



Ministry of
Housing and
Social Development

2009/10–2011/12
Service Plan

February 2009



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Message from the Minister and Accountability Statement



The Ministry of Housing and Social Development brings together a number of social priorities and integrates a wide range of services. As we enter challenging economic times, we want to ensure low income earners and people dealing with addictions, mental illnesses and disabilities have access to supports when and where they need them most so that they can become independent and participate more fully in their communities.

As Minister, I am responsible for housing programs and homelessness initiatives, income assistance and employment programs, our Government's Disability Strategy and supports, gaming policy and enforcement and liquor control and licensing.

We want all British Columbians to have access to safe, affordable and stable housing. Through Housing Matters BC, we are investing hundreds of millions of dollars in social housing programs this year. We are providing a range of housing options and support services to low and moderate income households, as well as safe housing options and supports for women and their children fleeing violence or abuse.

Our outreach initiatives continue to connect homeless British Columbians to much needed supports. We provide affordable housing, income assistance and mental health and addictions services to help them pursue their goals of long term independence and improved health.

To reduce the impact of buildings on the environment, we continue to green the British Columbia Building Code. This includes encouraging the use of more environmentally friendly construction materials and reducing the amount of energy and water used in buildings – something we also are applying to our social housing developments.

As part of our Disability Strategy, we are partnering with local communities to make supports and services more accessible and integrated for British Columbians with disabilities. With Community Living BC now under this Ministry, more adults with disabilities will have easier access to a wide range of supports, such as financial, employment and disability supports.

With the transfer of federal employment programs complete, we will deliver employment services in a way that best meets the province's unique labour market priorities and local training needs of clients. Our volunteer programs will give people a chance to develop their skills and to contribute to their communities and neighbours.

Through our Community Gaming Grants, we provided more than \$148 million to thousands of community groups across the province in 2007/08. Using educational programs and support services, we are proactively helping to prevent and treat gambling problems. This is part of our commitment to promote responsible gaming practices so that British Columbians remain confident in how gaming is conducted.

This commitment also extends to liquor licensing and control practices, ensuring we have safe and responsible liquor service. Liquor inspections and programs like Serving It Right help protect our customers and the community.

Finally, I want to thank our community partners and Ministry employees who work tirelessly every day to serve the public. Your hard work and dedication make these supports and initiatives possible for all British Columbians.

The Ministry of Housing and Social Development 2009/10 - 2011/12 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. All material fiscal assumptions and policy decisions as of February 9, 2009, have been considered in preparing the plan and I am accountable for achieving the specific objectives in the plan.



Honourable Rich Coleman
Minister of Housing and Social Development
February 9, 2009

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Purpose of the Ministry

The Ministry of Housing and Social Development brings together the responsibility for housing with social development and support, to assist all British Columbians in achieving their social and economic potential. The Ministry is fully or partially responsible for 18 pieces of legislation. The Ministry's key areas of responsibility include:

- Provincial housing policy, building policy, safety policy pertaining to mechanical products and systems, and residential tenancy information and dispute resolution;
- The BC Employment and Assistance Program, which provides income assistance for British Columbians in need;
- Transition house programs and counselling;
- Management of the Canada and British Columbia Labour Market Development Agreement;
- Employment programming for unemployed and underemployed individuals;
- Leadership of the Disability Strategy and adult community living services;
- Liquor licensing, compliance, enforcement and distribution; and
- Gaming regulation, problem gambling programs and gaming grants.

As the lead on the cross ministry Disability Strategy, the Ministry supports the Government's Great Goal to "build the best system of support in Canada for persons with disabilities". The Disability Strategy provides leadership around Government's annual investment of \$4.3 billion in disability spending to ensure the province has a citizen-centered system of disability supports and services that enables all British Columbians with disabilities to participate more fully in their communities.

Ministry funded services are delivered directly by the Ministry and the following Crown Corporations and Agencies: Liquor Distribution Branch; British Columbia Lottery Corporation; Community Living BC; British Columbia Housing Management Commission; Homeowner Protection Office; and British Columbia Safety Authority. The Ministry also funds community services and employment and life skills programs, which are delivered by third party service providers throughout the province.

By further integrating programs such as income assistance, housing and employment programs, the Ministry is able to provide a more comprehensive, integrated range of supports to those who require assistance to move along the employment, housing and independence continuums to fulfill their potential. The Ministry is focusing on the client by transforming the way we deliver services, using effective outcome-based practices and working in collaboration with other ministries and levels of government, businesses, community organizations and service agencies.

Strategic Context

Economic Forecast

The private sector now expects that B.C. will experience slower economic growth in 2009 and 2010 than it has in previous years. Risks to B.C.'s economic outlook include a prolonged US recession, continued turmoil in global financial markets, slower global demand for B.C. products, volatile commodity prices and further moderation of domestic demand in B.C.

The province's labour market is expected to continue its decline during 2009 with its recovery lagging behind the economy's recovery. Income assistance cases, which have been rising on a year-over-year basis since February 2007, are expected to continue to increase into 2010. The majority of the projected increase is expected to come from workers who are temporarily displaced from the labour market. As the labour market begins to improve during 2010, the number of income assistance cases is expected to begin gradually declining. Unemployment rates in British Columbia will remain relatively low when compared to other jurisdictions in North America.

Homelessness and Housing

Homelessness exists in almost every B.C. community. Recent research estimates the cost of homelessness to be \$55,000 per person per year.¹ One of the contributing factors to homelessness is the limited number of available rental units. Demand for rental housing remains strong, as demonstrated by low vacancy rates in virtually every major metropolitan area in the province. The October 2008 vacancy rate in both the Vancouver Census Metropolitan Area and the Victoria Census Metropolitan Area was 0.5 per cent.²

There is little new purpose-built rental accommodation in British Columbia. Despite high demand, market rents are below the level required to generate a reasonable return on investment for new construction. Most new rental housing stock consists of secondary suites and investor-owned condominiums. These housing forms are especially important in areas with low vacancy rates and visible homelessness, and not all owners are familiar with residential tenancy regulations.

Demand for home ownership has decreased over the past few months, as shown by the decrease in housing construction and slowing residential property sales. In 2008, the Canada Mortgage and Housing Corporation tightened requirements for government guaranteed mortgages. Additionally, with the tightening of global credit markets, financial institutions are charging higher mortgage rates to cover increased costs related to borrowing and to compensate for the increased risk associated with lending. Despite decreases to the overnight lending rate by the Bank of Canada, both fixed and

1 Patterson, Michelle, Julian Somers, Karen McIntosh, Alan Shiell, Charles Frankish. 2008. *Housing and Support for Adults with Severe Addictions and/or Mental Illness in BC*. Centre for Applied Research in Mental Health and Addictions. Faculty of Health Sciences. Simon Fraser University.

2 Canada Mortgage and Housing Corporation. Rental Market Report - British Columbia Highlights. Fall 2008. Available from: www03.cmhc-schl.gc.ca/b2c/b2c/init.do?language=en&z_category=0/0000000059.

variable mortgage rates have increased. While the growing real estate inventory is putting downward pressure on property values, prices remain out of reach for many low equity buyers.

Changing Population Characteristics

As is the case in many other jurisdictions, British Columbia is experiencing a significant demographic shift as a result of longer life expectancies, low fertility rates and the aging of the baby boom generation. Within ten years, B.C. will be home to more seniors than school-aged children; by 2031, almost one in four British Columbians will be over age 65.

The number of individuals with disabilities or who face serious barriers to employment and inclusion will also increase as the population ages. Medical and technological advances will result in individuals with significant health issues enjoying longer life expectancies.

Catastrophic events and emergency management

The potential for catastrophic events to occur in future years, such as an earthquake, tsunami or influenza pandemic, poses significant risks to the continued delivery of mission critical services and programs to the public. These risks support the Ministry's continued development of expertise in emergency management and business continuity planning.

Social Service Integration

Challenges such as labour market uncertainty, homelessness, mental health, addictions and affordable housing shortages cannot be solved by a single organization. Their complex nature requires a collective and integrated response from all levels of government, business and community organizations. The amalgamation of housing and social development programs within the Ministry supports this integrated response to complex social problems and contributes to the Province's continued commitment to build the best system of support in Canada for persons with disabilities, those with special needs, children at risk and seniors.

Organizational capacity and new technologies

The Ministry continues to undergo a significant employee demographic transformation due to an aging population, increasing retirements and competition for skilled workers. Within this context, the Ministry continues to develop its staff capacity and workplace culture while adopting emerging technologies that will streamline service delivery and offer more choice in how citizens access Ministry services.

Goals, Objectives, Strategies and Performance Measures

In June 2008, there was a major redistribution of program responsibilities amongst provincial ministries. As a result, 12 service plan goals, 25 objectives and 15 performance measures associated with program areas in various ministries were transferred to the Ministry of Housing and Social Development as part of the further integration of housing with social development priorities. These have been amalgamated and streamlined into six goals, 13 objectives and seven performance measures that articulate the Ministry's priorities.

The Ministry will report on all 12 service plan goals, 25 objectives and 15 performance measures referenced above in the 2008/09 Annual Service Plan Report.

Goal 1: British Columbians have access to responsive, citizen-centered services.

Performance Measure 1: Per cent of client services that meet or exceed established service standards.

Performance Measure	2008/09 Baseline	2009/10 Target	2010/11 Target	2011/12 Target
Per cent of client services that meet or exceed established service standards.	New measure	TBD	TBD	TBD

Data Source: Management Services Division, Ministry of Housing and Social Development

Discussion

This performance measure tracks the Ministry's success in meeting its key client-focused Service Standards. The Service Standards publicly establish the Ministry's service commitments, detail the levels of service British Columbians can expect from the Ministry, provide mechanisms to monitor organizational performance and support the Ministry's commitment to ongoing improvement.

A higher percentage for this measure indicates that citizens receive more consistent and timely service. Reporting Ministry performance in meeting the Service Standards informs citizens, stakeholders, and the Ministry of how well it is doing in providing key services to clients and identifies areas where further improvement can be made.

In the 2008/09 year, the Service Standards' measurement methodologies are being finalized and data is being collected. Initial baseline results will be reported in the 2008/09 Annual Service Plan Report.

Objective 1.1: Simplified and timely access to services.

British Columbians can access Ministry services and information through community offices throughout the province, as well as by way of toll free call centres and the Internet. The Ministry strives to provide choice in how clients access services and information while ensuring consistently high service quality.

Strategies

- Simplify procedures and processes to provide citizens with more timely and higher quality services.
- Provide income assistance services through a shared caseload model so citizens receive service from the first available staff member, regardless of which access method they choose.
- Introduce debit cards for income assistance clients to complement direct deposit and provide safe access to funds, eliminate cheque cashing fees, and provide additional flexibility to issue funds in emergency situations and after business hours.
- Develop tools and practices that enhance the ability of staff to share client information, where appropriate, in order to provide better service to the public.
- Provide the public with simplified access to information about the Ministry's income assistance programs, policies and procedures through the Online Resource.
- Offer 24/7 access to specific services through dedicated service portals such as Gaming Information and Services Online.



Objective 1.2: Services are integrated with those of other ministries, agencies and levels of government.

The Ministry uses integration as a key driver in developing programs and policies that seek to address complex social issues. A notable cross government integration initiative is the Social Sector Integrated Case Management Initiative. Led by the Chief Information Officer, this initiative puts the client at the centre of service planning and encourages communication among clients, workers, Ministry partners and contracted service providers. As part of this initiative, the Ministry continues to work collaboratively with the Ministries of Children and Family Development, and Labour and Citizens' Services, on planning for the strategic implementation of new Integrated Case Management software.

Strategies

- Provide leadership and innovation in social service integration.
- Work collaboratively with community agencies and other ministries to deliver targeted outreach programs to assist at risk populations to access the services they need.
- Work with partner ministries to implement the new Integrated Case Management Initiative in order to provide better service to British Columbians in need.
- Collaborate with Aboriginal Human Resource Development Agreement holders to improve social, educational and employment outcomes for Aboriginal British Columbians.

Objective 1.3: Fair and timely dispute resolution, reconsideration and appeal processes.

The Ministry assists with the resolution of disputes between landlords and tenants. The dispute resolution process is designed to provide opportunities for all parties to be heard and present evidence to an independent decision maker through an open, consistent and efficient process.

Clients of the BC Employment and Assistance Program can request reconsideration of a Ministry decision to refuse, reduce or discontinue assistance or a supplement. If dissatisfied with the outcome at reconsideration, clients can appeal to the Employment and Assistance Appeal Tribunal.

Strategies

- Work with Service BC government agents to improve access to dispute resolution services for landlords and tenants outside of the Lower Mainland and Greater Victoria.
- Increase staff to respond to inquiries from landlords and tenants and to resolve disputes earlier in the resolution process.
- Introduce new technologies and process improvements, including better informing clients of their rights to reconsideration, to streamline and improve the reconsideration process.
- Collaborate with legal advocates to address issues, improve service delivery and refine processes for ongoing dialogue to benefit clients.
- Provide deadline extensions for reconsiderations in situations where a client needs additional time to submit evidence or documentation or where additional clarification is required and the client consents.

Goal 2: British Columbians have access to safe and stable housing.

Objective 2.1: Safety and environmental sustainability in the design, construction and occupancy of buildings.

The Ministry works with builders, designers, building officials, developers, insurers, consumers and the public as stewards of the building and safety regulatory system and has responsibility for the *Safety Standards Act*, *Safety Authority Act*, British Columbia Building Code and British Columbia Fire Code. Through delegated authority to the British Columbia Safety Authority³, the Ministry administers safety programs for electrical, gas, boiler and pressure vessel, refrigeration, amusement rides, elevating devices and aerial tramways.

The Ministry also oversees the Homeowner Protection Office⁴, which provides basic consumer protection legislation and regulatory improvements within the residential construction sector.

By introducing green provisions to the British Columbia Building Code, the Ministry is contributing to the Province's commitment to address climate change and reduce greenhouse gas emissions.

Strategies

- Develop additional green provisions for the British Columbia Building Code to increase the energy efficiency of buildings.
- Consult and collaborate with industry, local government representatives, other stakeholders and the public to address climate change.



3 More information about the British Columbia Safety Authority can be accessed at: www.safetyauthority.ca/.

4 More information about the Homeowner Protection Office, including the Office's Service Plan, can be accessed at: www.hpo.bc.ca/.

Objective 2.2: A range of housing and support services targeted to those most in need.

The availability of safe, stable and affordable housing is an important issue in many communities across the province, and a range of housing options and associated support services are required to serve those most in need. Government's response is not limited to housing; integrated social supports and health supports are also provided. Research indicates that by providing adequate, stable and affordable housing to the most vulnerable, government can reduce its costs related to emergency health care and other social services.⁵

The British Columbia Housing Management Commission⁶ is the Crown Agency that delivers integrated housing services with policy and funding support from the Ministry.

Strategies

- Provide policy and funding support for a continuum of social housing, including 24/7 emergency shelters, homeless outreach teams, transitional and supportive housing units, subsidized housing units, and assisted living units for seniors and individuals with disabilities.
- Provide policy and funding support for targeted rental allowances to low income seniors and low income working families who are renting in the private market.⁷
- Work with local governments to fast-track the pre-development process for new transitional and supportive housing for homeless individuals.
- Complete the harmonization of federal and provincial policies for social housing.
- Provide policy and funding support for targeted rental supplements to enable homeless individuals to access private market rentals.
- Provide women and children who are fleeing domestic violence with temporary shelter through transition house and safe house services, as well as a longer term enhanced continuum of safe housing options such as second stage housing.

Outreach

Homeless outreach teams are in place in 47 British Columbia communities and have placed over 2,500 people into housing.

5 Patterson, Michelle, Julian Somers, Karen McIntosh, Alan Shiell, Charles Frankish. 2008. *Housing and Support for Adults with Severe Addictions and/or Mental Illness in BC*. Centre for Applied Research in Mental Health and Addictions. Faculty of Health Sciences. Simon Fraser University.

6 More information about the British Columbia Housing Management Commission, including the Commission's Service Plan, is available at: www.bchousing.org.

7 Rental allowances for low-income seniors are provided through the Shelter Aid For Elderly Renters program. Rental allowances for low-income working families are provided through the Rental Assistance Program. For information about these programs, go to: www.bchousing.org.

Performance Measure 2: Homeless individuals accessing housing who remain housed six months after placement.

Performance Measure	2008/09 Baseline	2009/10 Target	2010/11 Target	2011/12 Target
Per cent of homeless individuals accessing housing who remain housed six months after placement.	New measure	60%	61%	62%

Data Source: British Columbia Housing Management Commission

Discussion

Tracking the per cent of individuals who access housing and remain housed six months after their placement allows the Ministry to assess how well it is meeting the goal of improving access to housing and support services for homeless British Columbians. Additional research is being undertaken to establish the baseline and data collection methodology required to confirm clients' housing status. Based on preliminary research, an initial target of 60 per cent has been set with an increase to 62 per cent by 2011/12 to reflect services and strategies which are client driven and promote longer term housing stability.

Goal 3: British Columbians in need have access to income assistance.

Objective 3.1: Basic income assistance is available to assist with shelter and support costs.

Temporary assistance is available to those in need of short term income assistance and supports, and to those individuals who are temporarily excused from employment obligations or have limited employment obligations due to a medical condition or family situation. An enriched level of disability assistance is available for clients with the Persons with Disabilities designation. These clients receive the highest rate of assistance available in British Columbia.

Strategies

- Conduct regular reviews of rates, regulations, policies and processes to ensure Ministry supports are responsive to British Columbians' changing needs.
- Assist individuals and families in exploring and accessing other potential income sources to enhance their independence and



self-reliance, including Employment Insurance benefits, family maintenance payments and Canada Pension Plan early retirement and disability benefits.

- Provide income assistance outreach services to ensure British Columbians who are transitioning from hospitals, correctional facilities and alcohol and drug residential treatment facilities can access income assistance and other supports for which they may be eligible.
- Provide services to homeless and at risk populations through innovative and collaborative community-based initiatives.
- Optimize the transition process for youth with disabilities or special needs moving from the Ministry of Children and Family Development At Home Program to the Ministry's disability assistance program.

Performance Measure 3: Per cent of B.C. population aged 19-64 receiving temporary assistance.

Performance Measure	2001/02 Baseline ¹	2008/09 Forecast	2009/10 Target	2010/11 Target	2011/12 Target
Per cent of the B.C. population aged 19-64 receiving temporary assistance with employment-related obligations	3.4%	1.0%	1.3%	1.5%	1.4%

Data Source: Temporary Assistance caseload numbers - Strategic Policy and Research Branch, Ministry of Housing and Social Development; Population – BC Stats

¹ Result for March 2002

Discussion

Within the context of the provincial economy, the Ministry influences the achievement of this measure through its policy framework and employment programs that encourage independence, employment and community participation. Assisting clients to find sustainable employment is a critical aspect of the Ministry's work.

The baseline reflects the Ministry's caseload for March 2002, the month prior to the introduction of the BC Employment and Assistance Program. While the Ministry's policy framework and employment programs will continue to support independence, the employable caseload is expected to increase slightly in the short-term with the economic downturn and softening labour demand.

Additional Benefits

Income assistance clients may also receive benefits from federal or other provincial programs such as the BC Sales Tax Credit, Climate Action Credit, GST Credit, Universal Child Care benefit, National Child Benefit and Child Care subsidy, thereby substantially increasing their available income and financial independence.

Objective 3.2: Supplementary supports are available to meet the changing needs of British Columbians.

Individuals and families who receive basic income assistance may also be eligible for a variety of supplemental assistance from the Ministry based on their individual circumstances and needs. The Ministry also provides targeted programs to assist other British Columbians, including low income seniors and low to moderate income families with children.

Strategies

- Provide individualized supplemental assistance to eligible income assistance recipients, including diet and natal supplements, crisis supplements, dental and optical services, security and utility deposits, transportation supplements to access medical care or alcohol and drug treatment facilities, and other responsive and targeted supplements outlined in Ministry policy.
- Conduct regular reviews of rates, regulations, policies and processes to ensure Ministry supplemental supports are responsive to British Columbians' changing needs.
- Provide eligible low income seniors with the Senior's Supplement - a monthly payment received with the Old Age Security and Guaranteed Income Supplement - and subsidized bus passes.
- Provide eligible low and moderate income families with children who are not direct clients of the Ministry with dental and optical assistance through the Healthy Kids Program.

Goal 4: British Columbians are supported in employment and volunteer opportunities.

Objective 4.1: Individuals achieve sustainable employment through flexible employment and labour market programs.

Providing support to unemployed and underemployed individuals to achieve sustainable employment is one way that the Ministry assists British Columbians to reach their social and economic potential. The Ministry provides a continuum of integrated programs that support individuals in achieving employment.

In February 2008, the Province and the federal government signed a Labour Market Development Agreement, which transferred responsibility for the design and delivery of Employment Insurance funded employment and labour market services to the Province on February 2, 2009. Approximately \$280 million per year will be provided by the federal government for Employment Insurance Part II programs.



Through extensive consultations and communications, the Ministry is committed to making the transition from federal to provincial management seamless for clients, service providers, communities and the approximately 230 federal staff who are transferring to the provincial government.

Strategies

- Provide Employment Insurance Part II programs devolved through the Labour Market Development Agreement.
- Provide the BC Employment Program, a program that provides employment services and supports designed for employable clients.
- Provide the Community Assistance Program, a life skills program designed to provide multi-barriered income assistance clients with services to improve their quality of life and strengthen their connections to services within their communities.
- Provide the Bridging Employment Program to assist clients overcome barriers created through experiences with violence or abuse so that they can move towards finding and maintaining employment.

Performance Measure 4: Per cent or number of employment program clients who achieve employment.

Performance Measure	Baseline ¹	2008/09 Forecast	2009/10 Target	2010/11 Target	2011/12 Target
BC Employment Program					
<ul style="list-style-type: none"> • Per cent of program clients who achieve \$560 or 70 hours of work per month. 	23%	30%	25%	25%	25%
Employment Insurance Part II programming					
<ul style="list-style-type: none"> • Number of Employment Insurance clients returned to employment. 	TBD	22,660	20,000	20,000	20,000

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

¹ The BC Employment Program baseline year is 2006/07. The Employment Insurance Part II program measure is being transferred from the federal government in February 2009 and the Province will establish a baseline in 2009/10.

Discussion

Providing support to clients of the BC Employment Program and Employment Insurance Part II programming will help them move toward economic independence. This measure tracks clients who achieve employment through the BC Employment Program and through Employment Insurance Part II programming that was devolved from the federal government in February 2009.

The Ministry also provides employment programming for British Columbians with disabilities. These programs are discussed in Goal 5.

Objective 4.2: Individuals are supported in contributing to the well-being of their communities through volunteerism.

The Government, Non-Profit and Volunteer Secretariat was formed to establish a framework for how the two sectors can work together to create the best possible outcomes for individuals and to build stronger communities for all of us. The non-profit sector plays an essential role in creating engaged and vibrant communities. Most of the 22,000 non-profit societies in British Columbia serve local or regional needs, operating at a grassroots level where they are able to galvanize communities through philanthropy and volunteerism.

Over 114 million hours of volunteer time are mobilized annually by the non-profit sector, which is the equivalent of 69,000 full time employees.

Strategies

- Provide BC150 Volunteer Incentive Programs, from which eligible non-profit community organizations may receive grants based on the number of volunteers in the fundraising event with contributions of five or more hours each of service (to a maximum of 100 volunteers).
- Provide resources through the Labour Market Development Agreement to support the non-profit and voluntary sector in developing and implementing a human resource strategy for the sector.
- Formalize leadership and structure for the Government/Non-Profit Initiative within the new Government, Non-Profit and Volunteer Secretariat.
- Provide eligible income assistance clients with a community volunteer supplement to assist with costs associated with volunteering in their community.



Goal 5: British Columbians with disabilities have access to the best system of support in Canada.

Objective 5.1: A comprehensive and integrated system of personal supports and services for persons with disabilities.

The development of a comprehensive and integrated system of support and services for persons with disabilities is a key Government priority. Through leadership of the Disability Strategy, the Ministry continually provides new and simplified solutions to ensure that disability supports and services are more accessible and more responsive to those who need them.

The Minister's Council on Employment for Persons with Disabilities establishes a partnership between government, business, education, community-based organizations and persons with disabilities - all with the aim of increasing the employment, employability and independence of persons with disabilities.

Strategies

- Continue to encourage communities and industry sectors to increase employment for persons with disabilities in B.C. by 10 per cent by 2010 through the 10 by 10 Challenge.
- Connect job seekers with disabilities to employers through WorkAble Solutions.
- Provide the Employment Program for Persons with Disabilities, a range of specialized services to help individuals with disabilities build skills and experience that lead to employment or volunteer opportunities.
- Simplify the Persons with Disabilities designation application and adjudication processes.
- Align the eligibility criteria to access disability supports and services across multiple ministries in collaboration with other government partners.
- Provide persons with disabilities access to supports such as assistive devices through the Personal Supports Program, which can be accessed through a toll free telephone line or website.
- Transfer learning gained from the 18 month Personal Supports Program storefront demonstration sites in Victoria and Prince George to inform future service delivery enhancements.



Performance Measure 5: Per cent or disability assistance cases with income.

Performance Measure	2002/03 Baseline	2008/09 Forecast	2009/10 Target	2010/11 Target	2011/12 Target
Percentage of disability assistance cases with income from working or a volunteer supplement.	13.2%	22.3%	22.7%	23.1%	23.5%

Data Source: Strategic Policy and Research Branch, Ministry of Housing and Social Development.

Discussion

One of the Ministry's key objectives is to provide support to assist clients with the Persons with Disabilities designation in pursuing employment opportunities. This measure tracks the Ministry's success in assisting persons with disabilities to realize their goals of employment, which increases self-reliance and community involvement. The baseline reflects the Ministry's caseload for March 2003; future year targets include steady increases. The percentage of disability assistance cases with income from working or a volunteer supplement is targeted to increase from 19.5 per cent in 2006/07 to 23.5 per cent in 2011/2012, an increase of over 20 per cent over a five year period.

Objective 5.2: Individualized services for adults with developmental disabilities and their families.

The Ministry provides oversight and guidance for adult community living services, including financial and policy support to Community Living BC⁸, a Crown Agency. Community Living BC delivers support and services to adults with developmental disabilities and their families in British Columbia.

Strategies

- Provide adults with developmental disabilities access to high quality, responsive supports and services that enable them to meet their needs and participate as full citizens.
- Work with Community Living BC and other local, regional and provincial partners to implement innovative and inclusive supports and services for adults with developmental disabilities and their families.
- Develop protocols and procedures, in cooperation with the Ministry of Children and Family Development, to ensure individuals with developmental disabilities can transfer seamlessly from youth services to adult community living services.

⁸ More information about Community Living BC, including the organization's Service Plan, is available at: www.communitylivingbc.ca.

Goal 6: British Columbia has responsible liquor licensing and gaming practices.

Objective 6.1: Comprehensive and responsible gaming regulatory framework and programs.

The Ministry regulates and ensures the integrity of all gaming in the province through regulatory oversight of the British Columbia Lottery Corporation⁹, all gaming services providers and gaming workers, British Columbia's horse racing industry and licensed gaming events.

Revenue from commercial gaming conducted and managed by the British Columbia Lottery Corporation supports a wide variety of vital community programs, capital projects and other expenditures. About one-quarter of all gaming revenues are returned to communities and the remainder is directed towards the government's Health Special Account and the Consolidated Revenue Fund to support Provincial health care and education services.

Responsible/Problem Gambling Program

Over 90 contracted service providers ensure that problem gambling, clinical prevention and responsible gambling services are accessible in every region of the province.

Strategies

- Ensure all gaming in the province is subject to a high level of rigour and scrutiny.
- Provide gaming grants to support social programs, community services and local economic development initiatives.
- Certify all companies, people and equipment involved in gaming and horse racing.
- Conduct regular audits of all commercial gaming venues and investigate all allegations of wrongdoing, to ensure the integrity of gaming and use of proceeds.
- Continue to develop and enhance the Province's Responsible Gambling Strategy¹⁰.



⁹ More information about the British Columbia Lottery Corporation, including the Service Plan, can be accessed at: www.bclc.com.

¹⁰ More information on the Responsible Gambling Strategy is available at: www.bcresponsiblegambling.ca/responsible/strategy.html.

- Implement, evaluate and report on recommendations concerning the lottery retail network made by the Office of the Ombudsman and the independent auditing firm, Deloitte and Touche LLP.
- Continue province-wide media campaign and educational outreach program to increase public awareness of how the gaming industry is regulated and how gaming revenue is distributed.

Performance Measure 6: Citizen satisfaction with the regulation of gaming in British Columbia.

Performance Measure	2006/07 Baseline	2008/09 Forecast	2009/10 Target	2010/11 Target	2011/12 Target
Percentage of British Columbians who are satisfied with the regulation of gaming in British Columbia.	31%	35%	37%	40%	40%

Data Source: The baseline reported for this measure is from results of the Community Health, Education and Social Services Omnibus Survey conducted by BC Stats during the three month period of December 2006 through February 2007.

Discussion

The Ministry is tracking public satisfaction with the regulation of gaming in the province. The annual survey gauges the level of public confidence in the Ministry's regulatory activity, which focuses on ensuring gaming industry compliance with provincial legislation and policies.

Objective 6.2: Effective licensing and inspection of liquor licensees.

To minimize harm to customers, individuals or the community, the Ministry ensures that only qualified applicants and appropriate locations are licensed, and that the licensed establishments are subject to ongoing inspections to ensure compliance. The Ministry works to prevent problems such as under-age drinking, the over-consumption of alcohol, overcrowding or unsafe conditions in restaurants, bars and pubs and to minimize the potentially negative impact of liquor sales on neighbourhoods and communities.

The Ministry oversees the Liquor Distribution Branch, which is responsible for the importation, distribution and retailing of beverage alcohol in British Columbia.¹¹

Strategies

- Target resources on high risk establishments and focus inspections and investigations primarily on service to minors, over service, overcrowding and illicit alcohol.
- Strengthen integrated partnerships with stakeholders, such as local government staff and officials, police and industry members.

¹¹ More information about the Liquor Distribution Branch, including the Branch's Service Plan, is available at www.bcliquorstores.com/en.

- Minimize the number of contraventions and achieve increased voluntary compliance through knowledgeable licensees.
- Scrutinize applications to ensure that only qualified applicants hold liquor licenses and that establishment locations are appropriate.

Performance Measure 7: Percentage of inspected/investigated liquor licensees in compliance.

Performance Measure	2003/04 Baseline	2008/09 Forecast	2009/10 Target	2010/11 Target	2011/12 Target
Percentage of inspected/investigated liquor licensees in compliance.	80%	95.4%	95%	95%	95%

Data Source: Results for this measure are based on records of inspections and contravention notices issued.

Discussion

The Ministry tracks the percentage of inspected or investigated liquor licensees who are found to be in compliance. Increased voluntary compliance indicates the level at which licensees understand and are willing to cooperate with the liquor regulatory framework. An increase in voluntary compliance in areas such as over-service and prevention of service to minors may also indicate that liquor misuse is decreasing, increasing the safety of British Columbians.

The Ministry targets resources on public safety contraventions and high risk (problem) establishments. This creates a greater certainty of enforcement consequences for non-compliant licensees, which in the short term, leads to a higher degree of voluntary compliance. Over the longer term, the overall compliance rate may be seen to decrease if the focus continues to be only on high risk, chronically non-compliant licensees.



Resource Summary

Core Businesses	2008/09 Restated Estimates ¹²	2009/10 Estimates	2010/11 Plan	2011/12 Plan
Operating Expenses (\$000)				
Income Assistance	1,382,348	1,443,103	1,446,164	1,413,637
Employment	97,930	94,835	94,612	94,097
Housing ¹³	454,174	385,498	380,230	379,869
Community Living BC	617,335	668,224	681,554	681,538
Gaming Policy and Enforcement	21,199	20,508	20,386	20,060
Liquor Control and Licensing	1	1	1	1
Employment and Assistance Appeal Tribunal	2,070	1,974	1,974	1,974
Executive and Support Services	27,281	27,128	26,534	25,663
Total	2,602,338	2,641,271	2,651,455	2,616,839
Full-time Equivalents (Direct FTEs)				
Income Assistance	1,418	1,347	1,347	1,347
Employment	302	599	599	599
Housing	164	153	153	153
Community Living BC	5	5	5	5
Gaming Policy and Enforcement	145	136	136	136
Liquor Control and Licensing	104	104	104	104
Employment and Assistance Appeal Tribunal	14	14	14	14
Executive and Support Services	250	206	206	206
Totals	2,402	2,564¹⁴	2,564	2,564

12 Amounts have been restated for comparative purposes only, to be consistent with Schedule A of the 2009/10 Estimates

13 Budgeted expenditures include an estimated \$10M expense for the Housing Endowment Fund

14 Increase in FTEs is due to transfer of federal employees under the Labour Market Development Agreement as of February 2, 2009.

Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Housing	602	0	0	0
Gaming Policy and Enforcement	380	0	0	0
Liquor Control and Licensing	130	0	0	0
Executive and Support Services	7,225	457	455	455
Totals	8,337	457	455	455

Ministry Contact Information

Service BC refers the public to appropriate offices 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 Vancouver call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- Email address: EnquiryBC@gov.bc.ca
- Telephone Device for the Deaf (TDD)
 - In Vancouver call: 604 775-0303
 - Elsewhere in British Columbia call: 1 800 661-8773

Community Programs Branch

General Enquiries: 250 356-9340

Employment and Income Assistance

The Ministry has approximately 100 Employment and Income Assistance offices 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.

Gaming Policy and Enforcement

General Enquiries: 250 387-5311

For more information on gaming policy and enforcement in British Columbia, visit our website at: www.hsd.gov.bc.ca/gaming.

Labour Market Services Transition Office

General Enquiries: 250 356-0050

Liquor Control and Licensing Branch

General Enquiries: 250 387-1254

For more information on liquor control and licensing in British Columbia, visit our website at: www.hsd.gov.bc.ca/lclb/.

To find the Liquor Control and Licensing office that provides services for a specific community, go to: www.hsd.gov.bc.ca/lclb/branch/reach-us.htm.

Housing Programs and Construction Standards

For more information on housing programs and construction standards, visit our website at: www.housing.gov.bc.ca/.

Residential Tenancy Branch

Complete information about the Residential Tenancy Branch including its services and locations and answers to common questions, can be found on the website at: www.rto.gov.bc.ca/.

You can also speak to an information officer or listen to the recorded information line.

- In Victoria call: 250 387-1602
- In the Lower Mainland call: 604 660-1020
- Elsewhere in British Columbia call: 1 800 665-8779

Hyperlinks to Additional Information

BC Employment and Assistance Services Map: www.hsd.gov.bc.ca/ministry/MEIA_lmap.pdf

British Columbia Housing Management Commission (BC Housing): www.bchousing.org

BC150 Volunteer Incentive Program: www.hsd.gov.bc.ca/gaming/grants/bc150-volunteer.htm

British Columbia Building Codes: www.bccodes.ca

British Columbia Lottery Corporation: www.bclc.com/Default.asp

British Columbia Safety Authority: www.safetyauthority.ca/?q=home

Community Living BC: www.communitylivingbc.ca

Homeowner Protection Office: www.hpo.bc.ca/

Labour Market Development Agreement: www.labourmarketservices.gov.bc.ca/

Ministry of Housing and Social Development Online Resource (BC Employment and Assistance Policies and Procedures): www.gov.bc.ca/meia/online_resource/

Ministry of Housing and Social Development Service Standards:
www.hsd.gov.bc.ca/publicat/posters/servicestandards_poster08.pdf

Personal Supports: www.personalsupports.bc.ca/

10 by 10 Challenge: www.hsd.gov.bc.ca/epwd/10by10/

Shelter Aid for Elderly Renters: www.bchousing.org/programs/SAFER

Rental Assistance Program: www.bchousing.org/programs/RAP