

# **Ministry of Social Development and Poverty Reduction**

## **2026/27 – 2028/29 Service Plan**

**February 2026**



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## Minister's Accountability Statement



The Ministry of Social Development and Poverty Reduction 2026/27 – 2028/29 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.

A handwritten signature in blue ink, appearing to read "SM".

Honourable Sheila Malcolmson  
Minister of Social Development and Poverty Reduction  
February 5, 2026

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## Strategic Direction

In 2026/27, the Government of British Columbia will prioritize support for people by taking action to make life better for everyone.

Despite a challenging fiscal environment due to global uncertainty, trade relationship reordering, and low resource prices, over the past year Government made significant progress on efforts to reduce costs for British Columbians, hire more doctors and nurses, and build more homes, hospitals and schools, faster. Government will continue to advance these key priorities even as tariffs, trade policies, and instability outside of the province's borders continue to put pressure on the province's finances.

Ongoing fiscal pressure means all parts of Government must continue to do their part to maximize efficiencies and make sure every dollar counts.

To respond to these extraordinary times, Government will focus on expanding trade and investment both within Canada and abroad and delivering major projects that offer good jobs and opportunities for people and communities. This focus on economic growth and prosperity is critical to delivering the revenue needed to provide services and infrastructure.

Good relationships and mutually beneficial partnerships with First Nations are critical to building a better future for everyone in British Columbia. Government will continue working diligently to implement the Declaration on the Rights of Indigenous Peoples Act Action Plan. Through collaboration and open dialogue, we aim to foster trust, stability and certainty for all.

This 2026/27 service plan outlines how the [Ministry of Social Development and Poverty Reduction](#) will support the Government's priorities and selected action items identified in the Minister's most recent [Mandate Letter](#).

## Purpose of the Ministry

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

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

- Develop tools and approaches to prevent poverty and increase income, focusing first on youth growing up in families living in poverty.
- Work with the [Ministers of Health, Finance, Citizens' Services](#), and others to ensure low and moderate income British Columbians receive and retain the federal and provincial benefits they are eligible for, beginning with the Canada Disability Benefit.
- Lead government's work on accessibility initiatives through ongoing implementation of the [Accessible British Columbia Act](#). This includes supporting the work of the [Provincial Accessibility Committee](#), collecting accessibility feedback from the public through the [Accessibility Feedback Tool](#), coordinating accessibility priorities across government ministries through the [AccessibleBC plan](#), and working with stakeholders—particularly people with lived experience—to support the development and implementation of Government's work to make B.C. more accessible and inclusive for all people.
- Support British Columbians struggling with the cost of food and unable to afford the basics by leading work on food security and work with the [Ministry of Agriculture and Food](#) in finding opportunities to support B.C. farmers and food producers in this work.
- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered as required.
- Provide employment services that help British Columbians find and keep jobs, support career transitions, and offer training and resources to build skills for a changing labour market.
- Lead work, with support from the [Minister of Post-Secondary Education and Future Skills](#), to deliver skills and training initiatives for people facing multiple complex barriers that will enable them to access opportunities and build a dignified life.
- Work with the [Minister of Finance](#) to review all existing ministry programs and initiatives to ensure our programs remain relevant, are efficient, ensure safe and strong communities, and reduce poverty.

Further to the above, two key priorities for the ministry that support the mandate letters are:

- Leading collaborative engagement through the [Social Services Sector Roundtable](#) to help strengthen the important community social services that people count on every day and Government's relationship with the non-profit sector; and
- Through [Community Living BC](#), continue working on the [Re-imagining Community Inclusion Initiative](#) to improve services for adults with developmental disabilities and their families.

# Performance Planning

## Goal 1: Reduce Poverty in British Columbia

### Performance Measures

Performance Measure	2022 Actuals	2023 Actuals	2024 Target	2034 Target
[1a] Change in Total Poverty Rate from 2016 <sup>1,2</sup>	-27.5%	-29.4%	-25.0%	-60.0%
[1b] Change in Child Poverty Rate from 2016 <sup>1,2</sup>	-36.8%	-36.2%	-50.0%	-75.0%
[1c] Change in Seniors Poverty Rate from 2016 <sup>1,2</sup>	-4.4%	-20.9%	N/A	-50.0%

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

<sup>1</sup>The two-year delay in producing the poverty statistics means 2024 MBM data will be released in 2026. As a result of the delay and the time it takes for investments to impact poverty rates, there are no interim targets.

<sup>2</sup>All targets use 2016 as the baseline year.

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

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

### Performance Measures

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[2a] Percentage of monthly reports submitted through My Self-Serve	49%	59%	64%	68%	72%
[2b] Percent of clients receiving payments via Electronic Fund Transfer	88%	89%	89%	89%	89%
[2c] Percent of callers that reported the ministry worker was respectful (via a voluntary phone survey) <sup>1</sup>	88%	85%	85%	85%	85%
[2d] # of individuals supported by Community Integration Services Branch	38,973	43,382	47,720	51,538	54,630

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

<sup>1</sup> Client Phone Survey collected by the Service Delivery Division, Ministry of Social Development and Poverty Reduction

Performance Measure	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[2e] <a href="#">WorkBC</a> Client Satisfaction Score	73	74	75	76

Data source: Employment and Labour Market Services Division, Ministry of Social Development and Poverty Reduction, WorkBC Employment Services Client Intake Survey, In-Progress Survey and Exit Survey.

<sup>1</sup> WorkBC Client Satisfaction Score represents the overall client satisfaction with WorkBC services. Scores range from 0 to 100, with higher scores being considered better. The score represents the number of clients responding "satisfied" or "very satisfied" out of all survey respondents.

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

### Discussion of Changes

Objective 2.1 has been revised to shift the focus from service availability to ensuring that clients can successfully access available services. Performance Measure 2a now tracks the percentage of monthly reports submitted via My Self-Serve to provide a more accurate measure of the My Self-Serve usage. Previously, Performance Measure 2a tracked the number of registered clients which did not reflect actual service usage. Performance Measure 2d has been added to show the number of clients supported by the Community Integration Services Branch, creating a strong alignment with the objective of ensuring that services are accessible to clients.

## Objective 2.2: Job seekers have access to high quality services and supports they need to find and keep meaningful employment

## Goal 3: Support a comprehensive and integrated system of supports and services for individuals with disabilities

### Performance Measures

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
[3a] Total amount of earnings exemptions reported by Persons with Disabilities	\$185 million	\$191 million	\$210 million	\$225 million	\$235 million

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

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

## Financial Summary

(\$000s)	2025/26			
	Restated Estimates <sup>1</sup>	2026/27 Estimates	2027/28 Plan	2028/29 Plan
<b>Operating Expenses</b>				
Income Assistance	3,854,300	4,043,419	4,123,883	4,222,520
Employment	31,126	32,426	32,426	32,426
Community Living Services	1,806,808	1,887,777	1,887,777	1,887,777
Employment and Assistance Appeal Tribunal	1,947	1,947	1,947	1,947
Executive and Support Services	11,304	11,193	11,193	11,193
<b>Total</b>	<b>5,705,485</b>	<b>5,976,762</b>	<b>6,057,226</b>	<b>6,155,863</b>
<b>Capital Expenditures</b>				
Executive and Support Services	1,854	1,854	1,854	1,854
<b>Total</b>	<b>1,854</b>	<b>1,854</b>	<b>1,854</b>	<b>1,854</b>

<sup>1</sup> For comparative purposes, amounts shown for 2025/26 have been restated to be consistent with the presentation of the 2026/27 *Estimates*.

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

## Appendix A: Public Sector Organizations

As of February 2026, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following organizations:

### **Community Living BC**

[Community Living British Columbia \(CLBC\)](#) is a Crown corporation mandated to fund community inclusion supports and services for people with developmental disabilities. The [Community Living Authority Act](#) and the [Community Living Authority Regulation](#) outline eligibility criteria for two groups of people for CLBC services:

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

### **Employment and Assistance Appeal Tribunal**

The [Employment and Assistance Appeal Tribunal](#) is an administrative tribunal established under the authority of the [Employment and Assistance Act](#) to provide clients with an efficient and transparent appeal process that is independent from the Ministry of Social Development and Poverty Reduction. The Tribunal hears appeals on decisions made by the Ministry of Social Development and Poverty Reduction to refuse, reduce, or discontinue certain benefits or supplements. The Tribunal also hears appeals on decisions made by the Ministry of Children and Family Development to refuse, reduce, or discontinue a subsidy under the Child Care Subsidy Act.

## Appendix B: Minister Mandate Letter



January 16, 2025

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

Dear Minister Malcolmson:

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

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

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

- **Grow the economy by creating good jobs across British Columbia.** We will collaborate with businesses, workers, and communities to attract investments in both new and traditional sectors as well as emerging sectors of the economy. This approach will bring certainty for business, security for workers, and generate the wealth needed to support the essential services British Columbians rely on.
- **Reduce costs for families** including by helping people access homes they can afford through support for first-time homebuyers, increasing the supply of rental housing stock, and stronger measures to crack down on housing speculation.

.../2

- **Strengthen health care** by expanding access to family doctors and recruiting and training more health professionals, ensuring that every British Columbian can access the care they need, no matter where they live. We will also increase access to addictions treatment and provide help for people whose struggles require intensive supports.
- **Make our neighbourhoods and communities safer** by working with law enforcement and social agencies to address street disorder, crack down on organized crime, and do all we can to ensure repeat offenders stay behind bars.

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

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

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

- In order to protect key services that British Columbians rely on, work with the Minister of Finance to review all existing Ministry of Social Development and Poverty Reduction programs and initiatives to ensure our programs remain relevant, are efficient, ensure safe and strong communities, and reduce poverty. This is important in the context of current Provincial budget constraints and the priorities of communities in the province.
- Continue to develop tools and approaches to prevent poverty and increase income, focusing first on youth growing up in families living in poverty, and work with the Ministers of Health, Finance, Citizens' Services and others to ensure low- and moderate-income British Columbians receive and retain the federal and provincial benefits they are eligible for, beginning with the Canada Disability Benefit.
- With support from the Parliamentary Secretary for Accessibility, lead government's work on accessibility initiatives.
- Support British Columbians struggling with the cost of food and unable to afford the basics by leading work on food security and find opportunities to support BC farmers and food producers in this work.
- Work with the Cabinet Committee on Community Safety to ensure that initiatives identified by the committee are prioritized and delivered by your ministry as required.

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

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

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

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

- Work with the Attorney General to support engagement of the non-profit sector in the 2025 review of the *Lobbyist Transparency Act*.
- Continue to strengthen government's relationship with the non-profit sector by acting as the point of contact within government on key issues affecting the sector and supporting the effectiveness of non-profit sector organizations, including through the Social Services Sector Roundtable.

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

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

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

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

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

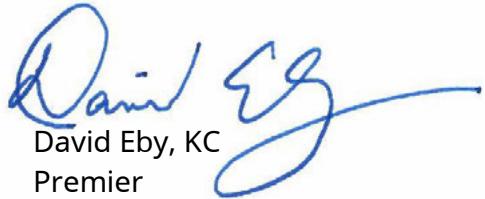
We have an obligation to protect and defend British Columbians, as well as seize opportunities, in these uncertain times.

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

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

Thank you for joining me in the work ahead.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Eby".

David Eby, KC  
Premier

cc: Dana Lajeunesse, MLA  
Parliamentary Secretary for Accessibility

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