

**Ministry of
Social Development**

**2012/13 – 2014/15
SERVICE PLAN**

February 2012



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Message from the Minister and Accountability Statement



It is my honour to present the *2012/13-2014/15 Service Plan* for the Ministry of Social Development. These are challenging yet hopeful times for British Columbia as we focus on building vibrant communities, a strong economy and a commitment to collaborative government. The Province has three key priorities; families, jobs and open government, and my Ministry will have an important role in all three areas.

My Ministry is committed to providing British Columbians with access to needed supports and employment services people can quickly and

easily find and use. As we build up the foundation of our economy, it is important that we are providing the services and supports necessary to help more people and families become self-sufficient so they can contribute to an expanding economy and healthy communities.

British Columbia has a solid income and disability assistance system which provides temporary help to those who can work, and longer-term aid to those who, through disability or other barriers, have a more difficult time working or who cannot work.

In April, we will launch our new Employment Program of BC. The new one-stop Employment Services Centre will integrate all of the services the Province currently offers and will ensure quick and easy access so unemployed British Columbians get the services they need to get back into the workforce as quickly as possible. All service providers will deliver the full suite of services to citizens and will determine the best way to ensure effective service delivery to specialized populations, including people with disabilities, immigrants, youth and people re-entering the workplace, and smaller communities.

Phase two of the Integrated Case Management (ICM) system will also launch in April 2012, improving service delivery both for this Ministry and the Ministry of Children and Family Development. ICM system has replaced a 30-year old information system that can no longer meet today's standards and expectations for more information provided in a transparent manner. This system will provide citizens easier and timelier access to services and information while enhancing protection of personal information.

A new responsibility of my Ministry is social innovation. Social innovation is about change – change that helps meet social and economic challenges and takes advantage of new opportunities.

In November the Province hosted a summit on social innovation with non-profit organizations – British Columbia's Non-Profit Partnership Summit: Collective Impact through Social Innovation –

where prominent thinkers and leaders representing the non-profit, volunteer, and business sectors shared ideas about building partnerships to solve social and economic challenges in our communities.

I am also the Minister responsible for Community Living British Columbia (CLBC), the Crown agency which provides services to people with developmental disabilities and their families. In response to concerns expressed by individuals and their families, the government undertook a rigorous and thorough review of both CLBC and the way that the Province serves individuals with developmental disabilities and their families. In January, we announced an action plan to address these concerns by strengthening accountability and improving planning and services for adults with developmental disabilities.

We continue to provide vital levels of social services in British Columbia and assist people to achieve their potential in the community and the workplace. Our shared approach includes the integration of the best ideas and practices from governments, businesses, non-profit organizations and the people we serve. To support this collaborative environment, the Ministry is taking steps to become more open and accessible to the people it serves, through the Province's commitment to Open Government and public engagement.

The *Ministry of Social Development 2012/13 - 2014/15 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.



Honourable Stephanie Cadieux
Minister of Social Development

February 21, 2012

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Purpose of the Ministry

The Ministry of Social Development focuses on delivering responsive, innovative and integrated services to individuals and families by providing a strong system of supports to British Columbians. The Ministry provides support and assistance to people with disabilities and offers unemployed and underemployed British Columbians access to programs and services that allow them to find work, attach to the labour market and secure their future.

The Ministry's key accountabilities include:

- Provision of income assistance to those in need;
- Support for community living services that help adults with developmental disabilities and their families achieve their goals and connect to their communities; and,
- Delivery of employment programming and services to unemployed and underemployed individuals, employers and communities, including employment supports for British Columbians with disabilities.

The Ministry provides a comprehensive range of supports to those in need, and funds a continuum of employment services, including life skills, for unemployed and underemployed citizens with a wide range of abilities. Using effective, outcome-based practices and working in collaboration with other ministries and levels of government, businesses, communities and service organizations, the Ministry serves the needs of those who receive our services. The Ministry also funds community services that are delivered by third party service providers throughout the province.

The Ministry of Social Development leads the provision of core programs and service for persons with disabilities and their families. This work is a joint effort between governments, community organizations, clients and their families. The Ministry focuses on integrated, citizen-centered service delivery, disability supports and services, and supporting community led innovations that increase employment and inclusion opportunities for persons with disabilities. In 2012/13, the Ministry will continue supporting community led innovations that improve employment and inclusion opportunities for persons with disabilities by establishing the Minister's Council on Employment and Inclusion. The Council will engage business, community, families and other disability stakeholders to increase employment gains, inclusion and independence for persons with disabilities and serve as a platform for discussion of potential reforms to the disability assistance system.

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

The Ministry supports a service delivery model with citizens at the centre by providing a number of channels through which British Columbians can access Ministry programs and services. Our commitment to cross-Ministry integration and cooperation is demonstrated in our support of

Integrated Case Management and other e-Government initiatives. The Ministry conducts business in accordance with the core values of the British Columbia Public Service: integrity, courage, teamwork, passion, service, accountability, and curiosity.

The Ministry leads the cross-Ministry work to construct a made-in B.C. model for social innovation partnerships; encouraging and developing new partnerships and new ways of working with non-profits, businesses and governments. Social innovation is about utilizing existing social and financial resources to find new ways to achieve large-scale change to tackle our toughest social, financial and environmental challenges. To advance social innovation in British Columbia, the Ministry will play a key role in supporting the implementation of the recommendations made by the Advisory Council for Social Entrepreneurship; this will involve bringing together people and resources from across government, the private sector and the greater community.

The Employment and Assistance Appeal Tribunal is a quasi-judicial body that provides an independent and accessible appeal process. Its mandate is to deliver timely and fair decisions reviewing Ministry of Social Development determinations related to employment programs and income assistance, and Ministry of Children and Family Development determinations related to the child care subsidy program.

In September 2011, responsibility for multiculturalism and the Multicultural Advisory Council was transferred into the Ministry of Jobs, Tourism and Innovation.



Strategic Context

The Ministry provides support and assistance to people with disabilities and offers unemployed and underemployed British Columbians access to programs and services that allow them to find work in the labour market and secure their future.

Economic Outlook

The Economic Forecast Council estimates that British Columbia's real GDP grew by 2.2 per cent in 2011 and projects that the rate of real GDP growth will remain at 2.2 per cent in 2012, before increasing to 2.5 per cent in 2013. Risks to British Columbia's economic outlook include a return to recession in the US; the European sovereign debt crisis threatening the stability of global financial markets; slower than anticipated economic growth in Asia dampening demand for BC exports; and a weakening of the US dollar disrupting the financial markets and raising the cost of BC exports abroad.

Since the start of fiscal 2010/11, the Ministry's temporary assistance caseload has declined. Research on the recession experience in the 1980s indicates that caseload declines following a downturn come about more slowly than the increases during a downturn. As a result, it is expected that the reduction of the Ministry's temporary assistance caseload will lag behind improvements in the economy.

Changing Demographic Characteristics

Like many other jurisdictions, British Columbia is experiencing a significant demographic shift as a result of longer life expectancies, low birth rates and the aging baby boomer generation. Population projections indicate that in 2012 the number of people aged 65 years or over in the province will likely surpass the number of children aged 14 years or under for the first time. By 2036, projections indicate there will be half as many school age children as seniors.

Medical and technological advances will continue to result in individuals with significant health issues enjoying a longer life expectancy. Therefore, the number of individuals with disabilities or who require accommodation to take part in employment and inclusion is also projected to increase as the population ages.

Citizen-Centred Service Delivery

The Ministry delivers a wide range of services through a diverse variety of channels including office based visits, phone systems and an expanding capacity to perform some functions through computer based self-service. The Ministry continuously looks for ways to improve service delivery across all service channels that supports clients and staff. This will be achieved by working with other ministries, service providers, community groups and clients. The Ministry will employ a Lean organizational approach and concentrate on doing more with existing resources to ensure services are effective, client-centred and maximize opportunities to serve clients better. The Ministry will also increasingly report out on performance across its services lines.

Increased community inclusion for persons with disabilities creates challenges that cannot be solved by a single organization. This multifaceted environment requires an integrated response from all levels of government, the business sector, non-profit groups, community organizations and citizens. Many individuals with disabilities and their families look for increased employment opportunities. The Ministry will work with groups and families to expand inclusion and employment opportunities for people with disabilities through a revitalized volunteer program and other initiatives. The Ministry will also continue to support the Equipment and Assistive Technology Initiative which provides equipment and assistive technology for persons with disabilities to achieve their employment goals.

In January 2012, Government announced enhancements to services to individuals with developmental disabilities and their families. Over the next year, the Ministry will be working closely with Community Living British Columbia, all relevant ministries and many individuals and groups in the community living sector to deliver on recommendations from reviews completed last fall that will reconfirm British Columbia as a jurisdiction leading improvements in services for people with developmental disabilities.

Building our Workforce

Ministry employees are among the most engaged and productive in the entire British Columbia Public Service. The Ministry continues to foster a positive work environment for staff by supporting personal development programs, exploring innovative workplace designs and continuing to build engagement through communication, strong supervision and respectful work environments. These initiatives will ensure the Ministry remains resilient and well positioned to face any future challenges and support service delivery enhancements.

Catastrophic Events and Emergency Management

The potential for a catastrophic event, such as an earthquake, tsunami or influenza pandemic, poses significant risk to the continued delivery of Ministry services and programs. Recent events such as the earthquakes in Fukushima, Japan and Christchurch, New Zealand have shown the necessity of being prepared to address the needs of clients in times of emergency. The Ministry will continue to develop expertise in emergency management and continue to share lessons learned from past events to improve overall preparedness for responding to catastrophic events.

Goals, Objectives, Strategies and Performance Measures

The Ministry of Social Development has completed an internal review of its public performance reporting. Based on this review, the Service Plan for 2012/13 will include a change of the goals, objectives and an increased number of performance measures. This move reflects the Ministry's goal of increased openness and transparency of information reported to the public.

The following four goals, 11 objectives and seven performance measures articulate the Ministry's priorities.

Goal 1: British Columbians in need have access to income assistance and receive the appropriate supports to meet their changing needs.

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

Strategies

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



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

Strategies

- Provide supplemental assistance to eligible clients including subsidized bus passes and dental and optical assistance.
- Provide eligible low income seniors with the Seniors' Supplement.
- Provide eligible low and moderate income families that have children with dental and optical assistance through the Healthy Kids Program.

Performance Measure 1: Per cent of reconsideration decisions that are made within time frames.

Performance Measure	2001/02 Baseline	2011/12 Forecast	2012/13 Target	2013/14 Target	2014/15 Target
Per cent of reconsideration decisions that are made within time frames.	82%	65%	100%	100%	100%

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

Discussion

The Ministry has a two stage appeal process for clients who are unsatisfied with a Ministry decision. Clients have a right to request “a reconsideration”, an internal Ministry process. The Reconsideration Branch reviews all requests and makes a new and final Ministry decision. If unsatisfied with this decision, a client may request an appeal to the Employment and Assistance Appeal Tribunal. This second step of the appeal process is external to the Ministry.

A higher percentage for this measure indicates the Ministry is doing a better job of meeting time frames and providing efficient service to clients. Adjudication of health decisions represents a large and growing proportion of the reconsideration requests that the Ministry undertakes annually. Health reconsiderations assess issues specific to individuals, such as their eligibility for a persons with disability designation or requirements for tailored medical equipment, supplies and supports. As a result, health reconsiderations are often complex, requiring additional medical evidence to be submitted by professionals and detailed examination of all supporting materials.

Goal 2: Accessible services that support increased independence and sustainable employment for those British Columbians in need.

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

Strategies

- Reduce unnecessary welfare dependency by ensuring that the Ministry’s programs and initiatives support people to work.
- Engage relevant government and community partnerships in discussions on reducing intergenerational dependency.
- Youth and Family Partnership clients are provided with integrated services and supports to increase employment and independence.
- Use client needs assessment to align employment services with individual client needs.



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

Performance Measure	Baseline (2001/02)	2011/12 Forecast	2012/13 Target	2013/14 Target	2014/15 Target
Expected to Work caseload as a per centage of the population aged 19-64.	3.4%	1.3%	1.3%	1.2%	1.2%

Data Source: Research Branch, Ministry of Social Development

Discussion

This measure tracks the percentage of B.C.’s working age population receiving temporary assistance with employment related obligations and assisting clients to find employment is an integral part of the Ministry’s mandate. This performance measure is sensitive to the state of the economy.

Performance Measure 3: Length of time clients who have obligations to seek employment receive Income Assistance.

Performance Measure	Baseline (2001/02)	2011/12 Forecast	2012/13 Target	2013/14 Target	2014/15 Target
Median length of time clients with employment obligations receive assistance (months).	4.2	5.5	5.3	5.2	5.1

Data Source: Research Branch, Ministry of Social Development

Discussion

The Ministry closely monitors the length of time clients receive assistance. This measure indicates the median length of time clients with employment obligation receive assistance. Median durations measure the number of months it takes for half of new starting Expected to Work clients to stop receiving assistance. The economic downturn has impacted B.C. especially hard relative to other parts of Canada. With employment opportunities declining over the recession, the median duration on assistance has increased to 5.6 months in 2010/11, up from 5.1 months the year before. Despite signs that the labour market is beginning to slowly recover, unemployment remains over 75 per cent higher than pre-recession levels. The increase in durations has largely been driven by single men, who have been hit especially hard by the recession. As the economy continues to recover, it is expected that the number of job opportunities will increase and the median durations for employable clients will begin to decline.

Objective 2.2: Achieve effective practices through the new Employment Program of BC.

Strategies

- Deliver services to ensure accessibility through the new Employment Program of BC via a network of WorkBC Employment Service Centres operated by service providers located across the province.
- Reduce barriers to access for all clients of employment and labour market services, including persons with



disabilities, immigrants, youth and other specialized populations, by engaging experts through advisory panels.

- Create opportunities for partnerships and innovation at the community and employer partnership level.
- Assist vulnerable youth and adults to move towards independence and self-reliance by providing employment services and supports to assist them to lead more meaningful and productive lives.

Performance Measure 4: Per cent of clients receiving employment services within service standards.

Performance Measure	2012/13 Baseline	2013/14 Target	2014/15 Target
Per cent of clients that have their initial case management and needs assessment meeting within 10 business days.	80%	80%	80%

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

Performance Measure 5: Per cent of clients having employment action plans within service standards.

Performance Measure	2012/13 Baseline	2013/14 Target	2014/15 Target
Per cent of clients that have fully developed employment action plans within 10 days of initial case management and needs assessment meeting.	80%	80%	80%

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

Discussion

Performance Measure 3 and Performance Measure 4 evaluate the Ministry’s performance to ensure that clients’ needs are assessed in a reasonable time frame and that an employment action plan is also fully developed. Reporting these measures informs citizens, stakeholders and the Ministry of the effectiveness of services to clients and identifies areas where further improvement can be made.

Note on Employment Program of British Columbia Performance Measures

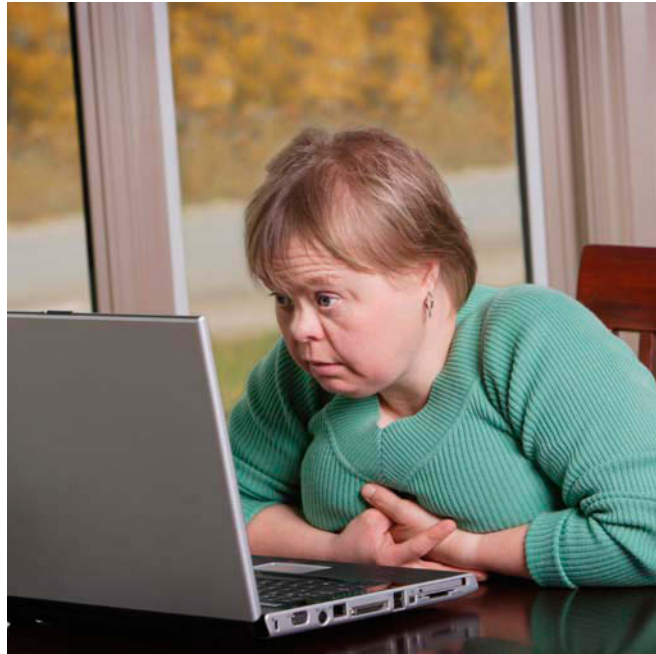
This new Employment Program of British Columbia integrates services from 10 different legacy programs into one program available to any unemployed British Columbian. The Ministry has developed a comprehensive performance measurement framework, which includes measures on service delivery, service quality, and outcomes. The baseline and target performance measurement numbers are contractually set at 80 per cent for all WorkBC Employment Service Centres. The Ministry will collect data and monitor performance trends in the first two years of the program to assist with the establishment of a baseline measure and appropriate targets after those two years have elapsed.

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

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

Strategies

- Provide adults with disabilities access to high quality, responsive supports and services that enable them to meet their needs, participate as full citizens and have improved outcomes.
- Facilitate access to all supports outside of income assistance for families who provide support to family members with a disability.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Identify and assist eligible youth with disabilities begin the application process at age 17 and a half to come on at age 18.
- Improve the transition process for children with special needs to transfer from youth services offered by the Ministry of Children and Family Development to the Ministry's disability assistance program and adult community living services offered through Community Living BC.



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

Performance Measure	2011/12 Forecast	2012/13 Target	2013/14 Target	2014/15 Target
Per cent of applications for Persons with Disabilities designation completed within Ministry standards.	99%	99%	100%	100%

Data Source: Provincial Service Branch, Ministry of Social Development

Discussion

This new measure evaluates the Ministry’s performance in the review and adjudication of applications for designation as a person with a disability. Determining eligibility for designation as a person with a disability is a complex and often time intensive process, requiring the review of detailed medical evidence and a close examination of all case materials. The Persons with Disabilities Designation Application includes detailed information from the applicant’s physician and other health professionals on diagnosis, health history, the degree of impairment and its impact on the applicant’s daily living activities. The length of the adjudication



process reflects the commitment to reaching fair and consistent decisions that comply with legislative requirements and the principles of administrative fairness. A triage process allows the Ministry to identify cases that involve urgent medical situations or children with disabilities, requiring expedited adjudication.

Although the process for determining eligibility is complex the Ministry is committed to delivering timely and efficient service. The Ministry has set aggressive goals to reduce the average time to process Person with Disability applications by 50 per cent over the next three years. The Ministry anticipates there will be challenges achieving these targets and will be closely monitoring this measure in 2012/13.

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

Strategies

- Work with partners across the sector to develop and implement initiatives that enhance community inclusion for Person with Disabilities.

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

Performance Measure	Baseline (2002/03)	2011/12 Forecast	2012/13 Target	2013/14 Target	2014/15 Target
Per cent of Persons with Disabilities cases with declared earnings.	11.4%	14.5%	14.9%	14.9%	15.0%

Data Source: Research Branch, Ministry of Social Development

Discussion

This measure tracks the percentage of Persons with Disabilities cases declaring earnings. The Ministry provides supports and programs to Persons with Disabilities to work, including earnings exemptions and employment programs. This measure is very sensitive to the state of the economy, as the percentage of Persons with Disabilities cases declaring earnings has declined from 15.9 per cent in 2007/08 to 14.8 per cent in 2010/11. As the labour market improves over the next few years, the percentage declaring earnings is expected to increase.

Objective 3.3: Support the Minister’s Council on Employment and Inclusion mandate to develop solutions and strategies to improve the lives of British Columbians with disabilities and their families, particularly through partnership with business, community organizations and citizens with disabilities and their families.

Strategies

- Increase persons with disabilities’ outcomes related to employment and inclusion by developing and identifying opportunities for partnerships, leadership, cross-sectoral networks and capacity-building across government and community; and engaging with stakeholders and the public in order to gather information, develop an understanding of different perspectives and opinions, build awareness, and create opportunities and advise on solutions related to fulfilling its mandate.

Goal 4: The Ministry will develop and implement innovative, flexible and client-centred service delivery initiatives.

Objective 4.1: Maintain robust financial accountabilities for all Ministry initiatives.

Strategies

- Protect taxpayers by ensuring a balance between service delivery and financial accountability.



Objective 4.2: Promote a culture of social innovation in B.C.

Strategies

- Foster social innovation and integration by utilizing the expertise and resources of government, non-profit, community and business sectors and other public partnerships to achieve large-scale social change and impact.
- Promote an online shared competition in the volunteer, non-profit and business sectors to develop and nurture a culture of social innovation in British Columbia and reward community-led innovations aimed at improving the lives of our citizens.
- Support the Government Non-Profit Initiative Action Plan which addresses non-profit concerns, capacity and sustainability.

Objective 4.3: Continue to support innovative workplace initiatives that engage workers and provide excellent service to clients.

Strategies

- Develop and implement service delivery plans to ensure staffing levels, business practices and technological supports are appropriate to support effective service delivery.
- Improve communications that support open, two-way dialogue within the Ministry.
- Provide tools and resources to supervisors and staff that facilitate professional development, access to mentoring programs, and the development of new skills.
- Work with cross-government partners to develop a telephone service strategy that identifies areas of practice improvement, anticipated case flows and opportunities for integration.
- Improve the integration of effective service delivery while ensuring British Columbians critical personal case information remains safe and secure.
- Connect employment offices across the province to create an integrated service delivery model where citizens can access services through a single enquiry.



Objective 4.4: Ensure the Ministry aligns with the Open Government platform.



Strategies

- Develop and implement initiatives that support government's transformation and technology strategy.
- Support government's DataBC initiative by developing and implementing web-based applications that improve citizen access to Ministry data.

Objective 4.5: Minimize the impact Ministry operations have on the environment.

Strategies

- Support government's goal of carbon neutrality through participation in corporate green initiatives.
- Work with partners to reduce carbon emissions for the Ministry and Ministry clients.

Resource Summary

Core Business Area	2011/12 Restated Estimates ¹	2012/13 Estimates	2013/14 Plan	2014/15 Plan
Operating Expenses (\$000)				
Income Assistance	1,578,275	1,659,720	1,690,920	1,687,520
Employment	55,488	55,488	55,488	55,488
Community Living British Columbia	680,977	718,777	728,777	738,777
Employment and Assistance Appeal Tribunal	1,751	1,751	1,751	1,751
Executive and Support Services	21,972	21,044	21,044	21,044
Total	2,338,463	2,456,780	2,497,980	2,504,580

Core Business Area	2011/12 Restated Estimates ²	2012/13 Estimates	2013/14 Plan	2014/15 Plan
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Executive and Support Services	38,383	32,538	33,350	13,229
Total	38,383	32,538	33,350	13,229

¹ For comparative purposes, amounts shown for 2011/12 have been restated to be consistent with the presentation of the 2012/13 Estimates.

² Ministry Capital Expenditures includes funding of \$31.7M in 2011/12, \$30.96M in 2012/13 and \$32M in 2013/14 and \$11.9M in 2014/15 for the Integrated Case Management System.

Appendix

Ministry Contact Information

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

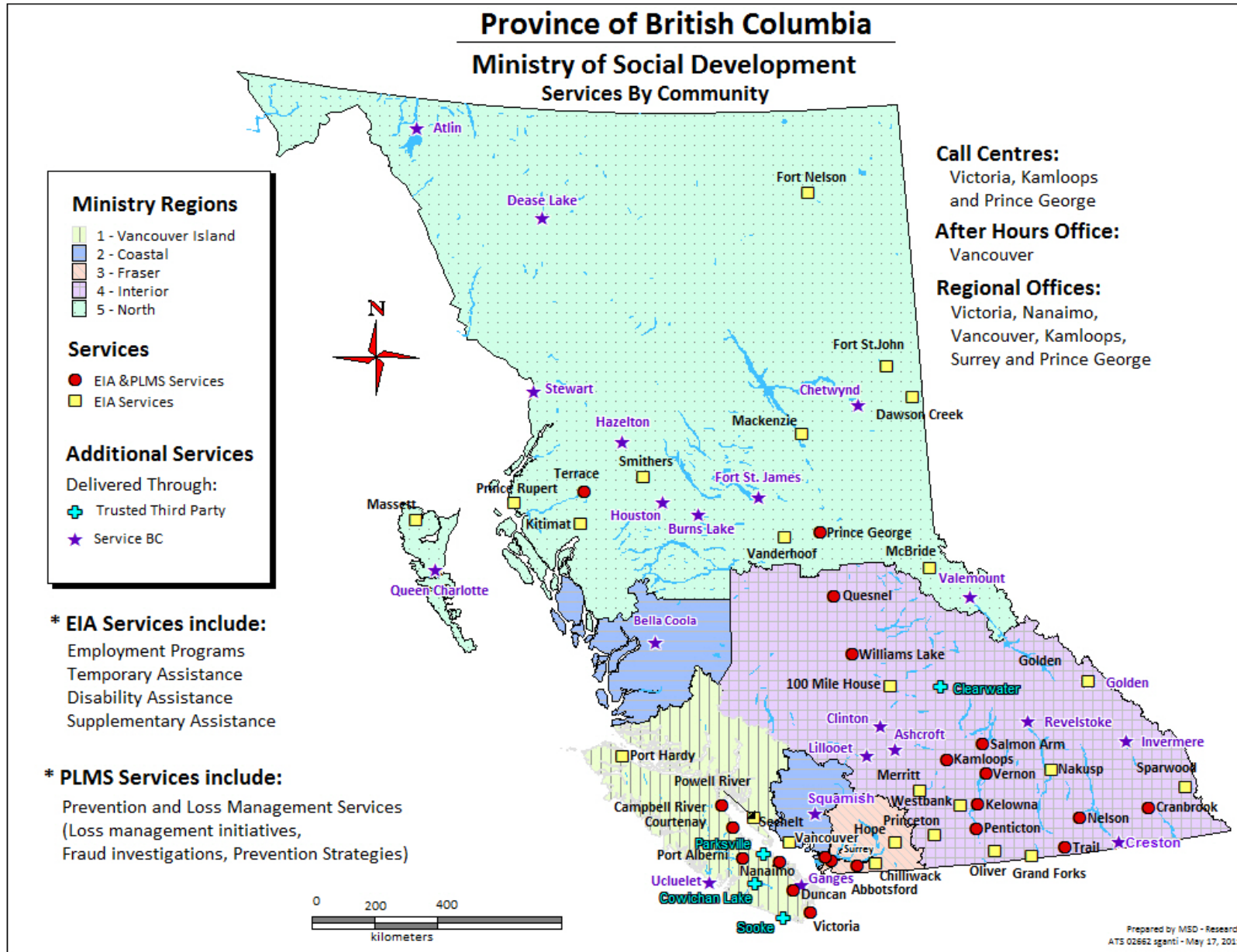
- In Victoria, call: 250 387-6121
- In the Lower Mainland, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- E-mail address: EnquiryBC@gov.bc.ca
- Telephone device for the deaf and hearing impaired (TDD):
 - In the Lower Mainland,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

Employment and Income Assistance

The Ministry has approximately 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.

Employment and Labour Market Services

General Enquiries: 250 356-0050



Hyperlinks to Additional Information

Community Living British Columbia: www.communitylivingbc.ca

Community Living BC (CLBC) delivers supports and services to eligible adults and their families in British Columbia. Adults with developmental disabilities or who meet the Personalized Supports Initiative criteria are eligible for supports through CLBC. For more information about CLBC services, please call the toll-free information line at 1 877 660-2522.

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

The Ministry Employment and Labour Market Services website is an information resource for employment programs and services available in British Columbia. For more information, contact local Employment and Labour Market Services through Enquiry BC by email at EnquiryBC@gov.bc.ca or by phone at 1 800 663-7867.

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

www.gov.bc.ca/meia/online_resource/

The Online Resource is the Ministry web based resource for all B.C. Employment and Assistance policy, procedures and program information for eligibility for Ministry programs.

Personal Supports: www.personalsupports.bc.ca/

This site contains information about programs that provide equipment and assistive devices or other personal supports to persons with disabilities in British Columbia. If you would like to speak to a Personal Supports representative, please call the toll-free information line at 1 888 818-1211.

Self Serve Assessment and Application Tool: www.iaselfserve.gov.bc.ca/HomePage.aspx

The Self Service Assessment and Application Tool is the Ministry assessment and application web tool that is designed to assist clients in learning more about programs and services available, as well as additional links if clients would like to do an eligibility assessment or apply for Income Assistance.