

Ministry of
Employment and
Income Assistance

2006/07
Annual Service Plan Report



National Library of Canada Cataloguing in Publication Data

British Columbia. Ministry of Employment and Income Assistance.

Ministry of Employment and Income Assistance annual service plan report. —
2002/03/2004/05 —

Annual.

Issued also in electronic version.

Continues: British Columbia. Ministry for Employment and Income Assistance.
Performance plan.

ISSN 1703-9126 = Ministry of Employment and Income Assistance
annual service plan report (Print)

1. British Columbia. Ministry of Employment and Income Assistance —
Periodicals. 2. Public welfare — British Columbia —
Periodicals. 3. Social service — British
Columbia — Periodicals.

I. Title. II. Title: BC Ministry of Employment and Income Assistance annual service
plan report.

HV745.B7B74

353.53'31'0971105

C2002-960217-3

For more information on how to contact the British Columbia
Ministry of Employment and Income Assistance
see Ministry Contact Information on Page 41 or contact:

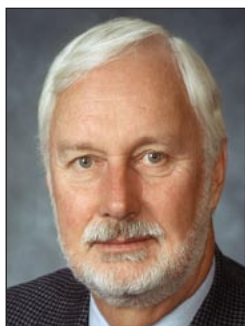
Ministry of Employment and Income Assistance

PO BOX 9934
STN PROV GOVT
VICTORIA BC
V8W 9R2

or visit our website at

<http://www.eia.gov.bc.ca/>

Published by the Ministry of Employment and Income Assistance



Message from the Minister and Accountability Statement

Our government is committed to achieving the best system of support in Canada for persons with disabilities, while also helping employable individuals on assistance find and keep jobs in our thriving economy.

As Minister of Employment and Income Assistance, I am responsible for providing a system of support for British Columbians that is not only fair, caring and sustainable, but also is responsive to taxpayers and achieves the goals outlined in our 2006/07–2008/09 Service Plan.

The Ministry of Employment and Income Assistance 2006/07 Annual Service Plan Report compares the actual results to the expected results identified in the Ministry's 2006/07–2008/09 Service Plan. I am accountable for those results as reported.

As I introduce this report, I would like to thank Ministry staff and our partner agencies for their hard work. There have been many accomplishments over the last year, all of which are a testament to their effective professional collaboration in support of our clients.

Employment and personal responsibility continue to be important touchstones for our Ministry. We have implemented the new BC Employment Program and revised the Community Assistance Program to address the unique life skills challenges of our clients. These programs are individually tailored to help British Columbians most in need participate more fully at home, at work, and in the community. We are succeeding. Since 2001, our Expected to Work caseload has dropped from 149,635 to 29,062 clients, as of March 2007.

Now, more than two-thirds of British Columbians on income assistance consist of Persons with Disabilities and Persistent Multiple Barriers to employment. These clients receive the highest levels of financial support, as well as a suite of medical benefits that make a positive difference in their quality of life.

The Ministry of Employment and Income Assistance is the lead on the government's Provincial Disability Strategy. We are focusing on accessibility, inclusion and employment opportunities for all individuals with disabilities. Through 2010 Legacies Now, we are working with local organizations around the province to help make their communities more accessible and inclusive.

The Minister's Council on Employment for Persons with Disabilities continues to champion employment initiatives such as 'WorkAble Solutions', with its excellent inter-active website and the '10 by 10 Challenge'. Both these projects will help communities increase the employment of British Columbians with disabilities by 10 per cent in time for the 2010 Olympic and Paralympic Winter Games.

As part of the Premier's Task Force on Homelessness, Mental Illness and Addictions, we worked with all levels of government to seek sustainable solutions to these important issues. In February 2007, we announced income assistance rate increases — including the first shelter rate increase for all Ministry clients since 1992. Through joint housing initiatives and outreach programs, we ensured that our most vulnerable citizens could more easily access the income supports, shelter and health benefits available to them.

I am particularly proud that the work of Ministry staff, who participated in the Vancouver Coastal Homelessness Action Plan, was recognized this year when the Plan was declared the winner of the Premier's Award on Service Excellence. This award celebrates the excellence all Ministry employees bring to their jobs day in and day out, and I look forward to more success in the year ahead.

A handwritten signature in black ink that reads "Claude Richmond". The signature is written in a cursive style with a large, prominent initial "C".

Honourable Claude Richmond
Minister of Employment and Income Assistance

June 20, 2007

Table of Contents

Message from the Minister and Accountability Statement	3
Highlights of the Year	7
Purpose of Ministry	11
Strategic Context	16
Report on Performance	18
Performance Plan Summary Table	18
Goals, Objectives, Strategies and Performance Results	19
Report on Resources	38
2006/07 Resource Summary	38
Ministry Contact Information	41
Annual Service Plan Report Appendices	43
Appendix A	43

Highlights of the Year

Over the past year, the Ministry of Employment and Income Assistance has made substantial progress towards achieving the commitments detailed in the Ministry's 2006/07–2008/09 Service Plan.

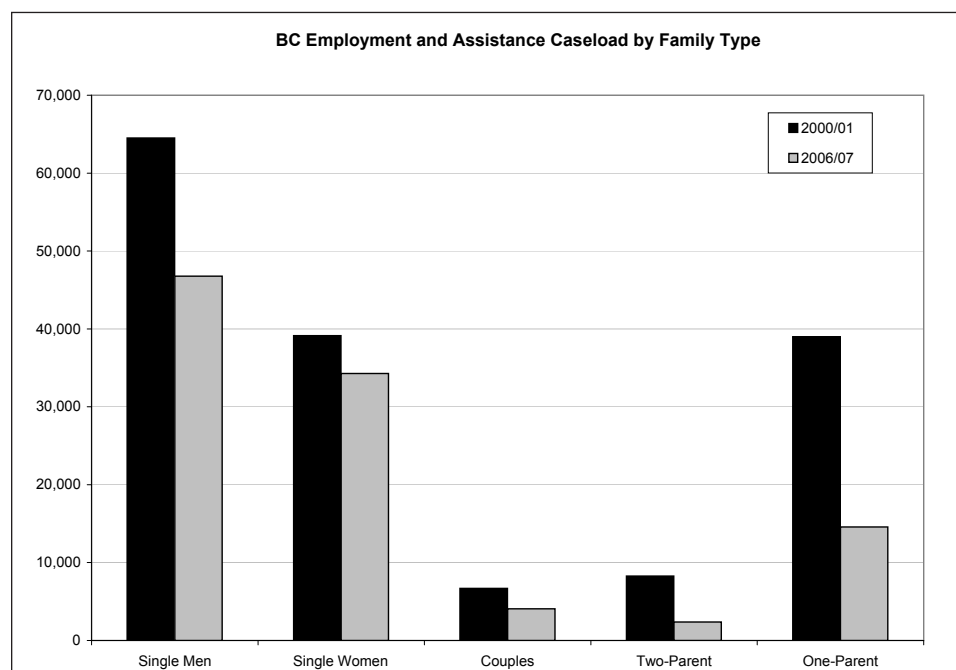
Enhanced Client Capacity:

- **Lowest Level of Dependency on Income Assistance in 25 years:**

The number of clients able and Expected to Work decreased by 4,100 in 2006/07. The median duration of these cases declined from 4.2 to 3.9 months. This shift towards independence was the result of a robust provincial economy, strong labour markets and Ministry policies and programs that support clients in finding jobs.

Since 2002, 89 per cent of clients with employment-related obligations have left income assistance for work or school or because their income level or family status changed.

- **A Brighter Future for Families with Children:** Families with children have also had success in leaving assistance for employment. In 2002, 1 in 10 children in the province were on the Ministry's caseload. By 2006/07, that number has fallen to 1 in 30. Single-parent families have been especially successful in leaving assistance. The single-parent caseload decreased by almost 63 per cent between 2000/01 and 2006/07. The success of families with children in leaving income assistance for employment represents a huge step towards building a brighter future for children in this province by breaking the intergenerational cycle of income assistance dependency.



- **Highest Rates of Assistance for Persons with Disabilities:** The Ministry of Employment and Income Assistance continued to provide the most vulnerable British Columbians with its highest rates of support, earnings exemptions, targeted employment and life skills programming and a wide range of supplementary assistance. In 2006/07, the number of Persons with Disabilities clients increased by 2,563 to 59 per cent of the Ministry's caseload. This increase was due in part to an aging population, longer life expectancy for individuals experiencing significant health issues and the impact of new illnesses and conditions. Persons with Disabilities clients also left disability assistance for employment in record numbers. These individuals continue to be eligible for premium assistance for Medical Services Plan coverage and no-deductible PharmaCare coverage, as well as additional health

In 2006/2007, 15 per cent of Persons with Disabilities clients had earnings from employment. Another five per cent received a community volunteer supplement from the Ministry.

supplements, including prescribed medical supplies and equipment and basic dental and optical services. The shift towards strengthened client independence was due in part to the strong labour market and Ministry programs and supports that enhanced client's capacity to work.

Responsive Programs:

- **Employment Programming:** The \$35 million BC Employment Program was launched in July 2006 following extensive consultations with public and private sector partners. This program is designed to be responsive to the Ministry's changing caseload. It provides individualized supports and services to about 15,000 clients annually to allow them to take advantage of the opportunities available in British Columbia's thriving economy.
- **Life Skills Programming:** The redesigned Community Assistance Program was launched in October 2006 to provide individualized services to approximately 5,000 clients annually. It focuses specifically on assisting multi-barriered income assistance clients to develop their basic life skills to enhance their quality of life and participate more fully in their communities.

- **School Start-up Supplement:** The Ministry doubled the assistance it provides to parents to pay for additional expenses associated with the beginning of the school year from \$42 to \$84 for children 5 to 11 years and from \$58 to \$116 for children 12 to 18 years.



Innovative Partnerships:

- **Social Housing for Vulnerable British Columbians:** The Ministry contributed \$51.1 million towards Government's comprehensive housing initiative. This contribution assisted with the purchase of low-income housing units for vulnerable British Columbians in communities such as Vancouver, Victoria and Burnaby.
- **Outreach Programs:** The Ministry expanded both the range of outreach programs offered and the number of communities served. The Ministry also joined the Vancouver Urgent Response Team, which brought Ministry services to assist clients at their point of crisis (e.g., a hospital or detox facility).
- **Housing Integrated Task Team:** The Ministry, in cooperation with the City of Vancouver and the Vancouver Police Department, introduced a program to target unscrupulous landlord practices in Vancouver's Downtown Eastside and ensure that Ministry clients receive their full assistance payments.
- **Healthy Kids Awareness Campaign:** The Ministry partnered with the Ministry of Education and local school boards to increase participation of low-income families with children in the \$19 million Healthy Kids Program. All elementary and middle school children in the public school system were provided with promotional toothbrushes, stickers, tattoos and information on how to access the program.

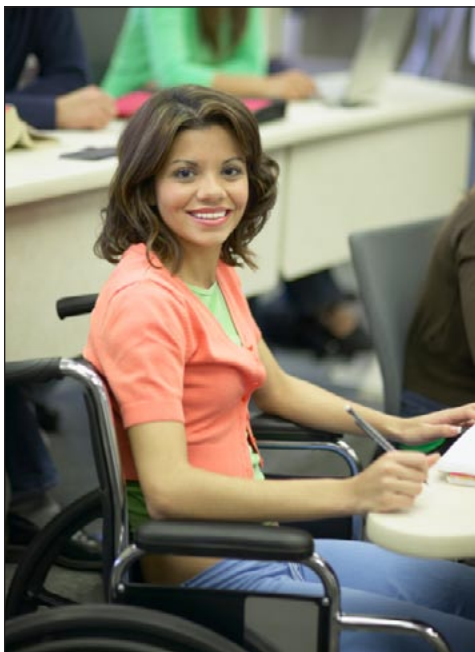


Enhanced Service Delivery:

- **Shared Caseload:** New tools allowed staff to 'share' a common caseload. Clients benefited from this change through more timely service as their request for service was addressed by the first available worker among a pool of front-line staff. Clients requiring a particular worker continued to have the option of receiving service from a dedicated staff member.
- **Persons with Disabilities Adjudication:** The amount of time it takes to adjudicate applications for the Person with Disabilities designation was reduced to two weeks by the end of 2006/07, down from 8.9 weeks in 2005/06 (and 24 weeks in the mid-1990s).

Disability Strategy — Support for Great Goal 3:

- **Cross-Government Toll-Free Personal Supports Line:**



The Ministry launched the Personal Supports Information Line to provide single-window information to link citizens to equipment and assistive devices through referrals to programs across six ministries.

10 by 10 Challenge: The Ministry worked with the Minister's Council on Employment for Persons with Disabilities to challenge communities and industry sectors to increase employment for persons with disabilities by 10 per cent by 2010, which would represent an additional 13,200 jobs for persons with disabilities in British Columbia. The Council provided tools and supports to communities and businesses to help achieve these targets.

WorkAble Solutions: The WorkAble Solutions website's functionality was expanded, offering a more effective tool to connect job seekers with disabilities to employers. The website is fully compliant with international Web Accessibility Initiative accessibility standards.

- **Funding for Medical Aids and Devices:** The Ministry provided a \$2 million one-time grant to the Canadian Red Cross for their Medical Equipment Loan Service, enhancing British Columbians' access to mobility aids and devices. The Canadian Red Cross operates this program at 100 locations throughout the province.



Purpose of Ministry

The Ministry of Employment and Income Assistance provides income assistance, disability assistance, supplementary assistance and employment programs for British Columbians in need. These programs are administered under the BC Employment and Assistance program, and are guided by the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*.

Vision

A province in which British Columbians in need are assisted to achieve their social and economic potential.

Mission

To focus on the customer by transforming the way we deliver services in employment and assistance, using effective and outcome based practices, and working in collaboration with ministries, other levels of government and service agencies.

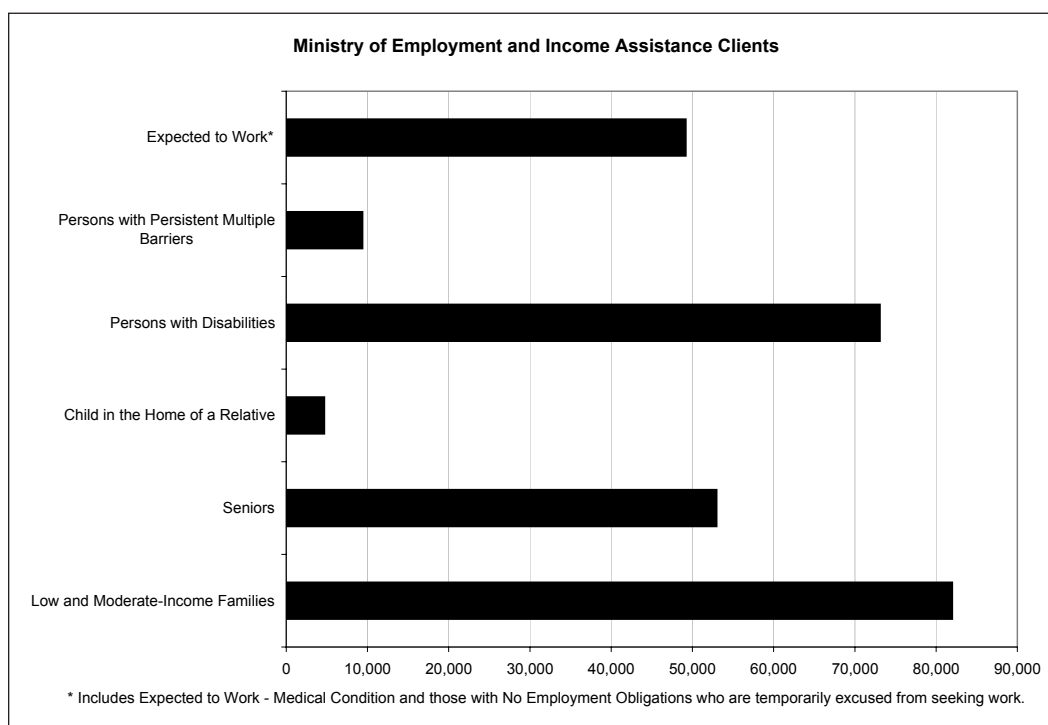
Clients We Serve:

In 2006/07, the Ministry delivered a variety of assistance programs and services to approximately 140,000 individuals in need. In order to address the diverse needs of our clients, the Ministry supports a variety of client designations:

- **Expected to Work:** This client group includes employable clients in need of short-term income assistance and supports, as well as those who are temporarily excused from employment obligations or have limited employment obligations, due to a medical condition or family situation, such as a single parent with a child under three.
- **Persons with Persistent Multiple Barriers:** These are clients who experience significant and multiple barriers to employment and are not expected to gain complete financial independence through employment.
- **Persons with Disabilities:** These are clients who experience a severe physical or mental impairment and require assistance as a result of significant restrictions in their ability to perform activities of daily living.
- **Child in the Home of a Relative:** These clients are minor children whose parents are unable to care for and support them and have placed them in the care of a relative to whom the Ministry provides financial assistance for the child.

In addition to these client designations, the Ministry supports other individuals and families through targeted programs that enhance their independence and participation in the community, including:

- **Seniors:** Persons aged 65 years or older with low incomes may be eligible for the Senior’s Supplement and subsidized bus passes, based on their annual tax return.
- **Low- to moderate-income families:** Families who are not direct clients of the Ministry may be eligible for dental and optical assistance for any dependent children based on the family’s income. Providing extended coverage to these families improves health outcomes and reduces disincentives to their financial independence.



Services We Provide:

The Ministry of Employment and Income Assistance offers a wide variety of assistance and supports to our client groups, reflective of their client designations as well as their individual and family circumstances. These include:

- **Income Assistance:** Income assistance is provided to eligible Expected to Work clients and Persons with Persistent Multiple Barriers. It includes two components: a shelter allowance and a support allowance. The shelter allowance assists clients in meeting their accommodation costs, while the support allowance is provided to purchase food and other basic necessities.
- **Disability Assistance:** Disability assistance also includes a shelter and support allowance. It is provided to eligible Persons with Disabilities who are not expected to gain complete financial independence through employment, including those who are seeking work.

- **Supplementary Assistance:** Supplementary assistance provides a wide range of supplements to clients on a case-by-case basis to address specific client needs. These supplements include: crisis supplements for emergency needs, medical supplies and equipment, dental and optical services, medical transportation, subsidized bus passes, funding for alcohol and drug treatment programs, and employment-related expenses.
- **Employment Programming:** Employment programs and services are provided to clients, including persons with disabilities who are not in receipt of disability assistance, to assist them in finding and sustaining employment — thereby helping them to achieve independence. Programs and services are provided to clients based on their needs and degree of work-readiness. Life-skills development services and training and volunteer opportunities are available for those who are less ready for participation in the workforce.

Ministry supports are part of a larger network of assistance provided by a number of provincial ministries and the federal government. Clients receiving our assistance and supports may also receive additional benefits, including the B.C. Sales Tax Credit, GST Credit, Universal Child Care Benefit, National Child Benefit and Child Care subsidy — thereby substantially increasing their available income and financial independence.



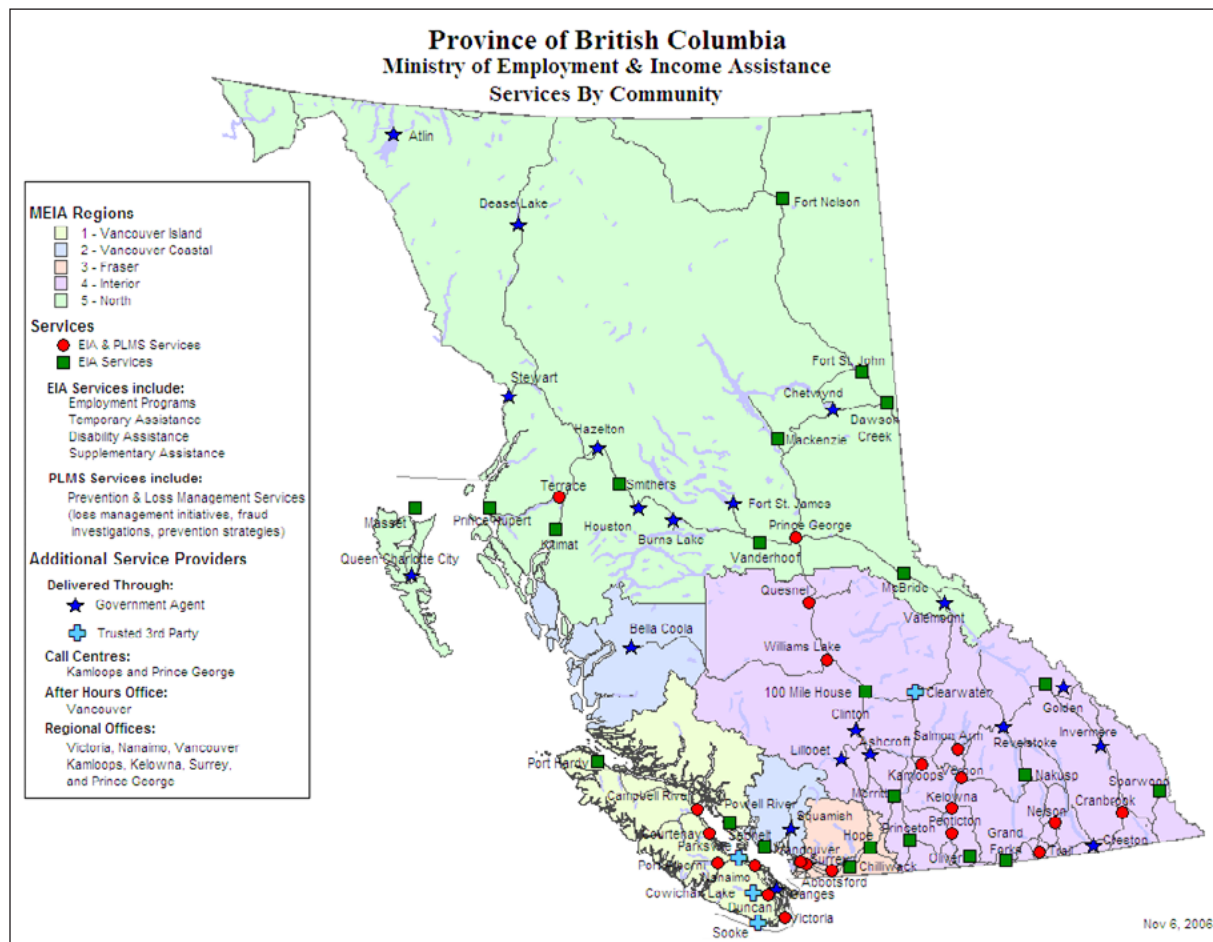
The Disability Strategy:

The Ministry of Employment and Income Assistance is the lead Ministry for the government's Great Goal to "build the best system of support in Canada for persons with disabilities, those with special needs, children at risk and seniors". As a means of achieving this goal, the Ministry is leading the development of a cross-government Disability Strategy. The Disability Strategy will provide for a comprehensive and integrated system of supports and services for persons with disabilities to enable them to participate fully in their communities. Its objective is to ensure that disability supports and services are citizen-centred — easier to deal with, more accessible and more responsive to those who need them. The B.C. Government currently invests more than \$4 billion each year in disability supports and services.

Where We Deliver Our Services:

Approximately 1,800 Ministry staff deliver our services across the province through 89 Ministry offices, 19 Service BC branches and three Service Centres. In addition to its community-based centres offering front-counter service, the Ministry provides assistance by telephone and some services over the Internet. We also deliver employment and life-skills programs through contracts with external service providers in all regions of the province.

The Ministry's service network continued to leverage emerging technologies, such as internet, e-mail and telephone services, and partnerships to better respond to client expectations. This shift towards a non-traditional service delivery model provides clients with more choice in accessing Ministry services, particularly for individuals living in rural areas and persons with disabilities.

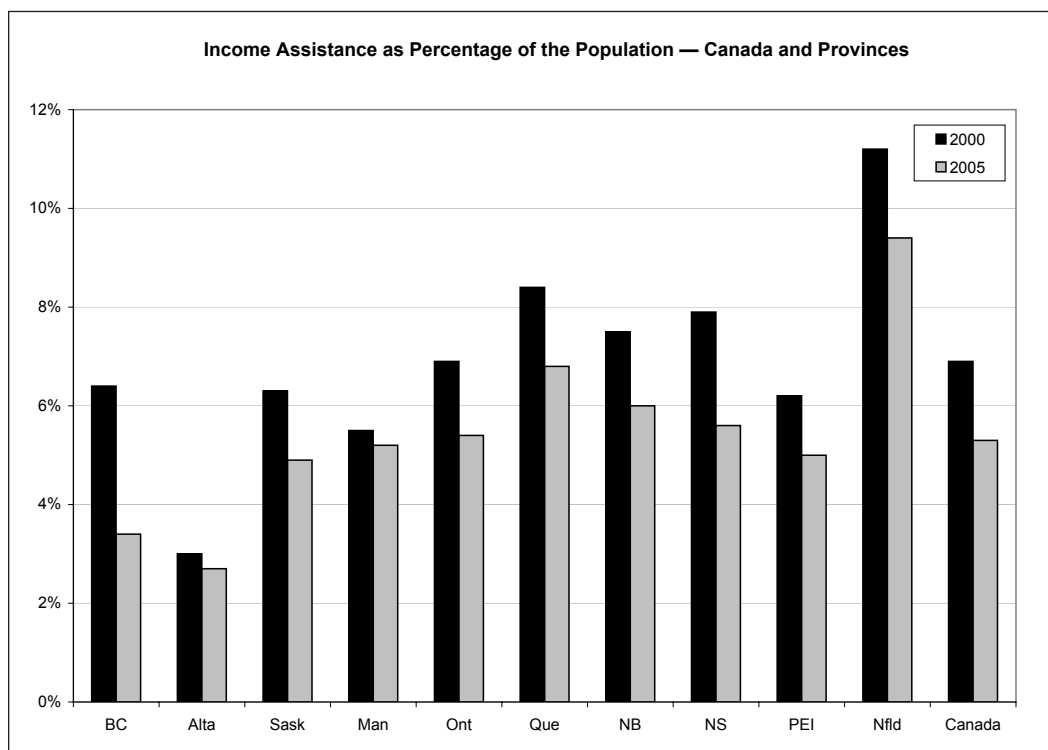


We Develop and Sustain a Service-Oriented Culture:

During the past year, the Ministry introduced a new Service Code and Organizational Values following a broad-based conversation with staff in every region of the province. Based on the success of the Service Code, the Ministry also developed Service Standards that detail the levels and attributes of service provided to clients for key programs and access channels. The Service Standards and Service Code will communicate to clients what they can expect when they interact with the Ministry.

Strategic Context

In planning for 2006/07, the Ministry identified a number of risks and opportunities that had the potential to impact the achievement of its Service Plan goals and objectives. Over the course of the year, the Ministry continued to monitor each risk and worked to ensure that appropriate mitigation strategies were in place. The following external factors were found to have significantly impacted the operations and services of the Ministry.



Strength of the provincial economy and local labour markets: British Columbia's economy is performing at an exceptional level. Growth in GDP for 2006 is estimated to have been 3.6 per cent. Strong consumer spending and investment helped make British Columbia's economic growth rate the second highest among provinces in 2006, behind Alberta. B.C.'s economic growth was accompanied by a marked drop in the unemployment rate and strong personal income growth. We have the lowest unemployment rate (4.8 per cent) and the lowest youth unemployment rate (8.2 per cent) in 30 years.

Employment opportunities associated with these trends benefited all client groups served by the Ministry. The number of clients relying on temporary assistance continued to decline in 2006/07 and remains at a twenty-five year low. Persons with disabilities also had unprecedented opportunities to voluntarily participate in the labour market.

Public Awareness and Expectations: The year saw an increased public awareness of factors that affect many Ministry clients, including homelessness, assistance rates and disability issues. The public expected the Ministry to provide assistance to those in need while ensuring that public dollars were spent transparently and appropriately.

The Ministry provides services to many vulnerable individuals throughout the province. There are 570,000 British Columbians with disabilities (or 13.4 per cent of the population). Approximately 70,000 of these individuals receive income assistance from the Ministry. It is estimated that three out of four homeless individuals have a mental health condition and/or a drug or alcohol addiction.

Report on Performance

Performance Plan Summary Table

Goal 1: Deliver responsive, innovative and effective services to clients in need. For greater detail see pages 19 to 24	2006/07 Target	2006/07 Actual
1.1 Clients receive appropriate and responsive income and supplementary assistance supports that meet their changing needs. Per cent of BC population aged 19-64 receiving temporary assistance with employment-related obligations.	0.84%	0.91% SUBSTANTIVELY ACHIEVED
1.2 Persons with disabilities who are unable to provide for their basic needs will receive the assistance they need and be supported in becoming as independent as possible. Per cent of total caseload in receipt of disability assistance.	56.4%	58.9% EXCEEDED
1.4 Individuals have access to a fair and timely reconsideration and appeal process. Per cent of reconsideration decisions that are made within 10 business days. (2006/07 average was less than 10 days.)	88.0%	76.2% NOT ACHIEVED
Goal 2: Provide low-income persons with disabilities with the best system of support in Canada. For greater detail see pages 24 to 29	2006/07 Target	2006/07 Actual
2.0 Average time required on decision on a new application for Persons with Disabilities designation.	8.0 weeks	7.6 weeks EXCEEDED
2.1 Persons with disabilities who seek employment or volunteer opportunities are supported through the integrated Employment Program for Persons with Disabilities. Percentage of persons receiving disability assistance with income from working or a volunteer supplement.	15.7%	19.5% EXCEEDED
Goal 4: Introduce new employment programming that is flexible in meeting individual client needs to achieve sustainable employment. For greater detail see pages 34 to 37	2006/07 Target	2006/07 Actual
4.1 Job ready clients will be assisted to reach independence as quickly as possible. Average percentage of clients with employment-related obligations who leave the caseload each month.	10%	9.8% SUBSTANTIVELY ACHIEVED

Goals, Objectives, Strategies and Performance Results

Goal 1: Deliver responsive, innovative and effective services to clients in need

The Ministry's caseload composition has shifted in recent years: the number of employable clients has decreased dramatically, while the number of Persons with Disabilities clients and other clients who face more serious barriers to employment has steadily increased. In response to this shift in the caseload, the Ministry has adjusted its programs and services to be more responsive to clients' needs. Specifically, the Ministry:

- reviewed its rate structure and laid the foundation for its 2007/08 rate increases;
- adopted new technologies to increase the range of choices that clients have in accessing Ministry services and develop the capacity to provide more rapid service to clients; and
- pursued new partnerships with other ministries, levels of government, non-governmental organizations and service providers.

Objective 1.1: Clients receive appropriate and responsive income and supplementary assistance supports that meet their changing needs

It is critical that Ministry services be responsive to the unique needs of Ministry clients. To ensure that client needs are being met, the Ministry conducted reviews of its income assistance rates,

In 2006/07, more than half of new income assistance clients with employment-related obligations left the caseload within four months.

regulations, policies and processes. Ongoing reviews of assistance rates and policies across Canada allowed the Ministry to monitor how British Columbia compares to other jurisdictions providing services to people in financial need. These reviews informed rate restructuring put in place for 2007/08.

In addition to direct monthly financial supports, Ministry clients also required a range of supplementary assistance to meet their individual needs.

Strategies

- **Supplementary Assistance:** Ministry clients were provided with a range of supplementary assistance, including confirmed job supplements, health supplements, the Senior's Supplement, bus passes and travel assistance, and user fees for continuing care facilities and alcohol and drug treatment.

In 2006/07, the Ministry spent \$266 million on supplementary assistance to meet clients' individual needs.

- **Shared Caseload:** A shared caseload model was introduced in many offices. A shared caseload meant that clients could be served by the first available staff member instead of having to wait for one particular worker to become available. Flexibility was provided for clients who need to maintain a consistent working relationship with one staff member.
- **Call Centre Integration:** The Bus Pass Program, Senior's Supplement and Healthy Kids call centres were integrated to provide better service and quicker access to Ministry programs.
- **Mental Health Awareness Training:** 600 front-line staff completed specialized 2-day mental health awareness training that was developed in partnership with the Canadian Mental Health Association. As a result, they were better prepared to assist persons with mental health conditions and understand the barriers they may face in accessing government assistance and information. The Ministry is the first in Canada to pilot this course.
- **Staff Conferences:** The Ministry held training conferences involving all front-line staff as part of its commitment to develop a highly trained and committed public service. These conferences supported greater consistency in service delivery and increased understanding of citizen-centred service delivery.

Performance Results

Performance Measure	2004/05 Actual	2005/06 Actual	2006/07 Target	2006/07 Actual
Per cent of BC population aged 19-64 receiving temporary assistance with employment-related obligations.	1.2%	0.97%	0.84%	0.91% SUBSTANTIALLY ACHIEVED

Data Source: Research, Evaluation and Statistics Branch, Ministry of Employment and Income Assistance.

Discussion of Results

This measure tracks the percentage of British Columbia's working-age population receiving temporary assistance with employment-related obligations. A lower percentage indicates that fewer people are in need of temporary assistance. Instead, they are contributing to a strong and vibrant provincial economy.

The Ministry substantively achieved the target for this performance measure. While the percentage of the provincial population receiving income assistance decreased from 2005/06 to 2006/07, the result was slightly higher than had been expected for 2006/07. A number of factors contributed to this result, including the concerted outreach efforts the Ministry is taking, in partnership with community groups and municipalities, to ensure that people who are typically hard to reach — people who are homeless or who have mental health and addictions problems — are connected to the income and supports they are eligible for.

Objective 1.2: Persons with disabilities who are unable to provide for their basic needs will receive the assistance they need and be supported in becoming as independent as possible

The decline in the number of clients who are expected to work was offset by an increased number of clients with disabilities. Many Persons with Disabilities clients face unique challenges in daily living and require additional support from the Ministry.

B.C. provides the third-highest rate of assistance for persons with disabilities in Canada.

The Ministry's emphasis on supporting those most in need was reflected in the addition

of 2,563 new Persons with Disabilities clients to the caseload. Persons with Disabilities clients now represent over half of the Ministry's caseload and its total operating expenditures.



Strategies

- **Disability and Supplementary**

Assistance: The Ministry continued to provide Persons with Disabilities clients with the highest rate of assistance in the province; earnings exemptions; medical coverage, including no deductible Medical Services Plan and PharmaCare coverage; a variety of health supplements; subsidized annual bus passes; and Community Volunteer Supplements, to assist with costs associated with volunteering.

Earnings exemptions, combined with disability assistance, provided the opportunity for Persons with Disabilities clients to receive a monthly income of approximately \$1,350 in 2006/07.

- **Employment Supports:** Persons with disabilities were provided with specialized employment and life-skills programming to assist them in becoming more independent through employment where possible and to enhance their participation in the community.

Performance Results

Performance Measure	2004/05 Actual	2005/06 Actual	2006/07 Target	2006/07 Actual
Per cent of total caseload in receipt of disability assistance.	49.8%	55.6%	56.4%	58.9% EXCEEDED

Data Source: Research, Evaluation and Statistics Branch, Ministry of Employment and Income Assistance.

Discussion of Results

This measure tracks the percentage of the total caseload receiving disability assistance. As the number of clients receiving temporary assistance declined, the proportion receiving disability assistance continued to grow.

The Ministry exceeded the target for this performance measure in 2006/07. Growth in the number of Persons with Disabilities requiring assistance continued due in part to an aging population, longer life expectancy for individuals experiencing significant health issues and the impact of new illnesses and conditions. While the number of Persons with Disabilities grew, clients with disabilities also left disability assistance for employment in record numbers. This shift towards strengthened client independence was due in part to the strong labour market and Ministry programs and supports that enhanced clients' capacity to work.

Objective 1.3: Clients receive citizen-centred services that are consistent, respectful, innovative and accountable

Based on the foundation of the Ministry's new Service Code and Organizational Values, Service Standards were developed that will clearly communicate what a client can expect when interacting with the Ministry. Establishing clear public standards for core programs and channels of service will let the Ministry know how well it is meeting its commitments to its clients.

Strategies

- **Service Code and Organizational Values:** The Ministry's new Service Code and Organizational Values were implemented, providing a framework for a new relationship between staff and clients. They continue to be integrated with all Ministry activities.
- **Service Standards:** The Ministry developed Service Standards that will clearly indicate what clients can expect when interacting with the Ministry. Over the coming year, the Ministry will continue to implement and report on its progress toward achieving the Service Standards.

Performance Results

While the Ministry completed the development of its Service Standards in 2006/07, the measure “Per cent of Ministry services provided to clients that meet or exceed established service standards,” which was presented in the 2006/07–2008/09 Service Plan, is still under development. The Ministry will continue to work on the establishment of the Service Standards baseline and future year targets will be available in the 2007/08 Service Plan Report.

Objective 1.4: Individuals have access to a fair and timely reconsideration and appeal process

The Ministry continued to be committed to openness and transparency in its delivery of services to clients in 2006/07. The BC Employment and Assistance appeal system ensured unbiased, fair, timely, and transparent decision-making for clients. Ministry staff are required to inform all clients of their rights to request a reconsideration of decisions that affected their eligibility for assistance. Clients dissatisfied with a decision can request reconsideration of the original decision by a Ministry reconsideration adjudicator who was removed from the initial determination.

Clients who disagree with a reconsideration decision can, in most cases, appeal to the Employment and Assistance Appeal Tribunal. The Employment and Assistance Appeal Tribunal provided an accessible appeal process that delivered timely and fair decisions. It is structured as an independent public body to ensure unbiased, fair and transparent decision-making. Appeal hearings occur throughout the province.

Strategies

- **Reconsiderations:** The efficient processing of requests for reconsideration was monitored and, when necessary, procedures were amended to improve reconsideration timelines to meet statutory requirements.

Performance Results

Performance Measure	2004/05 Actual	2005/06 Actual	2006/07 Target	2006/07 Actual
Per cent of reconsideration decisions that are made within 10 business days.	80%	69%	88%	76% NOT ACHIEVED

Data Source: Legislation and Legal Services Branch, Ministry of Employment and Income Assistance.

Discussion of Results

This measure tracks the percentage of reconsideration decisions that were made within the 10-day statutory time limit as set out in the Employment and Assistance Regulation and Employment and Assistance for Persons with Disabilities Regulation. It illustrates the degree to which the Ministry is meeting its regulatory obligations in regard to the length of time it takes for a reconsideration decision to be completed.

While the performance target was not achieved in 2006/07, the Ministry was successful in reducing the length of time to make reconsiderations, with the average being under 10 days in 2006/07 compared to over 11 days in 2005/06.

Health decisions represented a large and growing proportion of the reconsideration requests. These decisions were often complex and required additional medical evidence to be submitted and detailed examination of all case materials, which led to delays in the process.

Ministry Response

In response to the challenges faced in meeting the target for this performance measure, the Ministry will continue to streamline the health reconsiderations process and dedicate more staff to processing health reconsiderations.

Goal 2: Provide low-income persons with disabilities with the best system of support in Canada



In 2006/07, the Ministry continued its leadership role in developing cross-ministry strategies to support government's Great Goal to "build the best system of support in Canada for persons with disabilities, those with special needs, children at risk, and seniors".

The B.C. Government currently invests more than \$4 billion each year in disability supports and services. The Ministry-led Disability Strategy

continued to build on this strong foundation to ensure the most comprehensive and integrated system of supports is in place for persons with disabilities in B.C. A key focus of the Disability Strategy is to ensure disability supports and services are citizen-centred. Many Ministry initiatives supported this focus in 2006/07.

British Columbia is the only province to provide a subsidized bus pass for recipients of disability assistance.

Performance Results

Performance Measure	2005/06 Baseline	2006/07 Target	2006/07 Actual
Average time required for decision on a new application for Persons With Disabilities designation.	8.9 weeks	8.0 weeks	7.6 weeks EXCEEDED

Data Source: Provincial Services Branch, Ministry of Employment and Income Assistance.

Discussion of Results

This measure evaluates the Ministry's performance in the review and adjudication of applications for the Persons with Disabilities designation. A shorter timeframe for this measure indicates that clients are receiving more timely and efficient service.

The length of time it takes to adjudicate an application for the Persons with Disabilities designation was reduced to 2 weeks by the end of 2006/07, down from a high of 24 weeks in the mid-1990s.

The Ministry exceeded its target for this measure in 2006/07. While 7.6 weeks represents the average adjudication time for the year, ongoing efforts to streamline processes reduced the average adjudication time to 2 weeks by the end of 2006/07. This reduction was achieved through various strategies, including increased staff resources and an improved triage process that identifies and expedites cases that involve urgent medical situations or children with disabilities.

Determining eligibility for the Persons with Disabilities designation is a complex and time-intensive process. In a substantial number of highly complex cases where necessary information was not included with the initial application, the Ministry worked with clients and medical professionals to access additional information. This led to a longer adjudication period in some cases, but ensured that decisions were fair and accurate.

Objective 2.1: Persons with disabilities who seek employment or volunteer opportunities are supported through the integrated Employment Program for Persons with Disabilities

One of the most significant barriers that persons with disabilities face is social isolation. Volunteering and employment help break down this barrier, enriching



clients' lives and enhancing community participation. To access these types of opportunities, many persons with disabilities require specialized employment and life-skills programming, as well as educational opportunities.

Strategies

- Employment Program for Persons with Disabilities:** The Employment Program for Persons with Disabilities is available to Ministry clients and persons with disabilities who are not in receipt of disability assistance. It provides a range of specialized services and support to help individuals to participate in their communities, pursue their employment goals as they are able, increase their self-reliance and build skills and experience that may lead to further employment or volunteer opportunities. In 2006/07, the Ministry invested \$21 million in employment programs and services specifically for British Columbians with disabilities and worked with business and community leaders to increase awareness of the benefits of hiring them.
- Support for Volunteering:** The Community Volunteer Supplement is a monthly payment of up to \$100 to assist eligible income assistance clients who volunteer with a non-profit agency with transportation, clothing or other volunteer-related expenses. Funding for this supplement was increased by \$3 M to \$5.3 M in 2006/07. More than 95 per cent of recipients were Persons with Disabilities clients.

The 2006/07 increase to the Community Volunteer Supplement budget allowed 4,200 clients to participate in the program, an increase of 2,700 cases.

Performance Results

Performance Measure	2004/05 Actual	2005/06 Actual	2006/07 Target	2006/07 Actual
Percentage of persons receiving disability assistance with income from working or a volunteer supplement.	15.1%	15.7%	15.7%	19.5% EXCEEDED

Data Source: Research, Evaluation and Statistics Branch, Ministry of Employment and Income Assistance.

Discussion of Results

This measure tracks the degree to which Persons with Disabilities clients are able to engage in employment or volunteer work. It provides a conservative count of volunteer activity, as it only tracks those who report volunteering activities. There is a substantial amount of additional volunteer activity that the Ministry is unable to measure.

The Ministry exceeded its target for 2006/07 and results show a continued increase in the percentage of disability assistance clients who either had employment income or received a volunteer supplement. This result was supported by Ministry policies and practices that support independence for Persons with Disabilities, including earnings exemptions that were substantially increased in 2005/06, supportive employment programming and a substantial increase in funding for the Community Volunteer Supplement in 2006/07.

Objective 2.2: Minister's Council on Employment for Persons with Disabilities continues to remove barriers to employment for persons with disabilities through partnerships with business and industry throughout the province

The Employment Strategy for Persons with Disabilities demonstrates the Ministry's commitment to increasing employment opportunities for persons with disabilities in British Columbia. Its overall objective is to help persons with disabilities participate in the community through full-time or part-time work, self-employment, or volunteering.

The Minister's Council on Employment for Persons with Disabilities, with representation from the business community, public, private and education/training sectors, engages employers in finding concrete solutions to increase employment for persons with disabilities in British Columbia. The Minister's Council had continued success in 2006/07 with various initiatives that will improve employment options for persons with disabilities.



Strategies

- **10 by 10 Challenge:** In October 2006, the Minister's Council launched the 10 by 10 Challenge, a province-wide challenge to all communities and employers to raise the number of employed persons with disabilities by 10 per cent by 2010. This would equate to 13,200 new jobs for persons with disabilities. The 10 by 10 Challenge partnered with 2010 Legacies Now's Measuring Up initiative to actively assist communities to discover and create inclusive social and economic opportunities leading up to, during and beyond the 2010 Olympic and Paralympic Winter Games.

25 communities had already registered for the 10 by 10 Challenge by the end of 2006/07.

- **WorkAble Solutions:** WorkAble Solutions connects BC employers to persons with disabilities seeking employment by providing valuable employment resources and supports. Based on consultations with Ministry staff, employers and persons with disabilities, the WorkAble Solutions website was enhanced to better facilitate the goal of the online tool — connecting job seekers with disabilities and employers in BC. The website was reintroduced with increased accessibility, functionality, employer authentication and navigation. It is fully compliant with international Web Accessibility Initiative accessibility standards.
- **Disability Supports for Employment Fund:** The Disability Supports for Employment Fund provides grants to the charitable, non-profit sector to cover the cost of employment-related disability supports for individuals. It was established in 2003 with a \$20 million endowment from the Ministry of Employment and Income Assistance and enriched by \$5 million in 2006, increasing the Fund total to \$25 million. The Fund is administered at arm's length from the Ministry by the Vancouver Foundation. In the Fall of 2006, the Fund's strategic direction was refined. The new approach is based on considerations such as broad-based community commitment, enhancing organizational capacity, ensuring projects are sustainable and provide long-term impact, and promoting greater inclusion of persons with disabilities in the community.

Objective 2.3: Develop and implement a comprehensive and integrated system of supports and services for persons with disabilities

The Ministry continued to lead the development of a cross government Disability Strategy. This strategy focused on citizen-centred service delivery for all government disability supports and services, enhancing employment opportunities and improving access to personal supports.

Strategies

- **Information on Equipment and Assistive Devices:** The Personal Supports Information Line was introduced to provide British Columbians with physical challenges one-stop access to information on how to obtain equipment and assistive devices from six different ministries. The Ministry continues to work to expand the Information Line to include a website that will help physically challenged British Columbians access equipment and assistive devices.



- **Medical Equipment Loan Service:** The Ministry provided the Canadian Red Cross with a \$2-million, one-time grant for their Medical Equipment Loan Service program, enhancing British Columbians' access to mobility aids and devices. The program, which operates at 100 locations throughout the province, offers short-term loans of wheelchairs, walkers, crutches and bathroom aids to help those recovering from illnesses, injuries, surgeries or living with disabilities.
- **Streamlined Application Processes:** The Ministry streamlined the disability assistance application process for Aboriginal people moving on- and off-reserve, creating a more seamless transition between provincial and federal income support programs for Aboriginal people with disabilities. The Ministry also implemented a streamlined application process for clients of the Ministry of Children and Family Development's At Home Program, allowing children with severe disabilities to transition more easily to disability assistance at age 18. Finally, based on a successful pilot project, the Ministry partnered with the federal government to introduce a province-wide streamlined application process for Persons with Disabilities clients who were potentially eligible for Canada Pension Plan Disability benefits. Clients who successfully qualify for Canada Pension Plan Disabilities benefits will receive a higher Canada Pension Plan retirement benefit at age 65. Persons with Disabilities clients who leave income assistance for this federal disability benefit also continue to be eligible for Ministry health supplements and other supports.
- **Funding for Spinal Cord Injuries:** In March 2006, the Ministry contributed \$15 million to the Rick Hansen Foundation 20th Anniversary of the Man in Motion Tour to improve the lives of people with spinal cord injuries. The B.C. Government also challenged other provinces and the federal government to contribute to this cause, which generated more than \$50 million in matching funds from other governments and the private sector.

Goal 3: Support integrated service delivery through cross ministry social, health, educational and employment services that provide disadvantaged British Columbians with supports that are accessible and responsive to their unique needs

The Ministry continued to play a leadership role in the successful integration of social, health, housing, educational and employment services, to meet the government's commitment to provide the best system of support for disadvantaged British Columbians. The Ministry recognizes that to make public services more accessible and responsive to those who need them, it needs to collaborate with other ministries, levels of government and organizations to adopt a citizen-centred approach to service delivery. The Ministry believes that shared challenges require shared solutions.

Objective 3.1: Link clients with the Ministry of Health’s ActNow initiative which addresses the risk factors of physical inactivity, tobacco use, obesity, poor nutrition and alcohol use during pregnancy

The Ministry played an important role in supporting the ActNow BC initiative, a comprehensive health promotion program designed to support individuals and communities in protecting and improving their wellness. The Ministry specifically focused on supporting better health outcomes for low- to moderate-income individuals and families.

Strategies

- **Supplementary Assistance:** The Ministry provided natal supplements, nutritional supplements, dental services and assistance with alcohol and drug treatment for those most in need.
- **Smoking Cessation:** Clients who smoke were assisted to quit smoking through the three-month “Quit Smoking Now!” pilot program. Participating clients were provided with nicotine replacement therapies (in the form of the nicotine patch or gum), as well as information and counseling from the BC Lung Association’s QuitNow — all at no cost. More than 3,400 clients participated in this voluntary program, which offered them an opportunity to improve their health while saving money that can be used to better support the family unit.
- **Dental Clinics:** The Ministry provided \$449,000 in one-time funding to establish and maintain dental clinics in Kamloops, Salmon Arm, Vernon, Prince George and Vancouver, to provide preventive and restorative dental care to low-income and homeless individuals.
- **Nutritional Programs:** The Ministry provided \$250,000 to the Directorate of Agencies for School Health to support community-based projects that enhanced nutrition knowledge and food skills among British Columbians living on limited incomes.



Objective 3.2: Contribute to government's effort to maximize the physical, intellectual, social and emotional potential of the province's children

Providing children with the opportunities to succeed requires the involvement of families, communities and all levels of government. The Ministry continued to exempt the parent of a child under three years of age from the requirement to seek work, and made specialized supplementary assistance available to assist with the health, dental and educational needs of children. In addition to providing higher income and disability assistance rates to clients with children, the Ministry supported non-parent caregivers through the Child in the Home of a Relative program. Over the next year, the Ministry will be working with the Ministry of Children and Family Development to ensure all services for children living with relatives are integrated into the Ministry of Children and Family Development's continuum of services for children.

Strategies

- **Supplementary Assistance:** A suite of supplementary assistance was provided to families with children, including dental services, Christmas supplements, and assistance with camp and recreation fees for children.
- **School Start-up Supplement Increase:** The School Start-up Supplement, which provides assistance for school-related costs to families with school-age children, was doubled to \$84 for children 5 to 11 years and \$116 for children 12 to 18 years.
- **Healthy Kids Awareness Campaign:** The Ministry partnered with the Ministry of Education and local school boards to increase participation of low- to moderate-income families with



children in the \$19 million Healthy Kids Program, which provides basic dental and optical services to children in low and moderate-income families not already covered by insurance plans. All elementary and middle school children in the public school system were provided with promotional toothbrushes, stickers, tattoos and information on how to access the program.

Objective 3.3: Provide homeless British Columbians with community-based support services in collaboration with the Premier's Task Force on Homelessness, Mental Health and Addictions

As a member of the Premier's Task Force on Homelessness, Mental Illness and Addictions, the Ministry continued to develop ways to ensure individuals who are homeless have better access to supports and services that will make a real difference in their lives. This work is part of a multi-jurisdictional approach involving other levels of government, community partners and poverty advocates to ensure that people in need receive all the income supports, shelter and health benefits available through government.

Strategies

- **Vancouver Coastal Homeless Outreach:** Ministry staff in the Vancouver Coastal Region continued to work with the City of Vancouver and several community agencies to identify homeless individuals and assist them to access income assistance, housing and support services, all in one day. As a result of the effectiveness of its work, the Vancouver Coastal Homelessness Action Plan was honoured with the 2006/07 Premier's Award for Service Excellence. The Ministry has now converted several successful outreach pilots, including this project, into on-going programs.
- **Targeting Housing Fraud:** In collaboration with the City of Vancouver, Vancouver Police Department and other social service agencies, the Ministry established the Housing Integrated Task Team to target unscrupulous landlord practices in Vancouver's Downtown Eastside to reduce fraud against Ministry clients and low-income individuals. Based on the success of this initiative, the Ministry plans to introduce similar programs in other communities across the province.
- **Outreach Programs:** In addition to its homeless outreach initiatives, the Ministry continued to offer ongoing outreach programs that allowed the Ministry to provide services to typically hard to reach people. Specific outreach activities included: regularly visiting outreach centres for women and youth at risk; taking applications for assistance in hospitals, mental health and drug and alcohol rehabilitation centres; and coordinating with correctional facilities to provide intake services for inmates awaiting release.
- **Housing Funding:** The Ministry provided \$51.1 million for BC Housing projects that provide housing and support for people who are homeless, or at risk of being homeless. This funding for safe and stable housing is on top of funding for shelter beds.



Objective 3.4: Improve the employment and literacy supports available to Aboriginal people through collaboration with Aboriginal organizations and other ministry stakeholders, ministries and governments

In support of the B.C. government's New Relationship with Aboriginal people, the Ministry continued to liaise with Aboriginal organizations to identify social, educational and economic opportunities for Aboriginal people. These opportunities focused on increasing Aboriginal participation in education and literacy programs, and expanded access to new and existing employment opportunities.



Strategies

- **Collaboration with Federally-Funded Programs:** The Ministry worked with Aboriginal Human Resource Development Agreement holders to provide targeted employment programming to Aboriginal persons. The resulting Memorandum of Understanding, signed by the Ministry and these organizations, will facilitate increased collaboration to support the participation of Aboriginal persons in the province's labour market.



- **Band Social Development Worker Training:** Ministry staff developed and delivered presentations on Ministry policies and practices for band-employed social development staff who deliver federally-funded income assistance program on reserves. These sessions encouraged greater mutual understanding of our parallel programs and smoother transitions for Aboriginal persons moving on- and off-reserve.
- **Mapping of Personal Supports Programs and Services:** The Ministry began to map the personal supports programs and services for Aboriginal persons with disabilities delivered or funded by provincial ministries, Health Canada and Aboriginal organizations to determine options for integration and improved service delivery.
- **Aboriginal Self-Identifier Project:** The Ministry continued to work with the Ministry of Aboriginal Relations and Reconciliation and Aboriginal organizations on the development and implementation of the Aboriginal Self-Identifier Project. This initiative offers the potential to redesign Ministry programs to provide more culturally appropriate programs and services for Aboriginal clients.

Objective 3.5: Support the development of common systems and information sharing among social sector ministries to improve service delivery and enhance client outcomes

Ministry clients are diverse and frequently require the services and supports provided by other ministries including Health, Children and Family Development, and Education. Addressing the needs of clients through responsive and individualized services is dependent upon government's ability to share, manage and protect client information. Ultimately, inter-ministry data sharing processes that respect the confidential nature of personal information and comply with information and privacy legislation, are critical for developing effective integrated programs and providing citizen-centred services.

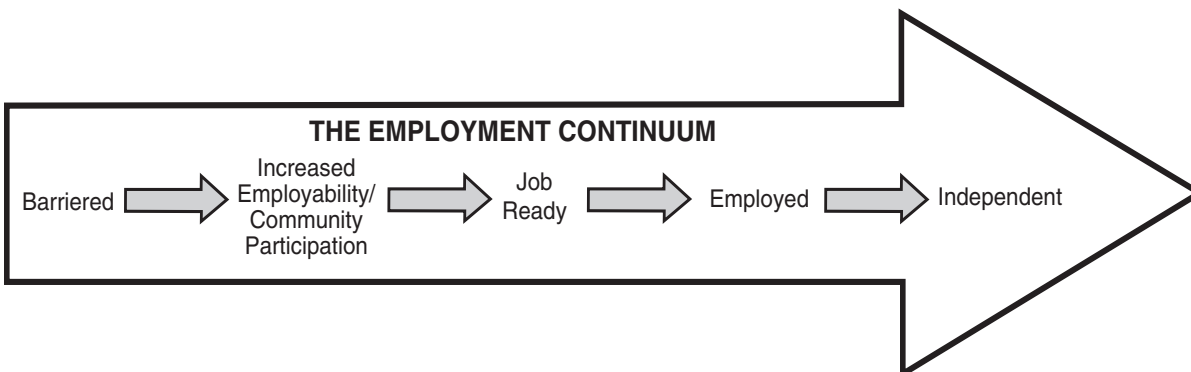
Strategies

- **Multi-Channel Service Delivery:** The Multi-Channel Service Delivery project is intended to modernize the Ministry's information systems to enable delivery of multi-faceted, convenient and consistent services and information management, while protecting personal privacy. The project will deliver the technology support requirements for client case management, multi-channel access to Ministry services and business intelligence and data warehousing.
- **Protection of Privacy:** The Ministry continued to enhance information, systems and policies to ensure proper safeguards and appropriate usage of personal information as well as strict adherence to the *Freedom of Information and Protection of Privacy Act*.
- **Longitudinal Administrative Databank:** The Ministry worked with Statistics Canada to match Ministry administrative data to tax data in the Longitudinal Administrative Databank. The Longitudinal Administrative Data research project will allow the Ministry to identify why clients leave temporary assistance and disability assistance and to track their subsequent employment and income. Preliminary analysis indicates that, since 2002, 89 per cent of clients who have employment-related obligations have left temporary assistance for employment income, other income, education or a change in their family status.

Goal 4: Introduce new employment programming that is flexible in meeting individual client needs to achieve sustainable employment

For those clients able to work, the Ministry continued to focus on improving their capacity and progress along the employment continuum to avoid a cycle of income assistance dependency. The Ministry invested more than \$75 million in employment programming supports in 2006/07 to provide clients with work search assistance, employment planning assistance, specific skills

training, job placements, job retention services and life-skills training. Since 2001, over 50,000 clients have found employment through employment programs, earning an average starting wage of more than \$11 per hour — 40 per cent above minimum wage.



The Ministry’s caseload has shifted dramatically in recent years from people who are immediately employable to those who are more difficult to employ — people who face greater challenges to employment, such as age, a long welfare history, limited work experience or personal problems. In response to these changes in the client caseload, the Ministry introduced new employment and life skills programming in 2006/07. The development of this programming was informed by an evaluation of previous employment programs, ‘best practices’ research, and a thorough consultation process with stakeholders.



Objective 4.1: Job ready clients will be assisted to reach independence as quickly as possible

Individualized employment plans are the foundation for ongoing dialogue between Ministry staff and Expected to Work clients. These plans provide each client with access to the tools and supports required to find a job.

During 2006/07, almost 90 per cent of Expected to Work clients had the support of an individualized employment plan.

They outline employment objectives and clearly identify available interventions and shared expectations.

In 2006/07, clients with employment-related obligations were supported to achieve financial independence through services provided under the new BC Employment Program.

Strategies

- **New Employment Programming:** Clients with employment-related obligations were referred to the new BC Employment Program, which was launched in July of 2006. The BC Employment Program is a comprehensive program that provides flexible, individualized programming to meet the unique needs of clients. The Program was delivered

During 2006/07, more than 8,500 clients were accepted into the new BC Employment Program.



by three contractors in nine service delivery bundles across the province, with 82 sub-contractors forming an extensive community-based service delivery network. The Ministry monitored a variety of contracted service levels and performance measures, including quality of services provided, financial reporting, and employment outcomes. The expenditure for the Program was over \$10 million in 2006/07, with ongoing future-year budgets of \$35 million.

- **Employment Plans:** The Ministry continued to require clients with employment-related obligations to complete and comply with employment plans as a condition of eligibility.

Performance Results

Performance Measure	2004/05 Actual	2005/06 Actual	2006/07 Target	2006/07 Actual
Average percentage of clients with employment related obligations who leave the caseload each month.	10.7%	10.2%	Exceed baseline	9.8% SUBSTANTIALLY ACHIEVED

Data Source: Research, Evaluation and Statistics Branch, Ministry of Employment and Income Assistance.

Discussion of Results

This measure gauges the success of clients in achieving financial independence from income assistance. It reflects the Ministry's commitment to assisting clients to achieve independence through employment.

The average percentage of clients with employment-related obligations who leave the caseload each month has declined 0.9 percentage points to 9.8 per cent from the baseline of 10.7 per cent in 2004/05. This is primarily due to a decline in the number of new clients with employment-related obligations. The average monthly number of new clients with employment-related

obligations has declined from 2,842 in 2004/05 to 2,601 in 2006/07. These new clients have higher exit rates than the stock caseload (25 per cent compared to less than five per cent for the stock). The reduction in the number of new clients, who have higher exit rates, and an increase in the proportion of stock cases, which have lower exit rates, has resulted in a decline in the average percentage of clients with employment-related obligations leaving the caseload.

Objective 4.2: Invest in clients with barriers to advance progress towards sustainable employment

Some Ministry clients face multiple barriers and may never achieve financial independence through employment. These clients require specialized life-skills programming.

Strategy

- Life Skills Programming:** In 2006/07, the Ministry referred clients who needed specialized life skills programming to the revised Community Assistance Program. This Program offered flexible, individualized services to support these clients to enhance their quality of life and participate more fully in their communities. The services included personal counselling and coaching, core and supplementary life skills, and referrals to additional services. These services were delivered in 50 communities by 33 local service providers who understand their community and the individual needs our clients may have. The expenditure for the Community Assistance Program was \$6 million in 2006/07, with ongoing future year budgets of \$7.5 million. Although the Community Assistance Program is not an employment program, employment or volunteer opportunities were an outcome for some participants.

In 2006/07, approximately 2,800 clients were served by the revised Community Assistance Program.



Report on Resources

2006/07 Resource Summary

	Estimated	Other Authorizations ^{1,2}	Total Estimated	Actual ²	Variance
Operating Expenses (\$000)					
Employment Programs	93,116	399	93,515	75,565	(17,950)
Temporary Assistance	373,222	701	373,923	328,245	(45,678)
Disability Assistance	669,229	818	670,047	661,998	(8,049)
Supplementary Assistance	209,983	443	210,426	265,849	55,423
Employment and Assistance Appeal Tribunal	2,019	20	2,039	1,809	(230)
Executive and Support Services	21,846	336	22,182	26,252	4,070
Total	1,369,415	2,717	1,372,132	1,359,718	(12,414)
Full-time Equivalents (FTEs)					
Employment Programs	302	0	302	277	(25)
Temporary Assistance	514	0	514	472	(42)
Disability Assistance	592	0	592	544	(48)
Supplementary Assistance	312	0	312	287	(25)
Employment and Assistance Appeal Tribunal	14	0	14	13	(1)
Executive and Support Services	239	0	239	219	(20)
Total	1,973	0	1,973	1,812	(161)
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Executive and Support Services	18,000	0	18,000	9,116	(8,884)
Total	18,000	0	18,000	9,116	(8,884)

¹ "Other Authorizations" include Negotiating Framework contingency access.

² Program Management costs have been allocated to core business areas to reflect the full costs of each business area.

Core Business Area: Employment Programs

The Employment Programs business area provides for the operation and administration of programs to assist eligible individuals to find sustainable employment. It also provides for the operation and administration of employment-related programs to support individuals with multiple barriers and disabilities. It provides for salaries and benefits for individuals

with disabilities receiving on the job training under the Public Service Employment Program. Recoveries are received from ministries and from parties external to government under cost sharing agreements for programs.

The under-expenditure of \$18.0 million or 19.2 per cent for the Employment Programs Core Business area reflects the program implementation and ramp-up of the new employment programs. The Ministry's redesign of these programs was undertaken in anticipation of this trend and the new revised programs are expected to expand the services available to our more barriered clients.

Core Business Area: Temporary Assistance

The Temporary Assistance business area provides for temporary assistance in accordance with the *Employment and Assistance Act* for the family units of eligible individuals who are capable of financial independence through employment or are unable to seek work because of a prescribed short-term medical or other condition, or who have persistent multiple barriers to employment. It also provides for support services and direct operating costs. Recoveries are received from ministries, other levels of government, assignments authorized by the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, and from repayable assistance and overpayments.

The under-expenditure of \$45.7 million, or 12.2 per cent, is the result of a significantly lower than forecast Temporary Assistance caseload. The Temporary Assistance actual average caseload was approximately 41,955 cases, 9.7 per cent lower than the budgeted average caseload of 46,477 cases due primarily to the strong economy and job market. Reduced expenditures in this area provided the opportunity to invest in new complementary supports and services under the Supplementary Assistance core business area.

Core Business Area: Disability Assistance

The Disability Assistance business area provides for disability assistance in accordance with the *Employment and Assistance for Persons with Disabilities Act* for the family units of eligible individuals with disabilities who are not expected to gain financial independence through employment or who are seeking work. It also provides for support services and direct operating costs. Recoveries are received from ministries, other levels of government, assignments authorized by the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*, and from repayable assistance and overpayments.

The under-expenditure of \$8.0 million or 1.2 per cent is the result of a lower cost per case and lower caseload for Persons with Disabilities. The Persons with Disabilities actual caseload average was 60,087, 1.7 per cent lower than the budgeted average caseload of 61,108. Slower than anticipated growth of Disability Assistance allowed the Ministry to develop complementary supports and services, such as the Red Cross Medical Equipment program.

Core Business Area: Supplementary Assistance

The Supplementary Assistance business area provides for health and other supports for family units of eligible individuals in accordance with the *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act* and for programs that support the purposes of the legislation. It also provides for support services and direct operating costs. Recoveries are received from ministries, other levels of government, 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.

The over-expenditure of \$55.4 million or 26.3 per cent is the result of investing in new complementary supports and services.

Core Business Area: Employment and Assistance Appeal Tribunal

The Employment and Assistance Appeal Tribunal business area provides for salaries, benefits, allowances, operating and related expenses for a single-level, regionally-based appeal system through the Employment and Assistance Appeal Tribunal established under the *Employment and Assistance Act*.

Core Business Area: Executive and Support Services

The Executive and Support Services business area provides for the office of the Minister of Employment and Income Assistance. It provides for executive direction of the Ministry and administrative services for the operating programs of the Ministry. This includes: strategic and business planning, financial administration and budget co-ordination, human resources, asset and risk management, information technology, records management, freedom of information and protection of privacy. It also provides for corporate and community based service delivery, including services provided by ministries and agencies on behalf of the Ministry. Costs are recovered from ministries and from parties external to government for services provided for in this sub-vote.

The over-expenditure of \$4.1 million or 18.3 per cent is primarily due to costs associated with the start up of the Multi-Channel Service Delivery project, a Ministry commitment to effectively use information technology to provide the general public, and clients with more options to access Ministry information, programs and services.

Full-Time Equivalency (FTE)

The Ministry's FTE budget was under-expended by 161 FTEs or 8.2 per cent due, in large part, to delays in hiring.

Capital Expenditures

The Ministry's capital budget was under-spent by \$8.9 million, or 49.4 per cent, due to changing timelines in the information technology capital plan.

Ministry Contact Information

To find the local Ministry office that provides services for a particular community, go to:
<http://www.eia.gov.bc.ca/contacts/index.htm> .

Service BC can also refer callers to the appropriate Ministry office and transfer callers free of charge. Hours of operation for Service BC are 8:00 am to 5:00 pm — Monday through Friday.

In Victoria call: 250 387-6121

In Vancouver call: 604 660-2421

Elsewhere in BC call: 1 800 663-7867

Outside British Columbia: 1 604 660-2421

E-mail address: EnquiryBC@gov.bc.ca

Telephone Device for the Deaf (TDD)

In Vancouver call: 604 775-0303

Elsewhere in BC call: 1 800 661-8773

Regional Service Delivery Offices

Region 1, Vancouver Island

100 - Vancouver Island Regional Office, Victoria
East Wing, 4th Floor, 908 Pandora Avenue
PO Box 9956 Stn Prov Govt
Victoria BC V8V 3P3
Telephone: 250 387-9606
Facsimile: 250 387-9566
E-mail: OFF100@gov.bc.ca

100 - Vancouver Island Regional Office, Nanaimo
2nd Floor, 6475 Metral Drive
Nanaimo BC V9T 2L9
Telephone: 250 390-6254
Facsimile: 250 390-6260
E-mail: OFF199@gov.bc.ca

Region 2, Vancouver Coastal

200 - Vancouver Coastal Regional Office
910, 360 West Georgia Street
Vancouver, BC V6B 6B2
Telephone: 604 660-3224
Facsimile: 604 660-2503
E-mail: OFF200@gov.bc.ca

Region 3, Fraser

300 - Fraser Regional Office
1800, 13450 - 102nd Avenue
Surrey BC V3T 5X3
Telephone: 604 586-2992
Facsimile: 604 586-2681
E-mail: OFF300@gov.bc.ca

Region 4, Interior

400 - Kelowna Interior Regional Office
301, 1726 Dolphin Avenue
Kelowna BC V1Y 9R9
Telephone: 250 717-2040
Facsimile: 250 717-2038
E-mail: OFF400@gov.bc.ca

400 - Kamloops Interior Regional Office
300, 619 Victoria Street
Kamloops BC V2C 6W7
Telephone: 250 828-4600
Facsimile: 250 828-4614

Region 5, North

500 - North Regional Office
404, 299 Victoria Street
Prince George BC V2L 5B8
Telephone: 250 565-6220
Facsimile: 250 565-6366
E-mail: OFF500@gov.bc.ca

Annual Service Plan Report Appendices

Appendix A

The following resources supporting the Ministry's 2006 Service Plan Report are available at:

<http://www.eia.gov.bc.ca/publicat/REPORTS/annrpts.htm>

- Service Code and Organizational Values
- Glossary of Terms
- Performance Measure Methodologies

