

**Ministry of
Social Development and Social Innovation**

**2014/15 – 2016/17
SERVICE PLAN**

February 2014



For more information on the British Columbia
Ministry of Social Development and Social Innovation,
see Ministry Contact Information on Page 26 or contact:

Ministry of Social Development and Social Innovation:

PO BOX 9933
STN PROV GOVT
VICTORIA, BC
V8W 9R2

or visit our website at
<http://www.gov.bc.ca/sdsi/>

Published by the Ministry of Social Development and Social Innovation

Message from the Minister and Accountability Statement



It is my pleasure to present the 2014/15 - 2016/17 Service Plan for the Ministry of Social Development and Social Innovation. In the coming months we are focused on building towards a progressive, accessible province for all citizens, and supporting the creation of a strong economy as we continue to face many opportunities and challenges. As mandated by the Premier, we will respect our financial commitment to lower our debt for future generations by ensuring we meet both the ministry and Community Living BC budget.

This ministry is dedicated to helping British Columbians in need become more self-sufficient by supporting our most vulnerable citizens, giving families the tools to participate more fully in their communities and

helping people become more independent.

The three core programs of the ministry are income and disability assistance, the Employment Program of BC (EPBC) and Community Living BC (CLBC). The ministry is also responsible for driving social innovation in B.C.

We have set a vision for British Columbia to become the most progressive place in Canada for people with disabilities. This vision can only be achieved by consulting with British Columbians to better understand how government, businesses and communities can increase accessibility and decrease barriers for people living with disabilities. This consultation, from December 3 2013 to March 11 2014, will inform the development of a White Paper which will form the foundation for a Disability Summit in June 2014. This type of comprehensive consultation on the issues faced by people with disabilities has never been done in B.C. and the approach is modeled after an important pledge in the disability community – ‘nothing about us without us’.

The ministry is continuing the work of the Minister’s Council on Employment and Accessibility and a recently formed Presidents Group to engage business, community, families and other disability stakeholders to champion employment gains, inclusion and independence for persons with disabilities. The Minister’s Council, government, and the business community represented by the Presidents Group, comprise the leadership team that is guiding the Disability White Paper process.

We believe that people who are able to work want to be self-sufficient, support their families and contribute to their communities. By providing temporary help to those who can work, and longer-term aid to those who, through disability or other barriers, cannot or have a difficulty working, our government is ensuring that the needs of all British Columbians are being respected. A good paying, stable and secure job in a safe and supportive community is one of the most important contributions to a healthy, happy and strong family. EPBC, launched in April 2012, offers a full suite of employment services to help unemployed British Columbians, including specialized populations – such as

Aboriginal peoples, francophones, individuals with disabilities and people who live in remote or rural areas – find a job.

The Integrated Case Management system, a multi-phase project involving a wide range of social programs in both this ministry and the Ministry of Children and Family Development, is scheduled for completion by the end of 2014. This computer system upgrade creates a modern, flexible and secure repository for information necessary to effectively serve clients. This system will enable staff to provide better, faster services to citizens and improve appropriate information sharing between ministries.

The ministry is committed to completing and monitoring several improvements to the way government delivers services and supports to individuals with developmental disabilities. In support of this work the ministry has launched the Services to Adults with Developmental Disabilities project. An important part of this project includes five pilot sites in communities around British Columbia to test, evaluate and refine an integrated service model. This model will better support people as they transition from youth to adulthood as well as older adults transitioning into retirement.

To encourage social innovation we are making changes to better support social enterprises. For example, B.C. has a new corporate structure available called a Community Contribution Company, or C3. Working with the Ministry of Finance and in consultation with key stakeholders in the social enterprise sector, our government created this innovative business model to bridge the gap between for-profit businesses and non-profit enterprises. We are the first jurisdiction in Canada to do so. This is a prime example of social innovation, which is about working collaboratively to find, and put into practice, new ways to address our most complex social problems.

The Ministry of Social Development and Social Innovation 2014/15 - 2016/17 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 Don McRae
Minister of Social Development and Social Innovation

February 18, 2014

Table of Contents

Message from the Minister and Accountability Statement	3
Purpose of the Ministry	6
Strategic Context	8
Goals, Objectives, Strategies and Performance Measures	10
Resource Summary	20
Resource Summary Table	20
Appendices	21
Ministry Contact Information	21
Hyperlinks to Additional Information	23

Purpose of the Ministry

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential.

The key accountabilities of the ministry include:

- Provision of income assistance to those in need;
- Delivery of employment program and services to unemployed or underemployed individuals, employers and communities, including employment supports for clients with disabilities;
- Support for community living services that help adults with developmental disabilities and their families develop connections and inclusion with their community; and,
- Support and encouragement for social innovation and social entrepreneurship to improve social outcomes for all British Columbians.

Legislation outlining the ministry's statutory responsibilities can be found at: [Employment and Assistance Act](#) and at [Employment and Assistance for Persons with Disabilities Act](#).

Building strong and lasting relationships with other ministries, levels of government, businesses, communities, advocates and service organizations are critical to the ministry's work. These partnerships help provide responsive programs and services to all British Columbians including those with disabilities, unemployed, underemployed, and their families.

The ministry continuously looks for ways to improve our service delivery to broaden client access to ministry programs and services by improving service over the telephone and developing new digital self-service online functions. The ministry is working to provide clients convenient access to reliable, timely and consistent service options in a manner of their choosing wherever they reside in the province.

Community based employment services are funded by the ministry and provides a range of supports to citizens who are unemployed and underemployed. These services are provided through WorkBC Employment Centres, outreach facilities and online options. The effectiveness and accessibility of these programs and services are closely monitored and adjustments are made where necessary.

The ministry leads the provision of core programs and services for persons with disabilities and their families. This includes working with community partners to improve the transition services for youth with disabilities and improving financial security for persons with disabilities through increasing uptake of the Registered Disability Savings Plan (RDSP). The ministry continues to support Canada's commitment to the United Nations Convention on the Rights of Persons with Disabilities and assists with the coordination of Canada's response to the United Nations.

By engaging with other ministries, business, and community resources, the ministry continues to support a diverse range of social innovation activities to create better social outcomes. Social innovation is about gaining a common understanding of the complex social, financial and environmental problems being faced in society today and about how solutions can be developed. The ministry is the government lead for coordinating opportunities to encourage social policy innovative

changes and a founding member of the BC Partners for Social Impact. The ministry continues to support social enterprise through initiatives such as recent legislative changes that created a new corporate structure, Community Contribution Companies that combine community benefits and investor returns.

Community Living British Columbia (CLBC) is a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families in the province. The agency works to support adults and their families, and helps to create communities where people with developmental disabilities have more choices about how they live, work and contribute.

For individuals who disagree with a ministry decision regarding their eligibility to receive assistance, the Employment and Assistance Appeal Tribunal is a quasi-judicial body that provides an independent and accessible appeal process. Its mandate is to deliver timely and fair decisions while reviewing Ministry of Social Development and Social Innovation determinations related to income assistance and disability assistance, and Ministry of Children and Family Development determinations related to the child care subsidy program.

Clients that require the support of an advocate can ask the independent Advocate for Service Quality for assistance. The Advocate provides support to individuals to advocate for themselves and work through the processes as they interact with government. Based on the *Cross Ministry Transition Planning Protocol for Youth with Special Needs* report, the mandate of the Advocate was expanded to include monitoring youth with special needs as they transition into adulthood.

Social Enterprise

Social enterprises differ from most traditional businesses in that profits are not just used to ensure financial viability, but are specifically re-invested in communities to achieve, sustain and further a social or environmental purpose.

Strategic Context

The ministry provides income assistance to those in need, support and assistance to people with disabilities and access to programs and services to unemployed and underemployed British Columbians to allow them to find jobs. The programs and services offered by the ministry are designed to help citizens build a solid connection with communities and the labour market to secure their future.

Economic Forecast

The Economic Forecast Council expects British Columbia’s real GDP to grow by 2.3 percent in 2014 and 2.7 percent in 2015. Risks to British Columbia’s economic outlook include the potential for further slowing of domestic activity, renewed weakness in the US economy and slowing Asian demand. Additional risks include the ongoing sovereign debt situation in Europe and a fluctuating Canadian dollar.

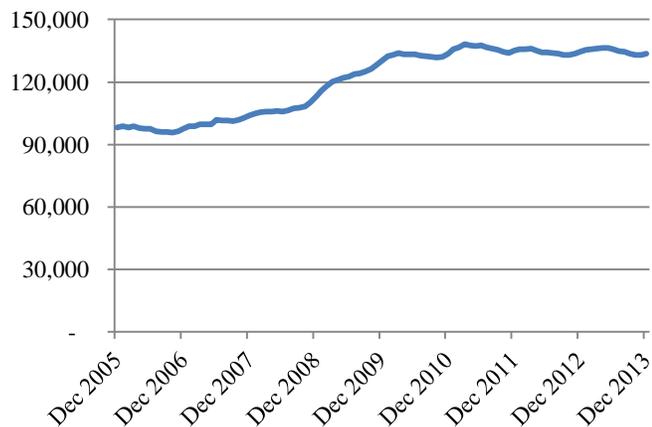
Demographic Changes

British Columbia continues to experience demographic shifts as a result of migration and an aging baby boomer generation. Population growth is partly driven by migration to British Columbia and the income assistance caseload is sensitive to migration levels. Total net migration to British Columbia is expected to increase over the next five years, reaching 10,500 by 2017/18. British Columbia’s population age 19 to 64 is expected to increase by 111,100 (3.7 percent) by 2018, increasing the pool of potential BC Employment and Assistance clients. At the same time, the incidence of disability is increasing as the population ages.

Impact on Labour Market

Although the unemployment rate has been in decline since 2009, it remains above pre-recession levels. The Ministry of Finance is projecting that the unemployment level will remain higher than pre-recession levels for at least the next five years. When the recession began in 2008, the BC Employment and Assistance caseload steadily increased from a pre-recession level of approximately 100,900 to peak of over 136,275 average annual cases in 2011. Since then, the labour market has shown signs of recovery and the average annual caseload has declined slightly to 134,875 in 2013.

*BC Employment and Assistance Caseload
(December 2005 to December 2013)*



Recent research has found that in a recession, caseload declines occurred at a slower rate than the caseload increase. As a result it is expected that the reduction in the BC Employment and Assistance caseload will continue to lag behind improvements in the economy.

Service Delivery

The ministry delivers a wide-range of services through a variety of channels including office based visits, phone systems and an expanding capacity to deliver services through computer based self service options. By using a Lean continuous improvement approach, the ministry is enhancing processes to help ensure that services are effective and client-centred while maximizing existing resources.

To better understand client needs, the ministry seeks out new and innovative ways to deliver better, more efficient services to clients. As part of the ministry's Channel Strategy to increase client access to our services and programs, a new online client portal provides our clients flexibility in accessing their information, receiving services and submitting questions from a time and place of their choosing.

The ministry continues to work with partners at all levels of government, the business sector, non-profit groups and community organizations to support innovative service delivery solutions to increase community inclusion and employment opportunities for persons with disabilities that cannot be solved by a single organization.

The Changing Nature of Social Welfare

The ministry recognizes and monitors the important changes in the evolution of social welfare programs in other Canadian and international jurisdictions. This is done to learn about the latest technology and best practices in program delivery, design and their impacts on employment and social development. Social welfare programs must contribute to self-sufficiency and improved labour skills leading to better labour market outcomes. For those citizens who are not able to be self-sufficient, the ministry will continue to work with partners to ensure they have the greatest possible opportunities for a high quality of life and community engagement.

Protecting Vulnerable Populations during Emergencies and Catastrophic Events

The potential for a catastrophic event, such as an earthquake, tsunami or influenza pandemic, poses significant risk to the continued delivery of ministry services and programs. In the event of any emergency/disaster, the ministry will provide assistance to impacted individuals. If warranted, Emergency Social Services Provincial Emergency Program will be involved, providing immediate assistance generally for up to 72 hours or longer depending on the circumstances. Ministry staff in the field would work with their community partners to assess the needs of citizens.

Goals, Objectives, Strategies and Performance Measures

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

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

Strategies

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

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

Strategies

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

Performance Measure 1: Percent of reconsideration decisions that are made within legislated time frames.

Performance Measure	2001/02 Baseline	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Percent of reconsideration decisions that are made within time frames.	82%	95%	100%	100%	100%

Data Source: Reconsideration and Appeal System Database, Ministry of Social Development and Social Innovation



Discussion

The ministry has a two stage appeal process for clients who are unsatisfied with a decision regarding eligibility. Clients have the right to request a reconsideration of an eligibility decision. The reconsideration process involves a separate branch within the ministry that was not involved in making the original eligibility decision. This branch reviews the file and makes a new and final decision. If unsatisfied with this decision, a client may file an appeal with the Employment and Assistance Appeal Tribunal. This second step of the appeal process is external to the ministry.

A higher percentage for this measure indicates the ministry is doing a better job of meeting legislated time frames and providing efficient service to clients. Adjudication of health decisions represents a large and growing proportion of the reconsideration requests that the ministry undertakes annually. Health reconsiderations assess issues specific to individuals, such as their eligibility for a persons with disability designation or requirements for

tailored medical equipment, supplies and supports. As a result, health reconsiderations are often complex, requiring additional medical evidence to be submitted by professionals and a detailed examination of all supporting materials.

In 2014, the Reconsideration Branch will undertake a Lean review of their processes. This review will identify bottlenecks and unnecessary workflows resulting in an increase in efficiency and better service to clients.

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

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

Strategies

- Reduce unnecessary dependency on income assistance by ensuring that the ministry’s programs and initiatives support people to work.
- Engage relevant government and community partnerships in discussions on reducing intergenerational dependency.
- Use client needs assessment to align employment services with individual client needs.



Performance Measure 2: Expected to Work caseload as a percentage of the population aged 19-64.

Performance Measure	Baseline (2001/02)	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Expected to Work caseload as a percentage of the population aged 19-64.	3.2%	1.1%	1.1%	1.0%	1.0%

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

Discussion

Clients who are considered employable and are deemed expected to work must participate in employment related activities for the purpose of achieving financial independence. This measure tracks the percentage of British Columbia’s working age population receiving temporary assistance

with employment related obligations. Assisting clients to find employment is an integral part of the ministry’s mandate. This performance measure is sensitive to the state of the economy.

The target and baseline for this performance measure has shifted since the the release of the *Revised 2013/14 – 2015/16 Service Plan* due to revisions to the population numbers from BC Stats. BC Stats revises its population numbers annually and the revisions are done retroactively. As a result, the base population used in the calculation for the performance measure changes each year which can result in a change in the measure. To allow comparability over time the ministry revises the measure for all years.

Performance Measure 3: Median length of time clients who have employment obligations receive Income Assistance.

Performance Measure	Baseline (2001/02)	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Median length of time clients with employment obligations receive assistance (months).	4.2	6.8	6.7	6.7	6.6

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

Discussion

The ministry closely monitors the length of time clients receive assistance. Median durations measure the number of months it takes for half of new starting employment obligated clients to stop receiving assistance. High durations signify new employment obligated cases are having more difficulty becoming independent and are at greater risk of becoming a long-term client. Durations on assistance can rise if economic opportunities are limited, as during the recent downturn, or because new clients have more barriers to employment. As the economy continues to slowly recover and job opportunities increase, it is expected that median durations will begin to decline. This measure has been revised since the the release of the *Revised 2013/14 – 2015/16 Service Plan* to reflect the ongoing impact of the economic downturn.



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

Strategies

- Ensure access to Employment Program of BC services via a network of WorkBC Employment Service Centres operated by service providers located across the province.
- Reduce barriers for all clients of employment and labour market services, including persons with disabilities, immigrants, youth and other specialized populations.
- Create opportunities for partnerships and innovation at the community and employer level.
- Assist vulnerable youth and adults to move towards independence and self-reliance by providing employment services and supports.

Performance Measure 4: Percent of Active Claimants Served with the employment program of BC.

Performance Measure	2012/13 Baseline	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Percent of active claimants of Employment Program of BC that receive case management services	23%	25%	27%	29%	31%

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

Performance Measure 5: Percent of Employment Program of BC clients obtaining outcomes (employment and/or community attachment).

Performance Measure	2012/13 Baseline	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Percent of Employment Program of BC case managed clients who receive employment and/or community attachment	45%	45%	49%	51%	53%

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



Discussion

The Employment Program of British Columbia (EPBC) was implemented and operational beginning April 2, 2012. It integrated services from multiple legacy programs into a single program available to any unemployed British Columbian. Performance Measures 4 and 5 assess the effectiveness of the program in light of serving clients and achieving employment outcomes. The performance targets for these two measures were updated this year, to reflect the results of program monitoring and data collection completed since the program launch.

More than 128,000 British Columbians have received EPBC services with the majority having an employment case manager working directly with them to meet their individual needs. Sixty-five percent of people receiving services have also self-identified as belonging to at least one specialized population, such as Aboriginal, francophone, immigrant, person with a disability, having multiple barriers to employment, survivor of violence and/or abuse, or youth.

Performance Measure 4 outlines the percentage of active Employment Insurance claimants who are case managed in the program, a key indicator used by the Government of Canada to measure British Columbia's performance in the delivery of services under the Labour Market Development Agreement.

The employment and community attachment rate for people who have received case management services is over 40 percent; this is a significant improvement over the previous program where the employment rate was approximately 32 percent.

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

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

Strategies

- Provide adults with disabilities access to high quality, responsive supports and services that enable them to meet their needs, participate as full citizens and have improved outcomes.
- Facilitate access to all supports outside of income assistance for families who provide support to family members with a disability.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Monitor and refine the transition process for special needs youth who are entering adulthood to ensure they access the ministry’s disability assistance program as well as adult community living services offered through Community Living BC.

Performance Measure 6: Meeting timelines for processing Persons with Disabilities applications.

Performance Measure	2010/11 Baseline	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Percent of applications for Persons with Disabilities designation completed within Ministry timelines.	99%	99%	100%	100%	100%

Data Source: Provincial Service Branch, Ministry of Social Development and Social Innovation

Discussion

This measure evaluates the ministry's performance in the review and adjudication of applications for designation as a person with a disability. This is a time intensive process, requiring the review of detailed medical evidence and a close examination of all case materials. The Persons with Disabilities Designation Application includes detailed information from the applicant's physician and other health professionals on diagnosis, health history, the degree of impairment and its impact on the applicant's daily living activities. The length of the adjudication process reflects the commitment to reaching fair and consistent decisions that comply with legislative requirements and the principles of administrative fairness. A triage process allows the ministry to identify cases involving urgent medical situations or children with disabilities, requiring expedited adjudication.



Objective 3.2: Engage British Columbians across sectors to promote programs and services that enhance community inclusion for Persons with Disabilities.

Strategies

- Continue to work with business, community organizations, citizens with disabilities and their families to develop and implement initiatives to enhance community inclusion for Person with Disabilities.
- Support the mandate of the Minister's Council on Employment and Accessibility to develop solutions and strategies that improve the lives of British Columbians with disabilities and their families, particularly through partnership with sector partners.
- Identify opportunities for inclusion for increasing persons with disabilities' employment outcomes by engaging with stakeholders and the public to identify barriers and solutions to improving employment outcomes.
- Lead Disability White Paper consultation focused on finding ways to reduce barriers and increase accessibility for people with disabilities.

Performance Measure 7: Percent of Persons with Disabilities cases with declared earnings.

Performance Measure	Baseline (2001/02)	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Percent of Persons with Disabilities cases with declared earnings.	11.2%	15.7%	16.2%	16.3%	16.4%

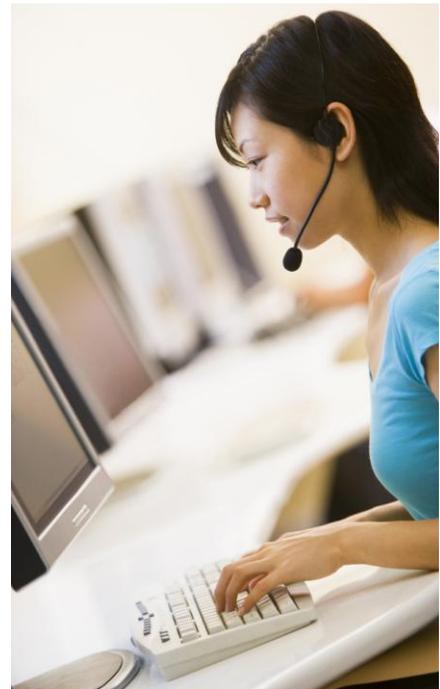
Data Source: Research Branch, Ministry of Social Development and Social Innovation

Discussion

This measure tracks the percentage of Persons with Disabilities cases declaring earnings. The ministry provides supports and programs to Persons with Disabilities to work, including earnings exemptions and employment programs.

This measure has been revised upwards due to recent policy changes. These changes include increasing earnings exemption limits and introducing annualized earning exemptions. British Columbia is the second jurisdictions to offer the option of annual earnings exemptions, after the Yukon.

The recent policy reforms will help people and families become self-sufficient so they can contribute to an expanding economy and healthy communities. These changes will improve the financial outcomes for vulnerable families, including better harmonization of policies, improvements to earnings exemptions and modest asset increases. Other changes include increasing trust account limits and assisting individuals with disabilities to lead more independent lives.



Goal 4: Develop and implement innovative, flexible client-centred service delivery initiatives.

Objective 4.1: Support innovative workplace initiatives that engage workers and provide excellent service to clients.

Strategies

- Monitor service delivery plans to ensure staff, business practices and technological supports are appropriate, and ensure clients personal information remains safe and secure.
- Increase the convenience of client access to information through improved online and telephone channels which provide timely and consistent ministry services.
- Ensure the ministry's programs and services are aligned to support Government's goals.
- Support continuous improvement by using Lean and empowering staff to become involved in process improvements.

Goal 5: Promote a culture of Social Innovation in British Columbia.

Objective 5.1: Build British Columbia's capacity for social innovation, social finance and social enterprise.

Strategies

- Develop and maintain strong, productive and sustainable relationships with partners in the public, private and non-profit sectors.
- Engage communities in social innovation opportunities and in the identification and implementation of local solutions.
- Work with the BC Partners for Social Impact, other ministries and stakeholders to enable the growth and sustainability of British Columbia's social enterprise sector.

Resource Summary

Core Business Area	2013/14 Estimates ¹	2014/15 Estimates	2015/16 Plan	2016/17 Plan
Operating Expenses (\$000)				
Income Assistance	1,684,238	1,682,338	1,702,138	1,698,638
Employment²	55,488	29,988	29,988	29,988
Community Living British Columbia³	728,777	799,777	819,777	839,777
Employment and Assistance Appeal Tribunal	1,751	1,751	1,751	1,751
Executive and Support Services	16,961	15,965	15,967	15,967
Total	2,487,215	2,529,819	2,569,621	2,586,121

Core Business Area	2013/14 Estimates ¹	2014/15 Estimates	2015/16 Plan	2016/17 Plan
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Executive and Support Services⁴	39,621	29,517	2,776	2,078
Total	39,621	29,517	2,776	2,078

¹ For comparative purposes, amounts shown for 2013/14 have been restated to be consistent with the presentation of the 2014/15 Estimates.

² The budget for Employment programs in 2014/15 has been adjusted to reflect anticipated spending to support employment programs, and is an increase to the spending forecast for 2013/14.

³ The budget for Community Living British Columbia in 2014/15 has been adjusted to reflect historical and anticipated expenditures.

⁴ Ministry Capital Expenditures includes budgeted funding of \$38.35M in 2013/14 and \$27.9M in 2014/15 for the Integrated Case Management System (ICM). 2014/15 ICM estimates have been adjusted to include \$11.2M deferred from 2013/14. Total ICM project costs estimates are \$181.7M.

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

Appendices

Ministry Contact Information

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

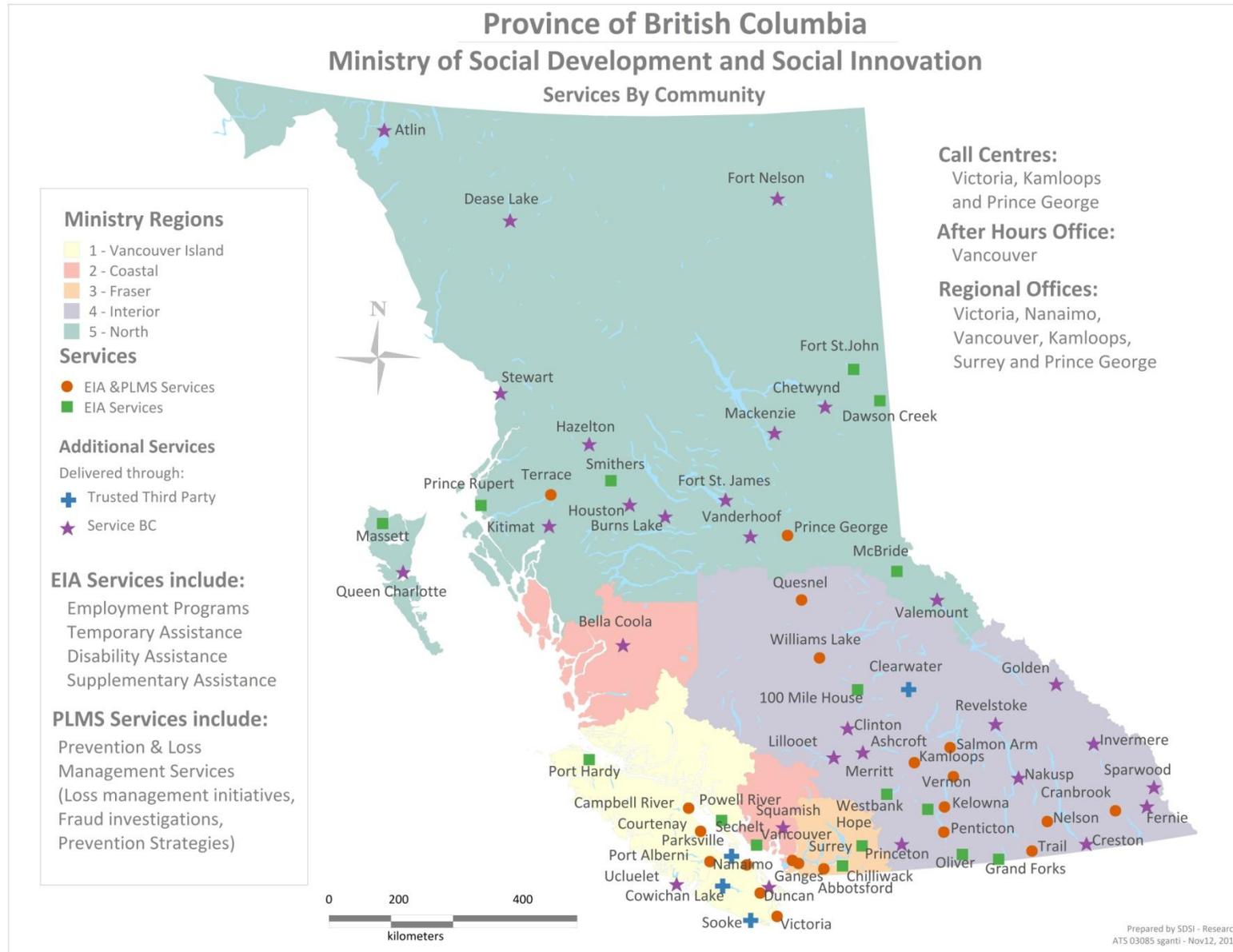
- In Victoria, call: 250 387-6121
- In the Lower Mainland, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- E-mail address: EnquiryBC@gov.bc.ca
- Telephone device for the deaf and hearing impaired (TDD):
 - In the Lower Mainland,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

Employment and Income Assistance

The ministry has approximately 57 Employment and Income Assistance offices and 29 partnerships with Service BC locations throughout British Columbia. To find the office that provides services for a specific community, go to: www.hsd.gov.bc.ca/contacts/city.htm, or contact the ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Employment and Labour Market Services

The Employment Program of BC makes it easier for people to find work through a wide range of integrated employment services and supports. For more information on services and supports provided for a specific community, go to: www.workbc.ca/Work-BC-Centres/Pages/Work-BC-Centres.



Hyperlinks to Additional Information

Advocate for Service Quality: www.eia.gov.bc.ca/advocate

The Advocate works for Adults with Developmental Disabilities and transitioning youth with special needs and their families to access supports and services that are available from the Ministry of Social Development and Social Innovation, from other ministries, Community Living BC or from service agencies in the community.

BC Partners for Social Impact: www.socialimpactpartners.ca

The BC Partners for Social Impact (BC PSI) is a cross sector partnership comprised of members from business, community, government and aboriginal organizations, who are committed to working together to implement recommendations made by the Council through the *Action Plan Recommendations to Maximize Social Innovation in British Columbia*, and to share information and anticipate opportunities to increase social impact in the province. BC PSI is co chaired by a representative from business, government and the non-profit sector and is supported by a Secretariat at the Ministry of Social Development and Social Innovation.

Community Living British Columbia: www.communitylivingbc.ca

Community Living BC (CLBC) delivers supports and services to eligible adults and their families in British Columbia. Adults with developmental disabilities or adults who meet the Personalized Supports Initiative criteria are eligible for supports through CLBC.

Disability White Paper: www.engage.gov.bc.ca/disabilitywhitepaper

The Disability White Paper has information about the consultation process and interesting fact, stats, stories and profiles.

Employment and Assistance Appeal Tribunal: www.gov.bc.ca/eaat

The Employment and Assistance Appeal Tribunal hears appeals of the Ministry of Social Development and Social Innovation reconsideration decisions that refuse, reduce or discontinue income, disability assistance or a supplement under the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, and Ministry of Children and Family Development reconsideration decisions that refuse, reduce or discontinue a subsidy under the *Child Care Subsidy Act*.

Integrated Case Management: www.integratedcasemanagement.gov.bc.ca

Information about the Integrated Case Management system, including periodic progress updates, is available on the project web site.

Online Resource (BC Employment and Assistance Policies and Procedures):

www.gov.bc.ca/meia/online_resource

The Online Resource is the Ministry web based resource for all BC Employment and Assistance policy, procedures and program information for eligibility for Ministry of Social Development and Social Innovation programs.

Personal Supports: www.personalsupports.bc.ca

This site contains information about programs that provide equipment and assistive devices or other personal supports to Persons with Disabilities in British Columbia.

Representative for Children and Youth: www.rcybc.ca

The Representative for Children and Youth ensures the agencies serving children and youth between the ages of birth and 24 are providing programs and services that meet the needs of this vulnerable population.

Self-Serve Assessment and Application Tool: www.iaselfserve.gov.bc.ca

The Self Service Assessment and Application Tool is the Ministry of Social Development and Social Innovation assessment and application web tool that is designed to assist clients in learning more about programs and services available. It also lists additional links if clients would like to do an eligibility assessment or apply for income assistance.

WorkBC: www.workbc.ca/Work-BC-Centres/Pages/Work-BC-Centres

WorkBC Employment Services Centres deliver community based employment services and supports through a network of 85 service providers. Services and supports are available to everyone in British Columbia, regardless of whom they are or where they live.