

Ministry of  
Housing and  
Social Development

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2009/10  
Annual Service Plan Report

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## Ministry of Housing and Social Development

For more information on how to contact the British Columbia  
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## **Message from the Minister and Accountability Statement**



Delivering front-line services to British Columbians in need was the number one priority of the Ministry of Housing and Social Development and our employees last year. With the economic recession, we had to carefully balance our resources to ensure people had access to supports such as housing, income assistance and employment programming. Thanks to the hard work and willingness of employees to pitch in above and beyond where needed, we successfully delivered these supports.

Our achievements last year showed our resolve to improve access to affordable and safe housing for homeless British Columbians and low-income families and seniors. We created new supportive housing units for independent seniors and fast-tracked approvals to begin construction on Downtown Eastside housing. We also acquired another seven single-room occupancy hotels in Vancouver, bringing the total number of protected units of affordable housing in the area to approximately 1,500.

Over a period of 12 months, the Homelessness Intervention Project has successfully housed over 2,400 formerly homeless people in five B.C. communities. In addition to obtaining long-term housing, individuals also accessed financial, medical and employment support services. Our employees and community partners recently won the 2009/10 Premier's Innovation and Excellence Award for Partnership in the Lower Mainland for their efforts with the project.

The Residential Tenancy Branch was also a regional finalist in the Service Excellence category at the Premier's Awards for creating Direct Request, a faster dispute resolution process for landlords. The new 'Ask a Building Code Question' database is another ministry service quality improvement. The service has answered close to 900 questions since March 2009, helping to provide clear, consistent and quick responses to BC Building Code users.

The ministry raised its income assistance budget to \$1.55 billion in 2009/10 to meet the increased demand of British Columbians. With greater pressure to deliver services to more people in a timely manner, our employees have found ways to improve business practices by more strategically using existing resources. For example, clients who want to apply for assistance through the Internet can use the new Self-Serve Application and Assessment Tool.

We are having greater success with placing clients in the workforce, as the BC Employment Program has transitioned to a new model that helps clients move more quickly into employment. During the program's first four months, 29 per cent of participants were placed in employment, representing a 10 per cent increase in participation. People found jobs in an average of 44 days – one month faster than before the transition.

## Ministry of Housing and Social Development

In addition, over 200,000 unemployed British Columbians have accessed our Employment Assistance Services since the province became responsible for the Labour Market Development Agreement in February 2009. More than 28,000 of these people are now gainfully employed.

We made our communities more accessible and inclusive for both British Columbians and visitors with disabilities. This goal went beyond making tourist attractions and local businesses disability-friendly. We also expanded access to supports through Community Living British Columbia's Personal Supports Initiative for people with Fetal Alcohol Spectrum Disorder or Pervasive Developmental Disorder who have significant limitations in adaptive functioning.

Our Liquor Licensing and Control Branch did a remarkable job of implementing and enforcing new liquor regulations for the 2010 Winter Olympic and Paralympic Games. The branch issued 67 new liquor licenses for special venues and national houses. The licensing process encouraged local businesses and restaurants to take advantage of the economic benefits associated with B.C. hosting the world. Most importantly, the branch ensured the safety of British Columbians through the enforcement of responsible liquor use.

British Columbia's gaming industry has brought in \$1.1 billion in net revenue, which we directed to our highest social priorities, including health care and education. With many worthy community organizations in need of support, we provided over 5,600 Community Gaming Grants to groups that support public safety, people in need, food banks, and sports programs for youth and people with disabilities.

I want to once again recognize the remarkable work of our ministry's employees and thank them for serving British Columbians with dedication and passion. This past year has presented us with a number of opportunities and challenges, and they have made the best of all of them.

The Ministry of Housing and Social Development *2009/10 Annual Service Plan Report* compares the actual results to the expected results identified in the Ministry's *2009/10 - 2011/12 Service Plan Update*. I am accountable for those results as reported.



Honourable Rich Coleman  
Minister of Housing and Social Development

June 21, 2010

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# Highlights of the Year

## Building and Safety Standards

- The Ministry was the winner of both the 2009/10 Vancouver Island Regional Premier's Award for Innovation and the 2009/10 Provincial Premier's Award for Innovation for Six Storey Wood-Frame Residential Construction. Last year, British Columbia became a world leader in innovative wood construction by opening the doors to six storey wood-frame residential construction, creating opportunities for more affordable and environmentally sound housing, expanding foreign and domestic markets for B.C. wood products and establishing a new model for building code changes.



## Disability Services

- The Ministry successfully completed the transfer and integration of child services from Community Living British Columbia to the Ministry of Children and Family Development.
- In conjunction with the Vancouver 2010 Paralympic Games, the Ministry was the provincial lead for the 2010 Accessibility Showcase, held March 8 to 10, 2010 in Vancouver. A variety of presentations were held, along with exhibits to increase awareness about accessibility issues, services and products.

## Employment

- The Ministry was a nominee for the 2009/10 Vancouver Island Regional Premier's Award for Partnership for the Labour Market Development Agreement Transition. The Ministry has engaged communities, employer organizations and service providers in a dialogue about the future of employment programming as employment and labour market services move towards integration in British Columbia. The Business Transformation Project, launched in August 2009, will result in a client-centered system of federally and provincially funded services by creating one streamlined program and service delivery mechanism.
- On February 2, 2009, the federal government transferred responsibility for the design and delivery of Employment Insurance Part II funded employment and labour market services to the Province under the Labour Market Development Agreement, including 252 federal employees and over 300 contracts. In 2009/10, through a seamless and transparent transition process, the ministry delivered \$333 million in employment services to British Columbians. The transfer met all the objectives of the agreement and delivered services to clients within 0.43 per cent of the transferred amount, neither underspending nor overspending in the first year – an exceptional accomplishment in program management.

### **Income Assistance – Response to the Economic Downturn**

- The Strategic Third Party Assist Referral Team is an innovative collaborative approach that provides frontline service delivery staff with resources in response to the economic downturn and increasing caseload pressures. This centralized approach to completing mandatory third-party checks uses a virtual task team of staff from across the province dedicated to conducting and interpreting mandatory third-party checks and providing this information to frontline workers.
- The Ministry has redesigned British Columbia's employment programs to effectively handle increased caseloads and adjusted policy to help frontline workers manage caseloads and to account for new client types.
- The Ministry introduced a Self Serve Application and Assessment Tool that provides an opportunity for clients to apply for income assistance online. The primary benefit is more efficient service delivery for both clients and front line workers.
- Government introduced the *Assistance to Shelter Act* to assist individuals who are suffering harm or are at risk of harm because of extreme weather. The Ministry collaborated with the British Columbia Housing Management Commission to implement the legislation.
- Changes to policy and regulations were developed to improve the efficiency and equity of providing health supplements to clients. This was the first major revision to supplementary assistance in over a decade.



### **Gaming**

- The Ministry is responsible for regulating the horse racing industry in the province and, as in other jurisdictions across North America, the British Columbia industry faces a number of challenges. Recognizing the value and benefit derived from horse racing both for the industry and the broader economy including agriculture and tourism, the province responded by establishing the B.C. Horse Racing Industry Revitalization Initiative in the spring of 2009. What is unique is that while government is the lead, it has taken the initiative on at the request of the industry to meet the common objective of revitalizing horse racing in the province.
- In consultation with the British Columbia Lottery Corporation and an independent lab testing firm, the Ministry has published the first technical standards in North America to regulate internet gaming (Setting the Standard of Play). British Columbia's standards are distinct in that they provide players with a regulated online gaming environment that is fair, honest, secure and independently tested.

**Government Non Profit Initiative**

- The Ministry has established a formal collaboration agreement and a Leadership Council, co-chaired by senior representatives of the government and non profit sectors. A network of over 1,000 government and non profit agencies have been involved in project teams, pilot projects, consultation, information sharing and annual summits. All work under the Government Non Profit Initiative is jointly resourced and jointly steered, and it has resulted in a \$5 million Labour Market Partnership to support human resource capacity building and a viable labour market information strategy for the non profit sector. The Ministry has provided a new avenue for coordinated dialogue on issues ranging from potential changes to the provincial *Societies Act* to ways to support social enterprise.



## Purpose of Ministry

The Ministry of Housing and Social Development is responsible for delivering an integrated continuum of housing and social development programs, while safeguarding public interest in its areas of responsibility. The Ministry's key accountabilities include:

- providing income assistance for those in need;
- provincial housing and homeless policy, residential tenancy information and dispute resolution, strata governance, and housing services delivered through the British Columbia Housing Management Commission;
- adult community living services delivered through Community Living British Columbia;
- employment programming and services for unemployed and underemployed individuals, employers and communities;
- building and technical safety policy and standards development;
- volunteer and non-profit support;
- liquor licensing, enforcement and distribution; and,
- gaming policy, regulation and enforcement, problem gambling programs, licensing of charitable gaming, oversight of horse racing and gaming grants.

The Ministry leads the Provincial Disability Strategy, which manages the provincial government's annual investment of almost \$5 billion in disability spending to ensure British Columbia has a citizen-centred system of disability supports and services that enables people with disabilities to participate more fully in their communities.

By integrating income assistance, housing and employment programs, the Ministry provides a more comprehensive range of supports to those in need. The Ministry is focusing on clients 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.

The Ministry funds community services and employment and life skills programs that are delivered by third party service providers throughout the province. Ministry-funded services are delivered directly and through the British Columbia Housing Management Commission and Community Living British Columbia. The Ministry works with the British Columbia Safety Authority to administer the safety regulatory system for technical products and systems including electrical and gas, boilers and pressure vessels, refrigeration systems, ski lifts, elevators and amusement rides. All services are delivered in a manner that upholds government's values as identified in the Province of British Columbia's Strategic Plan.

The Ministry is a major source of revenue for the province through the Liquor Distribution Branch and the Ministry's revenue generating Crown: the British Columbia Lottery Corporation.

# Strategic Context

## Economic Conditions

Preliminary estimates from Statistics Canada show that British Columbia's real GDP contracted by 2.3 per cent in 2009, following a year of no growth in 2008. The slowdown in B.C. during 2009 reflects the sharp U.S. and global economic downturn, the moderation of domestic demand in B.C., and volatility in world financial and commodity markets. The Ministry of Finance forecasts B.C.'s economy to return to growth in 2010, with real GDP increasing by 2.2 per cent. Risks to B.C.'s 2010 economic outlook include a double dip recession originating in the United States, slower than anticipated global demand resulting in reduced demand for B.C.'s exports, further appreciation of the Canadian dollar, and further weakening of the American dollar resulting in significant disruptions to global financial and commodity markets.<sup>1</sup>

The employment rate in Canada fell in 2009 following sixteen years of increases. The bulk of the employment losses occurred in the first quarter. From March to July 2009, employment stabilized across the country, followed by an upward trend in the last five months of the year. The increases in the later part of the year, however, were not enough to offset the large declines in the first quarter, leaving employment across the country at 8.4 per cent by year-end.<sup>2</sup>

In March 2010, British Columbia's unemployment rate was 7.9 per cent, up 0.4 per cent over March 2009 and 0.3 per cent below the national average.<sup>3</sup> Between July 2009 and March 2010, employment in British Columbia rose by 2.4 per cent.<sup>4</sup> The health of the provincial economy is the largest external determinant of the Ministry's income assistance caseload and expenditures. Economic fluctuations provincially and in the global economy directly affect Ministry operations and fiscal and service targets. In addition to increased demand for income assistance services, the number of British Columbians seeking employment has increased demand for the Ministry's employment services as well.

The recovery of the province's labour market is expected to lag behind the economy's recovery. Income assistance cases have continued to rise on a year-over-year basis since February 2007, though the amount by which they are increasing month-to-month is beginning to slow. The majority of the increase has been workers who have been temporarily displaced from the labour market. As the labour market continues to improve during 2010, the number of income assistance cases is expected to begin gradually declining.

## Collaboration with Other Ministries

Collaboration with other ministries is fundamental to the Ministry's work in developing and delivering integrated services to clients. This Ministry collaborated with Community Living

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<sup>1</sup> British Columbia Ministry of Finance

<sup>2</sup> Statistics Canada, Labour Market Review 2009

<sup>3</sup> BC Stats, Labour Force Statistics March 2010

<sup>4</sup> Statistics Canada, April 2010 Labour Force Survey

## Ministry of Housing and Social Development

British Columbia and the Ministry of Children and Family Development to successfully complete the transfer and integration of child services from Community Living British Columbia to the Ministry of Children and Family Development. A Youth Transitioning Operating Agreement was established to support the transfer that articulates the procedures and approach to be used for youth transition from the Ministry of Children and Family Development to Community Living British Columbia.

The Ministry, in partnership with the ministries of Children and Family Development and Citizens' Services, is planning for the implementation of an integrated case management technology system. Integrated case management will provide the technical platform to support business transformation and case management across all programs and services of the ministries.

# Report on Performance

## Performance Plan Summary Table

<b>Goal 1: British Columbians have access to responsive, citizen-centered services</b> For greater detail see page 14	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
Per cent of client services that meet or exceed established service standards	New measure	DATA NOT AVAILABLE
<b>Goal 2: British Columbians have access to safe and stable housing</b> For greater detail see pages 15 to 17	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
<b>2.2 A range of housing and support services targeted to those most in need</b> Per cent of homeless individuals accessing housing who remain housed six months after placement	60%	89% EXCEEDED
<b>Goal 3: British Columbians in need have access to income assistance</b> For greater detail see pages 17 to 18	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
<b>3.1 Basic income assistance is available to assist with shelter and support costs</b> Per cent of B.C. population aged 19-64 receiving temporary assistance	1.6%	1.6% ACHIEVED
<b>Goal 4: British Columbians are supported in employment and volunteer opportunities</b> For greater detail see pages 18 to 20	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
<b>4.1 Individuals achieve sustainable employment through flexible employment and labour market programs</b> Per cent or number of employment program clients who achieve employment:		
<b>BC Employment Program</b> – per cent of program clients who achieve \$560 or 70 hours of work per month	25%	33% EXCEEDED
<b>Employment Insurance Part II programming</b> – number of Employment Insurance clients returned to employment	20,000	28,038 (Q3) EXCEEDED
<b>Goal 5: British Columbians with disabilities have access to the best system of support in Canada</b> For greater detail see pages 20 to 21	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
<b>5.1 A comprehensive and integrated system of personal supports and services for persons with disabilities</b> Per cent of disability assistance cases with income	20 – 22%	21.1% ACHIEVED

## Performance Plan Summary Table cont'd

<b>Goal 6: British Columbia has responsible liquor licensing and gaming practices</b> For greater detail see pages 21 to 24	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
<b>6.1 Comprehensive and responsible gaming regulatory framework and programs</b> Citizen satisfaction with the regulation of gaming in British Columbia	37%	18% NOT ACHIEVED
<b>6.2 Effective licensing and inspection of liquor licensees</b> Percentage of inspected/investigated liquor licensees in compliance	95%	94% SUBSTANTIALLY ACHIEVED



## Goals, Objectives, Strategies and Performance Results

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

#### Performance Results

Performance Measure	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Per cent of client services that meet or exceed established service standards	N/A	N/A	TBD	DATA NOT AVAILABLE (See page 12)

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

#### Discussion of Results

The Ministry's standards for key services communicate to the public what they can expect when accessing ministry services. This measure is intended to track the Ministry's success in meeting these standards for providing consistent and timely service to British Columbians. Reporting performance in meeting these targets informs citizens, stakeholders and the Ministry of how well it is doing in providing key services to clients.

This measure has not been put in place due to resource limitations on investment in new technology to track performance. Additionally, the Ministry has had difficulty setting standards in the past year's environment of rapidly increasing demand for services. For example, in 2009/10, the Ministry received 14,182 applications for the Persons with Disabilities designation – a 32.3 per cent increase over 2007/08.<sup>5</sup>

The Ministry's response to income assistance applicants who had an immediate need for food, shelter or medical care illustrates the continued level of excellent service that the public has received from the Ministry this year. In 2009/10, the Ministry received twice as many requests for Immediate Needs Assessments as in 2008/09, yet was able to complete the same percentage of assessments within one business day.<sup>6</sup>

It is anticipated that this measure will be implemented by 2011/12.

<sup>5</sup> Provincial Services Branch, Ministry of Housing and Social Development

<sup>6</sup> Corporate Planning Unit, Ministry of Housing and Social Development

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

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

### **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 assistance to low income seniors and low income working families who are renting in the private market.<sup>7</sup>
- Provide support to new and future strata owners by developing dispute resolution and financial disclosure requirements in strata legislation.
- Work with local governments to fast-track the pre-development process for new transitional and supportive housing for homeless individuals.
- Work with other ministries, community partners and agencies to provide priority access to services and supports for the chronically homeless.
- 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 policy and funding support for transition house and safe house services for women and children who are fleeing domestic violence, as well as for a longer term enhanced continuum of safe housing options, such as second stage housing.

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<sup>7</sup> 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/](http://www.bchousing.org/).

**Performance Results**

Performance Measure	2007/08 Actual	2008/09 Actual <sup>1</sup>	2009/10 Target <sup>2</sup>	2009/10 Actual
Per cent of homeless individuals accessing housing who remain housed six months after placement	N/A	87%	60%	89% EXCEEDED (See page 12)

**Data Source:** British Columbia Housing Management Commission

<sup>1</sup> Results are for partial-year only, given the six month reporting time period and the commencement of data collection by service providers in April 2008.

<sup>2</sup> The target for 2009/10 was based on preliminary research in other jurisdictions (prior to availability of baseline data). Future targets will reflect baseline data and expected performance.

**Discussion of Results**



Last year, 5,543 homeless British Columbians were housed as a result of the Homeless Outreach and Emergency Shelter programs and 89 per cent remained housed six months after placement.<sup>8</sup> Measuring the percentage of individuals accessing housing and remaining housed six months after placement enables the Ministry to assess programs and initiatives that have been put into place to break the cycle of homelessness. This measure takes into account the number of homeless people that become housed in stable environments with appropriate supports in place, aimed at preventing them from returning to the street.

The number of homeless individuals who remain housed after six months (89 per cent) exceeds the target of 60 per cent that was set based on preliminary research in other jurisdictions. There is now a full-year of baseline data with which to establish future targets.

Launched in March 2009 in five communities across British Columbia, the Homelessness Intervention Project has successfully housed 2,400 homeless persons over a 12 month period. The cross-government initiative led by this Ministry integrates outreach and supports and enables communities to help the most difficult to house: chronically homeless people who have suffered long term homelessness and struggle with mental illness or addiction. This is accomplished through improved coordination between provincial ministries, the British Columbia Housing Management Commission, health authorities and provincially funded service providers.

The Ministry’s Homelessness Intervention Project Lower Mainland Client Flow Working Group was the winner of the 2009/10 Lower Mainland Regional Premier’s Award for Partnership. The project implemented creative solutions to improve the progression of clients through care by opening 20 new beds at the St. Helens Hotel in Vancouver to stabilize and ready clients for

<sup>8</sup> British Columbia Housing Management Commission, 2009/10 Annual Report



mental health and addictions treatment, and 44 new beds at Riverview Hospital for clients who need continuing treatment.

The addition of the strata legislation bullet reflects the Ministry’s commitment to create more rental housing and help strata corporations improve financial management. The Ministry will also consult strata developers, owners, councils and other stakeholders for input on a new dispute resolution process and requirements for depreciation reports.

## **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**

#### **Strategies**

- Conduct regular reviews of rates, regulations, policies and processes to ensure Ministry supports are responsive to British Columbians' changing needs.
- Assist clients 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 to ensure individuals with developmental disabilities can transfer seamlessly 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 British Columbia.

#### **Performance Results**

<b>Performance Measure</b>	<b>2001/02 Baseline<sup>1</sup></b>	<b>2007/08 Actual</b>	<b>2008/09 Actual</b>	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
Per cent of B.C. population aged 19-64 receiving temporary assistance	3.4%	1.0%	1.1%	1.6%	1.6% ACHIEVED (See page 12)

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

<sup>1</sup> The baseline represents results for March 2002. The BC Employment and Assistance Program was introduced in 2001/02.

## **Discussion of Results**

The economic downturn resulted in a significant increase in demand for income assistance services. The reduction of available jobs in the economy resulted in existing clients staying on assistance longer and meant that highly employable new clients came onto the caseload in 2009/10. British Columbians who were affected by the economic downturn in the previous fiscal year and had exhausted their Employment Insurance benefits applied to the Ministry, further increasing the percentage of the working age population receiving assistance.

## **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**

#### **Strategies**

- Provide Employment Insurance Part II programs to support eligible clients' return to employment.
- Provide the British Columbia 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 to overcome barriers created through experiences with violence or abuse so that they can move towards finding and maintaining employment.

**Performance Results**

Performance Measure	Baseline <sup>1</sup>	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Per cent or number of employment program clients who achieve employment:					
<ul style="list-style-type: none"> <li><b>BC Employment Program</b> – Per cent of program clients who achieve \$560 or 70 hours of work per month</li> </ul>	23%	30%	28%	25%	33% EXCEEDED (See page 12)
<ul style="list-style-type: none"> <li><b>Employment Insurance Part II programming</b> – number of Employment Insurance clients returned to employment</li> </ul>	37,384	N/A	N/A	20,000	28,038 (Q3) EXCEEDED (See page 12)

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

<sup>1</sup> The BC Employment Program baseline is 2006/07. The Employment Insurance Part II program measure was transferred with responsibility for the programs from the federal government in February 2009 and the Province established a baseline in 2009/10.

**Discussion of Results**

The ministry responded to the economic downturn by re-focusing its employment programs on helping British Columbians return to the workforce more quickly. This included enhancements to Employment Assistance Services and skills development programming.

Over 26,000 clients received services through the provincially funded employment programs such as the BC Employment Program, the Employment Program for Persons with Disabilities, the Bridging Employment Program and the Community Assistance Program.



The BC Employment Program was revised in June 2009 to be more responsive to the economic downturn and changing labour market. Changes included an increased focus on employment skills and on intensive employment services and supports to assist new income assistance clients to obtain employment as quickly as possible. Over 21,500 clients received services through the BC Employment Program in 2009/10, which is 6,500 clients more than in the previous fiscal year; 7,200 individuals achieved employment.

With the addition of the federal stimulus increment in 2009/10, capacity at the Ministry's Employment Assistance Services offices was expanded to meet the increased demand, allowing a greater number of job seekers to join the labour market. Since the province took over responsibility for the Labour Market Development Agreement on February 2, 2009, over 200,000 unemployed British Columbians have accessed Employment Assistance Services.

## **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**

#### **Strategies**

- Continue to encourage communities and industry sectors to increase employment for people 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, which offers 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.
- Continue to better integrate disability supports and services across multiple ministries in collaboration with other government partners.
- Provide British Columbians with disabilities access to supports such as assistive devices through a toll free telephone line and website.
- Transfer learning gained from the 18 month Personal Supports Demonstration Project in Victoria and Prince George to inform future service delivery enhancements.

#### **Performance Results**

<b>Performance Measure</b>	<b>2002/03 Baseline<sup>1</sup></b>	<b>2007/08 Actual</b>	<b>2008/09 Actual</b>	<b>2009/10 Target</b>	<b>2009/10 Actual</b>
Per cent of disability assistance cases with income	13.6%	21.1%	22.1%	20 – 22%	21.1% ACHIEVED (See page 12)

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

<sup>1</sup> The baseline represents results for March 2003.

## Discussion of Results

This measure tracks the Ministry's success in assisting British Columbians with disabilities to realize their goals of employment, increasing self-reliance and community involvement. Given the economic downturn experienced in 2009/10, the slight reduction in the number of disability assistance clients who are involved in the labour market is not unexpected. These workers can be disproportionately affected in a softening labour market, as they often work in casual or part-time positions that are impacted by labour market instability. The Ministry continues to provide supports to employers and employees and job seekers with disabilities to reduce the impact to these workers.

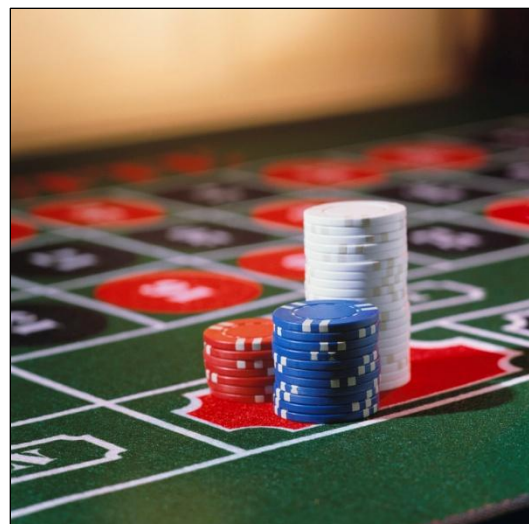


## Goal 6: British Columbia has responsible liquor licensing and gaming practices

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

#### Strategies

- Oversee horse racing events.
- 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, local economic development initiatives, local governments and the horse racing industry.
- 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 Strategy.<sup>9</sup>
- Implement, evaluate and report on recommendations concerning the lottery retail network made by the Office of the Ombudsperson and the independent auditing firm, Deloitte and Touche LLP.

**Performance Results**

Performance Measure	2006/07 Baseline <sup>1</sup>	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Citizen satisfaction with the regulation of gaming in British Columbia	31%	29%	30%	37%	18% NOT ACHIEVED (See page 13)

**Data Source:** Gaming Policy and Enforcement Branch, Ministry of Housing and Social Development

<sup>1</sup> The baseline is from the results of the Community, Health, Education and Social Services Omnibus Survey conducted by BC Stats between December 2006 and February 2007.

**Discussion of Results**

The 2009/10<sup>10</sup> Public Perceptions of Gaming survey was administered by BC Stats for the Gaming Policy and Enforcement Branch. Data collected shows that as familiarity with the regulation of gambling increases, so does satisfaction. Respondents who reported being very familiar with the regulation of gambling were more likely to indicate that they were satisfied with this aspect of gaming management. Respondents who were not at all familiar with gambling regulation were most likely (31 per cent) to report that they do not know when asked to rate their satisfaction with gambling regulation. Within this same group, respondents were three times more likely to indicate that they were dissatisfied (38 per cent) with the regulation of gambling than satisfied (11 per cent).

This is the last year that the Ministry is including this measure as no clear causal link can be made between the results and the actions of the Ministry. A new performance measure was introduced in the Ministry’s 2010/11 – 2012/13 Service Plan that will examine performance related to gaming services. The Service Score will combine several measurements that indicate the Ministry’s ability to meet these predetermined standards. It will be reported on in future years.

The additional strategy is related to oversight role the Ministry has taken in the horse racing industry. The B.C. Horse Racing Industry Revitalization Initiative was started in the first quarter of 2009/10.

<sup>9</sup> More information on the Responsible Gambling Strategy is available at: [www.bcresponsiblegambling.ca/responsible/strategy.html](http://www.bcresponsiblegambling.ca/responsible/strategy.html).

<sup>10</sup> In previous years, the survey was administered monthly over the period between December and March. In the 2009-2010 fiscal year the survey was administered in one month (October). As a result, data for the 2008-2009 fiscal year is included in a report entitled —2009 Public Perceptions of Gaming Survey, Executive Summary Report and data for the 2009-2010 year will be referred to using the fiscal year 09/10.

## Ministry Response

With regard to the regulation of gambling, there is a strong relationship between familiarity and satisfaction; as familiarity with gambling regulation increases so does satisfaction. While this year saw a decrease in satisfaction, there was also a decrease in familiarity – 4 per cent below 2008/09. There is room for improvement through increased public awareness of the role of the Gaming Policy and Enforcement Branch.

## Objective 6.2: Effective licensing and inspection of liquor licensees

### 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.
- 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 Results

Performance Measure	2003/04 Baseline <sup>1</sup>	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of inspected/investigated liquor licensees in compliance	88.5%	95%	95%	95%	94% SUBSTANTIALLY ACHIEVED (See page 13)

**Data Source:** Liquor Control and Licensing Branch, Ministry of Housing and Social Development

<sup>1</sup> A new Compliance and Enforcement Program was introduced in late 2001 and there was a complete repeal and replacement of the Liquor Control and Licensing Regulation in December 2002. Fiscal year 2003/04 was the first full year under the new program and Regulation, and was the year this measure was introduced. The baseline has been updated from the previously published value as more accurate data has been made available.

### Discussion of Results

In 2009/10, the Ministry conducted 8,771 inspections and issued 525 contravention notices to non-compliant licensees. As in previous years, the Ministry targeted inspection resources on key public safety issues and high risk (problem) establishments. The result of this focus over the past several years has led to a higher degree of voluntary compliance, as non-compliant licensees encounter a greater certainty of enforcement consequences. The continued focusing and targeting of resources on the remaining high risk chronically non-compliant licensees has caused the overall compliance rate to decrease.

## Ministry of Housing and Social Development

The Ministry's commitment to continued targeting of high risk chronically non-compliant licensees is expected to result in increased and more timely enforcement consequences that will either bring about voluntary compliance or cause these operators to leave the industry. Compliance rates may continue to decline in the short term but are expected to increase again over the medium to long term.





# Report on Resources

## Resource Summary Table

	Estimated	Other Authorizations	Total Estimated	Actual	Variance
<b>Operating Expenses (\$000)</b>					
Income Assistance <sup>1</sup>	1,546,532	800	1,547,332	1,547,821	489
Employment	93,304	0	93,304	85,479	(7,825)
Housing	359,552	0	359,552	359,283	(269)
Community Living BC	668,224	0	668,224	663,316	(4,908)
Gaming Policy and Enforcement <sup>2</sup>	19,231	17,016	36,247	48,478	12,231
Liquor Control and Licensing	1	0	1	1	0
Employment and Assistance Appeal Tribunal	1,726	0	1,726	1,723	(3)
Executive and Support Services	26,033	0	26,033	26,317	284
<b>Total</b>	<b>2,714,603</b>	<b>17,816</b>	<b>2,732,419</b>	<b>2,732,419</b>	<b>0</b>
Housing Endowment Fund	10,000	0	10,000	7,010	(2,990)
<b>Total</b>	<b>10,000</b>	<b>0</b>	<b>10,000</b>	<b>7,010</b>	<b>(2,990)</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>					
Employment	0	1,367	1,367	1,367	0
Gaming Policy and Enforcement	0	0	0	332	332
Executive and Support Services	7,800	8,071	15,871	15,539	(332)
<b>Total</b>	<b>7,800</b>	<b>9,438</b>	<b>17,238</b>	<b>17,238</b>	<b>0</b>

<sup>1</sup> The Income Assistance 'Other Authorization' amount was for a one-time grant to CAYA (Communication Assistance for Youth and Adults) to continue to provide communication devices and services to British Columbians with complex communication disabilities.

<sup>2</sup> The Gaming Policy and Enforcement 'Other Authorization' amount was contingency funding for community gaming grants. Gaming Policy and Enforcement was approved for \$28.7 million in contingency funds in 2009/10. Of the \$12.231 million by which Gaming Policy and Enforcement exceeded its authorized budget, \$11.684 million was offset by efficiencies across other areas of the Ministry.

# Annual Service Plan Report Appendices

## Appendix A Ministry Contact Information

Enquiry BC refers members of the public to the appropriate Ministry or Crown corporation office by transferring calls and forwarding e-mails free of charge. Hours of operation for Enquiry BC are 7:30 a.m. to 5 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
- E-mail 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

### 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](http://www.hsd.gov.bc.ca/contacts/city.htm), or contact the Ministry, toll free by telephone from anywhere in the province, at 1-866-866-0800.

### Employment and Labour Market Services

The Ministry has 233 Employment Assistance Services offices that provide direct service to job seekers in British Columbia. To find the office that provides services for a specific community, go to: [www.labourmarketservices.gov.bc.ca/eas\\_directory/eas\\_directory\\_interactive\\_map.html](http://www.labourmarketservices.gov.bc.ca/eas_directory/eas_directory_interactive_map.html).

Additional contact information can be accessed at:  
[www.labourmarketservices.gov.bc.ca/contact\\_us.html](http://www.labourmarketservices.gov.bc.ca/contact_us.html).

For more information about employment and labour market services in British Columbia, visit the website at: [www.labourmarketservices.gov.bc.ca/](http://www.labourmarketservices.gov.bc.ca/).

### **Gaming Policy and Enforcement Branch**

Contact information can be accessed at: [www.hsd.gov.bc.ca/gaming/contact/index.htm](http://www.hsd.gov.bc.ca/gaming/contact/index.htm).

For more information on gaming policy and enforcement in British Columbia, visit the website at: [www.hsd.gov.bc.ca/gaming](http://www.hsd.gov.bc.ca/gaming).

### **Liquor Control and Licensing Branch**

- To find the Liquor Control and Licensing office that provides services for a specific community, go to: [www.hsd.gov.bc.ca/lclb/branch/contact.htm](http://www.hsd.gov.bc.ca/lclb/branch/contact.htm).
- In Victoria, call: 250-387-1254
- Elsewhere in British Columbia, call: 1-866-209-2111

For more information on liquor control and licensing in British Columbia, visit the website at: [www.hsd.gov.bc.ca/lclb/](http://www.hsd.gov.bc.ca/lclb/).

### **Residential Tenancy Branch**

Contact information can be accessed at: [www.rto.gov.bc.ca/content/contactUs/default.aspx](http://www.rto.gov.bc.ca/content/contactUs/default.aspx).

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