Program Notes 2025-2026

Ministry of Social Development and Poverty Reduction

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Ministry of Social Development and Poverty Reduction

2023/24
Annual Service Plan Report

August 2024

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Minister's Accountability Statement

The Ministry of Social Development and Poverty Reduction 2023/24 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2023/24 – 2025/26 Service Plan published in 2023. I am accountable for those results as reported.

Honourable Sheila Malcolmson
Minister of Social Development and Poverty Reduction
August 6, 2024

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Letter from the Minister

We all want people to have the supports they need to live good lives. That's why our government has made reducing poverty a top priority and we are continuing to take action to make housing more affordable, boost access and lower the cost of child care, lower barriers to opportunity through investments in skills training, improve wages, and give people a hand with rising costs.

We've been making progress - there are now thousands fewer people living in poverty in our province. But global inflation has made life more expensive across Canada, and climate-related emergencies hit hardest for people with low incomes and those living in poverty. That's why we continue to work hard to help people in B.C. by investing in people and making life more affordable.

This spring, we passed the Social Development and Poverty Reduction Statutes Amendment Act 2024, paving the way for the renewal of our Poverty Reduction Strategy. We have set ambitious 10-year targets to reduce overall poverty by 60%, child poverty by 75%, and seniors' poverty by 50%.

Renewing the strategy started with listening to people: over the past year more than 10,000 people throughout the province told us their views on what would make a difference in reducing poverty. It's especially meaningful that over 70% of the people who participated have lived experience of poverty. What we learned from them has been invaluable.

The legislation passed this spring also updated our income and disability assistance laws to reduce barriers for those who can work, while continuing our supports for those who can't.

In 2023/2024, we expanded supports for people to find and keep meaningful employment through skills training and employment services. We also helped families and people all over B.C. put good affordable food on the table. Through a historic investment of over $50 million in food security, we have funded hundreds of projects that helped people and families in need get healthy, nutritious food.

Non-profits and community organizations have helped our government deliver on cross-government priorities that support poverty reduction, including affordable and supportive housing, advancing Indigenous and racial justice, and better coordinating integrated social, health, housing and cultural supports to people who are at risk of or are experiencing homelessness. In recognition of their pivotal role, in 2023-24 we funded $60 million to help non-profits do their crucial work and declared October 30 Non-Profit Recognition Day.

To be an inclusive province, we must integrate accessibility into all aspects of our lives. This past year, our government continued implementing the Accessible B.C. Act. We asked British Columbians for their advice on the draft standards for accessible service delivery and

employment that our Provincial Accessibility Committee developed, which will form the basis of future accessibility regulations in B.C.

In the past year, we continued building a system that removes barriers and works to reduce them, a system that supports people toward employment, and ensures people get the help they need to move out of poverty.

I am grateful for the hard work of all ministry staff who show every day their commitment to creating and delivering vital services for British Columbians, making a true difference in the lives of so many people in B.C.

Honourable Sheila Malcolmson
Minister of Social Development and Poverty Reduction
August 6, 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, the Minister is required to report on the actual results of the Ministry'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 Minister Sheila Malcolmson's 2022 Mandate Letter shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Social Development and Poverty Reduction 2023/24 – 2025/26 Service Plan and the actual results reported on in this annual report.

Purpose of the Ministry

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

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

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

- Ensuring the voices of people living with disabilities are heard in all policy development;
- Continuing work to engage advocates, communities, and businesses to ensure the new *Accessible British Columbia Act* is well understood and effective at making B.C. more accessible and inclusive for everyone – including the implementation of accessible service delivery and employment accessibility standards; and
- Through Community Living BC, continuing work on the Re-imagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities.

Further to the above, the following is a priority for the ministry (outside mandate letters):

- Leading collaborative engagement through the Social Services Sector Roundtable to help strengthen the important community social services that people count on every day.

Operating Environment

The ministry provided income and disability assistance to an average of 238,000 people each month in 2023/24, including 49,000 dependent children and 148,000 people with the Persons with Disabilities designation.

Inflation averaged 3.2% in 2023/24, down from 7% the previous year. Inflation averaged 2.8% in the first three months of 2024. While overall inflation has fallen, costs for necessities like food and rent continued to create affordability challenges for low-income British Columbians. Food prices increased by 5.7% and rental accommodation prices by 7.7% in 2023/24. Inflation has been a major challenge for all British Columbians, but especially so for people living on low income who often cannot change their purchasing patterns or use savings to offset rising prices. Food insecurity has increased significantly as food prices soar, with Food Banks BC reporting that the number of people visiting foodbanks increased by 20% in 2023 compared to the previous year.

The Province continued to take action to reduce poverty in 2023/24, such as historic investments in food security, childcare, and housing. The increase in the minimum wage to $16.75 from $15.65 on June 1, 2023 also helped working clients as many work in sectors that pay minimum wage. The ministry provided rate increases to the ministry's BC Employment and Assistance (BCEA) program. Working in partnership with food banks and other community food programs to implement the historic investment of over $50 million made in March 2023, this funding provided support to numerous food access organizations over the course of the 2023/24 fiscal year to promote food security and increase access to food. Additionally, throughout spring and summer 2023, the ministry consulted broadly with individuals, organizations and partners across sectors to inform the ministry's food security mandate, as part of the engagement to inform the renewed Poverty Reduction Strategy.

The dramatic increase in immigrants that Canada has experienced over the last two years has also impacted British Columbians as the demand for services has increased significantly. The

ministry saw an increase in office, phone line, and online traffic, as well as outreach connections. This is especially true for refugee claimants who frequently must turn to income assistance for support. The number of refugee claimants receiving assistance increased by 77% in 2023/24 and is over three-times higher than in 2018/19. WorkBC Employment Services delivered case management services to approximately 32,000 immigrants, including self-reported refugees, which is an increase of nearly 9,000 people since the previous year and represents 42% of all people served through WorkBC Employment Services (5% higher than 2022-23). Additionally, the ministry worked with community partners to support international refugees to access community resources and ministry assistance.

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: Reduce Poverty in British Columbia

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

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

Key results

- Increased shelter rates by $125 in August 2023 to reduce the risk of homelessness, the first increase to the shelter rate since 2007.
- 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.
- Increased the earnings exemption so people on income and disability assistance can keep their earnings without having assistance payments reduced.
- In October 2023, the $60 million Stronger Community Services Fund was launched to support non-profit organizations across B.C. in their critical work of supporting communities, reducing poverty and advancing social inclusion and racial equity, and October 30, 2023 was declared as B.C.'s first Non-Profit Recognition Day.
- 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.

- Supported the First Nations Wellbeing Fund that provides funding to First Nations and Tribal Councils for projects that promote well-being, increase quality of life, and reduction of poverty.

Summary of progress made in 2023/24

In March 2024, the B.C. government introduced and passed the Social Development and Poverty Reduction Statutes Amendment Act (Bill 7), which amended the Poverty Reduction Strategy Act, the Employment and Assistance Act, and the Employment and Assistance for Persons with Disabilities Act, creating opportunities to improve outcomes for people receiving government income support. To inform this work, the ministry completed a comprehensive public engagement process that began in March 2023 and continued through the spring and summer, including regional virtual town hall sessions, a public survey, and online submissions. This also included a distinctions-based Indigenous engagement concluding in Fall 2023. In total, over 10,000 people provided input, at least 70% with lived experience of poverty.

The updated B.C. legislated poverty reduction targets in the Poverty Reduction Strategy Act included new 10-year targets to reduce the overall poverty rate by 60%, the child poverty rate by 75% and the seniors' poverty rate by 50%.

To advance B.C.'s commitment to reconciliation, B.C. implemented a broad income and asset exemption for Indigenous financial settlements that took effect on April 6, 2023, ensuring that past and future payments made as compensation for past government wrongdoings against Indigenous Peoples do not affect eligibility for assistance. Additionally, the legislative changes made to the Employment and Assistance Act and Employment and Assistance for Persons with Disabilities Act included new provisions that recognize Indigenous Peoples' inherent rights of self-government and self-determination, and enables joint and consent-based decision making with Indigenous governing bodies.

Two What We Heard reports summarizing the public and Indigenous engagement processes were released in December 2023 and February 2024 respectively. These reports informed the development of BC's 2024 Poverty Reduction Strategy.

Performance measure(s) and related discussion

Performance Measure[s]	2021 Actuals	2022 Actuals	2023/24 Target[2]
[1a] Change in Total Poverty Rate from 2016[1]	-45.0%	-27.5%	-25.0%
[1b] Change in Child Poverty Rate from 2016	-54.6%	-36.8%	-50.0%

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

[1] As a result of a delay in the federal reporting of poverty statistics and the time it takes for investments to impact poverty rates, there are no interim targets.

[2] The poverty statistics for 2023 will be released in early 2025.

[3] The reporting of the Poverty Reduction Strategy performance has changed in the Service Plan. The percentage reduction in poverty is now reported instead of the actual poverty rates. This is consistent with the actual targets.

Poverty rates increased in 2022 compared to 2021 across all family types except non-elderly single females as increases in incomes did not keep pace with global inflation. Poverty rates increased in all provinces. The Province continued to meet its target to reduce the total poverty rate by 25% (actual decline was 27.5%) but did not meet its target to reduce the child poverty rate by 50% (actual 36.8%). While the inflation rate declined in 2023 to 3.9% from 6.9% in 2022, it was still above the Bank of Canada's 2% to 3% target range. Inflation higher than the target range often means that costs for people living in low income are rising faster than their income, putting further pressure on poverty rates. The ministry expects to see these pressures reflected in the 2023 poverty rates. It is important to note that the poverty statistics for 2023 will be released by Statistics Canada in early 2025.

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

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

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

Key results

- Increased community presence and expanded outreach by hiring an additional 33 Community Integration Specialists.
- Created the Community Integration Services (CISB) Referral tool to ensure community partners, agencies and ministry staff can access CISB services.
- Worked with community partners to support international refugees to access community resources and ministry assistance, including 30 international refugee families (141 individuals) transferred from Ontario to British Columbia.
- Expanded eligibility requirements and available supplements for some of the Province's most vulnerable members, such as individuals experiencing or at risk of experiencing homelessness, Persons with Disabilities, low-income individuals and families, international refugee claimants, and all other British Columbians in need.
- Increased monthly earning exemption amounts for income assistance and annualized earning exemption amounts for disability assistance.

Summary of progress made in 2023/24

Community Integration Specialists were able to establish trust, make valued connections and build positive relationships with at-risk individuals by providing small items to meet their immediate needs, and provide fire safety and fire suppression items to individuals residing in encampments or vehicles to reduce the chance of injury or loss of life.

To address the growing cost of living crisis and improve access to financial supports to British Columbians in need, the ministry increased the amount of earning exemptions for income assistance, increased the annual earning exemptions for disability assistance, as well as the scope of eligibility for some of the following supplements: Crisis Food & Clothing Allowances, Winter Supplement, Medical Transportation, Shelter, School Start-up, Nutritional, and Natal & Diet.

The ministry considered the diverse needs of clients and responsiveness of ministry services through various process improvements to facilitate access to health supports, such as expediting dental surgeries for children, supporting clients accessing transplants, and streamlining the process to support ministry clients transitioning from ministry assistance to OAS/GIS.

The ministry increased accessibility to services by installing refreshed public computer kiosks in 35 Community Services offices and 11 Service BC locations throughout British Columbia and enhancing self-service options by implementing new automation processes within the My Self Serve Application. In addition, the ministry improved the digital self-serve options for clients using My Self Serve by implementing new automation processes and updating the terminology within the application to align with current acceptable language standards for referring to disabilities and persons who are Indigenous.

The quality of ministry services was improved through a continued focus on training for new hires, and refresher training for all front-line ministry staff. Additionally, SDPR ensured administrative fairness by aligning policy and regulation to permit Persons with Disability (PWD) adjudication without financial assessment and procuring a new consulting Health Professionals contract to support adjudicators in their decision making on complex medical equipment and device request. The ministry updated training modules for front-line decision makers on the reconsideration, appeals, and administrative fairness topics. A formalized feedback loop ensures decision makers are provided with ongoing learning opportunities to improve how decisions are documented and that the principles of administrative fairness are in the forefront.

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[1] of jobs over the next decade. These services support Indigenous people, women, people of colour, people with disabilities and other underrepresented people participate in the labour market and help fill labour market needs.

Key results

- WorkBC Employment Services were delivered through 102 centres, and a strong online presence, to about 94,000 British Columbians. This included personalized case management services to approximately 14,000 people with disabilities, 7,000

[1] British Columbia Labour Market Outlook 2021-2031 Forecast

Indigenous Peoples and 32,000 immigrants. Over 34,000 job seekers were supported through their first year of employment.

- WorkBC Assistive Technology Services complemented WorkBC Employment Services by providing specialized services to about 1,800 people who have work-related barriers due to a disability or functional limitation. Assistive equipment, devices, or other disability supports were provided to help them maintain their employment or accept a job offer.
- WorkBC Apprentice Services supported over 15,800 registered apprentices to access the classroom technical training portion of their apprenticeship trade to achieve journeyperson status.
- About 9,100 British Columbians received Skills Training and/or Work Experience supports this year through WorkBC and community-driven projects funded by the Community and Employer Partnership program. Approximately 72% of job seekers who participate in these programs achieve sustainable employment.
- WorkBC supported eligible single parents on income and disability assistance who want to pursue employment and move towards financial independence. This year almost 100 single parent clients found employment in a variety of in-demand occupations.

Summary of progress made in 2023/24

The ministry supported a variety of projects aligned with the ministry's commitment to poverty reduction. These projects tested new methods of employment service delivery that support vulnerable populations, employers, Black, Indigenous, and other People of Colour (BIPOC), and Persons with Disabilities.

To enable a more modern, streamlined experience for British Columbians, user experience and accessibility improvements were made to the Online Employment Services portal and forms, ensuring compliance with screen reader technologies for low vision, visually impaired and blind clients. Improvements were also made to the overall readability, plain language, and appearance of WorkBC web pages.

Enhancements to align employment services and apprentice services application processes reduced the number of mandatory questions by 80% in both applications, improving the client registration process (from 25 to 5 questions), and making it easier for clients to register for WorkBC services. The enhancements also reduced barriers for clients by enabling service providers to engage with clients faster and increasing options by providing clients with a choice to log in to the portal using either their BC Services card or BCeID.

Performance measure(s) and related discussion

Performance Measure[s]	2022/23 Actual	2023/24 Target	2023/24 Actual
[2a] Number of clients using My Self Serve	125,551	103,000	141,175

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

The ministry has exceeded its target for the number of clients using online services. The ministry continued to promote the My Self Serve Application for client easy access when extreme weather events take place throughout the province or other events prevent them from accessing ministry services in-person at a community service office.

Performance Measure[s]	2022/23 Baseline	2023/24 Target	2023/24 Actual
[2b] WorkBC Client Satisfaction Score[1]	75	76	72

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.
[1] 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. 2024/25 and 2025/26 targets in the 2023/24 plan were 77 and 78 respectively.

To measure progress towards Goal 2, the ministry has automated surveys in place to receive feedback directly from WorkBC on their experience and their overall satisfaction with the services received. The ministry experienced small changes in satisfaction scores since its implementation, but expected to see overall increased satisfaction year over year as program improvements became established over time.

In 2023/24, the client satisfaction score was 72, missing the ministry target of 76. The ministry is reviewing survey results to determine the root cause of the decrease. While overall satisfaction declined this year, the ministry continues to see higher than average satisfaction for some marginalized client groups such as Indigenous Peoples (76), older clients (77), and people with high school education or less (74).

The ministry began planning new employment programs specifically designed to help people experiencing multiple barriers to employment. Customized programing to meet the needs of our job seekers is expected to improve client satisfaction.

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

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

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

Key results

- Made accessibility improvements to Online Employment Services portal and key WorkBC forms.
- Conducted partial accessibility testing of Integrated Case Management system to identify gaps and develop an improvement plan.
- Worked with partners as an active member of the Re-Imagining Community Inclusion (RCI) Steering Committee to make progress across all four priority areas: developing flexible housing options, more and better employment opportunities, improving access to health and mental health services, and that services for Indigenous Peoples be self-determined.
- Continued to implement the Accessible British Columbia Act. Progress to implement the Accessible British Columbia Act is reported on annually in the Accessible BC Act Progress Report.

Summary of progress made in 2023/24

Accessibility improvements were made to the WorkBC Online Employment Services portal to ensure compliance with screen reader technologies for low vision, visually impaired, and blind clients. Changes to labels and navigation flows for screen readers to announce text fields, check boxes, radio buttons and drop-down menus allowed clients to move through the registration with screen readers with greater ease. After testing accessibility with a client with low vision, WorkBC forms were improved, and a plain language review was done to increase overall readability and appearance of the WorkBC web pages. This enabled clients with low vision or blindness to tab through links and identified further barriers to be addressed in future forms platform updates for all social sector forms. Partial accessibility testing was also completed on the Integrated Case Management system to identify accessibility gaps, which will be addressed by the Spring 2024 upgrade and subsequent releases.

Performance measure(s) and related discussion

Performance Measure[s]	2022/23 Baseline	2023/24 Target	2023/24 Actuals
[3a] Total amount of earnings exemptions reported by Persons with Disabilities cases	$180 million	$176 million	$180 million

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

The total amount of exempted earnings exceeded the target as the labour market performed better than anticipated for Persons with Disabilities, especially in the first half of 2023/24. The high number of job vacancies in key sectors where many Persons with Disabilities work was able to reduce job losses. However, during the latter half of the year the labour market did slow and there was a noticeable decline in the proportion of Persons with Disabilities reporting earnings.

Financial Report

Financial Summary

	Estimated ($000)	Other Authoriz-ations[1] ($000)	Total Estimated ($000)	Actual ($000)	Variance ($000)
Operating Expenses					
Income Assistance[2]	3,289,354	0,000	3,289,354	3,141,771	-147,583
Employment[3]	30,273	0,000	30,273	31,322	1,049
Community Living Services	1,410,433	0,000	1,410,433	1,555,429	144,996
Employment and Assistance Appeal Tribunal	1,915	0,000	1,915	1,627	-288
Executive and Support Services	13,356	0,000	13,356	15,182	1,826
Sub-total	**4,745,331**	**0,000**	**4,745,331**	**4,745,331**	**0,000**
Adjustment of Prior Year Accrual[4]	0,000	0,000	0,000	-235	-235
Total	**4,745,331**	**0,000**	**4,745,331**	**4,745,096**	**-235**
Capital Plan					
Executive and Support Services[5]	1,824	417	2,241	497	-1,744
Total	**1,824**	**417**	**2,241**	**497**	**-1,744**

[1] "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the Balanced Budget and Ministerial Accountability Act for ministerial accountability for operating expenses under the Act.
[2] Ministry accessed $304.7 million from Housing Priority Initiatives Special Accounts in 2023/24 for eligible expenditures related to housing and shelter programs under Income Assistance.
[3] Reflects WorkBC costs, net of recoveries from the federal government. The total expense in 2023/24 was $370.5 million, which included $31.3 million in provincial spending and $339.2 million recovered from the federal government.
[4] The Adjustment of Prior Year Accrual of $0.235 million is a reversal of accruals in the previous year.
[5] Capital expenditures represent vehicles for Community Integration Specialists serving clients in the province. The capital Information Technology budget to support WorkBC was re-profiled to future years.

Appendix A: Public Sector Organizations

As of August 31, 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.

Appendix B: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in Minister Sheila Malcolmson's 2021 and 2022 Mandate Letters.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024
Update the Poverty Reduction Strategy by March 2024, to continue reducing the number of people, and in particular children, who are experiencing poverty in our province.	• The Minister tabled the most recent (2022) Annual Report on TogetherBC on October 5, 2023, which noted that B.C. continues to meet its legislated targets and outlined an extensive list of B.C.'s cross-ministry poverty reduction actions in 2022. • In March 2024, the B.C. government introduced and passed Bill 7, the Social Development and Poverty Reduction Statutes Amendment Act, which amended the Poverty Reduction Strategy Act, the Employment and Assistance Act, and the Employment and Assistance for Persons with Disabilities Act. This legislation was the result of extensive public and distinctions-based Indigenous Peoples engagement process to inform the renewal of the poverty reduction strategy and a comprehensive review of the legislation governing income and disability assistance. This review considered the recommendations outlined in the final report from the Expert Panel on Basic Income. • Worked to update Poverty Reduction Strategy that will be released in summer 2024.
Lead work with support from the Minister of Finance to continue addressing impacts on low-income people caused by cost-of-living increases related to global inflation.	• To help address the impacts on low-income people, Budget 2023 provided rate increases to the ministry's BCEA program including to the shelter rate, earnings exemptions, and supplementary assistance. • In 2023, the ministry allocated over $50 million in year-end funding that will be allocated over multiple years to strengthen food banks, food distribution and food access via Food Banks BC, United Way BC (UWBC) and smaller community partners.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024

Given rising costs of food, continue to lead work on food security and dignified access to food in partnership with food producers, grocery stores, food banks, schools, and not-for-profits, with support from the Minister of Agriculture and Food and the Parliamentary Secretary for Community Development and Non-Profits.	• Throughout 2023/24, the ministry continued to implement the $50-million multi-year investment supporting food security across B.C., such as:
	  ○ UWBC – $14M to develop a critical food infrastructure fund to support community-led food infrastructure projects across B.C. that enhance food security locally.
	  ○ UWBC – $7.5M to support and expand regional community food hubs from 20 – 40 over 5 years, including new hubs in northern BC and southern Vancouver Island.
	  ○ Food Banks BC – $15M to provide continued financial support for food banks, support emergency food access, and support food security in northern BC.
	  ○ Loaves and Fishes - $7M for a warehouse in Nanaimo to support food redistribution.
	• The ministry also co-chairs a cross-government Food Security Steering Committee (FSSC) focused on developing a long-term, coordinated approach across sectors to reduce food insecurity.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024
Support the work of the Minister of Housing to better coordinate services to deliver improved outcomes for people living in Vancouver's Downtown Eastside, in collaboration with the Ministers of Mental Health and Addictions, Health, and Public Safety and Solicitor General, as well as Indigenous Peoples, external partners, and others.	• The ministry has a strong presence in the Downtown Eastside that includes a dedicated team of three in-person Ministry offices, 17 Community Integration Specialists and a WorkBC employment centre. • Working with BC Housing, the ministry provides a one-stop access to services for income and other supports and information at the Community Connections Hub at Orange Hall. • The ministry is involved in integrated teams across the neighbourhood (e.g., HEART and HEARTH, Coordinated Access Tables, Vancouver Community and Drug Courts and with the Vancouver Intensive Supervision Unit). • The ministry works closely with the Vancouver Aboriginal Friendship Centre Society, All Nations Outreach, Aboriginal Front Door, Lu'ma Native Housing Society, and Kilala Lelum to provide Indigenous specific supports and services. • The ministry provided funding to community organizations such as: o SPARC BC: Welcome Home Kits and Accessibility Week Initiatives o Disability Alliance BC o Downtown Eastside Women's Centre o Wish Drop-In Centre • The ministry also provided food security funding for inflation response and long-term provincial capacity building.
Build on the work of so many around the province to make B.C. a global leader in the fight to end period poverty by creating a multi-sectoral Period Poverty Task Force to develop a comprehensive, long-term response to period poverty in B.C.	• In March 2024, the Task Force submitted their final report with cross-sector recommendations to reduce or eliminate period poverty, to inform future actions across government.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024
Continue work on the Re-imagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities.	• Progress on the Re-Imagining Community Inclusion 2022/23 – 2024/25 Work Plan is underway across all four priority areas: developing flexible housing options, more and better employment opportunities, improving access to health and mental health services, and services for Indigenous Peoples are self-determined.
Parliamentary Secretary – Accessibility Ensure the voices of people living with disabilities are heard in all policy development.	• The Parliamentary Secretary for Accessibility directly engaged with senior leaders and officials from other ministries, including CITZ, EDUC, HOUS, TRAN, and ENV, to advance accessibility and inclusion priorities. • During the National AccessAbility Week in 2023, learning opportunities were made available to further educate BC Public Service employees on accessibility and inclusivity. • Since the launch of the Accessibility Feedback Tool in October 2022, the B.C. government has received 241 submissions and feedback has been shared with 18 ministries.
Parliamentary Secretary – Accessibility Continue work to engage with advocates, communities, and businesses to ensure the new accessibility legislation is well understood and effective at making B.C. more accessible and inclusive for everyone – including the implementation of accessible service delivery and employment accessibility standards.	• In April 2024, the Provincial Accessibility Committee, where the Parliamentary Secretary for Accessibility sits as co-chair, put together recommendations to address barriers to employment and access to goods and services experienced by Persons with Disabilities. • Between January and March 2024, the Provincial Accessibility Committee gathered input on planned public consultation on accessibility standards from 50 groups within and outside of the BC Public Service, which included Persons with Disabilities, representatives of disability-serving organizations, industry associations, Crown agencies, and representatives from other B.C. ministries.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024
Parliamentary Secretary – Accessibility Continue work with the Minister of Housing on ensuring the next iteration of the BC Building Code includes changes that will make new buildings more accessible for all people.	• A New Building Code was adopted in November 2023 that includes enhanced accessibility measures for commercial and public buildings and in large new multi-unit residential buildings, such as condos and apartments.
Parliamentary Secretary – Accessibility Work with the Minister of Citizens' Services to ensure government's digital tools and services are accessible and prioritize user experience for British Columbians of all abilities.	• The Parliamentary Secretary for Accessibility worked closely with the Ministry of Citizens Services to improve BC Public Service's digital accessibility, which included launching a new version of the gov.bc.ca platform that had updated accessibility features, implementing new resources to support BC Public Service employees to use digital accessibility best practices, and conducting digital accessibility audits on government websites.
Parliamentary Secretary – Accessibility Support the Minister of Education and Child Care to continue providing supports for children and youth with disabilities and special learning needs.	• Communication and support were provided to school districts to ensure they meet the Accessible BC Regulation requirements.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024
Parliamentary Secretary - Community Development and Non-Profits Continue work to support and engage charitable organizations and the nonprofit sector by acting as their advocate and key point of contact within government.	• In October 2023, the Province declared October 30th as Non-Profit Recognition Day to annually celebrate the critical contributions of the non-profit sector to people and communities across B.C. • Following on the $34 million Recovery and Resiliency Fund in support of non-profits' COVID recovery, the ministry launched the $60-million Stronger Community Services Fund to further support non-profit organizations across B.C. in their critical work of supporting communities to reduce poverty and advance social inclusion and racial equity. • In March 2023, the ministry funded $650,000 for Vantage Point to support the development of a provincial Non-Profit Network. • Supported the work of the Ministry of the Attorney General to address key issues with the Lobbyist Transparency Act identified by the sector through legislative amendments passed in March 2024.
Parliamentary Secretary - Community Development and Non-Profits Work with the co-operative sector to support sector strengthening and modernization.	• The ministry continued to build connections with the sector and supported the current review of the Co-operative Association Act led by the Ministry of Finance.
Parliamentary Secretary - Community Development and Non-Profits Continue work to support the Minister of Social Development and Poverty Reduction's food security mandate, including recognizing the impacts of global inflation and extreme weather events on household food security for British Columbians.	• In 2023, the Parliamentary Secretary of Community Development and Non-Profits hosted a roundtable in the Fraser Valley to discuss food security and how to create a robust, sustainable food security system. Input from this meeting and others with food security organizations is informing the ministry's food security mandate, as well as the renewed Poverty Reduction Strategy.

2021 and 2022 Mandate Letter Priority	Status as of March 31, 2024
Parliamentary Secretary - Community Development and Non-Profits Support the work of the Minister of Housing to protect and expand non-profit, non-market, and co-op housing in B.C.	• The Parliamentary Secretary of Community Development and Non-Profits continues to work with the Ministry of Housing to protect and expand non-profit, non-market, and co-op housing in B.C.

Ministry of Social Development and Poverty Reduction

2025/26 – 2027/28 Service Plan

March 2025

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Published by the Ministry of Social Development and Poverty Reduction

Minister's Accountability Statement

The Ministry of Social Development and Poverty Reduction 2025/26 – 2027/28 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.

Honourable Sheila Malcolmson
Minister of Social Development and Poverty Reduction
February 12, 2025

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Strategic Direction

In 2025/26, the Government of British Columbia will continue to prioritize delivering the services and infrastructure needed for people to build good lives in strong communities.

To support this objective, Government will focus on growing the economy, responding to the threat of tariffs, creating good paying jobs, improving affordability, strengthening health care and education, and making communities safer.

Government will also continue deepening relationships with Indigenous Peoples while advancing implementation of the Declaration on the Rights of Indigenous Peoples Act Action Plan.

This 2025/26 service plan outlines how the Ministry of Social Development and Poverty Reduction will support the government's priorities and selected action items identified in the Minister's January 2025 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:

- Continue to develop tools and approaches to prevent poverty and increase income, focusing first on youth growing up in families living in poverty.
- Work with the Ministers of Health, Finance, Citizens' Services and others to ensure low- and moderate-income British Columbians receive and retain the federal and provincial benefits they are eligible for, beginning with the Canada Disability Benefit.
- Lead government's work on accessibility initiatives.
- Support British Columbians struggling with the cost of food and unable to afford the basics by leading work on food security and finding opportunities to support BC farmers and food producers in this work.
- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered as required.
- Lead work, with support from the Minister of Post-Secondary Education and Future Skills, to deliver skills and training initiatives for people facing multiple complex barriers that will enable them to access opportunities and build a dignified life.

- Work with stakeholders, particularly people with lived experience, to support the development and implementation of government's work to make B.C. more accessible and inclusive for all people.
- Continue to strengthen government's relationship with the non-profit sector and support the effectiveness of non-profit sector organizations, including through the Social Services Sector Roundtable.
- Work with the Minister of Finance to review all existing ministry programs and initiatives to ensure our programs remain relevant, are efficient, ensure safe and strong communities, and reduce poverty.

Further to the above, two key priorities for the ministry which support the 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 provides income and disability assistance to an average of 254,000 people each month throughout the year, including 53,000 dependent children. Approximately 151,000 of these individuals are in receipt of disability assistance. The number of people receiving assistance has been increasing because of a slow growth in employment and continued growth in refugee claimants. The refugee claimant caseload started to rise in 2022 and has increased from 1,985 in 2022 to 5,983 in 2024, and now account for 8.7% of the income assistance caseload (up from 3.4% in 2022). This component of the caseload is growing at an increasing rate and this trend is expected to continue through at least 2025.

Slow growth in the labour market, a rapidly growing population and high inflation starting in 2022 have put pressure on poverty rates throughout Canada. The number of British Columbians living in poverty in 2022 increased by 150,000 to 597,000 according to the Market Basket Measure (MBM). This includes 97,000 children living in low-income families, an increase of 27,000 over 2021, and 89,000 seniors. British Columbia still met the target to reduce the total poverty rate by 25% by 2024 but is no longer meeting the target to reduce child poverty by 50%.

The ministry provides employment services through WorkBC to a growing number of people each year, which is expected to reach 101,000 people. The demand for employment services is primarily driven by an increase in the numbers of immigrants seeking services. The ministry remains committed to ensuring employment services remain relevant, efficient, and reduce poverty, especially for those facing more complex barriers to employment.

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, which was updated in July 2024, the ministry must work across government to ensure that the requirements and targets as set out in the Poverty Reduction Strategy Act are achieved.

Key Strategies

- Continue to implement B.C.'s updated Poverty Reduction Strategy to achieve legislated targets and address other pressing issues such as the depth of poverty and the cycle of poverty.
- Develop tools and approaches to prevent poverty and increase income, focusing first on youth growing up in families living in poverty.
- Work with other ministries to ensure low- and moderate-income British Columbians receive and retain the federal and provincial benefits they are eligible for, beginning with the Canada Disability Benefit.
- Lead work on food security to support British Columbians struggling with the cost of food and unable to afford the basics in partnership with other ministries, including the Ministry of Agriculture and Food, and external partners.
- Lead work to deliver skills and training initiatives for people facing multiple complex barriers to improve community and labour market participation.

Performance Measures

Performance Measure[s]	2021 Actuals	2022 Actuals	2023-24 Target	2034 Target
[1a] Change in Total Poverty Rate from 2016[1]	-45.0%	-27.5%	-25.0%	-60.0%
[1b] Change in Child Poverty Rate from 2016	-54.6%	-36.8%	-50.0%	-75.0%
[1c] Change in Seniors Poverty Rate from 2016	-23.1%	-4.4%	N/A	-50.0%

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

[1] 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.

The two-year delay in producing the poverty statistics means 2023 MBM data will be released in 2025.

All targets use 2016 as the base year.

Discussion

The 2018 Poverty Reduction Strategy Act (PRSA) set out legislated targets for the reduction of both the overall poverty rate (25%) and the poverty rate for children (50%) by 2024 (using a 2016 baseline, the most recent numbers available at the time). The targets were set to be ambitious, achievable, and significantly improve the lives of low-income British Columbians.

In March 2024, B.C. updated the PRSA to include new 10-year targets to reduce the overall poverty rate by 60%, the child poverty rate by 75% and a new measure to reduce the seniors' poverty rate by 50% (from 2016 levels). These targets recognize that while progress has been made to reduce poverty, we need to continue to build on it. The new poverty reduction target for seniors recognizes that seniors have been hit especially hard the last few years with rising costs of living.

The Province uses Statistics Canada's Market Basket Measure (MBM)[1] as its official poverty measure.

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

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

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

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

Key Strategies

- Maintain community presence through 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.

[1] Low income statistics by age, sex and economic family type (statcan.gc.ca)

- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

Discussion

The ministry's income and disability assistance services aim to help people establish ties with their communities and the job market. These services help people secure their future, achieve self-sufficiency to support their families, and contribute to their communities. By offering temporary assistance to those who can work (and long-term support to those who face challenges working due to disabilities or other barriers), the ministry ensures the needs of British Columbians are met.

The ministry continually adapts its service delivery to enhance accessibility and cater to the diverse needs of clients. People can access in-person services at 84 locations, including 36 ministry offices and 48 Service BC offices across the province. Telephone-based services provide clients with automated reporting options and direct live support from ministry workers. For those who prefer self-service options, the ministry is continually improving the My Self-Serve portal and the self serve options available through the toll-free number. Additionally, the Electronic Fund Transfer payment option ensures clients receive the support they need during extreme weather events and wildfires.

Community Integration Services offer in-person outreach and in-reach services to people at risk of or experiencing homelessness, connecting them with financial assistance and community supports. This includes partnerships with community organizations, such as Friendship Centers throughout the province, to provide support outside traditional government office settings. The ministry is also expanding the number of vehicles equipped with technology 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[2] of jobs over the next decade. These services help underrepresented people participate in the labour market, including Indigenous people, women, people of colour, and people with disabilities.

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.
- Deliver employment services and skills training initiatives that enable vulnerable people to access opportunities and build a brighter future. .
- Adapt programs and services to respond to the changing labour market environment and in anticipation of future labour market needs.

[2] British Columbia Labour Market Outlook 2021-2031 Forecast

- Collaborate with community-led organizations and employers to create equitable employment opportunities for people.

Performance Measures

Performance Measure	2023/24 Baseline	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
[2a] Percent of clients using My Self-Serve	54%	59%	60%	62%	62%
[2b] Percent of clients receiving payments via Electronic Fund Transfer	85%	87%	87%	87%	87%
[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 encourages the use of My Self Serve[3] as a convenient online option for British Columbians to access income and disability assistance. Ongoing promotion of this option is expected to maintain consistent client usage. The ministry collects feedback via survey from people who access services by telephone. This performance measure supports the monitoring and assessment of whether the ministry's staff training approach continues to result in clients reporting high levels of respectful treatment.

Performance Measure	2023/24 Baseline	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
[2d] WorkBC Client Satisfaction Score [1]	72	72	74	75	76

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.

[1] 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.

[3] My Self Serve (MySS) provides online access to income and disability assistance for residents of British Columbia.

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

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

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

Our communities are stronger when they include everyone. Removing the barriers that People with Disabilities currently experience ensures they are able to participate fully in their communities.. 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 further improve inclusion and employment opportunities. The 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 persons with disabilities and the broader 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.

Performance Measures

Performance Measure	2023/24 Baseline	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
[3a] Total amount of earnings exemptions reported by Persons with Disabilities	$180 million	$185 million	$210 million	$225 million	$235 million

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

Discussion

Employment rates for Persons with Disabilities in 2024 was lower than anticipated which impacted the amount of earnings exempted. Since COVID, the percentage of Persons with Disabilities reporting income has dropped significantly. While the rate is starting to rise, it remains far below pre-COVID levels despite an increase in earnings exemptions in 2024 and ministry efforts to increase employment rates. This indicates that the impact of earnings exemptions is taking longer to increase employment rates than expected.

Financial Summary

($000s)	2024/25 Restated Estimates[1]	2025/26 Estimates	2026/27 Plan	2027/28 Plan
Operating Expenses				
Income Assistance	3,502,169	3,892,899	4,066,820	4,248,328
Employment	30,897	31,126	31,126	31,126
Community Living Services	1,626,906	1,806,808	1,806,808	1,806,808
Employment and Assistance Appeal Tribunal	1,945	1,959	1,959	1,959
Executive and Support Services	14,055	14,324	14,324	14,324
Total	**5,175,972**	**5,747,116**	**5,921,037**	**6,102,545**
Capital Expenditures				
Executive and Support Services	2,124	1,854	1,854	1,854
Total	**2.124**	**1,854**	**1,854**	**1,854**

[1] For comparative purposes, amounts shown for 2024/25 have been restated to be consistent with the presentation of the *2025/26 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 March 4, 2025, 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.

Appendix B: Minister Mandate Letter

Community Living British Columbia

2025/26 – 2027/28
Service Plan

March 2025

For more information on the Community Living British Columbia

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Or visit our website at

http://www.communitylivingbc.ca

Published by Community Living British Columbia

Board Chair's Accountability Statement

The 2025/26 – 2027/28 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 2025 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:

Shane Simpson
Board Chair, Community Living British Columbia
February ##, 2025

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Strategic Direction

In 2025/26, public sector organizations will continue to prioritize delivering the services and infrastructure needed for people to build good lives in strong communities.

To support this objective public sector organizations will support Government's focus on growing the economy, responding to the threat of tariffs, creating good paying jobs, improving affordability, strengthening health care and education, and making communities safer.

Public sector organizations will also continue to work as directed to support the implementation of the Declaration on the Rights of Indigenous Peoples Act Action Plan.

This 2025/26 service plan outlines how Community Living British Columbia (CLBC) will support the government's priorities and selected action items identified in the most recent CLBC Mandate Letter.

Purpose of the Organization and Alignment with Government Priorities

Community Living British Columbia (CLBC) is a crown corporation that was created in 2005 by a grassroots movement of self-advocates, families, service providers and other community and government partners who called for choice and change for people with disabilities. They wanted an organization outside of the Ministry that could focus on working together toward full inclusion for people with intellectual and developmental disabilities in BC. For the last 20 years, CLBC has continued to work alongside individuals, families and support networks served by CLBC, service providers, community and government partners to build inclusive communities and person-centred support for adults with disabilities.

CLBC is 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 a Fetal Alcohol Spectrum Disorder or an Autism Spectrum Disorder, and who have significant limitations in adaptive functioning.

CLBC's vision is for communities of belonging and lives with connection. CLBC works collaboratively with eligible adults, their 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 2023 Mandate Letter. CLBC's Strategic Plan[1] will guide CLBC's actions, building on the work completed under the 2024/25 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 processes. 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's service delivery approach is influenced by a variety of factors, including the rising cost of living, challenges in recruiting and retaining staff in a tight labour market, and an increasing demand for services. These pressures affect the ability of CLBC and its contracted service providers to meet the needs of the individuals, families and support networks it supports. Rising costs and workforce shortages are expected to continue to impact the delivery of supports and services over the coming year.

In addition to economic pressures, climate-related emergencies such as wildfires, extreme heat, and flooding are creating new pressures on CLBC's operations. These events affect how services are delivered and expand the role of CLBC staff and contracted providers in responding to emergencies, adding complexity to service delivery in affected communities.

Housing affordability remains a significant challenge for the people CLBC supports and staff in the community living sector. Limited rental availability and rising housing costs mean that many people, including those with complex needs, must live with aging parents or in housing situations that are not their preference. These challenges highlight an urgent need for more inclusive and affordable housing options throughout the province.

Individuals with complex needs, particularly those affected by mental health issues, addiction, and homelessness, face additional vulnerabilities, including exposure to the toxic drug supply. Many require urgent access to mental health and addiction services, as well as stable housing. Addressing these intersecting needs will require CLBC to strengthen partnerships with health services and other sector partners. Collaborating with the Ministry of Health to improve access to health and mental health services is a priority identified in the 10-Year RCI Vision and Road Map and its related three-year work plan.

CLBC is building partnerships to act on these critical issues as well as strengthening relationships across government to support the people CLBC serves. These efforts include collaborating with the Ministry of Housing, the Ministry of Public Safety and Solicitor General, and other partners such as the Ministry of Children and Family Development and the Ministry

[1] CLBC is preparing to refresh this Strategic Plan and expects to release the updated strategic plan in 2026.

of Health. Investments in leadership development for individuals and their families and support networks, as well as strengthening sector partnerships, will remain central to advancing CLBC's mandate.

Caseload Growth and Demographic Trends

CLBC projects that approximately 29,265 people will be eligible for CLBC services as of March 31, 2025, 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 56,033 people, which is an increase of 100 percent over the March 2024 actual caseload of 28,003[2].

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. In particular, CLBC expects increased referrals from Indigenous communities as CLBC builds stronger relationships and trust with Indigenous Peoples and communities. 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[3] stream.

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 2044. All these life transitions require different but focused resource planning for service delivery.

To address these complex and evolving challenges, CLBC has identified clear objectives and goals to guide its efforts. These priorities focus on ensuring sustainable service delivery, enhancing partnerships, and adapting to the demographic trends and emerging needs of the individuals, families and support networks CLBC supports. By aligning its strategies with these objectives, CLBC aims to strengthen its capacity to provide responsive, inclusive, and effective services in the face of rising demand and diverse pressures.

[2] Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.
[3] 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 2024-25 Service Plan. CLBC has retired Performance Measure 1a[4] from last years' Service Plan due to data inconsistency from low survey response rates. It will not be included in future service plans.

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 B.C. residents..

Key Strategies

- Implement the actions in CLBC's Accessibility Plan to improve accessibility of information and communications to CLBC offices and about services to align with the Accessible BC Act.
- Continue to work collaboratively with CLBC's Indigenous Advisory Committee and the Elders Advisory Committee to improve relationships with Indigenous Peoples and their communities by improving awareness and delivery of culturally safe services.
- Continue to enhance and promote CLBC's Welcome Workshops so people CLBC supports, their families, and support networks know what to expect from CLBC.
- Improve transitions for youth , their families and support networks to CLBC services by partnering with the Ministry of Children and Family Development and Indigenous Children and Family Service Agencies (ICFSA) through:
    - Its Children with Support Needs family connection centre pilots, and
    - Its SAJE (Strengthening Abilities and Journeys of Empowerment) program for young adults transitioning out of care.

[4] Percentage of families of transitioning youth who understand what services and supports they can expect from CLBC and when they can expect them.

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

Strengthened relationships between CLBC and individuals, families and support networks 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

- Continue to develop a communications strategy to increase the availability of plain language, multiple languages, and alternative formats, including American Sign Language (ASL) and braille, to explain key CLBC processes and information.
- Build trust with the people CLBC supports, their families and support networks using feedback from surveys about our transition process and complaints procedures.
- Revise CLBC's eligibility processes to improve clarity and experiences of individuals and families.
- Implement a new Information Management System to enhance CLBC's ability to support individuals, families, and their support networks through an updated platform.
- Complete implementation of the new Person Centred Societies Policy and Contracting Framework to ensure that people CLBC supports and their families who access this self-directed support model have the tools and guidance to make empowered decisions.

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, their families and support networks 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 to deliver more responsive services.

Key Strategies

- Continue to work collaboratively with provincial 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, their families and support networks 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 Accessible BC Act.

- Continue to increase engagement with individuals, families and support networks to understand their future housing needs.
- Continue to apply a Gender-based Analysis Plus lens to the development and evaluation of CLBC's policy framework and materials that support communication with people CLBC supports.

Performance Measures

Performance Measure	2024/25 Forecast	2025/26 Target	2065/27 Target	2027/28 Target
1a) The percentage of individuals with the most urgent needs that have made a service request and received service within six months	95%	90%	90%	90%

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

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
1b) The percentage of complaints for which the complaints process has been completed within the timeframes set out in the CLBC Complaint Resolutions Policy[i]	81%[5]	82%	83%	83%

Data source: CLBC Complaints Tracking System

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 2024-25 Service Plan.

[5] For complex complaints which are unresolved at the third stage, CLBC has introduced a "pause" function during the complaints process timeframes to allow for additional information gathering to support a resolution.

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 adult CLBC supports, their families, support networks, 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 (for example., urban Indigenous partners). Supported by CLBC's Indigenous Relations team, CLBC is building relationships with Indigenous communities throughout the province.

Key Strategies

- Continue to develop, strengthen and improve relationships with key Indigenous partners, Indigenous Peoples, and their communities.
- Partner with Secwépemc Child and Family Services Agency to oversee the second year implementation of the historic Memorandum of Understanding between CLBC and the Secwépemc Child and Family Services Agency for the delivery of CLBC services.
- 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.

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

Developing cultural safety[6] 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 First Nations, Métis, and Inuit 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.
- Continue to support the cultural safety community of practice and provide tools to support staff in developing and integrating culturally safe practices.

[6] 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.

- Continue to develop a cultural safety discussion tool kit for CLBC staff (and service providers) as part of CLBC's 2023-26 Accessibility Plan.

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

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, including an Indigenous perspective in 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[7] 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 service providers by supporting Indigenous agencies to understand CLBC's pre-qualification process.
- Increase the number of partnerships with Indigenous governments and Indigenous governing bodies to foster an increase in capacity for culturally safe services to Indigenous individuals and families.
- Implement recommendations from procurement review to support long-term, sustainable approaches 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.

Performance Measures

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
2. Number of Indigenous organizations that CLBC has contracts for service	14	15	18	20

Data source: CLBC's Request for Qualification submission.

Goal 3: CLBC invests[7] 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.

[7] The BC CEO Network is a provincial organization that represents agencies delivering services to adults with developmental disabilities in BC.

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 contribute to the B.C. Government's commitment to deliver quality services to British Columbian families.

Objective 3.1: CLBC invests[8] in and advances self advocate leadership to promote and strengthen the self advocacy movement in B.C.

Self-advocate leaders[9] 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.
- Incorporate recommendations from working group consultations with self-advocate leaders into CLBC policies currently under development.
- Strengthen the CLBC community engagement strategy to further prioritize self-advocate leadership and recognize intersectional identities of gender and identity, race, disability, age, etc.

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.

[8] 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.

[9] Self-advocate leaders are people labelled with an intellectual or developmental disability working to advance the rights and full citizenship of people who share a similar lived experience. Many self-advocate leaders are members of a local and/or provincial organization advocating for social change by and for people labelled with developmental or intellectual disabilities.

Key Strategies

- Continue to work collaboratively with families and support networks 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[10] and the Provincial Advisory Committee[11].
- Support efforts of family-led groups to innovate, provide family support, and create inclusive communities.
- Streamline CLBC's individualized funding framework to better support individuals, families and support networks who access self-directed services.

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 and support networks, 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.
- Continue to 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.

[10] CLBC Community Councils (CC) operate throughout 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.'

[11] 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.

Performance Measures

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
3a) Number of individuals and families directing their own services through individualized options	1330	1,380	1,410	1,450

Data source: PARIS information management system and CLBC's accounting systems.

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
3b) Percentage of required monitoring completed at least once per year as set out in the CLBC *Monitoring Policy*	95%	95%	95%	95%

Data source: The My Workspace Contract Management System and CLBC's Annual Monitoring Management Tool.

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
3c) Number of self-advocates participating in self-advocate organizations	475	525	575	625

Data source: B.C. self-advocate groups

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

Advancing inclusion and achieving the vision of "communities of belonging, lives with connection" requires engagement from government, community organizations, businesses, Indigenous peoples, and all 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 support the RCI Work Plan implementation.
- Continue to 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 the BC Association of Aboriginal Friendship Centres, BC CEO Network and the Home Sharing Support Society BC to develop cultural safety training for home sharing providers to ensure the delivery of culturally safe home sharing services.
- Encourage municipalities to include people who CLBC supports in their housing plans by providing information about the need for housing and supporting partners to engage municipalities and raise awareness on the issue.
- Continue to assess the use of and identify opportunities to incorporate Trauma Informed Practice[12] within CLBC programs and processes.

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 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.

[12] Trauma Informed Practice is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma. It emphasizes physical, psychological, and emotional safety for everyone, and creates opportunities for survivors to rebuild a sense of control and empowerment.

Key Strategies

- Continue to lead the ongoing exploration and implementation of a provincial health leadership initiative and inter-ministry table, in support of the RCI Work Plan[13]
- Strengthen community inclusion services by utilizing research findings gathered through consultation with individuals, families, service providers, and key community partners.
- Continue to ensure the availability the L.I.F.E. (Learning, Inclusion, Friendship and Employment) Service, customized employment, and Inclusive Post Secondary Education (STEPS Forward) services.
- Work with government partners to highlight the benefits of employment for youth transitioning to CLBC.

Performance Measures

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
4a) Number of individuals who are living in their own home through supports for independent living.	2950	2,916	3,156	3,416

Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
4b) Number of individuals who are supported in shared living arrangements.	4200	4,275	4,300	4,325

Data source: The PARIS information management system and the My Workspace contract management system. Data is validated through regular contract management processes.

Performance Measure	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
4c) Percentage of individuals younger than 65 reporting current employment income	23%	24%	26%	26.5%

Data source: ICM, BC Disability Assistance

[13] The Community Health Advisory Team which includes representation of individuals with lived experiences, service providers, health authorities, and the Ministry of Health, provides a forum for issues, discussion and resolution related to access to health and mental health services.

Financial Plan

Financial Summary

[$m]	2024/25 Forecast	2025/26 Budget	2026/27 Plan	2027/28 Plan
Revenues				
Contributions from the Province of British Columbia				
Government Transfers	1,671.7	1,806.8	1,806.8	1,806.8
Deferred Operating Contributions	0.0	0.0	0.0	0.0
Deferred Capital Contributions	(7.6)	(8.6)	(7.1)	(6.6)
Operating Contributions from the Province of British Columbia	1,664.1	1,798.2	1,799.7	1,800.2
Cost Sharing Agreements with Regional Health Authorities	23.7	24.5	25.0	25.6
Other Income	19.6	18.8	18.8	20.2
Capital Contributions	4.9	6.1	7.1	7.4
Total Revenue	**1,712.3**	**1,847.6**	**1,850.6**	**1,853.4**
Expenses				
Supports and Services				
Developmental Disabilities Program	1,541.7	1,665.5	1,668.1	1,670.5
Personalized Supports Initiative	62.5	64.0	64.2	64.3
Provincial Services	1.0	1.0	1.0	1.0
Total Supports and Services	1,605.2	1,730.5	1,733.3	1,735.8
Regional Operations and Administration	101.0	109.4	107.8	107.4
Amortization of Tangible Capital Assets	6.1	7.7	9.5	10.2
Total Expenses	**1,712.3**	**1,847.6**	**1,850.6**	**1,853.4**
Annual Surplus (Deficit)	**0.0**	**0.0**	**0.0**	**0.0**
Total Liabilities	**67.0**	**69.4**	**69.5**	**68.6**
Accumulated Surplus (Deficit)	**3.7**	**3.7**	**3.7**	**3.7**
Capital Expenditures	**12.6**	**13.6**	**9.8**	**9.0**

Note: The above financial information was prepared based on current Public Sector Accounting Standards.

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 will increase by $135.1 million in 2025/26.

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. Regional 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, their families and support networks through contractual arrangements with service providers across the province.

CLBC estimates that as of March 31, 2025, about 29,000 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, families and support networks within the funding available for 2025/26.

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. To reinforce accountability and maximize impact, any funding identified through these oversight processes is reinvested directly into services, ensuring that more eligible adults with disabilities receive the support they need.

CLBC's overall average cost of supports and services per supported individual has increased from $44,200 in 2014/15 to $54,700 in 2023/24. In 2024/25, the projected average cost is $56,000 resulting in an average annual increase of 2.4% over 10 years due to inflationary

pressures and government's wage and benefit increases provided to the sector. Based on confirmed funding, a projected average cost of $59,000 is planned for 2025/26.

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.

Regional Operations and Administration

Regional Operations and Administration costs include regional facilitators who work directly with individuals, families and support networks 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 the Financial Outlook

CLBC continues to work with the Ministry on strategies to ensure CLBC services remain sustainable. The identified risks related to the financial plan are summarized below.

Responding to Financial and Operational Risk	
Identified Risks	**Mitigation Strategies**
CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.	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.
Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.	CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.
Service providers and home sharing providers recruitment and retention challenges may impact the sustainment of current and new service demands.	CLBC is working more closely with service provider and home sharing provider sectors to develop recruitment and retention strategies. CLBC has supported the establishment of the Home Share Support Society BC in order to provide additional support to home sharing providers.

Appendix A: Mandate Letter from the Minister Responsible

[The latest mandate letter will be attached to this service plan prior to print – please submit a PDF of the mandate letter alongside the final service plan draft to the CAS LAN]

Community Living British Columbia

2023/24
Annual Service Plan Report

August 2024

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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:

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[1] 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.

[1] 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.[1]	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.
[1]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.[2] 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

[2] 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[3] 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.

[3] 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.[1]	94%	TBD	94%

Data source: The Request for Service list through the PARIS information management system
[1]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.[4]

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

[4] 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.[1]	71%	84%	73%

Data source: CLBC Complaints Tracking System

[1]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.[1]	7	TBD	9

Data source: CLBC's Request for Qualification submission.
[1]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[5] 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.[1]	1,241	1,270	1,250

Data source: PARIS information management system and CLBC's accounting systems

[1]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

[5] 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.[1]	350	TBD	445

Data source: B.C. self advocate groups

[1]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.[1]	90%	100%	98%

Data source: The My Workspace Contract Management System and CLBC's Annual Monitoring Management Tool.
[1]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.[1]	2,536	2,730	2,656
4b. Number of individuals who are supported in shared living arrangements. [2]	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.

[1]PM 4a. targets for 2024/25 and 2025/26 were stated in the 2023/24 service plan as 2,970 and 3,220, respectively.

[2]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[6] 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.

6 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.[1]	21.8%	24%	21.2%

Data source: ICM, BC Disability Assistance
[1]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
Revenues				
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
Net Operating Contributions	**1,415.5**	**1,406.0**	**1,554.4**	**148.4**
Other Income	35.5	35.1	43.8	8.7
Amortization of Deferred Capital Contributions	3.7	4.6	4.2	(0.4)
Total Revenue	**1,454.7**	**1,445.7**	**1,602.4**	**156.7**
Expenses				
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
Total Supports and Services	**1,370.2**	**1,354.7**	**1,504.2**	**149.5**
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)
Total Expenses	**1,454.7**	**1,445.7**	**1,602.4**	**156.7**
Annual Surplus (Deficit)	**0.0**	**0.0**	**0.0**	**0.0**
Total Liabilities	**162.4**	**51.6**	**90.5**	**38.9**
Capital Expenditures	**4.5**	**10.0**	**5.4**	**(4.6)**
Accumulated Surplus	**3.7**	**3.7**	**3.7**	**0.0**

[1] The above financial information was prepared based on current Generally Accepted Accounting Principles

Variance and Trend Analysis

Service Demand Growth

The number of individuals identified as eligible for CLBC services continues to grow at a higher rate than the growth of the 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
Number of individuals with open files at year end		
Developmental Disabilities Program	23,752	24,653
Personalized Supports Initiative	3,063	3,350
Total number of individuals with open files at year end	26,815	28,003
Increase within the year[1]		
Developmental Disabilities Program	844	901
Personalized Supports Initiative	273	287
Total increase within the year	1,117	1,188
Annual rate of increase	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	**23,752**	**24,653**
% 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)	**56.5**	**59.7**

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	**3,063**	**3,350**
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)	**15.9**	**17.4**

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
CLBC caseload continues to increase at a rate well in excess of general population growth, creating ongoing service demand pressures.	CLBC responds to service demand through informed, fair, and consistent decision-making. CLBC works with social service ministries and sector partners to support initiatives that address issues of long-term sustainability.
CLBC demographic forecasts predict that the need for home support services will grow more rapidly than CLBC caseload growth.	CLBC works with sector partners and BC Housing to increase access to housing for people who want to live in their own homes. CLBC is investing in home sharing to improve recruitment and retention 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.
There is increasing pressure on families who care for their adult children at home, as care-givers age	CLBC provides core and enhanced individual and family funding for families to enhance their resilience. In fiscal 2023/24, CLBC provided increases to core and enhanced individual and family funding.
Responding to increased service demand creates consistent pressure on CLBC's day-to-day operational requirements.	CLBC is enhancing its capacity through the implementation of strategic projects that include streamlining processes, the use of technology, workload efficiencies, and staff training.
Service providers and home sharing providers recruitment and retention challenges may impact the sustainment of current and new service demands.	CLBC is working closely with service provider and home sharing provider sectors to develop recruitment and retention strategies. CLBC has supported the establishment of the Home Share Support Society BC to provide additional support to home sharing providers.

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
1) Meet regularly and collaborate with individuals, families, service providers and advocacy groups to improve the lives of individuals with developmental disabilities by: a. Advancing the implementation of the Re-imagining Community Inclusion (RCI) Report 10-year vision and road map. b. Supporting a network of Community Councils that connect CLBC with individuals, families, service providers and community members at a local level and provide opportunities for Community Councils to participate in provincial initiatives. c. Recognizing the value of the lived experiences of individuals and including them in understanding issues and developing solutions where they will be impacted.	1a. • The RCI Implementation Steering Committee along with four focus groups met regularly over the past year, working on its RCI Workplan for 2022/23-2024/25. 1b. • Community Councils continued hosting virtual and in-person meetings. • The CLBC Provincial Advisory Committee continued to meet and advise the Board and management. • Community Councils and the Provincial Advisory Committee continued to provide input and feedback on activities to support people and families. 1c. • In 2023/24 CLBC initiated a partnership with BC People First to ensure CLBC's policy development process reflects peoples' lived experiences. . • Indigenous people, families and advocates continued to advise CLBC through the Indigenous Advisory Committee and Elders Committee. • Consulted people CLBC supports, their families, and service providers to inform the development of plans, strategies, services, supports and policies for numerous projects. • 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.
2) Improve transitions for individuals and their families by: a. Supporting youth who are transitioning to adulthood, and their families to understand the adult landscape and access a range of planning supports.	2a. • Offered in-person and virtual Welcome Workshops. • CLBC Facilitators continued to support transitioning youth and their families on a one-to-one basis. • CLBC staff continued to work with the Ministry of Children and Family Development (MCFD)

2021/22 Mandate Letter Priority	Status as of March 31, 2024
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. c. Utilizing the revised forecasting model to better understand the implications of caseload growth and to improve planning for all age groups.	staff to support youth and family transitions, particularly those in the care or guardianship of MCFD. 2b. • 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: • Took effect in the South Interior (Okanagan) in December 2023 and in the North in January 2024. • Aligns with the Cross Ministry Transition Planning Protocol for Youth with Support Needs and the provincial youth transitions program Strengthening Abilities and Journeys of Empowerment (SAJE) for former youth-in-care. • 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. • At a regional level, continued to collaborate with MCFD on transitioning youth, including youth in care. 2c. • Continued to apply and enhance the forecasting model to predict and analyze specific service and population cohort needs.
3) Increasing community inclusion and making life more affordable for CLBC eligible individuals through employment by: a. Collaborating through the RCI Implementation Steering Committee. b. Continuing to implement Learning, Inclusion, Friendships, Employment (L.I.F.E.-based) services to support individuals with all abilities to find employment that fits an individual's goals, while meeting their other support needs. c. Continuing to monitor and evaluate the impacts of CLBC's employment service	3a. • Refer to status update "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" (under 2023 Mandate Letter Priorities) 3b. • 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. • Hosted an employment event in February 2024

2021/22 Mandate Letter Priority	Status as of March 31, 2024
delivery model, including application of a GBA+ lens, to increase effectiveness. 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.	focused on collaboration amongst employment and L.I.F.E. service providers and CLBC, while providing input into best practices. • 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. • Provided information and training activities, through the BC Employment network, to 220 service providers interested in delivering the L.I.F.E. service. • Provided funding of $175,000 for the development of culturally safe Employment Services training for the Community Living sector. 3c. • Continued to track and monitor employment rates which were significantly impacted by the COVID-19 pandemic. • 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: • Development of community connections (e.g., a communication strategy to increase knowledge and awareness around inclusive hiring) • Creating videos challenging misconceptions around employment for people with disabilities, and • Building employer connections. 3d. • Continued to improve access to CLBC employment services through its partnership with WorkBC.
4) Promote the health and wellness of individuals by: a. Monitoring the impact of COVID-19 and collaborating with the Office of the Provincial Health Officer, WorkSafe BC and service providers to maintain and adjust appropriate essential services for the remainder of the COVID-19 pandemic and into recovery.	4a. • 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-. • 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.

2021/22 Mandate Letter Priority	Status as of March 31, 2024
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.	• Continued to work with the PHO and Ministry of Health in relation to mandatory vaccination of CLBC staff and service provider staff. 4b. • 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. • 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. • At the regional level, CLBC and Health Authorities continued to work together to plan for, provide appropriate services, and supports. • Continued to collaborate with Health Authorities to ensure alignment with Ministry of Health policies, where possible. • Created CLBC's Health Services department to support integration with, and access to, health care services for people CLBC supports. • 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. • Hosted an inter-agency Health Collaborative planning day in May 2023. • Initiated a project to update the Aware, Care, Share website to support health and social system navigation. • 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.
5) Improve services to people with multiple complex needs by: a. Strengthening and formalizing collaborative processes between CLBC and external partners at local and regional levels.	5a. • Reviewed its Complex Needs Service Framework in 2023. • 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

2021/22 Mandate Letter Priority	Status as of March 31, 2024

b. Continuing to build Trauma Informed Practice into policy and practice with CLBC staff and external partners.
 	
c. Developing solutions to improve service provision and planning for implementation.
	involved in the criminal justice system.
	• At provincial and local levels, CLBC is participating in committees addressing complex needs housing, mental health, homelessness, and vulnerable populations.
	• Working with the Home Sharing Support Society BC on a plan to address home sharing capacity to support individuals with complex needs.
	• Complex needs work completed prior to 2023 included:
	  • CLBC amending its Request for Qualifications process to increase engagement with service providers with specialized knowledge, skills, and services for individuals with complex needs.
	  • CLBC and the BC CEO Network completing joint training on supporting people with complex needs, and
	  • 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 Iarrocci, to better understand the complex needs population and explore what strategies have been effective.
	5b.
	• Continued to integrate a trauma-informed lens into policy development process.
	5c.
	• 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 & Health Society and the Fraser Aboriginal Friendship Centre Association.
	• 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.
	• Formed the Community Health Advisory Team (CHAT) which includes representatives from CLBC, the Ministry of Health and individuals

2021/22 Mandate Letter Priority	Status as of March 31, 2024
	with lived experience.

6) Coordinating with partners to increase access to a range of inclusive home support options and providing opportunities for individuals to live as independently as they are able:
 	
a. Working with BC Housing (BCH), Inclusion BC, service providers, municipalities, and other stakeholders to increase availability of inclusive housing for people with developmental disabilities and to include individuals in new and existing affordable, inclusive housing.
 	
b. The RCI Implementation Steering Committee has prioritized housing for its short-term work plan.
 	
c. Working with home sharing stakeholders to develop and implement improvements to improve the quality and sustainability of home sharing.
	6a.
	• Continued to collaborate with partners in the housing, community living, and broader public sectors to include individuals in new and existing affordable, inclusive housing.
	• Developed a dedicated seven-person housing team to promote accessible, inclusive, and affordable housing for people CLBC supports.
	• 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.
	• To improve access to affordable housing, CLBC has created:
	  ○ Partnership agreements with non-profit housing associations.
	  ○ Preferential referral options such as five dedicated units in Victoria's Meares Street Development; and
	  ○ Formal letters of support for housing in development.
	• Actively working with municipalities to create more housing opportunities by helping advance incentives, accessibility requirements, affordable housing grants, and BC Housing partnerships.
	• 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.
	• 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.
	6b.
	• Refer to Focus Area # 1: Develop Flexible Housing Options for an overview of activities achieved as of March 31, 2024, for the housing

2021/22 Mandate Letter Priority	Status as of March 31, 2024

	work completed as part of the RCI Workplan.
	6c.
	• 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 ($125 per month) flowed through to home sharing providers to help address inflationary cost of living increases.
	• 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.
	• Completed and/or met the Office of the Auditor General Recommendations including:
	  ○ 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; and
	  ○ Moving direct home share providers to oversight by contracted service providers.
	• 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.

2023 Mandate Letter Priority	Status as of March 31, 2024
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	Developed a detailed year-end funding proposal (not funded) **Focus Area #1: Develop Flexible Housing Options** • Established a seven-person Housing Department within CLBC to support housing engagement, planning, and coordination. • Participated in ministerial and advisory committees on housing and complex needs.

2023 Mandate Letter Priority	Status as of March 31, 2024
	• 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. • In 2024, CLBC will implement 50 portable rental supplements, funded by BC Housing, making market rental homes more affordable. • Introduced the Home Sharing Home Insurance Program in December 2023 to provide no-cost comprehensive insurance coverage to home sharing providers. **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 220 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. • Invested $2.28 million to advance employment related services in 2023/24. **Focus Area #3: Work with Partners to Improve Access to Health and Mental Health Services** • Established the multi-partner Community Health Advisory Team (CHAT) to discuss and collaborate on issues related to access to health and mental health services. • Hosted the first in-person Health Leadership Collaborative with representatives from Health, Social Development and Poverty Reduction,

2023 Mandate Letter Priority	Status as of March 31, 2024
	Corrections and Community Living partners to discuss: ○ Current health needs of people CLBC support, ○ Accessibility to health and mental health services, and ○ Creating ongoing collaborations. • Amended the Collaborative Care Guidelines to support better cooperation between CLBC and health authorities. **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 Peoples, through videos and training. • Developed cultural safety definitions, language guidelines, and policies within CLBC. • 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 in June 2023. • Signed the historic Secwépemc Child & 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. • Since 2020/21, CLBC invested approximately $1.63 million in grants focusing on improving services for Indigenous people and increasing cultural safety.
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.	• CLBC completed and/or met the Office of the Auditor General Recommendations including: ○ 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; and

2023 Mandate Letter Priority	Status as of March 31, 2024
	○ Moving direct home share providers to oversight by contracted service providers. • 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. • 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. • In 2023/24 CLBC funded the Home Sharing Support Society BC to: ○ Raise public awareness about home sharing and its benefits. ○ Attract people to the work and build interest from potential home sharing providers. ○ Provide a comprehensive review of wellness services and present recommendations to CLBC. ○ Complete research to better define the skills, knowledge, training, and support systems that would enable home sharing providers to serve people with complex needs. • In 2023/24 CLBC invested $1.2 million over three years to support the work of the Home Sharing Support Society BC.
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.	• Provided flexible individual and family wellness funding for people with no other services from $4,200 to $8,400 per year. • 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. • 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.

Appendix B: Auditor's Report and Audited Financial Statements

COMMUNITY LIVING BRITISH COLUMBIA

Audited Financial Statements

March 31, 2024

COMMUNITY LIVING BRITISH COLUMBIA

Management's Report

Management's Responsibility for the Financial Statements

The financial statements of Community Living British Columbia as at March 31, 2024, and for the year then ended, have been prepared by management in accordance with the basis of accounting described in Note 2(a). Other significant accounting policies are described in Notes 2(b)-(f) to the financial statements.

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

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

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

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

On behalf of Community Living British Columbia

Ross Chilton
CEO

Huy Nguyen
Vice President, Finance & CFO

Independent auditor's report

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

Our opinion

In our opinion, the accompanying financial statements of Community Living British Columbia (CLBC) as at March 31, 2024 and for the year then ended are prepared, in all material respects, in accordance with the accounting requirements of Section 23.1 of the Budget Transparency and Accountability Act of the Province of British Columbia.

What we have audited
CLBC's financial statements comprise:

- the statement of financial position as at March 31, 2024;
- the statement of operations and accumulated surplus for the year then ended;
- the statement of changes in net debt for the year then ended;
- the statement of cash flows for the year then ended; and
- the notes to the financial statements, which include significant accounting policies and other explanatory information.

Basis for opinion

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

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

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

Emphasis of matter – basis of accounting

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

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

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

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

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

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

/s/PricewaterhouseCoopers LLP

Chartered Professional Accountants

Vancouver, British Columbia
May 16, 2024

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Financial Position

(Expressed in thousands of dollars)

As at March 31

	2024	2023
Financial assets		
Cash	$ 65,303	$ 53,333
Accounts receivable (note 4)	7,782	92,038
Employee retiring allowance amounts receivable (note 5a)	711	721
	73,796	146,092
Liabilities		
Accounts payable and accrued liabilities	57,055	132,400
Employee retiring allowance liabilities (note 5a)	2,211	2,139
Deferred operating contributions (note 6)	12,591	9,234
Deferred capital contributions (note 7)	18,628	18,667
	90,485	162,440
Net debt	(16,689)	(16,348)
Non-financial assets		
Tangible capital assets (notes 7 & 8)		
Funded by capital contributions	16,190	17,010
Unfunded	3,290	2,219
	19,480	19,229
Prepaid expenses	957	867
	20,437	20,096
Accumulated surplus (note 9)	$ 3,748	$ 3,748

Commitments, contractual obligations and contingencies (note 15)

Approved on behalf of the Board:

Dr. Michael J. Prince
Chair

Simon Philp
Finance & Audit Committee Chair

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

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Operations and Accumulated Surplus

(Expressed in thousands of dollars)

For year ended March 31

	2024 Budget	2024 Actual	2023 Actual
	(note 16)		
Revenues			
Operating contributions from the Province of British Columbia	$ 1,406,000	$ 1,554,446	$ 1,415,516
Cost sharing agreements with regional health authorities	22,000	22,897	21,320
Interest income	3,600	6,872	3,800
Other income	9,500	13,990	10,351
Capital contributions (note 7)	4,600	4,179	3,740
	1,445,700	1,602,384	1,454,727
Expenses (notes 14)			
Supports and services:			
Developmental Disabilities Program	1,304,200	1,444,502	1,318,022
Personalized Supports Initiative	49,100	55,911	46,438
Provincial Services	1,400	3,751	5,803
Regional operations & administration	85,200	93,102	79,865
Amortization of tangible capital assets (note 8)	5,800	5,118	4,599
	1,445,700	1,602,384	1,454,727
Annual surplus	$ -	-	-
Accumulated surplus at beginning of year		3,748	3,748
Accumulated surplus at end of year		$ 3,748	$ 3,748

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

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Changes in Net Debt

(Expressed in thousands of dollars)

For year ended March 31

	2024 Budget (note 16)	2024 Actual	2023 Actual
Annual surplus	$ -	$ -	$ -
Acquisition of tangible capital assets	(10,000)	(5,369)	(4,514)
Amortization of tangible capital assets	5,800	5,118	4,599
	(4,200)	(251)	85
Increase in prepaid expenses		(90)	(276)
Increase in net debt		(341)	(191)
Net debt at beginning of year		(16,348)	(16,157)
Net debt at end of year		$ (16,689)	$ (16,348)

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

COMMUNITY LIVING BRITISH COLUMBIA

Statement of Cash Flows

(Expressed in thousands of dollars)

For year ended March 31

	2024	2023
Cash provided by (used in):		
Operating activities		
Annual surplus	$ -	$ -
Items not involving cash:		
Capital contributions	(4,179)	(3,740)
Amortization of tangible capital assets	5,118	4,599
	939	859
Changes in non-cash working capital (note 11)	12,260	11,521
	13,199	12,380
Financing activities		
Additions to deferred capital contributions	4,140	4,234
	4,140	4,234
Capital activities		
Purchase of tangible capital assets	(5,369)	(4,514)
	(5,369)	(4,514)
Increase in cash	11,970	12,100
Cash, beginning of year	53,333	41,233
Cash, end of year	$ 65,303	$ 53,333
Supplemental information:		
Interest received	$ 6,872	$ 3,800

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

1. Authority and purpose

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

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

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

CLBC is exempt from income taxes.

2. Significant accounting policies

a) Basis of accounting

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

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

This modified basis of accounting is different from PSAS with respect to the timing of revenue recognition for capital contributions. PSAS requires that capital contributions are recognized as revenue when the related expenditures are incurred. If CLBC had recorded capital contributions under PSAS rather than the accounting policy described in Note 2(b), capital contributions recognized as revenue and the annual surplus for the year ended March 31, 2024 would have decreased by $820 (2023 – increased by $40). As at March 31, 2024, deferred capital contributions used to purchase tangible capital assets would have decreased and the accumulated surplus would have increased by $16,190 (2023 – increased by $17,010). Under PSAS, the total cash flows from operating, financing, and capital activities for the years ended March 31, 2024 and 2023 would have been the same as reported in these financial statements.

b) Revenue recognition

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

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

2. Significant accounting policies (continued)

b) Revenue recognition (cont'd)

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

c) Financial instruments

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

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

d) Tangible capital assets

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

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

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

e) Employee future benefits

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

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

f) New accounting standards adopted

Effective April 1, 2023, CLBC adopted section PS 3400 – *Revenue,* PSG-8 – *Purchased Intangibles and* PS 3160 – *Public Private Partnerships* issued by the Public Sector Accounting Board. The adoption of these standard did not have a material impact to these financial statements.

3. Measurement uncertainty

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

4. Accounts receivable

	2024	2023
Due from the Province of British Columbia	$ 2,474	$ 89,675
GST recoverable	518	468
Due from BC sector entities	10	4
Other receivables	6,682	5,550
	9,684	95,697
Valuation allowance	(1,902)	(3,659)
	$ 7,782	$ 92,038

5. Employee future benefits

a) Employee retiring allowance benefits

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

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

Retiring allowance liabilities and the related receivable from PSA as of March 31, 2024 and 2023 are based on an actuarial valuation as at March 31, 2023. The next actuarial valuation will be as at March 31, 2026.

5. Employee future benefits (continued)

a) Employee retiring allowance benefits (continued)

	2024	2023
Benefit obligation, beginning of year	$ 2,139	$ 2,121
Service cost	138	141
Interest cost	90	62
Benefit payments	(156)	(56)
Actuarial gain	-	(129)
Benefit obligation, end of year	$ 2,211	$ 2,139
Amount recoverable from PSA	711	721
Assumed discount rate	4.20%	4.20%
Assumed rate of compensation increase	3.60%	3.60%

Service cost	$ 138	$ 141
Interest cost	90	62
Actuarial gain	-	(129)
Benefits expense	$ 228	$ 74

b) Employee pension benefits

CLBC and its employees contribute to the Public Service Pension Plan (the Plan), a multi-employer defined benefit plan administered by the British Columbia Pension Corporation. The Plan has approximately 71,000 active members, of which 698 (2023 – 678) are employees of CLBC.

CLBC's contributions to the Plan were $5,847 (2023 – $4,705).

The most recent actuarial valuation, as at March 31, 2023, indicated a funding surplus of $4,491 for basic pension benefits. The next actuarial valuation will be as at March 31, 2026 with results available in 2027.

6. Deferred operating contributions

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

	2024	2023
Deferred operating contributions, beginning of year	$ 9,234	$ 9,640
Restricted operating contributions received	10,000	64,857
Amounts recognized as revenue	(6,643)	(65,263)
Deferred operating contributions, end of year	$ 12,591	$ 9,234

7. Deferred capital contributions

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

Deferred capital contributions:	2024			
	Spent	Unspent	Total	2023
Balance, beginning of year	$ 17,010	$ 1,657	$ 18,667	$ 18,173
Contributions received	-	4,140	4,140	4,234
Contributions used to purchase tangible capital assets	3,359	(3,359)	-	-
Amounts recognized as revenue	(4,179)	-	(4,179)	(3,740)
Balance, end of year	$ 16,190	$ 2,438	$ 18,628	$ 18,667

Funded and unfunded tangible capital assets at net book value:	2024			
	Funded	Unfunded	Total	2023
Balance, beginning of year	$ 17,010	$ 2,219	$ 19,229	$ 19,314
Purchases	3,359	2,010	5,369	4,514
Amortization	(4,179)	(939)	(5,118)	(4,599)
Balance, end of year	$ 16,190	$ 3,290	$ 19,480	$ 19,229

8. Tangible capital assets

	Leasehold improve-ments	Vehicles	Furniture and equipment	Information systems	Information systems work-in-progress	Total
Cost:						
March 31, 2022	$ 6,437	$ 1,158	$ 2,227	$ 28,687	$ 5,312	$ 43,821
Additions	734	-	246	-	3,534	4,514
Disposals	(193)	-	(74)	(5,475)	-	(5,742)
Transfers	-	-	-	1,060	(1,060)	-
March 31, 2023	$ 6,978	$ 1,158	$ 2,399	$ 24,272	$ 7,786	$ 42,593
Additions	2,010	-	283	-	3,076	5,369
Disposals	(313)	-	(66)	(7)	-	(386)
Transfers*	-	(91)	(320)	6,074	(6,074)	(411)
March 31, 2024	$ 8,675	$ 1,067	$ 2,296	$ 30,339	$ 4,788	$ 47,165
Accumulated Amortization:						
March 31, 2022	$ 4,092	$ 688	$ 1,851	$ 17,876	$ -	$ 24,507
Additions	860	108	270	3,361	-	4,599
Disposals	(193)	-	(74)	(5,475)	-	(5,742)
March 31, 2023	$ 4,759	$ 796	$ 2,047	$ 15,762	$ -	$ 23,364
Additions	939	101	122	3,956	-	5,118
Disposals	(313)	-	(66)	(7)	-	(386)
Transfers*	-	(91)	(320)	-	-	(411)
March 31, 2024	$ 5,385	$ 806	$ 1,783	$ 19,711	$ -	$ 27,685
Net Book Value:						
March 31, 2023	$ 2,219	$ 362	$ 352	$ 8,510	$ 7,786	$ 19,229
March 31, 2024	$ 3,290	$ 261	$ 513	$ 10,628	$ 4,788	$ 19,480

*During the year, vehicles, furniture and equipment were transferred to Provincial Health Services Authority, an entity related to CLBC as part of the restructuring disclosed in note 17.

9. Accumulated surplus

The accumulated surplus of $3,748 at March 31, 2024 and 2023 includes $1,272 resulting from the transfer of the net assets of the Interim Authority for Community Living British Columbia to CLBC on October 7, 2005. CLBC has issued and registered to the Minister of Finance one share with a par value of ten dollars, which is also included in accumulated surplus.

10. Financial instruments

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

Cash is held in a savings account and is insured by the Credit Union Deposit Insurance Corporation. CLBC routinely monitors receivables for credit risk through analysis of the nature, terms and aging of receivables. CLBC's maximum exposure to credit risk at March 31, 2024 is $73,085 (2023 – $145,371), of which $68,305 (2023 – $143,480) is insured by the Credit Union Deposit Insurance Corporation, or is due from the Province of British Columbia, its entities or the Government of Canada.
Accounts payable and accrued liabilities are payable within one year.

11. Supplementary cash flow information

Changes in non-cash working capital:

	2024	2023
Accounts receivable	$ 84,256	$ (87,582)
Employee retiring allowance amounts receivable	10	(33)
Accounts payable and accrued liabilities	(75,345)	99,800
Employee retiring allowance liabilities	72	18
Deferred operating contributions	3,357	(406)
Prepaid expenses	(90)	(276)
	$ 12,260	$ 11,521

12. Related party transactions

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

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

	2024		2023	
	Province of BC	BC public sector entities	Province of BC	BC public sector entities
For the year ended March 31:				
Revenue:				
Operating contributions from the Province of British Columbia	$ 1,554,446	$ -	$ 1,415,516	$ -
Cost sharing agreements with regional health authorities	-	22,897	-	21,230
Supports and services:				
Developmental Disabilities Program	-	-	-	150
As at March 31:				
Deferred operating contributions	12,591	-	9,234	-
Deferred capital contributions	18,628	-	18,667	-

13. Segment reporting

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

14. Expenses by object

	2024	2023
Supports and services	$ 1,501,636	$ 1,366,094
Compensation and benefits	76,395	65,480
Facilities	6,009	6,392
Communications and information technology	6,081	5,964
General expenses	4,928	4,325
Administration	2,217	1,873
Amortization of tangible capital assets	5,118	4,599
	$ 1,602,384	$ 1,454,727

15. Commitments, contractual obligations and contingencies

a) Operating lease commitments

CLBC has entered into various operating leases with the Province of British Columbia. Minimum payments under these leases as at March 31, 2024 are as follows:

Year ending March 31,	
2025	$ 5,154
2026	4,554
2027	2,714
2028	1,591
2029	615
April 1, 2029 and beyond	1,102

b) Contractual obligations

Supports and services are primarily delivered by independent service providers under the terms of contracts which have termination notice periods of between 30 and 90 days. The estimated amount of contractual obligations factoring in an average termination period amounts to $168,087.

c) Litigation

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

16. Budgeted figures

Budgeted figures are provided for comparison purposes and represent the approved budget as disclosed in the Community Living British Columbia 2023/24 to 2025/26 Service Plan.

17. Restructuring Transaction

Effective October 2, 2023, the management and administration of the Provincial Assessment Centre (PAC) was transferred to the Provincial Health Services Authority, an entity related to CLBC, to strengthen PAC's infrastructure, systems and services. The impact of the restructuring transaction was not material to these financial statements.

18. Accounting standard not yet adopted

The following accounting standard has been issued by Public Sector Accounting Board (PSAB) and is required to be implemented for fiscal year beginning on or after:

- April 1, 2026:
  Revised Conceptual Framework

19. Economic dependence

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

BRITISH COLUMBIA

January 16, 2025

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

Dear Minister Malcolmson:

Congratulations on your appointment as Minister of Social Development and Poverty Reduction at a critical time for our province. Serving as a member of the executive council is a privilege and responsibility which I am confident you will fulfill with integrity and a commitment to the people of our province.

British Columbians have trusted us with a mandate to deliver for them in ways that make a tangible difference in their daily lives. They expect us to listen and learn from people of different perspectives – and work together to make things better for everyone.

Specifically, we will tackle the challenges people worry about at the kitchen table:

- **Grow the economy by creating good jobs across British Columbia.** We will collaborate with businesses, workers, and communities to attract investments in both new and traditional sectors as well as emerging sectors of the economy. This approach will bring certainty for business, security for workers, and generate the wealth needed to support the essential services British Columbians rely on.

- **Reduce costs for families** including by helping people access homes they can afford through support for first-time homebuyers, increasing the supply of rental housing stock, and stronger measures to crack down on housing speculation.

Office of the Premier

Web Site:
www.gov.bc.ca

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

Location:
Parliament Buildings
Victoria

- **Strengthen health care** by expanding access to family doctors and recruiting and training more health professionals, ensuring that every British Columbian can access the care they need, no matter where they live. We will also increase access to addictions treatment and provide help for people whose struggles require intensive supports.

- **Make our neighbourhoods and communities safer** by working with law enforcement and social agencies to address street disorder, crack down on organized crime, and do all we can to ensure repeat offenders stay behind bars.

Our commitment to take action on climate change remains foundational and will be key to a healthy and prosperous BC for future generations.

Underlying all this work is our partnership with Indigenous peoples. Advancing reconciliation, implementing the *Declaration on the Rights of Indigenous Peoples Act* and working in partnership with First Nations rights-holders to advance shared interests is the responsibility of every Minister.

Over this mandate I expect you to prioritize making progress on the following:

- In order to protect key services that British Columbians rely on, work with the Minister of Finance to review all existing Ministry of Social Development and Poverty Reduction programs and initiatives to ensure our programs remain relevant, are efficient, ensure safe and strong communities, and reduce poverty. This is important in the context of current Provincial budget constraints and the priorities of communities in the province.

- Continue to develop tools and approaches to prevent poverty and increase income, focusing first on youth growing up in families living in poverty, and work with the Ministers of Health, Finance, Citizens' Services and others to ensure low- and moderate-income British Columbians receive and retain the federal and provincial benefits they are eligible for, beginning with the Canada Disability Benefit.

- With support from the Parliamentary Secretary for Accessibility, lead government's work on accessibility initiatives.

- Support British Columbians struggling with the cost of food and unable to afford the basics by leading work on food security and find opportunities to support BC farmers and food producers in this work.

- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered by your ministry as required.

- Lead work, with support from the Minister of Post-Secondary Education and Future Skills, to deliver skills and training initiatives for people facing multiple complex barriers that will enable them to access opportunities and build a dignified life.

To assist you in meeting the commitments we have made to British Columbians, you are assigned a Parliamentary Secretary for Accessibility whose focus will be to:

- Support you to work with stakeholders, in particular with people with lived experience, to support the development and implementation of government's work to make BC more accessible and inclusive for all people.

You are also assigned a Parliamentary Secretary for Community Development and Non-Profits whose focus will be to:

- Work with the Attorney General to support engagement of the non-profit sector in the 2025 review of the *Lobbyist Transparency Act*.

- Continue to strengthen government's relationship with the non-profit sector by acting as the point of contact within government on key issues affecting the sector and supporting the effectiveness of non-profit sector organizations, including through the Social Services Sector Roundtable.

You will work closely together and ensure your Parliamentary Secretaries receive appropriate support to deliver on this work.

As you are aware, we have established an accord with the BC Green Caucus that supports our shared commitment to ensuring stable governance focused on delivering progress and tangible outcomes for British Columbians. The commitments in that accord complement the direction in these mandate letters.

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

The work we have ahead takes place in a profoundly challenging geopolitical environment. Close friends and neighbours to our south are contemplating imposing draconian tariffs on our products that would hurt both Americans and Canadians. Our allies internationally face governmental instability. Hate and racism are on the rise around the world. Artificial

intelligence breakthroughs with unclear implications and astonishing potential are announced daily. Global inflation, snarled supply chains, and war are threatening global economic growth and prosperity as well as the transition to a low-carbon economy.

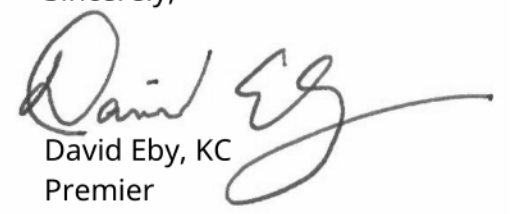
We have an obligation to protect and defend British Columbians, as well as seize opportunities, in these uncertain times.

The good news is that we have everything we need to succeed, and we will succeed. British Columbia's people – our workers, entrepreneurs, business leaders, artists, and innovators – are among the most talented in the world. We are home to world-class educational institutions and public services. Our natural beauty is unmatched, we have internationally envied resources, and we are one of the most diverse places on the planet. Your job is to help us leverage these advantages in perilous times.

Use this mandate letter to guide your work, and do not be afraid to challenge assumptions, or be innovative, bold and aggressive in achieving the goals set out for you and your Ministry by the people of this province.

Thank you for joining me in the work ahead.

Sincerely,



David Eby, KC
Premier

cc: Dana Lajeunesse, MLA
Parliamentary Secretary for Accessibility

Joan Phillip, MLA
Parliamentary Secretary for Community Development and Non-Profits

2025 SDPR Estimates Note

Title: CLBC 2022-2025 Strategic Plan
Date Last Revised: January 30, 2025

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.
- CLBC will be undertaking the development of its new 2026-2029 Strategic Plan this year.

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 second report on strategic plan progress in December 2024 (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.

- In winter 2023, CLBC began a phased implementation of the Regional Management Reframing Project to realign regional management responsibilities to better serve individuals and families and to strengthen relationships with key partners.
- CLBC revised the CLBC Transfer Policy and made it public to provide greater clarity and transparency to individuals and families who are moving between regions in BC.

2025 SDPR Estimates Note

Goal #2 – On September 15, 2023, CLBC signed a historic Partnership Memorandum of Understanding with Secwépemc Child & Family Services Agency (SCFSA) to support the delivery of Indigenous-led CLBC funded services to the seven Indigenous Child and Family Services Agencies, Nations and urban Indigenous Peoples in the Kamloops region.

- A dedicated facilitator was hired to work On Nation with communities across CLBC's North and Thompson Cariboo region to support eligible adults and their families and address systemic barriers with the eligibility process.
- Land acknowledgements in the Langley, Kamloops, Kelowna, Prince George, Penticton, Smithers and Vernon offices were completed through art and ceremony as part of the Built Space project.

Goal #3 – CLBC consulted families, support networks, and self-advocates who use Person Centred Societies to learn how to improve CLBC's infrastructure to support individuals and families to direct their own services.

- In January 2024, CLBC began a new partnership with BC People First (BCPF) to ensure the lived experience and expertise of those who access CLBC services is included in the policy development process.

Goal #4 – CLBC continues several projects to advance access to inclusive employment, housing and health care, many of them through the Re-Imagining Community Inclusion (RCI) Workplan (see link above).

Foundation – CLBC updated the Monitoring of Quality Services Framework to recognize the ongoing activities completed throughout the year and support staff to prioritize monitoring responsibilities and reach organizational targets.

- CLBC completed a new contract management system, Program Negotiations – Global Uplifts, to create more efficient processes for regional staff and service providers when there are sector-wide increases in compensation.

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.

2025 SDPR Estimates Note

Title: Parliamentary Secretary for Accessibility
Date Last Revised: February 6, 2025

Key Points:

- The Parliamentary Secretary for Accessibility was established as a new role to the B.C. provincial government in 2020.
- The Parliamentary Secretary for Accessibility has been appointed by the Premier to help advance our work to implement the Accessible B.C. Act (the Act) as well as advance accessibility priorities across government.
- The role supports the implementation of the Act by engaging with advocates, communities, and businesses to ensure the Act is understood and effective in making B.C. more accessible and inclusive for everyone.
- The Parliamentary Secretary works with the Provincial Accessibility Committee (PAC), which supports the implementation of the Act by prioritizing, developing, and recommending accessibility standards, as well as advising the government on accessibility and inclusion matters.

Accomplishments:

- The Parliamentary Secretary continues to work with the Accessibility Directorate to advance implementation of the Act, including:
    - Supporting the development of initial draft recommendations for Accessible Service Delivery Standards and Employment Accessibility Standards, which were brought to public consultation from May to July 2024;
    - Supporting the development of the Accessibility Annual Report, quarterly Accessibility Feedback Tool report, and a review of progress on the implementation of the government's Accessibility Plan; and
    - Representing the Ministry of Social Development and Poverty Reduction (SDPR) during AccessAbility week and other occasions in which the province celebrates the contributions of people with disabilities, such as Disability Employment Month, RDSP Awareness Month, Indigenous Disability Awareness Month, and International Day of Persons with Disabilities.

Key Data:

- To support the public engagement on the draft Accessible Service Delivery and Employment Accessibility Standards, the former Parliamentary Secretary:
    - Led 15 pre-engagement sessions with key partners.
    - Attended and presented at five (5) regional town hall sessions.
    - Attended and presented at seven (7) sector-specific public consultation sessions.

2025 SDPR Estimates Note

- The Parliamentary Secretary co-chaired seven (7) Provincial Accessibility Committee (PAC) meetings in 2024.

Background:

- Previous Parliamentary Secretaries for Accessibility include the late Dan Coulter, who served from 2020 until December 2022, and Susie Chant, who served from 2023 to October 2024 and was appointed as Parliamentary Secretary for Seniors' Services and Long-Term Care in the Ministry of Health in November 2024.
- The current Parliamentary Secretary for Accessibility Dana Lajeunesse was appointed in November 2024.

2025 SDPR Estimates Note

Title: Parliamentary Secretary for Community Development and Non-Profits
Date Last Revised: January 28, 2025

Key Points:

- In 2020, the role of Parliamentary Secretary (PS) for Community Development and Non-Profits was created in recognition of the critical role of the sector in supporting people and communities across BC.
- A key achievement of this role was announced in Budget 2022 where the government committed $30M towards a Non-Profit Recovery and Resiliency Fund to support organizations disproportionately impacted by COVID-19.
- In 2023, an additional $60M was allocated to support a diverse range of non-profit organizations across BC through the Stronger Community Services Fund.
- October 30, 2023, was commemorated as "Non-Profit Day" in recognition of the valuable contributions made by non-profits to BC.
- In 2024, MLA Joan Phillip was appointed to the PS role, succeeding MLA Megan Dykeman (2022-2024) and her predecessor MLA Niki Sharma (2020-2022). PS Phillip will continue to strengthen the government's relationship with the sector by acting as the key point of contact on cross-sector issues.

Accomplishments:

Engagement:

- Since the creation of this role, the previous Parliamentary Secretaries have collectively met with over 600 non-profit organizations and held many roundtables with local non-profits across BC.
- Key issues heard in these engagements include:
    - Need for targeted and reliable funding to build capacity, adapt to rising demand, and pivot to address changing community needs; and
    - Need for streamlined funding and reporting processes.

Outcomes:

- Recognition: October 30th was proclaimed Non-Profit Recognition Day
- Communication: A website was developed in 2022 and provides updates and information directly to the non-profit sector.
- Addressing sector issues: Former PS Dykeman supported the work of Ministry of the Attorney General to address key issues with the Lobbyist Transparency Act (LTA) as identified by the sector. PS Phillip will continue to support this work in 2025.
- Sector coordination: In March 2023, SDPR provided $650,000 to Vantage Point to help strengthen sector capacity through the development of a provincial Non-Profit Network.
- Funding: Two innovative new funds were created to support the sector in response to key issues heard through engagement:

- Recovery & Resiliency Fund – funded 167 organizations: 144 via Vancouver Foundation and 23 via New Relationship Trust.
- An additional $60M was allocated in 2023 towards the Stronger Community Services Fund, announced in October 2023 which provided funding across four streams: Lighthouse Organizations Fund; Community Prosperity Fund; Recovery and Resiliency Grants and Level BIPOC Grants. For more details, see 2024 Estimates Note: Support for Non-Profits.

Key Data:

- There are over 33,000 non-profits throughout the province, employing over 360,000 people, 74% of whom are women.
- Non-profits make an economic contribution of $30B to the province's gross domestic product (GDP).

Background:

- Non-profits do critical work to enrich people's lives and support their basic needs from arts, culture and sports to health, social services, and environmental advocacy.
- All ministries work with non-profits to deliver on government priorities.
- The PS role is currently held by PS Joan Phillip who was appointed in 2024.
- As per the January 2025 mandate letters, PS Joan Phillip has two mandate items that will continue to build on the work of the previous Parliamentary Secretaries:
    1. Work with the Attorney General to support engagement of the non-profit sector in the 2025 review of the LTA.
        - The previous PS, Megan Dykeman, provided input from the non-profit sector to government on the impact of the LTA on the sector.
        - This work resulted in key legislative amendments to the LTA in spring 2024 to address concerns identified by non-profit organizations about the administrative burden of the LTA's reporting requirements.
    2. Continue to strengthen government's relationship with the non-profit sector by acting as the point of contact within government on key issues affecting the sector and supporting the effectiveness of non-profit sector organizations, including through the Social Services Sector Roundtable (SSSRT).
        - The SSSRT is a forum for senior government officials and community social service agencies to collaboratively address issues and work together to ensure coordinated social services delivery.

2025 SDPR Estimates Note

Title: Social Services Sector Roundtable (SSSRT)
Date Last Revised: February 3, 2025

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 has been developed, 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 in 2025/26 with implementation to be a future focus of SSSRT.
- 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, now complete; and
    - $19.95 million for reconciliation, including the Community Pathways to Reconciliation initiative, the 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 2024 Compensation and Employee Turnover Report, published by the Community Social Services Employers' Association (CSSEA). (Not specifically identified in Ministries' Budgets.)
- Social Service Sector agencies in British Columbia received $6.42 billion of funding from all sources in 2024.

2025 SDPR Estimates Note

- $4.4 billion (69%) was provided by the B.C. government and $2.02 billion (31%) was from non-government sources.
- In 2024, 67,566 employees worked in the sector, including 41,253 full-time employees.
- 74.75% of employees are female, 23.72% are male, and 1.53% are 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.

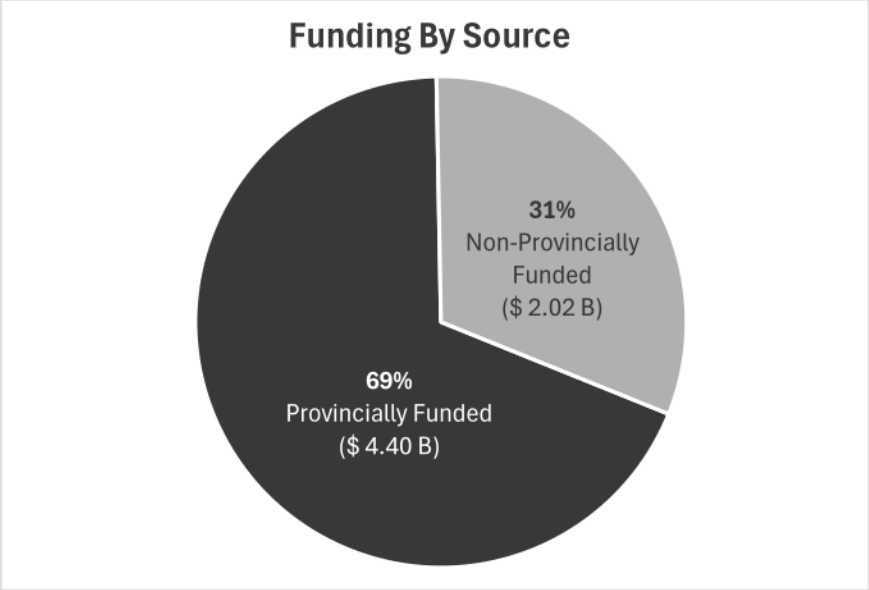
Background:

- 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:
    - Continuing 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;
    - Progressing work on a sector compensation standard, led by the PSEC;
    - Supporting a training plan for the social services sector; and
    - Working to address 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.

Social Services Sector Profile – 2024

Social service sector agencies in British Columbia receive $6.42 billion* of funding from all sources.

Provincially Funded	$ 4.40 B	69%
Non-Provincially Funded	$ 2.02 B	31%



*Funding and employee data as reported in the 2024 Compensation and Employee Turnover Report, published by the Community Social Services Employers' Association (CSSEA), based on an 81% response rate.

Employee Demographics

Total employees/Headcounts in the sector:	67,566**
Total full-time positions in the sector:	41,253**

% of Employees by Age Category

Age	Male	Female	Gender Diverse	Total %
<26	2.97%	9.23%	0.34%	12.54%
26-35	6.77%	18.88%	0.49%	26.14%
36-45	5.13%	16.35%	0.32%	21.79%
46-55	4.20%	15.55%	0.23%	19.99%
56-65	3.42%	11.39%	0.12%	14.93%
>65	1.23%	3.34%	0.03%	4.61%
Total %	**23.72%**	**74.75%**	**1.53%**	**100.00%**

**As reported in the 2025 B.C. Public Sector Compensation Annual Forecast, published by the PSEC Secretariat.

BC Government Funding Breakdown (4.40B)*

BC Government Program	$ Amount
Community Living BC	$1,337,125,408
Ministry of Children and Family Development	$1,106,305,967
BC Housing	$447,511,937
Ministry of Post-Secondary Education and Future Skills (Immigration Settlement Services from Municipal Affairs)	$311,962,022
Ministry of Education and Child Care	$191,321,573
Ministry of Social Development and Poverty Reduction	$131,675,073
Ministry of Public Safety and Solicitor General	$92,440,806
Interior Health Authority	$90,134,266
Fraser Health Authority	$88,615,766
Ministry of Indigenous Relations and Reconciliation	$87,922,512
Other Provincial Funding	$77,327,577
Ministry of Health	$76,781,767
Flow-Through Funding from Other Provincially-Funded Agencies	$72,403,740
Vancouver Island Health Authority	$57,068,468
Vancouver Coastal Health Authority	$50,036,087
BC Gaming Grant	$31,897,575
BC School Districts	$22,869,095
Ministry of Forests	$22,745,185
Provincial Health Services Authority	$20,531,915
Ministry of Transportation and Transit	$17,092,248
Ministry of Post-Secondary Education and Future Skills	$15,373,410
Northern Health Authority	$9,411,106
Ministry of Attorney General	$8,182,777
Ministry of Mental Health and Addictions	$6,459,752
Ministry of Jobs, Economic Recovery, and Innovation	$5,996,515
Ministry of Water, Land and Resource Stewardship	$4,300,322
Ministry of Emergency Management & Climate Readiness	$4,002,589
Ministry of Agriculture and Food	$3,601,220
Ministry of Housing and Municipal Affairs	$3,033,623
Columbia Basin Trust	$2,716,614
Ministry of Environment and Parks	$2,618,126
Ministry of Tourism, Arts, Culture, and Sport	$1,955,712
Ministry of Finance	$1,404,321
BC Transit	$818,605
Ministry of Energy and Climate Solutions	$738,180
Ministry of Labour	$217,339
Ministry of Citizens' Services	$116,644
Total Provincial Funding	**$4,404,715,843**
Total Non-Provincial Funding	**$2,016,413,763**

*Funding and employee data as reported in the 2024 Compensation and Employee Turnover Report (CSSEA), based on self-reported data from the 2023 calendar year.

2025 SDPR Estimates Note

Title: BC Green Caucus and BC New Democratic Party Agreement
Date Last Revised: February 10, 2025

Key Points:

- Effective December 12, 2024, the BC Green Caucus (BCGC) and BC New Democratic Party (NDP) Government have entered into a four-year agreement ("Accord").
- The Accord secures BCGC support for confidence and supply in exchange for advancing BCGC initiatives on healthcare, housing, renter support, homelessness, transit, climate, forestry, tax and legislative reform.
- The parties committed to releasing a final version of the Accord for execution in January 2025; however, it has not yet been released. The final version will refine the interim Accord for purpose of clarity. The Accord will be reviewable annually.

Accomplishments:

- The Accord includes policy initiatives that are reiterated in the Ministry of Social Development and Poverty Reduction's (SDPR) 2025 mandate letter, and that are aligned with government commitments set forth in the 2024 Poverty Reduction Strategy.
- These initiatives include:
    - Government commits to ending the spousal claw back on disability payments to lift people out of poverty in 2025 and ensuring people can keep all of the Canada Disability Benefit (CDB).
    - Government will review social assistance and disability rates and make recommendations for future increases subject to fiscal constraints.
- SDPR will provide an exemption of the CDB income for BC Employment and Assistance (BCEA) clients. This means any CDB income received by BCEA clients will not impact benefit amounts/eligibility.

Key Data:

- Two single individuals receiving disability assistance received total combined assistance of $2,967.00. The rate for a case consisting of two PWDs is $2,548.50.
- Disability assistance recipients have an annual earnings exemption which is based on the family unit composition. The annual exemption for two PWDs is $32,400 per year.
- In 2024/25, 22,156 (16.5%) of DA cases declared income in at least one month over the year. The average amount declared was $7,140 per year.
- Recent increases to income assistance and disability assistance rates have outpaced inflation.

2025 SDPR Estimates Note

Budget/Financial Context:

SDPR will require Treasury Board approval to proceed with any changes to the spousal income policy or to rates. Any proposed options will be impacted by fiscal constraints.

Background:

Summary of Accord Commitments with Implications for SDPR

Social and Economic Justice Policy Initiatives and Deliverables

- Government commits to ending the spousal "claw back" on disability payments to lift people out of poverty in 2025 and ensuring people can keep all of the Canada Disability Benefit.
- Government will review social assistance and disability rates and make recommendations for future increases subject to fiscal constraints.

Legislative Efficacy Policy Initiatives and Deliverables

The Government House Leader will:

- Provide the BCGC with technical legislative briefings at least 48 hours prior to introduction for legislation they are being asked to support.
- Work with the BCGC House Leader to establish a process to accept and respond to written questions in question period within a prescribed amount of time.
- Commit to working with the BCGC House Leader collaboratively and cooperatively to address other issues related to legislative efficacy.
- When requested by the BCGC, Government will provide a technical briefing on legislation the BCGC are not being asked to support 24 hours before it is tabled.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

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

MINISTRY SUMMARY

($000)

	Estimates 2024/25[1]	**Estimates 2025/26**
VOTED APPROPRIATION		
Vote 43 — Ministry Operations	5,175,972	**5,747,116**
OPERATING EXPENSES	5,175,972	**5,747,116**
CAPITAL EXPENDITURES [2]	2,124	**1,854**
LOANS, INVESTMENTS AND OTHER REQUIREMENTS [3]	—	**—**
REVENUE COLLECTED FOR, AND TRANSFERRED TO, OTHER ENTITIES [4]	—	**—**

NOTES

[1] For comparative purposes, figures shown for the 2024/25 operating expenses; capital expenditures; loans, investments and other requirements; and revenue collected for, and transferred to, other entities are restated to be consistent with the presentation of the *2025/26 Estimates*. A reconciliation of restated operating expenses and capital expenditures is presented in Schedule A.

[2] A listing of estimated capital expenditures by ministry is presented in Schedule C.

[3] A summary of loans, investments and other requirements by ministry is presented in Schedule D.

[4] A summary of revenue collected for, and transferred to, other entities by ministry is presented in Schedule E.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

SUMMARY BY CORE BUSINESS

($000)

OPERATING EXPENSES	2024/25 Net	2025/26 ESTIMATES Gross	External Recoveries	Net
Core Business				
Income Assistance	3,502,169	**3,913,813**	**(20,914)**	**3,892,899**
Employment	30,897	**327,330**	**(296,204)**	**31,126**
Community Living Services	1,626,906	**1,806,809**	**(1)**	**1,806,808**
Employment and Assistance Appeal Tribunal	1,945	**1,959**	**—**	**1,959**
Executive and Support Services	14,055	**14,364**	**(40)**	**14,324**
TOTAL OPERATING EXPENSES	5,175,972	**6,064,275**	**(317,159)**	**5,747,116**

CAPITAL EXPENDITURES	Capital Expenditures	Capital Expenditures	Receipts and P3 Liabilities	Net
Core Business				
Executive and Support Services	2,124	**1,854**	**—**	**1,854**
TOTAL	2,124	**1,854**	**—**	**1,854**

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

VOTE DESCRIPTIONS

($000)

	Estimates 2024/25	**Estimates 2025/26**

VOTE 43 — MINISTRY OPERATIONS

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

INCOME ASSISTANCE

Voted Appropriations

Income Assistance - Program Management	194,598	**196,464**
Temporary Assistance	703,312	**966,549**
Disability Assistance	2,103,535	**2,204,432**
Supplementary Assistance	500,724	**525,454**
	3,502,169	**3,892,899**

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

EMPLOYMENT

Voted Appropriations

Employment Programs	30,896	**31,125**
Labour Market Development Agreement	1	**1**
	30,897	**31,126**

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

COMMUNITY LIVING SERVICES

Voted Appropriation

Community Living Services	1,626,906	**1,806,808**

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

EMPLOYMENT AND ASSISTANCE APPEAL TRIBUNAL

Voted Appropriation

Employment and Assistance Appeal Tribunal	1,945	**1,959**

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

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

VOTE DESCRIPTIONS

($000)

	Estimates 2024/25	**Estimates 2025/26**
EXECUTIVE AND SUPPORT SERVICES		
Voted Appropriations		
Minister's Office	941	**1,020**
Corporate Services	13,114	**13,304**
	14,055	**14,324**

Voted Appropriations Description: This sub-vote provides for the office of the Minister of Social Development and Poverty Reduction, for executive direction of the ministry and administrative services for the operating programs of the ministry, and for the Parliamentary Secretary for Accessibility and the Parliamentary Secretary for Community Development and Non-Profits. This includes strategic and business planning, financial administration and budget management, strategic human resource management, asset and risk management, and facilities. This sub-vote provides for strategic planning, research, and development of accessibility legislation and associated initiatives, an Accessibility Directorate, and poverty reduction initiatives. This sub-vote also provides for corporate and community-based service delivery, including services provided by ministries and agencies on behalf of the ministry. Costs may be recovered from ministries, other levels of government, and parties external to government for activities described within this sub-vote.

VOTE 43 — MINISTRY OPERATIONS	5,175,972	**5,747,116**

MINISTRY GROUP ACCOUNT CLASSIFICATION SUMMARY

GROUP ACCOUNT CLASSIFICATION		
Salaries and Benefits	201,542	**203,917**
Operating Costs	62,605	**62,634**
Government Transfers	5,239,354	**5,808,231**
Other Expenses	20,581	**20,581**
Internal Recoveries	(31,088)	**(31,088)**
External Recoveries	(317,022)	**(317,159)**
TOTAL OPERATING EXPENSES	5,175,972	**5,747,116**

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
($000)

VOTE 43 Ministry Operations

Description	Total 2024/25 Operating Expenses	50	51	52	54	Total Salaries and Benefits	55	57	59	60	63	65	67	68	69
Income Assistance	**3,502,169**	**136,636**	**—**	**34,705**	**—**	**171,341**	**—**	**961**	**1,648**	**3,026**	**33,941**	**3,591**	**—**	**—**	**—**
Income Assistance - Program Management	194,598	134,934	—	34,273	—	169,207	—	961	1,648	3,026	33,941	3,581	—	—	—
Temporary Assistance	703,312	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Disability Assistance	2,103,535	1,702	—	432	—	2,134	—	—	—	—	—	—	—	—	—
Supplementary Assistance	500,724	—	—	—	—	—	—	—	—	—	—	10	—	—	—
Employment	**30,897**	**16,560**	**—**	**4,206**	**—**	**20,766**	**—**	**75**	**30**	**25**	**259**	**217**	**—**	**—**	**—**
Employment Programs	30,896	1,561	—	396	—	1,957	—	—	—	—	—	—	—	—	—
Labour Market Development Agreement	1	14,999	—	3,810	—	18,809	—	75	30	25	259	217	—	—	—
Community Living Services	**1,626,906**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**	**—**
Employment and Assistance Appeal Tribunal	**1,945**	**876**	**23**	**222**	**—**	**1,121**	**519**	**22**	**—**	**150**	**12**	**130**	**—**	**5**	**—**
Executive and Support Services	**14,055**	**8,329**	**110**	**2,154**	**96**	**10,689**	**233**	**227**	**2**	**60**	**302**	**780**	**—**	**—**	**—**
Minister's Office	941	614	—	195	96	905	—	81	—	—	10	24	—	—	—
Corporate Services	13,114	7,715	110	1,959	—	9,784	233	146	2	60	292	756	—	—	—
Total	**5,175,972**	**162,401**	**133**	**41,287**	**96**	**203,917**	**752**	**1,285**	**1,680**	**3,261**	**34,514**	**4,718**	**—**	**5**	**—**

70	72	73	75	Total Operating Costs	77	79	80	Total Govt Transfers	81	83	85	Total Other Expenses	86	88	Total Internal Recoveries	89	90	Total External Recoveries	Total 2025/26 Operating Expenses
312	**—**	**13,615**	**68**	**57,162**	**4,504**	**3,543,953**	**162,495**	**3,710,952**	**—**	**—**	**4,240**	**4,240**	**—**	**(29,882)**	**(29,882)**	**—**	**(20,914)**	**(20,914)**	**3,892,899**
312	—	13,615	68	57,152	—	—	35	35	—	—	100	100	—	(29,880)	(29,880)	—	(150)	(150)	196,464
—	—	—	—	—	—	965,999	—	965,999	—	—	1,101	1,101	—	(1)	(1)	—	(550)	(550)	966,549
—	—	—	—	—	—	2,215,311	—	2,215,311	—	—	1	1	—	—	—	—	(13,014)	(13,014)	2,204,432
—	—	—	—	10	4,504	362,643	162,460	529,607	—	—	3,038	3,038	—	(1)	(1)	—	(7,200)	(7,200)	525,454
48	**—**	**18**	**1,758**	**2,430**	**—**	**—**	**290,471**	**290,471**	**—**	**—**	**14,867**	**14,867**	**—**	**(1,204)**	**(1,204)**	**—**	**(296,204)**	**(296,204)**	**31,126**
—	—	—	—	—	—	—	29,168	29,168	—	—	—	—	—	—	—	—	—	—	31,125
48	—	18	1,758	2,430	—	—	261,303	261,303	—	—	14,867	14,867	—	(1,204)	(1,204)	—	(296,204)	(296,204)	1
—	**—**	**—**	**—**	**—**	**—**	**—**	**1,806,808**	**1,806,808**	**—**	**—**	**1**	**1**	**—**	**—**	**—**	**—**	**(1)**	**(1)**	**1,806,808**
—	**—**	**—**	**—**	**838**	**—**	**—**	**—**	**—**	**—**	**—**	**1**	**1**	**—**	**(1)**	**(1)**	**—**	**—**	**—**	**1,959**
200	**—**	**200**	**200**	**2,204**	**—**	**—**	**—**	**—**	**—**	**—**	**1,472**	**1,472**	**—**	**(1)**	**(1)**	**—**	**(40)**	**(40)**	**14,324**
—	—	—	—	115	—	—	—	—	—	—	—	—	—	—	—	—	—	—	1,020
200	—	200	200	2,089	—	—	—	—	—	—	1,472	1,472	—	(1)	(1)	—	(40)	(40)	13,304
560	**—**	**13,833**	**2,026**	**62,634**	**4,504**	**3,543,953**	**2,259,774**	**5,808,231**	**—**	**—**	**20,581**	**20,581**	**—**	**(31,088)**	**(31,088)**	**—**	**(317,159)**	**(317,159)**	**5,747,116**

2025 SDPR Estimates Note

Title: Front Line Workload Management
Date Last Revised: February 3, 2025

Key Points:

- The overall caseload for BC Employment and Assistance has increased by 6.2% over the last year.
- Key factors for the increase include a slower economy, rising number of immigrants, increased cost of living, and individuals with multiple complex service needs (e.g., mental health and/or substance use, homelessness, language barriers, etc.).
- The Ministry is addressing the increased volume and complexity of work through:
    - Hiring additional staff;
    - Technology improvements;
    - Streamlining business processes; and
    - Implementing a flexible provincial service delivery model that allows for staff resources to be focused in areas where they are needed.
- The Ministry is in the process of hiring 30 staff to assist with the reduction of call wait times, has enhanced front counter services, and has implemented innovative service delivery approaches to respond to the increased workload.

Key Data:

- From December 2023 to December 2024, the Income Assistance (IA) caseload has grown 13.2%, while the Disability Assistance (DA) caseload has grown 2.8%, for an overall caseload increase of 6.2%.
- Applications for Ministry assistance have increased by 6.62% and have become more complex with the substantial rise in the number of refugee claimants since 2022.
- The average monthly use of interpretation services increased in 2024 to approximately 600 (475%), from a monthly average of 125 in 2021.
- In the same period, the division has seen an increase in office visits by 18.76%, an increase in call volumes by 4.52%, and service requests have increased by 7.38%.

Accomplishments:

- Technology updates to streamline the application intake process, automate processing for certain types of monthly reports, and data processes, to reduce low-value workload for staff and increase time for high-value client service activities.
- Implementation of a centralized training model to ensure staff are consistently trained with minimal impact on frontline resources.
- Introduced a streamlined eligibility review process to review client files.

- Increased the number of Community Integration Specialists who connect B.C.'s most underserved people to SDPR programs and provide cross-sector navigation services and expanded the Indigenous Partnership Program (IPP) across the province.

Budget/Financial Context: N/A

Background:

- The increased caseload and the complexity of their service requests have increased staff workload without a corresponding rise in staffing levels. This trend started after the federal pandemic benefits ended in October 2021 and has sped up since mid-2023 due to immigration, economic, and market conditions. The influx of first-time clients, including many refugee claimants, has lengthened the application process, increased subsequent service requests, and increased the need for interpretation.
- Over the next year, the Ministry will implement strategies to improve service efficiency and timeliness, including:
    - Technology improvements that will automate monthly assistance to seniors receiving OAS/GIS (March 2025) and My Self Serve monthly reports (June 2025), as well as enhancing call-back queues (greater use of client and staff time) in the next 2 to 5 months.
    - Business Process improvements including streamlining paper document processing with BC Mail Plus (March 2025) and enhancing job resource tools and training.
    - Hiring 30 more staff directly for the contact centre and implementing a staffing strategy across all business areas.

2025 SDPR Estimates Note

Title: Ministers Office Budget
Date Last Revised: February 6, 2025

Key Points:

- The Ministers Office budget for 2025/26 is $1,020,000, a $79,000 increase from $941,000 in 2024/25.
- 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)	2024/25 Budget	2025/26 Budget	Change
Salaries/benefits	0.763	0.809	0.046
Legislative salaries/indemnities	0.092	0.096	0.004
Travel	0.052	0.081	0.029
Other operating	0.034	0.034	0.000
Total	**0.941**	**1.020**	**0.079**

Background:

- The majority of the increase to the Minister's Office budget is an increase in salaries and travel, in accordance with staffing levels and allocations as approved by the Office of the Premier.

2025 SDPR Estimates Note

Title: Ministry Budget and FTE Overview
Date Last Revised: February 6, 2025

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 return to the workforce through employment programs.
- The Ministry budget for 2025/26 is $5.7 billion, an incremental increase of $505.7 million from Budget 2024 and a year over year increase of $571.1 million from 2024/25.
- 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:

Budget 2025 Fiscal Plan					
($ millions)	**2024/25 Budget**	**Change**	**2025/26 Budget**	**2026/27 Plan**	**2027/28 Plan**
Income Assistance	3,502.2	390.7	**3,892.9**	4,066.8	4,248.3
Temporary Assistance	703.3	263.2	**966.5**	1054.5	1155.8
Disability Assistance	2,103.5	100.9	**2,204.4**	2,277.4	2,344.8
Supplementary Assistance	500.7	24.7	**525.5**	538.5	551.2
Program Management	194.6	1.9	**196.5**	196.5	196.5
Employment	30.9	0.2	**31.1**	31.1	31.1
Community Living Services	1,626.9	179.9	**1,806.8**	1,806.8	1,806.8
Employment and Assistance Appeal Tribunal (EAAT)	1.9	0.0	**2.0**	2.0	2.0
Executive and Support Services	14.1	0.3	**14.3**	14.3	14.3
Total	**5,176.0**	**571.1**	**5,747.1**	**5,921.0**	**6,102.5**

2025 SDPR Estimates Note

Background:

- Budget 2025 provides new incremental funding of $2 billion over the three-year fiscal plan. This increase includes:
  - $505.7 million in incremental funding for 2025/26;
  - $1.6 billion over three years to address caseload pressures; and
  - $39 million over three years to address salary increases for BCGEU employees and management (Shared Recovery Mandate), and CLBC service providers and staff. This funding was provided under Contingencies in 2024/25 as decisions were finalized after Budget 2024 was tabled.

Ministry Staffing:

	December 31, 2023		December 31, 2024	
Division	**FTE[1]**	**Headcount[2]**	**FTE[1]**	**Headcount[2]**
Deputy Minister and Minister Office	18	19	18	18
Corporate Services	107	122	112	123
Research, Innovation & Policy	68	70	55	60
Service Delivery	1,712	1,830	1,653	1,759
Advocate for Service Quality	3	3	3	3
Accessibility	12	14	15	15
Employment and Assistance Appeal Tribunal	10	11	11	11
Employment and Labour Market Services	184	187	183	191
Information Services Division[3]	191	198	219	224
Total	**2,305**	**2,454**	**2,269**	**2,404**

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

[2] Headcount = number of people

[3] Increase staffing Information Services Division due to work on Application Modernization Project (AMP). Salaries currently capitalized to be amortized once asset is finalized.

2025 SDPR Estimates Note

Title: Ministry Budget—CLBC Budget and FTE Overview
Date Last Revised: March 6, 2025

Key Points:

Advice/Recommendations

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 December 31, 2024, 2,753 people and their families/support networks have received new or enhanced services and supports in fiscal 2024/25.

2025 SDPR Estimates Note

Key Data:

Number of People CLBC Serves

Caseload	2020/21	2021/22	2022/23	2023/24	2024/25 Forecast	5 Year Growth (2024/25 from 2019/20)
Total	24,520	25,698	26,815	28,003	29,284	5,895
Developmental Disabilities Stream	22,010	22,908	23,752	24,653	25,612	4,452
Personalized Supports Initiative Stream	2,510	2,790	3,063	3,350	3,672	1,443
% of total caseload increases from previous fiscal	4.8%	4.8%	4.3%	4.4%	4.6%	25.2%

Budget/Financial Context:

Advice/Recommendations; Government Financial Information

Background:

- In fiscal year 2023/24, 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 4.6% in 2024/25, bringing the total at end of the year to 29,284 (25,612 with DD and 3,672 eligible for PSI) - approximately 25% growth over the past five years. CLBC forecasts growth of 4.4% in 2025/26.
- At the end of March 31, 2024, CLBC had a total employee complement of 703, comprised of BCGEU and excluded staff.
- CLBC has fully complied with government requirements for executive salaries (Appendix 2).

2025 SDPR Estimates Note

APPENDIX 1 - BUDGET

CLBC – Operating Revenue and Expenditures 2023/24 to 2025/26

All figures in millions	**2023/24 Actual**	**2024/25 Forecast**	**2025/26 Budget**
Operating Contributions			
Government Transfers	$ 1,561.9	$ 1,671.7	$ 1,806.8
Restricted Contributions – Operating[1]	-$ 3.4	$ -	$ -
Restricted Contributions – Capital[2]	-$ 4.1	-$ 7.6	-$ 8.6
Net Operating Contributions	**$ 1,554.4**	**$ 1,664.1**	**$ 1,798.2**
Other Revenue[3]	$ 48.0	$ 48.2	$ 49.4
Total Revenues	**$ 1,602.4**	**$ 1,712.3**	**$ 1,847.6**
Supports and Services			
Developmental Disabilities Program (DD)	$ 1,444.5	$ 1,541.7	$ 1,665.5
Personalized Supports Initiatives (PSI)	$ 55.9	$ 62.5	$ 64.0
Provincial Services (including PAC)	$ 3.8	$ 1.0	$ 1.0
Regional Operations and Administration	$ 93.1	$ 101.0	$ 109.4
Amortization of Tangible Capital Assets	$ 5.1	$ 6.1	$ 7.7
Total Expenditures	**$ 1,602.4**	**$ 1,712.3**	**$ 1,847.6**

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.

2025 SDPR Estimates Note

CLBC – Cumulative budget changes 2025/26 to 2027/28

Prior Year Budgets				
($ millions)	**2025/26**	**2026/27**	**2027/28**	**TOTAL**
Caseload	$ 42.0	$ 42.0	$ 42.0	$ 126.0
Shared Recovery Mandate	$ 0.5	$ 0.5	$ 0.5	$ 1.5
Total - Prior Year Budgets	**$ 42.5**	**$ 42.5**	**$ 42.5**	**$ 127.5**
Budget 2025				
($ millions)	**2025/26**	**2026/27**	**2027/28**	**TOTAL**
Caseload	Government Financial Information	$ 126.7	$ 126.7	$ 380.1
Shared Recovery Mandate and CSS Wage Mandate		$ 10.7	$ 10.7	$ 32.1
Total - Budget 2025		**$ 137.4**	**$ 137.4**	**$ 412.2**
CLBC Total		**$ 179.9**	**$ 179.9**	**$ 539.7**

2025 SDPR Estimates Note

APPENDIX 2 - CLIENT STATISTICS

CASELOAD PROFILE	2021/22	2022/23	2023/24	2024/25 as at Dec 2024
Caseload	**25,698**	**26,815**	**28,003**	**28,998**
Growth % (annualized)	**4.8%**	**4.3%**	**4.4%**	**4.6%**
DD	22,908	23,752	24,653	25,402
PSI	2,790	3,063	3,350	3,596
New Registrants	**1,438**	**1,427**	**1,529**	**1,188**
Transitioning Youth	1,132	1,136	1,229	925
Older Adults (> 19 years old)	306	291	300	263
Caseload Breakdown				
Residential	**9,430**	**9,588**	**9,877**	**10,104**
Staffed Living	2,769	2,822	2,920	2,976
Shared Living	4,265	4,230	4,301	Advice/Recommendations
Independent Living	2,396	2,536	2,656	2,780
Other	**16,268**	**17,227**	**18,126**	**18,894**
Total	**25,698**	**26,815**	**28,003**	**28,998**

2025 SDPR Estimates Note

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	-	-	-	-	-	-	-

2025 SDPR Estimates Note

Title: Ministry Budget Income Assistance
Date Last Revised: February 6, 2025

Key Points:

- The Ministry of Social Development and Poverty Reduction (SDPR) provides income assistance and other supports to British Columbians in need.
- SDPR is also the primary funder of Community Living BC (CLBC), the Crown agency responsible for the delivery of community living services and supports to adults with developmental and intellectual disabilities.
- The Income Assistance sub-vote budget for 2025/26 is $3.9 billion, a year-over-year increase of $391 million and an incremental increase of $542 million from Budget 2024.

Budget/Financial Context:

Income Assistance - Budget 2025 Fiscal Plan					
($ millions)	2024/25 Budget	Change	2025/26 Budget	2026/27 Plan	2027/28 Plan
Temporary Assistance	**703.3**	263.2	**966.5**	1,054.5	1,155.8
Disability Assistance	**2,103.5**	100.9	**2,204.4**	2,277.4	2,344.8
Supplementary Assistance	**500.7**	24.7	**525.5**	538.5	551.2
Program Management	**194.6**	1.9	**196.5**	196.5	196.5
Income Assistance	**3,502.2**	**390.7**	**3,892.9**	**4,066.8**	**4,248.3**

Income Assistance - Budget 2025 Incremental Change				
($ millions)	2025/26	2026/27	2027/28	TOTAL
Temporary Assistance	273.6	361.6	462.9	**1,098.1**
Disability Assistance	73.7	146.6	214.1	**434.4**
Supplementary Assistance	18.5	31.5	44.2	**94.2**
Program Management	1.9	1.9	1.9	**5.6**
Total	**367.6**	**541.6**	**723.1**	**1,632.5**

CONTACT: ADAM MCKINNON, ADM & EFO, CORPORATE SERVICES DIVISION, Personal Information

2025 SDPR Estimates Note

Background:

- In Budget 2025, SDPR received $1.6 billion under Income Assistance over three years to address caseload pressures.
- The IA caseload has been rising since federal COVID-19 benefits ended in October 2021. In 2023/24, the IA caseload grew by 12%, up from a 10.8% increase the previous year. The caseload is projected to increase by 14.8% in 2024/25 and a further 12.5% in 2025/26, 10% in 2026/27 and 10.2% in 2027/28.
- There are several drivers that impact the BCEA caseloads, including changes in the labour market (unemployment, labour force, job vacancies), demographics (population, aging, interprovincial migration, incidence of disabilities), and other factors such as the impact of automation and changes to jobs in demand.
- Disability Assistance caseload expects an average annual increase of approximately 3%.
- The DA caseload is less sensitive to labour market conditions compared to the IA caseload. Demand for DA increases year-over-year because of demographics: an aging population, and an increasing incidence of disabilities.
- SDPR received $5.6 million over three years for Cost-of-Living wage increases resulting from the Shared Recovery Mandate (SRM) ending March 31, 2025. This funding was provided under Contingencies in 2024/25 as decisions were finalized after Budget 2024 was tabled.

2025 SDPR Estimates Note

Title: Ministry Budget -Service Delivery Division Budget and FTE Overview

Date Last Revised: February 3, 2025

Key Points:

- Employment and Assistance Services are delivered through the Service Delivery Division (SDD), which is organized into six branches.
- The division's salaries and benefits budget supports an average of 1,684 full-time equivalent (FTEs).
- Staff provide a broad range of supports in addition to monthly assistance payments, including crisis supplements to help with food, shelter, clothing; security deposits to help with securing housing; and health supplements to address health needs such as medical equipment or medical transportation.
- Other specialized services provided may include the administration of indigent burials for eligible citizens of B.C., providing support to clients participating in substance use treatment and providing a low-cost bus pass to low-income seniors and eligible ministry clients.
- In addition, the Ministry provides services in communities and Friendship Centres by Community Integration Specialists, to clients with behavioural challenges through contracted Third-Party Administrators and after hour services by telephone for urgent needs.

Key Data:

FTE Overview - Service Delivery Division (Dec 28, 2024)

Branch	FTE
Community Integration Services	**209**
Community Integration Specialists	170
Other Branch staff, including Supervisory staff	39
Community Services *(including in-person offices and Profiling)*	**511**
Client Service Workers	143
Employment Assistance Workers	280
Other Branch staff, including Supervisory staff	88
Virtual Services (including Contact Centre, Intake, Health Assistance and Specialized Services, and Specialized Intake)	564

2025 SDPR Estimates Note

Branch	FTE
Client Service Workers	43
Employment Assistance Workers	391
Adjudicators	49
Other Branch staff, including Supervisory staff	81
Operations Support	**116**
Prevention and Loss Management Services	**186**
Employment Assistance Workers	8
Quality and Compliance Specialist	94
Other Branch staff, including Supervisory staff	84
Strategic Services	**65**
Assistant Deputy Minister's Office	**2**
Total Service Delivery Division	***1,654**

Data Source: Operations Support Branch, SDD (Corporate Data Warehouse FTE Cube, Dec 14 – 28, 2024)

*FTE Definition: Data from Time and Leave determined by the actual hours worked by all staff and divided by seventy (70) for a full-time equivalent (FTE) position.

Accomplishments: N/A

Budget/Financial Context:

Service Delivery Division Program Management Budget 2022/23 to 2024/25				
Fiscal Year	**Salaries and Benefits**	**Operating Costs**	**Total**	**% Change**
2024/25	$141,876,000	$9,802,000	**$151,678,000**	1.1%
2023/24	$139,951,000	$10,100,100	**$150,051,100**	12.4%
2022/23	$123,426,000	$9,063,000	**$132,489,000**	10.7%

Data Source: Operations Support Branch, SDD

Source: Corporate Data Warehouse; Annual Budget Amounts, SDD. % change reflects variance from the prior year.

Background:

- Most frontline workers are Client Service Workers and Employment Assistance Workers.
- To support individuals who are at risk of or currently experiencing homelessness, Community Integration Specialists work in communities throughout the province.

2025 SDPR Estimates Note

Title: Shared Recovery Mandate
Date Last Revised: February 6, 2025

Key Points:

- The Shared Recovery Mandate (SRM) for 2022/23 to 2024/25 applies to all public sector employers with unionized employees whose collective agreements expired on or after December 31, 2021.
- SRM focuses on providing a fair and reasonable offer to public-sector workers that includes significant inflation protection, while ensuring that government has the resources to continue to invest in building a stronger province for everyone.
- The agreement reached with the BCGEU covering Public Service/Ministry employees came into effect on April 1, 2022, and expires on March 31, 2025. The agreement includes the terms and conditions of employment such as wages, benefits, leave and more.
- Under SRM, the Community Social Services Employers' Association (CSSEA) and Health Employers Association of BC (HEABC) negotiated a series of wage and benefit increases covering the period of April 1, 2022, to March 31, 2025.
- Collective bargaining is currently underway for a new agreement to start on April 1, 2025. Government will not be in a position to confirm any compensation, allocations or funding details until bargaining has been completed.

Key Data:

- BCGEU represents SDPR and CLBC unionized staff.
- CSSEA is the accredited bargaining agent for approximately 200 employers in the social services sector.
- HEABC is the accredited bargaining agent for more than 200 publicly funded health care employers in British Columbia.
- As of 2024, the community social services sector employs over 67,000 people across the province – with women representing approximately 75% of this workforce.

2025 SDPR Estimates Note

Background:

- Nearly all (98%) of CLBC's SRM contract adjustments for union service providers pertain to CSSEA members.
- The SRM agreements over the three-year period provided to unionized community social services employees General Wage Increases, Low Wage Redress, and potential Cost of Living Adjustments in 2023/24 and 2024/25 Additional funding to address shared key priorities includes:
    - incremental costs associated with the new five-day paid sick leave provisions,
    - incremental costs associated with recognizing the National Day of Truth and Reconciliation (September 30),
    - funding to support two-days paid Indigenous Cultural Leave for Indigenous employees, and
    - funding to support incremental costs of raising mileage reimbursement rates to Canada Revenue Agency-approved rates.
- Low Wage Redress is targeted funding to help address wage disparity with similar unionized positions in the health sector.
- Government has committed to fund the three-year collective agreements ratified by members of the bargaining units.

2025 SDPR Estimates Note

Title: Ministry Budget—WorkBC
Date Last Revised: February 6, 2025

Key Points:

- The Ministry receives both provincial and federal funding to support all British Columbians in getting back to work as quickly as possible through WorkBC.
- Federal funding is adjusted annually based on methodology established by Canada to allocate funds among provinces and territories.
- In 2024/25 the Ministry is budgeting $306.5 million to support employment programing for the people of BC. The Ministry will receive:
    - $275.6 million from the federal government under LMDA; and
    - $30.9 million in provincial funding.
- Historically, 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.

Key Data:

- Since 2019/20, the program has served about 83,000 people a year.
- In 2024/25, the number of people being served is expected to exceed 101,000, primarily driven by immigration.

Budget/Financial Context:

Funding Source:	2023/24 Actuals	2024/25 Budget	2025/26 Plan	2026/27 Plan	2027/28 Plan
Provincial	$31,322,000	$30,896,000	$30,896,000	$30,896,000	$30,896,000
LMDA	$318,971,966	$275,606,902	$276,729,257	$277,739,000	$278,648,000
LMDA-Admin	$20,262,538	$20,535,000	$20,535,000	$20,535,000	$20,535,000
Total	**$370,556,503**	**$327,037,902**	**$328,160,257**	**$329,170,000**	**$330,079,000**
% change budget:	-15.29%	-11.74%	0.34%	0.31%	0.28%

Top up funding expired in FY24/25 (-$46.5M)

2025 SDPR Estimates Note

Background:

The majority of the WorkBC program is funded federally through the LMDA and split into 2 categories:

1. 2024/25 direct services to client funding ($275.6M); and
2. 2024/25 administrative funding ($20.5M).

- On March 28, 2022, ESDC served notice to terminate the LMDA in its present form as of March 31, 2024, as required by the Federal Court of Appeal (FCA) decision of January 28, 2022 related to the complaints filed by the Fédération des francophones de la Colombie-Britannique (FFCB) alleging that the federal government did not meet their obligations to the Francophone linguistic minority when they entered into and implemented the LMDA.
- Provincial funding is prioritized towards serving unemployed BC Employment and Assistance clients and client inclusion groups.
- Additionally, clients with a disability who are working more than 20 hours a week or students with a disability who are leaving school in BC and are ready to transition from school to work, are provided the services and supports primarily through the provincial component of the WorkBC Employment Services contract. Provincial funding also provides for WorkBC Assistive Technology Services.
- SDPR and PSFS are engaged through the Federal-Provincial-Territorial Forum of Labour Market Ministers (FLMM) to modernize training, and employment supports which will form the foundation for new labour market transfer agreements, including the LMDA.

2025 SDPR Estimates Note

Title: Year-End Grants
Date Last Revised: February 7, 2025

Key Points:

- At year-end 2022/23 the ministry was provided approval to fund one-time grants to support the achievement of key mandate items.
- In March 2023, 34 grants totaling $175.842 million were made by SDPR to organizations across the province.
- One-time year-end grants were not provided in 2023/24.
- The ministry received approval to fund up to $0.654 million in one-time grant(s) in March 2025 to support deafblind intervenor services.
- The funds provided at the end of 2022/23 continue to sustain 20 organizations in managing their programs through 2025/26.

Background:

- At the end of fiscal 2022/23, SDPR was provided approval to fund one-time grants to support the achievement of key ministry mandate items including Food Security, Poverty Reduction, Accessibility, support for the Downtown East Side, and Reconciliation.
- 25 of the 34 grants provided in 2022/23 supplied funding to support programs for over 1 year.
- The $0.370 million grant provided in March 2023 to the Canadian National Institute for the Blind (CNIB) to support deafblind intervenor services was in addition to $0.740 million granted in March 2022. An additional $0.085 million in funding was redirected to CNIB in November 2024 from Communication Assistance for Youth and Adults (CAYA) program by consultation.
- A listing of all 2022/23 year-end grants, including the term, is provided in Appendix A. Terms that have been modified are indicated with an arrow.

2025 SDPR Estimates Note

Appendix A: 2022/23 Year-End Grants

Theme	Recipient	Term (Years)	Grant Amount ($ millions)
DTES	DTES Distribution HUB Overdose Prevention Society	1	$ 0.021
Non-Profits	Vancouver Foundation	3	$ 60.000
Reconciliation	First Nations Summit: First Nations Well Being Fund	3	$ 15.000
Poverty Reduction	Vancouver Foundation: CPPD / federal benefit application support for advocates	5	$ 5.000
DTES	MakeWay Charitable Society: Binners' Project	1	$ 0.025
Accessibility	Disability Alliance B.C.: TaxAid program	4	$ 1.437
Food Security	Critical Food Security Infrastructure LIFT BC: Various food security organizations	1	$ 0.806
DTES	WISH Drop-In Centre Society: Supporting sustainable growth	1	$ 0.054
Poverty Reduction	BabyGoRound Helping Families Society: Critical Gear Funding	3	$ 0.150
Poverty Reduction	Downtown Chilliwack Business Improvement Association: Street Clean Teams Program	1	$ 0.125
Poverty Reduction	Langley Meals on Wheels: Elevator accessibility infrastructure upgrades	1 ->2	$ 0.350
Accessibility	The Canadian National Institute for the Blind: Linkage to Wavefront, IDHH requests	3	$ 0.370
Food Security	Loaves & Fishes Community Food Bank	14	$ 7.000
Food Security	Food Banks BC: Critical food security infrastructure	3	$ 15.000
Food Security	United Way British Columbia: Food Security - Inflation response and long-term provincial capacity building	5	$ 7.500
Food Security	Cloverdale Community Kitchen	1	$ 0.044
Food Security	United Way British Columbia: Critical Food Security Infrastructure	3	$ 14.000

2025 SDPR Estimates Note

Food Security	Britannia Community Services Centre Society: Common Interest: resilience and food Security for vulnerable households in East Vancouver	1	$	0.080
Food Security	Fateh Care Charity: Mobile Food Bank Program	1	$	0.070
Accessibility	Island Deaf & Hard of Hearing Centre (IDHHC): Linkage to CNIB, Wavefront requests	2	$	0.845
Accessibility	Social Planning and Research Council of BC: Local Government Accessibility Grant	3	$	5.000
Accessibility	The Board of Education of School District 39 (Vancouver): Communication Assistance for Youth and Adults (CAYA)	5	$	17.915
DTES	The Downtown Eastside Women's Centre Association: Expanding Programs and Services for Women made Vulnerable in Vancouver's Downtown Eastside	1	$	0.600
Accessibility	Vancouver Foundation: Access RDSP	3	$	2.700
Accessibility	BC Aboriginal Network on Disability Society (BCANDS) and Inclusion BC Society: Accessibility Events ($100K each)	4	$	0.200
Accessibility	British Columbia Paraplegic Foundation: BC Spinal Cord Injury Network	4	$	2.000
Food Security	Immigrant Link Centre Society	3	$	0.300
Food Security	Support Network for Indigenous Women and Women of Colour (SNIWWOC)	2	$	0.300
Non-Profits	Vantage Point Strategies Society	2 ->3	$	0.650
Reconciliation	BC Association of Aboriginal Friendship Centres (BCAAFC): Gathering Our Voices (GOV) Legacy Fund	5	$	10.350
Accessibility	BCANDS: Disability Case Management / Navigator Program	5	$	0.825
Accessibility	Disability Alliance B.C. Society	5	$	0.825
Accessibility	Rick Hansen Foundation	2	$	5.000
Food Security	The Victoria Foundation	2	$	1.300

2025 SDPR Estimates Note

Title: Community Services
Date Last Revised: February 3, 2025

Key Points:

- The Ministry provides in-person service at 84 locations around the province, including 36 Ministry offices and 48 partnership Service BC locations.
- Integrating Ministry services with Service BC locations has made it easier for clients to access in-person service while maintaining anonymity in the community.
- Ministry services provided in 47 of the 48 Service BC 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.

Key Data:

- The average number of office visits per month between January 1, 2024, and December 31, 2024, was 65,372, and the average wait duration per visit was 8 minutes and 38 seconds.
- The Ministry has seen an increase in office visits over the last year by 18.76%.
- As of January 2025, 174,410 clients (87%) were registered to receive their payments by direct deposit.

Accomplishments: N/A

Budget/Financial Context:

- For questions regarding the overall costs of Service BC offices to provide SDPR services, please refer to the Ministry of Citizens' Services who hold the budget for Service BC offices.

Background:

- In addition to in-person, Ministry services are available online, by phone, and in the community when connecting with a Community Integration Specialist.
- During cheque issue week, in-office visits increase, so the Ministry manages line-ups, maximizes waiting room capacity and promotes direct deposit payments.
- The increase of in-person visits over the last year is due to a higher caseload and complexity of service requests which has increased staff workload without a corresponding rise in staffing levels.
- The Ministry is addressing the increased volume and complexity of work through technology improvements, streamlining business processes and a provincial service delivery model that allows for staff resources to be focused when and where they are needed.

2025 SDPR Estimates Note

Title: Contact Centre
Date Last Revised: February 10, 2025

Key Points:

- The Ministry operates a Provincial Call Centre with a toll-free number for accessing services that include the following features:
    - Wait time and cheque issue date notifications,
    - Callback option,
    - Direct communication with a Ministry worker for case-specific information and to request Ministry services,
    - 24/7 self-service for accessing case information and submitting monthly reports, and,
    - A service satisfaction survey.
- The Ministry's Service Standard is to answer 80% 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 continues to hire staff to fill vacancies to support the increased workload. For example, the Ministry is in the process of hiring 30 staff to assist with the reduction of call wait times.
- Over the next year, the Ministry will implement technology improvements to enhance call-back queues, optimizing the use of both client and staff time.

Key Data:

- The Ministry's Provincial Contact Centre receives an average of 134,120 calls each month totaling around 1.6 million calls a year.
- In 2024, the average wait time to answer calls was 50 minutes and 54 seconds, meeting the Ministry Service Standard 14% of the time.
- In 2024, 68% of the callers utilized the call back to queue function.
- 7,941 service satisfaction surveys were completed between January 1, 2024 – December 31, 2024, with the following results:
    - I was satisfied with the amount of time it took to get service.
        - 68% - Yes 32% - No
    - Overall, I found the Ministry worker was respectful.
        - 88% - Yes 12% - No

Data Source: Operations Support - Analytics and Business Intelligence

Accomplishments: N/A

Budget/Financial Context: N/A

2025 SDPR Estimates Note

Background:

- The Ministry continues to focus on meeting service standards, however, 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).
- The monthly abandonment rates range between 8% - 13% monthly. Reasons a call might be abandoned include:
    - Hearing the wait time notification and the client chooses to hang up and call back another time or use another service channel to access Ministry services (e.g., My Self Serve).
    - Personal circumstances that may arise while on hold.
- The Ministry has a dedicated Advocate Client Enquiries (ACE) callback line for advocates and the Public Guardian and Trustee (PGT) to discuss multiple client cases. Requests are managed within 24 hours, improving service outcomes for clients and advocates.

2025 SDPR Estimates Note

Title: Community Integration Services

Date Last Revised: February 3, 2025

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:
    - Expediated intakes
    - Shelter and health requests
    - Case management
    - Homeless outreach
    - Coordinating housing inspections
    - Referrals/inquiries from community partners
    - Coordination of services
- As of December 31, 2024, the Ministry has 187 Community Integration Specialists.
- Community Integration Specialist positions filled are 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).
- The Ministry is working to expand the Indigenous Partnership Program (IPP) across B.C. to enable Community Integration Specialists to be embedded within Friendship Centres or Indigenous serving organizations.

Key Data: N/A

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 the Ministry of Housing and Municipal Affairs, 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) and Coordinated Access and Assessment (CAA) tables across the province.

2025 SDPR Estimates Note

Budget/Financial Context:

Fiscal Year	Salary and Benefit Budget Amount	Community Integration Specialists FTEs Budget
2021/2022	$6.2M*	73
2022/2023	$17.9M*	191
2023/2024	$22.5M*	195
2024/2025	$22.9M*	195

* Budget amount inclusive of salary and benefit costs only.

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.
- The Ministry continues to expand the Indigenous Partnership Program (IPP) across the province. As of December 2024, there are 16 partnerships in place with more negotiations underway.
- The Ministry has a full fleet of 74 vehicles across B.C. to support outreach services, including one mobile office which is a vehicle equipped with a cheque printer that has been piloted in Victoria. The branch will be starting a pilot for mobile offices in mid-2025 that equips more vehicles with the ability to print cheques.

2025 SDPR Estimates Note

Title: Intake and Eligibility
Date Last Revised: February 3, 2025

Key Points:

- There are 3 main service options available 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 application processes 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:

- Applications for Ministry assistance have increased by 6.62% and become more complex with the substantial rise in the number of refugee claimants since 2022.
- The average monthly use of interpretation services increased in 2024 to approximately 600 (475%), from a monthly average of 125 in 2021.
- The Ministry aims to approve and pay applicants as soon as possible but turnaround time depends on how quickly applicants provide the information required for a decision.

Type of Application	Average Days to First Contact 2024	Average Days to First Payment 2024
General	1	25
Expedited	1	12
Fleeing Abuse	1	5

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

2025 SDPR Estimates Note

	2022		2023		2024	
MySS – Staff Supported	452	1%	540	1%	358	1%
MySS – Client-Initiated (self-directed)	35,822	76%	37,337	71%	39,656	70%
MySS – Staff Assisted	10,844	23%	14,852	28%	16,204	29%

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

Accomplishments:

- Technology improvement to streamline the application process, automate certain monthly reports and data processes, reduce low-value workload for staff and increase time for high-value client service activities.

Budget/Financial Context: N/A

Background:

- The Ministry is addressing the increased volume and complexity of work through technology improvements, streamlining business processes, and a provincial service delivery model that allows for staff resources to be focused when and where they are needed.
- Applicants can access contracted professional language and American Sign Language interpreters or they can use an interpreter of their choice.
- Individuals returning to the Ministry within six months may have their eligibility determined using the monthly report form instead of a full application, at the Ministry's discretion.

2025 SDPR Estimates Note

Title: Canada Post Worker Strike and Ombudsperson Investigation
Date Last Revised: February 7, 2025

Key Points:

- The ministry ensured that over 98% of people relying on provincial support still received it during the strike, maintaining the usual delivery rate.
- The ministry was not able to utilize the Socio-Economic Payment Delivery Process that Canada Post offered as there was no option for the delivery dates to align with the legislative timelines for clients to submit their monthly report and for the ministry to process and create the payment as per the pre-established payment dates.
- Clients and suppliers who were scheduled to receive their payment by mail were able to pick up their assistance cheques at a ministry or Service BC office that provides ministry services. In some cases, ministry staff delivered the mail cheque if the client or supplier was not able to come to the ministry office.
- In December 2024, the BC Ombudsperson communicated publicly about investigating the ministry's distribution of social assistance cheques during the Canada Post Worker Strike. The ministry is cooperating fully with the investigation.

Key Data :

- 87% of people receive their monthly payments through direct deposit.
    - 4% of the payments are sent to the offices for pick-up.
    - 9% of the payments are mailed.
- 98% of the monthly payments are distributed to clients/suppliers.
- The remaining 2% of unclaimed payments is people who may have, for example, found employment or moved to another province.

Accomplishments:

- The ministry achieved their regular delivery rate of 98% with the cheque distribution plan actioned during the Canada Post Worker Strike.

Budget/Financial Context: N/A

Background:

- Canada Post received 72-hours strike notice from the Canadian Union of Postal Workers (CUPW) on Nov. 12, 2024, and a national strike was announced on November 15, 2024.
- As news articles reported the collective bargaining potentially resulting in a Canada Post labour action, ministry staff started the planning process with a meeting on October 15, 2024, with BC Mail Plus.
- A plan to distribute the monthly mail cheques was put together for November, and subsequently for December cheque issue to distribute the client and supplier mail

cheques from the 84 offices throughout the province, working in collaboration with BC Mail Plus. The cheque issue plan implemented included:

- Mail cheques were distributed to all ministry/Service BC offices for pick-up or delivery and payment holds (signals) were deferred to a following month.
- Increased security at ministry/Service BC offices to assist with line management, including the flow of individuals in/out of the office, and some offices delayed closure to ensure clients in line were served.
- A communication plan that included updates to the ministry website, posters in the office, a client and supplier handout on how to sign up for direct deposit, information to all staff on how to distribute the payments and key messages to use when communicating with clients/suppliers, messaging on the main phone menu (contact centre technology IVR menu) to identify where clients could pick-up their cheques, and My Self Serve messages to all clients. In addition, worked with CLBC to provide information to their home share providers/clients, checked in with advocates/community partners across the province on the distribution plan, utilized the service enquiries general email box for suppliers, advocate and community partners to answer questions and notified SDPR facility neighbours to advise them of the plan and increased in-person office volume.
- Couriering cheques to suppliers who live in other communities and calling suppliers, where possible, to let them know where to pick-up their ministry cheque.
- Redeploying headquarters staff to help distribute cheques within local offices, to call suppliers, and to help address concerns from clients/suppliers.
- Delivering client and supplier payments, where possible, by ministry staff (e.g., Community Integration Specialists) to shelters, homeless camps, Single Room Occupancy facilities, BC Housing Facilities, etc.
- Communicating with suppliers (e.g., BC Hydro, residential facilities, FortisBC) who receive off-cycle payments by mailed cheque to discuss delivery options.

- The Minister wrote the federal Minister on November 28, 2024, to urge action to help people who are vulnerable and adversely affected by the labour dispute at Canada Post, noting it is a barrier to assistance for people in all provinces and territories.
- The Ombudsperson is investigating the efficacy of SDPR's delivery of cheques during the strike period. That investigation is still ongoing.

2025 SDPR Estimates Note

Title: Accessibility Investments
Date Last Revised: February 12, 2025

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 maximize outcomes for people with disabilities.

Accomplishments:

- 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:

- The table below shows funding for disability projects where the Accessibility Directorate is the contract manager.

Budget/Financial Context:

- In 2022/23 SDPR provided more than $19 million to over 17 non-profit organizations to support the implementation of the Accessible BC Act and increase accessibility and inclusion in BC.
- The funds provided in 2022/23 continue to sustain various accessibility-related projects through 2024/25.

2025 SDPR Estimates Note

Background:

Name of Organization	Project Name – Description	Contract End Date
Spinal Cord Injury BC, BC Wheelchair Sports, BC Wheelchair Basketball, Disability Foundation, Neil Squire Society	**BC Spinal Cord Injury Network** – serves 18,343 clients throughout the province through direct services and working with Indigenous communities to co-create	March 31, 2027
BC Aboriginal Network on Disability Society	**Navigator Program:** assists clients to access services and supports related to employment; adaptive technologies; transition planning; & various assistance programs (federal/provincial).	June 1, 2028
BC Aboriginal Network on Disability Society	**Wellness Gathering:** brings together Indigenous and non-Indigenous leaders & disability related service providers.	March 31, 2027
CNIB Deaf Blind Community Services	**Deafblind Intervenor Program & Service Analysis:** Deafblind intervenor services.	April 30, 2025
Disability Alliance BC (DABC)	**Accessibility Projects:** supports community accessibility initiatives as part of AccessAbility Week.	June 15, 2025
DABC, MOSAIC	**Newcomers:** builds capacity between organizations to support accessibility for Newcomers.	March 31, 2028
DABC, Together Against Poverty Society, Ki-Low-Na Friendship Society, Active Support Against Poverty Society	**Tax Aid**: provides free support filing income taxes and accessing tax credits and benefits for people with disabilities.	June 30, 2027
Inclusion BC	**Everybody Belongs!**: annual learning event on intellectual disability, human rights and inclusion.	May 1, 2027
Island Deaf and Hard of Hearing	**Sound of Change**: provides refurbished hearing aids, community services & audiological assessments.	May 1, 2025
Rick Hansen Foundation	**BC Accessibility Grants:** 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.	March 31, 2025
SPARC BC	**AccessAbilityWeek**: supports local government or community-based disability organization to celebrate AccessAbility Week.	March 31, 2025
SPARC BC	**Local Community Accessibility Grants:** grants for local governments to remove & prevent barriers.	March 31, 2026
Vancouver Foundation, BCANDS, DABC, Plan Institute	**Access RDSP:** offers a suite of supports, services and resources to assist individuals in applying for an RDSP.	March 31, 2028

2025 SDPR Estimates Note

Title: Accessibility Standards Development
Date Last Revised: February 3, 2025

Key Points:

- Under the authority of Part 4 of the Accessible British Columbia Act, the Provincial Accessibility Committee is developing two accessibility standards to address barriers to employment and the receipt of goods and services for persons with disabilities in B.C.
- The employment accessibility and service delivery technical committees began work in January 2023 and April 2023 respectively.
- Between May 31-July 31, 2024, with support from the Accessibility Directorate, the Provincial Accessibility Committee (PAC) held a public consultation on the draft standards. The consultation included five regional town halls, 11 sector sessions, 11 internal & external partners sessions, 35 community-led sessions and received 1,344 survey submissions. Eighty-one percent of the survey respondents identified as people with lived experience of disability. A total of 35 groups received funding for community-led sessions, and a total of $82,533 was disbursed.
- 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.
- The Minister's office is looking forward to receiving the recommendations of the PAC later this year (target summer 2025)
- Accessibility standards in other areas will be developed in later phases of implementation.

Accomplishments:

Standards Development

- The Provincial Accessibility Committee aims to present the Minister with its recommendations for standards by summer 2025.
- The aim of the Accessible Service Delivery Standard is to ensure that events, activities, advice and the process of buying goods are provided in accessible ways that ensure the inclusion of people with disabilities.
- The aim of the Employment Accessibility Standard is to ensure that barriers throughout the employment lifecycle (hiring, training, retention, etc.) are identified, removed, and prevented. As well as supporting employers to develop inclusive work environments.

Engagement

- The Accessibility Directorate, in consultation with the Provincial Accessibility Committee, created an engagement plan providing a framework for undertaking provincewide public consultations prioritizing the development of the Accessible Service Delivery and Employment Accessibility standards.

- Prior to launching formal public consultations on standards development, the Accessibility Directorate oversaw 43 sessions, both online and in person with key government partners and a limited number of external partners between January and May 2024.
- Formal public consultation began once accessibility standards development was complete, and occurred from May-July 2024.
- The consultation was provincewide, with regional representation and a wide range of perspectives across sectors to ensure input from as many British Columbians as possible.
- The approach to formal public engagement included: virtual consultation sessions, community-led regional in-person forums, direct submissions, a feedback website, cross-government engagement, an informational video, and targeted in-person consultations.

Indigenous Engagement

- The ministry engaged Indigenous Peoples in the development of the Accessible B.C. Act; they have a direct role in shaping how the legislation is implemented.
- Sections 16 and 19 of the Accessible B.C. Act include specific commitments to consult and consider the rights of Indigenous Peoples in the development of accessibility standards.
- Throughout the development of the first two accessibility standards, the Accessibility Directorate has conducted ongoing consultation and engagement with Indigenous Peoples and partners.
- As part of this commitment, the Province follows a distinctions-based approach and has contacted Indigenous rights holders and organizations on a quarterly basis to provide updates on the development of standards, including overviews of draft sections and to offer various options to engage and inform policy development.
- The two Technical Committees and Provincial Accessibility Committee have Métis and First Nations members.

Budget/Financial Context:

The ministry has retained BC Stats to undertake economic impact modeling for the standards being developed.

2025 SDPR Estimates Note

Background:

	Provincial Accessibility Committee	Service Delivery Technical Committee	Employment Accessibility Technical Committee
Chair	PS for Accessibility & Spring Hawes	Christopher T. Sutton	Christine Buchanan
Appointed	December 3, 2021	December 1, 2022	December 1, 2022
First Meeting	January 21, 2022	January 11, 2023	April 5, 2023
Meetings Jan/23 – Jan/25	11	18	16
Members	11	13	15
Committee Composition	Deaf community members, people with visible and invisible disabilities, other varied lived experiences and intersectional identity factors (IBPOC and 2SLGBTQ+).	Deaf and deafblind people, neurodivergent people, people with visible and invisible disabilities other varied lived experiences and intersectional identity factors (IBPOC and 2SLGBTQ+).	Deaf community members, people with visible and invisible disabilities, other varied lived experiences, and intersectional identity factors (IBPOC, age, gender).
Sectors represented	Small businesses, non-profit, unions, technology, law, academia, disability advocacy.	Small businesses, transportation, education, health services, people with disabilities, and comms.	Non-profit, unions, entrepreneurs, employment services, service sector, consultants and industry.

Other Jurisdictions

- Ontario and Manitoba both have standards on accessible employment and service delivery in place.
- Nova Scotia has prepared recommendations for employment and is currently working on the development of standards on accessible service delivery.
- Newfoundland and Labrador are currently working on the development of a customer service standard after passing accessibility legislation in 2021.
- Federally, Accessibility Standards Canada has completed a final standard on employment and service delivery that is in the pre-regulation stage as well as indicating 15 areas where work on accessibility standards will take place.

2025 SDPR Estimates Note

Title: Accessible B.C. Act Implementation
Date Last Revised: February 6, 2025

Key Points:

- The Province is in the fourth year of implementing the Accessible B.C. Act (the 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 fulfilled key commitments made when the Act was passed, including the establishment of a Provincial Accessibility Committee, the creation of government's three-year accessibility plan (AccessibleBC), and the development of an accessibility feedback tool. Additionally, we have extended these requirements to over 750 public sector organizations through regulation.
- The Provincial Accessibility Committee drafted accessibility standards for employment and service delivery in spring 2024. Public consultation on the draft standards took place from May 31 to July 31, 2024.
- Accessibility Directorate staff are collaborating with ministries across the government to assess progress and set future priorities for accessibility.

Accomplishments:

- The Province has fully complied with the requirements of Part 3 of the Act by establishing the Provincial Accessibility Committee, the AccessibleBC Plan, and creating an Accessibility Feedback Tool.
- The Province has initiated development of two accessibility standards – Accessible Service Delivery and Employment Accessibility – and conducted a provincewide public consultation on the draft standards.
- The Province is currently renewing the AccessibleBC Plan for the next three-year cycle (2025-2028).
- Ministries across government are engaged in advancing accessibility priorities identified in the AccessibleBC Plan.

Key Data:

- The Provincial Accessibility Committee met seven (7) times in 2024.
- Formal provincewide public consultation was held from May 31 to July 31, 2024, during which the Accessibility Directorate:
    - Facilitated five (5) regional town halls with a total of 92 participants;
    - Facilitated 11 sector-specific consultation sessions with a total of 336 participants;
    - Received 1,344 online survey submissions; and

    - Disbursed $82,533 for 35 groups to facilitate community-led sessions throughout the province.
- As of February 2025, the Accessibility Directorate has received a total of 384 submissions through the Accessibility Feedback Tool since it launched in October 2022.

Budget/Financial Context:

- The Accessibility Directorate supports government's implementation of the Act and has 14.5 FTEs with an annual operating budget of approximately $1.76 million (not including grants of up to $500,000 to partners).
- The Accessibility Directorate co-ordinates government efforts to support the implementation of the Act and advance related accessibility priorities. Each ministry is responsible for budgeting to ensure the accessibility of the programs and services they provide.

Background:

- The Accessible B.C. Act builds on models from other provinces and complements the Federal Accessible Canada Act.
- So far, implementation of the Accessible B.C. Act has focused on:
    - Part 2 (promoting accessibility and reporting);
    - Part 3 (ensuring organizations are accessible); and
    - Part 4 (developing accessibility standards).
- Future work will include continued development of accessibility standards under Part 4 and seeking government direction on Part 5 (compliance and enforcement).

2025 SDPR Estimates Note

Title: Accessible B.C. Regulation
Date Last Revised: February 6, 2025

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 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.

2025 SDPR Estimates Note

Key Data:

- Over 780 organizations are prescribed in the Accessible B.C. Regulation.
- Over 750 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 nearly 85% of phase one organizations were compliant or in progress to being compliant.
- Over 30 organizations were required to comply with Part 3 of the Accessible B.C. Act by September 1, 2024.

Budget/Financial Context:

- Over $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 reaches 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 B.C. Act* are not in force. While the Accessibility Directorate endeavors to monitor and support organizational compliance, the capacity of the Accessibility Directorate to undertake compliance monitoring on an ongoing basis is limited.

2025 SDPR Estimates Note

Title: Compliance Activities
Date Last Revised: February 6, 2025

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. Currently, the only regulatory requirements that apply to organizations outside of government are the requirements of Part 3 of the Act (establish accessibility plan, committee, and feedback mechanism). The Province has taken an incentive-based approach to support those organizations, including investing $3M with Disability Alliance BC and $5M with SPARC BC designed to support public sector organizations to comply.
- It is difficult to determine a balanced approach to compliance and enforcement before the first accessibility standards under Part 4 of the Act are developed.
- Advice/Recommendations

Accomplishments:

- Currently, the Province'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:

- Over 780 organizations are prescribed in the Accessible B.C. Regulation.
- Over 750 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 nearly 85% of phase one organizations were compliant or in progress to being compliant.
- Over 30 organizations were 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, could create requirements for the provincial government, as well as public

sector and some private sector organizations if Cabinet adopts those standards as regulation.

Budget/Financial Context:

- BC Stats has developed economic modeling for the cost and benefits to organizations of compliance with accessibility standards on employment and service delivery under development.

2025 SDPR Estimates Note

Title: 2024 Poverty Reduction Strategy Act and Legislation
Date Last Revised: February 14, 2025

Key Points:

- British Columbia's (BC) Poverty Reduction Strategy Act (PRSA) was passed unanimously 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)).
- The updates to the PRSA set new 10-year targets to reduce overall poverty by 60% and child poverty by 75% and introduced a new target to reduce seniors' poverty by 50%.
- The BCEA updates reduced barriers for people receiving income and disability assistance, improved access to supports on the continuum to employment, and advanced government's priorities of poverty reduction, reconciliation, and inclusive economic recovery.

Accomplishments:

- 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.
- These changes were informed by extensive engagement with over 10,000 people (over 70% with lived experience of poverty) including a distinctions-based Indigenous engagement.

Key Data:

- 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.
- Until 2022, B.C. had surpassed targets for both child poverty and overall poverty, but the 2022 data show we are no longer meeting the child poverty target.

Background:

Poverty Reduction Strategy Act

2025 SDPR Estimates Note

- 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 poverty reduction consultation.
    - New 10-year poverty reduction targets to:
        - Reduce the overall poverty rate by 50%
        - Reduce the child poverty rate by 75%, and
        - A new target to reduce the seniors' poverty rate by 25%.
    - All targets are for 2034, based on the 2016 MBM levels.
    - New requirements to consider Indigenous-identified actions and progress measures and the systemic causes of poverty when reviewing and updating the strategy every five years.
    - 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."

<u>Employment and Assistance Act & Employment and Assistance for Persons with Disabilities Act</u>

- The EAA and EAPWDA Acts had 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 (See Appendix A for an overview of these changes):
    1. Employment
    2. System complexity and fairness
    3. Income and asset treatment
    4. Alignment with the Declaration on the Rights of Indigenous Peoples Act (Declaration Act).

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

Statutory 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., other barriers).
- 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 employability 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 employability 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 future flexibility.
- 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.
- Aligning regulations to match how income is assessed by systems.
- 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.

2025 SDPR Estimates Note

Title: Declaration Act and Reconciliation Overview
Date Last Revised: February 4, 2025

Key Points:

- SDPR has been implementing the *Declaration on the Rights of Indigenous Peoples Act* (Declaration Act), requirements to consult and cooperate with Indigenous Peoples including through the key commitments in the 2022-2027 Action Plan:
    - the implementation of the *Accessible B.C. Act*;
    - the July 2024 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.
- Upholding Indigenous self-determination is a key foundation of the renewed 2024 PRS, which was informed by extensive engagement, including distinctions-based Indigenous engagement.

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. See Note 26: 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.

- The Social Development and Poverty Reduction Statutes Amendment Act (Bill 7), was passed on March 12, 2024, amending the PRSA and BCEA legislation. See Note 30: 2024 Poverty Reduction Strategy Act and Legislation.

Key Data:

Income and Disability Assistance

- Indigenous people are overrepresented on the SDPR caseload. In 2024, 18.1% of income assistance and 17.1% 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. See Note #53 - Services to Indigenous Peoples.

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 reaching out to all First Nations in BC, including Modern Treaty Nations, as well as the First Nations Leadership Council (FNLC) and Métis Nation BC (MNBC) concerning potential statutory and regulatory changes that may affect Indigenous Peoples in ways not felt by others. In addition, SDPR provides official notification of any statutory and regulatory changes to Modern Treaty Nations in accordance with the Modern Treaties.
    - 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 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 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. This 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.

2025 SDPR Estimates Note

- 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.
- Consultation with Indigenous partners and across governments is ongoing to develop Indigenous-identified progress measures that will be included in the 2024-25 Poverty Reduction Strategy Annual Report, to be prepared by October 1, 2025.
- 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 2020 to support Métis wellbeing through a tenancy support program and a Métis healthy 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.

<u>Indigenous Skills and Employment Training</u>

- 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 #53 – Services to Indigenous Peoples.
- 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 February 2025, NRT had approved 38 projects for a total of $4.68M.
- In March 2023, SDPR, in partnership with the Ministry of Tourism, Arts, Culture and Sport, added $4M to support the $6M Indigenous Tourism Training Initiative. This Indigenous Tourism BC (ITBC) initiative provides Indigenous-led and culturally focused training and educational opportunities across B.C. to aspiring and current Indigenous tourism workers and employers.

<u>Social Services Sector Community Pathways to Reconciliation Project</u>

- $9.6 million[1] was 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 five years.

[1] Transfer of $2.6M from the previous 2021 Indigenous Training program and $7M in 2022 for the Community Pathways to Reconciliation Project.

- The four components of the project: 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 2023/24 – 2028/29, $10.35 million was provided in 2023 to BCAAFC to support the Gathering Our Voices conferences and sponsorships, focusing on expanding access to education and training opportunities for Indigenous youth.

Inclusion, Diversity and Cultural Safety Strategy

- SDPR developed a three-year Inclusion, Diversity and Cultural Safety (IDCS) Strategy for staff in May 2022 with a focus on cultural safety, equity and anti-racism, and inclusion and diversity. This strategy moves focus from awareness and understanding to action with an internal focus on employee development and improving workplace culture.
- 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 outreach 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 Indigenous Partnership Program (IPP) across the province. As of December 2024, there are 16 partnerships in place with more negotiations underway.
- 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.

2025 SDPR Estimates Note

Title: Federal Programs—Canada Disability Benefit
Date Last Revised: February 6, 2025

Key Points:

- The purpose of the Canada Disability Benefit (CDB) is to reduce poverty and to support the financial security of working age people (18-64) with disabilities.
- The federal government has been developing the CDB in consultation with provinces, territories and the public.
- The first payments are expected to begin July 2025. There will also be federally funded supports for navigators to assist in applications for the costs of required medical forms.
- The CDB will provide payments up to a maximum of $200/month to people with a valid Disability Tax Credit (DTC) and with lower incomes who have filed taxes.
- The ministry has been working to ensure the CDB has the maximum positive impact. That is why CDB income will be exempt for income and disability assistance recipients and why the ministry has been a strong advocate to the federal government to increase CDB uptake through increasing access to the DTC.

Accomplishments:

- On September 12, 2024, B.C. 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 B.C. in the 2025-26 benefit year, growing to 85,900 recipients by the 2028-29 benefit year.
- Income tax filing and having the DTC is required to meet the financial and disability eligibility criteria for the CDB. Estimates for the number of BC Employment and Assistance (BCEA) recipients holding the DTC range from 20,000-63,000 who may subsequently be eligible for the CDB.

2025 SDPR Estimates Note

Budget/Financial Context:

- Providing an exemption for the CDB for BCEA recipients will result in no net new fiscal impacts. However, if the CDB was deducted from assistance payments, it would reduce ministry expenditures by $48-$151 million per year. Estimates depend on the number of BCEA recipients that file their taxes and obtain a DTC certificate.

Background:

- Bill C-22 (the Canada Disability Benefit Act) received royal assent on June 22, 2023.
- The CDB regulations, which establish details such as eligibility requirements and payments amounts, are expected to be finalized and implemented prior to the initial CDB payments in July 2025.
- The federal government has announced it intends to make changes to the Income Tax Act to avoid situations where the CDB results in a reduction to federal/provincial payments that rely on the Act's definition of income.
- Income and disability assistance regulations do not rely on this definition of income, however, other income-tested programs in B.C. do rely on this definition.
- The ministry has been leading discussions with other ministries to ensure no negative interactions occur between the CDB and B.C. income-tested programs.
- On January 6, 2025, the Prime Minister announced he would resign and Parliament was prorogued until March 24, 2025. It is likely an election will be called upon its resumption. These developments may impact timelines for the implementation of the CDB regulations and the amendments to the federal Income Tax Act.

Key B.C. Positions on CDB:

- Advice/Recommendations

-

2025 SDPR Estimates Note

Title: Federal Programs: CPP and CPP-D
Date Last Revised: February 4, 2025

Key Points:

- People in need of income support are expected to access other forms of available income before accessing income assistance (IA) or disability assistance (DA).
- This includes accessing Canada Pension Plan Disability (CPP-D) and, at age 65, Canada Pension Plan (CPP) retirement benefits. These programs provide contributors and their family unit with partial replacement of earnings in the case of disability or retirement.
- B.C.'s treatment of CPP/CPP-D as non-exempt income is consistent with how other jurisdictions treat this income source.

Accomplishments:

- As of January 1, 2020, B.C. no longer requires people accessing IA/DA to apply for early CPP retirement benefits. This change ensures B.C.'s approach is aligned with Alberta, Ontario, Nova Scotia, Newfoundland and Labrador, Yukon, Nunavut, and the Northwest Territories.

Key Data:

- As of December 2024:
  - There were 2,368 people on IA/DA receiving an average of $272 a month in early CPP retirement benefits.
  - There were 429 people aged 65+ on IA/DA receiving an average of $212 a month in CPP retirement benefits.
  - There were 12,340 people on DA receiving an average of $900 a month in CPP-D benefits.

Background:

<u>Canada Pension Plan (CPP) Retirement Benefits</u>

- Once a person turns 60, they can apply for and receive CPP retirement benefits. Prior to age 65, this is referred to as "early CPP".
- The ministry continues to treat amounts of early CPP received as non-exempt income, which will be considered in calculating the IA/DA amount.
- Provided that they meet the 10-year Canadian residency requirement, at age 65, most people receiving IA/DA transition to Old Age Security (OAS)/Guaranteed Income Supplement (GIS) benefits.
- If a person does not apply for CPP retirement benefits at age 65, they may be ineligible for IA/DA or they may be eligible at reduced rates.
- The maximum CPP retirement benefit in 2025 is $1,433 per month. The amount of CPP a

person receives is determined by how many years a person worked and how much they contributed to the plan.

Canada Pension Plan Disability (CPP-D) Benefits

- A person can apply for and receive CPP-D benefits if they are under the age of 65 and meet eligibility criteria.
- People who receive CPP-D complete a two-page application form for a provincial Persons with Disabilities (PWD) designation.
- Recipients with PWD designation are also screened for eligibility for CPP-D benefits and assisted to apply where financial eligibility is established.
- A person can consent to use their PWD application in lieu of completing the CPP-D benefits medical report – saving time and effort for doctors and applicants.
- The maximum monthly CPP-D benefit for a single person is $1,673.24 in 2025.
- A person receiving DA who also receives CPP-D will have their CPP-D payments deducted dollar-for-dollar from their DA.
- People who are no longer eligible for DA due to their CPP-D benefits exceeding the DA rate still receive Medical Services Only coverage if they continue to receive CPP-D benefits.

Canada Pension Plan Post-Retirement Disability Benefits

- The CPP Post-Retirement Disability Benefit (PRDB) became available January 1, 2019.
- The PRDB is intended for CPP retirement benefit recipients (under the age of 65) found to have a disability, but who are not eligible for a CPP-D benefit due to having received an early CPP retirement benefit for more than 15 months.
- The eligibility criteria for the PRDB are the same for CPP-D and use the same application. The PRDB is provided in addition to CPP retirement benefits until the age of 65 when the PRDB stops, and the recipient continues to receive CPP retirement benefits.
- The Canada Pension Plan Program reported the PRDB in 2025 is $598.49 per month. The number of people receiving the benefit is not reported.
- Like CPP-D benefits, the PRDB is considered non-exempt income and is deducted dollar-for-dollar from assistance.

2025 SDPR Estimates Note

Title: Federal Programs—SDPR Dental Programs and Canada Dental Care Program
Date Last Revised: February 3, 2025

Key Points:

- SDPR provides dental care for low-income families in B.C. through two programs:
    - BC Employment and Assistance (BCEA) Program's Dental Supplements provides basic dental services to eligible current and former BCEA Program recipients and children.
    - Healthy Kids Program provides basic dental services to children in low-income families who do not receive assistance through the BCEA Program.
- 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.
- Full implementation for eligible families is planned for 2025, aiming to support up to nine million uninsured Canadian residents.

Accomplishments:

- Supporting 22 not-for-profit dental clinics that provide dental treatment at reduced costs to low-income individuals and families through a $2.8M grant to the BC Dental Association (BCDA).
- Successfully negotiated payer order for the co-ordination of benefits with the federal government for the CDCP for 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 108,500 people have accessed treatment through SDPR's dental programs in FY 2024-25. This is approximately 5,000 fewer people than the same period last year. However, fluctuation in service numbers at the nine-month mark are typical, and the total number of people treated tends to remain relatively consistent for the full fiscal year.

	Clients Served 2022-23	Clients Served 2023-24	Clients Served 2024-25[1]
Dental & Orthodontic (incl. Healthy Kids Program)	128,011	128,342	108,502

Data Source: Pacific Blue Cross Dental Program Reports
[1]As of December 31, 2024 (nine months of data)

CDCP Data:

- As of February 2025, more than 3.1 million Canadians (over 406,000 from B.C.) have been approved to receive coverage under the CDCP and over 1.3 million (over 175,000 from B.C.) have already received care.

- There are over 23,000 oral health providers participating in the CDCP, almost 3,500 are in B.C.

Budget/Financial Context:

SDPR Dental Program Budget:

	2023-24		2024-25		2025-26 Budget
	Budget	Actuals	Budget	Actuals[1]	
Dental & Orthodontic (incl. Healthy Kids Program)	$52.9M	$55M	$55.7M	$36.1	$47.4

Data source: FASB

[1]Preliminary Actuals as of December 31, 2024

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 the SDPR dental programs is to help with the cost of dental treatment for people on BCEA Program assistance and children in low-income families.
- BCEA Program 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 Program recipients.
- IA clients without PPMB status 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).

Co-ordination 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 BC Dental Association (BCDA) fee guide. SDPR dental rates are approximately 33% of the 2024 BCDA fee guide for eligible adults and 47% for children.

2025 SDPR Estimates Note

Title: Food Security
Date Last Revised: January 27, 2025

Key Points:

- Food insecurity is a key challenge for many people living in British Columbia that has become more pressing with global inflation.
- Food insecurity has increased substantially in BC in recent years, with food banks experiencing historic levels of demand.
- Food insecurity was a key theme from the 2023 provincewide consultations informing the 2024 renewal of BC's Poverty Reduction Strategy (PRS).
- Addressing food insecurity is part of the critical action area "Meeting Basic Needs" in the 2024 PRS.
- SDPR has invested over $66 million in food security initiatives since 2019 including over $50 million in 2023 to strengthen food banks, food distribution and food access via multi-year grants to Food Banks BC, United Way BC and other community partners.
- Addressing food security has been a key mandate item for SDPR since 2020 including the most recent mandate direction to:
    - "Support British Columbians struggling with the cost of food and unable to afford the basics by leading work on food security and finding opportunities to support BC farmers and food producers in this work."

Accomplishments:

- SDPR's work to advance progress on food security has included:
    - Providing unprecedented financial support to food banks and other hunger relief agencies to help meet rising demand throughout B.C. (see Appendix A); and
    - Leading cross-sector and cross-ministry collaboration to support innovative, strategic approaches to addressing food insecurity (see Background information below).

Key Data:

- The cost of food in BC increased by 19.2% from 2021 to 2024.
- The percentage of people who were food insecure increased from 16.8% in 2022 to 21.8% in 2023.
- The number of household visits to food banks has increased 81% since 2019.

2025 SDPR Estimates Note

Budget/Financial Context:

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

Background:

- 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 the rising cost of food and other core expenses such as housing and utilities, transportation, mobility challenges, social isolation, and the long-lasting and ongoing impacts of colonialism and other systemic inequities.
- Food insecurity is most prevalent in populations facing high poverty rates, such as income and disability assistance recipients, single working-age adults, single mothers, Indigenous people, immigrants and newcomers, and people with disabilities.
- Recent data from Food Banks BC shows historic levels of demand for emergency food services, particularly among first-time users, families, and people with employment income.
- Improving food security for people living in BC requires coordination across many ministries, sectors, and jurisdictions.
- SDPR is working with internal and external partners to develop a long-term approach to improve food security, while simultaneously working to ensure that people have immediate access to food when they need it the most.

<u>Cross Ministry and Cross-Sector Collaboration</u>

Food Security Steering Committee

- Since 2020, SDPR has played a key leadership role in government by co-chairing the cross government Executive Director Food Security Steering Committee (FSSC) with the Ministries of Agriculture and Food and Health.
- The FSSC is working to develop an integrated, effective provincial approach to food security across ministries.

Food Access Advisory Committee Advice/Recommendations

Advice/Recommendations

APPENDIX A: SDPR Food Security Year End Grants
SDPR Investments in Food Security (2019 – 2022/23)

Organization	Funding	Purpose
2019		
Victoria Foundation	$3.0 million	Included $1.9 to support the purchase of the Mustard Seed Food Distribution Centre and the remainder to establish the Victoria Foundation's Food Security Provincial Initiatives Fund.
2020/21		
Food Banks BC	$8.5 million	$6M for the Emergency Food Purchasing program, and $2.5M to build capacity to store and distribute perishable food items under refrigeration
United Way BC	$1.27 million	To support regional food hub programming, a research project on household food insecurity, and a data centre (i.e., the Food Link app)
2021/22		
Food Banks BC	$1.455 million	To support access to food by persons who face urgent need, including as a result of natural disasters, and carrying out a research project in Northern BC
Immigrant Link Centre Society	$50,000	To build on innovative practices to support food access for immigrants, refugees, and newcomers
Support Network for Indigenous Women and Women of Colour	$50,000	To improve access to culturally preferable food for Indigenous women and women of colour
United Way BC	$1.4 million	Expanding food hubs and advancing work on the data hub (i.e., Food Link app)
Victoria Foundation	$800,000	To support the Food Security (Provincial) Initiatives Fund, including support to projects related to food redistribution and Indigenous food security and food sovereignty projects
2022/23		
Britannia Community Services Centre Society	$80,000 (unannounced)	Support food security programming in East Vancouver including critical infrastructure upgrades and capital improvements
Cloverdale Community Kitchen	$44,000	Support purchase and installation of a commercial dishwasher and walk in cooler to maintain and expand existing food programming to waitlisted community members
Fateh Care	$70,000 (unannounced)	Supports for the mobile food bank program including refrigeration storage and a vehicle to transport food and necessities to service users
Food Banks BC	$15 million	Continued financial support for food banks and other hunger relief agencies ($6M); Continued support for emergency event food access ($2M); Improved food security for communities in Northern BC ($5M); and, Piloting approaches to supporting food access in schools (in coordination with Ministry of Education and Child Care) ($2M)
Immigrant Link Centre Society	$300,000 (unannounced)	To build on innovative practices to support food access for immigrants, refugees, and newcomers
Langley Meals on Wheels	$350,000	Support for elevator accessibility infrastructure upgrades to ensure inclusive access to food programming
LIFT Impact Partners Society	$806,000 (unannounced)	To support diverse community organizations to strengthen or advance food security programs services for people in need
Loaves and Fishes	$7 million	Support construction costs of a centralized Food Recovery and Distribution Warehouse in Nanaimo
Support Network for Indigenous Women and Women of Colour	$300,000 (unannounced)	Funding to support SNIWWOC's food sovereignty program and food security for BIPOC women in the capital region
United Way BC – Critical Food Infrastructure Fund	$14 million	Support the development and implementation of community-led food infrastructure projects that enhance food security locally

Organization	Funding	Purpose
United Way BC – Food Hubs/Access Committee	$7.5 million	Expansion of UWBC regional community food hub programming, expansion of the Food Link app; support coordination of effective community food access responses through an advisory committee
Victoria Foundation	$1.3 million	Funding will be distributed to nine organizations across BC through the Victoria Foundation's Provincial Initiatives Fund.
TOTAL	**$63,275,000**	

SDPR-HLTH Investments via Climate Preparedness and Adaptation Strategy Funding

Organization	Funding Amount	Purpose
	2021/22	
BC Association of Aboriginal Friendship Centres	$20,000	To support engagement with members to increase the Province's understanding of urban Indigenous Peoples' experiences and perspectives related to food security in the context of a changing climate.
First Nations Summit	$20,000	To support sharing circles with recipients of food security funding through the First Nations Well Being Fund to understand First Nations experiences, perspectives and lessons learned related to food security in the context of a changing climate.
Alderhill Planning	$60,000	To further Indigenous engagement and research related to the Climate Preparedness and Adaptation Strategy (CPAS), including support to a new stream of content on food security throughout the engagement and a final food security-focused summary report describing what was heard throughout the engagement sessions.
TOTAL	**$100,000**	

SDPR Investments in Poverty Reduction with Food Security Components (2018/2019 – 2022/23)

Organization	Funding Amount	Purpose
	2018/19	
Union of BC Municipalities	$5 million	To support local governments to develop local strategies and solutions to address poverty, including food security plans and projects
	2019/20	
First Nations Summit	$2.7 million	To develop the First Nations Well Being Fund: a poverty reduction initiative to assist First Nations in BC to increase well-being within their community and membership
Métis Nation BC (MNBC)	300,000 (unannounced)	To support Métis Provincial Council of British Columbia (MPCBC) to reduce poverty among Métis communities and individuals. MPCBC will be using the funding to support two initiatives: a tenancy support program and a healthy living cooking workshop
	2021/22	
First Nations Summit	$2.7 million	Extension of original 2019/2020 grant to fund additional projects through the First Nations Well Being Fund
	2022/23	
First Nations Summit	$15 million	Additional support for the First Nations Well Being Fund, for projects in First Nations that promote well-being, increase quality of life for all community members (both on and off-reserve) and reduce poverty at the community and/or Nation level, including food security-related projects
TOTAL	**$25,700,000**	

2025 SDPR Estimates Note

Title: Homelessness Initiatives
Date Last Revised: February 10, 2025

Key Points:

- Homelessness is a complex social and economic issue that requires collaboration amongst all levels of government.
- The Province takes a cross-ministry approach to both prevent homelessness and respond quickly to assist people experiencing homelessness to become stably housed.
- As part of this approach, Budget 2023 allocated $499 million to SDPR over three years to increase the maximum shelter allowance by $125 for income and disability assistance clients, effective August 1, 2023. This was the first increase to maximum shelter rates since 2007.
- The ministry continues to review the BC Employment and Assistance program to make improvements to align with this cross-government approach to homelessness.

Key Data:

- The latest statistics from B.C.'s Preventing & Reducing Homelessness Integrated Data Project estimate that 28,710 people in B.C. experienced homelessness in 2022.
- From April to December 2024, there was an average of 14,577 income and disability assistance cases each month with no fixed address cases, or 7.6% of the total caseload. This compares to 14,105 cases or 7.9% of the caseload in the same period in 2023.
- The no fixed address caseload has been rising since early 2013, increasing 11,500 or 407% over that period.
- December 2024 was the first month since March 2013 that the year-over-year no fixed address caseload declined.

Accomplishments:

- From 22-23 to 25-26, the ministry has allocated $678m towards homelessness initiatives.

Budget:

Item (Budget 2022)	2022-23	2023-24	2024-25	2025-26
Expand/Enhance CIS Team	$14.4M	$24.2M	$24.2M	$24.2M
Minimum Shelter Allowance	$11.0M	$11.0M	$11.0M	$11.0M
Housing Stability Supplement	$10.0M	$10.0M	$10.0M	$10.0M
Clarify Moving Supplement Policy	$1.0M	$1.0M	$1.0M	$1.0M
Welcome Home Kits	$1.0M	$1.0M	$1.0M	$1.0M
Total Budget 2022	**$37.4M**	**$47.2M**	**$47.2M**	**$47.2M**
Item (Budget 2023)	2022-23	2023-24	2024-25	2025-26
Shelter Allowance Increase (Budget 2023)	N/A	$131.0M	$183.0M	$185.0M
Total Budget 2023	**N/A**	**$131.0M**	**$183.0M**	**$185.0M**

Data Source: Financial and Administrative Services Branch

2025 SDPR Estimates Note

Background:

Details of Initiatives to Date

Expanding and enhancing the Community Integration Specialist (CIS) team (Budget 2022).

- 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.
- Budget 2022 announced that the number of CI Specialists would increase from 73 to approximately 190 positions. As of December 31, 2024, the ministry has 187 Community Integration Specialists.
- Community Integration Specialist positions filled are allocated among 11 teams throughout 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).
- The ministry is working to expand the Indigenous Partnership Program (IPP) throughout B.C. to enable Community Integration Specialists to be embedded within friendship centres or Indigenous-serving organizations.

Welcome Home Kits (April 2022)

- Budget 2022 granted $1 million to the Social Planning and Research Council of BC (SPARC BC), which developed the Welcome Home Kit program. It provides kits for people experiencing homelessness who secure housing. Kits contain essential items (e.g., dishes, towels, bedding) needed to set up a home. The approximate value of each kit is $450.
- Approximately 2,000 kits are distributed each year.

Implementing a minimum shelter allowance for people receiving assistance (April 2022)

- This benefits homeless recipients who may have incidental expenses but have little or no actual shelter costs.
- The minimum shelter allowance is based on the number of people in the family. The minimum rate for a single person is $75.
- The minimum shelter allowance benefits approximately 13,000 people receiving assistance each month.

Clarifying the Moving, Transportation and Living Costs Supplement (July 2022)

- The ministry clarified that the moving supplement can be provided to those experiencing homelessness.
- This reduces barriers for people receiving assistance and experiencing homelessness when searching for housing. It allows them to broaden their search to affordable communities.
- Approximately 1,200 people receiving assistance transition from homelessness to housing per month.

2025 SDPR Estimates Note

Implementing the Housing Stability Supplement (HSS) (March 2023)

- The Housing Stability Supplement (HSS) helps families maintain their housing when a family member is temporarily absent from the home (e.g., in a special care facility, incarcerated) or there is a death of a family member.
- The HSS replaces a former policy that only allowed the shelter allowance to be maintained. The HSS now provides up to the prescribed maximum support and shelter allowances based on the previous family size to meet shelter costs.
- The HSS also expands the number of eligible scenarios to help people receiving assistance maintain their housing and prevent homelessness.
- The HSS was provided to approximately 1,700 cases receiving assistance between April and December 2024.

Increase to Maximum Shelter Allowance (August 2023)

- Budget 2023 increased the maximum shelter allowance by $125 for people receiving income and disability assistance.
- A shelter allowance is provided to eligible recipients to cover allowable shelter costs, such as rent and utility payments. On August 1, 2023, the maximum shelter allowance for a single person increased by $125 to $500.
- This increase helps approximately 122,000 families pay their shelter costs.

2025 SDPR Estimates Note

Title: Immigration/Refugees
Date Last Revised: February 7, 2025

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 people who come to BC or Canada temporarily. In general, Canadian citizenship, permanent residency, or official refugee status is required.
- Over the past few years, 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. New immigration policies in the United States may further impact the number of refugee claimants entering Canada. However, more recently, Canada announced a pause in population growth for the 2025-2027 Immigration Levels Plan.

Accomplishments:

- On July 1, 2023, the ministry amended regulations to allow temporary residents who are fleeing armed conflict abroad, 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 (i.e., asylum seekers) receiving assistance began to rise in early 2022 and the growth has continued to accelerate. Over the past three years, the number of refugee claimants has quadrupled, from 1,594 in December 2021 to 6,615 in December 2024 in December 2024 (up 315%). Refugee

claimants accounted for 3.5% of the caseload in December 2024 compared to less than 1% in December 2021.

- *Displaced Ukrainians*: As of December 2024, 546 CUAET households were in receipt of assistance, supporting a total of 760 people including 113 children. Effective March 31, 2024, CUAET applications are now closed.

Background:

- 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 from 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 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.
- Not all who enter Canada under these new immigration pathways are eligible for assistance:
    - South Americans and Sudanese will be eligible to apply for income and disability assistance, as they are expected to be issued "permanent resident" status.
    - People fleeing Gaza with the temporary resident visa will not meet the current BCEA Citizenship requirement regulations and are therefore not eligible for income or disability assistance.
- In October 2024, Canada announced a pause in population growth for the 2025-2027 Immigration Levels Plan. This Levels Plan will support efforts to reduce temporary resident volumes to 5% of Canada's population by the end of 2026.

2025 SDPR Estimates Note

Title: Income and Disability Assistance Rates
Date Last Revised: February 4, 2025

Key Points:

- On August 1, 2023, the maximum shelter allowance for people receiving income assistance (IA) and disability assistance (DA) increased by $125 per family unit – the first increase in maximum shelter rates since 2007. This increase benefited over 210,000 people (155,000 cases) and marks the fifth increase to overall rates since 2017.
- As of August 2023, the maximum monthly (support + shelter) rate is $1,060 for a single person on IA and $1,483.50 for a single person on DA.
- B.C.'s IA rates for singles are the second highest and DA rates for singles are the third highest in the country.
- The 2024 Poverty Reduction Strategy and the BC NDP/ Green Party Accord Agreement have committed government to reviewing rates and making recommendations for future increases subject to fiscal constraints.
- People who receive IA or DA may 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 IA and DA support rate increased by $175 per adult – the largest single increase in B.C.'s history.
- IA and DA rates have increased five times since September 2017. The rate for a single person has increased by $450 per month, an increase of 74% for IA and 51% for DA.

Key Data: Monthly Rates – Single Person. Effective January 1, 2025.

Province	Employable	Barriers/Persons with Persistent Multiple Barriers	Persons with Disabilities (PWD)
British Columbia	1,060.00	1,110.00	1,483.50
Alberta	842.00	979.00	1,901.00
Saskatchewan	1,005.00	1,005.00	1,456.00
Manitoba	883.00	1,196.00	1,196.00
Ontario	733.00	733.00	1,368.00
Quebec	829.00	1,294.00	1,294.00
New Brunswick	860.00	908.00	1,118.00
Prince Edward Island	1,401.00	1,401.00	1,551.00
Nova Scotia	726.00	1,005.00	1,005.00
Newfoundland & Labrador	931.00	931.00	931.00
B.C. RANK	**2**	**4**	**3**

2025 SDPR Estimates 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

- Since 2017 to present, the rate for a single person has increased by $450 per month, an increase of 74% for IA and 51% for DA. In comparison, inflation has increased by 24% during that time.

2023 Shelter Rate Increase

- Effective August 1, 2023, maximum IA and DA 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 person) was implemented in May 2022 as part of government's Homelessness Strategy (See Minister's Binder Program Note: Homelessness Initiatives).

2021 Support Rate Increase

- Effective May 1, 2021, monthly IA and DA support rates increased by $175 per eligible adult.

2019 Support Rate Increases

- Effective April 1, 2019, monthly IA and DA support rates increased by $50 per eligible adult.

2017 Support Rate Increases

- Effective October 2017, monthly IA support rates increased by $100 per family and DA rates increased by $100 per family member with the PWD designation.

2025 SDPR Estimates Note

Title: Inflation
Date Last Revised: January 31, 2025

Key Points:

- British Columbians are still experiencing affordability challenges from three years of high inflation, despite the inflation rate decreasing in 2024.
- Potential tariffs on U.S. goods and a further weakening Canadian dollar could push inflation higher.
- Clients, seniors, and others living on 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 address food insecurity will help low-income British Columbians through the current affordability crisis and any future challenges.

Accomplishments:

- Implemented a $125 shelter rate increase on August 1, 2023, the first increase since 2007.
  - This was the 5th increase in rates since 2017, and rates have increased by 73.8% for a single on income assistance and 51.2% for a single on disability assistance – this is over the twice the rate of inflation over this period (24.1%).
- 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.
- Effective January 1, 2024, increased earnings exemptions by $100 per month for income assistance recipients and $1,200 per year for disability assistance recipients.
  - This was the third increase since 2017, and monthly exemptions have increased by $400 (200%) for a single on income assistance and $6,600 annually (69%) for a single receiving disability assistance.
- SDPR has invested over $66 million in food security initiatives since 2019, including over $50 million in 2023 to strengthen food banks, food distribution and food access via multi-year grants to Food Banks BC, United Way BC and other community partners.

Key Data:

- The inflation rate in B.C. averaged 2.6% in 2024, down from 3.9% in 2023 and 6.9% in 2022.
- The price of food increased by 3% in 2024 compared to a 7.1% increase in 2023.

2025 SDPR Estimates Note

- Rental accommodation costs increased by 7.5% in 2024, up from 7.3% in 2023.
- 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 averaged 3.1% in 2024— 0.5% above the official inflation rate.
- 155,000 income and disability assistance singles and families are benefitting from the shelter rate increase, with an average $127 more in assistance.
- An estimated 4,100 disability assistance clients and 6,600 income assistance clients will benefit from the 2024 increase in earnings exemptions.

Budget/Financial Context:

Incremental increases in Budget 2023 (in 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:

- While inflation rates are falling in B.C. and across Canada, food and rental costs continue to increase at rates above the 2% Bank of Canada target. The impact of three years of high inflation will continue to cause affordability challenges for the foreseeable future.
- An increase in inflation caused by a response to potential U.S. tariffs and a decline in the value of the Canadian dollar is a strong possibility for 2025 and 2026.
- The increase in the shelter rate is helping 155,000 income and disability assistance cases each month by putting a total of $19.7 million back into their pockets -- $127 per client each month.

2025 SDPR Estimates Note

Title: On-Reserve Supports
Date Last Revised: January 24, 2025

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 February 6, 2025, 72 of 204 First Nations in B.C. receive IA/DA funding through a New Fiscal Relationship (NFR or "10-Year Grant") agreement with ISC, meaning they are free to design their own social assistance programs.

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 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 in a broad set of housing circumstances, whereas ISC has more specific criteria around when a shelter allowance may be provided.
- On-reserve IA recipients are entitled to shelter allowance in the following circumstances:
    - For band-owned homes with a mortgage, rent can be collected if the First Nation establishes a universal rental regime to ensure rent is applied fairly to all tenants.
    - For social housing, rent can be collected when there is an outstanding mortgage with the Canada Mortgage and Housing Corporation.
    - For privately owned homes where a tenant resides in a self-contained suite, or the landlord is absent, rent can be collected without a universal rental regime.
- 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.

2025 SDPR Estimates Note

Title: Overdose Crisis
Date Last Revised: January 29, 2025

Key Points:

- The overdose crisis worsened since the pandemic as unregulated drugs are increasingly containing higher concentrations of more toxic drugs, notably fentanyl, carfentanil and benzodiazepines, but the good news is that the number of deaths in B.C. is falling.
- The ministry has processes to help clients who may be at greater risk of overdose, including direct deposit of funds, paying landlords directly, and administering smaller cheques to avoid large sums of money being provided at once.
- To support people on assistance in residential alcohol and drug treatment, the ministry will pay daily user fees (per diems) directly to licensed residential treatment facilities and registered supportive recovery homes where people are receiving treatment, and clients may be provided with a Housing Stability Supplement to help them keep their accommodation while they are receiving treatment.
- Clients are also provided with a Drug and Alcohol Supplement to support access to drug and alcohol treatment counselling or related services.
- Ministry of Health is the lead ministry in co-ordinating gov response to the overdose crisis.

Key Data:

- In the first 10 months of 2024, a total of 1,925 British Columbians died because of an unregulated drug death, down from 2,107 over the same period in 2023 and 1,946 in 2022.
- From April to December 2024, 9,235 cases received the Drug and Alcohol Supplement.
- From April to December 2024, 1,731 cases received the Housing Stability Supplement.
- 82% of all assistance clients use direct deposit and 22% of all renters on assistance have their rent paid direct to the landlord.
- The ministry supports approx. 1,951 individuals monthly across 147 facilities/homes.

Budget/Financial Context:

- $2.908 million was spent on the Housing Stability Supplement in 2024-25 (9 mo. to Dec/24).
- $18.767 million was spent on user fees for clients in residential alcohol and drug treatment facilities in 2024-25 (9 mo. to Dec/24).
- $5.479 million was spent on the Drug and Alcohol Supplement in 2024-25 (9 mo. to Dec/ 24).

Background:

In the first 10 months of 2024, 1,925 British Columbians died from an unregulated drug overdose, down 182 or 9% from the same period in 2023. This was the lowest number of deaths since 2021. Over 85% of unregulated drug deaths involve fentanyl. Unregulated drug deaths are dropping across Canada, with Alberta reporting deaths were down 38% in the first nine months of 2024 and Ontario reporting a 27% decline.

Income and disability assistance clients are overrepresented in the overdose population. Research has shown that 50% of unregulated drug deaths occur among existing or recent ministry clients. Overdose deaths are 30% higher in the week that assistance cheques are issued compared to the previous week.

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2025 SDPR Estimates Note

Title: Residential Facilities
Date Last Revised: February 5, 2025

Key Points:

- SDPR pays user fees on behalf of people on assistance who are living in residential care facilities and assisted living residences based on rates set by the Ministry of Health.
- These user fees are paid directly to facilities that are licensed or registered under the Community Care and Assisted Living Act.
- These facilities provide service under three categories:
    - Community care (seniors, persons with disabilities);
    - Mental health; and
    - Substance use.
- The user fees for these facilities are:
    - Licensed community care facilities $1,466.20 per month ($48.20 per day).
    - Licensed mental health and substance use facilities: $70 per day.
    - Registered mental health and substance use facilities, including supportive recovery homes (SRH): $60 per day.
- Ministry provides recipients with a monthly comforts allowance to pay for sundry items.
    - Recipients with the Persons with Disabilities designation: $222/month.
    - Recipients who do not have the Persons with Disabilities designation: $115/month.

Accomplishments:

- Effective June 1, 2024, as part of Budget 2024, the daily rate for mental health and substance use facilities increased from $35.90 to $60 for registered bed-based services and $45.00 to $70 for licensed bed-based services.
- This rate increase was part of Budget 2024's investment of $117 million over three years to continue supporting British Columbians in response to financial strains experienced by bed-based service providers due to rising inflation and costs of service delivery.
- Previously, in March 2021, the monthly comforts allowance increased from $95 to $115 per month for income assistance recipients. On October 1, 2019, user fee rates were increased for mental health and substance use facilities for the first time in 10 years.
    - Licensed facilities received a 12.5% increase (from $40/day to $45/day).
    - Registered facilities received a 16% increase (from $30.90/day to $35.90/day).

Key Data:

- As of December 31, 2024, the ministry supports approximately:
    - 1, 555 people per month across 294 community care facilities,
    - 1,102 people per month in 131 mental health facilities/homes and,
    - 1,951people per month in 147 substance use facilities/homes.

2025 SDPR Estimates Note

Budget/Financial Context:

	2023-24		2024-25		2025-26
	Budget	**Actuals**	**Budget**	**Actuals***	**Budget**
Residential Care Facilities	$29.9M	$33.2M	$39.9M	$27.6M	$43.3M
Substance Care Facilities	$19.1M	$19.0M	$31.0M	$18.8M	$31.8M
Total	**$49.1M**	**$52.2M**	**$70.9**	**$46.4M**	**$75.1M**

***Actuals as of December 31, 2024**

Background:

Community Care Facilities

- The Ministry of Health (MoH) has an individualized income-based rate structure that requires residential care clients to pay a monthly charge of 80% of their after-tax income, with minimum and maximum rates.
- Ministry rates are aligned with the monthly structure and pay the MoH minimum rate.
- Each year on January 1, the minimum rate for licensed community care facilities is adjusted based on the maximum monthly total amount of Old Age Security (OAS) and Guaranteed Income Supplements (GIS) as of July 1, of the previous year.

Mental Health and Substance Use Facilities

- MoH sets the rates for licensed and registered mental health and substance use facilities, in collaboration with the Ministry of Social Development and Poverty Reduction (SDPR).
- The rates were last increased on June 1, 2024.
    - Licensed facilities were increased from $45 to $70 per day (55.6%).
    - Registered facilities were increased from $35.90 to $60 per day, including supportive recovery homes (67.1).

Supportive Recovery Homes (SRH)

- SRH are a housing option that emerged for persons with substance use issues that provide less service than licensed facilities but more support than rental housing.
- A SRH is a registered substance use facility and must be registered through the MoH's Assisted Living Registry, under the Community Care and Assisted Living Act, to be eligible for the daily rate user fee.
- SDPR continues to collaborate with MoH to improve supports and services for people experiencing mental health and substance use issues.

Maintaining Stable Shelter

- While receiving treatment in a residential care facility, a client may be eligible for the Housing Stability Supplement to maintain their usual place of residence for up to three months, and in extenuating circumstances, the ministry may issue an additional three months of the Housing Stability Supplement for a maximum of six months.

Involuntary Care

- On September 15, 2024, the Province announced the expansion of involuntary care, which includes opening highly secure facilities for people under the Mental Health Act and adding more than 400 mental-health beds at new and expanded hospitals.
- Once more information is made available, SDPR will work with MoH to ensure people receiving income and disability assistance remain supported while receiving needed care.

2025 SDPR Estimates Note

Title: Spousal Rates
Date Last Revised: February 10, 2025

Key Points:

- For the BC Employment and Assistance (BCEA) program, two people are considered to be 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.
- The ministry's income assistance (IA) and disability assistance (DA) rates for singles versus spouses and the assessment of spousal income is regularly criticized.
- When two single clients form a couple, they receive lower assistance rates compared to what they received as two single people.
- Eligibility for IA and DA is based on family income. When the spouse of a client earns income, this can result in the reduction of assistance rates or make the family ineligible for assistance.
- The Province has committed publicly to reviewing these rules to help lift more people out of poverty.

Accomplishments:

- The 2024 Poverty Reduction Strategy mentions "changing the rules around spousal income".
- The 2024 BC NDP Election platform commits to "adjusting the spousal rule to help lift more people out of poverty".
- The fall 2024 BC NDP and Green Party Accord stated the following:
    - "Government commits to ending the spousal claw-back on disability payments to lift people out of poverty in 2025".
    - "Government will review social assistance and disability rates and make recommendations for future increases subject to fiscal constraints".

Key Data: As of December 2024

Family Type	Cases	Recipients	Payments
Couples (IA/DA)	4,357	8,714	$8,784,676
Two-Parent Families (IA/DA)	5,553	24,329	$13,431,846
Total	**9,910**	**33,043**	**$22,216,522**

2025 SDPR Estimates Note

Background:

- As part of TogetherBC, B.C.'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 as 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.

Support/Shelter Rates

- 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.
- Consequently, when two singles form a couple, this results in a reduction in total assistance.
- The income of one spouse can result in the reduction of assistance or make the family ineligible for assistance.
- Other provinces' assistance programs follow this same basic framework.
- This policy is frequently criticized by advocates and clients, including during engagement for the 2024 Poverty Reduction Strategy.

IA Support	DA Support	Shelter
Employable Single: $560	Single: $983.50	$500
Employable Couple (no children): $955	Couple (no children, one PWD): $1,378.50	$695

2025 SDPR Estimates Note

Title: Supplements – General, Health & Crisis
Date Last Revised: February 10, 2025

Key Points:

- People receiving income, disability, and hardship assistance may access supplementary assistance, which provides additional benefits to assist with their specific needs and circumstances.
- Supplementary assistance is divided into two 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 people receiving assistance 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 crisis supplements, 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 help families maintain their housing when a family member is temporarily absent from the home (e.g., in a special care facility, incarcerated) or there is a death of a family member.

Key Data:

From April 2024 – December 2024:

- Approximately 150K Crisis Supplements were issued, of which about 94K were for food and 14K were for shelter.
- The ministry has issued approximately as many crisis supplements in the first nine months of this fiscal year as were issued in the entire 12 months of last fiscal year.
- Approximately 9k Health Supplements were issued for medical equipment.

2025 SDPR Estimates Note

Budget/Financial Context:

Assistance Type	2023/24		2024/25		2025/26 Budget
	Budget	Actuals	Budget	Actuals*	
	(millions)				
General Supplements	$220.3	$225.0	$226.6	$177.8	$245.0
Health Supplements	$169.4	$174.4	$184.2	$135.2	$189.0
Crisis Supplements	$17.2	$27.8	$28.6	$27.1	$38.8

Source: FASB

*Actuals as of December 31, 2024.

Note: The clothing supplement (for people who receive assistance while in special care facilities), pre-natal shelter supplement, and replacement 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 do not receive income or disability assistance but who meet income thresholds or have financial need:
    - 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 people who formerly received assistance, 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.

- 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
    - an expense or item is necessary to address an imminent danger to the physical or mental health of a person in the family unit.
- Crisis supplements are available for food, shelter, clothing and utilities up to the limits set in the regulations.
- Other crisis supplement items or expenses that may be covered include furniture, home repairs, household items, transportation, and fuel for heating and cooking.
- Crisis supplements are most commonly requested to purchase food.

Emergency/Disaster Crisis Supplements

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

2025 SDPR Estimates Note

Title: Supports for Non-Profits
Date Last Revised: February 06, 2025

Key Points:

- 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 on key cross-cutting issues facing the sector.
- The PS role is currently held by PS Joan Phillip who was appointed in 2024.
- 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. No new funds have been granted since but more than 20 of these grants from 2022-23 supplied funding to support the work over 3 years through 2024-25 and beyond.
- Key investments include (See **Appendix A** for full list):
    - $60M to Vancouver Foundation to establish the Stronger Community Services Fund,
    - building on the $30M 2022 Recovery and Resiliency Fund.
    - $21.5M to United Way BC to launch a Critical Food Infrastructure fund for food access organizations and to expand Regional Community Food Hubs.
    - $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.
    - $650,000 to Vantage Point to develop a Non-Profit Network in BC.

Accomplishments:

- In response to feedback from over 600 non-profit organizations in 2022 and 2023 SDPR funded two new Funds based on trust-based philanthropy principles.
- Both provide unrestricted, multi-year grants through new and innovative approaches that reduce barriers and administrative burden.

<u>Recovery and Resiliency Fund & Stronger Community Services Fund (SCSF)</u>

- In 2022, SDPR committed $30M to Vancouver Foundation for a Non-Profit Recovery and Resiliency Fund to support organizations disproportionately impacted by COVID-19.
- In 2023, an additional $60M was allocated to the Vancouver Foundation to establish the SCSF with funding distributed across four streams:
    - Lighthouse Organizations Fund ($22.9M): for large multi-service organizations with a provincial or regional footprint that support poverty reduction.
        - Approximately $3M from this Fund was distributed by New Relationship Trust, an Indigenous-led funder, to Indigenous-led non-profits.

- Community Prosperity Fund ($25M): Grants for local organizations across B.C., delivered by local community foundations.
- Recovery & Resiliency Fund ($7.1M): Flexible multi-year grants of $72,000 per year to applicants who were ineligible for the 2022 Recovery and Resiliency fund.
- LEVEL BIPOC grants ($5M): Funding up to $50,000 to BIPOC-led non-profits to advance racial equity and racial justice in their communities.

Sector Recognition and Capacity Building

- October 30, 2023, was commemorated as "Non-Profit Day" in recognition of the valuable contributions made by non-profits to B.C.'s economy and social fabric.
- In March 2023, SDPR provided $650,000 to Vantage Point to support the development of a provincial Non-Profit Network to help build cross-sector capacity.

Food Security Funding

- In 2023, SDPR provided over $50M to non-profit partners supporting food security.

Accessibility Funding

- Funding for supports for people with disabilities through the Rick Hansen Foundation ($5M), the BC Aboriginal Network on Disability Society ($1M), BC Spinal Cord Injury Network ($2M), Disability Alliance B.C. ($2.3M) and others.

Key Data:

- There are over 33,000 non-profits throughout the province, employing over 360,000 people, 74% of whom are women.
- Non-profits make an economic contribution of $30B to the province's gross domestic product (GDP).

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:

Community Gaming Grants

- Provides $140M annually to not-for-profit organizations throughout BC through program grants and capital project grants.
- 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 February 2025

APPENDIX A – SDPR Nonprofit Funding Status Update (February 2025)

	Organization	Funding Term & Amount ($M)	Initiative(s)
1	BabyGoRound Helping Families Society	March 2023-March 2026 **0.150**	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.
2	BC Dental Association	March 2022 – March 2026 **3.100**	One-time grant for the following initiatives: • $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 • $0.3 million to complete a research project on the public dental care system in BC.
3	Britannia Community Services Centre Society	March 2023 - Dec 2024 **0.080**	Support food security programming in East Vancouver including critical infrastructure upgrades and capital improvements through purchasing of an HVAC, walk-in cold food storage, and other commercial kitchen equipment.
4	Cloverdale Community Kitchen	March 2023 – March 2024 **0.044**	Support purchase and installation of a commercial dishwasher and walk in cooler to maintain and expand existing food programming to waitlisted community members.
5	Fateh Care Charity	March 2023-March 2024 **0.070**	Supports for the mobile food bank program including refrigeration storage and a vehicle to transport food and necessities to service users.
6	First Nations Summit	March 2022 – March 2026 **15.000**	To support additional intakes of the First Nations Well-Being Fund.
7	Food Banks BC	March 2023 March 2026 **15.00**	Funding will support food access programming, crisis response, ongoing recovery support for communities impacted by climate emergencies, and work towards long-term planning and more sustainable food security outcomes.
8	Immigrant Link Centre Society	March 2023 – March 2026 **0.300**	To support food access for immigrants, refugees, and newcomers. Previous Y/E grant of $50K in 2021/22.
9	Langley Meals on Wheels Society	March 2023 – March 2024 **0.350**	Support for elevator accessibility infrastructure upgrades to ensure inclusive access to food programming.
10	LIFT Impact Partners Society	March 2023 – March 2024 **0.806**	Support diverse community organizations strengthen or advance food security programs services for people in need.
11	Loaves & Fishes Community Food Bank	March 2023 – March 2037 **7.000**	Support construction costs of a centralized Food Recovery and Distribution Warehouse in Nanaimo, BC.
12	Social Planning and Research Council BC (SPARC BC)	March 2022 – March 2025 **3.0**	Funding to support the Welcome Home Kits Program (previously tenant start-up kits).
13	Support Network for Indigenous Women and Women of Colour	**0.300**	Funding to improve access to culturally preferable food for Indigenous women and women of colour in the capital region.
14	Tamarack Institute for Community Engagement	**0.400**	To support communities in BC to align with and support provincial poverty reduction efforts.
15	United Way BC	**14.000**	Critical Food Infrastructure fund 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.

	Organization	Funding Term & Amount ($M)	Initiative(s)
16	United Way BC	**7.500**	Support expansion of UWBC regional community food hub programming, including new hubs in Northern BC and Southern Vancouver Island, and support coordination of effective community food access responses through an advisory committee.
17	Vancouver Foundation	**60.00**	For continued intakes of the Recovery and Resiliency Fund and continued support of non-profits across BC.
18	Vantage Point	**0.650**	Research to support development of a BC Not-for-Profit Network and coordinate a 2023 State of the Sector report.
19	Victoria Foundation	**1.300**	Funding will support the Food Security (Provincial Initiatives) Fund, including food redistribution and Indigenous food security and food sovereignty projects.
20	Downtown Chilliwack Business Association Society	**0.125**	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. The program is led in partnership between the Downtown Chilliwack Business Improvement Association and Ruth & Naomi's Mission.
21	Community Social Planning Council of Greater Victoria – Coordinated Personal ID Services	**0.2**	Funding will be used to help individuals navigate the complex and confusing processes of obtaining identification that is essential to access 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.
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.
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: • Moving specialized equipment (freezers and fitted appliances): $11,000 • Storage containers and shelving to move and organize the HUB at a new location: $10,000
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.
26	WISH Drop in Centre Society	**0.054**	Support three one-time critical infrastructure and systems needs including: • Upgrades to failing door and security system • Plumbing upgrades and repairs • Implementing an HR Information System (WorkZoom) to support the Centre's 200+ staff with currently manual HR processes.
27	BC Aboriginal Network on Disability Society (BCANDS)	**0.100**	Funding for large-scale public accessibility events and gatherings.
28	Vancouver Foundation	**4.050**	Support delivery of the Access Registered Disability Savings Plan (RDSP) program.
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.

	Organization	Funding Term & Amount ($M)	Initiative(s)
30	Disability Alliance B.C. (DABC)	**0.825**	DABC partners with MOSAIC to: • Provide PWD/PPMB application assistance within MOSAIC's Legal Advocacy Program. • Build capacity and develop mentorship opportunities between the organizations to support the Accessibility for Newcomers Program. • 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 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.
32	Canadian National Institute for the Blind (CNIB)	**1.110**	To support delivery of Deafblind Community Services.
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.
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.
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.
36	Disability Alliance BC (DABC)	**0.5**	Accessibility Projects – supports community accessibility initiatives as part of AccessAbility Week.
37	InclusionBC	**0.1**	Everybody Belongs! – Annual learning event on intellectual disability, human rights and inclusion.
38	Island Deaf and Hard of Hearing Centre	**0.845**	Sound of Change – provides low-cost refurbished hearing aids, community services and audiological assessments.
39	Social Planning and Research Council of British Columbia Society (SPARC)	**0.010**	AccessAbility Week event grants – small one time grants to support Accessibility celebrations throughout the province.
40	Vancouver Foundation	**$5 M**	Access to Benefits Advocacy Fund: • 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. • 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.

2025 SDPR Estimates Note

Title: Treatment of Income & Assets
Date Last Revised: February 4, 2025

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 people receiving income assistance (IA) and disability assistance (DA). These changes came into effect on January 1, 2024, benefiting 4,100 DA recipients (3.3% of caseload) and 6,600 IA recipients (10% of caseload) over the year, who were exceeding their earnings exemption limits.
- Effective August 1, 2024, payments for certain injury-related expenses incurred or about to be incurred resulting from an injury are not considered income and are fully exempt. These include injury-related payments from ICBC and Workers Compensation Board (WCB).
- Effective September 1, 2024, ICBC Enhanced Care Coverage Income Replacement Benefits are exempt for people receiving DA 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 program 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 (see Appendix A: Table 1 and Table 2).
        - When a family unit has earned income that exceeds its earnings exemption each new dollar of earned income is deducted from the family's assistance payments, until those payments reach zero.
    - **Unearned Income***:* any money that is **not** earned income. Examples include pensions, employment insurance benefits, lottery winnings, inheritances, tenant compensation, some WCB benefits 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, however, there are numerous exceptions.
  - For example, for DA recipients, WCB Temporary Wage Loss Replacement Benefits and ICBC Enhanced Care Coverage Income Replacement Benefits are considered unearned income and but are exempt under the family unit's AEE, up to the maximum AEE for the family unit.

Treatment of Unearned Income:

- Some types of unearned income are exempted. Examples include the following:
  - Benefits intended to support children, such as the Canada Child Benefit and the B.C. Family Benefit.
  - Child support payments.
  - Several financial compensation payments, such as Indigenous settlements.
  - Income tax refunds.
  - One-time gifts for IA recipients and all gifts (including recuring) for DA recipients.
  - Money held in or paid out of a Registered Disability Savings Program (RDSP).
  - Tax credits (B.C. Sales Tax Credit, the B.C. Climate Action Tax Credit, and the federal GST credit).
  - Trusts established for recipients with the Persons with Disabilities (PWD) designation to help them retain more assets to meet disability-related costs.

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 type of recipient.
  - IA recipients are eligible for monthly earnings exemption (Appendix A: Table 1)
  - DA recipients are eligible for an AEE (see Appendix A: Table 2).

Asset Limits and Exemptions:

- Assets include cash and any property that can be converted into cash. Regulations establish asset levels that vary by recipient type and family composition:
  - Singles (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 RDSPs.

2025 SDPR Estimates Note

Appendix A – Earnings Exemption Tables:

Table 1 – Monthly Earnings Exemptions (IA)	
Family Unit Type	**Limit**
Family units without dependent children	$600/month
Family units with dependent children	$900/month
Family units where at least one recipient is a Person with Persistent Multiple Barriers	$1,080/month
All family units with a dependent child who has a severe disability	$1,080/month

Table 2 – Annual Earnings Exemption (DA)	
Family Unit Type	**Current**
Single PWD recipient	$16,200/year
Family unit with two adults where one is designated as PWD	$19,440/year
Family unit where both adults are designated as PWD	$32,400/year

2025 SDPR Estimates Note

Title: Employability Planning
Date Last Revised: January 28, 2025

Key Points:

- Through public engagement (2017/18 and 2022/23), the ministry heard the BCEA Program is too complex with rules that make it hard for people to escape poverty.
- As part of the Poverty Reduction Strategy renewal, the ministry introduced legislative amendments to support a new, person-centered approach to employment planning with BCEA recipients.
- The new employability planning approach includes a client needs assessment to better understand people's strengths and barriers to employment, navigate them to appropriate services, and develop individualized plans towards achievable job readiness goals without fear of financial penalties being unfairly applied.
- Modernizing the employment planning approach is a critical element of the ministry's work to develop effective employment pathways, increase community and social connections, and help people out of poverty.

Accomplishments:

- Legislative amendments to the Employment and Assistance Act and the Employment and Assistance for Persons with Disabilities Act were implemented in September 2024.
- In its early launch, EPS initiated enhanced services with 256 people, making person-centered connections to services including 61 referrals to WorkBC and 38 referrals to pre-employment, community, and/or wraparound services.
- Feedback from clients and community service providers shows the approach is working to support and motivate clients to connect with community resources and take steps toward job readiness.
- Data collection is underway to refine service design, inform program requirements, and develop provincial expansion options.

Key Data:

- The ministry has seen unprecedented growth in recipients with no history of dependence on income assistance. For example, in September 2024, there were 3,080 new starts on assistance and 55% were brand-new BCEA recipients.
- Research shows that employment-related interventions are most effective when provided within 3 months of accessing income assistance.
- 84% of BCEA cases are designated Expected to Work (ETW).

- There are approximately 20,000 employment-obligated clients who are long-term recipients of income assistance without secured or sustainable labour market attachment.

Budget/Financial Context:

- Existing staffing resources have been leveraged for the first phase of testing the new approach in Victoria.
- Budget constraints will limit provincial roll-out of the enhanced approach, with a significant cut to ELMSD's federal funding and a re-allocation of employment planning resources in SDD due to rising BCEA caseload pressures.
- Advice/Recommendations

Background:

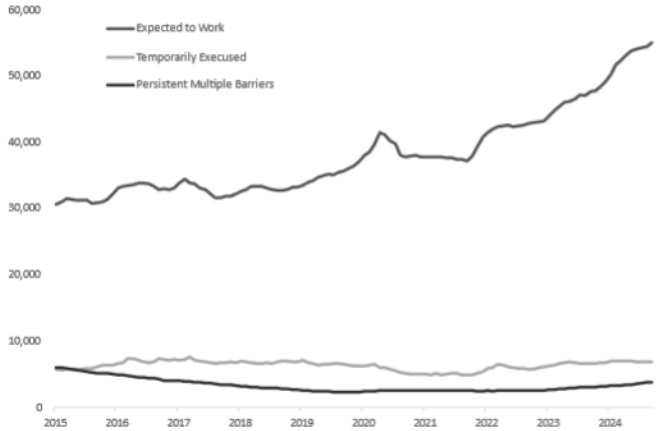
- Previous BCEA legislation assumed applicants were ready to work and required them to sign an Employment Plan as a condition of their eligibility for income assistance.
- Clients who were not temporarily excused from employment obligations were required to meet employment plan obligations or were deemed ineligible for BCEA, lost financial benefits, becoming further entrenched in poverty.
- By implementing a person-centered approach to employability planning, the ministry is supporting clients towards job readiness in ways that build confidence, self-worth, and community belonging, in alignment with the ministry's Poverty Reduction Strategy.

2025 SDPR Estimates Note

Appendix A

Income Assistance

Income Assistance by Program Designation
January 2015 to September 2024



- 65,805 IA cases in September 2024, 34% of the total BCEA caseload.
- 84% of IA cases are designated as Expected to Work (ETW).
- 87% of the growth in the IA caseload in the last year has been from ETW cases, and all the growth since 2015.
- Growth rates (Sep. 2023 to Sep. 2024):
  - Expected to Work = 15.6%
  - Temporarily Excused = 5.2%
  - Persistent Multiple Barriers = 25.2%
- Strong growth, especially in the ETW caseload, is forecasted to continue through 2025/26 and possibly 2026/27.

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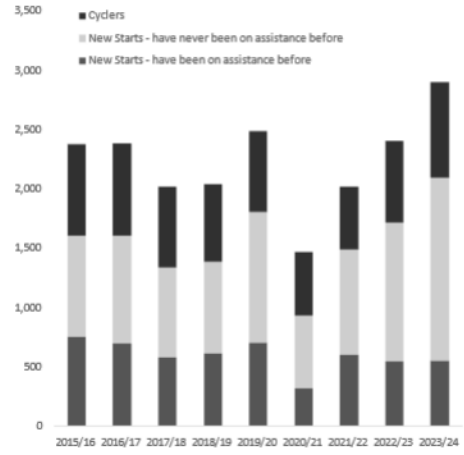
Expected to Work Starting Cases

Expected to Work Starting Cases by Assistance History
Monthly Average: 2015/16 to 2023/24



- An average of 2,902 ETW cases started each month in 2023/24, up from 2,405 in 2022/23.
- Over half of the starting cases each month were new cases that had no history on assistance.
- Over 25% of ETWs that leave assistance will return within 12 months.
- In September 2024 there were 3,080 starting ETW cases:
  - 19% were new starts with previous history on IA/DA.
  - 55% were new starts with no previous history on IA/DA.
  - 27% were cyclers (on in the previous 12 months).

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Advice/Recommendations ; Government Financial Information

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Advice/Recommendations ; Government Financial Information

2025 SDPR Estimates Note

Title: Key Employment and Labour Market Services Division Initiatives
Date Last Revised: February 3, 2025

Key Points:

- The Employment and Labour Market Services Division provides several innovative initiatives designed to respond to emerging labour market needs in local communities and address barriers experienced by job seeker groups who experience barriers in accessing employment services.
- 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 funds outreach-based pre-employment and employment services to people with complex needs related to substance use, homelessness, and mental health issues who experience barriers accessing supports.

Accomplishments:

- Despite a significant reduction in federal funding, the ministry provided nearly $3 million to fund 16 CEP projects in high demand sectors including wildfire and natural resources, early childhood education, construction and community social services.
- In fall 2024, Community-based Employment Services launched in six pilot communities including Prince George, Kelowna, Victoria, Nanaimo, Vancouver Downtown-Eastside, and Surrey.

Key Data:

- In 2024, nearly 400 people participating in CEP projects received targeted job skills training and work experience to prepare for employment in high demand occupations across BC.
- By December 2024, a total of 220 people with complex needs, far removed from the labour market, have participated in employment supports through the Community-based Employment Services.

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.

2025 SDPR Estimates Note

- Some British Columbians with complex needs experience barriers accessing the full range of WorkBC services and need different approaches and settings to engage in job training and support. Programs like Community and Employer Partnerships (CEP) and Community-based Employment Services enable the ministry to deliver services to specific population groups in new and innovative ways.
- Due to federal budget cuts, the 24/25 CEP budget was significantly reduced, and rolling intake for CEP projects was halted.
- In January 2025, for the FY25/26 budget cycle, CEP intake re-opened to fund fewer, strategically chosen projects to ensure maximum impact and alignment with the ministry and national priorities, including:
    - Community-driven projects customized for job seekers with complex needs, far removed from the labour market and who have difficulty accessing traditional employment services
    - Equitable investment across BC, including rural and remote communities
    - Indigenous-led projects
    - Projects with a duration of 12 months or less
- Pilot implementation of Community-based Employment Services supports the ministry's 2024 Poverty Reduction Strategy by delivering supports and services in ways help people develop their sense of self-worth and confidence that they can work and contribute to their communities in meaningful ways.

2025 SDPR Estimates Note

Title: Labour Market Transfer Agreements – LMDA & WDA
Date Last Revised: February 11, 2025

Key Points:

- B.C. has two Labour Market Transfer Agreements (LMTA) with Canada, administered between the Ministry of Social Development and Poverty Reduction (SDPR) and the Ministry of Post-Secondary Education and Future Skills (PSFS).
- Through the Labour Market Development Agreement (LMDA), administered by SDPR, and the Workforce Development Agreement (WDA), administered by PSFS, the federal government provides B.C. with approximately $395M per year.
- LMTAs support over 148,000 British Columbians annually to participate in diverse employment and skills training services to secure good jobs, including:
    - 102 WorkBC Centres throughout B.C. and provincewide apprenticeship services;
    - Innovative cohort-based skills training and diverse programs designed to meet the needs of vulnerable and underrepresented groups, including persons with disabilities, to prepare people for participation in the labour market, and gain skills for good jobs across in-demand sectors; and
    - 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.

Accomplishments:

- Through LMTA-funded services, over 80% of people find jobs or get into further education or training for sustainable employment.

Key Data:

- Annually, over 148,000 people access LMTA-funded programming each year.
- Since 2019-20, WorkBC Employment Services has served about 83,000 people a year. In 2024-25, the number of people being served is expected to exceed 101,000, the increase is primarily driven by immigration.
- Over 70% of people accessing LMTA services identify with one or more underrepresented group, advancing B.C.'s goals for inclusive growth and an economy that works for everyone.

Budget/Financial Context:

- In FY 2024-25 Canada provided $275.6M in base funding through the LMDA, $20.5M for administrative purposes and $98.8M in base funding through the WDA.

- LMTA top-up funding had been provided since FY2017-18 but was eliminated in federal Budget 2024, reducing funding levels by almost $74M for B.C. (Appendix 1).
- Government Financial Information

- The top-up funding was the most flexible funding in the LMTAs, allowing B.C. to quickly pivot to address urgent priorities, including mass layoffs.

Background:

- LMTAs are critical in B.C.'s overall strategy to develop an inclusive, resilient, and adaptable labour force and to the Province's ability to provide programs, services, and supports to prepare workers with the skills needed for today and for the future, and to match skilled workers with employers in high demand sectors.
- LMTA investments are supporting people, employers, sectors, and communities – advancing key government priorities to ensure a skilled workforce, including housing, construction, skilled trades, the health and social sectors and emerging demand in the clean economy.
- Advice/Recommendations; Government Financial Information; Intergovernmental Communications

- **U.S. Tariffs:** The United States has stated it expects to impose broad 25% tariffs on most products entering the U.S. from Canada and a 10% tariff on energy in March. On February 10, a 25% tariff on Canadian steel and aluminum was signalled for March 12. The scope and scale of tariffs continue to evolve and remain uncertain.
- Targeted funding through LMDAs have been leveraged in response to previous U.S. tariffs and are an efficient tool to respond to unique regional needs, support workers, employers and communities.Intergovernmental Communications
  Intergovernmental Communications
- **Reporting:** Under the terms of the LMTAs, B.C. must submit the following to Canada:
  - annual LMDA and WDA plans;
  - annual LMDA and WDA reports, including audited financial statements;
  - quarterly client-level reporting; and
  - annual public reporting.

2025 SDPR Estimates Note

Appendix 1: Labour Market Development Agreement

Administered by SDPR, the Labour Market Development Agreement (LMDA) is a funding agreement between the Government of Canada and the Province of British Columbia.

- The funding agreement provides B.C. with approximately $295 million annually to deliver employment programming and supports to British Columbians.

- The LMDA is an ongoing agreement signed in February 2008 and fully implemented in February 2009, providing B.C. with $2.3 billion over a seven-year period from 2017-2018 to 2023-2024. Through WorkBC, the LMDA will support over 101,000 job seekers in 2024-25 to access the employment and skills training services they need to prepare for, find, and get good jobs.
- LMDA funding supports WorkBC Employment Services, WorkBC Apprentice Services, and the Community and Employer Partnerships fund that supports innovative cohort-based skills training initiatives to help people gain the skills the need for good jobs across in-demand sectors and prioritizes services to underrepresented groups and vulnerable citizens.
- Programming and funding provide a wide range of inclusive and flexible services to meet the needs of all British Columbians, employers, in-demand sectors, and communities.
- LMDA funding also supports sector labour market partnerships, employer training grants, research and innovation, labour market information, WorkBC.ca and the online Job Bank through the Ministry of Post-Secondary Education and Future Skills.

2025 SDPR Estimates Note

Appendix 2: 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
Total	$2,204,418,114	$238,887,273	$16,926,020	$164,280,000	$2,624,511,407

**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	$99, 067,878	$0.00	$99, 067,878
Total	$783,651,710	$146,317,863	$929,969,573

**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.

2025 SDPR Estimates Note

Title: SDPR/PSFS Alignment
Date Last Revised: February 12, 2025

Key Points:

- We're taking the lead on skills and training initiatives for people facing multiple complex barriers, through an agreement with Post Secondary Education and Future Skills (PSFS).
- Government Financial Information
- Through this change, we are better aligning programs to our respective mandates and ensuring limited funding is used most effectively to support people, particularly those with complex needs.
- We continue collaborating on opportunities to better align programming with our respective ministry mandates.

Accomplishments:

- In January 2025, the Ministries of Social Development and Poverty Reduction (SDPR) and Post Secondary Education and Future Skills reached an agreement to realign key programming/funding.

Key Data:

- 5,730 people accessed PSFS's Skills Training for Employment Program suite in 2023/24
- 13,900 people are served by WorkBC Apprentice Services each year
- SDPR currently spends:
    - $3.8 million/year on Community Based Employment Services pilots - an outreach, person-centred approach to supporting people with complex and multiple barriers to employment.
    - $4.6 million/year to support Foundry services, providing holistic, person centred supports to youth.
- See Estimates Note: *Key Employment and Labour Market Services Division Initiatives* for information on additional investments to support people with barriers, outside of WorkBC Employment Services.

2025 SDPR Estimates Note

Budget/Financial Context:

- Government Financial Information
-

Background:

- The Ministries of Social Development and Poverty Reduction and Post-Secondary Education and Future Skills each receive federal funding to deliver provincial labour market programs.
- There are some program delivery areas with overlapping mandates and potential for duplication.
- With a $74 million federal reduction in annual Labour Market Transfer Agreement funding, the two ministries are looking for ways to ensuring limited funding is used most effectively to support people, particularly those with complex needs.
    - Demand for employment services and related assistance has increased due to a higher number of jobseekers and increasing complexity of client needs.
    - Service needs continuing to evolve due to population growth, shifting demographics and increasing demand for skills training supports.
- Through collaboration, the ministries are looking for opportunities to improve system coordination and better align resources with respective Ministry mandates – eliminating any potential areas of duplication.
- The realignment of existing employment services and labour market programs will be timed to align with planned WorkBC Modernization and re-procurement of contracts to minimize impacts to service providers and clients, and to ensure service continuity.

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2025 SDPR Estimates Note

Title: Employment Services to Indigenous Peoples
Date Last Revised: February 7, 2025

Key Points:

- The Ministry of Social Development and Poverty Reduction (SDPR) is committed to working with Indigenous rights holders and organizations in the spirit and intent of Reconciliation and in a manner that aligns with the Declaration on the Rights of Indigenous Peoples Act and the Distinctions-Based Approach guidance.
- SDPR is supporting the Ministry of Post-Secondary Education and Future Skills, which is leading work to meet government's commitment set out in Action 4.41 of the Declaration Act Action Plan.
- The Employment and Labour Market Services Division (ELMSD) is leading our work to ensure that our employment programs and policies meet the needs of Indigenous people.
- Indigenous job seekers across BC can access employment services and supports through Indigenous Skills and Employment Training (ISET) centres and/or WorkBC centres.
- The ministry collaborates with provincial and federal colleagues, Indigenous governments, and Indigenous and non-Indigenous service providers, to build relationships and enhance services to Indigenous Peoples in BC.

Accomplishments:

- In FY2023/24 the ministry invested $27.3M over 3 years in strategic investment initiatives to advance the objectives of Action 4.41 of the Declaration Act Action Plan (see Appendix 1).
- The ministry has been actively engaging with ISETs and First Nations to ensure WorkBC services and Community and Employer Partnership (CEP) projects demonstrate respect for Indigenous values, culture, and protocols, and are mutually beneficial to the contract holder and Indigenous partners.

Key Data: (as of December 31, 2024)

- In 2024/25, about 6,700 clients who self-identify as Indigenous participated in WorkBC services, compared to about 6,100 the prior year.
- 2,451 Indigenous clients actively participated in Skills Enhancement.
- About 240 Indigenous clients were supported in partnership with other agencies to access wrap-around support in a culturally sensitive manner through external referrals to other community agencies or employment services.
- Over 2,500 Indigenous clients are being supported through their first year of employment.

2025 SDPR Estimates Note

Budget/Financial Context: (as of December 31, 2024)

- Investments in Indigenous Peoples and communities, from April 1, 2024, to December 31, 2024:
    - $2.9M financial supports to Indigenous clients, as compared to $4.5M for the same time in 2023.
    - $27.3M over 3 years to Indigenous organizations through two strategic initiative grants (see **Appendix 1**).

Background:

- WorkBC is federally and provincially funded to serve all British Columbians including Indigenous people. WorkBC services and supports include case management, employment-focused workshops, job development, skills training, self-employment, and client financial supports.
- CEP funds community-based organizations to respond to local labour market needs across BC. With the help of this fund, Indigenous communities can see job creation, positive social impacts, economic growth, more employment opportunities, and poverty reduction. Applications for FY2025/26 are now open.
- The ISET program is a federally funded program for Indigenous Peoples to improve job skills and find employment. There are 24 ISET Indigenous service delivery organizations in British Columbia.

2025 SDPR Estimates Note

Appendix 1: Indigenous Focused Strategic Investment Initiatives

- $4 million over three years (2023-2026) 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. The funds will support First Nations public sector organizations to recruit, train, and retain First Nations employees and increase the capacity of First Nations governing bodies to meet the needs of their communities.
- $23.3 million over three years (2023-2026) to the New Relationship Trust to establish a third-party granting program for First Nations governments and Indigenous organizations. The project will test low-barrier ways of administering labour market funds to Indigenous partners, increase access to funding, and empower Indigenous communities to undertake activities to meet the labour market needs of their communities.

2025 SDPR Estimates Note

Title: Services to Persons with Disabilities (PWD)
Date Last Revised: February 3, 2025

Key Points:

- WorkBC supports government's goal to make B.C. more inclusive for everyone.
- Community and Employer Partnerships (CEP) projects focus on improved employment outcomes for all clients, including those with disabilities.
- The WorkBC Assistive Technology Services contract supports people to overcome disability-related barriers in the workplace.
- SDPR supports job opportunities for persons with disabilities by engaging with employers to shift perspectives and hiring practices and through ongoing collaboration with the ministry and the Presidents Group.
- Employer-targeted marketing material promotes WorkBC as a place to find job seekers with a diverse range of skills and access to assistive technologies.

Accomplishments:

- 42% of clients who self-identified as people with disabilities have an employment outcome or community attachment (volunteer opportunity).
    - This compares to 39% from the previous year, and 44% from 2022/23.
- As of December 31, 2024, CEP projects provided up to 30 people with disabilities with occupational skills training and work experience opportunities to prepare for employment in high opportunity occupations.

Key Data:

- In 2024/25, as of December 31, 2024, WorkBC served about 15,000 people with disabilities who completed a Disability Related Employment Needs Assessment.

Budget/Financial Context:

- Services for clients with disabilities are funded through a combination of funding from the Labour Market Development Agreement (LMDA), Workforce Development Agreement (WDA) and the Provincial budget and use the existing WorkBC infrastructure to deliver supports and services.
- Client Milestone Fees were enhanced in March 2023 for service providers, supporting services to people with disabilities.

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Background:

- WorkBC ensures people with disabilities have the supports needed, including:
    - Employment planning, case management, and customized workshops;
    - Specialized assessments and employment related disability supports such as assistive devices; equipment and technology; ergonomic/restorative supports, attendant services; interpreting services, and workplace access and modification;
    - Placement services including individualized and customized job development support, job coaching, and extended on-the-job follow up support when needed;
    - Access to skills training, self-employment, and work experience;
    - Access to supports to retain employment that is precarious due to disability; and
    - Services to students with disabilities who require support to successfully transition from school to the labour market.
- In 2020/2021, the Ministry funded a variety of multi-year grants through the Workforce Development Agreement (WDA), designed to support an inclusive post-pandemic labour market, targeting some of the most vulnerable and underrepresented British Columbians.
    - This included targeted initiatives for people with disabilities to address gaps in current services across B.C. See Appendix 1 for further details.
- In 2022/2023, the ministry funded projects intended to test new methods of employment service delivery. These include grants that support persons with disabilities. (See **Appendix 1**)
- Clients with disabilities include:
    - British Columbia Employment Assistance (BCEA) Persons with Disabilities (PWD) designation;
    - BCEA clients with disabilities;
    - Employment Insurance (EI) clients with disabilities; and
    - General clients with disabilities (individuals who are not receiving any level of government support).

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Appendix 1

Recent WDA & LMDA funded grants for persons with disabilities

Organization & Project	Objectives	Funding (approx.)
National Institute of Disability Management and Research (NIDMAR) Building a Workplace Culture of Accommodation	Support employers in British Columbia to maintain equitable employment for workers who are dealing with a mental or physical health impairment through a return to work and disability management education and program support initiative.	$6,000,000
National Institute of Disability Management and Research (NIDMAR) Reducing Poverty for Persons with Disabilities through Early Intervention and Effective Occupational Rehabilitation	Support persons with disabilities to remain in the workforce through early intervention, occupational rehabilitation, medical evaluation, job coaching, workplace accommodation, and opportunities to maintain employment with pre-disability employers.	$4,000,000
Delta Community Living Society (DCLS) IMPACT 2.0	To address employment rates for youth with developmental disabilities by intervening with youth as they transition from school to work.	$2,000,000
Foundry BC Foundry Youth Peer Support: Creating an Inclusive Foundation for an Emerging Helper Profession	Hire Youth Peer Support Workers from diverse backgrounds, including youth who identify as Indigenous, gender- diverse, neuro-diverse, youth in care or who have aged out of care, youth from racialized populations, youth from rural and remote communities and youth with disabilities. Through the expansion of the Youth Peer Support Model, provide improved services to a greater number of youth in-need at Foundry centres and in the community	$16,200,000
CanAssist Employment for Youth with Disabilities	Establish a Network for Youth with Disabilities to identify and address best practices, gaps, duplications, and strategies for the future of employment services for Youth with Disabilities. Determine a provincial strategy for Youth with Disabilities that will improve the employment outcomes for this demographic	$4,000,000

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CanAssist Closing the Employment Gap for People with Disabilities: Innovative Assistive Technology Solutions	Provide individuals with personalized technologies designed to address specific barriers to successful employment. Conduct research on the efficacy of and best practices for integrating a customized assistive technology program into existing employment services.	$1,000,000
Canadian Mental Health Association (CMHA) Supporting employers to build psychologically safe and healthy workplaces for employees living with mental illness(es)	Develop a self-paced learning module for employers and leaders to better understand the importance of psychological safety in the workplace, strategies to prevent burnout, and skills to support the success of all employees, including those living with mental illness(s), substance use challenges, and concurrent disorders.	$700,000
Canadian Mental Health Association (CMHA) Links to Employment – Primary Care Centres	Expand the Links to Employment program to include service delivery in two new BC sites to increase access to British Columbians in need of these integrated specialized employment and mental health services. At the existing and new sites, to provide integrated and evidence based services to individuals requiring the level of care provided by a Primary Care Centre.	$8,200,000
Canadian Mental Health Association (CMHA) Links to Employment – Bed Based Recovery	Provide enhanced employment services, including pre-employment skills, skills for success, and a range of mental health and substance-use interventions to individuals at five bed-based treatment sites.	$4,900,000
Canadian National Institute for the Blind (CNIB) Growing CNIB BC's Come to Work Employment Program: Youth and Indigenous Outreach	This project will scale up CNIB's employment program operations in British Columbia to respond not only to the COVID-19 pandemic's negative impact on talent with sight loss, but to overcome the systemic barriers that impact employment for youth with sight loss and Indigenous people experiencing sight loss.	$2,500,000

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Title: Single Parent Employment Initiative (SPEI)
Date Last Revised: February 13, 2025

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 subsidized while participating in SPEI services, with extended coverage continuing for the first year of employment.
        - Non-SPEI WorkBC clients can only access $35 per child per day for childcare for program participation and up to a maximum of 4 weeks post-employment.
        - This extended childcare coverage for SPEI clients eases the transition into sustainable employment, mitigating worries about costly childcare while participating in the program.
    - 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 December 2024, 1,940 clients found employment in a variety of in-demand occupations in sectors such as retail, health, construction, and community service.
    - Just over 77% of SPEI participants had an employment outcome, compared to 30% for those who did not participate.
        - This non-SPEI group is comprised of 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.

Key Data:

- As of December 2024, 2,748 participants have received SPEI services.
- As of December 2024, approximately 96% of the SPEI participants are women.
- Average wage of employment achieved by participants is over $20.6/hour.
- The top three jobs participants are pursuing in their training are:

- Elementary and Secondary School Teacher Assistants
- Nurse aides, orderlies and patient service associates
- Early childhood educators and assistants

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 $6,000/participant annually.
- Over $41.8 million has been spent on SPEI since it launched in 2015, comprised of $25.2 million in provincial funds and $16.6 million 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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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
December 2024	2,748	1,940

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Title: Response to Labour Market Disruptions
Date Last Revised: February 11, 2025

Key Points:

- When labour market disruptions occur, the B.C. Government recognizes the need for a rapid and coordinated response to impacted workers, businesses and communities.
- With the current threat of U.S. tariffs, SDPR has the significant infrastructure and diverse programming levers in place to rapidly respond to unique regional needs of impacted workers, businesses and communities.
- SDPR's Employment and Labour Market Services Division (ELMSD) staff coordinate with other Ministries and WorkBC centres to ensure supports are in place for impacted workers and may provide funding to support communities.
- The Community in Transition Program, facilitated by the Ministry of Jobs, Economic Development and Innovation (JEDI) provides a coordinated response to communities facing significant job loss and a one-window access to government programs. Other Ministry partners include, SDPR, Post-Secondary Education and Future Skills (PSFS), Ministry of Labour and the Ministry of Forests.

Accomplishments:

- SDPR funded a $2.95 million community grant (over 2 fiscal years), Build Your Own Future, with Hubspace that supports the development and delivery of a new method of entrepreneurship training for professionals impacted by mill closures.
- The focus is to support individuals who already have business concepts by providing entrepreneurship skills.
    - Outcomes include: 88 Participants with 31 businesses launched to date

Key Data:

- Since 2023, Community Transition Tables have been initiated in 17 communities (see Appendix A).
- SDPR responds quickly and coordinates with JEDI to support the impacted workers and community for both permanent and temporary curtailments.
- SDPR engages with local WorkBC service providers to rapidly respond in their communities to support impacted workers and the broader community.

Background:

- The downturn in the forestry sector began in Fall 2018.
- The number of impacted workers varied throughout 2019-2020, at the peak there were 45 mills in closure or curtailment status, affecting approximately 7,000 workers and 25 communities. Closures and curtailments slowed during the pandemic.

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- Coordinated Community Transition responses are activated in rural communities, as larger urban communities have more services available, and the local government has capacity to respond to the situation.
- WorkBC service providers support and respond to needs in all communities.
- In response to U.S. tariffs, under the Softwood Lumber Action Plan, in July 2017, ESDC previously provided $50M nationally over two years to provinces most affected by softwood lumber tariffs through LMDAs to support impacted workers and communities, followed by steel and aluminum tariffs in June 2018, with Canada providing an additional $50 million through the LMDAs over two years.

BC Allocation: LMDA Previous U.S. Tariff Funding:

- 2017/18: $6.8M Forestry Workers only (Softwood Lumber Action Plan)
- 2018/19: $7.5M Forestry Workers $4,954,608 + Steel and Aluminum impacts $1,562,541
- 2019/20: Steel and Aluminum impacts $1,562,542

Previous U.S. Tariff SDPR Response:

With the previous imposition of U.S. tariffs, a SDPR investment strategy was developed by SDPR including:

- Consultation with impacted communities to identify the specific needs and increased awareness and outreach of CEP funding streams
- Leveraging CEP funding streams to support labour market studies, assess skills gaps preventing transition into new jobs or tailoring projects in support of skill transfer and skills development options for impacted workers
- Leveraging complementary programming with partner ministries
- Coordinating with WorkBC Employment Service Centres to rapidly respond to local needs, tracking impacted workers and ensuring adequate funding for services, and skills training to support laid-off or job threatened workers
- Providing one-time (2018/19) supplemental funding in recognition of increased efforts, costs, outreach and to ensure staffing capacity by WorkBC service providers in 6 catchments, totalling $1.05M.

Intergovernmental Communications

Attachments:

Appendix A: Community Transition Tables since 2023

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Appendix A: Community Transition Tables since 2023

- Campbell River/Gold River, permanent closure, TRAFIGURA Mining Group, Myra Falls Mine (300+ impacted workers)
- Crofton, Paper Excellence, permanent closure of paper machine (150 impacted workers)
- Oliver, permanent closure, BC Tree Fruits Cooperative (200+ impacted workers)
- Fraser Lake, indefinite mill curtailment at West Fraser sawmill (177 impacted workers, plus 70 from previous shift reduction earlier in the year)
- Terrace, permanent closure, ROC Holdings, Skeena Sawmills and Skeena Bioenergy (170 impacted workers)
- Williams Lake, permanent shift reduction, Tolko, Soda Creek Sawmill (65 impacted workers, plus 180+ impacted workers during numerous temporary curtailments)
- Williams Lake, permanent shift reduction, Tolko, Lakeview Sawmill (60 impacted workers
- Prince George, permanent closure, Canfor, Polar Sawmill-Bear Lake (190 impacted workers)
- Prince George, indefinite closure, Canfor, Northwood Pulp (220 impacted workers)
- Prince George, permanent mill closure, Canfor, Prince George Pulp and Paper (290 impacted workers)
- Prince George, permanent closure, Chemtrade (19 impacted workers)
- Chetwynd, permanent closure, Canfor, Chetwynd Sawmill (180 impacted workers)
- Vanderhoof, permanent shift reduction, Sinclair Group, Nechako Lumber (60 impacted workers)
- Vanderhoof, permanent closure, Canfor, Plateau Mill (255+ impacted workers)
- Fort St. John, permanent closure, Canfor, Fort St. John Sawmill (220 impacted workers)
- Port Alberni, permanent closure, Western Forest Products, Alberni Pacific Division Mill (117 impacted workers)
- Port Alberni, bankruptcy closure, San Group (110 impacted workers)

2025 SDPR Estimates Note

Title: WorkBC Modernization
Date Last Revised: February 12, 2025

Key Points:

- Through our Poverty Reduction Strategy, we're working to help people find and keep good jobs - recognizing that meaningful employment provides people with economic stability, social connection, and a sense of purpose.
- Through WorkBC this year, we're expecting to provide services to more than 101,000 people.
- Current WorkBC Contracts end on March 31, 2027, and we're looking now at opportunities to improve future employment service delivery, to better meet people's diverse and evolving needs.
- We are working towards a system where job seekers have better access to more timely, person-centred services – while employers are supported to find workers and create inclusive workplaces.

Key Data:

- WorkBC contracts, valued at $273 million per year, were effective March 1, 2019, with an original end date of March 31, 2024. They were extended to March 31, 2027, with an option to extend one more year.
- Since 2019/20, the program has served about 83,000 people a year.
- The WorkBC caseload is expected to exceed 101,000 this fiscal year.
- The program is delivered through 47 contracts:
    - 45 catchment-based contracts for Employment Services
    - 1 centralized contract for province-wide delivery of Assistive Technology Services
    - 1 centralized contract for province-wide delivery of Apprentice Services

Budget/Financial Context:

- The WorkBC contract amount for 2025/26 is $273 million, supported by funds from the Canada-British Columbia Labour Market Development Agreement (LMDA). (Note: For more detail, see *WorkBC Overview and Results* note)
- Government Financial Information

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2025 SDPR Estimates Note

Background:

- WorkBC services, delivered through 102 in-person centres across B.C., include employment counselling, skills training, work experience, wage subsidy, Assistive Technology Services, Apprenticeship Services and other financial supports.
- Devolved from federal programs targeting people closer to the labour market, the program is designed, largely, to support people with some work experience to move quickly back into the workforce.
- The labour market has changed, and the current WorkBC model is challenged to fully meet the diverse and evolving needs of job seekers and employers. More job seekers coming to centres face complex barriers to employment; others aren't coming to access the help they need.
- To address this, the ministry has adjusted payments to service providers to support the additional needs of clients and is testing out new ways to serve people facing barriers. Long term, through Modernization, the ministry is working to build a coordinated continuum of services that people move through, as their needs change over time.
- The Modernization project team is using the learnings from low barrier projects, contract and service reviews, jurisdictional scans and engagement with interested parties to design and refine the future service model.
- The new system will offer a broadened scope, with:
    - a consistent province-wide digital service for job seekers and employers
    - flexible one-on-one job-counsellor-guided supports with a wider range of employment outcomes
    - specialized services for vulnerable populations (Youth and people facing multiple, complex barriers)

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Title: WorkBC Overview and Results
Date Last Revised: February 10, 2025

Key Points:

- WorkBC Employment Services help people in British Columbians find and keep jobs to improve their lives.
- These services are available at 102 locations across the province and online. People can choose self-serve options or get one-on-one support from an employment counselor.
- WorkBC offers three types of services: general employment services, assistive technology services for those with disabilities and support for apprentices.
- Since 2019/20, WorkBC has helped about 83,000 people a year. In 2024/25, that is expected to exceed 101,000, primarily driven by immigration.

Key Data:

- As of December 31, 2024, about 89,800 people were using WorkBC services. Of these, 73,700 received one-on-one support, while the rest used the self-serve options.
- More than 32,100 clients are being supported through their first year of employment, an increase from 29,800 the previous year.
- Since 2019, 53% of WorkBC clients have found stable jobs that allow them to be financially independent. Success rates may be lower for self-serve clients because service providers often lose contact and can't confirm their employment status. See **Appendix 1**.
- Clients who use more intensive programs see better results – 81% of those in the Wage Subsidy program and 79% in Skills Training find jobs.
- About 81% of case-managed clients belong to one or more inclusion groups, an increase from 79% in the previous year.
- As of December 31, WorkBC's client satisfaction score is 72.
- Assistive Technology Services has helped 1,500 people with disabilities by providing adaptive technology for employment.
- WorkBC Apprentice Services help apprentices access training to complete their trade certification. So far in 2024/25, over 12,100 apprentices have participated in the program.

Budget/Financial Context:

- In 2024/25, funding totaled $327.0M (see **Appendix 2**) 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 $273.1annually. 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

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- $13.5M in centralized funding for WorkBC Apprentice Services
- $5.9M in centralized funding for WorkBC Assistive Technology Services

Background:

- WorkBC offers a range of services to help people find and keep jobs, based on their individual needs. Clients can use self-serve options or get more intensive one-on-one support to become job-ready.
- Services include help with resumes, job searches, interview preparation, employment counseling, workshops, and short-term certifications. WorkBC also provides funding for skills training, wage subsidies, job coaching, and support for self-employment or customized employment.
- WorkBC services are delivered by 26 organizations through 47 contracts. This includes separate contracts for Apprentice Services and Assistive Technology Services. About 58% of contracts are held by local non-profits, 36% by for-profit companies, and 6% by public institutions.
- The current contracts run from 2019 to March 31, 2027. Work is underway to develop a new service model for future contracts.
- Since 2023/24, WorkBC measures its success based on client satisfaction, using feedback from a new client survey. See **Appendix 3**.

APPENDICIES:

- **Appendix 1**: WorkBC Employment Program Outcomes
- **Appendix 2**: Employment Programs Budget Summary
- **Appendix 3**: Ministry 2024/25 – 2026/27 Service Plan

2025 SDPR Estimates 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	47%
Clients who participate in Wage subsidy	81%
Clients who participate in Skills Training	79%
Clients who receive Financial Supports	70%

Appendix 2: Employment Programs Budget Summary

Funding Source:	2023/24 Actuals	2024/25 Budget	2025/26 Plan	2026/27 Plan	2027/28 Plan
Provincial	$31,322,000	$30,896,000	$30,896,000	$30,896,000	$30,896,000
LMDA	$318,971,966	$275,606,902	$276,729,257	$277,739,000	$278,648,000
LMDA-Admin	$20,262,538	$20,535,000	$20,535,000	$20,535,000	$20,535,000
Total	**$370,556,503**	**$327,037,902**	**$328,160,257**	**$329,170,000**	**$330,079,000**
% change budget:	-15.29%	-11.74%	0.34%	0.31%	0.28%

Top up funding expired in FY24/25 (-$46.5M)

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Appendix 3: 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.

Performance Measure	2023/24 Baseline	2024/25 Forecast	2025/26 Target	2026/27 Target	2027/28 Target
[2d] WorkBC Client Satisfaction Score[1]	72	72	75	75	75

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.

1 WorkBC Client Satisfaction Score represents 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.

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Title: WorkBC Services Pressures
Date Last Revised: February 12, 2025

Key Points:

- WorkBC has served 89,800 clients as of December 31, 2024, with client volumes increasing each year creating program service pressures.
- WorkBC is primarily funded by the Canada-BC Labour Market Development Agreement (LMDA).
- Historically, LMDA funding has been used to offset some of the increasing costs of serving growing volumes of BC Employment Assistance clients (BCEA), many of which are referred to WorkBC to strengthen their skills and find employment. The LMDA includes both base and top-up funding that has been provided since FY17/18 and in the FY24/25 Federal Budget, the top-up funding was eliminated resulting in a $46.5M funding reduction.
- 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 continues to serve a considerable increase in people coming to WorkBC as well as increases to the number of people on the active caseload.
- In FY2024/25 WorkBC is anticipated to serve over 101,000, exceeding FY23/24 where WorkBC served over 94,000 clients and program to date averages of 83,000 clients each year. See *Appendix 2: Forecasted WorkBC Caseload Growth)*
- WorkBC programs have seen steady growth in client volumes. Clients are categorized by:
    - Employment Insurance (EI) eligible
    - BC Employment Assistance (BCEA), and
    - General.
- BCEA and General clients are often the province's most barriered and vulnerable populations, and these clients are predominantly supported through Provincial funding.
- Historically, LMDA funding has been used to offset some of the overarching costs of serving BCEA and General clients, with federal funding cuts this flexibility has been severely impacted.
- 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).
- Significant increase in refugee/immigrant client populations (42% of all clients in FY23/24), especially in the Lower Mainland (59% of clients in FY23/24).
- A higher proportion of more barriered clients who need a more intensive and broader suite of supports and services to become employment ready.

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- 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:

- See **Appendix 1**: LMDA Funding Allocation 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).
- 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 programing 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 may require additional program changes to account for less funding. This continues to be monitored however there are not immediate concerns requiring action.

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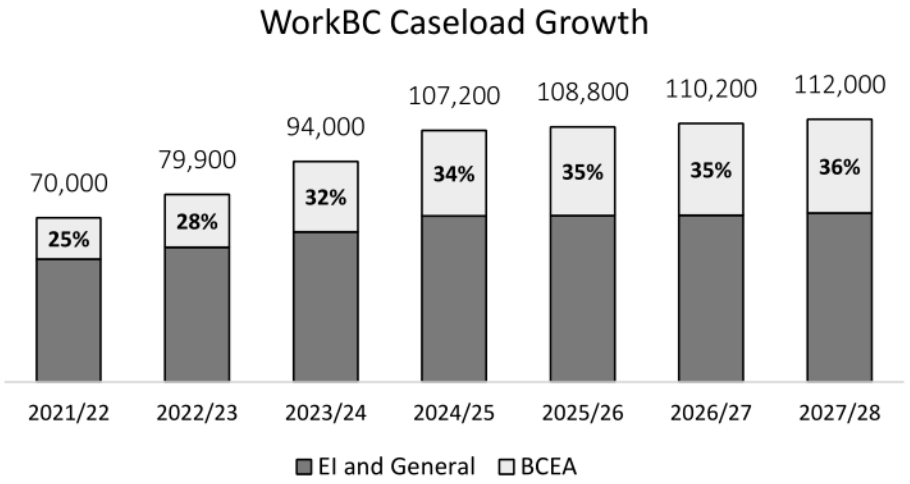
Appendix 1: Labour Market Development Agreement Funding Allocation

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	**$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	----------	N/A	$20,535,000	**$296,141,902**
Subtotal	$2,204,418,114	$238,887,273	$16,926,020	$164,280,000	**$2,624,511,407**

Appendix 2: Forecasted WorkBC Caseload Growth



2025 SDPR Estimates Note

Title: Integrated Case Management System (ICM) – System Performance
Date Last Revised: February 14, 2025

Key Points:

- The Integrated Case Management System (ICM) is a critical technology system used by the Ministry of Social Development and Poverty Reduction (SDPR) and the Ministry of Children and Family Development (CFD).
- It runs 24 hours a day, and 365 days a year to support delivery of numerous crucial programs.
- The Ministry has set a target that the ICM system is available 99.7% of the time and has exceeded the target every year since 2016.
- The Ministry works with its vendors and corporate partners, including 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 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 in SDPR and CFD to monitor and adjust the performance of the ICM system moving forward.
- ICM is classified as a Critical System and is supported at all times, including by the Office of the Chief Information Officer and vendor partners like Deloitte and DXC (formerly HP Advanced Solutions).
- The Ministry has continuously made operational improvements since ICM's inception in 2014.
- 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.

2025 SDPR Estimates Note

Title: Aging Families and Individuals with Developmental Disabilities
Date Last Revised: February 4, 2025

Key Points:

- CLBC supports people with developmental disabilities as they age, including funding family members who support them.
- 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 is utilizing the Canadian Consortium of the National Task Group on Intellectual Disabilities and Dementia Practices to inform the development and implementation of best practices.
- CLBC is currently reviewing policy and practice guidance to improve planning and service delivery for people and families experiencing increased and/or changing needs resulting from aging.
- Individuals with developmental disabilities may experience the effects of aging earlier than the general population. As such, aging related supports and services may be needed earlier in their life.

Accomplishments:

- Regular and ongoing consultation with the Community Health Advisory Team (CHAT) and the Aging Related Changes Working Group.
- In September 2024, designed and launched an online Aging Knowledge Hub on the CLBC website supporting health and social system navigation for those experiencing or supporting 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.
- Supported a Ministry of Health (MoH) led engagement with CLBC eligible individuals and families to contribute to the development of MoH's Dementia Strategy.
- Issued a grant to Planned Lifetime Advocacy Network (PLAN) to support community response to planning, specifically with people and families who are aging.
- CLBC contracted population-based research through the University of British Columbia School of Nursing to analyze data and identify health related outcomes among adults with developmental disability throughout adulthood, including how aging impacts health outcomes.
- Issued a grant to the BC CEO Network to compile a 'Late Life Planning: Easy to Read Guide for Self-Advocates'. This guide was developed with self-advocate guidance and released in January 2025.

2025 SDPR Estimates Note

- CLBC has regularly collaborated with the MoH and Health Authorities to support aging among individuals and families. This work has included clarifying messaging that confirms adults with intellectual and developmental disabilities are eligible for Home and Community Care services.

Key Data:

- As of December 2024, CLBC supported 5,454 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 projected to grow:

Year	Eligible Individuals over 50 years
2024	5,454
2030	6,300
2035	7,616

- This represents an approximate 39.6% cumulative increase in the next 10 years.
- 66% (or 3,617) of those individuals CLBC supports aged 50 and older access CLBC home support services (independent living, 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 service 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 analyzing demographic trends for older adults to better understand and anticipate service needs as people age.
- Currently, CLBC staff work with disability sector coordinating and advocacy organizations such as the Home Sharing Support Society of BC, Inclusion BC, BC People First, the BC CEO Network (coalition of disability service providers), and the Family Supports Institute, as well as CLBC approved service providers, home sharing providers, Health Authorities, family members, and adults who are aging, to explore and develop supports that address their changing needs.

2025 SDPR Estimates Note

Title: Complaints Resolution Process
Date Last Revised: February 5, 2025

Key Points:

- CLBC's complaints process makes reporting concerns accessible and accountable. 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 specific assignment and timelines:
    - Stage 1: Service Delivery/Service Area Manager Review- 30 days maximum
    - Stage 2: Director of Service Delivery- 10 days maximum
    - Stage 3: Executive Review- 10 days maximum
- 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 accessed either through an online submission or 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.
- CLBC Quality Assurance team has created an interfacing tracking document that allows real time input from regional staff, allowing them to track, monitor, and update information regarding complaints in their region

Key Data:

- In the first 3 quarters of F24/25 (up to December 31, 2024), 72% of resolved complaints were met within policy timeframes set out in the CLBC Complaints Resolution Policy, consistent with F23/24.
- This consistency is despite an 82% increase in the number of complaints received in F24/25 Q2 (51) compared to F23/24 Q2 (28). **(See Appendix 1)**
- Of the 128 complaints received up to December 31, 2024, 88 (69%) were related to Resource Allocation decisions by CLBC. **(See Appendix 2)**
- Other complaint types include:

- CLBC staff conduct: 15 (12%)
- Service Provider quality concerns: 13 (10%)
- Application of/adherence to CLBC policy and procedure: 11 (9%)
- Individual rights: 1
- Privacy: 0

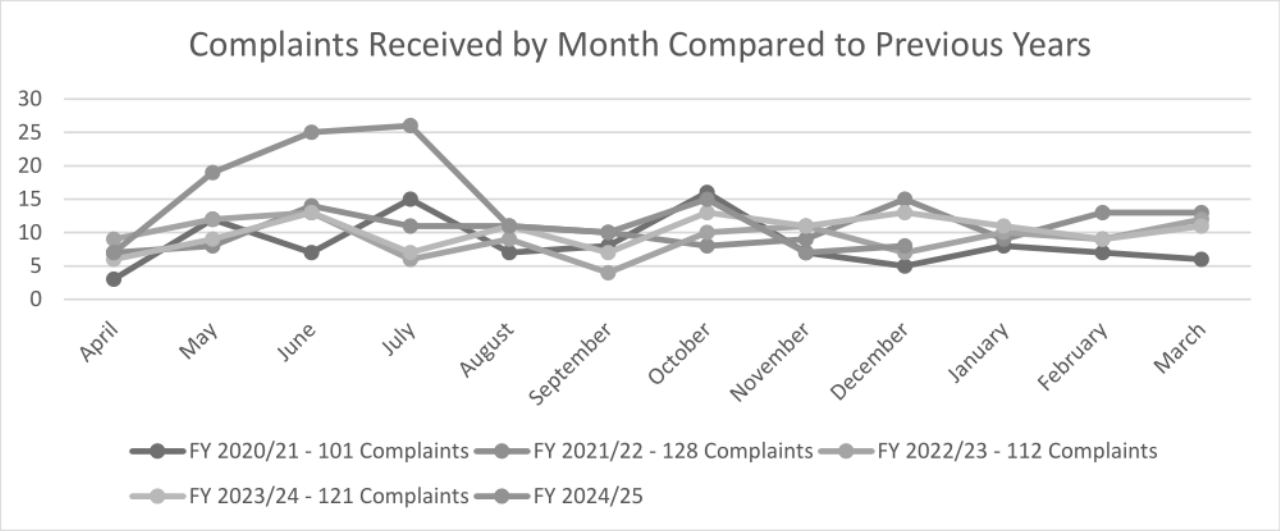
Budget/Financial Context: N/A

Background:

- CLBC's Complaints Resolution Process Policy outlines expectations with respect to timeliness and the process that is available to people receiving CLBC-funded services and their families when they would like a decision reviewed.
- 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.
- CLBC prepares a quarterly summary report on complaints for the Service Quality and Performance Committee of the Board.

2025 SDPR Estimates Note

Appendix 1



Appendix 2

Reporting Period	# of Resource Allocation Complaints	Total Complaints of All Types	% Resource Allocation Complaints
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%
2024/25 (up to Dec 31, 2024)	88	128	69%

2025 SDPR Estimates Note

Title: CLBC - Health Services
Date Last Revised: January 30, 2025

Key Points:

- When institutions were closed, and people moved into community settings, specialized community-based health programs were 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, service providers and families work collaboratively with health authorities and regulated health professionals in the development of professional health care plans, referral to health-care services, and access/transportation for health-care services.
- The (2022) Guidelines for Collaborative Service Delivery for Adults with Developmental Disabilities (Collaborative Care Guidelines) outlines the roles and responsibilities for CLBC and for health authority services and programs.
- CLBC-funded services can include supporting personal care needs. At times, personal care needs are more complex and considered to be a High-Intensity Health Care Need (HIHCN).
- Health authorities complete assessments to identify a HIHCN(s) and, if eligible, transfer Added Care Funding to CLBC when HIHCN(s) are established.
- 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 from the health authority to CLBC.

Accomplishments:

- CLBC convenes the Community Health Advisory Table (CHAT). This group identifies issues and discusses strategies to improve the quality and accessibility of health-care services. Members of the advisory table include CLBC-eligible individuals, families, service providers, health authorities, and other government-funded services.
- Ongoing consultation with the CHAT-Aging Related Changes Working Group and the CHAT-Mental Health and Substance Use Working Group.
- Advice/Recommendations

- Advice/Recommendations

2025 SDPR Estimates Note

Advice/Recommendations

- An MOU between CLBC, Island Health, and MSDPR was signed July 2024. This interim agreement between CLBC and Island Health will ensure timely planning and delivery of health care for existing or new CLBC-eligible individuals requiring Register Nurse (RN) or Licensed Practical Nurse (LPN) services.

Key Data:

- As of December 31, 2024, approximately 700 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.
- For fiscal year 2024/25, CLBC anticipates receiving $23.2M from health authorities. As of December 31, 2024, CLBC received $17.8 million from health authorities to support approximately 700 individuals (Appendix 2).

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 MOH and with health authorities.
- If people have concerns about their services, they can contact their local CLBC office or use CLBC's formal complaints resolution process. Health authorities also have their own complaints resolution process.
- Cabinet Confidences

2025 SDPR Estimates Note

Appendix 1 - Individuals receiving Added Care Funding per health authority

Name of Health Authority	REGION (Quality Service Area)	Fiscal 2024/2025 Apr 1, 2024 - Dec 31, 2024		
		Total # of indv	# of DD indv	# of PSI indv
Fraser Health Authority	Vancouver Coastal East	Personal Information		
	Upper Fraser			
	Surrey Delta			
Interior Health Authority	Thompson-Cariboo			
	South-Central Okanagan			
	Kootenay			
	North Okanagan-Shuswap			
Northern Health Authority	North			
Vancouver Coastal Health Authority	Vancouver Coastal West			
Vancouver Island Health Authority	South Island			
	Central and Upper Island			
Total Health Authorities Recoveries				

Appendix 2 – Recoveries from health authorities 2023-2025

BUDGET:

	2022/23	2023/24	2024/25	
Added Care	Actuals		Budget	Forecast
CLBC - Cost-Share Funding Recovered from Health Authorities	$21.3 M	$22.9 M	$23.2 M	$23.2 M

COMMUNITY LIVING BRITISH COLUMBIA
Summary of FY20 - FY25 Q3 YTD (Dec 31, 2024)

Health Authority	FY25 Q3 YTD total	FY24 total	FY23 total	FY22 total	FY21 total	FY20 total
Fraser Health Authority	6,761,208	8,903,096	7,828,845	7,470,295	6,936,880	6,677,592
Interior Health Authority	1,521,846	1,900,266	1,912,867	1,816,759	1,991,225	1,827,971
Northern Health Authority	637,643	800,858	830,568	882,937	871,910	877,220
Vancouver Coastal Health Authority	2,526,268	3,720,454	3,544,616	3,153,779	3,048,560	2,741,077
Vancouver Island Health Authority	6,340,349	7,572,243	7,203,456	5,550,773	5,024,379	4,991,870
Grand Total	**17,787,314**	**22,896,917**	**21,320,352**	**18,874,543**	**17,872,954**	**17,115,730**

2025 SDPR Estimates Note

Title: Home Sharing Program
Date Last Revised: February 11, 2025

Key Points:

- CLBC's Home Sharing program is a type of funded home support that assists adults to live as fully and independently as possible. CLBC works with a network of qualified service providers to offer home sharing in communities throughout B.C. CLBC has a framework in place that supports person-centred, consistent, and accountable service delivery that furthers quality of life outcomes.
- CLBC compensates home sharing providers (HSPs) based on 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 damage that may be caused by a supported individual.
- As of April 1, 2024, CLBC increased home sharing rates to fund WorkSafeBC Personal Optional Protection (POP) coverage.
    - Home sharing providers who support individuals with an assessed Guide to Support Allocation score of 1, 2, or 3 receive $45 per month.
    - Home sharing providers who support individuals with an assessed Guide to Support Allocation score of 4 or 5 receive $90 per month.

Accomplishments:

- 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.
- The Justice Institute of BC Home study training program was revised to include sections and references to cultural safety and implicit bias.
- CLBC provided a grant to the BC Association of Aboriginal Friendship Centres to inform on cultural safety in home sharing programs.
- 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 home sharing providers (HSPs) to serve individuals with complex needs.

2025 SDPR Estimates Note

- Completed a second HSP survey and provided a comprehensive review of wellness services (formerly respite) that will inform CLBC's 2025-2028 Home Share work plan.

Key Data: See **Appendix A** and **B**

Budget/Financial Context:
Government Financial Information

Background:

- As of December 31, 2024, CLBC's Home Sharing services provide housing and support for Advice/R people throughout B.C. (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.

2025 SDPR Estimates Note

Appendix A

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	Number Served as of Dec 31, 2024
Shared Living	4,166	4,222	4,279	4,265	4,276	4,301	Advice/Recommendation

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 four out of five of the Office of the Auditor General Recommendations:

- Creation of new Standards for the Coordination of Home Sharing
- Updates and education on the Standards
- Review and update of home sharing policies
- Creation of a new data system for tracking monitoring activities
- Improvements to our Monitoring Framework - CLBC will aim for continued increases in monitoring in fiscal 2025-26, with improved compliance rates for onsite visits, follow up, and critical incidents response within its policy requirements.

2025 SDPR Estimates Note

Title: Housing
Date Last Revised: February 2, 2025

Key Points:

- CLBC funds housing supports for approximately 35% of its current 29,000 CLBC-eligible individuals in staffed living, home sharing, and supported (independent) living.
- CLBC has a dedicated 8-person housing supports team to facilitate engagement, planning, and coordination of relationships, roles and tasks with BC Housing and community housing partners.
- Advice/Recommendations

- The demand for supported (independent) living is growing 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 working with municipalities to advance incentives, accessibility requirements, affordable housing grants, and BC Housing to create more housing opportunities.
- CLBC entered into an agreement with the Co-operative Housing Federation of BC (CHF BC) in fall 2024 to increase access to inclusive and affordable housing. The agreement outlines that CLBC, and its contracted service providers will work with each new housing co-op to determine how many units will be set aside in each development, with affordable housing rates.
- 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 and group home operators.

Key Data:

- CLBC provides housing support to 10,104 people as of December 31, 2024.
- As predicted, the annual increase in people accessing housing services has recovered in FY 2023/2024 to pre-pandemic levels (**see Appendix A**).
- 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.

2025 SDPR Estimates Note

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.
- From April 1, 2024, to December 31, 2024, CLBC funded:
  - Over $537 million for staffed homes,
  - Over $140 million for shared living, and
  - $77 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.
- Contract to Home Sharing Support Society of BC for Government Financial for January 1, 2023- January 31, 2026, 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's support models with a housing component include:
  - Staffed Living - provide 24/7 staff support to a small number of residents who have significant medical and/or behavioural support needs.
  - Home sharing - a shared living arrangement between an individual and service provider wherein either the 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 supported (independent) living.

2025 SDPR Estimates Note

Appendix A: CLBC-Funded Housing and Support Resources

People Served in Housing

Type of Housing and Support Resources	Number Served 2017/18	Number Served 2018/19	Number Served 2019/20	Number Served 2020/21	Number Served 2021/22	Number Served 2022/23	Number Served 2023/24	Number Served as of Dec 2024
Staffed Homes	2,660	2,660	2,690	2,694	2,769	2,822	2,920	2,976
Home Sharing	4,117	4,166	4,222	4,279	4,265	4,230	4,301	Advice/Recommendations
Independent Living	1,775	1,963	2,109	2,276	2,396	2,536	2,656	2,780
Subtotal – Individuals with Housing Support	**8,552**	**8,789**	**9,021**	**9,249**	**9,430**	**9,588**	**9,877**	**10,104**
Living with Family	12,576	13,435	14,368	15,271	16,268	17,227	17,524	18,292
No Fixed Address	Data not available						602	602[1]
Total Individuals	**21,128**	**22,224**	**23,389**	**24,520**	**25,698**	**26,815**	**28,003**	**28,998**

[1] Data in progress and is not available mid-year, update expected May 2025, and data source expected to change from SDPR to SDPR + CLBC

2025 SDPR Estimates Note

Title: Individualized Funding
Date Last Revised: January 30, 2025

Key Points:

- Individualized Funding (IF) 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 (PCS) or Microboards to design, operate, and oversee their services.
- CLBC anticipates continued interest and potential growth in IF and 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 through that model.
- In November 2024, CLBC released 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 advancing 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 December 31, 2024, 1,291 individuals and families utilized self-directed services through IF or the establishment of PCSs or Microboards, with the amount of funding varying according to each individual's disability-related needs, estimated cost of their supports, and CLBC's available financial resources.
- CLBC attributes the 2% low growth in IF arrangements from 1,291 individuals in 2022/23 to 1,320 individuals in 2023/24, to ongoing recruitment and retention challenges families face in hiring support staff (see Appendix 1).

2025 SDPR Estimates Note

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 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 they 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.

2025 SDPR Estimates Note

Appendix 1

Number of Individuals/Families Receiving Funding Through:	2021/22 Actual	2022/23 Actual	2023/24 Actual	2024/25 Actual as of Dec 31, 2024
IF Over $10,000 Annually				
Direct Funded	651	662	706	707
Host Agency	264	263	249	234
Subtotal	**915**	**925**	**955**	**941**
Person Centred Societies including Microboards	364	366	365	350
Total	**1,279**	**1,291**	**1,320**	**1,291**

- Data Source: CLBC - Actuals from CLBC IF Report.

2025 SDPR Estimates Note

Title: Investment in Inclusive Employment
Date Last Revised: January 30, 2025

Key Points:

- CLBC prioritizes inclusive and meaningful employment supports through CLBC Employment Services and L.I.F.E. (learning, inclusion, friendship and employment) Services.
- The L.I.F.E. program continues to expand across the province, and serves nearly 340 people, of whom approximately 45% are employed.
- The Re-imagining Community Inclusion (RCI) Employment working group met in November 2024 to discuss key activities to increase inclusive employment including youth transitions to employment, Indigenous-led employment services and a "pathway to the trades" project.

Accomplishments:

- Six additional L.I.F.E. Services procured in 2024/25.
- Development of Best Practice Guides, revised Glossary and Policies for Employment and L.I.F.E. Services were launched in January 2025.
- Additional training offerings through the BC Employment Network (BCEN) include "Culturally Safe Employment Services" and "Employment in The Context of L.I.F.E." have launched and are well subscribed to by service providers both from CLBC and WorkBC. A grant is provided to offer all courses at a reduced cost.
- CLBC has contracted with Indigenous Community for Leadership & Development (ICLD) to support CLBC Employment and Indigenous Relations teams to further develop relationships with up to six new Indigenous communities for the purpose of exploring new Indigenous led employment and/or L.I.F.E. services.
- Ten employer recognition events were financially supported through CLBC grants through Rotary at Work and Inclusion BC during Disability and Employment Awareness Month (DEAM) in October. These events were well attended and celebrated throughout the Province.

Key Data:

- As of December 15, 2024, there were 149 employment contracts serving nearly 2,400 individuals with a 68% employment success rate.
- As of December 31, 2024, there were 42 L.I.F.E. contracts serving 340 individuals with a 45% employment success rate.

Budget/Financial Context:

2025 SDPR Estimates Note

- In the 2023/24 fiscal year, CLBC funded $26.3 million Employment Services and $6.8 million L.I.F.E. Services.
- As of December 31, 2024, CLBC had spent $19.4 million on Employment Services and $5.8 million on L.I.F.E. Services.
- Government Financial Information

Background:

- Priorities moving forward:
    - Continue building capacity in L.I.F.E. and Employment Services across the province to respond to the growing demand for these services.
    - Continue identification and support for transitioning youth with employment goals, including regional Youth Employment Expos and a Youth Sectoral Summit.
    - Continue to build relationships with Indigenous-led employment services for collaboration, learning and service delivery.
    - Launch Phase 2 of "Pathway to The Trades" by identifying and supporting pathways to post-secondary education in the trades.
    - Investing in Gender-Based Analysis to recognize internal practices that may be contributing to an imbalance in gender equality.
    - CLBC-eligible people continue to access WorkBC as an option to achieving the goal of meaningful, equitable, and paid employment. Referrals are made to WorkBC when possible and appropriate. Referrals to WorkBC will be tracked in CLBC's information management system.
    - The new Periodic Report for Employment launching in 2025/26 will include the ability for CLBC employment service providers to report ongoing interactions and collaborations between their service and WorkBC.

2025 SDPR Estimates Note

Title: MCFD changes and Youth Transitioning to CLBC
Date Last Revised: January 30, 2025

Key Points:

- Government and CLBC are committed to supporting positive transitions for CLBC-eligible youth and their families transitioning from the Ministry of Children and Family Development (MCFD) funded supports to CLBC funded supports.
- CLBC and MCFD staff work collaboratively to plan for youth transitions to CLBC funded services and meet with CLBC eligible youth and their families as early as age 16 to review eligibility documentation and collect information.
    - 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).
- CLBC's Welcome Workshops for transitioning youth and their families are conducted both in-person and virtually, to support youth and their families to learn about CLBC funded services, available community services, and what to expect during service planning with CLBC service delivery staff.

Accomplishments:

- 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, the Interim Operating Agreement 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.
- MCFD and CLBC are working 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 the first nine months of the 2024/25 fiscal year, 925 youth who turned 19 became eligible for services through CLBC. Of those, there were:
    - 765 who had Developmental Disabilities (DD); and
    - 160 who qualified for the Personalized Supports Initiative (PSI).
- Advice/Recommendations

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, ICFSAs 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's and adult's services.
- Services are dependent on the family's circumstances, the individual'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 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 allow individuals with developmental disabilities to attend university like their peers. This provides an alternative to more traditional pathways.

2025 SDPR Estimates Note

Title: CLBC Request for Services List & Resource Allocation Process
Date Last Revised: February 4, 2025

Key Points:

- CLBC has policies and tools to support fair and consistent decision-making about the types and levels of CLBC-funded service available for eligible individuals. One example is the Guide to Support Allocation (GSA) tool, which helps assess areas and levels of disability related 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.
- CLBC immediately provides most newly eligible people and their families $350 to $700 per month in individual and family wellness funding that provides flexibility to address their wellness needs in a way that works most effectively for their specific situation.
- 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.
- The expansion of LIFE (Learning, Inclusion, Friendship and Employment) Service throughout BC has led to more people being served by 19 service providers, bringing a refreshed and personalized approach for people CLBC serves.
- 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:

- Between April 1 and December 31, 2024, CLBC's caseload grew from 28,003 to 28,998 (+3.6%) and is anticipated to reach over 29,280 adults (+4.6%) by March 31, 2025. This forecasted growth is slightly higher than fiscal year 2023/24 caseload growth (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.

2025 SDPR Estimates Note

- Advice/Recommendations

- Fiscal 2024/25 year-to-date (December) saw 2,753 people receiving new or enhanced services, down 172 from the previous year (a 5.9 % decrease).

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, the availability of 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 and ensuring the family of each transitioning youth living at home is offered 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.

Government Financial Information

2025 SDPR Estimates Note

Advice/Recommendations

2025 SDPR Estimates Note

Title: Service Provider Compensation, Recruitment and Retention
Date Last Revised: January 30, 2025

Key Points:

- People who work in the community social services sector provide valuable services for some of B.C.'s most vulnerable people.
- 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 the wage rates for their staff up to the unionized rates.
- 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:

- In response to service provider feedback regarding inflationary administrative cost pressures, Government Financial Information
  Government Financial Information This additional investment helps service providers have a more robust infrastructure that improves hiring and retention strategies across the sector.
- 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. This campaign is currently active.
- 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 provided FSI an additional $117,000 for the Support Worker Central portal.

2025 SDPR Estimates Note

Key Data:

- In 2023/24, CLBC funded services through:
    - 124 unionized agencies with a total contract value of $1.131 billion.
    - 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.
- A new provincial wage mandate will be negotiated in the future.

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 federal 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 (partially unionized) and non-unionized agencies from across the province.
- The three-year collective agreement (April 1, 2022 – March 31, 2025) between CSSEA and CSSBA, under B.C.'s Shared Recovery Mandate (SRM), is set to conclude on March 31, 2025. This agreement included general wage increases for bargaining unit members and additional funding to address mutual concerns. Preparation to start the bargaining for a new agreement is currently underway.

2025 SDPR Estimates Note

Title: CLBC Service Provider Compliance Audits and Quality Assurance Reviews
Date Last Revised: February 12, 2025

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 can enter into a contract with CLBC.

Compliance Audits:

- CLBC continually monitors contracted services conducting periodic financial compliance audits.
- Financial compliance audits aim to provide reasonable assurances that organizations are complying with specified terms and conditions by evaluating contractual service levels and verifying financial records and program costs.

Quality Assurance Reviews:

- CLBC can initiate an agency review if a CLBC-contracted service provider does not meet requirements outlined in their contract. This might include specific policy and practice breaches and/or systemic issues that may affect the quality of a funded service.

Accomplishments:

Compliance Audits:

- During fiscal year 2024-25, CLBC has strengthened its audit procedures to enhance both the thoroughness and efficiency of financial compliance audits. Government Financial Information

Government Financial Information

Quality Assurance Reviews:

- 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 throughout the province to ensure both successful outcomes for individuals and clear and measurable outcomes for the delivery of these services.
- CLBC introduced changes to the contracting framework for Person-Centred Societies (PCS) in January 2025— PCS are very small not-for-profit societies formed to provide supports and services to one individual. The framework provides clarity of expectations through an updated contract, a new policy, training, and will be included in the Monitoring Framework for Service Providers.
- In November 2024, Quality Assurance published the CLBC Service Standards for PCS. These standards now form the foundation for CLBC-funded service delivery and will

apply to all service providers, replacing and enhancing the Standards for Unaccredited Service Providers. These standards will become a contractual requirement in spring 2025 with updated terms and conditions.

Key Data:

- As of March 31, 2024, CLBC contracts with a network of approximately 342 funded service providers and 365 Person-Centred Societies who provide quality care and services to people with developmental disabilities and their families.
- Government Financial Information
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Budget/Financial Context:

- In 2024-25 fiscal year, CLBC hired two new Quality Assurance Practice Analysts. These analysts will conduct quality assurance audits of programs like home sharing to ensure that contracted service providers meet established standards and that CLBC staff effectively monitor these providers.
- Government Financial Information
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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 quality of life outcomes, including physical and emotional well-being.
- 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.
- CLBC monitors service providers' adherence to contractual requirements and outcomes for individuals through annual on-site visits, quality service reviews, and reporting requirements.
- 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.
- 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.

- Third-party Reviews are also an important independent monitoring safeguard:
    - The Advocate for Service Quality, Ombudsperson, Auditor General, Community Care Facility Licensing, the Public Guardian and Trustee, the police, and other authorities may also conduct investigations into CLBC's practices, and the services provided to CLBC-funded individuals.
    - Service providers who meet the combined funding threshold of $500,000 (inclusive of funding from both CLBC and MCFD) must obtain and keep accreditation status through an accreditation body.

2025 SDPR Estimates Note

Title: Services for Indigenous Peoples and Communities
Date Last Revised: February 10, 2025

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 seven 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.
- Over the last year, CLBC's Indigenous Relations Team continued to focus on establishing relationships with key provincial partners to advance reconciliation and support CLBC's alignment with the Declaration Act Principles (**Appendix B** – Provincial Partner Work).

Accomplishments:

- Implementation of year two of the Partnership MOU with SCFSA.
- Through a $120K grant provided in 2021-22 to BC Association of Aboriginal Friendship Centres (BCAAFC), CLBC moved into Phase 2 of its Indigenous Procurement Strategy project to review CLBC's procurement processes and policies to increase the number of Indigenous service providers:
    - An internal working group initiated the implementation of 62 recommendations.
- In 2021-22, $350k was provided to BCAAFC to support cultural safety in home share:
    - Specific training modules and resources were developed to support Indigenous vendors.
- Aboriginal Housing Management Association (AHMA) recommendations moved into Phase 2 including:
    - AMHA-CLBC Housing Working Group established, and Terms of Reference finalized.
    - Analysis of recommendations is underway and two deliverables are being finalized.
- Several guidance documents are being developed to support improving services for Indigenous Peoples and communities, including:
    - Guide for CLBC staff on Respectful Engagement with Indigenous Communities.
    - Updated version of the Land Acknowledgement Guide for CLBC staff.
- The Indigenous Relations team held the following Built Space events:

  - In Smithers, honouring the Gitxsan & Wet'suwet'en Peoples,
  - In Langley, honouring the Kwantlen Peoples, and
  - In Kamloops, honouring the Tk'emlups te Secwépemc Peoples.
- CLBC has built relationships across government to understand key business and partnership approaches to support relationship building with Indigenous Governing Bodies (IGB)/Indigenous Governing Entities, Indigenous governments, and ICFSAs.

Key Data:

- Since 2020-21, CLBC invested approximately $1.63 million in grants to focus on improving services and cultural safety for Indigenous people.

Intergovernmental Communications

Budget/Financial Context:

- 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 developed policies, processes and frameworks to facilitate government-wide partnerships with First Nations and IGBs as per to the requirements in the B.C. Declaration on the Rights of Indigenous People Act (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 includes identifying a gap in understanding CLBC services and the design and development of such services that are culturally relevant for their communities.

2025 SDPR Estimates Note

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 six ICFSA, five First Nations, Métis Nation BC (MNBC), and eight friendship centres.
- Engaged with 39 First Nations, friendship centres, and ICFSAs, as well as MNBC, providing presentations and/or information packages.
- Partnering with the BCAAFC, CLBC is developing a home sharing guide for Indigenous adults and their families, eligible for CLBC, to enhance cultural safety and related training.
- Partnering with MNBC, developing an MOU to advance shared priorities related to Métis CLBC-eligible individuals, cultural safety and service provision.

Government Financial Information; Intergovernmental Communications

2025 SDPR Estimates Note

Title: Serving Individuals with Complex Needs
Date Last Revised: February 5, 2025

Key Points:

- CLBC uses the term, "complex needs" 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 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 reviewed its complex needs service framework in 2023.
- At provincial and local levels, CLBC is participating in intersectoral coordinating committees addressing complex needs housing, mental health, homelessness, and vulnerable populations. CLBC individuals have been identified as a priority population for the Provincial Interministerial Complex Care Housing Working Group.
- CLBC is working with the Home Sharing Support Society on a plan to address home sharing capacity to support individuals with complex needs. This work is underway and is intended to ensure that appropriate resources and supports are available to home sharing providers to support a CLBC-eligible person who has complex needs.
- Grosvenor House is a CLBC-funded program offering 5 beds for persons with complex needs.

Government Financial Information; Intergovernmental Communications; Personal Information

- BC Housing, Northern Health, the former Ministry of Mental Health and Addictions Services (now under Ministry of Health), and CLBC have joined in partnership to build and operate a 10-20 bed Complex Care Housing site in Prince George, which will provide person-centred health care and specialized residential services for individuals with dual diagnosis, including individuals who are CLBC eligible. This McGill Crescent project was announced in a government news release in August 2024.

2025 SDPR Estimates Note

- Government Financial Information

- CLBC Managers of Housing and Health have joined Provincial Health Services Authority's (PHSA) BC Mental Health and Substance Use Services - ECHO Hub Team as subject matter experts provide training on support requirements for CLBC Complex Needs individuals.
- Government Financial Information

Key Data:

- 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 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 MCFD 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.

Budget/Financial Context:

- Government Financial Information

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Background:

- Complex needs work prior to 2023 included:
    - CLBC amending its Request for Qualifications process to increase service provider engagement with specialized knowledge, skills & services for complex needs.
    - CLBC & BC CEO Network did joint training for supporting people with complex needs.
    - Research conducted by CLBC in consultation with UBC's Post Doctoral Health Systems Fellow, Dr. Shelley Cook, and SFU's Autism and Developmental Disorders Laboratory lead, Dr. Grace Iarrocci, to better understand the complex needs population and explore what strategies have been effective.
    - 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.

2025 SDPR Estimates Note

Title: Shared Recovery Mandate
Date Last Revised: February 10, 2025

Key Points:

- The government's three-year wage commitment under the 2022-2025 Shared Recovery Mandate (SRM) entered its final year on April 1, 2024, concluding 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 of new five-day paid sick leave provisions,
    - sick leave pay increases (80% to 100%) effective April 1, 2024
    - recognition of the National Day of Truth and Reconciliation (September 30)
    - two days of paid Cultural Leave for Indigenous employees
    - mileage reimbursement aligned with CRA-approved rates
- On March 22, 2024, CSSEA announced the distribution of the wage comparability component effective April 1, 2023, resulting in revised wage grids for that period for CSSEA-member (unionized) agencies.
- On November 22, 2024, CSSEA released wage comparability review results for paraprofessional occupations, benchmarking CSSBA wage schedules for April 1, 2023, and April 1, 2024, against the Health Science Professionals Bargaining Association (HSPBA) sector collective agreement.

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. As of January 2025, 2024-25's funding adjustments are nearing completion for unionized agencies.

Key Data:

<u>Non-Union Agencies</u>

- CLBC also contracts with 218 non-union agencies who provide the same or similar services as the unionized agencies.

2025 SDPR Estimates Note

Government Financial Information

Budget/Financial Context:

- Under the 2022-2025 SRM, Community Living BC's funding increased by $202.6 million:
  - $191.9 million for wage increases of contracted supports with staffed services
  - $10.7 million for CLBC staff

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 (98% of 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.

2025 SDPR Estimates Note

Title: Corrections
Date Last Revised: February 10, 2025

Key Points:

- Advice/Recommendations; Intergovernmental Communications
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Accomplishments:

- CLBC is now included on the Integrated Program Agreement Between Justice and Community Partners, which enables information sharing regarding mutual Justice clients where there is a risk to public safety.
- As of January 2025, a Letter of Agreement: Between Ministry of Social Development and Poverty Reduction – Community Living British Columbia and the Ministry of Public Safety and Solicitor General – Community Corrections Division, is ready to be finalized that sets out the roles and responsibilities of both parties in relation to information sharing to:
    - Promote collaboration between CLBC and BC Corrections;
    - Support individuals within the scope of each organization's mandate and legislative authority;
    - Ensure effective service delivery in community; and
    - Support integrated planning to maintain safety and well-being for individuals and the community.
- CLBC has developed a policy and process to enact the requirements of this Letter of Agreement and facilitate collaborative practice with Community Corrections. An interim process is currently in place and will be formalized when the policy is anticipated to be released in spring 2025.
- BC Corrections and CLBC have developed Roles and Responsibilities for Supporting Mutual Clients – Community Corrections and CLBC to set out the respective roles of CLBC, BC Corrections, and CLBC-funded service providers.

2025 SDPR Estimates Note

Budget/Financial Context:

- Intergovernmental Communications

Background:

- Advice/Recommendations

2025 SDPR Estimates Note

Title: Eligibility (including Personalized Supports Initiative)
Date Last Revised: January 30, 2025

Key Points:

- CLBC was established to support individuals with development disabilities (intellectual disability diagnosis) through its Developmental Disability (DD) Stream.
- After consultation with community members and disability support organizations, CLBC also has a funding stream that provides supports to some adults who have a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD) through CLBC's 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.
- Using a person-centred approach, CLBC makes support and service decisions for eligible individuals based on their particular goals and needs.
- Services may include supports for employment, semi-independent living, home sharing, community inclusion, skill development and wellness.

Accomplishments:

- CLBC's funding of personalized supports for adults with FASD or ASD 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 24,653 adults registered for service with CLBC through the developmental disabilities stream and 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	As of March 31		
	Number of adults registered for services through DD	Number of adults registered for services through PSI	Total number of adults registered for services
2021/22	22,908	2,790	25,698
2022/23	23,752	3,063	26,815
2023/24	24,653	3,350	28,003

2025 SDPR Estimates Note

Budget/Financial Context:

- CLBC funded $1,500.4 million in total services in 2023/24, which is a 10% increase from $1,364.4 million in 2022/23.
- CLBC funded $1,444.5 million in contracted DD services in 2023/24, which is a 10% increase from $1,318.0 million in 2022/23.
- 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	Fiscal Funding as of March 31 (in $millions)		
	DD Stream	PSI Stream	Total
2021/22	$ 1,193.8	$ 41.0	$ 1,234.8
2022/23	$ 1,318.0	$ 46.4	$ 1,364.4
2023/24	$ 1,444.5	$ 55.9	$ 1,500.4

Background:

- CLBC was established as a Crown corporation in 2005 with a mandate to support adults with developmental disabilities (intellectual disability diagnosis) through its Developmental Disability (DD) stream.
- 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 through its Personalized Supports Initiative (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 A[1]).

[1] Fahlman, by his guardian ad litem Fiona Gow v. Community Living British Columbia et al, 2007 BCCA 15

2025 SDPR Estimates Note

Title: RCI Workplan

Date Last Revised: February 4, 2025

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 people with developmental disabilities.
- Following the RCI report, a Steering Committee was established to set goals and priorities for the implementation of 10-year vision through a coordinated, inclusive, and collaborative process.
- The current RCI Workplan (schedule A) ends in 2025. An updated workplan for 2025/26-2028/29 is in development.
- The Steering Committee prioritized five areas for the current RCI Work Plan:
    - Developing flexible housing options.
    - Developing more and better employment opportunities.
    - Working with partners to improve access to health and mental health services.
    - Developing self-defined and self-determined services for Indigenous Peoples; and
    - Research, innovation, and continuous quality improvement.
- Continuing work is supported and governed by three Co-Chairs: The CEO of CLBC, the Executive Director of Inclusion BC, and the Deputy Minister of the Ministry of Social Development and Poverty Reduction.

Accomplishments:

<u>Focus Area #1: Develop Flexible Housing Options</u>

- Established an eight-person Housing Department within CLBC to support housing engagement, planning, and coordination.
- Participated in ministerial and advisory committees on housing and complex needs. CLBC individuals have been identified as a priority population for the Provincial Interministerial Complex Care Housing Working Group.
- Provided $0.8 million grants to organizations, such as the Social Planning and Research Council of B.C. (SPARC BC) and Inclusion BC for housing accessibility and affordability assessments.
- In 2022/23, CLBC supported the establishment of the Home Sharing Support Society BC with a three-year contract funded at Government year.
- CLBC formed an agreement with the Co-operative Housing Federation of BC (CHF BC) in fall 2024 to increase access to inclusive and affordable housing. The agreement outlines that CLBC, and its service providers will work with each new housing co-op to determine how many units will be set aside in each development for people with developmental disabilities, with affordable housing rates.
- Advice/Recommendations

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- Introduced the Home Sharing Home Insurance Program in December 2023 to provide no-cost comprehensive insurance coverage to home sharing providers ($0.3 million annually).
- Provided $3.6 million funding in 2024 for Home Sharing Providers to purchase Personal Option Protection insurance through WorkSafeBC.
- Established partnerships with non-profit housing providers across BC creating access to independent living suites.

Focus Area #2: More and Better Employment Opportunities

- Six additional L.I.F.E. Services procured in 2024/25.
- Development of Best Practice Guides, revised Glossary and Policies for Employment and L.I.F.E. Services were launched in January 2025.
- Additional training offerings through the BC Employment Network (BCEN) include "Culturally Safe Employment Services" and "Employment in The Context of L.I.F.E." have launched and are well subscribed by service providers both from CLBC and WorkBC. A grant is provided to offer all courses at a reduced cost.
- CLBC has contracted with Indigenous Community for Leadership & Development (ICLD) to support CLBC Employment and Indigenous Relations teams to further develop relationships with up to six new Indigenous communities for the purpose of exploring new Indigenous-led employment and/or L.I.F.E. services.
- During Disability and Employment Awareness Month (October), CLBC provided $15,000 to support 10 employer recognition events, in partnership with Rotary at Work and Inclusion BC. These events were well attended and celebrated throughout the province.
- In fiscal 2021/22, CLBC provided funding of $1.0 million 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.

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 First Nations Health Authority was established to collaborate on issues related to equitable access to health and mental health services.
- The CHAT met in January 2025 to collaborate and identify strategies for the upcoming 2025/26 - 2027/28 RCI work plan.
- CLBC launched the Aging Knowledge hub, designed in partnership with the CHAT- Aging related changes sub-working group.
- Advice/Recommendations

Focus Area #4: Services for Indigenous People are Self-Determined

- Collaborate to develop and raise awareness of cultural safety principles, through the development of standards, videos, tools, and training.

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- Developing cultural safety definitions, support guides, training, and policies within and for all CLBC staff.
- Continue to advance space recognition strategy across all CLBC offices.
- Implement outstanding Indigenous procurement recommendations.
- Partnering with Indigenous communities to explore what Indigenous community inclusion means to Indigenous Peoples.

Budget/Financial Context:

- There is no dedicated funding in SDPR or CLBC's budgets for the RCI Initiative.
- Government Financial Information; Intergovernmental Communications
-
- In 2023/24, CLBC provided Government Financial over three years to support the work of the Home Sharing Support Society BC.
- Since 2021/22, CLBC invested approximately $1.63 million in grants focusing on improving services for Indigenous People and increasing cultural safety.
- Between 2021/22 and 2022/23 CLBC funded $1.5 million in grants to support multiple employment initiatives.
- 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).

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.

2025 SDPR Estimates Note

Title: CLBC Organizational Chart and Board Terms
Date Last Revised: February 4, 2025

Key Points:

- CLBC has an 11-member Board of Directors that is responsible for, among other things, ensuring CLBC meets its mandate, advances the Crown's Service Plan, operates within Budget, and follows its Strategic Plan.
- 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 from across the province is also in place.
- Board members receive education and training when they are onboarded and throughout their terms to meet their responsibilities as Board members.
- The current Chair of the Board is Shane Simpson. Mr. Simpson served as Minister of Social Development and Poverty Reduction (SDPR) from 2017 to 2020 and as Minister, led the Re-Imagining Community Inclusion initiative.
- Board members are appointed by the Minister of SDPR for up to a 3-year term and may be appointed for up to 2 terms totalling 6 years.

Accomplishments:

- In June 2023, Minister Sheila Malcolmson participated in a significant ceremony with CLBC's Board, Provincial Advisory Committee, Indigenous Advisory Committee, Community Council Chairs, and leadership for the signing of a Statement of Commitment on Advancing Reconciliation. The statement is based on the principles of: Cultural Safety & Humility; Equity & Anti-Racism; Impactful, Enduring, and Sustainable Change; and Self-Determination.
- CLBC's Board of Directors oversaw an inclusive process – engaging a wide range of individuals, families, service providers, and partners to develop its 2022-2025 Strategic Plan and in the fall of 2024 published its second Strategic Plan Report, outlining the progress CLBC has made towards its goals.

2025 SDPR Estimates Note

Key Data:

Name	Position	Region	Appointed First Term	Appointed Second Term	Term Expiry
Shane Simpson	Chair, Director	Victoria	01 Jul 2024		30 Jun 2027
Corey Walker	Director	Prince George	22 Apr 2022		22 Apr 2025
Alain LeFebvre	Director	Prince George	17 Oct 2022		17 Oct 2025
Akshay Sachdeva	Director	Surrey	01 Jan 2024		31 Dec 2026
Stephen Lee	Director	Delta	01 Jan 2023		31 Dec 2025
Angus Monaghan	Director	Lantzville	01 Jan 2025		31 Dec 2027
Tanya Rothe	Director	Vernon	01 Jan 2025		31 Dec 2027
Kim Stacey	Director	Maple Ridge	01 Jan 2025		31 Dec 2027
Diane Sugars	Director	Langley	01 Jan 2025		31 Dec 2027
Joely Viveiros	Director	Vancouver	31 Dec 2019	31 Dec 2022	31 Dec 2025
Amber Rainshadow	Director	Victoria	01 Aug 2021	31 Jul 2024	31 Jul 2027

Committee	Chair	Members
Finance & Audit	**Alain LeFebvre**	Tanya Rothe Kim Stacey Shane Simpson (ex-officio)
Governance & Human Resources	**Joely Viveiros**	Diane Sugars Akshay Sachdeva Shane Simpson (ex-officio)
Service Quality & Performance	**Stephen Lee**	Amber Rainshadow Corey Walker Angus Monaghan Shane Simpson (ex-officio)

Budget/Financial Context:

- Members of CLBC's Board of Directors are remunerated in accordance with Treasury Board Directive 2/24 – Remuneration Guidelines for Appointees to Ministry and Crown Agency Boards, which outlines how Crown Agency Board members are to be renumerated based on the size of the agency and other factors.

Background:

- CLBC's Board responsibilities are outlined in the Community Living Authority Act.
- CLBC was formed as a Crown Corporation in 2005 and has been governed by an appointed Board of Directors since its formation.

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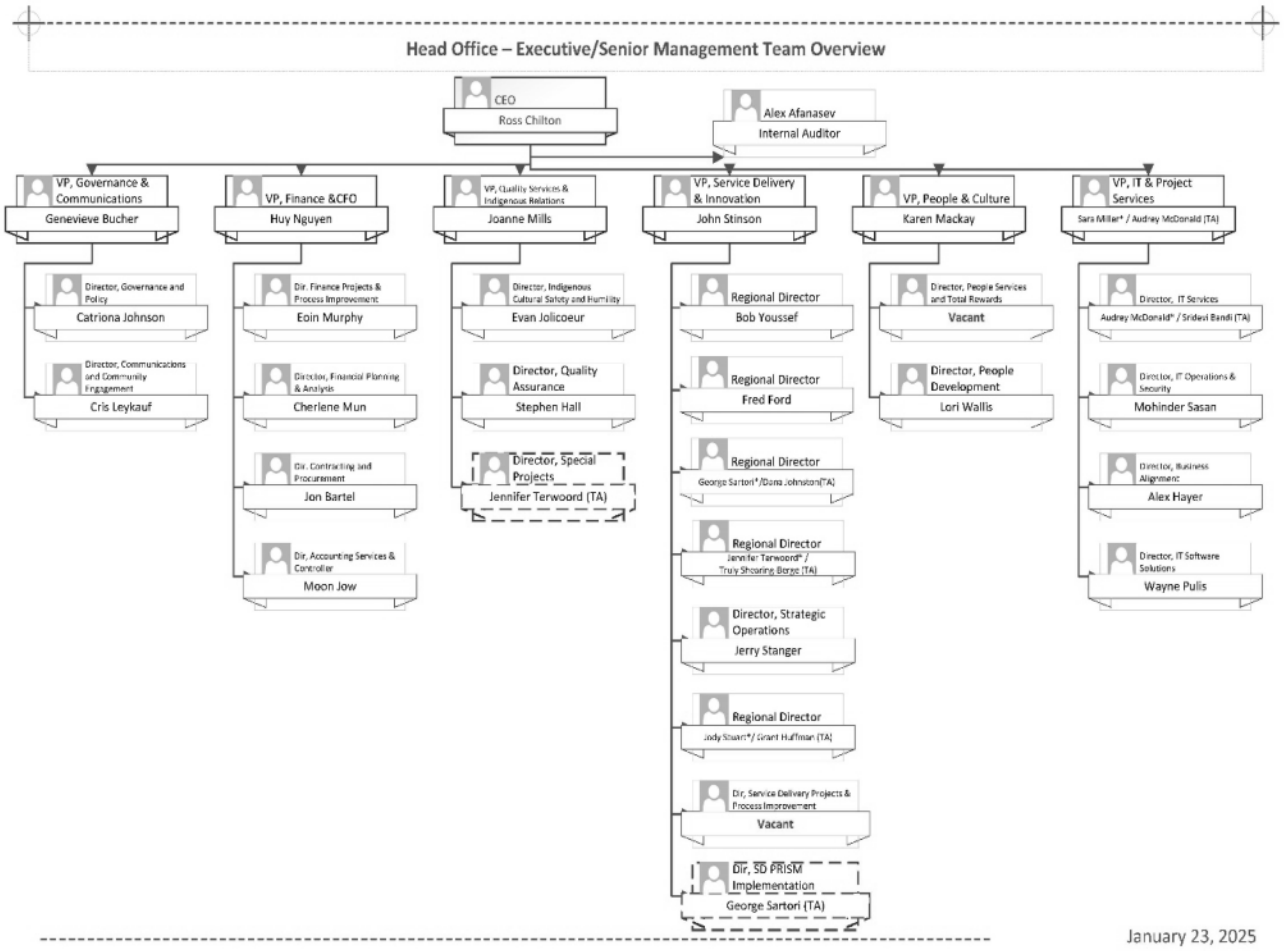
Appendix 1:



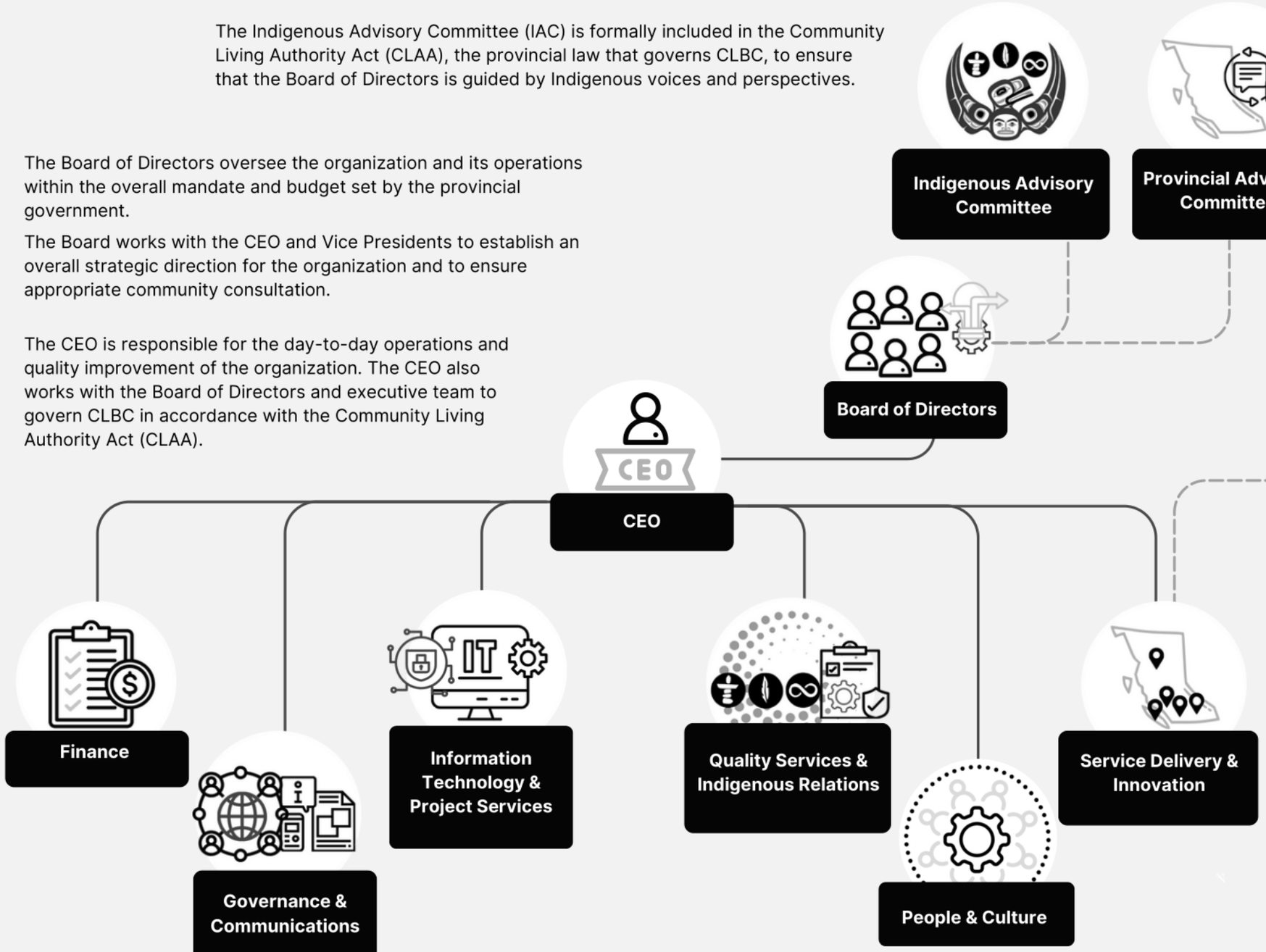
CLBC's governance structure is guided by the Community Living Authority Act (CLAA)

The Indigenous Advisory Committee (IAC) is formally included in the Community Living Authority Act (CLAA), the provincial law that governs CLBC, to ensure that the Board of Directors is guided by Indigenous voices and perspectives.

The Board of Directors oversee the organization and its operations within the overall mandate and budget set by the provincial government.

The Board works with the CEO and Vice Presidents to establish an overall strategic direction for the organization and to ensure appropriate community consultation.

The CEO is responsible for the day-to-day operations and quality improvement of the organization. The CEO also works with the Board of Directors and executive team to govern CLBC in accordance with the Community Living Authority Act (CLAA).



The Provincial Advisory Committee (PAC) is formally included in the CLAA to ensure that the Board of Directors is informed by the voices and perspectives of people and families.

The Committee includes one member from each of CLBC's 12 Community Councils.

Community Councils work with regional management to strengthen inclusion in their communities, as well as provide feedback to the PAC on issues of concern.

The 12 Community Councils are:

- Vancouver Richmond
- Upper Fraser
- Simon Fraser
- Surrey White Rock Delta
- Thompson Cariboo
- South Island
- North Central Island
- North Shore Sunshine Coast
- North
- North Okanagan Shuswap
- South Central Okanagan
- Kootenay

2025 SDPR Estimates Note

Title: Coroner's Inquest
Date Last Revised: February 12, 2025

Key Points:

- A Coroner's Inquest took place between January 13 and January 24, 2025. It examined the tragic death of Florence Girard, a Community Living BC (CLBC)-eligible person who lived in a home share in Metro Vancouver at the time of her death in 2018. Her home share provider was charged with failing to provide the necessities of life and convicted in 2022.
- Today, as in 2018, CLBC extends our thoughts to Florence's family and friends as they continue to cope with this heartbreaking loss. On January 24, 2025, the CEO of CLBC acknowledged that, unfortunately, in 2018, the system and CLBC failed Florence and offered an unreserved apology to Florence's family, friends and loved ones.
- The Coroner's Service is an independent arm of our judicial system. Coroner's inquests are not designed to find fault. The inquest examined the circumstances around Florence's death and provided recommendations to prevent similar incidents in the future.
- CLBC acknowledges that what happened to Florence Girard is absolutely devastating and should never have happened.
- CLBC welcomes the recommendations **(see Appendix 1)** through the verdict and is committed to taking concrete actions to address them and to strengthen the delivery of home sharing services. Senior management and staff listened daily, hearing the concerns from Florence's family and from those who wanted to prevent a similar tragedy from happening in the future.

Key Data:

- About 4,300 people are supported by CLBC in home share living situations, which is the type of housing in which Florence lived. Home sharing is a CLBC-funded service where an adult with a developmental disability shares a home with a person or family who is contracted by an agency to provide supports. It is work that requires someone kind and compassionate. Home sharing providers are contracted by an agency which directly oversees their work. CLBC monitors the work of the agencies' oversight.
- Since 2018 CLBC has:
  - Significantly improved training, standards and polices for home sharing and tools to allow for more comprehensive monitoring.
  - Agencies that contract home sharing providers must now visit those homes at least once every three months.

  - New monitoring to ensure supported individuals have a personal plan that addresses health care planning and that a doctor's visit takes place at least once per year.
  - Added $1.5 million to put in place better monitoring and tracking oversight systems within CLBC and hired 12 new staff.
  - Strengthen tools to improve monitoring and outcomes, as well as tracking service providers response to any deficiencies.
  - Improved critical incident tracking, training, and follow up.
  - Increased payments paid to service providers for home sharing coordination to $34 million. This CLBC investment funds approximately 200 full-time positions or 7,000 home share coordinator hours per year.
- These improvements came after the CLBC's home sharing program audit conducted by the provincial Auditor General's office for the 2018/19 year. The OAG made five important recommendations to enhance services and ensure sustainability. CLBC has now met four of the five recommendations and is on track to meet the fifth this year.
- Fifth recommendation: "**We recommend that CLBC ensure staff complete on-site visits, follow-up, and critical incident response, consistent with its policy requirements."**
- CLBC anticipates a completion date showing a continued, consistent upward trend in this measure by March 31, 2025. This will be shown with improved compliance rates for onsite visits; follow-up letters sent on time; and critical incidents responded to within policy timeframes.

Background:

- Three CLBC staff from Service Delivery, Quality Assurance, and Strategic Operations appeared at the inquest to provide testimony. Others providing testimony included: the service provider, the home share provider, family members, RCMP, SDPR ministry staff, Down Syndrome BC, the Home Sharing Support Society of BC, and the Home Share & Family Caregivers Alliance of BC.

2025 SDPR Estimates Note

Appendix 1:

JURY RECOMMENDATIONS:

To: Community Living British Columbia (CLBC)

1. Develop a case management system for CLBC, home coordinating agencies, home share providers, health and para-health professionals to input, review, receive alerts and audit all information on measurable quality of life outcomes for all individuals in care. Home share providers should be equipped with computers to operate the case management system.

2. Work with and provide family members interested in caring for loved ones at home the information including available supports (financial, medical, respite) to make informed decisions in the best interest of the individuals in care. If family members choose to keep their loved one in the home, they should be supported to the same level as a home share provider and must meet the same expectations.

3. Immediately increase the compensation package for home share providers to include a living wage commensurate with the complexity of care needed for the individual in care, over and above financial contribution for food, shelter and basic necessities. This living wage compensation package should be annually adjusted to the consumer price index.

4. Immediately increase the compensation package of home sharing coordinators to comparable positions in the Ministry of Family and Children Development, e.g. child and youth with special needs social worker, to effectively recruit and retain qualified candidates for the position.

5. Increase funding to all contracted home coordinating agencies so these agencies can immediately reduce the caseload of home sharing coordinators to below 25, accounting for additional time needed due to the complexity of needs for the individuals in care to ensure quality monitoring.

6. Develop standards and ensure that all home coordinating agencies assess the decision-making capacity of individuals in care in conjunction with family members and health professionals and develop / update delegated decision making agreements such as appropriate representation agreement, power of attorney, committeeship and advance care directives when appropriate.

7. Immediately conduct, report out and implement the result of an organizational efficiency study, with help from a consultant using techniques such as 6-Sigma, to maximize resources dedicated to client-facing staff and functions.

8. Develop standards and ensure that CLBC Practice Analyst conduct risk-based, randomly selected and unannounced home visits during annual monitoring visits of home coordinating agencies. The paramount focus of these visits is to verify the physical and mental wellbeing and quality of life of the individuals in care.

9. Revise the definition section of the Standards for the Coordination of Home Sharing to include "Health Care Planning" and "Health Care plans".

10. Revise the Standards for Home Sharing to include a definition section similar to the definition section of the Standards for the Coordination of Home Share.

To: CLBC

All CLBC contracted home coordinating agencies

11. Provide on-going paid training, in addition to the living wage compensation package outlined above, for home share providers to take mandatory and elective courses related to the individuals in their care including but not limited to:

a. How to care for individuals in care given their ongoing and changing requirements,

b. How to receive supports when the care needs of the individual changes significantly, and

c. How to understand their rights and obligations as home share providers when making complaints.

To: Ministry of Health

Ministry of Social Development and Poverty Reduction

12. Immediately reinstate the Provincial Medical Consultant position at CLBC.

13. Immediately increase the capacity of Health Services for Community Living to better provide ongoing health care planning and reduce wait time to access services for health care plans for individuals.