16,200
Couple/two parents with one adult with the PWD designation	\$500	\$800	\$12,000	\$12,000	\$14,400	\$18,000	\$19,440
Couple/two parents with both adults with the PWD designation	\$750	\$1,600	\$19,200	\$19,200	\$24,000	\$30,000	\$32,400

\*Earnings exemptions for Disability Assistance clients become annual

### Interjurisdictional Comparison:

#### Income Assistance

- B.C.'s income assistance flat rate monthly earnings exemptions are the highest in Canada. Most other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions.

Earnings Exemptions, Expected to Work (January 2024)	
<b>BC</b>	<b>Single:</b> \$600 per month. <b>Couple (no children):</b> \$600 per month. <b>Parents (with children):</b> \$900 per month.
<b>AB</b>	<b>Single:</b> \$230 per month + 25% of remaining net earnings. <b>Couple:</b> \$115 per adult per month + 25% of remaining net earnings.
<b>SK</b>	<b>Single:</b> \$325 per month. <b>Couple (no children):</b> \$425 per month. <b>Families:</b> \$500 per month.
<b>MB</b>	\$200 per adult per month + 30% of remaining net earnings.
<b>ON</b>	\$200 per adult per month + 50% of remaining net earnings.
<b>QU</b>	<b>Single:</b> \$200 per month. <b>Couple:</b> \$300 per month.
<b>NB</b>	<b>Singles:</b> \$500 per month + 50%. <b>More than one person:</b> \$500 per month + 50%.
<b>NS</b>	100% on the first \$250; 75% on the next \$250; 50% on the next \$250; 25% on amount over \$750.
<b>PEI</b>	<b>Singles:</b> \$250 per month + 30% of remaining net earnings. <b>Families:</b> \$400 per month + 30% of remaining net earnings.
<b>NF</b>	<b>Single:</b> \$75 per month + 20% of remaining net earnings. <b>More than one person:</b> \$150 per month + 20 % of remaining net earnings.

## 2024 SDPR Minister Transition Note

### Disability Assistance

- B.C. is one of the first jurisdictions to offer annual earnings exemptions.
- The Yukon, Saskatchewan, Manitoba (specific cases only) and Quebec (Basic Income Program) are the only other Canadian jurisdictions that provide an annual income exemption for persons with disabilities.
- BC's disability assistance flat rate annual earnings exemption for singles is the highest in Canada while the annual earnings exemption for couples/couples with children is the second highest in Canada.
- Most other provinces include a percentage exemption for income received that exceeds the amount of their flat rate exemptions.

<b>Earnings Exemptions, Persons with a Disability (January 2024)</b>	
<b>BC</b>	<b>Single:</b> \$16,200 per year <b>Couple, 1 PWD:</b> \$19,440 per year <b>Couple, 2 PWDs:</b> \$32,400 per year
<b>AB</b>	<b>Single:</b> \$1,072 per month + 50% up to \$2,009 (\$1,541 maximum). <b>Couple (both adults AISH eligible):</b> \$1,072 per month + 50% up to \$2,009 (\$1,541 maximum) per adult. <b>Family/ Couple (One adult AISH eligible):</b> \$2,612 per month + 50% up to \$3,349 (\$2,981 maximum). <b>Family (2 adults both AISH eligible):</b> One adult receives the single exemption; one adult receives the family exemption.
<b>SK</b>	<b>Single:</b> \$6,000 per year <b>Couple:</b> \$7,200 per year <b>Families:</b> \$8,500 per year
<b>MB</b>	\$200 per adult per month + 30% of remaining net earnings. Those eligible for Community Living Services, living in a personal care home or receiving CPPD are eligible for an annual earnings exemption of \$12,000 per year for singles, \$18,000 per year for Couples/Families with Children.
<b>ON</b>	\$1,000 per month + 25% of remaining net earnings.
<b>QU</b>	<b>Single:</b> \$200 per month. <b>Couple:</b> \$300 per month. <b>Basic Income Program:</b> \$14,532 and 45% for the remaining net earnings.
<b>NB</b>	<b>Singles:</b> \$500 per month + 50% of remaining net earnings. <b>More than one person:</b> \$500 + 50% of remaining net earnings.
<b>NS</b>	100% on the first \$350; 75% on the next \$150; 50% on the next \$250; 25% on amount over \$750.
<b>PEI</b>	<b>Single and Families:</b> \$500 per month + 30% of remaining net wages.
<b>NF</b>	<b>Single:</b> \$150 per month + 20% of remaining net earnings. <b>More than one person:</b> \$250 per month + 20% of remaining net earnings.

Note: On January 1, 2023, Quebec implemented the Basic Income Program. Social Solidarity Program (i.e., Disability Assistance) recipients who have been in receipt of assistance for 66 of the previous 72 months are transferred to this program.

# 2024 SDPR Minister Transition Note

## Title: Income and Disability Assistance Rates

Date Last Revised: September 20, 2024

### Key Points:

- On August 1, 2023, the maximum shelter allowance for income and disability assistance clients increased by \$125 per family unit– the first increase in maximum shelter rates since 2007. This increase benefits over 150,000 cases and marks the fifth increase to income assistance since 2017.
- As of August 2023, the maximum monthly income assistance (support + shelter) rate is \$1,060 for a single person on income assistance and \$1,483.50 for a single person on disability assistance.
- BC's income assistance rate for singles is the second highest and disability assistance rates for singles are the third highest in the country.
- Effective May 1, 2022, a minimum shelter allowance was established to provide additional funds to help persons experiencing homelessness meet their needs.
- People who receive income assistance or disability assistance may also receive other supports and benefits such as subsidized housing, dental and optical care for children, free Pharmacare, and employment services through WorkBC.

### Accomplishments:

- In April 2021, the monthly income and disability assistance support rate increased by \$175 per adult– the largest single increase in B.C.'s history.
- Income and disability assistance rates have increased five times since September 2017. The rate for a single individual has increased by \$450 per month, an increase of 74% for income assistance and 44% for disability assistance.

### Key Data:

Province	Employable	Barriers/PPMB	PWD
British Columbia	1,060.00	1,110.00	1,483.50
Alberta	824.00	959.00	1,863.00
Saskatchewan	1,005.00	1,005.00	1,456.00
Manitoba	861.00	1,166.00	1,166.00
Ontario	733.00	733.00	1,368.00
Quebec	770.00	1,205.00	1,205.00
New Brunswick	860.00	908.00	1,118.00
Prince Edward Island	1,401.00	1,401.00	1,551.00
Nova Scotia	704.00	974.00	974.00
Newfoundland & Labrador	931.00	931.00	931.00
<b>BC RANK</b>	<b>2</b>	<b>4</b>	<b>3</b>

# 2024 SDPR Minister Transition Note

## **Budget/Financial Context:**

- In Budget 2023, government allocated \$499M over three years for the August 1, 2023, increase to shelter rates:
  - o \$131M in 2023/24
  - o \$183M in 2024/25
  - o \$185M in 2025/26
- In Budget 2022, \$11M/year ongoing was allocated to support the minimum shelter allowance implemented May 1, 2022.

## **Background:**

### Cumulative Rate Increase

- As of August 2023, the assistance rate for a single individual had increased by \$450 per month since September 2017, an increase of 74% for income assistance and 44% for disability assistance.

### 2023 Shelter Rate Increase

- Effective August 1, 2023, monthly income and disability assistance shelter rates increased by \$125 per case, from \$375 to \$500 per month for a single sheltered person.
- A minimum shelter allowance of \$75 per month (for a single individual) was implemented in May 2022 as part of government's Homelessness Strategy.

### 2021 Support Rate Increase

- Effective May 1, 2021, monthly income and disability assistance support rates increased by \$175 per eligible adult.

### 2019 Support Rate Increases

- Effective April 1, 2019, monthly income and disability assistance support rates increased by \$50 per eligible adult.

### 2017 Support Rate Increases

- Effective October 2017, monthly income assistance support rates increased by \$100 per family and disability assistance rates increased by \$100 per family member with the PWD designation.

# 2024 SDPR Minister Transition Note

## Title: Declaration Act and Reconciliation Overview

Date Last Revised: September 18, 2024

### Key Points:

- SDPR has been implementing the Declaration on the Rights of Indigenous Peoples Act (Declaration Act), requirements on consulting and cooperating with Indigenous Peoples including through the key commitments in the 2022-2027 Action Plan:
  - the development and implementation of the *Accessible B.C. Act*;
  - the renewal of the Poverty Reduction Strategy (PRS); and,
  - amendments to the *Poverty Reduction Strategy Act* (PRSA), *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act* (BCEA legislation).

### Accessible B.C. Act

- The Ministry continues to engage Indigenous Peoples and partners in the implementation of the Accessible B.C. Act.
- Specific commitments to consult and consider the rights of Indigenous Peoples in the development of accessibility standards are included in Sections 16 and 19 of the Accessible B.C. Act and in action 4.9 of the Declaration Act Action Plan.

### Poverty Reduction

- B.C.'s PRS must be updated every five years, as required by the PRSA.
- The 2024 PRS was released on July 24, 2024, informed by an extensive public engagement in 2023, including a distinctions-based Indigenous engagement process.

### Accomplishments:

#### Accessible B.C. Act

- SDPR undertook a distinctions-based engagement in spring and summer 2024 to inform the development of two draft standards under the Accessible B.C. Act: Accessible Service Delivery and Employment Accessibility.
- Targeted engagement with Indigenous Peoples to inform the draft standards is ongoing. For further details, see Note 33: Accessibility Standards Development.

#### Poverty Reduction

- SDPR undertook a distinctions-based engagement from winter 2022/23 through spring 2024 to renew B.C.'s PRS and inform amendments to the PRSA and BCEA legislation.
- Engagement included an online survey with approximately 1,000 self-identified Indigenous respondents (57% First Nations; 38% Métis; 1% Inuit), consultation and cooperation with Indigenous leadership organizations and advisory groups, in-person and virtual sessions, and attendance at gatherings. For full details, see Appendix A.
- The Social Development and Poverty Reduction Statutes Amendment Act (Bill 7), was passed on March 12, 2024, amending the PRSA and BCEA legislation, followed by the updated Poverty Reduction Strategy (PRS) in July 2024. See Note 41: 2024 Poverty

# 2024 SDPR Minister Transition Note

Reduction Strategy Act and Legislation.

## Key Data:

### Income and Disability Assistance

- Indigenous people are overrepresented on the SDPR caseload. In 2023/24, 17.5% of employable cases and 16.8% of disability cases starting assistance self-identified as Indigenous, over three times the percentage of Indigenous people in B.C.

### WorkBC Employment Services

- In FY 2023/24, the Ministry saw an increase in the number of Indigenous clients participating in WorkBC services and provided funding to 16 Indigenous-focused Community and Employer Partnership (CEP) projects. See Note #78 - Services to Indigenous Peoples and Communities, for more information.

## Background:

### Implementing the Declaration on the Rights of Indigenous Peoples Act

- Section 3 of the Declaration Act requires government to align all laws with the UN Declaration in consultation and cooperation with Indigenous Peoples.
  - SDPR activities include providing early notification of upcoming statutory and regulatory changes to the First Nations Leadership Council (FNLC), Métis Nation BC (MNBC), and Modern Treaty Nations.
  - BCEA legislative changes enable the Minister of SDPR to enter into joint and consent-based decision-making agreements with Indigenous governing bodies with respect to the Minister's powers and duties, including statutory powers of decision.
  - SDPR leads two actions and supports an additional two actions in the Declaration Act Action Plan.

### Accessible B.C. Act

- SDPR engaged Indigenous Peoples in the development of the *Accessible B.C. Act* to identify opportunities to strengthen the legislation's alignment with the UN Declaration.
- As per action 4.9 in the Declaration Act Action Plan, ongoing consultation and cooperation with Indigenous Peoples is critical to identify, prevent and remove barriers for Indigenous persons with disabilities. Ongoing consultation will ensure that regulations developed under the Accessible B.C. Act reflect input from Indigenous Peoples.

### Poverty Reduction Strategy

- Reconciliation is a guiding principle of the 2024 PRS, as government recognizes the lasting, harmful effect of colonial practices and policies on Indigenous Peoples.
- As per action 4.15 in the Declaration Act Action Plan, the 2024 PRS incorporates Indigenous experiences and knowledge of poverty and well-being and includes Indigenous-identified actions. SDPR is continued to advance this work with partners.

## 2024 SDPR Minister Transition Note

- The Minister's Poverty Reduction Advisory Committee advises on poverty reduction and prevention and includes Indigenous representatives (4/12 members are Indigenous).
- Since 2020, with SDPR funding, the First Nations Public Service Secretariat, on behalf of the First Nations Summit, has distributed over \$20M in grants from the First Nations Well Being Fund to promote wellness, increase food security, and reduce poverty in First Nations. Part of this funding supported development of poverty/well-being plans.
- SDPR also provided \$300K to MNBC in 2019 to support Métis wellbeing through a tenancy support program and a Métis health living cooking workshop series.
- In 2023, SDPR provided \$14M to United Way BC to administer the Critical Food Infrastructure Food; grantees included Indigenous communities and organizations.

### Indigenous Skills and Employment Training

- In FY 2023/24 and into 2024/25, SDPR continued to build and strengthen relationships with Indigenous Skills and Employment Training (ISET) service providers. See Note #78 – Services to Indigenous Peoples and Communities, for more information.
- SDPR collaborates with the Ministry of Post Secondary Education and Future Skills to advance Declaration Act Action Plan's Action 4.41. SDPR has invested \$27.3M in strategic initiatives across 2023 to 2026, including \$4 million to the First Nations Public Sector Secretariat to plan and deliver programming to increase the employment of First Nations people in First Nations public sector administration, and \$23.3 million to the New Relationship Trust (NRT) to establish an Indigenous Labour Market fund to support First Nations governments and Indigenous organizations. As of July 2024, NRT had disbursed \$1.4 million from the Indigenous Labour Market fund.

### Social Services Sector Community Pathways to Reconciliation Project

- A total of \$9.6 million<sup>1</sup> in grants were provided to the B.C. Association of Aboriginal Friendship Centres (BCAAFC) in 2022 to lead the development and implementation of the Community Pathways to Reconciliation Project for the social services sector over the subsequent five years.
- There are four main components of the Community Pathways to Reconciliation Project including the development and implementation of: a Masters' Degree in Business Administration in Indigenous and not-for-profit services, an Organizational Assessment tool, a Safe Space app expansion, and San'yas (pronunciation: san-yas, way of knowing) 2.0 training.

### Investment in Reconciliation Initiatives

- For the fiscal periods of 2023/24 – 2028/29, a total of \$10.35 million in grants were provided in 2023 to BCAAFC to support the Gathering Our Voices conferences and sponsorships. This grant is focused on helping to expand access to education and training opportunities for Indigenous youth in B.C.

### Inclusion, Diversity and Cultural Safety Strategy

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<sup>1</sup> Transfer of \$2.6M from the previous 2021 Indigenous Training program and \$7M in 2022 for the Community Pathways to Reconciliation Project.

## 2024 SDPR Minister Transition Note

- SDPR developed a three-year Inclusion, Diversity and Cultural Safety (IDCS) Strategy for staff in May 2022. This strategy builds on the first IDCS strategy and moves our focus from awareness and understanding to action. with an internal focus on employee development and improving workplace culture. It is a three-year roadmap with a focus on cultural safety, equity and anti-racism, and inclusion and diversity.
- As part of the IDCS Strategy, SDPR committed to developing an implementation plan for the Declaration Act. SDPR's approach to reconciliation is available on the SDPR Intranet: The Loop. It identifies how SDPR aims to engage in respectful consultation, cooperation and engagement with Indigenous Peoples in the following areas: Programs, policies and legislation, Service delivery, and the Work environment.

### Community Integration Services

- The Community Integration Services Branch (CISB) provides in-person services to individuals who are homeless, precariously housed or at risk of experiencing homelessness by connecting them with financial assistance and community supports.
- CISB continues to expand on the 2020 Surrey Indigenous Hub pilot project by exploring partnerships with Friendship Centres across the province. As of July 2024, there are 18 current partnerships in place, with more in the negotiation phase.
- The Community Integration Specialist job profile was reviewed to plain language the requirements, decolonize the language and remove systemic barriers to employment.

### Ahousaht First Nation

- The Ministry continues their ongoing support with the alternate funeral supplement process to accommodate Ahousaht's (pronunciation: A-house-sat) cultural requirement for burial within four days, supporting the Nation's right to self-determination.
- Ahousaht arranges and pays for member funerals and then is reimbursed by the Ministry for eligible expenses as per the Ministry's eligibility criteria.

# 2024 SDPR Minister Transition Note

## Appendix A: PRS, PRSA and BCEA legislation engagement summary

SDPR undertook a broad public engagement and a separate Indigenous engagement from spring 2023 through winter 2024 to inform the renewal of the Poverty Reduction Strategy, as well as amendments to the *Poverty Reduction Strategy Act* (PRSA), *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act*.

Engagement activities led to advice and input from First Nations and Métis leadership, as well as First Nations, Métis, Inuit and urban Indigenous representatives, organizations and people.

Indigenous engagement results are publicly available on the Ministry's website in a "What We Heard" report.

### Key highlights:

- Communication with representatives from 61 First Nations, including Modern Treaty Nations, to provide information, hold bilateral meetings, host engagement sessions and townhalls, attend First Nations gatherings, present at Indigenous advisory tables and circles, and hold focused discussions to support legislative drafting approaches.
- Consultation with the First Nations Leadership Council (FNLC), specifically, the FNLC policy and legal staff, through several discussions on legislative materials to inform legislative amendments.
- Partnership with Métis Nation BC (MNBC) throughout the project including funding a Métis-led engagement approach and consultation discussions on legislative materials to inform legislative amendments.
- Consultation on the final draft of the 2024 PRS, including targeted engagement with FNLC, MNBC, the BC Association of Aboriginal Friendship Centres (BCAAFC) and interested First Nations.
- Sharing an embargoed copy of the final draft and inviting representatives from FNLC, MNBC and BCAAFC to a pre-release briefing.
- Sharing the 2024 strategy with all Indigenous and non-Indigenous partners and interested individuals that provided input during its development.

Consultation with Indigenous partners and across governments is ongoing with a focus on informing the development of Indigenous-identified progress measures that will be included in the 2024-25 Poverty Reduction Strategy Annual Report, prepared by October 1, 2025.

# 2024 SDPR Minister Transition Note

## **Title: Poverty Reduction Strategy Act and Associated Legislation**

**Date Last Revised:** September 11, 2024

### **Key Points:**

- B.C.'s Poverty Reduction Strategy Act (PRSA) was passed into law in November 2018.
- It sets the legislative framework for BC's Poverty Reduction Strategy (PRS), including principles, priority areas, key population groups, and a commitment to reconciliation.
- It also sets accountability measures, including legislated poverty reduction targets, annual reporting requirements, an external Poverty Reduction Advisory Committee and a requirement to update the strategy every five years.
- In March 2024, the Social Development and Poverty Reduction Statutes Amendment Act (Bill 7) was passed, amending the PRSA, as well as the two Acts that govern the BC Employment and Assistance (BCEA) program (the Employment and Assistance Act (EAA) and the Employment and Assistance for Persons with Disabilities Act (EAPWDA)).
- These updates advanced Government's priorities of poverty reduction, reconciliation, and inclusive economic recovery.

### **Accomplishments:**

- The 2018 PRSA set targets to:
  - Reduce the overall poverty rates by 25% and
  - Reduce the child poverty rate by 50% by 2024.
- As of 2022 (the latest available data), BC has reduced the overall poverty rate by 27.5% and the child poverty rate by 36.8% (based on the 2016 Market Basket Measure (MBM)).
- This means that there are 163,000 fewer people in poverty, including 50,000 children.
- In March 2024, the PRSA was amended to include new poverty reduction targets and strengthen Government's commitment to reconciliation.

### **Background:**

In March 2024, the Social Development and Poverty Reduction Statutes Amendment Act (Bill 7) was passed, amending the PRSA, as well as the two Acts that govern the BCEA program.

#### Poverty Reduction Strategy Act

The PRSA was first-of-its-kind legislation for BC when passed unanimously in 2018, but since then, the social and legislative landscape has changed. In alignment with updating BC's PRS, the following Act amendments were made, informed by feedback gathered through BC's 2023 public consultation on poverty reduction:

New 10-year poverty reduction targets to:

- Reduce the overall poverty rate by 50%,

Contact: SUZANNE CHRISTENSEN, ADM,  
RIPD, 250-888-4301

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## 2024 SDPR Minister Transition Note

- Reduce the child poverty rate by 75%, and
- A new target to reduce the seniors' poverty rate by 25%.
- All targets are based on the 2016 MBM levels.
- New requirements to include Indigenous-identified actions and progress and consider the systemic causes of poverty in future strategies.
- The population groups were updated to reflect preferred language, and better identify key populations disproportionately impacted by poverty.

These changes align with the BC Government's commitment under the Declaration on the Rights of Indigenous Peoples Act Action Plan, Item 4.15, to "incorporate Indigenous experience and knowledge of poverty and well-being into ongoing poverty reduction efforts and the 2024 Poverty Reduction Strategy" and "recognize the ongoing impacts of colonialism and include Indigenous-identified actions and progress measures."

NOTE: See separate item in binder on the Poverty Reduction Strategy

### Employment and Assistance Act & Employment and Assistance for Persons with Disabilities Act

The EA and EAPWD Acts have not been comprehensively updated since being introduced in 2002 and do not reflect Government's approach to poverty reduction, equity, and reconciliation. Bill 7 included amendments to modernize the BCEA program framework, so it better responds to clients' needs and provides pathways to move out of poverty.

Changes were based on four themes identified through broad research and engagement:

1. Employment,
2. System complexity and fairness,
3. Income and asset treatment, and
4. Alignment with the Declaration on the Rights of Indigenous Peoples Act (Declaration Act).

See Appendix A for an overview of these changes.

## 2024 SDPR Minister Transition Note

### Appendix A: Bill 7 Updates to the Employment and Assistance Act & Employment and Assistance for Persons with Disabilities Act

#### Legislative Changes

- Begin to align with the Declaration Act by giving legal effect to joint or consent-based decision making agreements with Indigenous Governing Bodies.
- Remove financial penalties for:
  - inaccurate/incomplete reporting,
  - employment planning (if homeless, a dependent youth, or an applicant), and
  - difficulty maintaining employment (e.g., quitting or getting fired).
- Restructure financial penalties related to employment planning by creating gradual assistance reductions, potentially leading to ineligibility for recipients without children.
- Implement a new approach to employment planning for recipients:
  - No longer assuming recipients are employment ready or will be soon.
  - Conducting a client needs assessment to determine employment readiness, tailor any obligations to the client, and create plans to participate in employment, community and/or social involvement, or programming (e.g., life skills).
- Improve the appeal process, including:
  - Increasing the timeline to request appeal and adding the potential for an extension,
  - Allowing clients to dismiss an appeal without using a form, and
  - Paying remuneration for dismissed hearings to retain skilled panel members.
- Establish authority to conduct pilot projects to test innovative ideas.
- Move reporting requirements to the regulations, creating flexibility to amend the rules.
- Repeal legislative authority for policies that have not been enforced for years, such as disability assistance employment requirements.

The EA and EAPWD regulations were also amended as part of this work. The changes:

- Allow recipients to continue receiving family maintenance legal services until a proceeding concludes, rather than ending immediately when leaving assistance.
- Clarify that clients must be ordinarily resident in BC to be eligible for assistance and may become ineligible if they are absent after 30 consecutive days.
- Create income and asset exemptions for money received from:
  - the sale of a primary residence,
  - a dependent child's earned income,
  - payments for injury-related expenses, and
  - MCFD Strengthening Abilities and Journeys of Empowerment housing agreement payments.
- Expand eligibility for the Housing Stability Supplement, Crisis Supplement, and Health Supplements for breathing devices. Improve the reconsideration and appeal processes, including adding the potential for an extension when clients request a reconsideration.

# 2024 SDPR Minister Transition Note

## **Title: Nonprofits/Grants**

**Date Last Revised:** September 23, 2024

### **Key Points:**

- Non-profits are vital to people and communities in the province.
- All ministries, including SDPR, work with non-profits to deliver on government priorities including housing, childcare, healthcare, employment supports, legal services, community development, and food security programs, among others.
- In recognition of the importance of the non-profit sector, the role of Parliamentary Secretary for Community Development and Non-Profits (PS) was created in 2020 to be the point of contact and advocate for the sector in government. This role was the first of its kind in Canada. Then-MLA Niki Sharma was appointed in 2020, followed by PS Megan Dykeman in December 2022.
- At year end in 2022-23, SDPR allocated over \$160M in grants to non-profit organizations in BC to address key community issues including poverty reduction, accessibility, and food security. At year end 2023-2024, SDPR allocated \$650K to continue the work in these areas. No new funds were allocated in 2024-2025.
- As of 2024, between RIPD and AD there were 40 concurrent grants being managed (see Appendix A for full list)

### **Accomplishments:**

- Recent ministry investments in the non-profit sector include:
  - \$60M to Vancouver Foundation to establish the Stronger Community Services Fund, which built on the 2022 Recovery and Resiliency Fund (\$30M).
  - \$21.5M to United Way BC to launch a Critical Food Infrastructure fund for community organizations and to expand Regional Community Food Hubs to support key food security priorities.
  - \$15M to Food Banks BC to support food access programming, crisis response, and work towards long-term planning and more sustainable food security outcomes.
  - \$5M to the Rick Hanson Foundation to support a range of accessibility projects and policy development to remove barriers and create a culture of inclusion.
  - \$650K to Vantage Point to develop a Non-Profit Network in BC.
- October 30, 2023 was commemorated as “Non-Profit Day” in recognition of the valuable contributions made by non-profits to BC’s economy and social fabric.
- The Parliamentary Secretary role has undertaken extensive engagement since 2020, including direct meetings with over 600 non-profit organizations through one-on-one meetings, regional roundtables and attending various events.

## 2024 SDPR Minister Transition Note

- The December 2022 mandate letter include items related to supporting and engaging the sector, co-operative sector modernization, food security, and non-profit, non-market and co-op housing.
- Via this role, SDPR has contributed to policy and legislative changes, including amendments to the Lobbyist Transparency Act, introduced in March 2024 to address concerns identified by non-profit organizations about the administrative burden of reporting requirements.

### Key Data:

- There are over 33,000 non-profits throughout the province, employing over 360,000 people, the majority of whom are women.
- The sector contributes around \$30 billion (2022) to BC's economy.
- The community non-profit sector contributes approximately \$4.87 million, the equivalent of 92,000 jobs.

### Budget/Financial Context:

- In 2023, SDPR provided a series of year-end grants to non-profits to advance Ministry priorities, including supports for non-profits, accessibility, and food security.
- In total, \$166.43M was distributed to 31 sector organizations.

### Background:

- All ministries work with non-profits to deliver on government priorities including providing critical services and supports to communities throughout the COVID-19 pandemic.
- Community Gaming Grants provide funding to support eligible programs delivered by not-for-profit organizations, that benefit communities:
  - Provides \$140M annually to not-for-profit organizations throughout BC to support the delivery of ongoing programs and services that meet the needs of their communities.
  - Local organizations are eligible for up to \$125,000 per year and regional/provincial organizations can receive up to \$250,000 per year.
  - Funding to the Vancouver Foundation in 2022 and 2023 has sought to fill crucial gaps not covered by other Gaming grants or other sources, with a focus on organizational resilience.

### Appendix A: Table 1: SDPR Nonprofit Funding Status Update September 2024

## APPENDIX A – SDPR Nonprofit Funding Status Update (September 2024)

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
<b>RIPD-Managed Grant Agreements</b>					
1	BabyGoRound Helping Families Society	0.150	<ul style="list-style-type: none"> <li>Funding will leverage partnerships with product manufacturers and support bulk purchase of the anticipated baby gear required for 3 years, ensuring families have continued access to essential baby items.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>\$50,000 allocated in Year 1 (2023/2024)</li> <li>\$50,000 to be allocated in Year 2 (2024/2025)</li> <li>\$50,000 to be allocated in Year 3 (2025/2026)</li> <li>Contract end date: March 31, 2026</li> </ul>	Year 1 (2023/2024): 1700+ people served throughout 17 communities in the Lower Mainland
2	BC Dental Association	3.100	<p>One-time grant in the amount of \$3.1 million for the following initiatives:</p> <ul style="list-style-type: none"> <li>\$2.8 million to support to Not-For-Profit (NFP) dental clinics across the province providing treatment targeted to low-income individuals and ministry clients; and</li> <li>\$0.3 million to complete a research project on the public dental care system in BC.</li> </ul>	<ul style="list-style-type: none"> <li>All funds allocated</li> <li>Research report due: May 31, 2025</li> <li>Contract end date: March 31, 2026</li> </ul>	<p>2023/24:</p> <ul style="list-style-type: none"> <li>\$525,000 distributed in the amount of \$25,000 to 21 NFP dental clinics for operating costs</li> <li>\$269,324 distributed in varying amounts to 13 NFP dental clinics for capital costs</li> </ul> <p>Research Project:</p> <ul style="list-style-type: none"> <li>Interim report received May 31, 2023</li> <li>Environmental scan complete</li> <li>Literature Review complete</li> </ul>
3	Britannia Community Services Centre Society	0.080	<ul style="list-style-type: none"> <li>Support food security programming in East Vancouver including critical infrastructure upgrades and capital improvements through purchasing of an HVAC, walk-in cold food storage,</li> </ul>	Government Financial Information	Not available

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
			and other commercial kitchen equipment.		
4	Cloverdale Community Kitchen (Christian and Missionary Alliance in Canada)	0.044	<ul style="list-style-type: none"> <li>Support purchase and installation of a commercial dishwasher and walk in cooler to maintain and expand existing food programming to waitlisted community members.</li> </ul>	<ul style="list-style-type: none"> <li>Contract end date: March 31, 2024</li> </ul>	2023/2024: 1,050 meals per week provided to individuals in the communities of Surrey, Langley and White Rock
5	Fateh Care Charity	0.070	<ul style="list-style-type: none"> <li>Supports for the mobile food bank program including refrigeration storage and a vehicle to transport food and necessities to service users.</li> </ul>	<ul style="list-style-type: none"> <li>All funds allocated</li> <li>Contract end date: March 31, 2024</li> </ul>	2023/2024: 3000 individuals served in communities throughout Southern Vancouver Island
6	First Nations Summit	15.000	<ul style="list-style-type: none"> <li>Promote wellness and reduce poverty in First Nations communities in B.C., including Indigenous food sovereignty and food security initiatives.</li> <li>Support additional intakes of the First Nations Well-Being Fund (builds on \$2.7M in 2021/22)</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Phase 1 &amp; 2 (2022/2023): <ul style="list-style-type: none"> <li>70 projects funded</li> <li>\$2.3 million in financial supports</li> </ul> </li> <li>Phase 3 (2023/2024) <ul style="list-style-type: none"> <li>99 applications approved</li> <li>\$8M allocated</li> </ul> </li> <li>Phase 4 (2024/2025): closed June 23, 2024</li> <li>Contract end date: March 31, 2026</li> </ul>	<p>Phase 1 &amp; 2 (2022/2023): 70 projects funded in First Nations across B.C.</p> <ul style="list-style-type: none"> <li>Phase 1: 61</li> <li>Phase 2: 9</li> </ul> <p>Phase 3 (2023/24): 99 projects funded in First Nations across B.C.</p>
7	Food Banks BC	15.00	Funding to support below 4 streams:	<ul style="list-style-type: none"> <li>Ongoing – 3-year funding (2022/23-2024/25)</li> </ul>	
			1) Agency Relief Fund: Funding to FBBC's member agencies as well as some non-member organizations	<ul style="list-style-type: none"> <li>Total \$6M</li> <li>Year 1 (2023/24): \$2.46M</li> <li>Year 2 (2024/25): \$2.3M</li> <li>Year 3 (2025/26): \$1.23M</li> </ul>	Member agencies support approx. 160,000 individuals on a monthly basis

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
			<p>2) School Meals Pilot #1: Expanding access to inventory available through School Fruit and Vegetable Nutritional Program</p> <p>School Meals Pilot #2: Support for school food programs within the Capital Regional District</p>	<ul style="list-style-type: none"> <li>Allocations: <ul style="list-style-type: none"> <li>#1: \$1.5M over 3 years (2023/24, 2024/25, 2025/26)</li> <li>#2: \$484K over 2 years (2023/24, 2024/25)</li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>10,600 students impacted</li> <li>Over 300 students receiving 235 home cooked meals / day (not all meals eaten by same student every day); 475 students breakfast/snacks at 12 schools</li> </ol>
			3) Emergency Event food Access: Provision of Food Supplies in Emergencies - Lytton Wildfire Response	<ul style="list-style-type: none"> <li>Total \$2M: <ul style="list-style-type: none"> <li>Year 1 (2023/24): \$1.3M</li> <li>Year 2 (2024/25): \$700K</li> </ul> </li> </ul>	Hundreds of people served (Lytton area)
			<p>4) Resilient North (includes 5 sub streams)</p> <ol style="list-style-type: none"> <li>Understanding End-User Experience</li> <li>Ideas Lab for Food System Transformation (\$1M)</li> <li>Large Scale Innovations for Food System Transformations (\$2M)</li> <li>Rapid Stimulus Grant (RSG) (\$1M)</li> <li>Resilient BC (\$600K)</li> </ol>	<p>All ongoing</p> <p>Allocations for Y1 (2023/24), Y2 (2024/25) and Y3 (2025/26) per sub-stream:</p> <ol style="list-style-type: none"> <li>Y1: \$84K; Y2: \$253K; Y3: \$63K</li> <li>Y1: \$50K; Y2: \$700K; Y3: \$250K</li> <li>Y1: \$500K; Y2: \$1M; Y3: \$500K</li> <li>Y1: \$200K; Y2: \$640K; Y3: \$160K</li> <li>Y1: \$125K; Y2: \$380K; Y3: \$95K</li> </ol>	
8	Immigrant Link Centre Society	0.300	<ul style="list-style-type: none"> <li>To support food access for immigrants, refugees, and newcomers.</li> <li>Previous Y/E grant of \$50K in 2021/22</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing,</li> <li>\$100K allocated in Year 1 (2023/2024)</li> <li>\$100K to be allocated in Year 2 (2024/2025)</li> <li>\$100K to be allocated Year 3 (2025/2026)</li> <li>Contract end date: March 31, 2026</li> </ul>	2023/24: 2451 people served (Lower Mainland region); 1 food distribution site

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
9	Langley Meals on Wheels Society	0.350	<ul style="list-style-type: none"> <li>Support for elevator accessibility infrastructure upgrades to ensure inclusive access to food programming.</li> </ul>	<ul style="list-style-type: none"> <li>Grant modified – New end date March 31, 2025</li> <li>As of March 2024, organization has not yet disbursed funds</li> </ul>	Not available
10	LIFT Impact Partners Society	0.806	<ul style="list-style-type: none"> <li>Support diverse community organizations strengthen or advance food security programs services for people in need.</li> </ul>	<ul style="list-style-type: none"> <li>All funds allocated</li> <li>\$762,322 allocated in Year 1 (2023/2024)</li> <li>\$43,678 allocated in Year 2 (2024/2025)</li> <li>Contract end date: March 31, 2024</li> </ul>	8 projects funded over 2 years (2023/24 – 2024/25) in communities across the Lower Mainland
11	Loaves & Fishes Community Food Bank	7.000	<ul style="list-style-type: none"> <li>Support construction costs of a centralized Food Recovery and Distribution Warehouse in Nanaimo, BC.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Contract end date: March 31, 2035</li> </ul>	Year 1 (2023/2024): 30,000+ people served (Vancouver Island); Food provided to 100+ charities, schools & Indigenous communities
12	Social Planning and Research Council BC (SPARC BC)	3.0	<ul style="list-style-type: none"> <li>Funding to support the Welcome Home Kits Program (previously tenant start-up kits)</li> </ul>	<ul style="list-style-type: none"> <li>all funds allocated</li> <li>Original grant 2021/22: \$1M</li> <li>Year 2 (modification) 2022/23: \$1M</li> <li>Year 3 (modification) 2023/24: \$1M</li> </ul>	2023/24: 1,608 kits over 33 communities
13	Support Network for Indigenous Women and Women of Colour	0.300	<ul style="list-style-type: none"> <li>Funding to improve access to culturally preferable food for Indigenous women and women of colour in the capital region.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing, \$98,941.50 allocated since March 01, 2023</li> <li>Contract end date: March 31, 2025</li> </ul>	4350 people served (per Feb 2024 report)
14	Tamarack Institute for Community Engagement	0.400	<ul style="list-style-type: none"> <li>To support communities in British Columbia to align with and support provincial poverty reduction efforts</li> </ul>	<ul style="list-style-type: none"> <li>2-year contract (2022-2024)</li> <li>Contract ended March 31, 2024</li> </ul>	Supported 28 communities to apply for funding through the UBCM Poverty Reduction Planning and Action Program  Provided direct assistance to 53 projects

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
					<p>Grew BC learning network to more than 4,390 individual members</p> <p>Launched Western Canada Leads project – working with 6 communities</p>
15	United Way BC	14.000	<ul style="list-style-type: none"> <li>Critical Food Infrastructure fund (CFIF) for community organizations. Areas of focus include cold storage, warehouse space, and transportation to improve fresh food access and support food delivery and waste diversion.</li> <li>Distributed through 2 streams:</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Year 1 (2023/2024): <ul style="list-style-type: none"> <li>\$6.5 million allocated for Critical Food Infrastructure Grant (CFIG)</li> <li>\$1.5 million allocated for Large Food Infrastructure Grant (LFIG)</li> </ul> </li> <li>Year 2 (2024/2025): <ul style="list-style-type: none"> <li>\$2.25 million for LFIG</li> </ul> </li> <li>Year 3 (2024/2025): <ul style="list-style-type: none"> <li>\$2.25 million for LFIG</li> </ul> </li> <li>Year Four: (2025/2026)</li> <li>Contract end date: March 31, 2026</li> </ul>	
			1) \$6.5M: Critical Food Infrastructure Grants (CFIG)	<ul style="list-style-type: none"> <li>Round 1 (2023/24): \$3,246,441.75 disbursed</li> <li>Round 2 (2024/25): \$4,062,888.71 disbursed</li> </ul>	<p>Round 1: 43 organizations, 19 of which are Indigenous-led</p> <p>Round 2: 65 organizations, 27 of which are Indigenous-led</p>

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
			2) \$6M: Large Food Infrastructure Grants (LFIG)	<ul style="list-style-type: none"> <li>6 organizations approved for \$1M each</li> <li>Budget: <ul style="list-style-type: none"> <li>2023/24: 1.5M</li> <li>2024/25: 2.25M</li> <li>2025/26: 2.25M</li> </ul> </li> </ul>	6 organizations selected for LFIG funding in Round 1 (2024/2025): Kwakiutl First Nation (North Vancouver Island); Chilliwack Bowls of Hope (in conjunction with Chilliwack Community Services); Indigenous Food Sovereignty Association (Tea Creek); Community Connections Society of Southeast BC (Cranbrook/Kimberley); Land 2 Table (North Okanagan); Lu'ma Native Housing Society (DTES)
16	United Way BC	7.500	<ul style="list-style-type: none"> <li>Support expansion of UWBC regional community food hub programming, including new hubs in Northern BC and Southern Vancouver Island, and support coordination of effective community food access responses through an advisory committee.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing – 5 year funding</li> <li>\$1.35M allocated in Year 1 (2023/24)</li> <li>\$2.09M to be allocated in Year 2 (2024/25)</li> <li>\$1,35M to be allocated in Year 3 (2025/26)</li> <li>\$1.35M to be allocated in Year 4 (2026/27)</li> <li>\$691,431 to be allocated in Year 5 (2027/28)</li> </ul>	Year 1 (2023/24): 105 community organizations received funding, including 23 regional community food hubs and 82 spoke organizations
17	Vancouver Foundation	60.00	<ul style="list-style-type: none"> <li>For continued intakes of the Recovery and Resiliency Fund and continued support of non-profits across BC</li> <li>Building on an original \$30M grant in 2022/23</li> <li>Allocated through 4 streams:</li> </ul>	Contract end date: March 31, 2026	
			1) Community Foundations: \$7.1M	<ul style="list-style-type: none"> <li>All funds allocated through 50 local community foundations in August 2024</li> </ul>	Not available
			2) Community Prosperity Fund (CPF): \$25M	<ul style="list-style-type: none"> <li>All funds allocated</li> </ul>	280 organizations funded across B.C.

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
			3) Lighthouse Organization Fund (LOF): \$22.9M <ul style="list-style-type: none"> <li>New Relationship Trust (NRT): \$3M of the \$22.9M</li> </ul>	<ul style="list-style-type: none"> <li>All funds allocated</li> </ul>	LOF: 20 organizations funded NRT: 14 Indigenous organizations funded
			4) LEVEL BIPOC grants: \$5M	<ul style="list-style-type: none"> <li>All funds allocated</li> </ul>	51 organizations funded
18	Vantage Point	0.650	<ul style="list-style-type: none"> <li>Research to support development of a BC Not-for-Profit Network</li> <li>Coordinate a 2023 State of the Sector report</li> </ul>	<ul style="list-style-type: none"> <li>Funds allocated</li> <li>Report due Dec 31, 2024</li> <li>Contract end date: March 31, 2026</li> </ul>	Non-profits across B.C.
19	Victoria Foundation	1.300	<ul style="list-style-type: none"> <li>Funding will support the Food Security (Provincial Initiatives) Fund, including food redistribution and Indigenous food security and food sovereignty projects</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>\$860,000 allocated in Year 1 (2023/24)</li> <li>\$440,000 to be allocated in Year 2 (2024/25)</li> <li>Contract end date: March 31, 2025</li> </ul>	2023/2024: 9 projects funded
20	Downtown Chilliwack Business Association Society	0.125	<ul style="list-style-type: none"> <li>Street Clean Teams Program Funding will support the Downtown Chilliwack Street Clean Teams, a peer support program that employs people living in local shelters to clean downtown streets in Chilliwack each weekend and assist with snow removal/drainage in the winter.</li> <li>The program is led in partnership between the Downtown Chilliwack Business Improvement Association and Ruth &amp; Naomi's Mission.</li> </ul>	To Be Confirmed	
21	Community Social Planning Council of Greater	0.2	<ul style="list-style-type: none"> <li>Funding will be used to help individuals navigate the complex and confusing processes of obtaining identification that is essential to access services,</li> </ul>	To Be Confirmed	

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
	Victoria – Coordinated Personal ID Services		including health care, housing and income assistance.		
22	Vancouver Foundation	5.000	To fund advocacy organizations in supporting SDPR clients with their applications for federal benefits (CPP-D, OAS/GIS, etc.) and tax filing.	To Be Confirmed	
23	MakeWay Charitable Society	0.025	Support for the Binners' Project's social enterprise programs that provide low barrier income opportunities for binners, also known as waste-pickers. These programs have the triple benefit of increasing waste diversion, social inclusion, and community economic development	To Be Confirmed	
24	Overdose Prevention Society	0.021	Funding for the DTES Distribution HUB which would support purchase of supports to ensure continued program operations and a move to a new location. This includes: <ul style="list-style-type: none"> <li>• Moving specialized equipment (freezers and fitted appliances): \$11,000</li> <li>• Storage containers and shelving to move and organize the HUB at a new location: \$10,000</li> </ul>	To Be Confirmed	
25	BC Association of Aboriginal Friendship Centres	10.350	Funding for the Gathering Our Voices (GOV) Legacy Fund to support Indigenous youth across the province to attend the annual GOV event which provides exposure to future employment and training opportunities.	To Be Confirmed	
26	WISH Drop in Centre Society	0.054	Support three one-time critical infrastructure and systems needs including: <ul style="list-style-type: none"> <li>• Upgrades to failing door and security system</li> </ul>	To Be Confirmed	

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
			<ul style="list-style-type: none"> <li>• Plumbing upgrades and repairs</li> <li>• Implementing an HR Information System (WorkZoom) to support the Centre's 200+ staff with currently manual HR processes.</li> </ul>		
<b>AD-Managed Grant Agreements</b>					
27	BC Aboriginal Network on Disability Society (BCANDS) and Inclusion BC	0.100	Funding for large-scale public accessibility events and gatherings.	Contract end date: May 1 2027	
28	Vancouver Foundation	4.050	Support delivery of the Access Registered Disability Savings Plan (RDSP) program.	All funds allocated Contract end date: March 31 2028	
29	BCANDS	0.825	To support the Disability Case Management / Navigator Program for Indigenous person or families living with a disability. The program assists clients to access services and supports across the province.	Contract end date: June 1 2028	
30	Disability Alliance B.C. (DABC)	0.825	DABC partners with MOSAIC to: <ul style="list-style-type: none"> <li>• Provide PWD/PPMB application assistance within MOSAIC's Legal Advocacy Program.</li> <li>• Build capacity and develop mentorship opportunities between the organizations to support the Accessibility for Newcomers Program.</li> <li>• Make it possible for DABC's PWD advocates to access MOSAIC's interpretation services across 80 different languages. MOSAIC's interpretation service will be utilized</li> </ul>	Contract end date: March 31 2028	<ul style="list-style-type: none"> <li>• Year one results: 229 clients supported to access either PWD/PPMB designation, federal benefits or community benefits.</li> </ul>

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
			during client appointments for DABC advocates assisting with PWD/PPMB applications.		
31	BC Spinal Cord Injury Network	5.000	Initiative will provide funding to a network of five organizations to support initiatives that align with government priorities in the areas of access and inclusion, mental and physical health, employment, poverty reduction, and Indigenous reconciliation, including the creation of a shared Indigenous liaison position.	Contract end date: March 31 2027	<ul style="list-style-type: none"> <li>The network of Spinal Cord Injury BC, BC Wheelchair Sports, BC Wheelchair Basketball, Disability Foundation, Neil Squire Society serves 18,343 clients throughout the province through direct services.</li> </ul>
32	Canadian National Institute for the Blind (CNIB)	1.110	To support delivery of Deafblind Community Services.	Contract end date: March 31 2025	<ul style="list-style-type: none"> <li>As of September 2023, served 28 clients providing approximately 4 hours of support a week.</li> </ul>
33	Social Planning and Research Council of British Columbia Society (SPARC)	5.000	Funding for a Local Government Accessibility Grant. Under this grant program all local and regional governments are eligible to apply for up to \$25,000 to support the implementation of projects identified within their Accessibility Plan or by their Accessibility Committee.	Contract end date: June 1 2026	<ul style="list-style-type: none"> <li>Grants have been awarded to 23 local governments with an additional 4 applications pending.</li> <li>Projects range from physical upgrades to trails and municipal facilities to training for staff and reviewing employment policies for accessibility.</li> <li>Promotion of the funds and support to local governments continues.</li> </ul>
34	Rick Hansen Foundation	5.000	Funding supports a range of accessibility projects and policy development projects to remove barriers in the built environment and create a culture of inclusion.	Contract end date: March 31 2025	<ul style="list-style-type: none"> <li>13 municipalities and three First Nations have accelerated meaningful access of the built environment in their communities by completing</li> </ul>

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
					<p>RHFAC ratings for three sites each, totaling 48 sites.</p> <ul style="list-style-type: none"> <li>RHF has trained over 661 staff, representing 14 municipalities/First Nation Communities through 18 sessions of Accessibility Awareness Training.</li> </ul>
35	Disability Alliance BC Society	2.614	Working in partnership with the Together Against Poverty Society (TAPS), Active Support Against Poverty (ASAP), and the Ki-Low-Na Friendship Society, to support tax assistance and information for people with disabilities.	Contract end date: June 30 2027	<ul style="list-style-type: none"> <li>Between March 16, 2023 - June 30, 2024 the partnership helped secure an estimated \$19,653,682.25 in income tax benefits for people with disabilities by filing 12,568 years of taxes for 11,026 unique clients.</li> </ul>
36	Disability Alliance BC (DABC)	0.5	Accessibility Projects – supports community accessibility initiatives as part of AccessAbility Week.	Annual funding	<ul style="list-style-type: none"> <li>To date the project has supported more than 80 organizations to remove barriers in their communities.</li> </ul>
37	InclusionBC	0.1	Everybody Belongs! – Annual learning event on intellectual disability, human rights and inclusion	Contract end date: May 1 2027	<ul style="list-style-type: none"> <li>Held an event with over 500 attendees for a sold-out Conference (for the Everybody Belongs Conference)</li> <li>Attendees included people from the disability community, allies, local and provincial government representatives</li> <li>Had workshops led by self-advocates of people with lived experiences</li> </ul>
38	Island Deaf and Hard of Hearing Centre	0.845	Sound of Change – provides low-cost refurbished hearing aids, community services and audiological assessments.	Contract end date: May 1 2025	
39	Social Planning and Research Council of	0.010	AccessAbility Week event grants – small one time grants to support Accessibility celebrations throughout the province	<ul style="list-style-type: none"> <li>Annual funding</li> </ul>	

	Organization	Funding Amount (\$M)	Initiative(s)	Status	Outcomes to date
	British Columbia Society (SPARC)				
<b>SDD-Managed Grant Agreements</b>					
40	Vancouver Foundation	\$5 M	<p>Access to Benefits Advocacy Fund:</p> <ul style="list-style-type: none"> <li>Funding for advocacy organizations to support ministry clients to access unclaimed benefits such as Canada Pension Plan Disability, Old Age Security, Guaranteed Income Supplement and any other federal or provincial benefits they may be eligible for.</li> <li>In addition, advocacy organizations will be assisting clients with filing income tax, obtaining identification, etc. With the upcoming implementation of the Canadian Dental Care Plan (CDCP), advocates will be able to assist ministry clients in registering for the CDCP.</li> </ul>	<ul style="list-style-type: none"> <li>The funding was distributed to 31 organizations of up to \$150,000 over 5 payments.</li> <li>Funding end date: March 31, 2028</li> </ul>	<ul style="list-style-type: none"> <li>9 Indigenous organizations, 10 rural organizations, 9 urban organizations and 3 province wide organizations received their first payment in June 2024.</li> <li>The April 2025 yearly report will provide an update on the number of individuals supported to access unclaimed benefits.</li> </ul>

# 2024 SDPR Minister Transition Note

## **Title: Overdose Crisis**

**Date Last Revised:** September 19, 2024

### **Key Points:**

- The ministry recognizes that income and disability assistance clients are at increased risk of suffering an unregulated drug overdose.
- The ministry has processes in place to help clients who may be at greater risk of overdose, including direct deposit of assistance payments, paying landlords directly, administering smaller cheques instead of providing large sums of money at once, and paying for alcohol and drug counselling.
- To support people on assistance who are participating in alcohol and drug treatment, the ministry will pay daily user fees (per diems) directly to licensed residential treatment facilities and registered supportive recovery homes.
- The ministry provides the Housing Stability Supplement which allows clients receiving treatment in a residential care facility to maintain their usual place of residence.
- The ministry continues to work with experts to identify ways to reduce the risk from an unregulated drug overdose.

### **Accomplishments:**

- The ministry introduced the Housing Stability Supplement in March 2023 which has helped 2,559 singles and families to maintain their residence while undergoing treatment.

### **Key Data:**

- 2,572 British Columbians died from unregulated drugs in 2023, the largest number of drug-related deaths ever recorded – 46.6 deaths per 100,000 population.
- In the first seven months of 2024, 1,365 British Columbians have died from an unregulated drug overdose (41.2 deaths per 100,000 population), down from 1,505 during the same period in 2023.
- In 2023/24, 10,159 clients used the ministry's Alcohol and Drug Supplement, which pays for counselling services.
- Nearly half of all unregulated drug overdose deaths occur among existing or recent ministry clients.
- 80% of all clients use direct deposit (EFT), and 20% of all clients who rent have their rent paid directly to the landlord.

# 2024 SDPR Minister Transition Note

## **Budget/Financial Context:**

- \$3.149 million was spent on the Housing Stability Supplement in 2023/24.
- \$7.276 million was spent on the Alcohol and Supplement in 2023/24.

## **Background:**

### Processes to Reduce Impact of Cheque Days

Research has shown that overdose deaths increase 40% in the week assistance cheques are distributed compared to non-cheque weeks. To reduce overdoses, the ministry has procedures in place to limit the amount of assistance that an at-risk client receives at one time. For example, the ministry encourages clients to use direct deposit and direct payment of rent to landlords, and clients who have difficulty managing their money can have their payments administered by a third-party.

### Support for UBC Study on Alternative Cheque Distribution Models

Since 2015 the ministry has been supporting Professor Lindsey Richardson from UBC as she studies the impact of alternative income assistance cheque distribution models on clients with severe substance abuse problems. Her results have shown mixed results. While there were some positive results, including fewer spikes in drug use on government payment days and individual payment days for those with split and staggered cheques, there was a noticeable increase in exposure to violence, interactions with police and likelihood of a serious overdose.

### Supports for Clients Participating in Treatment

For clients who wish to participate in alcohol and drug treatment programs, the ministry will pay the daily user fees (per diems) directly to licensed residential treatment facilities and registered supportive recovery homes. To reduce the risk that clients will lose their current shelter if they participate in treatment, the ministry implemented the Housing Stability Supplement in March 2023 which allows clients receiving treatment in a residential care facility to maintain their usual place of residence. Finally, clients can have their counselling services paid for through the Alcohol and Drug supplement.

### Interjurisdictional

Alberta reported 1,870 unregulated deaths in 2023, or 39.8 deaths per 100,000 population. Alberta recently announced that in 2024 opioid-related deaths are down 55% from the same period in 2023 and are reaching pre-COVID levels.

Ontario reports opioid-related deaths, which account for over 85% of illicit drug deaths in BC. In 2023 Ontario reported 2,593 opioid-related deaths, or 17.5 per 100,000 population. This was a slight increase from 2,531 deaths in 2022. In the first quarter of 2024, 606 people in Ontario died from an opioid-related overdose (16.3 per 100,000 population).

# 2024 SDPR Minister Transition Note

## Title: On-Reserve Supports

**Date Last Revised:** September 12, 2024

### Key Points:

- SDPR provides Income Assistance (IA) and Disability Assistance (DA) to eligible people who live off-reserve in British Columbia (B.C.).
- Indigenous Services Canada (ISC) provides funding and policy direction to First Nations that deliver IA/DA to eligible people who live on-reserve in B.C.
- ISC's social development programs are intended to be reasonably comparable to B.C.'s programs and standards.
- The following First Nations are not required to meet comparability requirements and can design their own programs:
  - First Nations who have signed treaties.
  - First Nations that have signed "10-Year Grants" with ISC

### Accomplishments:

- ISC regularly implements SDPR rate and policy changes for on-reserve recipients.
- Key recent examples include: SDPR's maximum shelter allowance increase, Indigenous financial settlement exemption, and other recent rate increases (e.g., crisis supplements, diet-related supplements).
- SDPR and ISC have also aligned other important services:
  - The BC Aboriginal Network on Disability Society (BCANDS) is an ISC contractor that adjudicates PWD Designation and Monthly Nutritional Supplement (MNS) applications for people living on-reserve, using the same criteria as SDPR.
  - SDPR has a reimbursement agreement with ISC to ensure that people living on-reserve can access the BC Bus Pass program and Community Living BC services.

### Key Data:

- As of August 31st, 2024, 73 of 204 First Nations in B.C. have signed 10-Year Grant agreements with ISC.

### Background:

- Since 2002, ISC and SDPR have been working together to ensure that people receive comparable services regardless of where they live in B.C.
- This work supports ISC's requirement for policy comparability with the province.
- In April 2019, ISC introduced a funding mechanism called "10-Year Grants": A New Fiscal Relationship, which consolidates funding for several core programs, including IA/DA, into one fund, reduces reporting requirements, and provides First Nations with flexibility to design and deliver their own programs.
- Because of the relationship between federally funded programs on-reserve and

## 2024 SDPR Minister Transition Note

- provincial programs off-reserve, any changes to provincial assistance legislation, regulations, policy, or programs directly impact federal budgets, programs, and services as well as on-reserve IA/DA recipients.
- While there is alignment in many areas, not all programs and services are comparable.
- Disparity still exists in some areas such as health supports, general supplements, and employment programs.
- Shelter policy differences have been an ongoing concern from some Nations. SDPR considers rent as an allowable shelter cost, whether there is a mortgage on the home or not.
- On-reserve IA recipients are only entitled to shelter allowance in two circumstances:
  - If the First Nation establishes a universal rental regime to ensure rent is applied fairly to all tenants. This allows collection of rent on band-owned homes with a mortgage.
  - For social housing when there is an outstanding mortgage with the Canada Mortgage and Housing Corporation.
- Some First Nations have not implemented a universal rental regime, which means that IA recipients living on those Nations' reserves will not receive shelter funds if they are charged rent by a private homeowner.
- ISC now considers monthly and Pay-As-You-Go plans for cellular service that are equivalent to the cost of a basic residential single line as a component of shelter costs. SDPR does not include cell phone costs in allowable shelter costs.

# 2024 SDPR Minister Transition Note

## Title: Immigration and Refugees

Date Last Revised: September 11, 2024

### Key Points:

- The BC Employment and Assistance Program is intended to provide assistance to low-income people who are in BC on a longer-term residency basis, rather than individuals who come to BC or Canada temporarily. In general, Canadian citizenship, permanent residency, or official refugee status is required, although some exemptions are set out in regulation. i.e. person has separated from an abusive spouse
- Recently, the federal government has taken a new approach to providing refuge for people fleeing armed conflict in their home countries, using ad hoc humanitarian pathways to respond to geopolitical crises around the globe, such as providing:
  - displaced Ukrainians an expedited Canada-Ukraine Emergency Authorization (CUAET) Process,
  - special permanent resident pathway for Colombians, Haitians, and Venezuelans to come to Canada,
  - permanent residence in Canada to people impacted by the war in Sudan, or,
  - people fleeing Gaza a temporary resident visa.
- While many of these people would most likely meet the definition of “refugee”, the federal government has chosen to not classify them as refugees. This prohibits them from accessing federal government support normally provided to sponsored refugees.
- BC has seen a significant increase in refugee claimants and other displaced persons who have come through these new immigration pathways.

### Accomplishments:

- On July 1, 2023, the ministry amended regulations to allow temporary residents fleeing armed conflict abroad entering Canada through an emergency authorization process, such as displaced Ukrainians, to meet the citizenship requirement, allowing them to apply for income and disability assistance.

### Key Data:

- *Refugee Claimants:* The number of refugee claimants (e.g. asylum seekers) receiving assistance began to rise in early 2022 and the growth has continued to accelerate. From July 2021 to July 2024, the number of refugee claimants has nearly quadrupled, from 1,558 in July 2021 to 6,175 in July 2024 (up 296.3%). This is 3.2% of the caseload in July 2024 (up from less than 1% in July 2021).
- *Displaced Ukrainians:* As of July 2024, 649 CUAET households were in receipt of assistance.
- *Other displaced persons:* Ministry of Municipal Affairs (MUNI) estimated about 8,000 people would arrive in BC through the new federal humanitarian pathways by March 2024 (most recent information available).

### Background:

CONTACT: SUZANNE CHRISTENSEN, ADM,  
RESEARCH, INNOVATION AND POLICY DIVISION,  
PHONE 778-974-5994

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## 2024 SDPR Minister Transition Note

- There are many different immigration pathways for a person to enter Canada. These immigration pathways are determined by the federal government

### Refugees:

- There are two main types of refugees: **Refugee Claimants** and **Sponsored Refugees**.
- Both groups are eligible to apply for income and disability assistance.
  - **Refugee Claimants** travel to Canada and make a claim upon arrival (“asylum seekers”). Claimants are not eligible for the federal government’s Resettlement Assistance Program.
  - **Sponsored Refugees** apply for refugee status outside Canada and are sponsored to come to Canada by either the federal government, family, a private sponsor, or a mixture. Sponsored refugees are supported for up to one-year by the federal government’s Resettlement Assistance Program.

### New Immigration Pathways to Canada:

- Canada has recently implemented ad hoc pathways for people fleeing humanitarian crises.
- In addition to the CUAET process, in April 2023, the federal government announced three new humanitarian immigration pathways establishing permanent residency for people from South America and Sudan, and a temporary resident visa for people fleeing Gaza.
- People entering Canada through one of the new ad hoc pathways are not eligible for the Resettlement Assistance Program.
- The federal government has adopted a new concept of an “anchor” family member in Canada who is responsible for financially supporting newcomers for up to 1 year.

Advice/Recommendations; Legal Information

CONTACT: SUZANNE CHRISTENSEN, ADM,  
RESEARCH, INNOVATION AND POLICY DIVISION,  
PHONE 778-974-5994

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# 2024 SDPR Minister Transition Note

**Title: SDPR Dental Programs & the Canadian Dental Care Plan**

**Date Last Revised:** September 25, 2024

## Key Points:

- SDPR provides dental care for low-income families in BC through two streams:
  - BC Employment and Assistance (BCEA) Dental Supplements, which provide basic dental services to eligible current and former BCEA recipients and children.
  - The BC Healthy Kids Program, which provides basic dental services to children in low-income families who do not receive assistance through BCEA.
- In December 2023, Canada launched the Canadian Dental Care Plan (CDCP), the new federal dental care program for low-income Canadian families with an annual income of less than \$70,000 (with no co-pay) and less than \$90,000 (with co-pay).
- The CDCP is currently open to eligible seniors, people with a valid Disability Tax Credit (DTC) certificate, and children under 18 years old. Services for enrolled seniors began in May 2024, followed by people with valid DTC certificate and children later this year.
- Full implementation for families with an annual income of less than \$90,000 is planned by 2025, aiming to support up to 9 million uninsured Canadian residents.

## Accomplishments:

- Supporting 22 not-for-profit dental clinics that provide dental treatment at a reduced cost to low-income individuals and families through a \$2.8M grant to the BC Dental Association (BCDA).
- Successfully negotiating payer order for the coordination of benefits when a person is eligible for both CDCP and SDPR dental coverage, resulting in CDCP as the 1st payer and SDPR as the 2nd payer.

## Key Data:

### SDPR Dental Program Data:

- Approximately 128,300 people have accessed treatment through SDPR's dental programs in FY 2023/24, which is similar to the same period last year.

	<b>Clients Served 2021/22</b>	<b>Clients Served 2022/23</b>	<b>Clients Served 2023/24</b>
Dental & Orthodontic (including Healthy Kids Program)	130,298	128,011	128,342

Data Source: Pacific Blue Cross Dental Program Reports

### CDCP Data:

- As of today, more than 2.4 million Canadians have been approved to receive coverage under the CDCP and over to 750,000 of them have already received care.



## 2024 SDPR Minister Transition Note

### Budget/Financial Context:

#### *SDPR Dental Program Budget:*

	2022/23		2023/24		2024/25 Budget
	Budget	Actuals	Budget	Actuals	
Dental & Orthodontic (including Healthy Kids Program)	\$60.2M	\$52.9M	\$52.9M	\$55M	\$55.7M

Data source: FASB

#### *CDCP Budget:*

- Canada has publicly committed to invest \$13 billion over five years, and \$4.4 billion ongoing to implement the CDCP, as outlined in their Budget 2023.

### Background:

#### *SDPR Dental Programs:*

- The intent of SDPR dental programs is to help with the cost of dental treatment for people on BCEA assistance and children in low-income families.
- BCEA recipients eligible for basic dental services include Disability Assistance recipients and their spouses, Income Assistance (IA) recipients with the Persons with Persistent Multiple Barriers (PPMB) status and their spouses, and all children of BCEA recipients.
- IA clients without PPMB status clients are not eligible for basic dental services but may receive emergency dental coverage to treat pain or other dental emergencies.
- The BC Healthy Kids Program provides dental coverage to children in lower-income families, who are not ministry clients.

#### *CDCP:*

- The intent of the CDCP is to help ease financial barriers to accessing oral health care for uninsured Canadian residents with an annual family income of less than \$90,000.
- To be eligible, people must reside in Canada, file taxes, and not currently have access to private dental insurance (excludes publicly funded provincial dental programs).

#### *Coordination of Benefits between SDPR Dental Programs and the CDCP:*

- Canada confirmed the CDCP is intended to fill gaps in coverage and complement existing provincial dental programs, which means that people eligible for the CDCP and SDPR dental programs will be able to combine coverage from both programs.
- On average, CDCP dental rates are approximately 87% of the 2024 BCDA fee guide, and SDPR dental rates are approximately 33% for eligible adults and 47% for children of the 2024 BCDA fee guide.

# 2024 SDPR Minister Transition Note

## **Title: Canada Disability Benefit**

**Date Last Revised:** September 20, 2024

### **Key Points:**

- The purpose of the Canada Disability Benefit (CDB) is to reduce poverty and to support the financial security of working age persons (18-64) with disabilities.
- The federal government is developing the CDB and consulting provinces, territories (PTs) and the public. The ministry has been engaging with Canada on the development of the CDB since July 2021.
- The final regulations will be published in the Canada Gazette in April 2025. The first payments will begin July 2025.
- Without a regulatory change CDB benefits received by ministry clients would be clawed back dollar for dollar as unearned income.

### **Accomplishments:**

- On September 12, 2024, BC announced it intends to exempt CDB income for income and disability assistance recipients if there are no significant changes to the CDB draft regulations before they are finalized.
- Exempting the CDB will provide eligible BCEA recipients up to \$200 per month or
- \$2,400 per year in additional income, helping them to meet their basic needs and reducing their level of poverty. Single BCEA recipients on disability assistance receive
- \$1,483/month.

### **Key Data:**

- For a single person, the income threshold to receive the maximum \$200/month benefit is \$23,000. For every dollar of income over this threshold, the benefit will be reduced 20 cents (20% reduction rate) and is phased out entirely at \$35,000.
- There is an annual employment earnings exemption (“working income exemption” i.e., wages) of \$10,000 for a single person. Income within this exemption limit is not applied to income thresholds.
- Canada estimates there will be 66,100 CDB recipients in BC in the 2025-26 benefit year, growing to 85,900 recipients by the 2028-29 benefit year.
- Income tax filing and holding a valid Disability Tax Credit (DTC) certificate is required to meet the financial and disability eligibility criteria for the CDB. Estimates for the number of BCEA recipients holding the DTC range from 20,000- 63,000 who may subsequently be eligible for the CDB.

# 2024 SDPR Minister Transition Note

## **Budget/Financial Context:**

- Over time, providing an exemption for the CDB for BCEA recipients will result in \$48-
- \$151 million per year in foregone savings depending on the number of BCEA recipients that file their taxes and obtain a DTC certificate.
- The federal government has stated it will be providing navigation supports to assist with the DTC application process and tax filing.

## **Background:**

- Bill C-22 (the Canada Disability Benefit Act) received royal assent on June 22, 2023.
- Draft regulations were released on June 28th, 2024. Engagement with PTs, the general public, Indigenous groups, and the disability community are ongoing.
- The final regulations will be published in the Canada Gazette in April 2025. Regulations are subject to change until this date based.
- There is a BC general election scheduled for October 19th, 2024. While government has taken a position on providing an exemption for the CDB, required regulatory amendments cannot be made due to the interregnum, and are subject to reconsideration by a future provincial government.
- The regulatory drafting process can begin once the new government is in place November 2024, if the decision to provide an exemption for the CDB is maintained.

## Key BC Positions on CDB:

- BC would like the CDB to have the maximum positive impact on people living with disabilities who experience poverty.
- BC is concerned about the requirement to have the Disability Tax Credit (DTC) to qualify for the CDB, and how this will impact access to the CDB. To be eligible for the CDB, applicants will need to have filed their taxes and have their disabilities assessed by a medical practitioner for their DTC application.
- BC has urged the federal government to share how it will increase DTC uptake by streamlining access for recipients of provincial disability programs (i.e., auto- enrolment) and help with access to health-care professionals.
- BC has also urged Canada to expedite current efforts on automatic tax filing for those who face the most significant barriers.
- BC has asked Canada to provide information to PTs about their plans for navigator supports to assist people with disabilities to access the DTC and CDB.
- With this information, BC can provide input on the rollout of these services and have time to develop strategies to augment these efforts as needed.
- BC is concerned about the gap in support for seniors with disabilities who are not eligible for Old Age Security (OAS) and the Guaranteed Income Supplement (GIS) because these seniors will not be eligible for the CDB. BC believes that eliminating the age limit of the CDB in regulation is a simple way to ensure that people who are not eligible for OAS and the GIS don't experience a benefit cliff at 65.

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

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# 2024 SDPR Minister Transition Note

## Title: Spousal Rates

**Date Last Revised:** September 11, 2024

### Key Points:

- The ministry's Income/Disability Assistance rates for singles versus spouses is regularly criticized.
- For assistance purposes, two people are spouses if they are married, declare that they are in a marriage-like relationship, or the ministry conducts an assessment and determines they are in a marriage-like relationship.
- Eligibility for income and disability assistance is based on family income.
- Shelter rates are determined by family size. The maximum shelter rate for a single individual is \$500 per month. The maximum shelter rate for a couple (no children) or single parent (one adult, one dependent child) is \$695 per month.
- Support rates are determined according to the size and composition of the family unit (i.e., number of adults, dependent children).
- The support rate for a single employable individual on income assistance is \$560 per month. The support rate for an employable couple (no children) on income assistance is \$955 per month.
- The support rate for a single individual on disability assistance is \$983.50 per month. The support rate for a couple (no children, one adult has PWD designation) on disability assistance is \$1,378.50 per month.
- As couples who are married or in a marriage-like relationship share expenses, such as rent and bills, their assistance rate is less than for two individuals.

### Key Data:

- There are 10,130 cases consisting of couples (both with and without children) receiving income and disability assistance.

### Budget/Financial Context:

As of March 2024:

Family Type	Cases	Recipients	Payments
Couples (IA/DA)	4,790	9,580	\$8,971,228
Two Parent Families (IA/DA)	5,340	23,012	\$12,268,177
<b>Total</b>	<b>10,130</b>	<b>32,592</b>	<b>\$21,239,405</b>

# 2024 SDPR Minister Transition Note

## Background:

- As part of *TogetherBC*, BC's first poverty reduction strategy, the ministry updated the definition of "spouse". The main changes were:
  - The length of time unmarried people reside together before they are assessed as spouses was increased from three months to 12 months, aligning with the Canada Revenue Agency definition; and
  - Married spouses who are separated but living together independently may be considered separate family units.
- These changes treat people in relationships more fairly. They allow unmarried couples trying out a marriage-like relationship to receive more assistance over a longer period, and they provide housing stability for married spouses who are separated and reside together but are not divorced.
- The ministry now uses the following criteria to assess spousal relationships:
  - The individuals have lived together for at least the previous 12 consecutive months;
  - The relationship demonstrates financial dependence or interdependence consistent with a marriage-like relationship; and
  - The relationship demonstrates social and familial interdependence consistent with a marriage-like relationship.
- Other provinces' assistance programs follow this same basic framework.
- The support allowance for a family unit consisting of a couple (i.e., two adults) is lower than the combined support allowance rate provided to two separate family units with a single adult in each.

## Support rates

Income assistance	Disability assistance
Employable Single: \$560	Single: \$983.50
Employable Couple (no children): \$955	Couple (no children, one PWD): \$1,378.50

- This results in a reduction in total support allowance when two adults form a family unit.
- This policy is frequently criticized by advocates and clients, including during engagement for the 2024 Poverty Reduction Strategy.
- The 2024 Poverty Reduction Strategy, released in July, states that over the next 10 years the government will explore policies that could stack benefits and help people retain more income, such as changing the rules around spousal income.

# 2024 SDPR Minister Transition Note

## **Title: Inflation**

**Date Last Revised:** September 3, 2024

### **Key Points:**

- British Columbians are still experiencing affordability challenges from three years of high inflation, despite inflation falling in 2024.
- Clients, seniors, and others living in low income are finding it especially difficult as necessities such as food and rent are taking a bigger portion of their limited budget.
- Since 2017 the ministry has raised rates five times, providing clients with \$450 more per month—more than double the increase in inflation.
- Continuing government efforts to reduce poverty and food insecurity will help all low-income British Columbians through not only the current affordability crisis but also future challenges from climate change and supply issues.

### **Accomplishments:**

- Implemented a \$125 shelter rate increase on August 1, 2023, the first increase since 2007.
- Increased earnings exemptions by \$100 per month for income assistance recipients and \$1,200 per year disability assistance recipients.
- Effective August 2023 increased the rates for key supplements to reflect the increased cost of essentials, such as food and clothing, and to support people with emergent or specific needs, such as medical transportation or dietary restrictions.
- In October 2023, the \$60 million Stronger Community Services Fund was launched to support non-profit organizations across BC in their work of supporting communities, reducing poverty, and advancing social inclusion and racial equity.
- Supported new funding opportunities for non-profits and Indigenous communities that focused on infrastructure to increase the distribution of fresh food to people in need.

### **Key Data:**

- The inflation rate in BC has averaged 2.8% in the first 7 months of 2024, down from 4.5% in the same period in 2023.
- The price of food purchased from stores has increased by 2.7% in 2024 compared to a 9.3% increase in the same period in 2023, but rental accommodation costs are up 7.7% compared to 6.8% last year.
- Low-income households face even higher inflation rates as they spend a greater proportion of their budget on food and rent than higher-income households—the inflation rate for low-income households has averaged 3.9% in 2024—1.1% above the official inflation rate.

## 2024 SDPR Minister Transition Note

- 150,000 income and disability assistance clients are benefitting from the shelter rate increase, with an average \$124 more in assistance.
- An estimated 4,100 disability assistance clients and 6,600 income assistance clients benefit from the increase in earnings exemptions.

### Budget/Financial Context:

Incremental Increases in Budget 2023 (\$millions):

Policy Change	2023/24	2024/25
Shelter Rate Increase	130.690	183.233
Earnings Exemptions	0.202	4.985
Affordability Changes	13.900	16.600

### Background:

Inflation rates are falling in BC and across Canada, but the impact of three years of high inflation will continue to cause affordability challenges for the foreseeable future. Despite the overall decline in the inflation rate, rental accommodation costs continue to soar, up 7.7% in first 7 months of 2024 compared to a 6.8% increase in 2023. Rental costs in July alone were up 8.5% compared to July 2023 and were up 21.3% from July 2021. While lower prices for clothing and recreation items are beneficial, they do not help people living in low income as much since they tend to spend a much smaller amount of their budget on these items.

The increase in the shelter rate is helping nearly 150,000 income and disability assistance clients each month by putting a total of \$18.5 million back into their pockets -- \$124 per client each month. The percentage of clients that no longer need to dip into their support allowance to pay for their shelter has fallen from 73% to 58%.

# Employment and Labour Market Services

Minister Binder

# 2024 SDPR Minister Transition Note

**Title: Labour Market Transfer Agreements and the Forum of Labour Market Ministers**

**Date Last Revised:** September 13, 2024

## Key Points:

- Labour Market Transfer Agreements (LMTAs) are funding agreements between Canada and Provinces & Territories (PTs) for employment and skills training programming, and labour market development initiatives.
- BC has two LMTAs, the Labour Market Development Agreement (LMDA) administered by the Ministry of Social Development and Poverty Reduction (SDPR) and the Workforce Development Agreement (WDA) administered by the Ministry of Post-Secondary Education and Future Skills (PSFS). In 2024/25, BC will receive \$395M through these agreements (*see Appendix 1 for funding tables*).
- LMTAs fund BC to operate provincial employment programs and services that support over 125,000 British Columbians each year, including vulnerable and under-represented populations.
- Canada provided \$625M per year of “top up” funding to the PTs starting in 2017 to respond to labour market shifts. BC’s share was \$74M for both agreements. Canada eliminated top up funding in April 2024 resulting in a 15 percent reduction to BC.
- Intergovernmental Communications  
Intergovernmental Communications Forum of Labour Market Ministers (FLMM) PT Ministers have also released several public communiqués calling for funding reinstatement.

## Key Data:

- Over 125,000 people access LMTA funded programs each year: 94,000 through WorkBC Employment Services and 31,000 through PSFS programs including:
  - 102 WorkBC Centres across BC and province-wide apprenticeship services;
  - Cohort-based skills training and diverse programs designed to meet the needs of vulnerable and underrepresented groups, including persons with disabilities;
  - Services and supports to meet the needs of communities, sectors, and employers to build the experience and skills of the workforce and to connect employers with job seekers.
- Over 70% of people accessing LMTA services identify with one or more underrepresented group and over 80% of people find jobs or get into further education or training for sustainable employment.

## Budget/Financial Context:

- SDPR will receive \$296M LMDA and PSFS will receive \$98.8M under the WDA in 2024/25. The agreements operate in perpetuity.
- SDPR and PSFS transfer funding between each other to fund services that align with their funding mandates  
Advice/Recommendations



# 2024 SDPR Minister Transition Note

## Advice/Recommendations

- The LMTA top up cut totalling \$74M for BC includes \$46.5M for the LMDA and \$27.4M for the WDA.
- The loss of top funding caused service reductions:
  - SDPR reduced funding to the Community and Employer Partnerships Program by 90% and eliminated employer-initiated wage subsidy placements.

## Advice/Recommendations

### Priorities:

- LMTAs fund over 90% of BC's employment services and skills training programming outside of the postsecondary sector. They are critical to building an inclusive, resilient and adaptable workforce to meet current and future labour market needs.
- FLMM: Currently co-chaired by Manitoba, the FLMM is a platform for Federal, Provincial and Territorial (F-PT) pan-Canadian collaboration and priority setting on labour market issues.
- On June 17, 2024, a FLMM Minister meeting was held to discuss the federal funding cut; federal Minister Randy Boissonnault confirmed there will be no additional top up funding.

Intergovernmental Communications

Intergovernmental Communications

- PSFS Partnership: SDPR continues to work closely with PSFS on shared labour market issues, joint BC FLMM activities <sup>Intergovernmental Communications</sup>  
Intergovernmental Communications

# 2024 SDPR Minister Transition Note

## Appendix 1: LMTA Funding Allocations Labour Market Development Agreement Funding Allocation

Fiscal	Base Program Funding	Top-Up Funding	Targeted Funding*	Admin Funding	Total Funding
2017/18	\$278,354,408	\$13,576,215	\$6,873,508	\$20,535,000	\$319,339,131
2018/19	\$276,944,000	\$24,437,187	\$7,503,560	\$20,535,000	\$329,419,747
2019/20	\$275,522,390	\$25,184,810	\$2,548,952	\$20,535,000	\$323,791,152
2020/21	\$273,893,674	\$34,825,928	N/A	\$20,535,000	\$329,254,602
2021/22	\$273,505,313	\$44,970,363	N/A	\$20,535,000	\$339,010,676
2022/23	\$275,211,299	\$49,418,557	N/A	\$20,535,000	\$345,164,856
2023/24	\$275,380,128	\$46,474,213	N/A	\$20,535,000	\$342,389,341
2024/25	\$275,606,902	\$0.00	N/A	\$20,535,000	\$296,141,902
<b>Total</b>	<b>\$2,204,418,114</b>	<b>\$238,887,273</b>	<b>\$16,926,020</b>	<b>\$164,280,000</b>	<b>\$2,624,511,407</b>

**\*Targeted Funding:**

2017/18: Forestry Workers only (Softwood Lumber Action Plan)

2018/19: Forestry Workers \$4,954,608 + Steel and Aluminum impacts \$1,562,541 + Seasonal Workers \$986,411

2019/20: Seasonal Workers \$986,410 + Steel and Aluminum impacts (\$1,562,542)

## Workforce Development Agreement

Fiscal	Base Program Funding	Top-Up Funding	Total Funding
2017/18	\$96,069,514	\$9,475,683	\$105,545,197
2018/19	\$97,709,057	\$9,738,268	\$107,447,325
2019/20	\$98,788,201	\$18,511,929	\$117,300,130
2020/21	\$97,236,731	\$26,935,382	\$124,172,113
2021/22	\$97,885,051	\$27,114,972	\$125,000,023
2022/23	\$98,092,493	\$27,172,436	\$125,264,928
2023/24	\$98,802,785	\$27,369,193	\$126,171,978
2024/25	\$98,802,785	\$0.00	\$98,802,785
<b>Total</b>	<b>\$783,386,617</b>	<b>\$146,317,863</b>	<b>\$929,704,479</b>

\*10% of WDA funding is used for administration costs associated with programming.

### Persons With Disabilities (PWD) Funding:

Each year \$27.7M of Base WDA Program Funding must be spent on PWD programs.

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Intergovernmental Communications

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Intergovernmental Communications

# 2024 SDPR Minister Transition Note

## Title: Targeted Labour Market Programs for Immigrants

Date Last Revised: September 27, 2024

### Key Points:

- Recent federal immigration policy changes drove rapid growth in Permanent Residents (PR) and Non-Permanent Residents (NPR) in British Columbia (BC).
- Unemployment for immigrants who arrived in the last five years is double that of non-immigrants (12.6%) and almost four times higher (22.8%) for immigrant youth.
- Rapid immigration growth in 2021 and 2022 increased caseload pressures on Ministry income assistance and employment services.
- Immigration will drive nearly all of BC's future population and workforce growth, so it is imperative they receive the supports necessary to establish themselves successfully.
- The Ministry launched new initiatives to help immigrants obtain employment services and skills training as well as determine their feasibility for an updated employment service model.

### Key Data:

- BC Stats published, "Sustaining Growth: Population and Demography for British Columbia (BC) and Canada" in January 2024. Key report highlights include:
  - BC's population will increase from 5.5M to 6.5M people by 2034.
  - Immigration will account for 85-90% of the population and workforce growth.
  - 15% (197,355) of Canada's new immigrants settled in BC between 2016 and 2021, 78% (153,937) of which settled in Metro Vancouver.
  - PR growth: ~45,000/year for past 25 years; ~60,000 in 2021; ~52,000 in 2022.
  - NPR growth: ~28,000 in 2018; zero in 2020; ~100,000 in 2022.
- BC had approximately 476,000 NPRs in Q1 2024 (8.5% of provincial population).
- Immigrant education levels are generally high:
  - PR - 63% postsecondary; 24% high school; 13% without high school
  - NPR: - 67% postsecondary; 26% high school; 7% without high school
- Canada's unemployment was 6.4% in July 2024. However, the unemployment rate for immigrants who arrived in the last five years was 12.6%. Further, the unemployment rate for immigrant youth (age 15-24) was 22.8%.
- Immigration growth drives demand for a broad range of public services. Rapid PR and NPR growth in 2021 and 2022 increased pressure on Ministry services. In 2023/24:
  - Refugee Claimants (RC) were 19 percent of new Expected to Work (ETW) income assistance (IA) cases.
  - Non-Refugee Immigrants were 7.5% of new ETW cases.
  - Immigrants comprised approximately 42 percent of total employment service clients and were the largest component of new jobseekers.

## 2024 SDPR Minister Transition Note

- Immigration is also an incremental labour supply that can help address labour market gaps. The 2023 Labour Market Outlook (LMO) estimates immigrants will supply 46 percent of BC's new workers (~470,000) during the next decade.
- Top three occupational areas:
  - PR – Professional/Scientific/Technical; Retail; Health Care/Social Assistance
  - NPR – Accommodation/Food Services; Retail; Professional/Scientific/Technical

### **Background:**

Immigrants receive federally and provincially funded settlement, basic language and basic skills training services. PRs and refugee claimants are eligible for income assistance through the Ministry and employment services through WorkBC.

Economic immigrants selected through federal or provincial programs typically find work in their fields and have a path to Permanent Residency. The Province improved foreign credential recognition and addressed Canadian experience requirements for underemployed, highly educated/skilled immigrants. However, this only addresses specific immigrant cohorts.

There is a correlation between Immigration (particularly RCs) and increased IA/WorkBC client volumes. Current income stabilization and employment services programs work for many, but not all, immigrants. This increases the risk of entrenched poverty for a subset of newcomers and extends reliance on IA for longer periods.

The Province could explore a new approach tailored to the specific needs of immigrants to achieve this objective. This would include a combination of enhanced language skills training, work experience, and social services to support labour market attachment. The new approach could also include a way to help immigrants “graduate” through the labour market through ongoing employment services and skills training interventions.

The Ministry launched three pilot projects to test innovative employment services and skills training approaches for newcomers:

- \$1.26M to the Affiliation of Multicultural Societies and Settlement Services Agencies to partner with community organizations to recruit, train and provide work experience in three high demand Care Economy occupations.
- \$2.5M to the YWCA to provide customized pre-employment and employment services to immigrant women who are survivors of violence.
- \$0.987M grant to Solid State to launch 15 new co-ops that will be owned and operated by low-income, racialized migrant people who are precariously employed.

# 2024 SDPR Minister Transition Note

## Title: Key Employment and Labour Market Services Division Initiatives

Date Last Revised: September 26, 2024

### Key Points:

- The Employment and Labour Market Services Division has several initiatives that fall outside of WorkBC Employment Services but support the Government's labour market development objectives.
- Community and Employer Partnerships (CEP) funds community-driven projects to increase job training and work experience for job seekers across BC.
- Community-based Employment Services (CBES) provides outreach-based employment services to complex and/or multibarriered clients in five pilot communities across BC.
- ELMSD developed the Care Economy Strategy (CE Strategy), under the Future Ready Action Plan, to help address workforce challenges for human and social sector service providers.
- All three initiatives use innovative approaches to address specific client and/or sector needs to determine the feasibility of incorporating them into future core programming.

### Accomplishments:

- In 2023, 63% of people who participated in CEP-funded projects secured jobs in construction, health services, childcare, education, and supply chain.
- In 2024, CBES launched services in six pilot communities, including Prince George, Kelowna, Victoria, Nanaimo, Vancouver Downtown Eastside, and Surrey.
- In 2024, four Care Economy grants were awarded to pilot approaches that address workforce challenges for immigrant, Indigenous and multibarriered populations as well as leadership development for human and social service providers.

### Budget/Financial Context:

Government Financial Information

### Background:

The Ministry allocates most Canada-BC Labour Market Development funding to WorkBC employment services. Clients must meet certain eligibility requirements to access WorkBC services consistent with federal guidelines, specifically Employment Insurance eligibility. There are some British Columbians that cannot access the full range of WorkBC services and others

## 2024 SDPR Minister Transition Note

with complex needs that require different service types. CEP, CBES and the CE Strategy enables the Ministry to support these groups in different ways.

CEP projects help to reduce poverty while strengthening the labour market, supporting communities, and contributing to economic growth. Projects typically offer a combination of skills training and work experience with a duration of under one year. Current priorities include:

- Job seekers with complex needs, far removed from the labour market and have difficulty accessing traditional employment services.
- Maximizing the number and probability of positive outcomes for participants.
- Equitable program investment across the province.
- Reconciliation and the Ministry's commitments under the Declaration Act 4.41 with attention to Indigenous-led projects

CBES is aligned with the Ministry's 2024 Poverty Reduction Strategy. Service providers support people with complex needs: precarious/unstable housing, substance use, and/or mental health or health conditions and who experience barriers accessing traditional employment services. The service model is outreach-based, flexible, and person-centred, with community-based service providers providing a broader range of supports that foster social inclusion, boost self-confidence, and support steps towards job readiness. Pilot locations include Victoria, Nanaimo, Prince George, Kelowna, Surrey, and Vancouver's Downtown Eastside.

The Care Economy includes the full spectrum of human and social services (i.e., childcare, education, elder care, healthcare, mental health, community social services, etc.). The province delivers services directly through ministries, indirectly through Crown Agencies and third-party human and social services providers. Labour competition for the same or similar occupations addresses gaps in one service area at the expense of the other. The goal of the CE Strategy to better understand BC's service delivery environment, labour market and workforce development challenges. It also includes proposed actions to better coordinate cross-ministry CE workforce development initiatives, consider service redesign to enhance productivity and consider approaches to reduce administrative burden on third-party service providers.

# 2024 SDPR Minister Transition Note

**Title: Labour Market Development Program** Advice/Recommendations **(SDPR/PSFS)**

**Date Last Revised:** September 27, 2024

## Key Points:

- The Ministries of Social Development and Poverty Reduction (SDPR) and Post-Secondary Education and Future Skills (PSFS) each receive federal funding to deliver provincial labour market programs.

Advice/Recommendations

- Recent federal funding reductions will require PSFS and SDPR to reduce program expenditures and optimize their use of federal funding within the system.

Advice/Recommendations

## Key Data:

- SDPR's WorkBC provincial employment services contracts end March 31, 2027, and has launched an Employment Services Modernization Project to design, procure, and implement a new system by that date.
- PSFS contracts for Skills Training for Employment (Multibarriered and Youth) end in phases over the next three fiscal years, with Youth General and Youth at Risk scheduled to end or be renewed in 2025/26.

## Budget/Financial Context:

- SDPR receives \$296.1 million (M) per year under the Canada-British Columbia (BC) Labour Market Development Agreement (LMDA) to deliver employment services.
- PSFS receives \$98.8M per year under the Canada-BC Workforce Development to deliver a wide range of skills training programs intended to help people adapt to changing labour market requirements.
- Canada provided SDPR with \$46.5M and PSFS with \$27.4M of supplemental funding up to the end of the 2023/24 fiscal year and does not have plans to continue this funding.

Advice/Recommendations

## Background:

CONTACT: KAREN BLACKMAN, ADM, ELMSD, 604-375-4155

LAST UPDATED: 10/15/2024 6:14 PM

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## 2024 SDPR Minister Transition Note

SDPR's mandate is to reduce poverty and increase social inclusion by providing quality services to ensure everyone can participate fully in their communities and reach their full potential. PSFS's mandate is to create a resilient post-secondary and skills training system that grows a skilled workforce, ensures employers can access needed talent, and create prosperity for British Columbians

SDPR and PSFS share the WorkBC brand. <sup>Advice/Recommendations</sup>

Advice/Recommendations

Advice/Recommendations

# 2024 SDPR Minister Transition Note

## Title: Single Parent Employment Initiative (SPEI)

Date Last Revised: September 23, 2024

### Key Points:

- Launched in 2015, SPEI provides eligible single parents on income assistance or disability assistance with increased support to find and keep a job, through WorkBC Employment Services.
- SPEI clients can access:
  - Up to two years of training for in-demand jobs or a paid work experience placement while remaining eligible for assistance.
  - Childcare costs fully covered while participating in SPEI and throughout the first year of employment.
    - Non-SPEI WorkBC clients can only access \$35 per child per day for childcare, up to a maximum of 4 weeks post-employment.
  - WorkBC financial supports, such as transportation, haircuts, interview clothes, and other essential supports to enable participation.
  - Health supplement coverage for a full year after leaving assistance (SPEI clients only).
- SPEI participants are more likely to be employed in occupations typically requiring college education or apprenticeship training.

### Accomplishments:

- As of July 2024, 1,899 clients found employment in a variety of in-demand occupations in sectors such as retail, health, construction, and community service.
  - Just over 78% of SPEI participants had an employment outcome, compared to 31% for those who did not participate<sup>1</sup>.

### Key Data:

- As of July 2024, 2,695 participants have received SPEI services.
- As of August 2024, approximately 97% of the SPEI participants are women.
- Average wage of employment achieved by participants is over \$20.57/hour.
- The top three jobs' participants are pursuing in their training are:
  - Social / Community Service Worker
  - Nurse Aide / Orderly
  - Elementary and Secondary School Teacher Assistants

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<sup>1</sup> Single parent clients who have participated in WorkBC Employment Services but have not received any SPEI-like services (e.g., wage subsidy services/ supports, occupational skills training/ supports, or Dependent Care support) during the first year of employment.

# 2024 SDPR Minister Transition Note

## **Budget/Financial Context:**

- The Ministry leverages LMDA funding where appropriate and uses the existing WorkBC infrastructure to deliver SPEI supports and services.
- Average cost per SPEI participant is over \$5,600/participant annually.
- Over \$40.82 million has been spent on SPEI since it launched in 2015, comprised of
- \$24.8M in provincial funds and \$16M in federal funding through the LMDA.

## **Background:**

- SPEI supports single parents who want to pursue employment and move towards financial independence.
- Since the implementation of SPEI, the Ministry increased earnings exemptions for families receiving income assistance and for families receiving disability assistance. As of January 1, 2024:
  - All families with children eligible for Income Assistance have a \$900 per month earnings exemption.
  - Income Assistance-eligible families who care for a child with a severe disability have a \$1,080 per month earnings exemption.
  - A family unit with one adult who has the persons with disabilities designation has an annual earnings exemption of \$16, 200 per year.

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<sup>2</sup> Program to date expenditure reporting methodology has recently been updated, and as such these figures may differ from previous reports.

## 2024 SDPR Minister Transition Note

### APPENDIX 1: Public Reporting – SPEI Report

As of (end of the month)	Single parents who participated in SPEI since program began in 2015	Of those, have found employment since program began in 2015
October 2018	1,962	1,021
November 2018	1,988	1,049
December 2018	2,024	1,085
December 2019	2,153	1,346
March 2020	2,188	1,404
December 2020	2,258	1,473
March 2021	2,288	1,509
December 2021	2,389	1,618
December 2022	2,505	1,738
March 2023	2,541	1,749
December 2023	2,640	1,856
July 2024	2,695	1,899

# 2024 SDPR Minister Transition Note

## Title: WorkBC Overview

Date Last Revised: Sept 25, 2024

### Key Points:

- WorkBC Employment Services provide employment-related services and supports to assist British Columbians to find and sustain jobs that will improve their lives.
- WorkBC Employment Services are delivered by contracted service providers through 102 storefronts, and online with services supports accessible anywhere in the province.
- Clients can apply for either self-serve independent services or more comprehensive case managed services with a dedicated Employment Counselor.
- WorkBC Employment Services are delivered through three contract types: WorkBC Employment Services (WorkBC ES), WorkBC Assistive Technology Services (WorkBC ATS) and WorkBC Apprentice Services (WorkBC AS).
- Since 2019/20, the program has served on about 85,600 people a year, increasing to over 94,000 in 2023/24, primarily driven by immigration.

### Key Data:

- As of August 31, 2024, about 77,200 clients were actively receiving services, with 62,800 being case managed and the rest as self-serve clients.
- As of August 31, 2024, over 26,200 clients are being supported through their first year of employment, up from previous year (24,200).
  - 53% of clients achieve ongoing, sustainable employment that provides sufficient income to be financially independent. For those accessing basic services, the success rate may be understated due to service providers having difficulty confirming employment after client loses contact (**see Appendix 1**).
  - Those who participate in more intensive services have greater success - 81% of those in Wage Subsidy, and 79% of those in Skills Trainings achieve employment.
  - About 81% (up from 79% for 2023/24) of case managed clients self-identify as belonging to one or more client inclusion groups (**see Appendix 2**)
- In 2024/25, as of August 31, 2024, the WorkBC client satisfaction score is 72.
- Assistive Technology Services offers adaptive technology to help people with disabilities pursue employment opportunities with 1,100 clients served to date in 2024/25.
- WorkBC Apprentice Services assist apprentices with services and supports to access the classroom technical training portion of their apprenticeship trade to achieve journeyman status. In 2024/25, as of August 31, 2024, over 8,100 apprentices have participated in the WorkBC Apprenticeship program.

# 2024 SDPR Minister Transition Note

## Budget/Financial Context:

- In 2024/25, funding totaled \$327.0M (**see Appendix 3**) including:
  - \$296.1M under LMDA (including \$20.5M in LMDA Administration funding).
  - \$30.9 M in provincial funding.
- Of the total funding, the commitment to WorkBC Programs, is \$273.1 annually. The remainder covers administration of the program, to the Ministry of Post Secondary Education and Future Skills, and other strategic investments.
  - \$253.7M for WorkBC Employment Services contracts
  - \$13.5M in centralized funding for WorkBC Apprentice Services
  - \$5.9M in centralized funding for WorkBC Assistive Technology Services

## Background:

- The program provides comprehensive services and supports based on individual client needs ranging from independent self-serve services to intensive case management. These services and supports help the client become employment ready.
- WorkBC services and supports include resume writing, job search assistance; employment counselling, interview preparation and employment related workshops, employment needs assessments, short-term certification, skills training (funding for tuition and living supports), preparation for self-- and customized employment, wage subsidy, job coaching and support for job maintenance and retention.
- Currently, 26 organizations deliver WorkBC Services through 47 contracts. This includes stand-alone contracts for Apprentices Services and Assistive Technologies services. Of WorkBC contracts approximately 58% are held by local non-profits, 36% by for-profit organizations, and 6% by public institutions.
- The current service contract duration is seven years beginning 2019 and ending March 31, 2027. Policy work developing a new service model for procurement is underway.
- The Service Plan Performance Measure for WorkBC was changed as of FY2023/24 to focus on clients' experience with the program measured by the Satisfaction Score from the new WorkBC client survey (**see Appendix 4**).

## APPENDICIES:

Appendix 1: WorkBC Employment Program Outcomes

Appendix 2: 2024/25 Client Inclusion Groups and Employment

Appendix 3: Employment Programs Budget Summary

Appendix 4: Ministry 2024/25 – 2026/27 Service Plan

# 2024 SDPR Minister Transition Note

## Appendix 1: WorkBC Employment Program Outcomes

Percentage of WorkBC Clients who achieve Sustainable Employment (Since April 2019)	
Overall, for all clients who participate in the WorkBC employment services	53%
Clients who only receive Job search support	54%
Clients who participate in Wage subsidy	81%
Clients who participate in Skills Training	79%
Clients who receive Financial Supports	71%

## Appendix 2: 2024/25 Client Inclusion Groups and Employment

Clients in Inclusion Groups as of August 31, 2024 (not mutually exclusive, case managed clients only)

	Total clients served in FY	In Sustainment during FY	Achieved Sustainable Employment in FY
Immigrants	27,948	10,360	2,768
Youth	18,906	7,053	1,999
Persons with Disabilities	11,599	3,334	816
Survivors of Violence and/or Abuse	7,811	2,616	611
Indigenous Peoples	5,524	2,039	496
Multi Barrired	3,304	1,041	234
Francophones	1,794	665	176
<b>All Inclusion Clients</b>	<b>50,611</b>	<b>18,374</b>	<b>4,808</b>
<b>All WorkBC Case-Managed Clients</b>	<b>62,832</b>	<b>23,394</b>	<b>6,086</b>

## 2024 SDPR Minister Transition Note

### Appendix 3: Employment Programs Budget Summary

<b>\$millions Funding Source:</b>	<b>2023/24 Actuals</b>	<b>2024/25 Budget</b>	<b>2025/26 Plan<sup>2</sup></b>	<b>2026/27 Plan<sup>2</sup></b>	<b>2027/28 Plan<sup>2</sup></b>
Provincial	\$31,322,000	\$30,896,000	\$30,896,000	\$30,896,000	\$30,896,000
LMDA	\$318,971,966	\$275,606,902	\$275,810,000	\$275,993,000	\$276,158,000
LMDA-Admin	\$20,262,538	\$20,535,000	\$20,535,000	\$20,535,000	\$20,535,000
<b>Total</b>	<b>\$370,556,503</b>	<b>\$327,037,902</b>	<b>\$327,241,000</b>	<b>\$327,424,000</b>	<b>\$327,589,000</b>
% change budget:	-15.29%	-11.74%	0.06%	0.06%	0.05%

1. Budget 2022/23 includes additional funding of \$67.8M because of unspent funds from FY20/21.

2 Base funding only from 2024/25, as federal government's Budget 2017 top up will expire.

### Appendix 4: Ministry 2024/25 – 2026/27 Service Plan

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

<b>Performance Measure[s]</b>	<b>2022/23 Baseline</b>	<b>2023/24 Actual</b>	<b>2024/25 Target</b>	<b>2025/26 Target</b>	<b>2026/27 Target</b>
[2d] WorkBC Client Satisfaction Score <sup>1</sup>	75	72	76	76	77

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

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

# 2024 SDPR Minister Transition Note

## **Title: Employability Planning Services**

**Date Last Revised:** September 25, 2024

### **Key Points:**

- In September 2024, the ministry introduced a new employment planning approach to better support people receiving BC Employment and Assistance (BCEA).
- The new approach is person-centred and helps people receiving BCEA to take meaningful steps towards employment.
- The approach includes a new Client Needs Assessment to understand peoples' circumstances, employment barriers, and job readiness, and to connect them to supports and develop individualized employability plans.
- The new employment planning approach is a critical element of SDPR's work to develop effective employment pathways, increase community and social connections, and help people move out of poverty.
- Implementation has started with a small cohort in Victoria while the ministry is working on options for rolling out the new approach across BC.
- In the interim, for the rest of the province, SDD will continue to refer to WorkBC using the current process, which acknowledges that the client has been referred and needs to attend WorkBC in alignment with their Employment Plan and employment related obligations.

### **Accomplishments:**

- Legislative amendments to the Employment and Assistance Act and the Employment and Assistance for Persons with Disabilities Act were implemented on September 1st, enabling the shift to the new employment planning approach with BCEA recipients.
- An initial team, including one Director and six Employment Specialists, launched the new service in Victoria in September.

### **Key Data:**

- There are approximately 20,000 employment-obligated recipients who are long-term recipients of income assistance without labour market attachment. The new approach will help those most in need and furthest removed from the labour market.
- The number of people accessing BCEA benefits for the first time in their lives has increased each year since the COVID pandemic, from 13, 025 in 2021 to 22, 411 in 2023 – an increase of 72%.

### **Budget/Financial Context:**

## 2024 SDPR Minister Transition Note

- Having leveraged existing staffing resources, the new employability planning services will have minimal fiscal implications in the first year of implementation.

Advice/Recommendations

### **Background:**

- Poverty reduction public engagements (2017/18 and 2022/23) indicated accessing the BCEA Program is too complex and has rules that function as barriers to moving out of poverty.
- In spring 2024, the Social Development and Poverty Reduction Statutes Amendment Act 2024 was passed which updated BCEA legislation and paved the way for a new Poverty Reduction Strategy.
- The legislative updates included reducing delays in accessing benefits after losing a job and removing the requirement for BCEA applicants to be ready to work and have a signed Employment Plan as a condition of their eligibility for benefits.
- The legislative updates enable a new individualized approach to employment planning, including the implementation of a Client Needs Assessment and development of an employability plan that connects them with the supports they need to succeed.
- The change in the ministry's approach to employment planning is one of the key actions included in the 2024 Poverty Reduction Strategy.

# 2024 SDPR Minister Transition Note

**Title: Employment Services Modernization and Procurement**

**Date Last Revised:** September 26, 2024

## Key Points:

- Current WorkBC contracts end on March 31, 2027.
- The Ministry will need to start procurement in spring 2026 to ensure the new contract is in place for April 1, 2027.
- SDPR has an opportunity to address challenges with the current model and to re-design the program to better meet the needs of British Columbians.
- SDPR will seek early Minister's direction and approval of the proposed service design framework to meet procurement timelines.

## Budget/Financial Context:

- The 2024/25 program forecast is \$327.5 million (M). There are three funding sources:
  - \$275.6M from Canada under the Labour Market Development Agreement (LMDA);
  - \$31.0M from the Province; and,
  - \$22.5M from the Workforce Development Agreement (WDA) through transfers from the Ministry of Post Secondary Education and Future Skills.
- The Ministry of Citizens' Services (CITZ) identified modernized employment services as a strategic procurement for Government.

Cabinet Confidences

## Background:

Federally and provincially funded employment services were delivered separately prior to 2012. Federal programs targeted people closer to the labour market. Provincial programs targeted people with more complex needs.

Canada devolved accountability and funding for federal employment services to the Province through the LMDA. Federal and provincial employment services were subsequently combined into the Employment Program of British Columbia (EPBC). This created a single point for clients to access services. Community organizations delivered services under fee-for-service contracts.

WorkBC replaced EPBC in 2019. WorkBC retains a single access point and focus on quickly attaching clients to the labour market. However, it introduced a new incentive-based funding model that provided performance payments for successful employment outcomes rather than fee-for-service. This model has good outcomes for jobseekers with previous work experience and low employment barriers. However, the model does not work well for clients with complex needs and/or multiple employment barriers because they are unlikely to generate sufficient

## 2024 SDPR Minister Transition Note

revenues because they are less likely to achieve sustainable employment. Jurisdictional review, policy research, program evaluation and engagement activities support modernizing employment services.

Advice/Recommendations



# 2024 SDPR Minister Transition Note

**Title: WorkBC Service Pressures**

**Date Last Revised:** Sept 11, 2024

## Key Points:

- WorkBC now serves 94,000 clients a year, with client volumes increasing each year creating program service pressures
- WorkBC is primarily funded by the Canada-BC Labour Market Development Agreement (LMDA)
- The LMDA includes both base funding and top-up funding that has been provided since FY17/18 and was cut in the FY24/25 Federal Budget
- LMDA funding was cut by 46.5M.
- Immediate program changes were implemented as a result of funding cuts but if clients and costs continue to increase without additional funds, additional program cuts will be required.

## Key Data:

- The program is seeing a considerable increase in people coming to WorkBC as well as increases to the number of people on the active caseload
  - In FY23/24, WorkBC served over 94,000 clients, exceeding program to date averages of 80,000 clients
- The program is seeing an increasing cost per client as a result of increased need and costs for financial supports for clients (eg. dependent care, transportation, living supports, tuition),
- Client volumes are impacted with significant increases in refugee/immigrant client populations
- To offset funding reductions, the Ministry implemented immediate program changes to include reduced Community and Employer Partnerships Programs (CEP), ended the Employer Identified Wage Subsidy Program, and reduced funding to the Ministry of Post Secondary and Future Skills programming.

Advice/Recommendations

## Budget/Financial Context:

- LMDA Funding reduced by \$46.5M
- Provincial funding has not increased and it is prioritized to support non-EI eligible clients, which are now exceeding this budget (BCEA/General clients)

## 2024 SDPR Minister Transition Note

- This pressure can no longer be offset with LMDA funding

### **Background:**

BC has two Labour Market Transfer Agreements (LMTA) with Canada, administered between the Ministry of Social Development and Poverty Reduction (SDPR) and the Ministry of Post-Secondary Education and Future Skills (PSFS). Under the LMTA's, top up funding has been provided since FY17/18. In the FY24/25 budget the Federal government ended top-up funding. BC uses this funding to deliver core programming and subsequently made adjustments to programming to address the funding shortfall.

To address this shortfall, the program implemented immediate changes to save funds within the fiscal year. Program areas that were identified for changes were chosen based on the ability to save funds immediately and maintain WorkBC operations. In addition to funding changes, in recent years, WorkBC has experienced significant growth in the number of clients needing services, which results in pressure on the provincial funding for these programs.

When implementing program changes in FY24/25 it was noted that long term funding reductions would require additional program changes to account for less funding. Future program cuts would be brought forward for decision on or after Q4 of FY24/25.

## 2024 SDPR Minister Transition Note

### Appendix:

#### Labour Market Development Agreement Funding Allocation

Fiscal	Base Program Funding	Incremental Funding	Targeted Funding*	Admin Funding	Total Funding
2017/18	\$278,354,408	\$13,576,215	\$6,873,508	\$20,535,000	<b>\$319,339,131</b>
2018/19	\$276,944,000	\$24,437,187	\$7,503,560	\$20,535,000	<b>\$329,419,747</b>
2019/20	\$275,522,390	\$25,184,810	\$2,548,952	\$20,535,000	<b>\$323,791,152</b>
2020/21	\$273,893,674	\$34,825,928	N/A	\$20,535,000	<b>\$329,254,602</b>
2021/22	\$273,505,313	\$44,970,363	N/A	\$20,535,000	<b>\$339,010,676</b>
2022/23	\$275,211,299	\$49,418,557	N/A	\$20,535,000	<b>\$345,164,856</b>
2023/24	\$275,380,128	\$46,474,213	N/A	\$20,535,000	<b>\$342,389,341</b>
2024/25	\$275,606,902	-----	N/A	\$20,535,000	<b>\$296,141,902</b>
<b>Subtotal</b>	<b>\$2,204,418,114</b>	<b>\$238,887,273</b>	<b>\$16,926,020</b>	<b>\$164,280,000</b>	<b>\$2,624,511,407</b>

# Information Services



# 2024 SDPR Minister Transition Note

**Title: Integrated Case Management System (ICM) – System Performance**

**Date Last Revised:** September 11, 2024

## Key Points:

- The Integrated Case Management System (ICM) is a critical technology system used by the Ministry of Social Development and Poverty Reduction (SDPR), Ministry of Children and Family Development (MCFD), and Child Care programs in the Ministry of Education and Child Care (MECC).
- ICM runs 24 hours a day, and 365 days a year to support delivery of numerous crucial programs delivered by the three ministries.
- SDPR runs the systems on behalf of government and has set a target that the ICM system is available 99.7% of the time and has exceeded the target every year since 2016.
- The Ministry works with its vendors and corporate partners, including the government's Office of the Chief Information Officer, to continually maximize the availability and reliability of the system.
- Like any other complex system, changes in the broader environment, for example network disruptions, may affect the performance of government's computer programs and applications.

## Background:

- When the ICM system is unavailable, the Ministry uses back-up systems and processes to support uninterrupted delivery of critical services.
- There were, and continue to be, scheduled outages for system maintenance. These outages are planned outside of regular business hours and are communicated to staff that may be planning to use the system at those times.
- SDPR continues to work closely with staff across the ministries to monitor and adjust the performance of the ICM system.
- ICM is classified as a Critical System and is supported at all times, including by the Office of the Chief Information Officer and vendor partners like Deloitte and DXC (formerly HP Advanced Solutions).
- The Ministry has continuously made operational improvements since ICM's inception in 2014.
- The Ministry of Citizens' Services continues to make improvements to the broader government technical environment including upgrades to the government data centers that have helped to improve the availability of the ICM application.

# Community Living British Columbia (CLBC)



Minister Binder

# 2024 SDPR Minister Transition Note

**Title: Budget and Programs (FTEs)**

**Date Last Revised:** August 29, 2024

## Key Points:

Advice/Recommendations; Government Financial Information

## Accomplishments:

- In 2023/24, CLBC provided new or enhanced services and supports to 4,518 individuals, which is an increase of 5% compared to 4,298 individuals in 2022/23.
- As of June 30, 2024, 875 people and their families/support networks have received new or enhanced services and supports in fiscal 2024/25.

## Key Data:

### Number of People CLBC serves

Caseload	2019/20	2020/21	2021/22	2022/23	2023/24	5 Year Growth (2023/24 from 18/19)
Total	23,389	24,520	25,698	26,815	28,003	5,779
Developmental Disabilities Stream	21,160	22,010	22,908	23,752	24,653	4,374
Personalized Supports Initiative Stream	2,229	2,510	2,790	3,063	3,350	1,405

## 2024 SDPR Minister Transition Note

% of total caseload increases from previous fiscal	5.2%	4.8%	4.8%	4.3%	4.4%	26.0%
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### **Budget/Financial Context:**

Advice/Recommendations; Government Financial Information

### **Background:**

- As of March 31, 2024, 24,653 adults were eligible for CLBC services through its Developmental Disability (DD) stream, and 3,350 adults were eligible for services through the Personalized Supports Initiative (PSI). The annual rate of caseload growth was 4.4% in 2023/24, bringing the total at end of the year to 28,003. The annual rate of caseload growth is estimated at 4.4% in 2024/25, bringing the total at end of the year to 29,232 (25,571 with DD and 3,661 eligible for PSI) - approximately 26% growth over the past five years. CLBC forecasts growth of 4.3% in 2025/26.
- As of March 31, 2024, CLBC has a total employee complement of 703, comprised of BCGEU and BCNU members and excluded staff.
- CLBC has fully complied with government requirements for executive salaries (**Appendix 2**).

## 2024 SDPR Minister Transition Note

### APPENDIX 1 - BUDGET

#### CLBC – Operating Revenue and Expenditures 2022/23 to 2024/25

<i>All figures in millions</i>	<b>2022/23 Actual</b>	<b>2023/24 Actual</b>	<b>2024/25 Budget</b>
Operating Contributions			
Government Transfers	\$1,419.3	\$1,561.9	\$1,626.9
Restricted Contributions – Operating <sup>1</sup>	\$0.4	\$(3.4)	\$0.0
Restricted Contributions – Capital <sup>2</sup>	\$(4.2)	\$(4.1)	\$(8.2)
Net Operating Contributions	<b>\$1,415.5</b>	<b>\$1,554.4</b>	<b>\$1,618.7</b>
Other Revenue <sup>3</sup>	\$39.2	\$48.0	\$42.8
<b>Total Revenues</b>	<b>\$1,454.7</b>	<b>\$1,602.4</b>	<b>\$1,661.5</b>
Supports and Services			
Developmental Disabilities Program (DD)	\$1,318.0	\$1,444.5	\$1,498.6
Personalized Supports Initiatives (PSI)	\$46.4	\$55.9	\$56.6
Provincial Services (including PAC)	\$5.8	\$3.8	\$1.0
Regional Operations and Administration	\$79.9	\$93.1	\$99.3
Amortization of Tangible Capital Assets	\$4.6	\$5.1	\$6.0
<b>Total Expenditures</b>	<b>\$1,454.7</b>	<b>\$1,602.4</b>	<b>\$1,661.5</b>

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

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

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

## 2024 SDPR Minister Transition Note

CLBC – Cumulative budget changes 2024/25 to 2026/27

<b>Prior Year Budgets</b>				
(\$ millions)	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>TOTAL</b>
Caseload	\$25.0	\$67.5	\$67.5	<b>\$160.0</b>
Shared Recovery Mandate	0.6	0.6	0.6	<b>1.8</b>
<b>Total - Prior Year Budgets</b>	<b>25.6</b>	<b>68.1</b>	<b>68.1</b>	<b>161.8</b>
<b>Budget 2024</b>				
(\$ millions)	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>TOTAL</b>
Caseload	35.0	35.0	35.0	<b>105.0</b>
Shared Recovery Mandate	144.8	144.8	144.8	<b>434.4</b>
CSS Wage Mandate	11.1	11.1	11.1	<b>33.3</b>
<b>Total - Budget 2024</b>	<b>190.9</b>	<b>190.9</b>	<b>190.9</b>	<b>572.7</b>
<b>CLBC Total</b>	<b>\$216.5</b>	<b>\$259.0</b>	<b>\$259.0</b>	<b>\$734.5</b>

### APPENDIX 2 – CLIENT STATISTICS

	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
<b>CASELOAD PROFILE</b>				
<b>Caseload</b>	<b>24,520</b>	<b>25,698</b>	<b>26,815</b>	<b>28,003</b>
<b>Growth % (annualized)</b>	<b>4.8%</b>	<b>4.8%</b>	<b>4.3%</b>	<b>4.4%</b>
DD	22,010	22,908	23,752	24,653
PSI	2,510	2,790	3,063	3,350
<b>New Registrants</b>	<b>1,376</b>	<b>1,438</b>	<b>1,427</b>	<b>1,529</b>
Transitioning Youth	1,053	1,132	1,136	1,229
Older Adults (> 19 years old)	323	306	291	300
<b>Caseload Breakdown</b>				
<b>Residential</b>	<b>9,249</b>	<b>9,430</b>	<b>9,588</b>	<b>9,877</b>

## 2024 SDPR Minister Transition Note

Staffed Living	2,694	2,769	2,822	2,920
Shared Living	4,279	4,265	4,230	4,301
Independent Living	2,276	2,396	2,536	2,656
<b>Other</b>	<b>15,271</b>	<b>16,268</b>	<b>17,227</b>	<b>18,126</b>
<b>Total</b>	<b>24,520</b>	<b>25,698</b>	<b>26,815</b>	<b>28,003</b>

### APPENDIX 3 - EXECUTIVE COMPENSATION REPORTING (AS OF MARCH 31, 2024)

#### Summary Compensation Table

Name and Position	Salary	Holdback/Bonus/ Incentive Plan Compensation	Benefits	Pension	All Other Compensation (expanded below)	2023/2024 Total Compensation	Previous Two Years Totals Total Compensation	
							2022/2023	2021/2022
Ross Chilton, CEO	\$ 257,412	-	\$ 14,732	\$ 25,355	\$ 13,365	\$ 310,864	\$ 255,748	\$ 250,270
Henry (Chai Cheong) Chen, VP Finance & CFO	\$ 249,597	-	\$ 12,959	\$ 24,585	\$ 1,503	\$ 288,644	\$ 225,794	\$ 227,502
Joanne Mills, VP, Quality Services and Indigenous Relations	\$ 237,152	-	\$ 12,558	\$ 23,360	-	\$ 273,070		
Randall Schmidt, VP, Governance and Communications	\$ 233,695	-	\$ 15,790	\$ 23,019	\$ 1,378	\$ 273,882		
John Stinson, VP, Service Delivery and Innovation	\$ 250,397	-	\$ 11,901	\$ 24,664	-	\$ 286,962	\$ 221,485	\$ 221,737

#### Summary Other Compensation Table

Name and Position	All Other Compensation	Severance	Vacation Payout	Paid Leave	Vehicle / Transportation Allowance	Perquisites / Other Allowances	Other
Ross Chilton, CEO	\$ 13,365	-	-	-	\$ 11,862	-	\$ 1,503
Henry (Chai Cheong) Chen, VP Finance & CFO	\$ 1,503	-	-	-	-	-	\$ 1,503
Joanne Mills, VP, Quality Services and Indigenous Relations	-	-	-	-	-	-	-
Randall Schmidt, VP, Governance and Communications	\$ 1,378	-	-	-	-	-	\$ 1,378
John Stinson, VP, Service Delivery and Innovation	-	-	-	-	-	-	-

# 2024 SDPR Minister Transition Note

Ross Chilton, CEO	<p><b>General Note:</b> All performance-based increases were postponed until after collective agreement ratification, resulting in retroactive processing of executive increases for the 2021-2022 and 2022-2023 performance years. Ross Chilton's total compensation includes the following:</p> <ul style="list-style-type: none"> <li>- 4% performance-based salary increase effective April 1, 2022, for the 2021-2022 performance year.</li> <li>- 6.75% performance-based salary increase effective April 1, 2023, for the 2022-2023 performance year.</li> <li>- Additionally, a Minister approved performance-based increase of 5% effective April 1, 2023</li> <li>- Monthly vehicle allowance increase from \$580 to \$1,000 effective April 1, 2023, in alignment with government policy.</li> </ul> <p><b>Other Note:</b> Parking expenses, which are taxable, are included under 'other benefits'.</p>
Henry (Chai Cheong) Chen, VP Finance & CFO	<p><b>General Note:</b> All performance-based increases were postponed until after collective agreement ratification, resulting in retroactive processing of executive increases for the 2021-2022 and 2022-2023 performance years. These performance-based increases included an equity adjustment and were within the salary increase policy as approved by government. Henry Chen's total compensation includes the following:</p> <ul style="list-style-type: none"> <li>• 10% performance-based salary increase effective April 1, 2022, for the 2021-2022 performance year.</li> <li>• 8.36% performance-based salary increase effective April 1, 2023, for the 2022-2023 performance year.</li> </ul> <p><b>Other Note:</b> Parking expenses, which are taxable, are included under 'other benefits'.</p>
Joanne Mills, VP, Quality Services and Indigenous Relations	<p><b>General Note:</b> All performance-based increases were postponed until after collective agreement ratification, resulting in retroactive processing of executive increases for the 2021-2022 and 2022-2023 performance years. In addition, total compensation includes the following:</p> <ul style="list-style-type: none"> <li>- Salary increase upon promotion to the VP, Quality Services and &amp; Indigenous Relations on November 1, 2022;</li> <li>- Acting pay for CEO position: August 28 – September 8, 2023.</li> </ul>
Randall Schmidt, VP, Governance and Communications	<p><b>General Note:</b> All performance-based increases were postponed until after collective agreement ratification, resulting in retroactive processing of executive increases for the 2021-2022 and 2022-2023 performance years. In addition, total compensation includes the following:</p> <ul style="list-style-type: none"> <li>- Salary increase upon promotion to the VP, Governance and Communications on November 1, 2022.</li> </ul> <p><b>Other Note:</b> Parking expenses, which are taxable, are included under 'other benefits'.</p>
John Stinson, VP, Service Delivery and Innovation	<p><b>General Note:</b> All performance-based increases were postponed until after collective agreement ratification, resulting in retroactive processing of executive increases for the 2021-2022 and 2022-2023 performance years. These performance-based increases included an equity adjustment and were within the salary increase policy as approved by government. John Stinson's total compensation includes the following:</p> <ul style="list-style-type: none"> <li>- 10% performance-based salary increase effective April 1, 2022, for the 2021-2022 performance year.</li> <li>- 10% performance-based salary increase effective April 1, 2023, for the 2022-2023 performance year.</li> <li>- Acting pay for CEO position: July 26 - August 9 and December 20 - December 29, 2023, and February 23 - March 1, 2024.</li> </ul>



# Community Living British Columbia

## 2024/25 – 2026/27 Service Plan

February 2024



For more information on the Community Living British Columbia contact:

7th Floor – Airport Square

1200 West 73rd Avenue

Vancouver, BC V6P 6G5

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

Or visit our website at

<http://www.communitylivingbc.ca>

Published by Community Living British Columbia



## Board Chair's Accountability Statement



The 2024/25 – 2026/27 Community Living British Columbia Service Plan was prepared under the Board's direction in accordance with the *Budget Transparency and Accountability Act*. This plan is consistent with government's strategic priorities and fiscal plan. The Board is accountable for the contents of this plan and is responsible for the validity and reliability of the information presented.

All significant assumptions, policy decisions, events and identified risks, as of February 2024 have been considered in preparing the plan. The performance measures presented are consistent with the *Budget Transparency and Accountability Act*, Community Living British Columbia'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 Community Living British Columbia's operating environment, forecast conditions, risk assessment and past performance.

Signed on behalf of the Board by:

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

Michael J. Prince  
Board Chair, CLBC  
February 5, 2024

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## Strategic Direction

In 2024/25, public sector organizations will remain focused on providing the services and infrastructure that people depend on to build a good life. Public sector organizations will continue to support Government in delivering results that matter to British Columbians including helping people with costs, attainable and affordable housing, strengthened health care, safer communities, and a secure, clean and fair economy. Public sector organizations will also continue to work closely with Government as it works collaboratively with Indigenous Peoples to implement the Action Plan for the Declaration on the Rights of Indigenous Peoples Act and delivers initiatives that advance reconciliation in ways that make a difference in communities throughout the province.

The 2024/25 Service Plan outlines how Community Living British Columbia (CLBC) will support the government priorities and selected items identified in CLBC's most recent [mandate letter](#).

## Purpose of the Organization and Alignment with Government Priorities

CLBC is a Crown corporation mandated to provide supports and services to eligible adults to participate fully in their communities in meaningful ways. The [Community Living Authority Act](#) and the [Community Living Authority Regulation](#) outline eligibility criteria for two groups of people 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's vision is for communities where everyone belongs and the people it serves have many friendships and interpersonal connections. CLBC works collaboratively with eligible individuals, families, support networks, service and community partners, and Indigenous Peoples to achieve this vision.

Beyond funding services, CLBC supports eligible adults to plan and connect with resources in their communities. CLBC also engages communities to be more inclusive places in which the people CLBC supports can be fully contributing citizens.

CLBC is accountable to the Legislature through the [Ministry of Social Development and Poverty Reduction](#). Both [CLBC's Strategic Plan](#) and Service Plan supports the Government's commitments identified in CLBC's [Mandate Letter](#). [CLBC's Strategic Plan](#) will guide CLBC's actions, building on the work completed under the [2023/24 Service Plan](#), as outlined in the Performance Planning section. CLBC regularly engages individuals, families, service providers and their representatives to continuously improve services and business process. CLBC will continue to work with Government and community partners to implement the [10-Year Re-Imagining Community Inclusion \(RCI\) Vision and Road Map](#) and related [three-year workplan](#), and to incorporate the B.C. Declaration on the [Rights of Indigenous Peoples Act](#) (Declaration Act)

and the [Truth and Reconciliation Commission of Canada: Calls to Action](#) into CLBC's operations.

## Operating Environment

CLBC employees monitor services and support individuals, their families and support networks to plan, to connect to community, and to access generic and funded services. A range of home supports, community supports (e.g., employment and community inclusion), and individual and family wellness services are delivered through contracted service providers and individualized funding arrangements. CLBC ensures third party service delivery through various quality assurance, contracting, and financial safeguards. A formal [complaints resolution process](#), a Public Interest Disclosure Policy (whistleblower policy), and an internal audit function provide further assurances of accountability and transparency in operations.

CLBC continues to respond to the workforce impacts following the COVID-19 pandemic and to the rising cost of living. CLBC's contracted service providers are facing significant challenges in staff recruitment and retention in a tight labour market. CLBC expects that these challenges will continue to impact delivery of supports and services in the coming year.

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

People that CLBC supports will continue to be challenged by a shortage of affordable and inclusive housing. This is due to the limited availability of rental housing combined with the rising cost of housing across B.C. As a result, an increasing number of people CLBC supports, including those with complex needs, must live with aging parents or live in housing situations that are not their preferred option.

People with complex need served by CLBC, including in the areas of mental health, addiction, and homelessness will continue to be exposed to the toxic drug supply. They are increasingly at risk and often need support to access mental health and addictions supports and affordable housing. This will require CLBC to continue to develop and deepen partnerships with health services, such as with the Ministry of Health and the Ministry of Mental Health and Addictions to improve access to health and mental health services. This is one priority of the 10-Year RCI Vision and Road Map and related three-year workplan.

While government works to improve this operating environment in the long term, in the short term, CLBC is developing partnerships to act on these issues and advance its mandate. This includes investments in individual and family leadership and sector partnerships. It also includes working with [Ministry of Housing](#), [BC Children's Hospital](#), and other sector partners (e.g., [Ministry of Health](#) and [Ministry of Mental Health and Addictions](#)) to improve responsiveness to the people CLBC serves.

Further, many people CLBC supports continue to seek greater self-determination and opportunities to participate fully in community life, including through employment. CLBC is

supporting the people it serves to find work and respond to the staffing needs of employers throughout the province.

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

CLBC projects that approximately 27,973 people will be eligible for CLBC services as of March 31, 2024, and expects the growth rate to continue to be approximately four percent annually over the next five years. This projection is significant as CLBC's caseload is growing faster than population growth in B.C. CLBC anticipates significant growth in its caseload forecasting that in 20 years it will serve a total caseload of 55,618 people, which is an increase of 107 percent over the March 2023 actual caseload of 26,815.<sup>1</sup>

Three factors drive caseload growth: CLBC population increases; advances in health care and extended life expectancy; and an increase in referral rates of youth to CLBC. CLBC is also seeing higher growth of adults with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder who have significant limitations in adaptive functioning and are eligible for the Personalized Supports Initiative<sup>2</sup> stream. In addition, as CLBC builds stronger relationships and trust with Indigenous Peoples and communities, CLBC expects increased referrals from Indigenous communities.

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

The increased demand for CLBC services is driven by more than caseload growth. Youth transitioning to adulthood experience disruption as they leave school and other youth services and are increasingly interested in CLBC community inclusion, employment, and support services to be as independent as possible and contribute to their communities. 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, which is projected to grow dramatically in the next 20 years.

Forecasts indicate that the number of people registered for CLBC services who are older than 50 will more than double by March 2043. All these life transitions require different but focused resource planning for service delivery.

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<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> CLBC services for people who have both significant limitations in adaptive functioning and a diagnosis of Fetal Alcohol Spectrum Disorder or Autism Spectrum Disorder.

# Performance Planning

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

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

This goal supports the government's commitment to deliver better, quality services to British Columbian families, [CLBC's Strategic Plan](#), and builds on the work outlined in the [2023-24 Service Plan](#).

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

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

## Key Strategies

- Develop a policy to improve accessibility of information and communications to CLBC offices and about services to align with the [Accessibility BC Act](#).
- Continue to work collaboratively with CLBC's Indigenous Advisory Committee and the Elders Advisors Committee to improve relationships with Indigenous Peoples and their communities by improving awareness and delivery of culturally safe services to Indigenous Peoples.
- Enhance and promote CLBC's [Welcome Workshops](#) for people CLBC supports and their families.
- Improve transitions for individuals and their families by partnering with the Ministry of Children and Family Development (MCFD) and Indigenous Children and Family Service Agencies (ICFSA) through:
  - Its [Children with Special Needs' family connection centre pilots](#), and
  - Its new [SAJE \(Strengthening Abilities and Journeys of Empowerment\) program for former youth in care](#).

## Discussion

Strengthening relationships and building trust with individuals, their families, and support networks is key to achieving CLBC's mandate. This objective is a key strategy in [CLBC's Strategic Plan](#) that recognizes building and strengthening relationships takes time. This key strategy focuses on how we will:

- Interact with the people we serve,
- Improve accessibility and transparency of our processes for the people we support, and
- Improve the overall experiences the people we serve have with CLBC.

CLBC recognizes that proactively offering accessible accommodations and asking questions about accessibility needs helps build good relationships and ensures we comply with the *Accessibility BC Act*.

CLBC continues to improve and promote its [Welcome Workshops](#) series that were offered virtually during the pandemic. With attendance at in-person workshops down from pre pandemic levels, CLBC is developing new ways to promote the Welcome Workshop series. One example is through work with MCFD on the implementation of the [four-family connection centre pilot sites](#) in CLBC’s North-Thompson Cariboo and Southern Interior regions.

CLBC is monitoring objective progress through measure 1a: “Percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect them.” The measure is based on two questions in our annual targeted survey of transitioning youth who turned 19 years of age and their families and completed the resource allocation process <sup>3</sup>.

CLBC will also monitor progress through measure 2a that targets strengthening relationships with Indigenous communities.

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

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

### **Key Strategies**

- Develop a communications strategy to increase the availability of plain language, multiple languages, and alternative formats, including ASL and braille, to explain key CLBC processes and information.
- Use feedback from surveys about our transition process and complaints procedures to improve experiences and build trust with individuals and families.

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<sup>3</sup> The questions ask whether they feel like they have a clear understanding of what specific CLBC-funded supports and services they are eligible for, and whether they have a clear understanding of when they can expect it.

- Revise CLBC's [Behaviour Support and Safety Planning Policy](#) to provide greater clarity and transparency to individuals, families, and service providers on the requirements for the development, implementation, monitoring, and review of Behaviour Support Plans and Safety Plans.
- Design required improvements to strengthen CLBC's Request for Service Priority Tool's usefulness and assess requirements to implement changes.

### Discussion

CLBC continues to seek ways to improve the transparency and accessibility of CLBC processes to strengthen its relationships with individuals and families. As part of [CLBC's 2023-2026 Accessibility Plan](#) to comply with the [Accessibility BC Act](#), CLBC is working to improve individuals' and families' understanding of our processes by:

- Creating resources for staff on how to help the people it serves understand complex planning and service information.
- Promoting the Welcome Workshops to youth and their families transitioning to adult services where information is shared in plain language by self advocates, family members, and CLBC staff.
- Continuing to integrate plain language into policies and communications and ensure they are culturally safe.

CLBC is also working closely with MCFD and [Indigenous Children and Family Service Agencies](#) to implement a new Interim Operating Agreement for Children and Youth with Support Needs Pilot Areas: Planning for Youth Referrals to CLBC - an addendum to the MCFD-ICFSA-CLBC Services for Transitioning Youth: Operating Agreement – intended to support the MCFD's family connection centres pilot sites.

CLBC will monitor progress toward this objective through performance measure 1a: Percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect them.

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

CLBC recognizes the importance of being respectful, kind, and timely in its communication with people CLBC supports and their families when working to develop stronger relationships. Being responsive also ensures services meet the needs and circumstances by adapting service delivery approaches. CLBC is continually engaging and collaborating with other agencies, ministries, and sector partners serving people eligible for CLBC in effort to deliver more responsive services.

### **Key Strategies**

- Work collaboratively with government and community partners to improve access to services outside of CLBC's mandate such as health, mental health, and housing for individuals with complex needs.

- Continue to receive and act on concerns in a timely manner from people CLBC supports and their families through CLBC’s complaints resolution process.
- Use feedback from people CLBC supports, their families, and staff on accessibility at CLBC to understand and rectify barriers that people with disabilities face to align with the *Accessibility BC Act*.
- Continue to increase engagement with individuals and families to understand their future housing needs.
- Continue to apply a GBA+ lens to the development and evaluation of CLBC’s policy framework and materials that support communication with people CLBC supports.

**Discussion**

Objective 1.3 builds on the work completed over previous service plans focusing on timely, responsive service delivery. A key characteristic of a responsive organization is the way in which they adapt to meet individuals and families’ changing needs. CLBC continues to work at creating an experience that is respectful and aligned to both the strategies and values in *CLBC’s Strategic Plan*.

CLBC continues to work with health partners (e.g., Ministry of Health, Ministry of Mental Health and Addictions, etc.) to improve collaborative delivery of services to individuals with complex needs. CLBC is also working with housing partners to address the challenge that the shortage of affordable and inclusive housing pose for people CLBC serves.

CLBC will monitor progress on this objective through performance measures 1b and 1c.

**Performance Measures**

Performance Measure	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
1a) Percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect them	66%	67%	68%	70%

Data source: Targeted surveys completed annually. The survey sample is made up of people eligible for CLBC services and their families who turned 19 years of age and completed a Guide to Support Allocation.

**Discussion**

An adjusted performance measure in last year’s service plan, this tracks both the percentage of families of transitioning youth who understand what services and supports they are eligible for and when they can expect to receive them. This measure provides greater insight into how responsive CLBC is in meeting the needs of people eligible for CLBC services and their families.

CLBC has collected the first part of the measure; “...understanding the services and supports available...” through its targeted surveys of individuals and families transitioning to CLBC



services since 2016/17. In April 2023, CLBC began collecting data on the second part of this measure; "...an understanding of when services can be expected..." through a new question added to this survey. The forecast and the targets for the next three years are based on historical data reflecting the first part of the question only, as CLBC works to improve survey methodology to increase the survey response rates.

CLBC anticipates gradual growth over the next three years as it focuses on promoting greater participation for people CLBC supports and their families in the [Welcome Workshop series](#) that results in a higher survey response rates. Greater participation in the [Welcome Workshops](#) will improve the way people are introduced to CLBC and enhance their knowledge about the support options available to them. The forecast and targets in next year’s service plan will be adjusted and based on data collected for both questions that inform this measure.

Performance Measure	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
1b) The percentage of individuals with the most urgent needs that have made a service request and received service within six months	95%	95%	95%	95%

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

**Discussion**

A new performance measure in last year’s service plan tracks the percentage of individuals who have the most urgent needs who have made a service request and received service within six months. The measure reflects CLBC’s ability to meet people’s disability-related needs and deliver services in a timely, responsive manner, by providing urgently needed services.

The forecast and targets are established based on historical data and reflects the consistent funding amounts available for new services over the last few years. A target over the next three years of 95% indicates a positive outcome with fewer people with the urgent needs awaiting services.

This measure is impacted by several factors, including number of people eligible for CLBC and the levels of services they need, the effectiveness in delivering services, the approach to prioritizing funding for those with the most urgent needs and fewer families formally requesting services.



Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
1c) The percentage of complaints for which the complaints process has been completed within the timeframes set out in the <i>CLBC Complaint Resolutions Policy</i>	71%	74%	81%	82%	83%

Data source: CLBC Complaints Tracking System

### Discussion

This measure indicates how well CLBC responds to concerns by tracking how well formal complaints are managed within the required timeframes set in CLBC’s [Complaints Resolution Policy](#). Baseline data reveals that CLBC continues to build its capacity to meet the required timelines. The 2024/25 and 2025/26 targets have therefore been revised to reflect a more gradual improvement as CLBC considers ways to improve the efficiency and administrative fairness of its processes, and act on the operational challenges in meeting the policy timelines.

This policy outlines CLBC’s expectation with respect to timeliness and the process that is available to people CLBC supports and their families when they would like a decision reviewed. CLBC tracks, learns from and reports on complaints. CLBC’s complaints process, which makes reporting concerns more transparent, was revised in March 2022 to be more responsive and shortened the process to three stages and the overall response timeframe by 20 business days.<sup>4</sup>

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

This goal supports the Province’s and CLBC’s commitment to lasting and meaningful reconciliation which is outlined in CLBC’s [Strategic Plan](#). Created in 2021, CLBC’s Indigenous Relations department is leading the agency’s efforts to advance reconciliation and support CLBC’s alignment with the [Declaration Act](#). Through these channels and CLBC’s Indigenous Advisory and Elders Committees, CLBC is developing and strengthening relationships with Indigenous people, families, supporters, communities, and partners in culturally safe ways.

The work highlighted in this section relates to advancing reconciliation and builds on the work completed in the [2023-24 Service Plan](#).

<sup>4</sup> These changes were a response to the Office of the B.C. Ombudsperson’s recommendation for a three-tier approach to resolving complaints, and feedback from people who filed formal complaints that the process between filing and resolution was too long.



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

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

### **Key Strategies**

- Continue to develop, strengthen and improve relationships with key Indigenous partners, Indigenous Peoples and their communities.
- Partner with representatives from the [Secwépemc Child and Family Services Agency](#) to oversee the implementation of the historic signing of the Memorandum of Understanding between the CLBC and the [Secwépemc Child and Family Services Agency](#).
- Continue to draw on the knowledge and experience of CLBC's Elders Advisory.
- Build on [CLBC's Commitment to Reconciliation](#) and the [Cultural Safety Policy](#) as public statements of CLBC's promise to advance reconciliation with BC's Indigenous Peoples.

### **Discussion**

CLBC recognizes that developing and strengthening meaningful, respectful, and transparent relationships with Indigenous Peoples will take time and is foundational to advancing cultural reconciliation. CLBC is meeting with local First Nations communities, [Indigenous Children and Family Service Agencies](#) and other Indigenous organizations to further these relationships and working partnerships.

CLBC is working closely with the Indigenous Advisory Committee and the Elders Advisory Committee to support CLBC's mandate to provide information and advice with an Indigenous perspective and worldview. CLBC is building on the Board of Director's [Commitment of Reconciliation](#), signed in June 2023 by the Minister of Social Development and Poverty Reduction, CLBC leadership, the Indigenous Advisory Committee and other witnesses, as a public statement of obligation and responsibility to BC's Indigenous Peoples.

This objective builds on the work CLBC started in the [2023-24 Service Plan](#) and progress is monitored through performance measure 2.

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

Developing cultural safety<sup>5</sup> within CLBC's operations and in the delivery of supports and services is a journey that will take time and commitment. It is central to implementing the [Declaration Act](#) and advancing meaningful reconciliation. The principles and practices outlined in CLBC's [Cultural Safety Policy](#) guide staff to reflect on their own practice and to engage, support, monitor, and plan with First Nations, Métis, and Inuit peoples, their families and communities.

### **Key Strategies**

- Provide cultural understanding training to CLBC staff to strengthen relationships with Indigenous communities and better serve Indigenous Peoples.
- Continue to work collaboratively with Indigenous organizations, service providers, key government, and non-government partners (e.g., Indigenous leadership, advocacy groups) to deliver culturally appropriate services.
- Launch a cultural safety community of practice and provide tools to support staff in developing and integrating culturally safe practices.
- Develop a cultural safety discussion tool kit for CLBC staff (and service providers) as part of [CLBC's 2023-26 Accessibility Plan](#).

### **Discussion**

CLBC supports staff understanding of cultural safety through training, self-reflection, and access to resources (for example, the Respectful Engagement Guide for CLBC staff) that help promote respectful relationships with Indigenous individuals, families, and organizations. CLBC staff continue to meet with local First Nations communities, [Indigenous Child and Family Service Agencies](#), and other Indigenous organizations to build relationships and working partnerships.

Developing these culturally safe relationships with Indigenous partners is key to fostering more culturally appropriate service delivery. An example of this is demonstrated by the historic agreement signed between CLBC and the [Secwépemc Child and Family Services Agency](#) in September 2023. This agreement is an example of CLBC's efforts to improve cultural safety for Indigenous youth transitioning to CLBC in a First Nations community.

This objective builds on the work CLBC started in the [2023-24 Service Plan](#) and progress is monitored through performance measure 2.

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<sup>5</sup> Cultural safety is an outcome wherein Indigenous Peoples feel safe and respected, free from racism and discrimination when accessing person centred support and services. Only those who are accessing person centred support and services can define how culturally safe they feel.

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

To align our actions with those of Indigenous Peoples, CLBC is committed to supporting our network of contracted service providers to deliver culturally safe and appropriate services. This will be achieved by increasing the number of Indigenous service providers CLBC contracts with, applying an Indigenous lens to service design, and ensuring that CLBC's procurement practices promote cultural safety and increase participation from Indigenous providers.

### Key Strategies

- Continue to work closely with the BC CEO Network<sup>6</sup> to identify core training needs and ensure CLBC contracted service providers have access to resources and tools supporting the delivery of culturally safe and appropriate services.
- Increase the number of contracted or pre-qualified Indigenous services providers by supporting Indigenous agencies to understand CLBC's pre-qualification process.
- Develop a long-term, sustainable approach to increasing procurement of Indigenous organizations as service providers.
- Undertake a review of the Quality of Life Framework against Indigenous wellness indicators to ensure the framework is reflective of Indigenous values and culture.

### Discussion

CLBC continues to strengthen the responsiveness and resiliency of its service network through the procurement of Indigenous service providers. As part of the [Re-Imagining Community \(RCI\) workplan](#), CLBC is focused on developing a process that encourages and increases the number of qualified Indigenous service providers and supports Indigenous organizations to become CLBC contracted service providers. CLBC is developing practice guidance for service providers to enhance their delivery of inclusive, culturally safe services that promote Indigenous individuals' and families' quality of life.

This objective builds on the work CLBC started in the [2023-24 Service Plan](#). CLBC will monitor progress toward this objective through performance measure 2.

### Performance Measures

Performance Measure	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
2. Number of Indigenous organizations that CLBC has contracts for service	10	14	18	20

Data source: CLBC's Request for Qualification submission.

<sup>6</sup> The BC CEO Network is a provincial organization that represents agencies delivering services to adults with developmental disabilities in BC.

## Discussion

New to last year's service plan, this measure tracks the number of Indigenous organizations that CLBC contracts with to deliver culturally safe and appropriate services. Based on historical data, data collected over the last year, and research underway to evaluate CLBC's contracting and procurement approach, CLBC anticipates increasing the network of Indigenous service providers this year. This projection helps CLBC's Indigenous Strategy to support Indigenous self-determination and strengthens CLBC's relationship with Indigenous Peoples and organizations. CLBC expects that targets in future service plans will need to be revised to reflect the findings of the research currently underway.

## Goal 3: CLBC invests<sup>7</sup> in and values its sector partners to deliver quality support.

CLBC's sector partners, including self advocacy leaders, families and support network members, and funded service providers are critical to CLBC delivering its mission. Collaborating with partners and supporting their innovation and leadership, is foundational to the sector's sustainability and advancing the quality of life of people who CLBC serves.

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

### Objective 3.1: CLBC invests in and advances self advocate leadership to promote and strengthen the self advocacy movement in B.C.

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

#### Key Strategies

- Continue to advance people's self-determination by supporting the growth of self advocate groups and leadership development for people CLBC serves.
- Continue to consult and work collaboratively with self advocates in all four areas of the [RCI Work Plan](#).
- Work collaboratively with self advocate leaders to formalize processes for their input into CLBC's policies.
- Develop a community engagement strategy that prioritizes self advocates and recognizes intersectional identities of gender and identity, race, disability, age etc.

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<sup>7</sup> In the context of this Service Plan the word "invests" goes beyond financial support. It represents that CLBC seeks to support leadership and innovation amongst/for their partner groups and people they support through collaboration and engagement.

## Discussion

Self advocates are one of CLBC's key sector partners who continue to play a significant role in shaping how we support adults eligible for CLBC services. Advancing self advocacy leadership ensures that individuals are informed, connected, and can play a greater role in directing their lives, supports, and advising on CLBC's direction and policies. Self advocates were involved in the development of CLBC's first [Accessibility Plan](#) providing input on barriers to accessibility. CLBC continues to work closely with self advocates on the [RCI Workplan](#), [Community Councils](#), [Editorial Board](#), and various other committees.

CLBC will continue to support leadership development for individuals with lived experience, and funding self advocacy organizations through grants and partnering with [BC People First](#) to formalize self advocate input into CLBC's policies. This objective builds on the work CLBC started in the [2023-24 Service Plan](#) and progress is monitored under performance measure 3c.

## Objective 3.2: CLBC advances family leadership and invests in families to help them support their family members.

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

### Key Strategies

- Continue to work collaboratively with families in all four focus areas (e.g., housing, employment, health, and services for Indigenous Peoples) of the RCI Work Plan.
- Continue to work collaboratively with families and support family leadership on [Community Councils](#)<sup>8</sup> and the Provincial Advisory Committee<sup>9</sup>.
- Collaborate with families on CLBC's [Community Inclusion Services Project](#) to help identify best practices and recommendations on how to strengthen community inclusion services.
- Support efforts of family-led groups to innovate, provide family support, and create inclusive communities.

## Discussion

Advancing family resilience and leadership is a key priority for CLBC as families and support networks have an invaluable role in supporting individuals to achieve their goals and enhancing their quality of life. Family members are often primary care givers, supporting people eligible for CLBC to participate in community throughout their adult life. CLBC regularly

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<sup>8</sup> CLBC Community Councils (CC) operate across B.C., working collaboratively with community partners, to ensure self advocates, families, community members and service providers play a key role in achieving CLBC's vision of 'communities of belonging, lives with connection'.

<sup>9</sup> Mandated by the Community Living Authority Act, the Provincial Advisory Committee provides information and advice to CLBC's Board of Directors to assist with governance and decision-making. The Committee is made up of a single member of each Community Council.

engages with families to continuously improve business processes and services upon which they depend. CLBC funds several family-led organizations to support families and bring new vision to the family movement.

This objective builds on the work CLBC started in the [2023-24 Service Plan](#) and progress is monitored under performance measure 3a.

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

To support people eligible for CLBC to lead full, quality lives, CLBC works collaboratively with families, service providers, and other government partners. CLBC contracts with a network of qualified service providers to deliver disability-related services that enables individuals to be part of “communities of belonging, lives with connection.” CLBC continuously improves its comprehensive framework of procurement, funding, contracting, reporting, and monitoring processes. Using information gathered from service providers through various reporting mechanisms CLBC adapts services to meet individuals’ changing disability-related needs.

#### **Key Strategies**

- Continue to work collaboratively with government partners to mitigate issues with recruitment and retention of staff in the community living sector within the tight labour market.
- Implement the updated CLBC Service Standards (formerly called [Standards for Unaccredited Service Providers](#)), to ensure individuals have access to consistent, high-quality support and CLBC staff can verify compliance with standards and contractual requirements.
- Collaborate with the [Home Sharing Support Society BC](#) and agencies coordinating home sharing, to make improvements to policies and practices that increase the quality and sustainability of home sharing.

#### **Discussion**

CLBC works closely with its sector partners to ensure that quality services are delivered with a common understanding and alignment to CLBC’s vision and [Strategic Plan](#). CLBC supports the BC CEO Network’s campaign to extend and promote its Community Living Careers campaign with grant funding over the next two years. The funding is intended to help agencies across BC to recruit staff, and to support the sustainability of agencies delivering community living services. CLBC has also granted funding to the [Home Sharing Support Society BC](#) to develop a recruitment campaign for prospective home sharing providers.

CLBC is working with [BC Housing](#), non-profit and cooperative housing providers, the [Aboriginal Housing Management Association](#), service providers and other partners to promote access to inclusive housing and the benefits of providing inclusive housing. Through the RCI initiative, CLBC continues to work with the [Ministry of Health](#) to improve collaborative delivery of services to individuals with complex needs and to update and support service alignment

with [Thriving in Community: Delegating Health Care Tasks in the Community Living Sector \(2015\) guide](#).

CLBC also continues to work collaboratively with the Ministry of Health, the [Ministry of Mental Health and Addictions](#), the [First Nations Health Authority](#), and provincial health authorities to explore governance and service options to help ensure equitable, culturally safe and accessible health and mental health services for Indigenous people eligible for CLBC services.

This objective builds on the work CLBC started in the [2023-24 Service Plan](#) and progress is monitored through performance measure 3b.

## Performance Measures

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
3a) Number of individuals and families directing their own services through individualized options	1291	1,300	1330	1360	1,400

Data source: PARIS information management system and CLBC's accounting systems.

## Discussion

Reintroduced in the last service plan, this measure tracks the number of individuals and families who are directing their own services through Direct Funding, Host Agency Funding and person centred societies<sup>10</sup>. These societies are included due to their individualized approach to service delivery. This measure is an indicator and proxy for family leadership, as families play a key role in facilitating and managing a person's individualized services.

CLBC anticipates steady growth over the next three years as we focus on improving the infrastructure that enables families to direct their own services. Targets for the next three years have been revised from last year's plan to reflect historical trends and the implementation of CLBC's new policy, contractual, and monitoring frameworks supporting the delivery of person centred societies. CLBC expects that there will be greater uptake in person centred societies once there is more robust guidance available for families and greater clarity on CLBC's requirements.

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
3b) Percentage of required monitoring completed at least once per year as set out in the <i>CLBC Monitoring Policy</i>	90%	95%	95%	95%	95%

Data source: The My Workspace Contract Management System and CLBC's Annual Monitoring Management Tool.

<sup>10</sup> A , centred society is a not for profit established solely to support one person CLBC supports by contracting with the society to provide disability-related supports.

**Discussion**

A modified version of measure 3b in the [2023-24 Service Plan](#) was revised from "percentage of on-site visits completed at least once per year" to the current language to reflect updates to the [Monitoring Policy](#). This policy was revised to include a prioritization process to plan and complete monitoring activities throughout the year. This was done in effort to make better use of staff's time by prioritizing monitoring activities with greater risk. Required formal monitoring activities may include on-site visits in addition to other monitoring-related activities and are planned based on the [Monitoring Policy's](#) prioritization process.

This measure is a better indicator of CLBC's ability to evaluate the quality of service delivery, act on issues of concern, and support service provider improvements. It reflects CLBC's focus on monitoring and commitment to ensuring CLBC's full compliance with its [Monitoring Policy](#).

While CLBC anticipates improved compliance by end of 2023/2024, targets for 2024/25 and beyond have been revised slightly to reflect ongoing staff recruitment and retention challenges impacting CLBC's ability to achieve full compliance. Targets over the next three years of 95% indicates a positive outcome as the number of service providers CLBC contracts with general increases each year and results in an increasing number of service providers that CLBC is responsible for monitoring.

Performance Measure	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
3c) Number of self advocates participating in self advocate organizations	425	475	525	575

Data source: B.C. self advocate groups

**Discussion**

New last year, this measure tracks the number of people participating in self advocate organizations. The data is based on the number of self advocate leadership training participants as well as board members, staff, the broader membership and meeting participants for the five self advocate groups in BC who have become incorporated non-profit entities.

Forecast and targets were determined using data collected in 2022/23 that reported 350 self advocates participating in self advocate organizations<sup>11</sup>. CLBC forecasts an increase in self advocate membership due to participation in leaderships activities in 2023/24, specifically the CLBC sponsored Self Advocacy Leadership Institute<sup>12</sup> held in August 2023. By targeting efforts

<sup>11</sup> This includes self advocate membership from BC People First, Self Advocates of the Rookies Society, Speaking Up for Self Advocacy Awareness Society in Kamloops, Empowering Self Advocates to Take Action Co-op, The Advocacy League of Kindness Northwest Society, and self advocate participation in leadership activities with BC Self Advocacy Leadership Network.

<sup>12</sup> A four-day event created by self advocate leaders to support the learning and skill development of 25 of their peer self advocates.



to increase membership, for example, through sponsoring future Self Advocacy Leader Institutes, CLBC anticipates steady growth over the next three years.

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

Achieving the vision of “communities of belonging, lives with connection” requires support from government, community organizations, businesses, and British Columbians. CLBC’s ability to engage with those outside of the community living sector to advance accessibility and inclusion is key to realizing independence and social participation for all British Columbians, including people CLBC supports.

This goal supports the work of British Columbia’s [Accessible BC Act](#), CLBC’s [Strategic Plan](#), and the RCI initiative’s goal for people with developmental disabilities to thrive fully and equally with everyone.

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

CLBC strives to build awareness and the desire to advance community inclusion for people CLBC supports beyond the community living sector. CLBC collaborates with a range of government bodies, community-based organizations, and non-profit sectors to nurture the development of inclusive communities where people with developmental disabilities have more choices about how they live, work, and contribute. CLBC has several projects underway focused on increasing access to inclusive housing and quality health and mental health supports by building awareness and relationships with housing and health partners through the work of the [RCI Work Plan](#) initiative.

#### **Key Strategies**

- Continue to lead the [RCI Work Plan](#) implementation.
- Improve access to affordable, inclusive housing by finalizing and implementing the memorandum of understanding with [BC Housing](#) to administer a rental benefit program on the behalf of people CLBC serves, as part of the [Canada – BC Housing Benefit Program](#).
- Work with sector partners to identify cultural safety training needs for home sharing providers to ensure the delivery of culturally safe home sharing services.
- Encourage municipalities to include people with developmental disabilities in their housing plans by providing information about the need for housing and supporting partners to engage municipalities and raise awareness on the issue.
- Assess use of Trauma Informed Practice within CLBC programs and processes.

## Discussion

CLBC works with a range of partners, including government bodies, community-based organizations, non-profit sectors, families, and self advocates. This work supports innovative projects to create inclusive, affordable housing and employment opportunities.

This objective builds on the work of objective 4.1 in last year's service plan and progress is monitored through performance measure 4a.

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

CLBC's efforts to advance inclusion and accessibility is aligned with and supported by the government's RCI Work Plan and Vision. CLBC also supports contracted service providers that are advancing inclusive employment, housing, and education with grant funding to support targeted activities.

### Key Strategies

- Lead the exploration and implementation of a provincial health leadership initiative and inter-ministry table, in support of the [RCI Work Plan](#)<sup>13</sup>
- Strengthen community inclusion services through consultation with individuals, families, service providers, and key community partners. Consultations support the provision of community inclusion services that reflect best practices and provincial commitments as outlined in the [Re-Imagining Community Inclusion](#) Vision, Road Map and related three-year workplan.
- Expand the availability of L.I.F.E. (Learning, Inclusion, Friendship and Employment) Service, customized employment and Inclusive Post Secondary Education (STEPS Forward) services across the province.
- Work with government partners to highlight the benefits of employment for youth transitioning to CLBC.

## Discussion

This objective builds on the work outlined in last year's service plan and the key focus areas of the [RCI Work Plan](#) and Vision. CLBC continues to work collaboratively with community groups and provincial governments to advance several aspects of the RCI Workplan which supports CLBC's vision of removing barriers for people with developmental disabilities and creating inclusive communities. CLBC will monitor the progress toward this objective through performance measure 4b and 4c.

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<sup>13</sup> The Community Health Advisory Team which includes representation of individuals with lived experiences, service providers, health authorities, the Ministry of Health, and the Ministry of Mental Health and Addictions, provides a forum for issues, discussion and resolution related to access to health and mental health services.

## Performance Measures

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
4a) Number of individuals who are living in their own home through supports for independent living.	2,536	2,750	2,950	3,220	3350

Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

### Discussion

This measure tracks CLBC’s ability to meet the needs of those who want to live more independently rather than in home sharing or a staffed living service. CLBC’s [include Me! initiative](#) shows people living on their own using supported living services, experience a higher quality of life in the areas of self-determination, rights, personal development, and social inclusion.

CLBC projects minimal growth in the number of individuals moving into their own home each year for the next three years. Noticeable growth is not expected due to the challenges related to the recruitment and retention of home sharing providers.

The 2024/25 target was revised slightly to reflect the work still required to increase access to affordable, inclusive housing in BC. CLBC will continue to work with government and non-government partners to increase access to this housing through activities outlined in the RCI Work Plan and ongoing collaboration with housing partners. These include BC Housing, Aboriginal Housing Management Association, the non-profit and cooperative housing sections, and the Ministry of Housing.

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
4b) Number of individuals who are supported in shared living arrangements.	4,230	4,200	4,200	4,275	4,350

Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

### Discussion

This measure tracks the number of individuals supported in shared living arrangements. Shared living is an inclusive, person centered, individualized model where a person shares a home with someone contracted by an agency to provide ongoing support. Home sharing continues to support more people than any other CLBC-funded home support service. However, there has been a reduction in the number home sharing providers and number of people living in a home share due to the rising cost of living and the ongoing challenges with the recruitment and retention of home sharing providers.

With the increasing number of individuals with complex needs and the lack of skilled home sharing providers, CLBC projects minimal growth in this year’s revised forecast and targets.

Despite this trend, CLBC continues to look for ways to strengthen and support home sharing. Including a review of the Respite Guidelines Policy for home sharing providers, supporting sector partners such as the [BC CEO Network](#) and the [Home Sharing Support Society BC](#) efforts to recruit new home sharing providers and other key support staff.

Performance Measure	2022/23 Baseline	2023/24 Forecast	2024/25 Target	2025/26 Target	2026/27 Target
4c) Percentage of individuals younger than 65 reporting current employment income	21.8%	22%	23%	24%	26%

Data source: ICM, BC Disability Assistance

**Discussion**

This measure accounts for the percentage of working-aged individuals who are successful in finding employment and who report employment income through [BC Disability Assistance](#). Most individuals are supported in either CLBC-funded employment services or [WorkBC](#) services. Others find work with support from community inclusion and L.I.F.E. Services, or with the assistance of family. Employment helps individuals reach their full potential, participate more fully in their community, and contribute to a strong, sustainable economy.

Forecast and targets have been revised to reflect slower growth based on the ongoing recruitment and retention challenges facing service providers delivering CLBC-funded services, including employment services. Despite this, CLBC continues to advance the goal of greater participation in employment for people it supports by continuing work to:

- Promote an ‘employment first approach’ within CLBC and Government that supports youth transitioning to CLBC (for example, at the MCFD’s family connection centres pilot sites).
- Support [Inclusion BC](#) with management of the Employment Recovery Grant designed to support people in finding work over the next two years, as part of the post pandemic recovery.



# Financial Plan

## Financial Summary

[\$m]	2023/24 Forecast	2024/25 Budget	2025/26 Plan	2026/27 Plan
<b>Revenues</b>				
Contributions from the Province				
<b>Government Transfers</b>	1,537.9	1,626.9	1,669.4	1,669.4
<b>Restricted – Operating</b>	0.0	0.0	0.0	0.0
<b>Restricted – Capital</b>	(4.1)	(8.2)	(8.2)	(6.7)
<b>Net Operating Contributions</b>	1,533.8	1,618.7	1,661.2	1,662.7
<b>Recoveries from Health Authorities</b>	22.5	23.2	23.9	24.6
<b>Other Income</b>	20.1	14.8	14.9	15.1
<b>Amortization of Deferred Capital Contributions</b>	4.2	4.8	5.0	5.7
<b>Total Revenue</b>	<b>1,580.6</b>	<b>1,661.5</b>	<b>1,705.0</b>	<b>1,708.1</b>
<b>Expenses</b>				
<b>Supports and Services</b>				
<b>Developmental Disabilities Program</b>	1,422.2	1,498.6	1,537.1	1,539.7
<b>Personalized Supports Initiative</b>	52.9	56.6	59.0	59.1
<b>Provincial Services</b>	4.1	1.0	1.0	1.0
<b>Total Supports and Services</b>	1,479.2	1,556.2	1,597.1	1,599.8
<b>Regional Operations and Administration</b>	96.4	99.3	101.1	100.1
<b>Amortization of Tangible Capital Assets</b>	5.0	6.0	6.8	8.2
<b>Total Expenses</b>	<b>1,580.6</b>	<b>1,661.5</b>	<b>1,705.0</b>	<b>1,708.1</b>
<b>Annual Surplus (Deficit)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Debt</b>	54.9	55.3	58.5	56.4
<b>Accumulated Surplus (Deficit)</b>	3.7	3.7	3.7	3.7
<b>Capital Expenditures</b>	5.6	13.5	12.7	9.4

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

## Key Forecast Assumptions, Risks and Sensitivities

### Contributions from the Province

The Provincial Government provides contributions to CLBC through transfers made under a Voted Appropriation within the Ministry of Social Development and Poverty Reduction. These transfers increase by \$89.0 million in 2024/25.

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, 2024, about 28,000 adults will be registered for CLBC services. CLBC's caseload growth continues to significantly exceed that of BC's general population growth and is expected to be above four percent annually over the next five years. CLBC will sustain existing supports, while providing new services to individuals and families within the funding available for 2024/25.

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

CLBC's overall average cost of supports and services per supported individual has increased from \$45,200 in 2013/14 to \$52,000 in 2022/23. In 2023/24, the projected average cost is \$53,800 resulting in an average annual increase of 1.91% over 10 years despite inflationary pressures and government's wage and benefit increases provided to the sector. Based on confirmed funding, a projected average cost of \$54,400 is planned for 2024/25.

Provincial Services

CLBC provincially manages programs such as a travel subsidy program administered by the Ministry of Social Development and Poverty Reduction on behalf of the individuals CLBC supports and other minor centralized programs.

In October 2023 CLBC transferred operations of the Provincial Assessment Centre (PAC) to the Ministry of Health and the Provincial Health Services Authority (PHSA) to strengthen PAC’s infrastructure, systems, and services through closer integration with BC’s health system.

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 desired outcomes for individuals and cost-effective service provision. Management’s Perspective on Financial Outlook

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

<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.  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 supports home sharing through collaboration and engagement with sector partners to improve recruitment and retention of home sharing providers.
There is increasing pressure on families who care for their adult children at home, as care-givers age and care requirements increase.	CLBC provides core and enhanced funding for families to enhance their resilience.



<p>Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.</p>	<p>CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.</p>
<p>Service providers and home sharing providers recruitment and retention challenges may impact the sustainment of current and new service demands.</p>	<p>CLBC is working more closely with service provider and home sharing provider sectors to develop recruitment and retention strategies.</p> <p>CLBC has supported the establishment of the Home Share Support Society BC in order to provide additional support to home sharing providers.</p>

# Appendix A: Mandate Letter from the Minister Responsible



## 2024 SDPR Transition Note

**Title: Community Living BC's 2022-2025 Strategic Plan**

**Date Last Revised:** September 18, 2024

### Key Points:

- Led by the Board of Directors, CLBC's Strategic Plan (2022-25) was created through deep consultation with community partners, service providers, families and individuals eligible for CLBC.
  - The Strategic Plan advances CLBC's vision of "Communities of belonging, lives with connection" for adults with developmental disabilities.
  - The Strategic Plan has goals in four areas and its foundation, as follows:
    1. We have trusting relationships with the people we serve.
    2. Our actions align with the rights of Indigenous Peoples.
    3. We invest in and value our sector partners.
    4. Our actions advance inclusion and accessibility in community.
- We are resilient and act in alignment with the vision.**
- In addition, CLBC's Strategic Plan includes references to goals from the [Re-imagining Community Inclusion 2022-25 Workplan](#) with shared activities with partner organizations in the areas of:
    - Developing and increasing access to flexible and affordable housing options,
    - More and better employment opportunities,
    - Increasing alignment with Health and Mental Health partners to enhance service quality, and
    - Increasing culturally safe and appropriate services.
  - The Workplan includes key recommendations from the Auditor General's Review of Home Sharing at CLBC to ensure deliverables and timelines are met.

### Accomplishments:

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 completed the [first report](#) on strategic plan progress in November 2023 (highlights below).

**Goal #1** – CLBC worked with their Indigenous Advisory Committee, Provincial Advisory Committee and 13 Community Councils to support relationships with self-advocates and families around the province.

- Collaborated with the Ministry of Children and Family Development (MCFD) on a joint Liaison committee to update and improve youth transition. Updated welcome

## 2024 SDPR Transition Note

workshops to help families to understand how CLBC works.

- In summer 2022 a Accessibility Working Group was formed and CLBC's Provincial Advisory Committee advised on CLBC's Accessibility Plan.

**Goal #2** - On June 3, 2023, Minister Sheila Malcolmson, CLBC's Board Chair and CEO and representatives from the Indigenous Advisory Committee signed a Commitment to Indigenous Reconciliation.

- In 2023 the government of BC amended the Community Living Authority Act to include the Indigenous Advisory Committee and ensure CLBC's Board composition better represents the people it serves.
- CLBC released the Cultural Safety Policy in Spring 2023 supporting the implementation of BC's Declaration on the Rights of Indigenous Peoples Act (DRIPA) and the Truth and Reconciliation Commission: Calls to Action.

**Goal #3** - CLBC increased standard core funding available to individuals and families to give flexibly for services and wellness supports, from \$3,600 to \$4,200 per year.

- A Home Sharing Support Society was established in 2022 to "enhance and support the sustainability and quality of home sharing and other housing options for adults with development disabilities throughout British Columbia".

**Goal #4** - CLBC continues several projects to advance access to inclusive employment, housing and health care, many of them through under the umbrella of the Ministry of Social Development and Poverty Reduction's Re-Imagining Community Inclusion (RCI) Workplan (see link above).

**Foundation** - CLBC continued implementing a post-pandemic hybrid workplace, reached agreement on a new collective agreement, and delivered new staff and leadership training.

- We updated our Emergency Response Plan and Business Continuity Plan and rolled out our new program negotiations systems and continue to train staff and service providers to support the expansion of our new L.I.F.E service.
- The second report on the Strategic Plan is expected to be completed in November 2024.

### Background:

- CLBC launched a [2022-25 Strategic Plan](#) in July 2022. As part of this process, CLBC updated its vision, mission, and values statements along with supporting goals through consultation with stakeholders.

# Community Living British Columbia

## 2023/24 Annual Service Plan Report

August 2024



For more information on Community Living British Columbia, please contact us at:

7th Floor – Airport Square  
1200 West 73rd Avenue  
Vancouver, BC V6P 6G5  
Phone: (604) 664-0101 / Toll Free: 1 (877) 660-2522

Or visit our website at:

<https://www.communitylivingbc.ca>

Published by Community Living British Columbia



## Board Chair's Accountability Statement



The Community Living British Columbia 2023/24 Annual Service Plan Report compares the organization's actual results to the expected results identified in the 2023/24 - 2025/26 Service Plan published in 2023. [I am/the Board is accountable for those results as reported.

Signed on behalf of the Board by:

A handwritten signature in cursive script that reads "Shane Simpson".

Shane Simpson  
Board Chair, CLBC  
August 8, 2024.

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## Letter from the Board Chair & CEO

A significant focus this past year has been to strengthen CLBC's relationships with Indigenous Peoples, communities, and partners. In June 2023 members of Board of Directors, alongside the Minister of Social Development and Poverty Reduction, the CLBC Indigenous Advisory Committee (IAC) and members of CLBC's leadership team took part in an historic and moving signing ceremony committing to advance reconciliation with Indigenous Peoples. Our Board Commitment set out four principles that guide work at CLBC when engaging, supporting, monitoring, and planning with First Nations, Métis and Inuit individuals, families, support networks and communities.

Indigenous adults eligible for CLBC services who are members of the seven Secwépemc Nation communities can now receive support and community inclusion services directly from an established Indigenous service provider. This first-ever [collaboration agreement](#) was celebrated in a signing ceremony between [Secwépemc Child & Family Services Agency \(SCFSA\)](#) and CLBC.

Another important milestone this fiscal was the amendment of our [Community Living Authority Act](#) to formally include the Indigenous Advisory Committee. The Act also now requires that CLBC's Board of Directors continue to include at least one Indigenous person, two people eligible for CLBC services, and one family member. It is now enshrined in law that CLBC will continue to be guided by the people we serve.

Accessibility has been another key area of focus and CLBC released its first [Accessibility Plan](#) in August 2023. Guiding us in steering this work and helping build new relationships are the founding members of CLBC's Accessibility Committee.

CLBC has also changed the way we talk about our services as a result of feedback from the self-advocate community. As of the start of the 2023/24 fiscal year, we updated words and descriptions we use to ensure that the language is clear, accessible, culturally safe, and inclusive of the diverse identities of the people we serve.

Finally, CLBC initiated the alignment of management responsibilities at the regional level. This will enable some managers to better focus on supporting staff who work directly with individuals and families and give other managers more capacity to work with external partners. Over time, individuals and families will experience improvements in the support they receive from their local office, and benefit from the stronger partnerships CLBC has built.

With this report, we affirm our commitment to our vision and mandate, and to high standards of public accountability. We are grateful to everyone supporting CLBC to achieve these goals.



Shane Simpson, Board Chair, CLBC  
August 8, 2024.



Ross Chilton, CEO, CLBC  
August 8, 2024.

## Purpose of the Annual Service Plan Report

This annual service plan report has been developed 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, a Minister Responsible for a government organization is required to make public a report on the actual results of that organization's performance related to the forecasted targets stated in the service plan for the reported year.

## Strategic Direction

The strategic direction set by Government in 2020 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 Community Living British Columbia 2023/24 – 2025/26 [Service Plan](#) and the actual results reported on in this annual report.

## Purpose of the Organization

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

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

CLBC collaborates with individuals, families, their support networks, service and community partners, as well as Indigenous Peoples, to create “communities of belonging and lives with connection.” Beyond funding services, CLBC supports eligible adults, their families and support networks to engage, plan and connect with community resources that are welcoming and inclusive so that CLBC eligible people can be fully contributing citizens.

CLBC is accountable to the Legislature through the [Ministry of Social Development and Poverty Reduction](#). CLBC's [Strategic Plan](#) and [Service Plan](#) supports government's commitments as identified in CLBC's [Mandate Letter](#). CLBC's Strategic Plan builds on work completed under the [2023/24 Service Plan](#) and includes CLBC's vision, mission, and values supported by goals and strategies to guide CLBC's direction over the next three years. This is outlined in the Performance Reporting section.

CLBC continued to work with government and community partners on the initiatives and actions outlined in this report to help implement the [10-Year Re-Imagining Community Inclusion \(RCI\) Vision and Road Map](#), and [RCI Work Plan 2022/23-2024/25 \(RCI Work Plan\)](#), and to incorporate the [B.C. Declaration on the Rights of Indigenous Peoples Act \(Declaration Act\)](#)

and the [Truth and Reconciliation Commission of Canada: Calls to Action](#) into CLBC's operations.

## Operating Environment

Global and systemic challenges required CLBC to adjust, innovate and work in partnership to respond to its [2023/24 Service Plan](#) commitments. These included workforce shortages, extreme weather events as a result of climate change, and the rising cost of living. In response, CLBC continued to share information and work closely with people, families, service providers, partnering ministries and organizations to leverage collective strengths. One particular area highlighting this was CLBC's working closely with service providers in regions affected by extreme weather events such as wildfires. People in places where evacuations were necessary were identified and assisted to temporarily relocate until they could safely return.

The most significant drivers impacting CLBC's operations continue to be the number of new eligible adults requesting services. By March 31, 2024, 28,003 adults were registered for CLBC services, a net increase of 1,188 people over the last year. This represents an increase of 4.4% percent over the previous year and 26% percent over the past five years. This growth rate is a result of several factors including general population growth, advances in health care and extended life expectancy, and an increase in referrals of youth to CLBC. CLBC is also experiencing growth in the number of adults with a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder who have significant limitations in adaptive functioning and are eligible for the Personalized Supports Initiative<sup>1</sup> stream.

The growth in demand for CLBC services is also driven by increasing:

- Numbers of young adults wanting to live full lives and gain greater independence;
- Numbers of adults living with complex needs who have higher support needs;
- Requirements for people who are experiencing age-related support needs; and,
- Number of parents who, as they age, 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 \$45.9 million in the 2023/24 fiscal year.

CLBC prioritized working in partnership to address systemic issues which impacted the operating environment in 2023/24. CLBC continued to advance its mandate by investing in individual and family leadership and sector partnerships (e.g., Ministry of Housing, BC Children's Hospital), ensuring CLBC's actions aligned with its commitment to the rights of Indigenous Peoples, and investing in our sector partners to advance inclusion and accessibility in communities.

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<sup>1</sup> CLBC services for people who have both significant limitations in adaptive functioning and a diagnosis of Fetal Alcohol Spectrum Disorder or Autism Spectrum Disorder.

Access to affordable and inclusive housing for CLBC eligible adults continued to be a challenge due to the limited availability of affordable housing. This resulted in an increased number of people CLBC supports, including those living with complex needs, continuing to live with aging parents or in settings that were not their preferred option. In 2023/24, CLBC continued to build the capacity of its housing team to support engagement, planning, and coordination with [BC Housing](#), the [Ministry of Housing](#), non-profit and cooperative housing providers, the [Aboriginal Housing Management Association](#), service providers, and other partners to promote accessible, inclusive, and affordable housing for people CLBC supports.

The people CLBC served who are living with complex needs, including those with mental health challenges, addictions, and homelessness, continued to be at risk of exposure to the toxic drug supply. They continued to require affordable housing and support to access mental health and addictions services. This presented challenges for contracted CLBC service providers to deliver services as this population requires unique and innovative support practices that typically do not fit within CLBC's traditional service delivery approach. In response, CLBC developed and strengthened partnerships for services with the [Ministry of Health](#), [Ministry of Mental Health and Addictions](#), and other sector partners to improve access to services.

In December 2023, CLBC introduced a new regional management structure to strengthen our capacity to be more responsive to the people we support. CLBC launched the [Regional Management Reframing Project](#) to introduce a more focused scope of responsibility in regional operations, stronger connections between CLBC and our sector partners such as regional health authorities, and increased capacity for service delivery managers to support their staff.

## Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the [2023/24 – 2025/26 Service Plan](#). For forward-looking planning information, including current [targets](#) for 2024/25 – 2026/27, please see the latest service plan on the [BC Budget website](#).

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

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

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

## Key results

- Worked collaboratively with CLBC’s Indigenous Advisory Committee and the Elders Advisors Committee to improve relationships with Indigenous Peoples and their communities.
- CLBC released the first Accessibility Plan in August 2023, which was developed collaboratively by CLBC staff with input from a range of partners, including people CLBC serves, families, support networks, and sector partners.
- CLBC initiated the Regional Management Reframing Project to increase capacity for regional management to proactively engage with staff to support service providers, individuals, families, and other sector partners.

## Summary of progress made in 2023/24.

CLBC continued to build stronger relationships with people and families. Service delivery staff delivered Welcome Workshops for youth and their families transitioning to CLBC services (in both virtual and in-person formats) to improve transparency and access to information about CLBC (e.g., to learn about planning, community resources, and CLBC funded services).

In winter 2023, CLBC launched a phased implementation of the Regional Management Reframing Project in CLBC’s North region to be more responsive to people CLBC serves.

Initial results have been positive, with the new management structure strengthening the organization’s capacity to support individuals, families, and service delivery staff and to strengthen relationships with key sector partners (e.g., Ministry of Health).

## Performance measure and related discussion

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
1a. Percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect them. <sup>1</sup>	Data not available (new question added in 2023/24 survey)	TBD	49%

Data source: Targeted 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.

<sup>1</sup>PM 1a targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as TBD and TBD, respectively.

1a. The 2023/24 actual is based on the data sourced from a new question added to the annual targeted survey of people transitioning to CLBC services.<sup>2</sup> The result of 49% will be the baseline for this measure going forward. The initial data revealed that further work is required to improve survey methodology to increase response rates. CLBC worked on improving survey methodology by changing how participants were contacted, with CLBC’s provincial head office staff connecting directly with families and support networks to administer the survey. CLBC

<sup>2</sup> The 2023/24 Actual for this Performance Measure is based on data gathered from two survey questions that is averaged.

also recognizes that there may be factors that are impacting the results that are outside its control, including the complexity of care needs for many of the youth transitioning to CLBC and the uncertainty of a child's transition to adult services.

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

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

### Key results

- CLBC worked collaboratively with the [Ministry of Children and Family Development \(MCFD\)](#) to plan with and improve transitions for youth turning 19 by supporting MCFD to pilot a new service approach in four communities.
- In April 2023, CLBC updated the language of publicly available resource allocation information, including a Gender Based Analysis+ lens and cultural safety<sup>3</sup> considerations, along with more fulsome descriptors of each. These revisions were intended to increase accessibility (i.e., greater clarity) and to improve consistency and understanding of CLBC-funded supports.
- CLBC implemented the revised [Transfer Policy](#) in Spring 2023 to provide greater clarity and transparency to individuals and families who are moving between regions of B.C.

### Summary of progress made in 2023/24.

CLBC and MCFD worked together to improve youth transitions by using a family centred, needs-based approach that differs from the current 'diagnosis-based' system through the [MCFD Family Connection Centres](#) pilot. As part of the pilot, MCFD and CLBC implemented early planning with youth transitioning to adult services, starting conversations with the youths and their families as early as age 14. CLBC also updated the language used to describe services in the [Supports Funded by Community Living BC](#) to be culturally safe and more transparent and accessible to everyone.

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<sup>3</sup> The historic agreement signed between CLBC and the [Secwépemc Child and Family Services Agency](#) in September 2023 is an example of CLBC's efforts to improve cultural safety for Indigenous youth transitioning to CLBC in a First Nations community.

## Performance measure and related discussion

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
1b. The percentage of individuals with the most urgent needs that have made a service request and received service within six months. <sup>1</sup>	94%	TBD	94%

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

<sup>1</sup>PM 1b targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as TBD and TBD, respectively.

1b. This 2023/24 measure indicates CLBC’s ability to meet people’s disability-related needs and deliver services in a timely and responsive manner. This measure is impacted by several factors, including number of people eligible for CLBC and the levels of services they need, the effectiveness in delivering services, the approach to prioritizing funding for those with the most urgent needs and the number of families formally requesting services.

This indicator is based on existing data, CLBC determined a baseline using 2023/24 Actuals to ensure consistent data definitions in the regions. The 2023/24 Actual indicates a positive outcome with fewer people with urgent needs awaiting services and reflects consistent funding available for new services over the last year. CLBC increased the Core and Enhanced Funding amounts in April 2023 providing more funding to eligible adults with urgent needs.<sup>4</sup>

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

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

#### Key results

- CLBC finalized and implemented an interim operating agreement (effective December 2023) with MCFD to support collaboration in improving youth transitions at MCFD’s new pilot of Family Connection Centres in four communities.

#### Summary of progress made in 2023/24.

While objective 1.3 was new to the 2023/24 Service Plan, it built on the work completed under previous plans that focused on timely, responsive service delivery. In 2023/24, CLBC worked closely with government partners such as the Ministry of Health through the [Re-Imagining](#)

<sup>4</sup> In 2022/23 CLBC allocated more funding to people with urgent needs following the implementation of CLBC’s Core and Enhancing Funding Policy which is standard CLBC funding for people who have requested but are not yet receiving any CLBC services.

Community Inclusion initiative to improve coordinated delivery of services to adults with complex needs. At provincial and local levels, CLBC participated in committees addressing complex housing needs, mental health, homelessness, and vulnerable populations.

CLBC worked closely with the Home Sharing Support Society of BC to address home sharing capacity to support people with complex needs. This work is intended to ensure that appropriate resources and supports are available to home sharing providers to support people eligible for CLBC who have complex needs.

CLBC and MCFD also worked collaboratively to improve the experience of youth with support needs and their families, including those formerly in care. This was done through the implementation of an Interim Operating Agreement – an addendum to the MCFD/ICFSA (Indigenous Children and Family Service Agency) CLBC Services for Transitioning Youth Operating Agreement, at MCFD’s new Family Connection Centres. Implementation was phased in, taking effect in the South Interior (Okanagan) in December 2023 and in the North in January 2024. This involved facilitating joint MCFD/ICFSA CLBC regional leadership and service delivery staff orientation sessions on the Interim Operating Agreement.

**Performance measure and related discussion**

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
1c. The percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC Complaints Resolution Policy. <sup>1</sup>	71%	84%	73%

Data source: CLBC Complaints Tracking System

<sup>1</sup>PM 1c targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 85% and 86%, respectively.

1c. This measure indicates how well CLBC responds to concerns by tracking if formal complaints are managed within required timeframes set in CLBC’s Complaints Resolution Policy.

CLBC attributes the shortfall in meeting the 2023/24 target to a significant increase in the overall complexity of complaints received last year. The coordination of additional information and involvement of key partners required to resolve the complaints made it more challenging to meet the timeframes set out in policy. CLBC has worked on creating tools to support staff capacity to address the issues arising from the complaints as part of our commitment to improve responsiveness. CLBC is committed to the continuous quality improvement of services which is supported by monitoring and learning from reports on complaints.



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

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

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

#### Key results

- In June 2023, CLBC's Board of Director's [Commitment to Reconciliation statement](#) was signed by the Minister of Social Development and Poverty Reduction, CLBC leadership, the Indigenous Advisory Committee and other witnesses, as a public statement to advance reconciliation with BC Indigenous Peoples.
- CLBC signed a historic Partnership Memorandum of Understanding with [Secwépemc Child & Family Service Agency \(SCFSA\)](#) in September 2023 to support the delivery of Indigenous led CLBC services to the seven Indigenous Child & Family Services Agencies (ICFSA) Nations and urban Indigenous Peoples in the Kamloops region.
- CLBC advanced partnerships with three Indigenous Child and Family Services Agencies, five First Nations, and two Friendship Centers.
- CLBC developed and implemented land acknowledgements in the Kamloops, Kelowna, Prince George, Penticton, Terrace and Vernon offices through art and ceremony in collaboration with the Nations on whose land the offices sit.

#### Summary of progress made in 2023/24.

In 2023/24, CLBC continued to develop and strengthen relationships with key Indigenous partners and their communities by signing the [Partnership Memorandum of Understanding with Secwépemc Child & Family Service Agency \(SCFSA\)](#). CLBC also established relationships with several key provincial partners such as [Aboriginal Housing Management Association \(AHMA\)](#), [British Columbia Association of Aboriginal Friendship Centres \(BCAAFC\)](#), [British Columbia Assembly of First Nations \(BCAFN\)](#), and [First Nation Health Authority \(FNHA\)](#) to advance reconciliation and support CLBC's alignment with the Declaration Act. CLBC's Indigenous Advisory Committee and the Elder's Council continued to guide CLBC's approach to advancing reconciliation and supporting CLBC's alignment with the Declaration Act.

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

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

### Key results

- CLBC hired a dedicated facilitator to work On Nation with communities across the CLBC North region to support eligible adults and their families to address systemic barriers with the eligibility process.
- Launched guidance documents and created videos to support the implementation of CLBC's Cultural Safety Policy.
- Supported staff to build cultural connections and engage in community mapping through one-to-one and small group mentorship between CLBC's Indigenous Relations Practice Advisors and service delivery staff.
- In winter 2023, CLBC completed a review of eligible Indigenous adults in the CLBC North region that are 'Active with No Record of Service' and subsequently, where applicable, started providing supports to those adults to bridge connection.

### Summary of progress made in 2023/24.

In 2023/24, CLBC focused on supporting staff to enhance cultural safety in the planning and eligibility processes and establish connections to provide tailored approaches to support Indigenous communities. Based on the [Indigenous Advisory Committee's \(IAC\)](#) recommendation, CLBC hired a dedicated staff member in Summer 2023 to work in and with Indigenous communities in the CLBC North region to enhance connections, education and supports to Indigenous communities, Band offices, service providers and On Nation Schools. This staff member also worked closely with Indigenous Children and Family Services (ICFSAs) and Indigenous health centres.

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

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

## Key results

- Completed phase one of the Indigenous Procurement Strategy project in Spring 2023 which involved a review of CLBC procurement processes and policies.
- In partnership with the BC Association of Aboriginal Friendship Centres ([BCAAFC](#)), CLBC initiated the development of a home sharing guide for Indigenous adults and their families eligible for CLBC to enhance cultural safety, create an Indigenous home sharing recruitment strategy, and create and provide related training.

## Summary of progress made in 2023/24.

CLBC completed work on internal projects that assessed processes and identified opportunities to improve data collection and procurement processes. These projects focused on determining ways to increase the delivery of culturally safe and appropriate services by CLBC’s contracted service providers.

CLBC’s Indigenous Procurement Strategy aims to increase the number of Indigenous service agencies providing supports while initiating and exploring alternative models to support families On Nation. Further, it helps develop support models to build capacity with Indigenous service providers. In 2023/24, CLBC completed the first phase of its Indigenous Procurement Strategy Project which was completed through a \$120,000 grant with [BCAAFC](#).

In 2023/24, CLBC funding for service delivery in First Nations communities increased by \$2.5 million. This focus on increasing service delivery by Indigenous service providers is reflected in the results for performance measure 2.

## Performance measure and related discussion

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
2. Number of Indigenous organizations that CLBC has contracts for service. <sup>1</sup>	7	TBD	9

Data source: CLBC’s Request for Qualification submission.

<sup>1</sup>PM 2 targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as TBD and TBD, respectively.

2. This new measure tracks the number of Indigenous organizations that CLBC contracts with to deliver services. CLBC attributes this notable growth to the focus on building and strengthening relationships with Indigenous partners and communities. A 2023/24 target was not established as CLBC was gathering data to create a baseline. CLBC recognizes that building and strengthening relationships with individuals and their families takes time, requiring ongoing collaboration with the [Indigenous Advisory Committee](#) and the [Elders Advisors Committee](#) as well as providing guidance in accessing information about CLBC.

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

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

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

#### Key results

- Consulted families, support networks, and self advocates who use Person Centred Societies<sup>5</sup> in winter 2023 to learn more about how to improve CLBC's infrastructure to enable individuals and families to direct their own services.
- CLBC initiated a review to inform a sustainable future growth strategy for Individualized Funding that aligns with [CLBC's 2022 - 2025 Strategic Plan](#) and the development of new policy to enhance the framework for Person Centred Societies.

#### Summary of progress made in 2023/24.

In 2023/24 CLBC consulted eligible adults, their families, and/or support networks and funded research with key partners ([UBC's Centre for Inclusion and Community](#)) to learn about how to make self-directed models such as [Individualized Funding \(IF\)](#) more accessible to people CLBC supports. CLBC anticipates continued interest and potential growth in IF and Person Centred Societies and monitored uptake in this area and initiated a review on IF informing a sustainable future growth strategy. CLBC developed an enhanced framework to support Person Centred Societies to deliver CLBC-funded services on a person's behalf.

#### Performance measure and related discussion

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
3a. Number of individuals and families directing their own services through individualized options. <sup>1</sup>	1,241	1,270	1,250

Data source: PARIS information management system and CLBC's accounting systems

<sup>1</sup>PM 3a targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 1,320 and 1,380, respectively.

3a. Self-directed options are an essential element of flexible and person-centred service providing individuals and families greater control and flexibility to address their needs and

<sup>5</sup> A Person Centred Society is a not for profit established solely to support one person. CLBC supports by contracting with the society to provide disability-related supports.

interests. CLBC attributes the current marginal growth to significant recruitment and retention challenges families and support networks face when hiring support staff, and not for the lack of interest in this funding model. The review took into consideration the challenge families and support networks encounter in hiring support staff, which will inform the recommendations on a sustainable future growth strategy for CLBC. This year, results fell just short of targets as CLBC focused primarily on developing a stronger foundational infrastructure (e.g., revising policy, contractual frameworks, and monitoring frameworks) to enable families to direct their own services.

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

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

#### Key results

- In January 2024, initiated a new partnership with [BC People First](#) to ensure people's lived experiences are reflected in CLBC's policy development process.
- CLBC provided grant funding to Inclusion BC to facilitate the 2023 Self Advocacy Leadership Institute, a four-day event created by self advocate leaders to support the learning and skill development of 25 self advocates.
- CLBC provided \$55,000 in grant funding to six self advocacy groups to lead and host activities with the goal of increasing social connection and strengthening self advocacy leadership skills throughout the province.

#### Summary of progress made in 2023/24.

In 2023/24 CLBC invested in the advancement of self advocate leadership as part of the [Re-Imagining Community Inclusion Work Plan](#). In August 2023, the first Self Advocacy Institute was hosted in Kelowna, B.C. which resulted in the connection and sharing of knowledge between people striving to be more effective advocates. Self advocacy leaders directed the two-year planning process for this successful event. In January 2024, a joint BC People First - CLBC Policy Working Group held their first meeting to ensure the lived experience and expertise of those who access CLBC services is included in the policy development process. CLBC also provided grant funding to self advocacy groups who organized and hosted events that provided opportunities for learning and connection across the province.

**Performance measure and related discussion**

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
3b. Number of self advocates participating in self advocate organizations. <sup>1</sup>	350	TBD	445

Data source: B.C. self advocate groups

<sup>1</sup>PM 3c targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as TBD and TBD, respectively.

3b. CLBC attributes the notable growth in this measure, an increase of 95 (27%), from the previous year to the attendance of several conferences and training events that self advocate groups hosted in 2023/24, such as the Self Advocacy Leadership Institute. This is due to CLBC’s investment via grant funding to facilitate networking and leadership events and to support the sustainability of these organizations. The 2023/24 Actual was determined by adding the number of board members, staff, the broader membership, and meeting participants of the six self advocate groups in BC that have become incorporated legal entities.

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

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

**Key results**

- CLBC rolled out new communication to service providers regarding findings from compliance audits to provide clarity on expectations regarding contracted services and to encourage service providers to take pre-emptive action to remediate any relevant issues that applied to their organization.
- CLBC updated the Monitoring of Quality Services Framework which included updates to policy, guidance, tools, and an electronic system to track compliance.
- CLBC completed the operationalization of the new contract management system to create more efficient processes for regional staff (Fall 2023).

**Summary of progress made in 2023/24.**

In 2023/24 CLBC focused on enhancing service quality by working with sector partners. To enhance collaboration with service providers, CLBC introduced a new communication approach that included sharing findings from compliance audits with contracted agencies to provide clarity on CLBC expectations for contracted services.



The Monitoring of Quality Services Framework updated the requirements for monitoring timeframes and frequency of visits that were reflected in revisions to policy, guidance, and CLBC’s electronic tracking system during 2023/24. In Fall 2023, the implementation of CLBC’s new contract management system was completed, resulting in increased efficiencies for contracting processes for service delivery staff and service providers.

**Performance measure and related discussion**

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
3c Percentage of on-site visits completed at least once per year as set out in the CLBC Monitoring Policy. <sup>1</sup>	90%	100%	98%

Data source: The My Workspace Contract Management System and CLBC’s Annual Monitoring Management Tool.  
<sup>1</sup>PM 3b targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 100% and 100%, respectively.

3c While this measure fell slightly short of target, in September 2023, CLBC revised the Monitoring Policy to include a prioritization process to plan and complete monitoring activities throughout the year. This was done to help for future years and increase efficiency of staff time by prioritizing monitoring activities with greater risk. The percentage of on-site visits completed in 2023/24 increased by 8% from 2022/23. CLBC attributes this improvement with the revisions made to policy and the introduction of the prioritization process.

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

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

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

**Key results**

- CLBC introduced the [Home Sharing Property Support Program](#) in December 2023 to provide no-cost comprehensive insurance coverage to home sharing providers.
- CLBC conducted a successful pilot and evaluation of services provided to people with complex needs at Grosvenor House, a five-bed home support program in Surrey, BC.

- Sponsored and participated in the Housing Central conference in November 2023 to raise awareness regarding the benefits of providing inclusive, intentional housing for people CLBC serves.
- CLBC amended the Individual Contributions to Home Support policy in August 2023 to ensure that increases made by the BC government to disability assistance for shelter costs flowed through to home sharing providers and group home operators.
- CLBC continued to provide grant funding of \$500,000 to the Home Sharing Support Society of BC to complete research to better define the skills, knowledge, training, and support systems enabling home sharing providers to serve people with complex needs.

### Summary of progress made in 2023/24.

CLBC worked with BC Housing, the BC Non-Profit Housing Association, the Cooperative Housing Federation of BC, the Aboriginal Housing Management Association, service providers, and other key partners to promote access to accessible, inclusive, and affordable housing and to advance the work outlined in the RCI Work Plan. In November 2023, CLBC sponsored and participated in the Housing Central Conference, an educational, professional development, and networking event for the community housing sector.

CLBC also worked closely with key partners to improve service delivery to people with complex needs. In June 2023, CLBC conducted the pilot project for Grosvenor House developed in partnership with Lookout Housing and Health Society and the Fraser River Aboriginal Friendships Centre Association. This partnership had a strong focus on Indigenous culture and achieved successful transitions to longer term housing. CLBC also provided funding to the Home Sharing Support Society of BC to undertake research to improve the supports and resources available to home sharing providers supporting people living with complex needs.

In December 2023, CLBC introduced a Property Support Program to provide fully funded insurance to home sharing providers for damages that may be caused by a person supported by CLBC. CLBC also worked to support the sustainability of home sharing by amending the Individual Contributions to Home Supports Policy to ensure the \$125 per month shelter increase was passed on to home sharing providers.

### Performance measures and related discussion

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
4a. Number of individuals who are living in their own home through supports for independent living. <sup>1</sup>	2,536	2,730	2,656
4b. Number of individuals who are supported in shared living arrangements. <sup>2</sup>	4,230	4,300	4,301

Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

<sup>1</sup>PM 4a. targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 2,970 and 3,220, respectively.

<sup>2</sup>PM 4a. targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 4,370 and 4,450, respectively.

4a. This measure captures the number of individuals who live in their own homes with support and tracks CLBC's ability to meet the needs of those who want to live more independently rather than in home sharing or a staffed living home support service.

The total number of individuals living on their own with supports increased by 120 (4.7%), from 2,536 to 2,656, consistent with last year's growth. CLBC's dedicated housing team advanced housing engagement, planning and coordination with government partners to address issues of housing accessibility and affordability. While many people CLBC supports want to live more independently, access to affordable and inclusive housing options continued to limit this option. While CLBC fell just short of target 4a, it is encouraging that the number of adults living in their own home continued to increase, even if at a slower rate.

4b. Home sharing<sup>6</sup> continues to support more people than any other CLBC-funded home support service. The rising cost of living has made it more difficult for agencies coordinating home sharing to recruit and retain home sharing providers. Targets for this indicator were revised in the 2023/24 Service Plan to reflect slower anticipated growth for this service. CLBC met the target in part due to changes such as the shelter rate increase, and the introduction of the Home Sharing Property Support Program. Each helped mitigate some of the costs faced by home sharing providers and helped support the sustainability of this home support service.

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

CLBC's efforts to advance inclusion and accessibility are aligned with and supported by the government's Re-imagining Community Inclusion Work Plan and Vision. CLBC supported contracted service providers that are advancing inclusive employment, housing, and education with grant funding to support targeted activities.

### Key results

- CLBC provided \$175,000 in funding to develop culturally safe employment services training for community living providers.
- Hosted the "Beyond Collaboration: Employment and [Learning, Inclusion, Friendship and Employment \(L.I.F.E.\) Summit](#)" in February 2024 to focus on collaboration amongst employment and L.I.F.E. service providers and CLBC, while providing input into best practices.
- CLBC expanded the "L.I.F.E" service to more communities across BC which supports individuals to find employment, pursue goals in learning, developing friendships, and inclusion.
- CLBC provided a \$15,000 grant to [Rotary at Work](#) to host nine community inclusive employer events across the province during Community Living month in October 2023.

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<sup>6</sup> Home sharing is an inclusive, person-centred, individualized model, where a person CLBC supports shares a home with someone contracted to provide ongoing support.

## Summary of progress made in 2023/24.

In 2023/24, CLBC strategically invested in initiatives to increase inclusive employment opportunities for people CLBC serves. There was a focus on building capacity in L.I.F.E. and employment services across the province to respond to the growing demand for these services. CLBC hosted an employment event in February 2024 for L.I.F.E. service providers and CLBC to connect and provide input into the development of best practices.

CLBC's collaborated with government and non-government partners for increased access to employment through activities in the RCI Work Plan, led by the Employment Working Group. As part of this work, CLBC encouraged individuals to access WorkBC as an option for employment support.

## Performance measure and related discussion

Performance Measure	2022/23 Actual	2023/24 Target	2023/24 Actual
4c. Percentage of individuals younger than 65 reporting current employment income. <sup>1</sup>	21.8%	24%	21.2%

Data source: ICM, BC Disability Assistance

<sup>1</sup>PM 4c targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 29% and 34%, respectively.

4c. The targets for this performance measure were revised in the 2023/24 Service Plan to reflect both CLBC's expectation and goal of greater participation in employment for people CLBC supports. The 2023/24 result for this measure reflected the ongoing recruitment and retention challenges for service providers as well as potential under-reporting of employment income by this population.

While 2023/24 results did not meet the more aggressive target, the number of new referrals for employment services grew from 293 in 2022/23 to 414 in 2023/24, an increase of 121 (41.3%). This growth reflected the promotion of an "employment first approach" within CLBC and government as well as CLBC's focus on building capacity to respond to the growing demand for employment services.

## Financial Report

For the auditor's report and audited financial statements, see [Appendix B](#). These documents 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, 2024, 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, and through direct funding to families and contractors. In the first half of 2023/24 CLBC also provided services through the operation of the Provincial Assessment Centre (PAC), which was transferred to Ministry of Health (MoH) and the Provincial Health Services Authority (PHSA) on October 2, 2023. 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, 2024, with a balanced budget, while providing new or increased supports and services improving the lives of 4,518 individuals under both the Developmental Disabilities (DD) and Personalized Supports Initiative (PSI) programs at a total cost of \$103.6 million in the year; \$95.8 million for the DD program and \$7.8 million for the PSI program, as shown in Table 2 and Table 3. The financial results for the year are summarized in the Financial Summary table below and are further explained in the subsequent sections.

## Financial Summary

(\$m)	2022/23 Actual	2023/24 Budget	2023/24 Actual	2023/24 Variance
<b>Revenues</b>				
Contributions from Province				
Government Transfers	1,419.3	1,410.4	1,561.9	151.5
Restricted - Operating	0.4	0.0	(3.4)	(3.4)
Restricted - Capital	(4.2)	(4.4)	(4.1)	0.3
<b>Net Operating Contributions</b>	<b>1,415.5</b>	<b>1,406.0</b>	<b>1,554.4</b>	<b>148.4</b>
Other Income	35.5	35.1	43.8	8.7
Amortization of Deferred Capital Contributions	3.7	4.6	4.2	(0.4)
<b>Total Revenue</b>	<b>1,454.7</b>	<b>1,445.7</b>	<b>1,602.4</b>	<b>156.7</b>
<b>Expenses</b>				
Supports and Services				
Developmental Disabilities Program	1,318.0	1,304.2	1,444.5	140.3
Personalized Supports Initiative	46.4	49.1	55.9	6.8
Provincial Services	5.8	1.4	3.8	2.4
<b>Total Supports and Services</b>	<b>1,370.2</b>	<b>1,354.7</b>	<b>1,504.2</b>	<b>149.5</b>
Regional Operations and Administration	79.9	85.2	93.1	7.9
Amortization of Tangible Capital Assets	4.6	5.8	5.1	(0.7)
<b>Total Expenses</b>	<b>1,454.7</b>	<b>1,445.7</b>	<b>1,602.4</b>	<b>156.7</b>
<b>Annual Surplus (Deficit)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Liabilities</b>	<b>162.4</b>	<b>51.6</b>	<b>90.5</b>	<b>38.9</b>
<b>Capital Expenditures</b>	<b>4.5</b>	<b>10.0</b>	<b>5.4</b>	<b>(4.6)</b>
<b>Accumulated Surplus</b>	<b>3.7</b>	<b>3.7</b>	<b>3.7</b>	<b>0.0</b>

<sup>1</sup> 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 provincial population. As of March 31, 2024, the number of individuals reached 28,003, a 4.4 per cent increase within the year and a 26.0 per cent increase over five years. As in prior years, those aged 19 make up the bulk of the growth, with 1,229 (or 80%) of the 1,529 new individuals in 2023/24 prior to reflecting mortality and discharges in the year totalling 341 individuals.

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

	2022/23	2023/24
<b>Number of individuals with open files at year end</b>		
Developmental Disabilities Program	23,752	24,653
Personalized Supports Initiative	3,063	3,350
<b>Total number of individuals with open files at year end</b>	26,815	28,003
Increase within the year <sup>1</sup>		
Developmental Disabilities Program	844	901
Personalized Supports Initiative	273	287
<b>Total increase within the year</b>	1,117	1,188
<b>Annual rate of increase</b>	4.3%	4.4%

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 (2023/24 – 341 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,
- continuous review of funding algorithms and variables to ensure relevancy,
- 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. \$142.6 million in additional contributions were made available by the Province in 2023/24.

After considering year-to-year changes in restricted funds, this translates to a \$138.9 million increase in net operating contributions from 2022/23, and \$148.4 million more than budgeted, of which majority is for compensation increases under the Province's Shared Recovery Mandate (SRM).

Other income had increased from 2022/23 due to higher recoveries from Health Authorities, Indigenous Services Canada, Public Guardian and Trustee, Ministry of Children and Family Development, higher interest income, and one-time recovery for half-year operating expenses of PAC, which was completely transferred to MoH and PHSA on October 2, 2023. These changes, together with fluctuations in amortization costs, brought the total operating revenue to \$1,602.4 million which was \$156.7 million more than budgeted and \$147.7 million higher than 2022/23.

## Expenses

### 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 2023/24, CLBC provided new and incremental services through the Developmental Disabilities program benefitting 3,918 individuals costing \$95.8 million within the year, while addressing \$37.5 million in annualization costs for services implemented in the prior year, and \$74.1 million for service provider costs related to government's wage commitments under SRM. These outlays were partially offset by higher contract recoveries, resulting in a \$126.5 million increase in spending from 2022/23 and \$140.3 million more than budgeted. See Table 2 below for further information, including prior year comparisons.

**Table 2 – Developmental Disabilities Program**

	2022/23	2023/24
Total Number of Supported Individuals at Year End	<b>23,752</b>	<b>24,653</b>
% increase from prior year	3.7%	3.8%
New Services Implemented		
Number of new services	5,659	5,727
Number of individuals provided new services	3,774	3,918
Cost within the fiscal year (\$ millions)	76.2	95.8
Annual cost of service (\$ millions)	113.7	137.9
Average annual cost of new services per individual (\$ thousands)	30.1	35.2
Contracted Service Recoveries		
Recoveries within the fiscal year (\$ millions)	51.9	59.2
Annual ongoing service recoveries (\$ millions)	73.6	81.8
Average Total Annual Cost per Individual (\$ thousands)	<b>56.5</b>	<b>59.7</b>

Through the Personalized Supports Initiative, CLBC incurred \$3.4 million in service annualization costs and implemented new and incremental services benefitting 600 individuals and costing \$7.8 million in the year.

**Table 3 – Personalized Supports Initiative**

	2022/23	2023/24
Total Number of Supported Individuals at Year End	<b>3,063</b>	<b>3,350</b>
New Services Implemented		
Number of new services	735	862
Number of individuals provided new services	524	600
Cost within the fiscal year (\$ millions)	4.8	7.8

Annual cost of service (\$ millions)	8.2	11.4
Average annual cost of new services per individual (\$ thousands)	15.6	19.0
Contracted Service Recoveries		
Recoveries within the fiscal year (\$ millions)	3.1	4.2
Annual ongoing service recoveries (\$ millions)	3.9	5.3
Average Total Annual Cost per Individual (\$ thousands)	<b>15.9</b>	<b>17.4</b>

Provincial Services accounted for \$3.8 million in 2023/24, which includes \$2.9 million of half-year operating expenses of PAC, and a provincial travel subsidy program managed by the Ministry of Social Development and Poverty Reduction for individuals who are eligible for CLBC supports and services amounting to \$0.9 million.

On October 2, 2023, PAC underwent a complete transfer to the Ministry of Health and the Provincial Health Services Authority. This transition strengthened PAC's infrastructure, systems, and service delivery through closer integration with BC's health system.

## b) Regional Operations and Administration

CLBC's priority is the delivery of disability-related supports and services to the supported individuals and families, with greater than 93 percent of the budget being directed for that purpose. The remaining budget, less than 7%, goes to funding CLBC operational costs. This includes regional staff working directly with supported individuals and families, and administrative personnel who carry out 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 2023/24, spending on regional operations and administration was \$13.2 million higher than in 2022/23 and \$7.9 million higher than budgeted due to wage increases to CLBC staff under SRM, which was unknown at the time of budget creation due to delay in collective bargaining, and growth in caseload volumes.

### 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 2023/24 are summarized below.

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

Identified Risks	Mitigation Strategies
<p>CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.</p>	<p>CLBC responds to service demand through informed, fair, and consistent decision-making.</p> <p>CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.</p>
<p>CLBC demographic forecasts predict that the need for home support services will grow more rapidly than CLBC caseload growth.</p>	<p>CLBC works with sector partners and BC Housing to increase access to housing for people who want to live in their own homes.</p> <p>CLBC is investing in home sharing to improve recruitment and retention of home sharing providers. In fiscal 2023/24, CLBC launched a Home Sharing Property Support Program to provide home sharing providers with comprehensive insurance coverage against property damage.</p>
<p>There is increasing pressure on families who care for their adult children at home, as care-givers age</p>	<p>CLBC provides core and enhanced individual and family funding for families to enhance their resilience.</p> <p>In fiscal 2023/24, CLBC provided increases to core and enhanced individual and family funding.</p>
<p>Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.</p>	<p>CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.</p>
<p>Service providers and home sharing providers recruitment and retention challenges may impact the sustainment of current and new service demands.</p>	<p>CLBC is working closely with service provider and home sharing provider sectors to develop recruitment and retention strategies.</p> <p>CLBC has supported the establishment of the Home Share Support Society BC to provide additional support to home sharing providers.</p>

## Appendix A: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in the 2021/22 and 2023 Mandate Letters from the Minister Responsible.

2021/22 Mandate Letter Priority	Status as of March 31, 2024
<p>1) Meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by:</p> <p>a. Advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map.</p> <p>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.</p> <p>c. Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted.</p>	<p>1a.</p> <ul style="list-style-type: none"> <li>• The RCI Implementation Steering Committee along with four focus groups met regularly over the past year, working on its <a href="#">RCI Workplan</a> for 2022/23-2024/25.</li> </ul> <p>1b.</p> <ul style="list-style-type: none"> <li>• Community Councils continued hosting virtual and in-person meetings.</li> <li>• The CLBC Provincial Advisory Committee continued to meet and advise the Board and management.</li> <li>• Community Councils and the Provincial Advisory Committee continued to provide input and feedback on activities to support people and families.</li> </ul> <p>1c.</p> <ul style="list-style-type: none"> <li>• In 2023/24 CLBC initiated a partnership with <a href="#">BC People First</a> to ensure CLBC’s policy development process reflects peoples’ lived experiences. .</li> <li>• Indigenous people, families and advocates continued to advise CLBC through the <a href="#">Indigenous Advisory Committee and Elders Committee</a>.</li> <li>• Consulted people CLBC supports, their families, and service providers to inform the development of plans, strategies, services, supports and policies for numerous projects.</li> <li>• Continued to engage with the BC CEO Network, BC People First, Inclusion BC, Family Support Institute, BC Aboriginal Network on Disability Society, and others regarding service delivery issues.</li> </ul>
<p>2) Improve transitions for individuals and their families by:</p> <p>a. Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports.</p>	<p>2a.</p> <ul style="list-style-type: none"> <li>• Offered in-person and virtual Welcome Workshops.</li> <li>• CLBC Facilitators continued to support transitioning youth and their families on a one-to-one basis.</li> <li>• CLBC staff continued to work with the Ministry of Children and Family Development (MCFD)</li> </ul>

2021/22 Mandate Letter Priority	Status as of March 31, 2024
<p>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.</p> <p>c. Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.</p>	<p>staff to support youth and family transitions, particularly those in the care or guardianship of MCFD.</p> <p>2b.</p> <ul style="list-style-type: none"> <li>• Completed an Interim Operating Agreement for the Family Connection Centre Pilot Areas: The Planning for Youth Referrals with MCFD. An addendum to the 2015 MCFD/ICFSA (Indigenous Children and Family Service Agency) and CLBC Services for Transitioning Youth Operating Agreement: <ul style="list-style-type: none"> <li>• Took effect in the South Interior (Okanagan) in December 2023 and in the North in January 2024.</li> <li>• Aligns with the <a href="#">Cross Ministry Transition Planning Protocol for Youth with Support Needs</a> and the provincial youth transitions program Strengthening Abilities and Journeys of Empowerment (SAJE) for former youth-in-care.</li> </ul> </li> <li>• At the provincial level, met monthly with MCFD staff to discuss ongoing changes in MCFD's service delivery, including its four pilot Family Connection Centres.</li> <li>• At a regional level, continued to collaborate with MCFD on transitioning youth, including youth in care.</li> </ul> <p>2c.</p> <ul style="list-style-type: none"> <li>• Continued to apply and enhance the forecasting model to predict and analyze specific service and population cohort needs.</li> </ul>
<p>3) Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by:</p> <p>a. Collaborating through the RCI Implementation Steering Committee.</p> <p>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.</p> <p>c. Continuing to monitor and evaluate the impacts of CLBC's employment service</p>	<p>3a.</p> <ul style="list-style-type: none"> <li>• Refer to status update "Advance the work outlined in the <a href="#">Re-Imagining Community Inclusion (RCI) 2022/23-2024/25 Workplan</a> with a focus on housing, employment, access to health and mental health services, and services for Indigenous Peoples" (under 2023 Mandate Letter Priorities)</li> </ul> <p>3b.</p> <ul style="list-style-type: none"> <li>• In 2023/24, CLBC expanded Learning, Inclusion, Friendship and Employment (L.I.F.E) services across the province. Seven new L.I.F.E service providers in eight communities have been procured and will be accepting referrals in Spring 2024.</li> <li>• Hosted an employment event in February 2024</li> </ul>

2021/22 Mandate Letter Priority	Status as of March 31, 2024
<p>delivery model, including application of a GBA+ lens, to increase effectiveness.</p> <p>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.</p>	<p>focused on collaboration amongst employment and L.I.F.E. service providers and CLBC, while providing input into best practices.</p> <ul style="list-style-type: none"> <li>• Co-hosted a Social Enterprise Symposium with the BC Employment Network to review the social enterprise model to align with best practices for inclusive employment.</li> <li>• Provided information and training activities, through the BC Employment network, to 220 service providers interested in delivering the L.I.F.E. service.</li> <li>• Provided funding of \$175,000 for the development of culturally safe Employment Services training for the Community Living sector.</li> </ul> <p>3c.</p> <ul style="list-style-type: none"> <li>• Continued to track and monitor employment rates which were significantly impacted by the COVID-19 pandemic.</li> <li>• Under BC's Recovery Plan, CLBC continued to partner with Inclusion BC and providers to support people who lost employment due to the pandemic through:               <ul style="list-style-type: none"> <li>• Development of community connections (e.g., a communication strategy to increase knowledge and awareness around inclusive hiring)</li> <li>• Creating videos challenging misconceptions around employment for people with disabilities, and</li> <li>• Building employer connections.</li> </ul> </li> </ul> <p>3d.</p> <ul style="list-style-type: none"> <li>• Continued to improve access to CLBC employment services through its partnership with WorkBC.</li> </ul>
<p>4) Promote the health and wellness of individuals by:</p> <p>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.</p>	<p>4a.</p> <ul style="list-style-type: none"> <li>• Continued working closely with the Office of the Provincial Health Officer (PHO) to ensure CLBC's alignment with public health guidance and to support the early vaccination of adults eligible for CLBC-.</li> <li>• CLBC and a Deputy Provincial Health Officer continued to provide regular information sessions about COVID-19 for self-advocates, families, home sharing providers, and service providers.</li> </ul>

2021/22 Mandate Letter Priority	Status as of March 31, 2024
<p>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.</p>	<ul style="list-style-type: none"> <li>• Continued to work with the PHO and Ministry of Health in relation to mandatory vaccination of CLBC staff and service provider staff.</li> </ul> <p>4b.</p> <ul style="list-style-type: none"> <li>• CLBC staff and service providers worked collaboratively with Health Authorities and providers of health services in the development of care plans, referral to healthcare services, and access/transportation for healthcare assessment and treatment services.</li> <li>• Continued to discuss updates to the Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities with the Ministry of Health, and regional and provincial Health Authorities.</li> <li>• At the regional level, CLBC and Health Authorities continued to work together to plan for, provide appropriate services, and supports.</li> <li>• Continued to collaborate with Health Authorities to ensure alignment with Ministry of Health policies, where possible.</li> <li>• Created CLBC’s Health Services department to support integration with, and access to, health care services for people CLBC supports.</li> <li>• Continued to facilitate the Community Health Advisory Table (CHAT) to identify issues and to develop strategies to improve the quality and accessibility of healthcare services.</li> <li>• Hosted an inter-agency Health Collaborative planning day in May 2023.</li> <li>• Initiated a project to update the Aware, Care, Share website to support health and social system navigation.</li> <li>• In Fall 2023, the Provincial Assessment Centre (PAC) transferred to the Provincial Health Services Authority (PHSA) BC Mental Health and Substance Use Services program to strengthen PAC’s infrastructure, systems and services.</li> </ul>
<p>5) Improve services to people with multiple complex needs by:</p> <p>a. Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels.</p>	<p>5a.</p> <ul style="list-style-type: none"> <li>• Reviewed its Complex Needs Service Framework in 2023.</li> <li>• CLBC’s Complex Needs Service Framework identifies and supports people who, in addition to having a developmental disability, often struggle with mental health and/or substance use, homelessness, vulnerability, and may be</li> </ul>

2021/22 Mandate Letter Priority	Status as of March 31, 2024
<p>b. Continuing to build Trauma Informed Practice into policy and practice with CLBC staff and external partners.</p> <p>c. Developing solutions to improve service provision and planning for implementation.</p>	<p>involved in the criminal justice system.</p> <ul style="list-style-type: none"> <li>• At provincial and local levels, CLBC is participating in committees addressing complex needs housing, mental health, homelessness, and vulnerable populations.</li> <li>• Working with the Home Sharing Support Society BC on a plan to address home sharing capacity to support individuals with complex needs.</li> <li>• Complex needs work completed prior to 2023 included:               <ul style="list-style-type: none"> <li>• CLBC amending its Request for Qualifications process to increase engagement with service providers with specialized knowledge, skills, and services for individuals with complex needs.</li> <li>• CLBC and the BC CEO Network completing joint training on supporting people with complex needs, and</li> <li>• Conducting research in consultation with UBC's Post Doctoral Health Systems Fellow, Dr. Shelley Cook, and Simon Fraser University's Autism and Developmental Disorders Laboratory lead, Dr. Grace Iarrocchi, to better understand the complex needs population and explore what strategies have been effective.</li> </ul> </li> </ul> <p>5b.</p> <ul style="list-style-type: none"> <li>• Continued to integrate a trauma-informed lens into policy development process.</li> </ul> <p>5c.</p> <ul style="list-style-type: none"> <li>• Conducted a successful pilot and evaluation of services provided to individuals with complex needs at Grosvenor House, a five-bed home support program in Surrey, BC which was developed in partnership with Lookout Housing &amp; Health Society and the Fraser Aboriginal Friendship Centre Association.</li> <li>• Continued to work on developing solutions to improve service provision for individuals with complex needs, including work on inclusive housing, home sharing, the new L.I.F.E service, health, and wellness.</li> <li>• Formed the Community Health Advisory Team (CHAT) which includes representatives from CLBC, the Ministry of Health and individuals</li> </ul>

2021/22 Mandate Letter Priority	Status as of March 31, 2024
<p>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:</p> <p>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.</p> <p>b. The RCI Implementation Steering Committee has prioritized housing for its short-term work plan.</p> <p>c. Working with home sharing stakeholders to develop and implement improvements to improve the quality and sustainability of home sharing.</p>	<p>with lived experience.</p> <p>6a.</p> <ul style="list-style-type: none"> <li>• Continued to collaborate with partners in the housing, community living, and broader public sectors to include individuals in new and existing affordable, inclusive housing.</li> <li>• Developed a dedicated seven-person housing team to promote accessible, inclusive, and affordable housing for people CLBC supports.</li> <li>• Sponsored and participated in BC's Housing Central conference in November 2023 to raise awareness about the benefits of providing inclusive, intentional housing for people CLBC serves.</li> <li>• To improve access to affordable housing, CLBC has created:             <ul style="list-style-type: none"> <li>○ Partnership agreements with non-profit housing associations.</li> <li>○ Preferential referral options such as five dedicated units in Victoria's Meares Street Development; and</li> <li>○ Formal letters of support for housing in development.</li> </ul> </li> <li>• Actively working with municipalities to create more housing opportunities by helping advance incentives, accessibility requirements, affordable housing grants, and BC Housing partnerships.</li> <li>• Worked with BC Housing to develop an arrangement to administer 50 portable rental supplements in 2024 in effort to make market rental homes more affordable. CLBC continues to work on how this funding will be administered, the eligibility criteria, and application process.</li> <li>• CLBC is reviewing the recommendations of grant-funded research by the Aboriginal Housing Management Housing Association which are intended to improve housing services for Indigenous people and to advance the delivery of culturally safe housing services by non-Indigenous housing providers.</li> </ul> <p>6b.</p> <ul style="list-style-type: none"> <li>• Refer to Focus Area # 1: Develop Flexible Housing Options for an overview of activities achieved as of March 31, 2024, for the housing</li> </ul>

2021/22 Mandate Letter Priority	Status as of March 31, 2024
	<p>work completed as part of the RCI Workplan.</p> <p>6c.</p> <ul style="list-style-type: none"> <li>• Amended the <a href="#">Individual Contributions to Home Support policy</a> in August 2023 to ensure that increases made by the BC government to disability assistance for shelter costs (\$125 per month) flowed through to home sharing providers to help address inflationary cost of living increases.</li> <li>• Introduced a Property Support Program in December 2023 to provide fully funded insurance to home sharing providers for damages that may be caused by a supported individual.</li> <li>• Completed and/or met the Office of the Auditor General Recommendations including: <ul style="list-style-type: none"> <li>○ The creation of new Standards for the Coordination of Home Sharing,</li> <li>○ Updates and education on the Standards,</li> <li>○ Improvements to our Monitoring Framework,</li> <li>○ Review and update of home sharing policies,</li> <li>○ Creation of a new data system for tracking monitoring activities; and</li> <li>○ Moving direct home share providers to oversight by contracted service providers.</li> </ul> </li> <li>• Continues to work towards the recommendation to ensure CLBC staff complete on-site visits, follow-up, and critical incident response, consistent with its policy requirements.</li> </ul>

2023 Mandate Letter Priority	Status as of March 31, 2024
<p>Advance the work outlined in the Re-Imagining Community Inclusion (RCI) 2022/23-2024/25 Workplan with a focus on housing, employment, access to health and mental health services, and services for Indigenous Peoples</p>	<p>Developed a detailed year-end funding proposal (not funded)</p> <p><b>Focus Area #1: Develop Flexible Housing Options</b></p> <ul style="list-style-type: none"> <li>• Established a seven-person Housing Department within CLBC to support housing engagement, planning, and coordination.</li> <li>• Participated in ministerial and advisory committees on housing and complex needs.</li> </ul>

2023 Mandate Letter Priority	Status as of March 31, 2024
	<ul style="list-style-type: none"> <li>• Provided grants to organizations, such as the Social Planning and Research Council of B.C. (SPARC BC), Inclusion BC, and the Aboriginal Housing Management Association for housing accessibility and affordability assessments.</li> <li>• Supported the establishment of the Home Sharing Support Society BC with three years of operational funding.</li> <li>• In 2024, CLBC will implement 50 portable rental supplements, funded by BC Housing, making market rental homes more affordable.</li> <li>• Introduced the Home Sharing Home Insurance Program in December 2023 to provide no-cost comprehensive insurance coverage to home sharing providers.</li> </ul> <p><b>Focus Area #2: More and Better Employment Opportunities</b></p> <ul style="list-style-type: none"> <li>• Provided funding to Inclusion BC for a three-year awareness campaign promoting the value of work from an early age and to create videos challenging misconceptions around employment for people with disabilities.</li> <li>• Launched L.I.F.E. (Learning, Inclusion, Friendship, and Employment) Services across BC and completed procurement for L.I.F.E. Services Phase II in targeted communities.</li> <li>• Provided funding to the BC Employment Network (BCEN) to deliver supported employment training over three years. More than 220 service provider staff have completed training in the first two years.</li> <li>• Provided funding to the Indigenous Community and Leadership Development Group to develop culturally safe employment curriculum.</li> <li>• Invested \$2.28 million to advance employment related services in 2023/24.</li> </ul> <p><b>Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services</b></p> <ul style="list-style-type: none"> <li>• Established the multi-partner Community Health Advisory Team (CHAT) to discuss and collaborate on issues related to access to health and mental health services.</li> <li>• Hosted the first in-person Health Leadership Collaborative with representatives from Health, Social Development and Poverty Reduction,</li> </ul>

2023 Mandate Letter Priority	Status as of March 31, 2024
	<p>Corrections and Community Living partners to discuss:</p> <ul style="list-style-type: none"> <li>○ Current health needs of people CLBC support,</li> <li>○ Accessibility to health and mental health services, and</li> <li>○ Creating ongoing collaborations.</li> </ul> <ul style="list-style-type: none"> <li>● Amended the Collaborative Care Guidelines to support better cooperation between CLBC and health authorities.</li> </ul> <p><b>Focus Area #4: Services for Indigenous People are Self-Determined</b></p> <ul style="list-style-type: none"> <li>● Provided funding to Indigenous organizations to advance cultural safety.</li> <li>● Raising awareness of cultural safety principles, in alignment with the United Nations Declaration on the Rights of Indigenous Peoples, through videos and training.</li> <li>● Developed cultural safety definitions, language guidelines, and policies within CLBC.</li> <li>● Amendments to the <a href="#">Community Living Authority Act</a> now requires an Indigenous representative on the Board of Directors and formalized the Board's Indigenous Advisory Committee.</li> <li>● Historic signing of <a href="#">CLBC's Board Commitment Statement to Advancing Reconciliation</a> in June 2023.</li> <li>● Signed the historic Secwépemc Child &amp; Family Services Partnership MOU agreement in September 2023 to establish government to government relationship for the delivery of CLBC services to Nation members and Urban Indigenous in Kamloops.</li> <li>● Since 2020/21, CLBC invested approximately \$1.63 million in grants focusing on improving services for Indigenous people and increasing cultural safety.</li> </ul>
<p>Build on the work conducted in response to the 2021 Auditor General's report recommendations on improving the quality of Home Sharing to increase access to the service and improve Home Sharing service sustainability.</p>	<ul style="list-style-type: none"> <li>● CLBC completed and/or met the Office of the Auditor General Recommendations including: <ul style="list-style-type: none"> <li>○ The creation of new <a href="#">Standards for the Coordination of Home Sharing</a>,</li> <li>○ Updates and education on the Standards</li> <li>○ Improvements to our Monitoring Framework</li> <li>○ Review and update of home sharing policies.</li> <li>○ Creation of a new data system for tracking monitoring activities; and</li> </ul> </li> </ul>

2023 Mandate Letter Priority	Status as of March 31, 2024
	<ul style="list-style-type: none"> <li>○ Moving direct home share providers to oversight by contracted service providers.</li> <li>● CLBC continued to work towards the recommendation to ensure staff complete on-site visits, follow-up, and critical incident response, consistent with its policy requirements.</li> <li>● Following the 2023-24 budget, which raised the shelter rate for individuals receiving PWD, CLBC supported the increase to be passed on to home sharing providers to help address inflationary cost of living increases.</li> <li>● In 2023/24 CLBC funded the Home Sharing Support Society BC to:               <ul style="list-style-type: none"> <li>○ Raise public awareness about home sharing and its benefits.</li> <li>○ Attract people to the work and build interest from potential home sharing providers.</li> <li>○ Provide a comprehensive review of wellness services and present recommendations to CLBC.</li> <li>○ Complete research to better define the skills, knowledge, training, and support systems that would enable home sharing providers to serve people with complex needs.</li> </ul> </li> <li>● In 2023/24 CLBC invested \$1.2 million over three years to support the work of the Home Sharing Support Society BC.</li> </ul>
<p>Continue to improve the welcoming, transitioning and timely delivery of services to individuals and families, including evaluating opportunities to address the needs of those awaiting services.</p>	<ul style="list-style-type: none"> <li>● Provided flexible individual and family wellness funding for people with no other services from \$4,200 to \$8,400 per year.</li> <li>● Service requests that cannot be immediately funded are tracked through the Request for Service List. CLBC prioritizes these requests to ensure those with the most urgent needs receive services as soon as possible.</li> <li>● In 2023, CLBC updated the language of publicly available resource allocation information, including a Gender Based Analysis+ lens and cultural safety considerations, along with more fulsome descriptors of each. The expansion of L.I.F.E. (Learning, Inclusion, Friendship and Employment) Service throughout BC has led to more people being served by 17 service providers, bringing a refreshed and personalized approach for people CLBC serves.</li> </ul>

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

# 2024 SDPR Minister Transition Note

## **Title: Individualized Funding**

**Date Last Revised:** August 29, 2024

### **Key Points:**

- Individualized Funding enables individuals to use CLBC funding to create flexible and innovative service options that best meet their needs.
- The funding can be in the form of direct payments that enable people to recruit, hire, train and manage their own support workers.
- Individuals or families can also opt to work with a service provider who will help them arrange, purchase, and manage services and supports.
- Individuals and families may also choose to establish person-centred societies or Microboards to design, operate, and oversee their services.
- CLBC anticipates continued interest and potential growth in Individualized Funding (IF) and Person-Centred Societies (PCS) and continues to monitor uptake in this area.

Advice/Recommendations

### **Accomplishments:**

- In winter 2023, CLBC consulted families and self-advocates who use PCS to learn more about how to improve CLBC's infrastructure to enable families to direct their own services.
- In November 2024, CLBC will externally release a newly developed PCS Policy including supporting documentation and resources for individuals, families and PCS Boards to gain a clearer understanding of their roles and responsibilities in contracting, monitoring and compliance.
- The PCS service delivery model represents a transformative approach rooted in the philosophy of self-determination. It empowers both individuals and their families by encouraging them to take leadership, accountability and ownership of their supports and services.

### **Key Data:**

- As of March 31, 2024, 1,320 individuals and families utilized self-directed services through Individualized Funding or the establishment of PCS or Microboards, with the

## 2024 SDPR Minister Transition Note

- amount of funding varying according to each individual's disability-related needs, estimated cost of their supports, and CLBC's available financial resources.
- CLBC believes that the low growth of 2% reflects recruitment and retention challenges families face when hiring support staff for the supports and services (see Appendix 1).

### **Budget/Financial Context:**

- In 2022/23, CLBC provided the following grants (two-year term from March 2023 (execution of agreement) to March 31, 2025.):
  - \$500,000 to VELA Microboard Association of BC to increase sustainability of direct funding and increase family resiliency.
  - \$150,000 to Canadian Institute for Inclusion and Citizenship to research on viability of IF and sustainable options for individuals and families.

### **Background:**

- Individuals and families have two payment options for IF: Direct Funding or Host Agency Funding. Direct Funding (DF) is a payment option where funds allocated by CLBC are paid directly by CLBC to an agent (the individual or their family member or representative acts as an agent for the agreement) for the purchase of supports and services.
  - Those receiving less than \$10,000 annually in IF funding generally access Wellness Services (formerly referred to as respite) or part-time Community Inclusion services.
  - Those receiving more than \$10,000 annually may have several different services they manage, which may include home supports.
- With the Host Agency Funding payment option, allocated funds are paid by CLBC to a Host Agency approved by CLBC. Selected by the individual and family, a Host Agency administers the funding on their behalf, helps recruit caregivers and assumes reporting and budgeting duties.
- PCS or Microboards are non-profit organizations set up for the sole purpose of coordinating services for an individual. Family members and/or friends act as directors and support the individuals' decision making.
- Both PCS and Microboards are subject to standards CLBC sets for its contractors and must comply with all other employer rules and regulations that apply, such as Employment Standards, WorkSafe BC and the Canada Revenue Agency.
- Microboards are members of Vela Canada and adhere to Vela's principles and functions.

# 2024 SDPR Minister Transition Note

## Appendix 1

<b>Number of Individuals/Families Receiving Funding Through:</b>	<b>2021/22 Actual</b>	<b>2022/23 Actual</b>	<b>2023/24 Actual</b>
IF Over \$10,000 Annually			
Direct Funded	651	662	706
Host Agency	264	263	249
<b>Subtotal</b>	<b>915</b>	<b>925</b>	<b>955</b>
Person Centred Societies including Microboards	364	366	365
<b>Total</b>	<b>1,279</b>	<b>1,291</b>	<b>1,320</b>

- Data Source: CLBC - Actuals from CLBC IF Report.

# 2024 SDPR Minister Transition Note

## **Title: Home Sharing Program**

**Date Last Revised:** September 5, 2024

### **Key Points:**

- CLBC's Home Sharing program is person-centered with a focus on community inclusion delivered through agency contracted service providers.
- CLBC compensates home sharing providers (HSPs) on the basis of established home sharing rates. In August 2023, these rates were increased through the \$125 PWD shelter increase. CLBC supported the increase to be passed on to HSP to help address inflationary cost of living increases
- In December 2023, CLBC introduced a Property Support Program to provide fully funded insurance to home sharing providers for damages that may be caused by a supported individual.
- As of April 1, 2024, CLBC increased home sharing rates to fund WorkSafe BC Personal Optional Protection (POP) coverage.
  - HSPs who support individuals with an assessed Guide to Support Allocation (GSA) of 1, 2, or 3: \$45 per month
  - HSPs who support individuals with an assessed GSA of 4 or 5: \$90 per month.

### **Accomplishments:**

- CLBC has funded the Home Sharing Support Society BC to:
  - Raise public awareness about home sharing, through personal experiences in home sharing videos and public engagement.
  - Complete research through public engagement and research on available
  - models, skills and backgrounds to better define the supports necessary to enable HSPs to serve individuals with complex needs.
- Completed a second HSP survey and provided a comprehensive review of wellness services (formerly respite) that informed the 2025 Home Share work plan.
- The Justice Institute of BC Home study training program was revised to include sections and references to cultural safety and implicit bias.
- The Standards for Home Sharing were revised to include the Quality-of-Life domains that are fundamental to the work of CLBC and HSPs.
- Work is underway to streamline a comprehensive, accessible, and aligned Home Sharing policy suite focused on the rights and supports of individuals and families as they consider and use Shared Living services.
- CLBC provided a grant to the BC Association of Aboriginal Friendship Centres to inform on cultural safety in our home sharing programs.

# 2024 SDPR Minister Transition Note

## Budget/Financial Context:

Government Financial Information

## Background:

- CLBC's Home Sharing services provide housing and support for 4,300 people across BC (**appendix A**).
- Within the community living sector, there is some dissatisfaction regarding compensation levels for HSPs, which is assigned based on the individual's disability related needs. Comparisons to other sector compensation levels such as MCFD, Indigenous Child and Family Service Agencies and Health Authorities have been raised.
- Budget 2022 provided CLBC with an increase to base funding of \$1.9 million to address the Office of the Auditor General recommendations (**see appendix B**) and enhance services and the sustainability of the Home Sharing program.
  - \$1.5 million to enhance monitoring and hire 12 Full Time Equivalents (FTE's) to increase capacity and operationalize improvements.
  - \$0.4 million to form and maintain the Home Sharing Support Society BC.
- In 2019, funding for the home sharing program increased by \$18.3 million to raise home sharing rates twice over two years effective April 2020.
- CLBC paid out an additional \$16 million in emergency funding to support home sharing providers in the first year of the COVID-19 pandemic.

# 2024 SDPR Minister Transition Note

## Appendix A

### Key Data:

Type of Housing and Support Resources	Number Served 2018/19	Number Served 2019/20	Number Served 2020/21	Number Served 2021/22	Number Served 2022/2023	Number Served 2023/2024
Shared Living	4,166	4,222	4,279	4,265	4,276	4,301

### Average per person/year home support services – 2023/2024

Type	Average Annual Cost/ Per Person
Shared Living/Home Sharing	\$43,000

## Appendix B

CLBC has completed most of the Office of the Auditor General Recommendations:

- The creation of new Standards for the Coordination of Home Sharing
- Updates and education on the Standards
- Improvements to our Monitoring Framework
- Review and update of home sharing policies
- Creation of a new data system for tracking monitoring activities
- Moving direct home share providers to oversight by contracted Agencies

CLBC will aim for continued increases in monitoring in fiscal 2024/25, with improved compliance rates for onsite visits, follow up, and critical incidents response within its policy requirements.

# 2024 SDPR Minister Transition Note

## **Title: Re-Imagining Community Inclusion Work Plan**

**Date Last Revised:** August 28, 2024

### **Key Points:**

- The Re-Imagining Community Inclusion (RCI) Report was released on May 31, 2019 following extensive consultation about what the future should look like for supports and services for people with developmental disabilities.
- Following the RCI report, a Steering Committee was established to set goals and priorities for the implementation of a ten-year vision through a coordinated, inclusive, and collaborative process.
- The Steering Committee prioritized four areas for the RCI Work Plan (Appendix A):
  - Developing flexible housing options;
  - Developing more and better employment opportunities;
  - Working with partners to improve access to health and mental health services; and
  - Developing self-defined and self-determined services for Indigenous Peoples.

### **Accomplishments:**

#### **Focus Area #1: Develop Flexible Housing Options**

- Established a 7-person Housing Department within CLBC to support housing engagement, planning, and coordination.
- Participated in ministerial and advisory committees on housing and complex needs.
- Provided grants to organizations, such as the Social Planning and Research Council of B.C. (SPARC BC), Inclusion BC, and the Aboriginal Housing Management Association for housing accessibility and affordability assessments.
- Supported the establishment of the Home Sharing Support Society BC with three years of operational funding.

#### **Advice/Recommendations**

- Introduced the Home Sharing Home Insurance Program in December 2023 to provide no-cost comprehensive insurance coverage to home sharing providers.
- Provided funding in 2024 for Home Sharing Providers to purchase Personal Option Protection insurance through WorkSafe BC.
- Established partnerships with non-profit housing providers across BC creating access to independent living suites.

# 2024 SDPR Minister Transition Note

## **Focus Area #2: More and Better Employment Opportunities**

- Provided funding to Inclusion BC for a three-year awareness campaign promoting the value of work from an early age and to create videos challenging misconceptions around employment for people with disabilities.
- Launched L.I.F.E. (Learning, Inclusion, Friendship, and Employment) Services across BC and completed procurement for L.I.F.E. Services Phase II in targeted communities.
- Provided funding to the BC Employment Network (BCEN) to deliver supported employment training over three years. More than 250 service provider staff have completed training in the first two years.
- Provided funding to the Indigenous Community and Leadership Development Group to develop culturally safe employment curriculum.

## **Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services**

- The multi-partner Community Health Advisory Team (CHAT), including representatives of people with lived experiences, service providers, Health Authorities, the Ministry of Health, and the Ministry of Mental Health and Addictions, was established to collaborate on issues related to access to health and mental health services.
- CLBC hosted the first in-person Health Leadership Collaborative with representatives from Health, Social Development and Poverty Reduction, Corrections, and Community Living partners to discuss: current and emerging health needs, accessibility to health/mental health services, and creating ongoing collaborations.
- Amended the Collaborative Care Guidelines to support better cooperation between CLBC and Health Authorities.

Advice/Recommendations

## **Focus Area #4: Services for Indigenous People are Self-Determined**

- Provided funding to Indigenous organizations to advance cultural safety.
- Raising awareness of cultural safety principles, in alignment with the United Nations Declaration on the Rights of Indigenous People, through videos and training.
- Developed cultural safety definitions, language guidelines, and policies within CLBC.

## 2024 SDPR Minister Transition Note

- Amendments to the *Community Living Authority Act* now requires an Indigenous representative on the Board of Directors and formalized the Board's Indigenous Advisory Committee.
- Historic signing of CLBC's Board Commitment Statement to Advancing Reconciliation.
- Signing of the Secwépemc Child & Family Services Partnership MOU agreement to establish government to government relationship for the delivery of CLBC services to members and Urban Indigenous in Kamloops.

### **Budget/Financial Context:**

- There is no dedicated funding in SDPR or CLBC's budgets for the RCI Initiative.
- On August 13, 2020, Treasury Board approved a \$10 million grant to support CLBC contracted employment services to assist CLBC eligible individuals to return to the workforce (\$9.7 million) and to increase their digital literacy (\$0.3 million).

Advice/Recommendations; Government Financial Information

- Since 2020/21, CLBC invested approximately \$1.63 million in grants focusing on improving services for Indigenous People and increasing cultural safety.

Advice/Recommendations; Government Financial Information; Intergovernmental Communications

### **Background:**

- The Re-imagining Community Inclusion (RCI) initiative was launched in May 2018 by the Minister of Social Development and Poverty Reduction in collaboration with community living stakeholders from across British Columbia. Extensive consultation resulted in the report, *Re-imagining Community Inclusion*, released in March 2019, which is a vision and roadmap for the Province over the next 10 years. The RCI initiative is intended to work towards achieving the vision where, 'people with diverse abilities thrive fully and equally with everyone'.

**Appendix A – RCI Workplan**- See attached.

# Re-imagining Community Inclusion: Work Plan

2022/23 - 2024/25

## *Description:*

This document outlines activities to be undertaken until 2024/25 to implement the Re-imagining Community Inclusion Initiative 10-year vision and roadmap and the context, process and participation that led to the identification of these activities.

October 2022

Prepared for the Re-imagining Community Inclusion Implementation  
Steering Committee under the leadership of:



Ministry of  
Social Development  
and Poverty Reduction



# Acknowledgments

The Re-imagining Community Inclusion (RCI) Implementation Steering Committee terms of reference include a commitment to collaborative engagement with relevant stakeholders in the development of this work plan's implementation goals and priorities, pursuing the partnerships needed to achieve our vision for community inclusion. The committee members and working group members and supporters are listed in Appendix 1.

The committee co-chairs – Ross Chilton, David Galbraith and Karla Verschoor – would like to express their gratitude for the opportunity to conduct work on the First Nations traditional territories in B.C.; and for the time and contributions of the members of the committee, working groups and supporters leading to the development of this work plan.

These individuals worked tirelessly during the spring and summer of 2021 to confirm the four priority areas and supporting strategies to move the RCI initiative forward. This is a notable achievement in the midst of personal and professional impacts of the COVID-19 pandemic and other significant challenges, including the confirmation of the unmarked graves of hundreds of Indigenous children at residential school sites, the opioid crisis, multiple devastating wildfires, the heat dome and other unprecedented climate events.

The RCI Implementation Steering Committee is pleased to release the 2022/23-2024/25 RCI Work Plan and the initial strategies identified to make progress towards achieving the 10-year RCI roadmap.

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# Executive Summary

The Re-imagining Community Inclusion (RCI) initiative was launched in May 2018 by the Minister of Social Development and Poverty Reduction in collaboration with community living stakeholders from across British Columbia. Extensive consultation resulted in the report, [Re-imagining Community Inclusion](#), released in March 2019, which is a vision and roadmap for the Province over the next 10 years. The RCI initiative is intended to work towards achieving the vision where, 'people with diverse abilities thrive fully and equally with everyone'. [A plain English version of the RCI roadmap can be found here.](#)

The Minister of Social Development and Poverty Reduction identified Community Living BC (CLBC) as the lead for implementing the RCI initiative, with the support of the Ministry of Social Development and Poverty Reduction (SDPR). The RCI Implementation Steering Committee was established in February 2020, co-chaired by the Chief Executive Officer of CLBC, the Deputy Minister of SDPR and Executive Director of Inclusion BC. The committee is comprised of senior executives from ministries and representatives of people who experience barriers to inclusion, families and the social services sector. As per the committee's terms of reference (Appendix 1), the purpose of the committee is to establish goals and priorities for the implementation of the RCI roadmap through a coordinated, inclusive, and collaborative process with relevant partners in the community living sector and governments.

The committee identified four priority areas for the first phase of this work plan's implementation: housing, employment, health, and services for Indigenous people. Housing, employment and health are prioritized because they are the foundation to quality lives and areas where community stakeholders identified that people face significant challenges. Services to Indigenous people is a priority because of the historical injustices identified in the [Truth and Reconciliation Commission](#), the Province's mandate as outlined in the [Declaration of the Rights of Indigenous Peoples Act](#) (Declaration Act), and the service gaps identified by Indigenous peoples, such as through the [Declaration Act Action Plan](#). A fifth area of work on research and innovation has been incorporated into the work plan based on the committee's belief that meaningful progress across the four priority areas will require an evidence-based approach and evaluation of activities undertaken.

The committee created RCI working groups to develop key strategies and activities to make progress towards outcomes including people and family members with lived experience and representatives from community organizations and the Province (Appendix 2). Members and supporters met regularly during the spring and summer of 2021, conducting research, consultation, analysis and planning. This resulted in the development of strategies across the four priority areas. The groups also identified indicators to track progress towards outcomes over time. Once preliminary plans were developed, they were tested with stakeholders at the Inclusion BC's *Inclusion Summit 2021: Building Awareness, Inspiring Action, Advancing Rights*.

Going forward, the committee will continue to serve dual advisory and accountability roles. Work on the strategies across the four focus areas will be led by co-chairs and include representatives from CLBC, community groups and provincial and local governments, with task forces coming together to collaborate as needed. The co-chairs of the four focus areas will provide progress reports to the committee on a quarterly basis and a progress report will be publicly released annually.

## Use of Language

The RCI roadmap published in 2019 outlines both the challenge and power of language as it relates to persons with a disability, recognizing the difference in view between those with lived-experience, families and service providers.<sup>1</sup> Diverse ability was chosen as the guiding term in the RCI roadmap, recognizing at times more specific language such as, “individuals with an intellectual or developmental disability” may need to be used for context.

This work plan uses the language from the RCI roadmap where excerpts from that report are quoted. Otherwise, it uses the term *people* to describe the people this work is about except where more specificity is required in which case *people eligible for CLBC* is used. People eligible for CLBC include those with a diagnosis of intellectual or developmental disability and/or fetal alcohol spectrum disorder or autism spectrum disorder who also need support with daily tasks.<sup>2</sup>

This approach to language is based on a Principles of Language document that was developed by the committee in consultation with the people this work is about.

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<sup>1</sup> Re-imagining Community Inclusion, March 2019, Page 3 <https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-poverty-reduction/re-imagining-community-inclusion-march-2019.pdf>

<sup>2</sup> Web source: <https://www.communitylivingbc.ca/who-does-clbc-support/eligible-clbc-support/>

# Re-imagining Community Inclusion – Work Plan 2022/23 – 2024/25 (Summary)

People with diverse abilities thrive fully and equally with everyone.

VISION

GUIDING PRINCIPLES

- Exemplify human rights
- Relationship & trust building with Indigenous Peoples
- Focus on the Person
- Respect the lived experience of People and Families
- Support quality of life
- Engage Community

GOALS

<p><b>Focus Area 1</b>  <b>Milestone 1.1 (d)</b> – Develop flexible housing options</p>	<p><b>Focus Area 2</b>  <b>Milestone 2.2</b> – People have more &amp; better employment opportunities</p>	<p><b>Focus Area 3</b>  <b>Milestone 3.2 (b, c)</b> – Improve access to health and mental health services</p>	<p><b>Focus Area 4</b>                  Services for Indigenous Peoples are self-defined and self-determined</p>
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STRATEGIES

<p>Ensure governments, Indigenous communities and developers are informed of the need for inclusive housing in their communities</p> <p>-----</p> <p>Work with partners to determine resources to support non-Indigenous housing and housing supports to be culturally safe</p> <p>-----</p> <p>Work with partners to research and evaluate portable rent supplements</p> <p>-----</p> <p>Increase the range of housing support options CLBC funds within existing budgets, including culturally safe options</p> <p>-----</p> <p>Encourage local Municipalities to include inclusive housing in their housing plans</p>	<p>Engage in activities that change attitudes about people working from an early age</p> <p>-----</p> <p>Ensure employment support is available for anyone</p> <p>-----</p> <p>Increase culturally safe employment support for Indigenous people</p> <p>-----</p> <p>Support employment services to have well-trained staff (including services delivered through Individualized Funding options)</p> <p>-----</p> <p>Leverage existing opportunities that support youth to work</p> <p>-----</p> <p>Engage in activities that influence employers</p>	<p>Work with partners to:</p> <p>-----</p> <p>Establish inter-ministry table(s) for equitable, culturally safe, accessible health and mental health care for people, including Indigenous people.</p> <p>-----</p> <p>Update and support service alignment with “Thriving in Community: Delegating Health Care tasks in the Community Living Sector”</p> <p>-----</p> <p>Update Guidelines For Collaborative Service Delivery For Adults With Developmental Disabilities (2010)</p> <p>-----</p> <p>Support the needs of aging people</p> <p>-----</p> <p>CLBC will work with the Ministry of Social Development and Poverty Reduction to review the health supplement programs to inform discussions on how to better meet the needs of people eligible for CLBC services.</p>	<p>Explore relationships with Indigenous Partners; work in partnership on priority areas</p> <p>-----</p> <p>Collaboratively develop space recognition strategy and cultural safety &amp; humility declaration at CLBC</p> <p>-----</p> <p>Develop Indigenous procurement focus at CLBC</p> <p>-----</p> <p>Develop training for CLBC staff &amp; partners to work effectively with Indigenous Peoples</p> <p>-----</p> <p>Explore what Indigenous community inclusion means with Indigenous Peoples &amp; promote across Nations, communities, providers</p> <p>-----</p> <p>Prioritize connections work - especially for people without natural supports</p> <p>-----</p> <p>Develop “Indigenous Lens” across CLBC systems</p>
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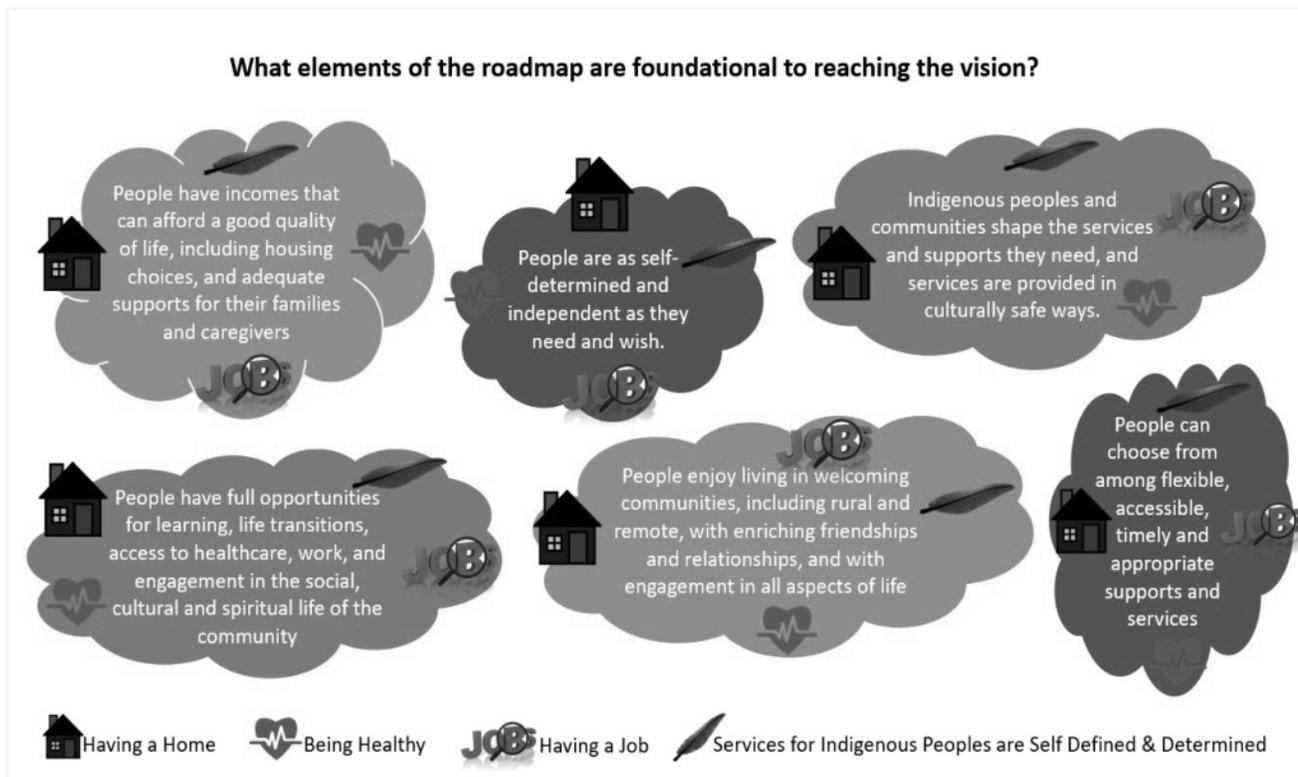
**Focus Area 5**

The community living sector has strong capacity for research, innovation and continuous improvement



# Priority Areas of Focus

The work to achieve the RCI roadmap will take at least 10 years to achieve. As such, the committee engaged in a process to determine where to start that included the input of stakeholders outside of the committee.



## Testing Draft Work Plan and Strategies

Once pathways of change, assumptions, indicators, draft activities and preliminary work plans were developed for each of the four areas, these were tested with diverse stakeholders outside of the working groups and their constituents at Inclusion BC's *Inclusion Summit 2021: Building Awareness, Inspiring Action* on October 14, 2021, which was attended by 178 people including people eligible for CLBC, their families, First Nations and Indigenous organizations, service providers and other community partners from across B.C.



Testing sessions at this event were held for the plans of each of the four focus areas where participants were asked to share what they liked, didn't like, thought was missing or had questions about. Input from testing at this event were reviewed and incorporated where possible throughout the work plan.

The stakeholder consultations and the work of the RCI Implementation Steering Committee resulted in identifying four priority areas of focus to start the work on this work plan, and the fifth focus area supports the work across all areas.

***Focus Area 1***

**Develop flexible housing options**

***Focus Area 2***

**People have more and better employment opportunities**

***Focus Area 3***

**Work with partners to improve access to health and mental health services**

***Focus Area 4***

**Services for Indigenous Peoples are self-defined and self-determined**

***Focus Area 5***

**The community living sector has strong capacity for research, innovation, and continuous improvement**

# Why These Focus Areas?

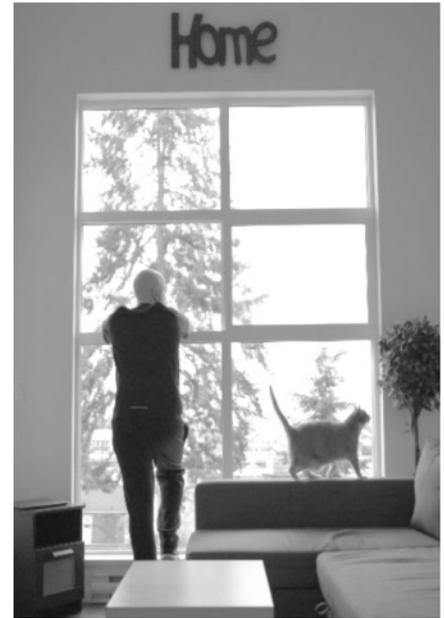
Focusing on these areas was considered the best way to start implementing RCI roadmap because of their importance in the quality of life of all people. Each of these areas is also critical to the well being and needs of specific groups facing enhanced or unique challenges including those with complex needs and those who are aging.

At the most basic level, everyone needs a place to call home where they feel a sense of belonging and connection; they need to be healthy and well enough to maintain a positive home and connections with family and friends – and to participate in the workforce if they are of working age.

When people are employed, research shows their quality-of-life increases, especially in areas that people eligible for CLBC services currently struggle more in than the general population i.e., rights and title and self determination.<sup>3</sup>

Across all areas, the rights and needs of Indigenous people must be given attention and focus. For many Indigenous people and their families and supporters, additional barriers and hardship exist due to a variety of historical and current injustices and systemic inequities. This was a key theme in both the initial prioritization work of the four working groups as they identified pathways of change and the actions that would support their achievement.

The fifth area of focus – ensuring the community living sector has strong capacity for research, innovation, and continuous improvement – reflects both a mindset and way of working that must be embedded to ensure the work we do has impact and remains relevant over time. Activities in support of this fifth area naturally emerged in the work of the four working groups and are embedded in the strategies and activities of each area as illustrated in the following pages.



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<sup>3</sup> Source: [2019-20-CLBC-Overall-Summary-Report-June-26-2020-FINAL-with-full-appendix .pdf \(communitylivingbc.ca\)](#). Self-Determination refers to perceived ability to set goals and make decisions and choices; Rights refers to the right to privacy, ability to make choices and oppose decisions, and respect.

## 2022/23 - 2024/25 Actions

### ***Collaboration with Partners to implement these strategies is key***

Similar to the collaborative planning process of the RCI working groups, this work plan is based on the principle of inclusive collaboration. Work on the strategies across the four focus areas will be led by co-chairs and include representatives from CLBC, community groups and governments, with task forces coming together to collaborate as needed.

The co-chairs of the four focus areas will provide progress reports to the committee on a quarterly basis and a progress report on this work plan will be released to the public annually.

### ***Focus Area #1: Develop Flexible Housing Options***

An increase in flexible housing options will require work on both the availability of affordable housing, and the flexibility of support options.

The current evidence suggests both paths are essential to achieving the imagined future state or North Star which is:

#### **Desired Future State:**

*People have access to a range of inclusive housing options across their lifespan, including access to a range of supports while living in their own home with the people they choose.*

Inclusive in the goal is the understanding that First Nations should have the ability to choose where to live, in or off reserve. Further, while a number of actions are specific to Indigenous people, the assumption is that all actions will be inclusive of Indigenous Peoples, namely First Nations, Métis and Inuit peoples.

This work must also reflect the needs of people in diverse areas of the province i.e., outside the lower mainland, and in different situations due to age, cultural backgrounds, or other circumstances.



Shelley's Story

## Strategies

The planning process indicates that the following strategies have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Ensure governments, First Nations and Indigenous organizations and developers are informed of the need for inclusive housing in their communities.
- ▶ Work with partners to determine resources to support non-Indigenous housing and housing supports to be culturally safe.
- ▶ Work with partners to research and evaluate portable rent supplements.
- ▶ Increase the range of housing support options that CLBC funds within existing budgets, including culturally safe options.
- ▶ Encourage municipalities to include inclusive housing in their housing plans.

## Programs and Activities

The programs and activities listed below will be prioritized to advance this focus area's strategies:

- ▶ CLBC will establish regional housing leads to lead planning and coordinate and support housing engagement.
- ▶ CLBC will establish practice, processes and tools to enable it to accurately track future housing needs. With the data, CLBC will produce and disseminate data on the future housing needs of CLBC eligible people. Housing stakeholders, e.g., municipalities, housing developers and providers, have indicated that good data is needed to be able to respond to peoples' housing needs. The data will also be used to enhance CLBC's planning for future housing related supports that people will need.
- ▶ Grant funding will be provided to the Aboriginal Housing Management Association for a one-year project to increase cultural safety in housing and related services. This project will engage Indigenous people to better understand and define Indigenous inclusive housing, as well as developing cultural safety educational resources and delivering training to housing providers and related organizations. The project will also map Indigenous housing that is being developed, support connections to CLBC and identify structural barriers with available housing.
- ▶ To increase the range of CLBC funded housing support options, CLBC will evaluate novel housing support models.

- ▶ CLBC and the Province will develop and evaluate portable rent supplements as a potential option to support CLBC eligible people in finding the housing that they need. The work will include understanding how other jurisdictions are addressing housing issues for similar populations and evaluating models that could be used in further testing the value of a portable rent supplement.
- ▶ Grant funding was provided to Inclusion BC to enable a three-year project that will support community living partners to engage housing stakeholders, non-profit housing providers, developers, and local governments to include inclusive housing in their housing plans and to establish communities of practice.

## *Focus Area #2: People have More and Better Employment Opportunities*

### **Desired Future State:**

*People have meaningful work where they are valued and have opportunities for growth.*

To reach the desired future state, people need to expect to work and understand the benefits and responsibilities of work at a young age, well before they reach adulthood. In addition, employers need to employ people and benefit from their strengths and abilities. Finally, the community needs to see People as capable and competent to work.



Chantel's Story

### **Strategies**

The planning process indicates that the following strategies have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Engage in activities that change attitudes about people working from an early age.
- ▶ Ensure employment support is available for anyone.
- ▶ Increase culturally safe employment support for Indigenous people.
- ▶ Support employment services to have well-trained staff, including services delivered through Individualized Funding options.
- ▶ Leverage existing opportunities that support youth to work.
- ▶ Engage in activities that influence employers.

## Programs and Activities

The program and activities listed below will be prioritized to advance this focus area's strategies:

- ▶ Grant funding has been provided to Inclusion BC to support a three-year community led project to change attitudes about the desire and ability of people eligible for CLBC services to work, and to fully contribute to inclusive workplaces. The project will focus on success stories and will include developing targeted, high-value partnerships as well as platforms to showcase stories.
- ▶ Demonstrating the value that individuals have to offer employers is key to changing attitudes and advancing employment. CLBC will explore the role of people who are eligible for CLBC in supporting the work to advance employment to assist in this objective.
- ▶ CLBC will evaluate policy and practices and explore existing supports that are available to all CLBC eligible people who want to work and identify potential gaps. This may include various services e.g., employment services and L.I.F.E.-based services and different pathways to increased independence and employment, e.g., inclusive post-secondary education and [Curiko](#).
- ▶ Grant funding has been provided to the Indigenous Community and Leadership Development Group and the BC Employment Network to support a two-year project to increase access to culturally safe employment services for Indigenous job seekers. The project will define culturally safe employment services and identify or develop training resources that will be delivered to staff in CLBC funded employment services. The project will also explore increasing access for Indigenous individuals who are CLBC eligible to employment services offered by Indigenous service providers.
- ▶ Grant funding has been provided to the BC Employment Network to support a three-year project that will provide training and development opportunities to employment service provider staff, to assist employment service providers in ensuring an effective workforce to support CLBC eligible job seekers in finding employment.
- ▶ To increase the number of youth who will be CLBC eligible that work, CLBC will work with the Province's partners to explore opportunities such as revising the Youth Transition Protocol and the development of a provincial employment strategy for youth with disabilities.
- ▶ Grant funding will be provided to Inclusion BC to conduct a three-year pilot project, to explore and evaluate the use of local business leaders' networks in encouraging and supporting employers to hire people eligible for CLBC services. The project will work with a number of CLBC employment service providers to test options and will have a focus on smaller communities outside of the lower mainland.

## Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services

### Desired Future State:

*Equitable access to quality health and mental health supports and services for people with barriers to inclusion.*

People eligible for CLBC services have unique and more complex health and mental health needs than the general population. The number of adults eligible for CLBC services increases at an average of 5 per cent per year, doubling every 15 years. In 2005/06, CLBC was funding services for 10,500 adults. By 2018/19, that number more than doubled to 22,224 – and forecasts indicate that by 2038/39 there will be 49,651 people eligible for CLBC funded services. As the number of people eligible for CLBC services increases, the number of people requiring specialized health and mental health services is also growing.



Michelle's Story

Opportunities exist to strengthen the oversight, training, or coordination for health and mental health supports to people eligible for CLBC services. The guidelines that support the work of CLBC and health authorities will continue to be worked on with all partners involved. Collaborative work needs to continue to ensure health systems are accessible, person-centred, safe, and existing barriers to care are removed. To reach the desired future state, people need access to health and mental health services, and health and mental health services need to be coordinated across relevant systems. Service providers delivering health and mental health services need support to practice using cultural humility, trauma-informed, and gender-affirming care. It is also critical that there are ongoing shared data collection and forecasting activities to understand current and predict future health related needs.

### Strategies

The planning process indicates that the following strategies, working with partners, will have the best chance of resulting in progress toward the desired future state for this area:

- ▶ Establish inter-ministry table(s) for equitable, culturally safe, accessible health and mental health care for people, including Indigenous people.
- ▶ Update and support service alignment with Thriving in Community: Delegating Health Care Tasks in the Community Living Sector (2015) guide.

- ▶ Update the [Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities](#) (2010).
- ▶ Support the needs of aging people.
- ▶ CLBC will work with SDPR to review the health supplement programs to inform discussion on how to better meet the needs of people eligible for CLBC services.

## Programs and Activities

The programs and activities listed below will be prioritized to advance towards this focus area's strategies:

- ▶ The CLBC Health Advisory Team (CHAT) has been established to help explore establishing a health leadership initiative, through providing a forum for issues discussion and resolution related to health and mental health services access. CHAT will facilitate discussion of strategies, actions, and track progress regarding access and barriers to health and mental health services. Discussions will also focus on strengthening relationships between the health sector and community living sector. Membership of CHAT includes people with lived experiences, Indigenous people, families, governments and community partners.
- ▶ CLBC will work to strengthen existing issues management tables and processes between CLBC and provincial health authorities.
- ▶ Grant funding will be provided to support a one-year project ensuring oversight and monitoring of health care services that are being provided by CLBC contracted service providers.
- ▶ CLBC will work with the Ministry of Health (HLTH), health authorities and their existing governance and task tables to facilitate a revision of the [Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities](#) (2010), to bring these guidelines into alignment with current delivery practices in the sector.
- ▶ CLBC will work with key stakeholders in the community living and health sectors to facilitate discussion, explore options and begin action to support the needs of people experiencing aging related changes and their existing support networks.
- ▶ CLBC will initiate a review of Aware Share Care Resources and update it as needed.

- ▶ CLBC will work with the Ministries of Health and Mental Health and Addictions, the First Nations Health Authority, and provincial health authorities to explore governance and service options to help ensure equitable, culturally safe, accessible health and mental health services for Indigenous people eligible for CLBC services.
- ▶ CLBC will work with SDPR to review the health supplement programs to inform discussion on how to better meet the needs of people eligible for CLBC services.
- ▶ Grant funding has been provided to the B.C. Lookout Housing and Health Society and the Fraser Region Aboriginal Friendship Centre Association, to lead a two-year pilot project. Services and supports will be provided to people eligible for CLBC services, through a non-traditional step-in/step-out housing model.
- ▶ CLBC will initiate a project to gather data on how health care access for people eligible for CLBC differs from other adults.

## *Focus Area #4: Services for Indigenous People are Self-determined*

### **Desired Future State:**

*Services for Indigenous people are self-defined and self-determined*

In order to reach the desired future state, supports need to be culturally safe regardless of where people are supported; services for Indigenous people need to be evaluated from an Indigenous perspective using an Indigenous approach; and service coordination must ensure best possible outcomes for Indigenous people and their families.

It should be noted that every milestone identified through the 2018 *Reimagining Community Inclusion* Engagement is applicable to Indigenous Peoples and the key principles identified through the Declaration Act apply. Indigenous specific milestones were considered as additional and critical priorities that should not be ignored.

### **Strategies**

The planning process indicates that the following strategies will have the best chance of resulting in progress toward the desired future state for this area:



**Jamie's Story**

- ▶ Explore relationships with Indigenous partners; work in partnership on priority areas.
- ▶ Collaboratively develop a space recognition strategy and cultural safety and humility declaration at CLBC.
- ▶ Develop an Indigenous procurement focus at CLBC.
- ▶ Develop training for CLBC staff and sector partners to work effectively with Indigenous people.
- ▶ Explore what Indigenous community inclusion means in partnership with Indigenous people and promote across Nations, communities, providers.
- ▶ Prioritize connections work-especially for people without natural supports.
- ▶ Develop an “Indigenous lens” across CLBC systems.

## **Programs and Activities**

The programs and activities listed below will be prioritized to advance towards this focus area’s strategies:

- ▶ CLBC will work to develop strong connections with Indigenous individuals, families, and supporters through developing an elders’ council and robust representation on the CLBC Indigenous Advisory Committee.
- ▶ CLBC will work to strengthen relationships between urban Indigenous partners and the community living sector.
- ▶ CLBC will develop a built space recognition strategy, a reconciliation strategy and a CLBC Board Statement of Commitment, in collaboration with the CLBC Indigenous Advisory Committee.
- ▶ Partnering with the B.C. Association of Aboriginal Friendship Centres (BCAAFC) to encourage Indigenous Services Agencies to engage with CLBC and CLBC will develop and deliver training for CLBC staff and launch a CLBC community of practice to enhance cultural safety.

- ▶ Support a partnership between the BCAAFC and BC CEO Network to co-design and deliver, with CLBC, cultural safety training to community home and service providers.
- ▶ Enhance cultural safety in employment supports through a grant funded project in partnership with the Indigenous Community for Leadership Development organization and the BC Employment Network.
- ▶ Develop a cultural planning tool and guidance to support cultural connections for people to want to enhance, maintain or restore relationship.
- ▶ Grant funding will be provided to Secwepemc Child and Family Services to support a one-year project, to research and develop recommendations about how to support and improve cultural safety for Indigenous youth transitioning to CLBC.
- ▶ CLBC will work with First Nations and Indigenous organizations to align with new cultural safety and humility standards

## Looking Forward

### Accountability

Over this work plan's timeframe, the committee will continue to serve dual advisory and accountability functions.



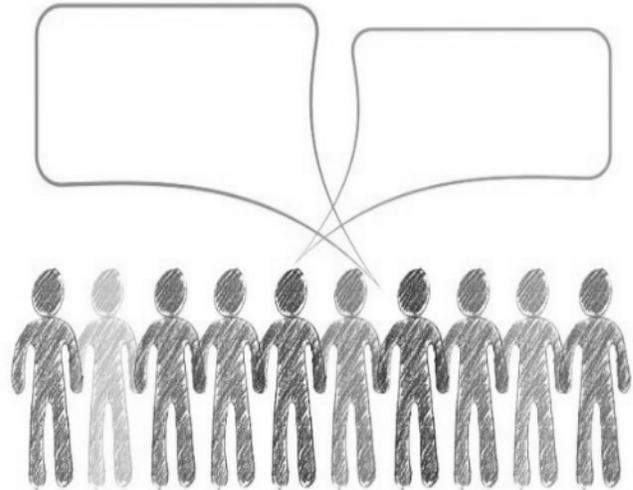
### Progress and Impact Tracking

For the 2022/23-2024/25 period, small task forces will take responsibility for progress in each of the four areas of focus:

- ▶ Develop flexible housing options
- ▶ People have more and better employment opportunities
- ▶ Work with partners to improve access to health and mental health services
- ▶ Services for Indigenous people are self-determined.

Task force members will include leaders of the entities responsible for implementing strategies and activities to support progress towards outcomes across the four areas of focus. In keeping with the methodology used to develop the Work Plan, these task force members will also conduct formal engagement activities with relevant stakeholders to understand the differences the work is making and whether course corrections at the pathway, assumptions, strategy, activity or indicator levels are required.

Results of this engagement will be reported back to the RCI Implementation Steering Committee so that adjustments can be made based on learnings and progress shared and communicated to relevant stakeholders.



# Appendix 1: RCI Implementation Steering Committee Terms of Reference and Membership List

## **Shared Vision:**

As part of the Re-imagining Community Inclusion (RCI) process we are moving forward to the implementation phase of RCI's ten-year vision. The ten-year vision outlined in the [RCI report](#) (2019) is a community-driven vision rooted in the lived experience of persons who experience barriers to inclusion. It represents the shared goals and aspirations that people who experience barriers to inclusion, their families, and the people, organizations and systems around them have for a more inclusive British Columbia.

## **Purpose:**

The purpose of the RCI Implementation Steering Committee is to establish goals and priorities for the implementation of the RCI ten-year Roadmap through a coordinated, inclusive, and collaborative process with relevant partners in the Community Living Sector and Governments.

## **Objectives:**

The RCI Implementation Steering Committee will:

- ▶ Identify a collaborative approach to developing the goals and priorities for implementing the RCI Roadmap.
- ▶ Work with RCI Stakeholders (see Appendix B) as appropriate to develop the goals and priorities for the implementation of the RCI Roadmap.
- ▶ Establish sub-committees and working groups with associated governance and scope, as needed (e.g., Indigenous-Led Planning Working Group).
- ▶ Serve as a conduit and liaising body to RCI Stakeholders to promote collaboration in the completion of the above objectives.

## **Membership:**

The RCI Implementation Steering Committee will be comprised of senior executives from government ministries and representatives of people who experience barriers to inclusion, families, and the social services sector. It is expected that members are authorized to speak on behalf of and can represent the interests of their respective organizations or stakeholder groups.

Members on the Steering Committee have been asked to participate at the request of government.

Membership is set out in Appendix A and will be updated to reflect changes in the composition of members. Appendix B includes a list of RCI stakeholders.

The RCI Implementation Steering Committee Co-Chairs will be the CEO of Community Living BC, the Executive Director of Inclusion BC and the Deputy Minister from the Ministry of Social Development and Poverty Reduction.

**Key Principles:**

Commitment to open, respectful, and timely communications as well as active participation.

Commitment to collaborative engagement with relevant stakeholders in the development of the RCI implementation goals and priorities, pursuing the partnerships needed to achieve our vision for Community Inclusion.

Commitment to rooting our thinking and work in the lived experience of persons who experience barriers to inclusion

Commitment to constructive and collaborative discussions and problem-solving - taking into account the shared interest of the implementation of the RCI Roadmap that will lead to better services and outcomes for British Columbians.

Respect for the diversity of people, interests, organizations, and communities, including Indigenous communities, as represented by members of the Steering committee.

Commitment to upholding the principles of the Truth and Reconciliation Calls to Action and B.C.'s Declaration on the Rights of Indigenous Peoples Act (DRIPA).

Commitment to upholding the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) & United Nations Convention on the Rights of the Child (UNCRC)

Respect for the confidentiality of information and sensitivity of issues that may be brought to the RCI Implementation Steering Committee for discussion.

Proactively strive for realistic, measurable, timely and action orientated outcomes.

Commitment to evidence-based decision-making, policies and practices.



**Roles and Responsibilities:**

Members commit to attending meetings.

Members commit to using plain language. This includes use of verbal language and language in materials that are shared with the Steering Committee

The Co-Chairs of the Steering Committee are responsible for setting meeting agendas on behalf of government, seeking advice and input from RCI Steering Committee members on approved agenda items.

The RCI Implementation Steering Committee can establish sub-committees and working groups with associated governance and scope as needed.

The RCI Implementation Steering Committee can invite guests and/or subject matter experts in support of it's work.

A Secretariat for the Steering Committee will: support the chairs with planning and facilitation, as required, facilitate additional supports (e.g., research, development of plan and/or communications), document discussions and prepare minutes of meetings.

**Support and Administration:**

Community Living BC and the Ministry of Social Development and Poverty Reduction will provide secretariat support.

**Agreed/Approved:** May 25, 2021

**APPENDIX A<sup>4</sup>**

RCI IMPLEMENTATION STEERING COMMITTEE MEMBERSHIP	
ORGANIZATION	REPRESENTATIVE(S)
Minister Simons	
Parliamentary Secretary Coulter	
CO-CHAIRS	
Community Living BC (CLBC)	Ross Chilton, CEO (Co-Chair)
Inclusion BC	Karla Verschoor, Executive Director (Co-Chair)
Ministry of Social Development and Poverty Reduction	David Galbraith, Deputy Minister (Co-Chair)

<sup>4</sup> Current members of the RCI Steering Committee may differ from the list provided in this workplan.



<b>MEMBERSHIP</b>	
Advocate Liaison	Sherwin Strong
BC Aboriginal Network on Disability Society (BCANDS)	Neil Belanger, Executive Director
BC CEO Network	Brenda Gillette, CEO
BC Family Net	Linda Derkach, President
BC People First	Joanne Gauthier, President
BC Self Advocate Leadership Network	Alexander Magnussen, Inclusion Consultant
CLBC Provincial Advisory Committee	Debbie Moore, Chair, Family Member
Family Support Institute	Angela Clancy, Executive Director
Federation of Community Social Services of BC	Rick FitzZaland, Executive Director
Self Advocate Net	Bryce Schaufelberger, Manager
<b>GOVERNMENT PARTNERS</b>	
Community Living BC	Jack Styan, Vice President, Strategic Initiatives
Community Living BC	Jai Birdi, Director, Health Sector Partnerships and Initiatives
Community Living BC	Jerry Stanger, Director, Strategic Operations
Community Living BC	Joanne Mills, Vice President, Quality Service and Indigenous Relations
Community Living BC	John Stinson, Vice President, Service Delivery and Innovation
Ministry of Health	Kiersten Fisher, Executive Director Seniors' Services Division, Senior's Services Branch
Ministry of Health	Ross Hayward, Assistant Deputy Minister, Senior's Services Division
Ministry of Children and Family Development	Carolyn Kamper, Assistant Deputy Minister, Strategic Integration, Policy and Legislation
Ministry of Social Development and Poverty Reduction	Adam McKinnon, Assistant Deputy Minister, and Executive Financial Officer
Ministry of Social Development and Poverty Reduction	Cary Chiu, Advocate for Service Quality
Ministry of Social Development and Poverty Reduction	Sam Turcott, Executive Lead, Accessibility Directorate
Ministry of Social Development and Poverty Reduction	Suzanne Christensen, Assistant Deputy Minister, Research, Innovation and Policy Division
Ministry of Attorney General	Meghan Will, A/Strategic Director, Office of Homelessness Coordination



SECRETARIAT	
Community Living BC	Brianne Samson, Health Lead, Strategic Operations
Community Living BC	Zainum Bahadshah, Manager, Research and Development
Ministry of Social Development and Poverty Reduction	Teresa Kovacs, Executive Director, Corporate Services Division

**APPENDIX B<sup>5</sup>**

RCI STAKEHOLDERS
<b>ORGANIZATION</b>
BC Aboriginal Network on Disability Society (BCANDS)
BC Association of Aboriginal Friendship Centres
BC CEO Network
BC Family Net Society
BC Government & Service Employees Union
BC Home Share Providers Association
BC People First
Central Okanagan Professional Caregivers
Centre for Inclusion and Citizenship, University of British Columbia
Community Living BC
Family Support Institute
FASD Society for BC (The Asante Centre)
Federation of Community Social Services of BC
First Nations Health Authority
Fraser Region Aboriginal Friendship Centre Association
Inclusion BC
Ministry of Children and Family Development
Ministry of Children and Family Development Services to Adults with Developmental Disabilities (STADD)
Ministry of Children and Family Development - Early Years and Inclusion
Ministry of Health- Seniors Services
Ministry of Social Development and Poverty Reduction
Planned Lifetime Advocacy Network (PLAN) & PLAN Institute
Provincial Advisory Committee, Community Living BC (CLBC)
Provincial Association of Residential and Community Agencies (PARCA)
Through an Aboriginal Lens (TAL) program, Native Court worker & Counselling Association of BC
Vela Microboard Association

<sup>5</sup> Current RCI Stakeholders may differ from the list provided in this workplan.



## Appendix 2: Working Group Members and Supporters (April -July 2021)

### INCLUSIVE HOUSING WORKING GROUP MEMBERS

Brian Clifford	Policy Manager, B.C. Non-Profit Housing Association
Celeste Hayward	Operations Director, Aboriginal Housing Management Association
Corinna Hayden	Director, Operational Services, B.C. Housing
Ellen Tarshis	Executive Director, Community Living Victoria
Jack Styan (co-chair)	Vice President, Strategic Initiatives, CLBC
Jena Weber	Senior Health Equity Policy Analyst, Aboriginal Housing Management Association
Joanne Gauthier	President, B.C. People First, Self-advocate
Joanne Mills	Executive Director, Indigenous Relations, CLBC
John McCulloch	Family Member, Director, PALS Adults Services Society
Karla Verschoor (co-chair)	Executive Director, Inclusion B.C.
Linda Derkach	Family Member, President, B.C. Family Net
Shirley-Ann Reid	Family Member, Delta Housing Be Mine Society

### SUPPORTERS

David Pasko	Research and Innovation Lead, CLBC
Shelley DeCoste	Strategic Initiatives Advisor, CLBC
Sylvie Zebroff	Strategic Business Analyst, CLBC

### EMPLOYMENT WORKING GROUP MEMBERS

Annette Burrows	President, Canadian Association for Supported Employment
Arlene Zuckernick	Newport Bay Consulting, Family Member
Brian Govereau	Supervisor, Employment Assistance Services, Seabird Island Band Employment Training and Social Development Office
Carolyn Kamper	Assistant Deputy Minister, Strategic Integration, Policy and Legislation Division, MCFD
Dan Collins (Co-Chair)	Executive Director, Inclusion Langley
Ian Ross	Executive Director, Program Policy and Development, Employment & Labour Market Services Division, SDPR
Jack Styan (Co-Chair)	Vice President, Strategic Initiatives, CLBC
Jennifer Dosanj	Self-advocate, Facilitator and Engagement Officer, VIDEA
Jennifer Halbert	Director, Inclusive Education, Ministry of Education
Jose Figueroa	Self-advocate
Rachelle Hole	Co-director, Canadian Institute for Inclusion and Citizenship, UBC

## SUPPORTERS

David Johnston	Strategic Initiatives Advisor, CLBC
Jessica Humphrey	Self-advocate Advisor, CLBC
Shelley Gerber	Provincial Employment Coordinator, CLBC
Christina Baird	Special Projects Analyst, CLBC

## HEALTH AND WELLNESS WORKING GROUP MEMBERS

Angela Clancy	Executive Director, Family Support Institute of BC
Barb Goode	Self-advocacy leader (provincial/national/international), Founding member: B.C. People First, Author, Educator
Debbie McLachlan	Director, Community Care Supports, HLTH
Debbie Moore	Family Member, Chair of CLBC Provincial Advisory Committee
Dr. Vikram Palanisamy	Psychiatrist, Provincial Assessment Centre, CLBC
Gerritt van der Leer	A/Executive Director, Mental Health and addictions Division, HLTH
Jai Birdi	Director of Regional Operations, South Fraser, CLBC
Jen Hirsch	Program Director, John Howard Society Pacific
John Stinson (co-chair)	Vice President, Regional Operations, CLBC
Kate Gibbs	Community Leader and Inclusion B.C. Board Member
Leanne Dospital (co-chair)	Advocate for Service Quality, SDPR
Leslie Varley	Executive Director, BCAAFC
Marta Carlucci	Parent & Inclusion Liaison, Steps Forward Inclusive Post-Secondary Education
Rod MacDonald	Regional Manager, Fraser Health Authority
Rona Sterling-Collins	First Nations Consultant, Aboriginal Supported Child Development Consultant, Family Support Institute Resource Parent

## SUPPORTERS

Brianne Samson	Research and Innovation Lead, CLBC
Lori Skinner	Research and Innovation Lead, CLBC
Michelle Goos	Strategic Initiatives Advisor, CLBC
Norah Drake	Strategic Business Analyst, CLBC

## KEY ISSUES CONSULTANTS

Dan Howe	President and CEO, Special Olympics B.C.
Danielle Prpich	Executive Director, Community Care Supports, HLTH
Janice Barr	CEO, Community Living Society
Nick Grant	Assistant Deputy Minister, MMHA
Ross Hayward	or Executive Director, Mental Health and Substance Use, HLTH
Tim Stainton	Director, Canadian Institute for Inclusion and Citizenship, UBC

## INDIGENOUS STRATEGIES FOR COMMUNITY INCLUSION WORKING GROUP MEMBERS

Bradley Anderson	Senior Director, Indigenous Cultural Safety, Provincial Health Services Agency
Brenda Gillette	Executive Director, BC CEO Network
Charlene Barney	CLBC Provincial Advisory Committee, South Island Community Council, BC People First, Self-advocate
Eugene Harry	Parent and Squamish Elder
Joanne Mills (co-chair)	Executive Director, Indigenous Relations, CLBC,
Jody Stuart/Grant Huffman	Director and Acting Director, Regional Operations North & Thompson-Cariboo, CLBC
Judith Desjarlais	Northern Rural Representative
Linda Perry	Executive Director, Vela Canada
Neil Belanger	Executive Director, B.C. Aboriginal Network on Disability
Rick FitzZaland	Executive Director, Federation of Community Social Services of B.C.
Ross Chilton	CEO, CLBC
Samantha Cocker	Deputy Representative, First Nations, Métis & Inuit Relations, Office of the Advocate for Children and Youth
Sherwin Strong (co-chair)	CLBC Indigenous Advisory Committee Member, Consultant, Self-advocate
Sonia Hall	Director of Operations, South Fraser, MCFD
Ted Nordio	Aboriginal Community Liaison Officer, Corrections Canada
Yvonne Hare	Executive Director, Scw'exmx Child and Family Services

## SUPPORTERS

Lori Skinner	Research and Innovation Lead, CLBC
Norah Drake	Strategic Business Analyst, CLBC
Patrice Cormier	Indigenous Practice Advisor, CLBC

## KEY ISSUES CONSULTANTS

Cheryl Ward	Executive Director, Indigenous Health, Provincial Health Services Authority
Sue Sterling	Associate Vice President, Nicola Valley Institute of Technology
Tanny Watson	Northern Rural Representative

## Appendix 3: Plain Language Glossary of Terms

### Focus Area #1: Develop Flexible Housing Options

- ▶ **Inclusive Housing:** Housing that is affordable, close to community, physically accessible and welcoming of people of all abilities, including those with developmental disabilities.
- ▶ **Portable Rent Supplements:** Money given by a government to help people to pay for rent in the community they choose to live in. Portable means the subsidy can be moved from one home to another.

### Focus Area #2: People Have More and Better Employment Opportunities

- ▶ **Employment Services:** Provide support and assistance to people eligible for CLBC services to find and keep a job, including self employment.
- ▶ **Individualized Funding Options:** Funding that assists people to participate in activities and live in their communities in the way that works best for them.
- ▶ **Skills Training:** Training to learn a specific skill needed for a particular kind of job. For example- Food Safe training is needed to work in a restaurant.
- ▶ **Youth Transition Protocol:** A coordinated transition process for youth eligible for CLBC services. A protocol provides the structure to support the transition process, which requires collaboration from different ministries and CLBC.

### Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services

- ▶ **Collaborative Guidelines:** Guidelines that provide direction and support with health care service delivery for people who eligible for CLBC services (not PSI), between CLBC, regional and provincial health authorities, e.g.. Vancouver Coastal Health, HLTH and SDPR
- ▶ **Equitable (fair) Access:** The opportunity for people to get the right kind of health services based on their assessed need for care. Quality of care must also be considered.

- ▶ **Health:** Health is having physical, mental, and social well-being. Not just the absence of disease.
- ▶ **Inter-ministry Table:** Representatives with decision-making authority from different provincial ministries, e.g. HLTH, MMHA, etc. meet together regularly to solutions to problems.
- ▶ Thriving in Community-Delegation of Tasks in the Community Living Sector: A 2015 document written by CLBC, the Provincial Clinical Consultant for Adults with Developmental Disabilities, and the Richmond Society for Community Living.

## **Area of Focus #4: Services for Indigenous Peoples are Self-defined and Self-determined**

- ▶ **Indigenous Lens:** A tool and/or strategies to create Indigenous understanding.
- ▶ **Procurement:** Selecting Indigenous service providers to provide services to Indigenous people.
- ▶ **Natural Supports:** The support and assistance that naturally flows from associations and relationships. For example, relationships that come from family, school, work and community.
- ▶ **Cultural Safety:** A setting, e.g., home, hospital, workplace, that is free of racism and discrimination, where people feel safe.
- ▶ **Cultural Humility:** Being respectful of cultures that are not your own. Accepting oneself as a learner when it comes to understanding another person's experiences.
- ▶ **Declaration on the Rights of Indigenous People Act:** Passed into law in 2019, the Declaration Act establishes the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) as the Province's framework for reconciliation, as called for by the Truth and Reconciliation Commission. On March 30, 2022, the Province released the Declaration Act Action Plan, which was developed through two years of intensive engagement to ensure it aligned with the priorities of Indigenous Peoples in B.C.
- ▶ **Built-space Recognition Strategy:** Establishing relationships with the traditional territories on which CLBC offices are located on throughout B.C. This also includes using local artwork to make the spaces more welcoming and to recognize culture of First Nations.

# Appendix 4: Planning Approach

## Theory of Change

The RCI Implementation Steering Committee acknowledges that the work to make progress towards the RCI roadmap will be complex. It will involve multiple stakeholders. It will require changes in policy, practice and funding flows within the Province and service providers. It will also require changes in behaviour, beliefs, and attitudes in every stakeholder group both inside and outside the community living sector. And many of the activities and changes will interact with each other.

Evidence has shown that to be successful the approach must match the challenge.

As a result, a **Theory of Change** process was used in developing the plan that follows. Using this approach involves:

- ▶ co-creating detailed *pathways of change*;
- ▶ making clear the *assumptions* upon which pathways of change are based;
- ▶ identifying evidence-based strategies and *activities* required to advance along the pathways of change;
- ▶ developing *indicators* to measure progress and impact of identified activities; and
- ▶ creating detailed implementation *plans*.

### Why a Theory of Change Approach?



It is for situations that have lots of different parts, people, unknowns; where changes aren't simple (**made for "complex" situations**)



Includes actions and activities that are proven to work (**evidence-based**)



Needs different points of view to work (**partner involvement**)



Is made to be changed along the way because we know here are things we don't know yet and things we may have gotten wrong (**iterative**)



Includes ways to know and measure if we're making progress (**indicators**)



Only includes actions that are necessary to make the change happen (**no "nice to haves"**)



Openly shares the assumptions the plan is based on so they can be debated and updated as appropriate (**transparency**)

To ensure the effectiveness of this approach, intentional efforts were made to ensure diversity of participants and the fulsome involvement of diverse participants through the following elements:

## Working Groups

Care was taken to recruit cross-stakeholder working groups. Members included the Province, community, and other partners with extensive lived and/or work experience in each area and/or roles essential to moving the work forward. The membership of each working group included at least two people eligible for CLBC services themselves. Each working group was co-chaired by community and provincial government leaders.

Working group members and supporters met regularly between spring and summer of 2021 and conducted research, planning, consultation, and synthesis activities between meetings to ensure evidence-based, realistic, and detailed planning for each of the four areas.

## Embedding Lived Experience

In addition to active participation as members of each of the working groups, members with lived experience played the additional key role of grounding working group thinking and planning in the experiences of the people the RCI is intended to serve. For example, the working group members with lived experience brought stories that illustrated both the challenges that need to be addressed and the possibilities of better futures in each area. A few samples of these stories are included in the detailed strategies and activities section of this document.



# 2024 SDPR Minister Transition Note

**Title: MCFD Changes & Youth Transitioning to CLBC**

**Date Last Revised:** August 29, 2024

## Key Points:

- Government and CLBC are committed to supporting smooth transitions into adulthood for youth and for their families who care for them.
- CLBC staff liaise with staff from the Ministry of Children and Family Development (MCFD) and meet with CLBC eligible youth and their families as early as age 16 to review eligibility documentation, collect information, and plan collaboratively.
  - Full planning typically starts at age 18 but can begin earlier for more complex situations. This planning can also include working with Indigenous Child and Family Service Agencies (ICFSA).
- Welcome workshops for transitioning youth and their families are conducted in both in-person and virtual formats, supporting youth and their families to learn about planning, community resources, and CLBC funded services.

## Accomplishments:

- In 2021/22, CLBC provided a \$120,000 grant to the Secwépemc Child and Family Services Agency to provide a continuum of supports to Indigenous youth with complex needs through transition to CLBC.
- In 2023, MCFD and CLBC completed an Interim Operating Agreement for the Family Connection Centre Pilot Areas: The Planning for Youth Referrals. An addendum to this 2015 MCFD/ICFSA and CLBC Services for Transitioning Youth Operating Agreement, is being phased in and took effect in the South Interior (Okanagan) in December 2023 and in the North in January 2024.
- As part of this pilot, MCFD and CLBC are creating an earlier path for youth transitioning to adult services by starting to plan with youth and their families as early as age 14.
- Separately MCFD and CLBC are working together to ensure that CLBC-eligible former youth in care have access to new benefits available up to age 25 under MCFD's Strengthening Abilities and Journeys of Empowerment (SAJE) program, such as housing, mental health services, and skill development and cultural connection supports.

## Key Data:

- In 2023/24, 1,229 youth who turned 19 became eligible for services through CLBC. Of those, there were:
  - 1,019 who had Developmental Disabilities (DD); and
  - 210 who qualified for the Personalized Supports Initiative (PSI).

## 2024 SDPR Minister Transition Note

- CLBC is forecasting 1,274 youth turning 19 will register for service with CLBC in fiscal 2024/25 – 1,047 with DD and 227 eligible through PSI.

### **Budget/Financial Context:**

Government Financial Information

- Families of all transitioning youth living at home are offered a minimum of \$4,200 annually for services of their choice. This amount increased from \$3,600 effective April 1, 2023. Additional supports and services are funded based on priority.

### **Background:**

- CLBC is one of nine government agencies and ministries involved in planning supports and services for young people, including those who may go on to use CLBC services.
- An operating agreement between MCFD, ICFA and CLBC outlines their respective roles in supporting youth and families.
- Services provided for children and youth differ from those available to adults and young people and their families may experience significant changes when they transition to adulthood. This includes the loss of support provided through the K-12 Education system as they don't always get immediate access to CLBC services when they leave school.
- CLBC has participated in working groups with MCFD to make suggestions on how to improve the transition experience given the possible significant difference in funding between children and adult services.
- Services are dependent on the family's circumstances, the youth's disability-related needs, and availability of CLBC funding.
- When young people and/or families have concerns about the transition process, they can bring forward those concerns to the local CLBC office and/or through CLBC's complaints resolution process.
- The Representative for Children and Youth (RCY) also responds to the concerns of youth and/or their families and follows youth involved with its office after they transition to CLBC until the age of 27, to help them with issues during this transition.
- CLBC funds the Family Support Institute to provide family-to-family support; resources such as "FindSupportBC" and capacity to support families in planning through the

## 2024 SDPR Minister Transition Note

- WayFinders program. Many of these supports are accessed by families who have family members transitioning to adulthood.
- CLBC funds STEPS Forward to provide inclusive post-secondary supports that allows individuals with developmental disabilities to attend university like their peers. This provides an alternative to more traditional pathways.

# 2024 SDPR Minister Transition Note

## **Title: Housing**

**Date Last Revised:** September 16, 2024

### **Key Points:**

- CLBC funds housing or housing supports for approximately 35% of its current 28,000 client base in staffed living, home sharing, and supported (independent) living.
- CLBC has a dedicated 7-person housing team to support engagement, planning, and coordination of relationships, roles and tasks with BC Housing and community housing partners.
- In 2024, CLBC will implement 50 portable rental benefits, a benefit provided by BC Housing, making market rental homes more affordable. CLBC is working on how this funding will be administered, eligibility criteria, and the application process.
- The demand for supported (independent) living grows faster than any other CLBC housing related service.

### **Accomplishments:**

- CLBC is a sponsor and partner with the BC Non-Profit Housing Association, raising awareness of the benefits of inclusive housing through presentations at the Housing Central Conference and Regional Education, Networking & Tradeshow (RENT) events.
- To improve access to affordable housing, CLBC has created:
  - Partnership agreements with non-profit housing associations, and
  - Formal letters of support for housing in development.
- CLBC is actively working with municipalities to advance incentives, accessibility requirements, affordable housing grants, and BC Housing partnerships to create more housing opportunities.
- CLBC, Co-operative Housing Federation of BC and the Community Land Trust signed an MoU in September to ensure that all future co-operative housing will have CLBC eligible individuals residing in the buildings; this will provide accessible, inclusive, and affordable housing for individuals with diverse abilities.
- CLBC is funding research by the Aboriginal Housing Management Association to improve housing services for Indigenous people and to advance the delivery of culturally safe housing services by non-Indigenous housing providers.
- In August 2023, CLBC amended the Individual Contributions to Home Support policy to ensure that increases made by the BC government to disability assistance for shelter costs (\$125 per month) flowed through to home sharing providers.

### **Key Data:**

- CLBC provides housing or housing support to 9,877 people as of March 31, 2024.

## 2024 SDPR Minister Transition Note

- As predicted, the annual increase in people accessing housing services has recovered in FY 2023/2024 to pre-pandemic levels (**see Appendix A** CLBC Funded Housing and Resources, Table 1).
- CLBC predicts 5,000 additional people who are eligible for CLBC will be looking for subsidized housing in the next five years. Many people are currently living with family, are supported in care settings, or are unable to move to more independent living due to the lack of affordable housing.

### **Budget/Financial Context:**

- In the fiscal year ending March 31, 2024, CLBC funded:
  - Over \$652 million for staffed homes,
  - Over \$183 million for shared living, and
  - \$98 million for supported (independent) living.
- In the fiscal year ending March 31, 2024, the fiscal average per person annual costs by type of home support services are:
  - Staffed Homes: \$227,000
  - Shared Living: \$43,000
  - Supported (independent) living: \$38,000
- CLBC provides \$397,600/year to the Home Sharing Support Society of BC to:
  - Raise public awareness about home sharing,
  - Attract the interest of potential home sharing providers,
  - Provide a comprehensive review of individual and family wellness services (formerly “respite”) and present recommendations to CLBC, and
  - Complete research to define the support systems necessary for home sharing providers to serve individuals with Complex Needs.

### **Background:**

- The Community Living Authority Act gives CLBC the mandate to provide funding for disability-related needs, including home supports.
- Current CLBC support models with a housing component include:
  - Staffed Living - provide staff support to a small number of residents who have significant medical or behavioural support needs.
  - Home sharing - a shared living arrangement between an individual and service provider wherein either individual or service provider controls the home through ownership, lease, or rental.
  - Supported (Independent) Living – the individual lives in their own home and receives support with activities of daily living.
- Affordability is the primary barrier that individuals face when trying to access housing.

# 2024 SDPR Minister Transition Note

## Appendix A: CLBC-Funded Housing and Support Resources

### People Served in Housing

Type of Housing and Support Resources	Number Served 2016/17	Number Served 2017/18	Number Served 2018/19	Number Served 2019/20	Number Served 2020/21	Number Served 2021/22	Number Served 2022/2023	Number Served 2023/2024
Staffed Homes	2,622	2,660	2,660	2,690	2,694	2,769	2,822	2,920
Home Sharing	4,045	4,117	4,166	4,222	4,279	4,265	4,230	4,301
Independent Living	1,536	1,775	1,963	2,109	2,276	2,396	2,536	2,656
<b>Subtotal – Individuals with Housing Support</b>	<b>8,203</b>	<b>8,552</b>	<b>8,789</b>	<b>9,021</b>	<b>9,249</b>	<b>9,430</b>	<b>9,588</b>	<b>9,877</b>
Living with Family	11,846	12,576	13,435	14,368	15,271	16,268	18,126	17,524
No Fixed Address	Data not available							602
<b>Total Individuals</b>	<b>20,049</b>	<b>21,128</b>	<b>22,224</b>	<b>23,389</b>	<b>24,520</b>	<b>25,698</b>	<b>26,815</b>	<b>28,003</b>

# 2024 SDPR Minister Transition Note

## Title: Serving Individuals with Complex Needs

Date Last Revised: September 16, 2024

### Key Points:

- The importance of improving support approaches for CLBC-eligible individuals with complex needs is recognized by families, service providers and government partners.
- Complex needs is a term CLBC uses to refer to people who, in addition to having a developmental disability, often struggle with mental health and/or substance use, homelessness, vulnerability, and/or may be involved with the criminal justice system.
- CLBC research into its eligible population with complex needs has shown that individuals who are homeless are at greater risk of exploitation and other harms due to a more limited capacity with problem solving, executive functioning, and ability to understand and mitigate risk.
- Some CLBC eligible individuals with complex needs and street-involved behaviors struggle to be supported in available homelessness resources such as shelters due to challenges with impulse control that result in real and perceived anti-social and aggressive behaviors.
- CLBC does not have a program stream or specific service delivery model for individuals with complex needs and does not have a mandate to provide or fund services for addictions or mental health treatment.

### Accomplishments:

- CLBC has completed a successful 3-year pilot project in Surrey-Delta targeting CLBC eligible men who are street involved and have complex needs. The housing element of this pilot (Grosvenor House) is operated by the Lookout Housing & Health Society.
- A second element of the program, culturally informed support services, is offered by the Fraser Regional Aboriginal Friendship Centre Association (FRAFCA).
- CLBC has now expanded the Grosvenor House service with a step-down program for Personal Information individuals. This grant funded project will support sobriety, maintain intensive staff support, seek to continue stabilization, and transition to long term housing.
- While we are engaging in these pilot programs, we continue to work with our partners in Health so that CLBC eligible individuals are able to access Mental Health and Substance Use services in a more effective manner.
- BC Housing, Northern Health and CLBC have joined in partnership to build and operate a 10 bed Complex Care Housing site in Prince George which will provide person-centered health care, culturally safe services, and enable individuals to live independently with CLBC supports.

# 2024 SDPR Minister Transition Note

## Advice/Recommendations

- CLBC participates in the following Provincial committees; Mental Health Tertiary Standards and Framework development, Complex Care Housing Implementation Committee, Vulnerable Populations working group and Homelessness Strategy Implementation Committee
- CLBC eligible individuals have been deemed a priority population for Complex Care Housing through the Complex Care Housing Strategic Framework that was again reviewed in 2023.

## Advice/Recommendations

- CLBC has implemented a complex needs specific designation in its service provider pre-qualifying process.
- CLBC is partnering with The Foundry in Vancouver's Downtown Eastside to help train street outreach workers in specific strategies and approaches when encountering street-involved people with developmental disabilities.
- CLBC is completing a Case Management Demonstration Project in its South Interior Region that focuses on support for complex needs individuals.

## Key Data:

- As of February 2023, approximately 1,350 individuals in CLBC's current caseload meet CLBC's definition of complex needs (**for breakdown see Appendix B**)

## Budget/Financial Context:

Government Financial Information

## Background:

- CLBC has amended its Request for Qualifications (RFQ) process in 2022 to increase engagement with service providers with specialized knowledge, skills, and services for individuals with complex needs. Complex needs work prior to 2022 included in **Appendix C.**

# 2024 SDPR Minister Transition Note

Advice/Recommendations

## Appendix B – Breakdown of Complex Care Clients

As of February 2023, approximately 1,350 individuals in CLBC’s current caseload meet CLBC’s definition of complex needs. Of these 1,350 people, CLBC data shows:

- 50% are Indigenous.
- 50% are between 19 and 28 years of age.
- 75% are younger than 38 years.
- 40% are former Children in Care.
- 70% have experienced abuse or exploitation.
- 50% are homeless or at high risk of being homeless.
- 65% do not consistently take their prescribed medications.
- 65% are regular drug users.

## Appendix C – Pre 2022 Complex Care work

- Complex needs work prior to 2022 included:
  - a. CLBC and the BC CEO Network completed joint training on supporting people with complex needs.
  - b. Preliminary research to better understand the “people with complex needs” population, the issues they face, and exploring what strategies have been effective. This work included internal research conducted by CLBC and in consultation with UBC’s Post Doctoral Health Systems Fellow, Dr. S. Cook and SFU’s Autism and Developmental Disorders Laboratory lead, Dr. Iarrocci.
  - c. To increase capacity to respond effectively:
    - CLBC provided trauma-informed practice workshops across the province for CLBC staff, government partners, and CLBC agencies in 2018 and 2019.
    - CLBC developed online courses for staff on trauma-informed practice, harm reduction-informed practice, and relevant protocols and agreements.

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# 2024 SDPR Minister Transition Note

**Title: Service Provider Funding, Recruitment and Retention**

**Date Last Revised:** August 26, 2024

## Key Points:

- People who work in the community social services sector provide valuable services for some of B.C.'s most vulnerable citizens.
- CLBC meets and consults regularly with sector groups like the BC CEO Network, the Federation of Community Social Services of BC, and the Provincial Association of Residential and Community Agencies. These meetings help CLBC understand service provider issues, impacts of recruitment and retention challenges and consider potential solutions.
- CLBC does not set the wages that its service providers pay to their staff. Rather, unionized service provider staffing wages are established by a collective agreement negotiated between the Community Social Services Employer's Association (CSSEA) and the Community Social Services Bargaining Association (CSSBA). Non-union service providers establish wage rates for their staff.
- The issue of recruitment and retention for workers in the community living sector is something CLBC continues to discuss with the sector, including through the Social Services Sector Roundtable.

## Accomplishments:

Government Financial Information

- In 2023/24, CLBC provided \$3 million of additional funding on a one-time-only basis to eligible service providers to address administrative cost pressures. A total of 244 service providers benefited from this one-time funding.
- In 2022/23, CLBC provided a \$0.5 million funding grant to the BC CEO Network for a marketing campaign to increase awareness of career opportunities in the community living sector and to support service providers in recruiting skilled and dedicated staff.
- In 2021/22 and 2022/23, CLBC provided \$0.25 million to the Family Support Institute (FSI) to improve the Support Worker Central portal that assists individuals and families who use individualized funding to recruit support workers.
- In 2024/25, CLBC will provide FSI an additional \$117,000 for the Support Worker Central portal.

# 2024 SDPR Minister Transition Note

## Key Data:

- In 2023/24, CLBC funded services through:
  - 124 unionized agencies with a total contract value of <sup>Government</sup>Financial Of these agencies, 28 are hybrid agencies (with both union and non-union employees) with a total contract value of \$393 million; and
  - 218 non-unionized agencies with a total contract value of \$244 million.

## Budget/Financial Context:

- Under the Shared Recovery Mandate (SRM), both unionized and non-unionized service providers received the same percentage increases for wages over the three-year term from April 1, 2022, to March 31, 2025.

## Background:

- Staffing challenges have been a longstanding concern in the community living sector. The pandemic exacerbated the issue in several ways:
  - Concerns over the safety of frontline work.
  - Special pandemic support funding may have made it harder to recruit.
  - Recent provincial investments in health care training programs pulls workers away from the social services sector.
- The BC CEO Network represents over 100 executive leaders and their organizations from the social services sector. The Network represents private and non-profit, large and small, as well as unionized, hybrid and non-unionized agencies from across the province.
- The CSSEA and the CSSBA reached a three-year agreement (April 1, 2022, to March 31, 2025) on March 28, 2023, under B.C.'s Shared Recovery Mandate, which will provide general wage increases to members of the bargaining units, as well as additional funding to address issues of mutual concern.
- On February 7, 2023, the SDPR Deputy Minister informed the sector that the province is providing the same percentage compensation funding lift to non-union and hybrid (partially unionized) agencies.

# 2024 SDPR Minister Transition Note

## Title: Aging Families and Individuals with Developmental Disabilities

Date Last Revised: August 26, 2024

### Key Points:

- CLBC supports people with developmental disabilities and their families as they age.
- In 2020 and 2021, CLBC consulted a range of community partners and government organizations to consider the implications of the changing demographics and to identify emerging issues. CLBC undertook this work because some of the people CLBC supports are facing the onset of age related health issues earlier than the general population.
- CLBC is collaborating with the Canadian Consortium of the National Task Group on Intellectual Disabilities and Dementia Practices to support the development and implementation of best practices.
- CLBC is currently reviewing policy and practice guidance to improve service delivery for people and families experiencing increased and/or changing needs resulting from aging.
- Individuals with developmental disabilities may experience the affects of aging earlier than the general population. As such, aging related supports and services may also be needed earlier in life.

### Accomplishments:

- Established CLBC's Health Services department to support integration with, and access to, health care services.
- Regular and ongoing consultation with the Community Health Advisory Team (CHAT) and the Aging Related Changes Working Group.
- In May 2023 hosted the first in-person Health Leadership Collaborative with representatives from across government and Community Living partners to discuss:
  - Current health needs of people CLBC supports (e.g., aging support and mental health)
  - Accessibility to health and mental health services, and
  - Opportunities for creating ongoing collaborations.
- Implementation of a project to design an online knowledge hub supporting health and social system navigation for those experiencing aging-related changes.
- CLBC contributed content to the 2024 [Canadian Guide for Community Care and Supports for Adults with Intellectual Disabilities Affected by Dementia](#), published by The National Task Group on Intellectual Disabilities and Dementia Practices and the Reena organization.

## 2024 SDPR Minister Transition Note

- CLBC supported a Ministry of Health led engagement with CLBC eligible individuals and families to contribute to the development of Ministry of Health’s Dementia Strategy.

### Key Data:

- As of June 2024, CLBC supported 5,362 individuals aged 50 years and older. This represents 19% of the total number of individuals CLBC serves.
- The number of people CLBC supports aged 50 and older is estimated to grow:

Year	Eligible Individuals over 50 years
2024	5,362
2030	6,300
2035	7,616

- This represents an approximate 42.0% cumulative increase in the next 10 years.
- 67% (or 3,573) of those aged 50 and older who CLBC supports access CLBC home support services (shared living and staffed living), compared to only 21% of 20–29-year-olds and 31% of 30–39-year-olds.

### Budget/Financial Context:

- CLBC continually assesses the impact of trends on its future services requirements.

### Background:

- [CLBC’s Strategy on Aging](#), finalized in 2013, is one of several foundational documents that shape CLBC’s approach to addressing the needs of aging adults with developmental disabilities. The strategy identified five core values and beliefs that inform the implementation of CLBC’s approach to aging.
- In 2017, [CLBC developed a suite of tools](#) to help staff, Self-Advocates, families, support workers and health care workers better plan for aging and help improve the health and care of aging adults with developmental disabilities.
- In 2019, CLBC improved its forecasting model to predict future caseload and demographic trends more accurately. CLBC is currently analyzing demographic trends for older adults to better understand and anticipate service needs as people age.
- Currently, CLBC staff work with many partners, such as service providers, home sharing providers, Health Authorities, family members, and adults who are aging, to explore and develop supports that address their changing needs.

# 2024 SDPR Minister Transition Note

## **Title: CLBC's Complaints Resolution Process**

**Date Last Revised:** August 29, 2024

### **Key Points:**

- CLBC's complaints process makes reporting concerns easy and transparent. This three-stage process adheres to the BC Ombudsperson requirements for administrative fairness, equitable service access, and consistent policy application. Complaints can be submitted through the centralized complaints phone line or filed online through a process that has up to three stages with review by:
  - Local CLBC Manager,
  - Regional Director, or
  - Executive Review.
- The complaints process encourages resolution at the local level through discussion with front line staff and managers but offers an accessible escalation pathway.
- As part of complaints and Continuous Quality Improvement, CLBC tracks trends, learns from complaints, and takes proactive steps to prevent similar complaints in the future.

### **Accomplishments:**

- Starting in April 2022 CLBC made changes to its complaints process to be even more responsive by shortening the process to three stages, from the previous five stages, and reducing the overall response timeframes by 20 days.
- CLBC has a complaint resolution process with a front-page link on CLBC's website and a toll-free phone number.
- CLBC conducts post complaint process surveys with individuals and families and uses that feedback to further improve this process.
- CLBC consulted with the Office of the Ombudsperson regarding the process and implemented their recommendations.

### **Key Data:**

- In the fiscal year 23/24, 72% of resolved complaints were met within policy timeframes set out in the CLBC Complaints Resolution Policy. The timeframes for resolution at each level are:
  - 30 days Integrated Services Manager Review
  - 10 days Regional Director Review
  - 10 days Executive Review

## 2024 SDPR Minister Transition Note

- Of the 121 complaints received up to March 31 2024, 67 were related to resource allocation and the amount of funding CLBC was providing. This represents 55% of all the complaints CLBC received.
- The previous fiscal year 61% of the complaints were related to resource allocation. Appendix A has a comparison of resource allocation complaints to total complaints.
- Other complaints included:
  - Service provider quality concerns: 35 (or 29%)
  - Application of/Adherence to CLBC Policy and Procedure: 8 (or 7%)
  - CLBC Staff Conduct: 9 (or 7%)
  - Individual Rights: 2 (or 2%)

### **Budget/Financial Context:**

- There are no budget or financial implications for CLBC's complaints resolution process.

### **Background:**

- CLBC's Complaints Resolution Process Policy outlines expectations with respect to timeliness and the process that is available to people receiving CLBC-funded supports and their families when they would like a decision reviewed.
- When individuals and families have concerns about their CLBC-funded services, the first step is to discuss their concerns with the agency providing their services and/or with their local CLBC staff and management.
- CLBC prepares a quarterly summary report on complaints for the Service Quality and Performance Committee of the board, while regional directors receive a more detailed report monthly to enable them to track and monitor the responses to complaints in their region(s).
- Complaints from service providers are referred to the dispute resolution protocol in their contract(s). These complaints are not reported through the individual complaints process.

# 2024 SDPR Minister Transition Note

## **Appendix 1:**

### Resource Allocation Complaints Compared to Total CLBC Complaints

<b>Reporting Period</b>	<b># of Resource Allocation Complaints During Reporting Period</b>	<b>Total Complaints of All Types During Reporting Period</b>	<b>Resource Allocation Complaints as % of All Complaints</b>
2016/17	98	142	69%
2017/18	54	111	49%
2018/19	59	106	56%
2019/20	80	131	61%
2020/21	67	101	66%
2021/22	82	128	65%
2022/23	68	112	61%
2023/24	67	121	55%

# 2024 SDPR Minister Transition Note

**Title: CLBC Service Provider Compliance Audits and Quality Assurance Reviews**

**Date Last Revised:** August 29, 2024

## Key Points:

- The safety and well-being of people CLBC supports is a top priority. CLBC works closely with people and their families to implement and fund quality services and supports that are responsive, accountable, and safe.
- All CLBC contracted service providers go through a rigorous contract procurement and pre-qualification process before they are permitted to be included in CLBC Request for Proposal Letters or awarded contracts.
- CLBC continually monitors contracted services and conducts regular financial compliance audits to ensure service providers are delivering quality supports.
- Financial compliance audits aim to provide assurance that contracted service levels have been met including the validation of program costs.
- CLBC can initiate an agency review if a CLBC contracted service providers does not meet requirements outlined in their contract. This might include specific policy and practice breaches and/or systemic issues that affect the quality of a funded service.

## Accomplishments:

- In September 2023, CLBC updated its Monitoring of Quality Services Framework which included updates to policy, guidance, tools, and an electronic system to track compliance.
- The oversight of Home Sharing has been strengthened since 2022 by the introduction of the Standards for the Coordination of Home Sharing and updates to the Standards for Home Sharing. These standards provide a foundation for the delivery of Home Sharing across the province to ensure both successful outcomes for individuals and clear and measurable outcomes for the delivery of these services.
- In fiscal year 2023/24, CLBC enhanced communication with service providers on the findings from completed financial compliance audits, provided clarity on contractual expectations and encouraged proactively addressing identified issues.

## Key Data:

- CLBC contracts with a network of approximately 495 funded service providers and 364 Person Centred Societies who provide quality care and services to people with developmental disabilities and their families.
- CLBC completed 15 financial compliance audits for the 2023/24 fiscal year.

Advice/Recommendations

# 2024 SDPR Minister Transition Note

Advice/Recommendations

## Background:

- CLBC has safeguard mechanisms to monitor the quality of services:
  - Service Terms and Conditions for Contracts between CLBC and Service Providers (T&Cs) establish clear requirements for complying with standards, key service requirements such as criminal record checks and outcomes including physical and emotional well-being.
  - CLBC monitors service provider's adherence to contractual requirements and outcomes for individuals through annual on-site visits, quality service reviews, and reporting requirements.
  - Financial compliance audits ensure that contracted service levels are delivered as reported and review the appropriateness of funding based on provided cost estimates through program budgets.
  - Service providers are contractually required to report all critical incidents to ensure a person is safe, their support plans are adequate, and that any problems are addressed.
  - When a systemic issue is identified or a serious critical incident occurs, CLBC may initiate a broader agency review and place the provider on a "vendors under review" list. This means the provider cannot receive additional funding for new services until all reviews are completed and issues addressed.
  - Agency reviews examine the quality of a community living agency's services. Depending on the outcome, a request to make improvements within a specific timeframe may be made to the provider, and/or an agency's contract may be amended. In serious cases, a contract may be terminated, and the agency removed from the pre-qualification list.
- Third-party Reviews are also an important independent monitoring safeguard:
  - Community Care Facility Licensing, the Public Guardian and Trustee, the police, and other authorities may also conduct investigations into the services provided to CLBC-funded individuals.
  - Service Providers who meet the combined funding threshold of \$500,000 (with MCFD) must obtain and keep accreditation status through an accreditation body.

# 2024 SDPR Minister Transition Note

**Title: Shared Recovery Mandate**

**Date Last Revised:** August 28, 2024

## Key Points:

- The government's three-year wage commitment under the 2022-2025 Shared Recovery Mandate (SRM) entered its third and last year commencing April 1, 2024, ending on March 31, 2025.
- Under this mandate the Community Social Services Employers' Association (CSSEA) and Community Social Services Bargaining Association (CSSBA) negotiated a series of wage and benefit increases covering the period of April 1, 2022, to March 31, 2025. The collective agreements ratified in April 2023 provided wage increases and additional funding for:
  - incremental costs associated with the new five-day paid sick leave provisions,
  - a further increase in sick leave to reflect sick pay % increases from 80% to 100% effective April 1, 2024,
  - incremental costs associated with recognizing the National Day of Truth and Reconciliation (September 30),
  - funding to support two-days paid Indigenous Cultural Leave; and
  - funding to support incremental costs of raising mileage reimbursement rates to Canada Revenue Agency approved rates.

Government Financial Information

## Accomplishments:

- CLBC processed funding adjustments negotiated under the SRM in accordance with the process and expected timelines. All funding adjustments pertaining to 2022/23 and 2023/24 were completed by January 2024. As of August 2024, 2024/25, funding adjustments are at 85% completion for unionized agencies.

## Key Data:

### Non-Union Agencies

- CLBC also contracts with 218 non-union agencies who provide the same or similar services as the unionized agencies.

### CLBC and the BCGEU

- CLBC and the B.C. General Employees' Union (BCGEU) have reached a three-year

## 2024 SDPR Minister Transition Note

agreement (April 1, 2022, to March 31, 2025) in July 2023. This agreement covers all internal CLBC unionized employees.

- The BCGEU represents approximately 635 employees at CLBC, with a total unionized compensation base of approximately \$59.1 million.
- Budget 2024 includes base funding of \$8.1 million for wage increases based on the collective agreement.

### **Budget/Financial Context:**

Government Financial Information

### **Background:**

- The SRM applies to all public sector employers with unionized employees whose collective agreements expired on or after December 31, 2021.
- Three-year collective agreements were negotiated under government's SRM by the unions representing the front-line staff of CLBC's contracted service providers who are members of the CSSEA or the Health Employers Association of BC (HEABC).
- CSSEA is the accredited bargaining agent for over 200 employers in the social services sector and represents the portion of the unionized sector where service delivery agencies receive more than \$250,000 in funding from the province.
- HEABC is the accredited bargaining agent for more than 211 publicly funded health care employers in British Columbia.
- Nearly all (99% of forecast funded increases) of CLBC's SRM contract adjustments for unionized service providers pertain to CSSEA members.
- Funding for service provider contracts is determined based on the disability-related needs of the individual(s) receiving supports. Wages and benefits typically make up approximately 90% of the total budget for staffed services contracts. Facilities, direct program costs, and administration make up the balance.

# 2024 SDPR Minister Transition Note

## **Title: Investment in Inclusive Employment**

**Date Last Revised:** August 28, 2024

### **Key Points:**

- CLBC prioritizes the creation of inclusive employment opportunities.
- Government Financial Information

- The L.I.F.E. program is now available across the province, and serves nearly 300 people, of whom approximately 50% are employed.
- The program has grown rapidly within CLBC, as part of existing strategies with partners, including the Re-Imagining Community Inclusion (RCI) initiative.

### **Accomplishments:**

- Seven additional L.I.F.E. Services will be procured 2024/25.
- As of June 30, 2024, CLBC has 569 requests for employment support and 241 requests for the L.I.F.E. Services program, nearly a 50 % increase over the same time in 2023.
- Over 250 CLBC funded service provider staff have completed employment training delivered by BC Employment Network. CLBC provided a grant (\$300,000) to offer employment training at subsidized rates and increase the number of well-trained staff over a three-year period (2021/22 -2024/25).
- CLBC provided funding (\$175,000) to develop culturally safe Employment Services training for the Community Living sector, which is currently being piloted and will be offered as a training option in 2024/25.
- CLBC provided a \$15,000 grant to Rotary at Work to host Inclusive Employer Events across the province during Community Living month (October).
- CLBC Provided InclusionBC with a grant of \$1 million to:
  - Continue developing community connections (e.g., developed a communications strategy that included a campaign during Disability Employment Awareness Month (DEAM) to increase knowledge and awareness around inclusive hiring.
  - Create videos challenging misconceptions around employment for people with disabilities.

### **Key Data:**

- As of June 30, 2024, there were 150 employment contracts serving nearly 2600 people with a 70% employment success rate (see Appendix 1).

### **Budget/Financial Context:**

Government Financial Information

# 2024 SDPR Minister Transition Note

Government Financial Information

## Background:

- The priorities for fiscal 2024-2025 include:
  - Continued building capacity in L.I.F.E. and Employment Services across the province to respond to the growing demand for these services.
  - Increase access to employment services by collaborating with WorkBC to support people to access their services and supports, where appropriate.
  - Continue identification and support for transitioning youth with employment goals.
  - Application of the Best Practice Guide for Employment and L.I.F.E. services.
  - Developing and making available culturally safe employment services for Indigenous individuals.
  - Changing attitudes about people with developmental disabilities and encouraging youth to be thinking about an employment path.
  - Influencing more employers to hire people with developmental disabilities.
  - Identifying and supporting pathways to post-secondary education including the trades.
  - Investing in Gender-Based Analysis to recognize internal practices that may be contributing to an imbalance in gender equality.

# 2024 SDPR Minister Transition Note

## Appendix 1: CLBC Employment Data

<b>CLBC Employment Measures (fiscal)</b>	<b>2021-2022</b>	<b>2022-2023</b>	<b>2023-2024</b>
People in employment services	2460	2432	2510
New referrals entering service	296	293	414
Number of employment contracts	156	160	150
New jobs started*	825	711	679
People employed	1605 (65.2%)	1639 (67.3%)	1710 (68.1%)
% of people with more than 1 job	17%	17%	17%
% of people working over 16 hrs/wk	39%	34%	34%

\*These are new jobs and not "net" new people employed.

## Appendix 2: CLBC L.I.F.E. Service data

<b>Measure</b>	<b>June 2023</b>	<b>June 2024</b>
Number of Service Providers	13	20
Number of Contracts (PSI/DD)	27	46
Number of People Served	208	282
% of people Employed	42%	48.9%

# 2024 SDPR Minister Transition Note

**Title: CLBC - Health Services**

**Date Last Revised:** September 4, 2024

## Key Points:

- When institutions were closed, and people moved into community settings, specialized community based health programs are created to support CLBC eligible individuals. These programs, operated by Health Authorities, include Health Services for Community Living (HSCL) and Developmental Disability Mental Health (DDMHS) services.
- CLBC staff and service providers work collaboratively with Health Authorities and health professionals in the development of care plans, referral to healthcare services, and access/transportation for healthcare services.
- The (2022) Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities outlines the roles and responsibilities for CLBC and for Health Authorities.
- CLBC funded services can include supporting personal care needs due to a person's disability-related needs. For example, this may include personal hygiene support, and supervision while bathing. At times, personal care needs are more complex and considered to be a High Intensity Health Care Need (HIHCN).
- Health Authorities do assessments to determine HIHCN and transfer Added Care Funding to CLBC.
- CLBC works with the Health Authorities to create the contract (between CLBC and the specific Health Authority) that allows for the transfer of Added Care Funding.

## Accomplishments:

- CLBC convenes the Community Health Advisory Table (CHAT). This group identifies issues and develops strategies to improve the quality and accessibility of healthcare services. The advisory table includes CLBC eligible individuals, families, service providers, Health Authorities, and other government funded services.
- Regular consultation with the CHAT-Aging Related Changes Working Group.
- Creation and consultation with the CHAT-Mental Health and Substance Use Working Group.
- A Joint Project Team (established April 2024), led by the Ministry of Health (MOH), to clarify and establish the parameters of CLBC and Health Authority responsibilities for meeting the health and personal care needs of adults with developmental and intellectual disabilities.

Advice/Recommendations



# 2024 SDPR Minister Transition Note

## Advice/Recommendations

- Creation of CLBC's Health service department to support integration with, and access to, health care services.

### **Key Data:**

- As of March 31, 2024, 691 CLBC-supported people were assessed as eligible for Added Care Funding from Health Authorities (Appendix 1).

### **Budget/Financial Context:**

- CLBC receives Added Care Funding from Health Authorities when a supported individual is assessed to have HIHCN. In fiscal year 2023/24, CLBC received \$22.9M from Health Authorities to support 691 individuals.

### **Background:**

- The Collaborative Care Guidelines were initially completed in 2010 and updated in 2022. The guidelines outline the working relationship between ministries, Health Authorities, and CLBC. The purpose of the Collaborative Care Guidelines is to provide direction and support to regional providers in the development of policies and processes that meet the needs of adults with developmental disabilities in an integrated and sustainable manner.
- As an outcome of the Reimagining Community Inclusion initiative, CLBC has formed problem-solving tables with Ministry of Health.
- If people have concerns about their services, they can use CLBC's formal complaints resolution process. Health Authorities also have their own complaints resolution process.

# 2024 SDPR Minister Transition Note

## Appendix 1 - Individuals receiving Added Care Funding per Health Authority

Name of Health Authority	REGION (Quality Service Area)	Fiscal 2023/2024 Apr 1, 2023 - Mar 31, 2024		
		Total # of indiv	# of DD indiv	# of PSI indiv
Fraser Health Authority	Vancouver Coastal East	84	84	
	Upper Fraser	98	98	
	Surrey Delta	133	133	
Interior Health Authority	Thompson-Cariboo	20	19	Personal Information
	South-Central Okanagan	27	27	
	Kootenay	11	11	
	North Okanagan-Shuswap	11	11	
Northern Health Authority	North	31	31	
Vancouver Coastal Health Authority	Vancouver Coastal East	25	25	Personal Information
	Vancouver Coastal West	57	56	
Vancouver Island Health Authority	South Island	104	104	
	Central and Upper Island	90	89	Personal Information
<b>Total Health Authorities Recoveries</b>		<b>691</b>	<b>688</b>	Personal Information

## Appendix 2 - Recoveries from Health Authorities 2023-2025

### BUDGET:

Added Care CLBC - Cost-Share Funding Recovered from Health Authorities	2022/23	2023/24	Government Financial Information
	Actuals		
	\$21.3M	\$22.9M	

### COMMUNITY LIVING BRITISH COLUMBIA

#### Summary of FY20 - FY24 Health Authorities Recoveries Revenue

Health Authority	FY24 total	FY23 total	FY22 total	FY21 total	FY20 total
Fraser Health Authority	8,903,096	7,828,845	7,470,295	6,936,880	6,677,592
Interior Health Authority	1,900,266	1,912,867	1,816,759	1,991,225	1,827,971
Northern Health Authority	800,858	830,568	882,937	871,910	877,220
Vancouver Coastal Health Authority	3,720,454	3,544,616	3,153,779	3,048,560	2,741,077
Vancouver Island Health Authority	7,572,243	7,203,456	5,550,773	5,024,379	4,991,870
<b>Grand Total</b>	<b>22,896,917</b>	<b>21,320,352</b>	<b>18,874,543</b>	<b>17,872,954</b>	<b>17,115,730</b>

# 2024 SDPR Minister Transition Note

## Title: Personalized Supports Initiative

Date Last Revised: August 29, 2024

### Key Points:

- CLBC supports some adults who have a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) and/or Autism Spectrum Disorder (ASD) through the Personalized Supports Initiative (PSI).
- The PSI stream is for eligible adults who do not meet the diagnostic criteria for a developmental disability but have significant limitations in day-to-day abilities as a result of FASD or ASD.
- PSI provides an individualized and personalized approach to meeting the needs of the individual by coordinating existing community supports with the goal of maintaining or increasing their independence.
- Each person's circumstances are unique and CLBC makes support and service decisions for eligible individuals based on their particular needs.
- Services may include semi-independent living, home share, community inclusion, skill development and wellness options.

### Accomplishments:

- Community living supports for this population of adults is unique in North America. CLBC continues to learn more about how to best support adults with FASD or ASD, particularly in collaboration with other agencies and community partners.

### Key Data:

- For the fiscal year ended March 31, 2024, there were 3,350 adults registered for service with CLBC through the PSI stream. Of those:
  - 709 (21.2%) had a diagnosis of Fetal Alcohol Spectrum Disorder,
  - 2,598 (77.6%) had a diagnosis of Autism Spectrum Disorder; and
  - 43 (1.3%) had a diagnosis of both Fetal Alcohol Spectrum Disorder and Autism Spectrum Disorder.

Fiscal Year	Number of adults registered for services through PSI (as of March 31)
2021/22	2,790
2022/23	3,063
2023/24	3,350

# 2024 SDPR Minister Transition Note

## Budget/Financial Context:

- CLBC funded \$55.9 million in contracted PSI services in 2023/24, which is a 20% increase from \$46.4 million in 2022/23. These expenditures do not include costs associated with CLBC staff, who provide a range of planning and coordination supports.

Fiscal year	Amount funded for PSI services (as of March 31)
2021/22	\$41.0 million
2022/23	\$46.4 million
2023/24	\$55.9 million

## Background:

- In October 2009, the Province made a regulatory change to expand the eligibility criteria for CLBC's supports and services to include adults who do not have a developmental disability but have a diagnosis of FASD or ASD (formerly referred to as Pervasive Developmental Disorder, or PDD) and significant limitations in adaptive (daily) functioning.
- Individuals who meet these criteria are eligible for supports through the PSI stream, which was launched on February 1, 2010.
- The expanded criteria were added to CLBC's mandate in response to recommendations made by the Representative for Children and Youth, the Ombudsperson's Office, advocacy groups and litigation (Fahlman and Baby A1).

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<sup>1</sup> Fahlman, by his guardian ad litem Fiona Gow v. Community Living British Columbia et al, 2007 BCCA 15

# 2024 SDPR Minister Transition Note

## **Title: Request for Services List & Resource Allocation Process**

**Date Last Revised:** September 5, 2024

### **Key Points:**

- Most newly eligible people and their families are immediately offered \$350 to \$700 per month in individual and family wellness funding.
- CLBC has policies and tools to support fair and consistent decision-making about the types and levels of CLBC-funded service for eligible individuals. One example is the Guide to Support Allocation (GSA) tool which helps assess areas and levels of disability needs.
- CLBC also assesses the urgency of an individual's needs using a priority ranking tool. Several factors, such as the capacity of the person's "natural support" network of family and friends to support the person's inclusion in their community and/or extenuating complex care or mental health issues, are also taken into consideration.
- Service requests that cannot be immediately funded are tracked through the Request for Service List. CLBC prioritizes these requests to ensure those with the most urgent needs receive services 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.

### **Accomplishments:**

- CLBC provides \$4,200 to \$8,400 per year in flexible individual and family wellness funding for people with no other services.
- Fiscal 2023/24 saw a 5.1% increase in people receiving new or enhanced services, significantly higher than pre-pandemic levels.
- The expansion of LIFE (Learning, Inclusion, Friendship and Employment) Service throughout BC has led to more people being served by 17 service providers, bringing a refreshed and personalized approach for people CLBC serves.
- In fiscal year 2023/24, a record of 4,518 people received new or increased services, up 220 from the previous year.
- In 2023, CLBC updated the language of publicly available resource allocation information, including a Gender Based Analysis+ lens and cultural safety considerations, along with more fulsome descriptors of each.

### **Key Data:**

- As of March 31, 2024, CLBC's caseload grew from 26,815 to 28,003, (+4.4%) and is anticipated to reach over 29,200 adults (+4.3%) by March 31, 2025. This forecasted growth is consistent with fiscal year 2022/23 caseload growth (4.3%) yet slightly lower

## 2024 SDPR Minister Transition Note

than 2023/24 (4.4%) (**Appendix 1**). CLBC's caseload growth rate continues to exceed that of BC's general population growth.

- In 2024/25, SDPR's contribution to CLBC increased by \$65 million (+4.2%) from 2023/24 actual contributions. Caseload funding is used to provide services and supports for new and existing individuals and families eligible for CLBC funding.

Advice/Recommendations

### Background:

- CLBC's resource allocation process involves annual updates of requests and prioritizing all requests for services locally. Prioritization is based on the person's disability-related needs, natural supports such as family or community assistance and CLBC's available funding. There are also provincial priorities that local offices must meet first every year. These include responding to transitioning children in care or ensuring the family of each transitioning youth living at home is offered the minimum amount of individual and family wellness (or other flexible services) funding of \$350-\$700 per month.
- CLBC ensures individuals, and their network members are involved when information is gathered to complete a GSA by working directly with CLBC Facilitators. When the GSA is completed early in the planning process this helps staff discuss what funded supports they might be eligible for and allows for informed planning.
- Some individuals and families will have all their service requests met based on the intensity and urgency of their disability-related needs. Others will have their request partially met, while some with less intense or non-urgent needs are offered individual and family wellness funding.
- Each local CLBC office maintains its own request for service registry to track and manage requests from the individuals and families they support. Local CLBC offices meet regularly to review requests to help inform timely decision making so that we can be as responsive as possible with individuals and families.
- Each year every CLBC region retains a limited contingency budget to address situations that arise over the year. Funding may also become available throughout the year as people move, discontinue services, or pass away. These recoveries are used to address new requests received throughout the year, either from those who have not previously contacted CLBC, or from people CLBC is already serving who may have unexpected or urgent additional needs.

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Advice/Recommendations



# 2024 SDPR Minister Transition Note

**Title: Services for Indigenous Peoples and Communities**

**Date Last Revised:** September 24, 2024

## Key Points:

- In June 2023, CLBC's Board Chair, CEO, Indigenous Advisory Committee Chair, Minister Sheila Malcolmson and two witnesses signed the CLBC Board Commitment on Advancing Reconciliation.
- In Fall 2023, CLBC signed a historic Partnership Memorandum of Understanding with Secwépemc Child and Family Service Agency (SCFSA) to support the delivery of Indigenous led CLBC services to the 7 Indigenous Child & Family Services Agencies (ICFSA) Nations and urban Indigenous Peoples in the Kamloops region.
- CLBC is engaged in finding cost effective, efficient processes to advance cultural safety for CLBC-eligible Indigenous adults (**Appendix A** – How CLBC supports Cultural Safety).
- Services that are established On Nation (formally on a Reserve) are cost recoverable as per a Memorandum of Understanding with Indigenous Services Canada.
- CLBC remains focused on increasing the number of Indigenous Non-Profit Service Providers to address both cultural safety and a critical human resource sector shortage.
- CLBC has established relationships with key provincial partners to advance reconciliation and support CLBC's alignment with the Declaration Act Principles (**Appendix B** – Provincial Partner Work).

## Accomplishments:

- In 2023, CLBC developed a draft Cultural Planning tool and supporting guidance in collaboration with Indigenous partners to support people with no or low family involvement.
- In 2023, CLBC completed the evaluation of the Connection and Belonging Project, a pilot project in partnership with the Lookout Housing Society and the Fraser Region Aboriginal Friendship Center (FRAFCA). This evaluation showed successes in individual goals, maintaining stable housing, more independent functioning, new and stronger relationships, and more connections to social, cultural and health supports.
- In Spring 2023, through a grant with BC Association of Aboriginal Friendship Centers (BCAAFC), CLBC completed phase one of its Indigenous Procurement Strategy project involving a review of CLBC's procurement processes and policies to increase the number of Indigenous service providers.
- In Summer 2023, CLBC hired a dedicated facilitator to work On Nation to support eligible adults and their families in the North Region and address systemic barriers to CLBC's eligibility process.

## 2024 SDPR Minister Transition Note

- CLBC hired a Practice Advisor to specifically focus On Nation in the North Region to enhance connections, education and supports to Indigenous communities.
- In 2023, CLBC initiated a review of eligible Indigenous adults in the North that are 'Active with No Record of Service' and subsequently, where applicable, started providing supports to those adults to bridge connection.

### Key Data:

Intergovernmental Communications

### Budget/Financial Context:

- Since 2020/21 CLBC invested approximately \$1.63 million in grants to focus on improving services and cultural safety for Indigenous people.

Government Financial Information; Intergovernmental Communications

### Background:

- Since 2014 CLBC has provided services to eligible First Nations adults that are accessible in their home communities. Unique to British Columbia, this agreement (MOU - Approach to Delivery of CLBC Services On-Reserve) between Indigenous Services Canada and the Ministry of Social Development and Poverty Reduction (SDPR) has garnered interest and recognition by other provinces and territories.
- Since 2020, CLBC has worked to develop policies, processes and frameworks to facilitate government wide partnerships with First Nations and Indigenous Governing Bodies (IGB) in response to the requirements in the BC Declaration on the Rights of Indigenous People (The Declaration Act). This work continues under the CLBC Indigenous Advisory Committee and the Elder's Council.
- As Indigenous partners continue to expand their jurisdiction over their children and families, many First Nations and IGBs are interested in providing CLBC services. This

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includes identifying a gap in understanding CLBC services and the design and development of such services that are cultural relevant for their communities.

### Appendix A – How CLBC is supporting Cultural Safety

CLBC is engaged in finding cost effective, efficient processes to advance cultural safety for CLBC-eligible Indigenous adults by:

Advice/Recommendations

### Appendix B – CLBC Indigenous Relations Team Provincial partnership work:

CLBC has established relationships with key provincial partners to advance reconciliation and support CLBC's alignment with the Declaration Act Principles by:

- Currently engaging in advancing partnerships with four ICFSAs, five First Nations, and two Friendship Centers.
- Partnering with the BCAAFC, CLBC is developing a home sharing guide for Indigenous adults and their families, eligible for CLBC, to enhance cultural safety, an Indigenous home sharing recruitment strategy, and related training.
- Partnering with Metis Nation BC, developing an MOU to advance shared priorities related to Metis CLBC-eligible individuals, cultural safety and service provision.

Government Financial Information; Intergovernmental Communications