

Ministry of  
Social Development and  
Minister Responsible for Multiculturalism

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2010/11  
Annual Service Plan Report

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For more information on how to contact the British Columbia  
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Minister Responsible for Multiculturalism,  
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## Message from the Minister and Accountability Statement



Client service delivery has always been the cornerstone of this Ministry, which provides some of the most comprehensive supports for low-income families in Canada. More than \$2 billion a year is spent providing assistance to British Columbians in every community across the province, including income assistance and a wide range of employment training programs. Our goal is to help people and families become self-sufficient so they can contribute to an expanding economy and healthy communities.

My Ministry also supports B.C.'s most vulnerable – those who are disabled – and people who have many barriers to taking care of themselves. We provide B.C.'s highest rate of assistance to persons with disabilities – the fourth highest in Canada. And for over 13,000 adults with developmental disabilities and their families, we provide assistance through our Persons with Disabilities programming and through over \$700 million worth of support through Community Living British Columbia.

Over the last year, one of our most significant improvements in service delivery was the implementation of the new Self Serve Assessment and Application web site, intended to complement the face-to-face and remote service delivery channels for people applying for income assistance. The need for this type of 24/7 tool became more crucial due to the economic downturn and an estimated 25 per cent increase for income assistance. The tool, available through the Ministry's internet site, streamlines the application process for services and benefits including access to general program information, the ability to assess their eligibility for income assistance, and, if desired, to submit an application for assistance on-line. Uptake for the service was originally projected to be about 10 per cent; in fact, initial results show that there has been about a 60 per cent uptake of people using the service. The Self Serve Assessment and Application tool was a finalist in the Premier's Awards for Innovation.

As the lead on the Province's Homelessness Intervention Project, the Ministry worked with other ministries, government and community partners to attach 3,914 chronically homeless people in five communities to housing and supports, far surpassing the project's goals. A new pilot project, the Ministry's Specialized Community Assistance Program, resulted in 95 per cent housing retention across the five Homelessness Intervention Project communities: Vancouver, Victoria, Kelowna, Kamloops and Prince George.

Responsibility for multiculturalism and the Multicultural Advisory Council was transferred to the Ministry in March 2011. We funded 50 EmbraceBC projects in 2010/11 promoting multiculturalism and anti-racism in places like Williams Lake, Abbotsford, Powell River, Vernon, Courtenay, Cranbrook and Smithers. The EmbraceBC objectives complement those of WelcomeBC to support

the successful integration and settlement of immigrants, and to ensure B.C.'s communities are welcoming and inclusive.

This Ministry and its dedicated staff continue to go above and beyond to support British Columbia's most vulnerable citizens and I am proud of the work they do every day.

The Ministry of Social Development's *2010/11 Annual Service Plan Report* compares the actual results to the expected results identified in the Ministry's *2010/11 - 2012/13 Service Plan*. I am accountable for those results as reported.

A handwritten signature in black ink that reads "Harry Bloy". The signature is written in a cursive, flowing style.

Honourable Harry Bloy  
Minister of Social Development and  
Minister Responsible for Multiculturalism

June 20, 2011

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# Highlights of the Year

## Service Delivery

- **Interior Afternoon Shift:** In January 2011, the Ministry recruited 19 Employment and Assistance Workers to provide telephone services to clients in the Interior until 8:00 pm, Monday through Friday. The decision to move to non-traditional service hours followed requests from client groups in the region who were unable to make contact with the Ministry during core weekday hours of 8:30 a.m. to 4:30 p.m. Implementing the afternoon shift has allowed the Ministry to contact clients who have applied for assistance using the on-line Self Serve Assessment and Application within the two day business standard to complete their applications, and has resulted in the Ministry achieving a high degree of success in establishing contacts with clients during non-core periods.
- **Rural Network:** The Rural Network is an innovative approach to service delivery involving collaboration of six rural offices on the West Coast (Cowichan Valley, Port Alberni, Courtenay, Campbell River, Port Hardy and Powell River). Through combined leadership, the network creates efficiencies by maximizing available resources, ensures consistency in client service and enhances the use of technology to support excellent service delivery.

Offices work together to manage volumes from a networked approach. Through the establishment of the networked service, commitments improved in key areas including employment planning, document profiling and intake appointments. In a very short period of time, they have created a stronger, more efficient relationship between offices and improved service to clients in the region. Office teams have also developed a much clearer understanding of their role and impact on a regional perspective.

- **Line Management Ends:** On Wednesday, January 23, 2008, line-ups at the co-located Kiwassa and Dockside Employment and Income Assistance offices in Vancouver's Downtown Eastside reached a critical point. The line began to form at 4:00 a.m. and by 8:00 a.m., with half hour to go until the office opened, approximately 200 clients were waiting to speak to a worker. Over the course of that day, more than 1,200 clients attended the two offices to receive service. At the end of the day, approximately 80 people were still in line, waiting. Only slightly lower numbers of clients came to the offices on Thursday and Friday of that same week, resulting in significant line-ups for service both days.

After three years of effort by the teams in the Downtown Eastside, on Wednesday, January 26, 2011, the Ministry was able to discontinue the practice of using line managers and triage for the first time at these offices, as line-ups had declined to the point where the extraordinary management measures were no longer necessary. This improvement was due to the commitment of the regional team to caseload management, early resolution of clients' eligibility issues, promotion of direct deposit, and diligence in ensuring cheques were mailed to clients wherever possible.

- **Fraser Service Delivery:** To provide more consistent service across the Fraser region, the Ministry implemented a service delivery model that allows staff to access electronic work from other offices. Document processing is an example of work that can be done remotely, without staff having to be in the same office as the documents needing to be processed. Taking advantage of this means that staff in quieter offices can now assist larger, busier offices without having to travel. By ensuring adequate shared staffing of the telephone and document processing services, line-ups for service have been significantly reduced.
- In the **Interior and North**, the Ministry entered into six separate service level agreements with Service BC. These agreements enable Service BC staff to assist Ministry clients in accessing core services without the client having to travel to a Ministry office. These services include using onsite Service BC computers to apply for income assistance, signing and witnessing applications for assistance and verifying clients' identity. In another community where the Ministry did not have a presence, we entered into an agreement with the Ministry of Children and Family Development to provide similar services to our clients.

### **10 by 10 Challenge**

- In 2006, a challenge was issued by the Minister's Council on Employment for Persons with Disabilities to communities and organizations across B.C. to increase the employment of persons with disabilities by 10 per cent by the year 2010. In October 2010, the 10 by 10 Challenge came to completion. By its close, 93 communities and 40 organizations had registered their commitment to increase employment for persons with disabilities and raise employer and community awareness of this under-utilized group in the labour market. Initiatives were community-led and success was determined and measured in each community. As an example, Abbotsford's tremendous efforts allowed that community to surpass its original target of 283 new hires of people with disabilities. A new target of 500 new hires has been set.

### **Integrated Case Management**

- In November 2010, Phase 1 of the Integrated Case Management project was implemented, within scope and slightly under budget, in both the Ministry of Social Development and the Ministry of Children and Family Development. Integrated Case Management is a very important initiative for the ministries, the social sector and government as a whole. Phase 1 set in place a critical foundation for the future phases, which will enable and support the transformation and business priorities across the sector. For the Ministry, the Integrated Case Management system will support and simplify processes for frontline service delivery staff, allowing them to better serve British Columbians, and will provide the necessary tools to implement the new Employment Program of British Columbia. Work on Phase 2 of the Integrated Case Management project kicked off on January 2, 2011.

### **Stakeholder Engagement and Business Transformation**

- The Ministry maintained open and transparent relationships through consultation and engagement opportunities with stakeholders. This was achieved through numerous mechanisms including face to face meetings, online sessions and web tools in order influence ministry's new Employment Program of BC. A draft Request for Proposals for the Employment Program of BC was posted in October 2010, followed by a series of information sessions on the financial model. The Ministry made major changes to the model based on the feedback received and this was posted in December 2010. In March 2011, the Ministry posted a Request for Proposal to procure for the Employment Program of BC, which will be implemented April 2012.
- Alongside the stakeholder engagement initiative, the Ministry implemented the Business Transformation Project to create an integrated, responsive and flexible system of labour market services that will better meet the needs of British Columbians. The new Employment Program of BC model integrates all of the services currently offered at the same time as it ensures quick and easy access through a single door ensuring that British Columbians get the services they need to get back into the workforce as quickly as possible.

### **Homeless Intervention Project (HIP)**

- **Vancouver** continues to make significant progress in housing homeless persons. Between the start of the Homeless Intervention Project in March 2009 and the end of December 2010, 2,005 homeless people have been housed in Vancouver. Of these, 85 per cent receive income assistance and approximately 51 per cent were confirmed to be chronically homeless with mental health and/or addiction issues.
- To implement the Homeless Intervention Project in the **Fraser Region**, the Ministry joined with community stakeholders to find collaborative ways to address the many interrelated problems our homeless clients face. This led to the creation of the Surrey Homeless Outreach Works and a partnership between the Ministry and the British Columbia Housing Management Commission, Community Living British Columbia, the Elizabeth Fry Society, Fraser Health Mental Health and Addictions, K'la-How-Eya Aboriginal, the Newton Advocacy Group Society, OPTIONS, the Pacific Community Resources Society, the South Fraser Community Services Society, Surrey Memorial Hospital Social Workers and the Surrey Urban Mission. This year, Surrey Homeless Outreach Works' cooperative effort has helped find stable housing for over 300 chronically homeless persons.
- **900 Block Pandora Project:** The 900 block of Pandora Avenue in Victoria is an urban avenue home to businesses and low-rise high-density residences where a street community established itself on the grassy boulevard. While 62 homeless people were camping nightly, during the day the numbers climbed and a party atmosphere amplified. The situation led to two pedestrian fatalities, illicit activity, violent behaviour and unsanitary conditions, all in plain view of neighbouring residences, businesses, churches and an elementary school. A city bylaw to end camping on the boulevard brought the situation to crisis, as the homeless individuals required immediate housing to comply.

Capitalizing on the existing relationships created through the Homelessness Intervention Project allowed for a quick response. The Ministry and its partners coordinated resources, shared information, jointly determined priorities and collectively moved to meet the needs of the homeless campers. By the fall of 2010, a truly integrated approach was implemented. The tent city was removed and the Ministry and its partners developed a new way of working with the chronically homeless and with one another. As a result of the project, the former homeless campers are housed, the block is clean and the provision of integrated services is now routine throughout the city.

## Purpose of Ministry

The Ministry of Social Development focuses on delivering responsive, innovative and integrated services to individuals and families by providing the best system of supports in Canada 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;
- Delivery of employment programming and services to unemployed and underemployed individuals, employers and communities, including employment supports for British Columbians with disabilities; and,
- Anti-racism initiatives, and support and promotion of a culturally and ethnically diverse province with welcoming and inclusive communities.

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 leads the cross-ministry work on the Provincial Disability Strategy, through which Government invests approximately \$5 billion annually to improve the system of support for people with disabilities. The strategy focuses on integrated, citizen-centred service delivery for disability supports and services, enhancing employment opportunities for persons with disabilities and working with B.C. communities on issues such as accessibility and inclusion.

Disability services are delivered directly by the Ministry and through Community Living British Columbia. Community Living British Columbia 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 e-Government initiatives, including open data. 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 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.

The Ministry underwent restructuring during 2010/11. In October 2010, responsibility for provincial housing policy, homelessness, residential tenancy, gaming policy and enforcement, and liquor control and licensing was transferred to the then Ministry of Public Safety and Solicitor General (Minister Responsible for Housing). Responsibility for oversight of the associated Crown corporations was also transferred: the British Columbia Housing Management Commission, the British Columbia Lottery Corporation and the Liquor Distribution Branch.

In March 2011, responsibility for multiculturalism and the Multicultural Advisory Council was transferred into the Ministry of Social Development. The Ministry promotes and encourages cultural and ethnic diversity across the province, supports communities in their efforts to address racism, and works to create welcoming and inclusive communities.

# Strategic Context

## **Economic Conditions**

British Columbia's real GDP increased by 4.0 per cent in 2010, following a decline of 1.8 per cent in 2009. Indicators of economic performance in 2010 show that B.C.'s economy is recovering from the period of severe weakness it experienced in late 2008 and early 2009. Improvements in the domestic economy were observed in employment, consumer spending and housing, while external gains were made in exports and shipments of manufactured goods. However, several risks to B.C.'s economy remain, including ongoing weakness in the United States, the European sovereign debt crisis, continued strength in the Canadian dollar, and geopolitical uncertainty and its impact on global commodity markets.

After showing signs of slow improvement in 2010, the labour market experienced setbacks in late 2010 and early 2011, reflected by successive monthly declines in employment. The number of regular Employment Insurance beneficiaries in British Columbia declined by 7.2 per cent between January 2010 and January 2011; however, initial regular Employment Insurance claims were up 1.1 per cent in January 2011 over a year earlier. Recent trends suggest that the impact of British Columbians exhausting their Employment Insurance benefits on the Ministry's Temporary Assistance caseload is likely declining. The Temporary Assistance caseload remains above pre-recession levels and is predicted to decline slowly over the next few years.

# Report on Performance

## Performance Plan Summary Table

<b>Goal 1: An integrated system of housing and social development supports.</b>	<b>2010/11 Target</b>	<b>2010/11 Actual</b>
Percentage of Ministry services that meet or exceed established standards	Maintain baseline performance	Measure closed
<b>1 Income assistance for those in need.</b> Percentage of B.C. population aged 19 to 64 receiving temporary assistance	1.8%	1.6% EXCEEDED
<b>2 An effective system of supports and services for adults with disabilities.</b> Percentage of disability assistance cases with income from working or a volunteer supplement	20%	19.1% SUBSTANTIALLY ACHIEVED
<b>3 An integrated and responsive employment and labour market system.</b> Percentage or number of employment program clients who achieve employment BC Employment Program <ul style="list-style-type: none"> <li>Percentage of program clients who achieve \$560 or 70 hours of work per month</li> </ul> Employment Insurance Part II programming <ul style="list-style-type: none"> <li>Number of Employment Insurance clients returned to employment</li> </ul>	25%	31.5% EXCEEDED
<b>4 Individuals feel a sense of belonging and acceptance within their communities.</b>	N/A	See page 13
<b>Goal 2: Safeguarded public interest.</b>		
See page 13		

# Goals, Objectives, Strategies and Performance Results

In October 2010, there was a major realignment of program responsibilities amongst provincial ministries. As a result, four objectives, 18 strategies and four performance measures were transferred to the then Ministry of Public Safety and Solicitor General as part of a reorganization of activities. In March 2011, responsibility for multiculturalism and the Multicultural Advisory Council was transferred into the Ministry of Social Development. The goals, objectives and performance measures in this report are taken from the Ministry of Housing and Social Development *2010/11 – 2012/13 Service Plan* and the Ministry of Citizens’ Services and Minister Responsible for Multiculturalism and the Public Affairs Bureau *2010/11 – 2012/13 Service Plan*.

The Ministry is completing an internal review of its public performance reporting. The *2012/13 – 2014/15 Service Plan* will include an increased number of performance measures.

## Goal 1: An integrated system of housing and social development supports.

### Performance Results

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Percentage of Ministry services that meet or exceed established standards	N/A	N/A	Maintain baseline performance	Measure closed

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

### Discussion of Results

The Ministry provides a variety of channels to citizens for accessing information and assistance to services, including online/internet, telephone contact centre access, 79 Ministry offices including partnerships with Service BC offices, after hours access for emergency needs, and outreach and integration services provided by specialized staff. Designated workers are available when it is necessary to assist a client to access our services. Employment programs are provided by contracted service providers to meet the needs of employable clients, as well as clients with disabilities or other barriers to finding employment. The Ministry’s Automated Telephone Inquiry system with live Employment and Assistance Workers handled 1.5 million telephone calls in 2010.

Changing economic conditions over the last number of years have made it very difficult to set a baseline and establish targets for this measure. In addition, as a Ministry with multiple service delivery channels and a diverse range of clients, it is not possible to build a performance measure that captures the quality of service in a single figure. As a result, the measure has been dropped. The

Ministry is committed to meeting clients' need by providing service that is timely and accessible, objective and fair, accurate and complete, and respectful and courteous. Service delivery performance is monitored in all delivery channels and the Ministry is committed to a continuous improvement process.

Service delivery performance measures are being discussed and developed as part of an internal review of the Ministry's public performance reporting that is being undertaken in 2011/12. A more robust suite of performance measures will be introduced in the Ministry's 2012/13 – 2014/15 Service Plan.

#### ***Service Delivery in 2010/11***

- *Over 81,000 subsidized bus passes were issued to low income seniors and Persons with Disabilities*
- *Over 49,000 low income seniors in British Columbia benefitted from the Ministry's Seniors' Supplement*
- *11,834 Persons with Disabilities designation applications were processed in an average time of 40 business days*
- *The Ministry's toll-free Automated Telephone Inquiry system with live Employment and Assistance Workers handled 1.5 million phone calls in the 2010 calendar year*

### **Objective 1: Income assistance for those in need.**

#### **Strategies**

- Work with partner ministries to provide more accessible service to those in need, including 24/7 access to an expanded range of income assistance information and services
- Provide individualized supplemental assistance, including subsidized bus passes and dental and optical assistance, to eligible British Columbians
- Work collaboratively with other ministries, agencies, non-profits and community partners to deliver targeted and innovative community-based outreach programs to assist at risk populations, including the chronically homeless and British Columbians who are transitioning from hospitals, correctional facilities, and alcohol and drug residential treatment facilities, to access the stable housing, services and supports they need
- Simplify the Persons with Disabilities designation application and adjudication processes
- Streamline and improve the British Columbia Employment and Assistance reconsideration process by introducing improvements including clearly informing clients of their rights to reconsideration, engaging in ongoing dialogue with legal advocates to benefit clients who request a reconsideration and providing deadline extensions for reconsideration decisions where a client needs additional time to submit evidence or documentation or where additional clarification is required and the client consents

## Ministry of Social Development

### Our Commitment to Service

We are committed to meeting your needs by providing you with service that is:

- ✓ Timely and Accessible
- ✓ Accurate and Complete
- ✓ Objective and Fair
- ✓ Respectful and Courteous

### Employment and Assistance Service Standards

#### Accessibility

- › Ministry services are available between 9:00 am to 4:00 pm Monday to Friday (except statutory holidays)
- › Phone service is available from 8:30 am to 4:30 pm Monday to Friday (except statutory holidays)
- › All ministry offices meet or exceed the BC Building Code standards for accessibility
- › The ministry's Internet site and access to the online application is available 24 hours a day at: [www.gov.bc.ca/hsd](http://www.gov.bc.ca/hsd)
- › Information about ministry programs and services is available 24 hours a day toll free at: **1-866-866-0800**

#### Service Quality

- › Clients attending a ministry office are acknowledged and informed of expected wait times
- › All clients with employment obligations will have a current Employment Plan

#### Timeliness

##### Responses

- › Immediate Need requests (fleeing abuse, food, shelter and/or urgent medical attention) will be addressed within the same business day
- › Service requests that are not immediate in nature will be actioned within five business days
- › Responses to ministerial correspondence will be provided within 14 business days

##### Decisions

Decisions on the following programs and services will be provided upon the ministry receiving completed and signed applications, documentation and information:

- › Eligibility for income assistance within five business days
- › Persons With Disabilities (PWD) designation determination within 90 business days
- › Eligibility for Persons with Persistent Multiple Barriers (PPMB) within 10 business days
- › Reconsideration within 10 business days of receiving a Request for Reconsideration form
- › Family Maintenance Referrals are reviewed and opened within 10 business days



We will work to meet these service standards and are committed to listening and addressing your service concerns. Our Service Commitment process is available to you if you have a complaint about our service. Please call: **1-866-866-0800** or visit your local office for more information.

01/2011



Ministry of  
Social Development

The Ministry has made significant progress in achieving this objective and completing the strategies. As an example, the online income assistance Self Serve Assessment and Application is one of the first web-based assessment and application processes in North America. It is available 24 hours a day, seven days a week, allowing citizens to take the time they need to enter their information and choose how they wish to proceed to the next step in the application process.

The Ministry provides individualized assistance to clients based on their needs, which may change over time, and provides a broad range of supplements to help with additional costs or unexpected needs. For example, in 2010 over 81,000 low income seniors and individuals with the Persons with Disabilities designation benefited from the Ministry's Bus Pass Program, which provides a subsidized annual bus pass to eligible British Columbians. Saskatchewan is the only other Canadian province that provides a similar program. The BC Healthy Kids Program assists families who receive Medical Service Plan Premium Assistance with basic dental and optical services for their children aged 18 and under. In April 2010, dental coverage was enhanced from an annual limit to a \$1,400 two year limit to allow children's complex dental needs to be addressed more effectively. At the same time, the amount of coverage that families can access when their child's treatment requires general anaesthetic was doubled.

As project lead for the province's Homelessness Intervention Project, the Ministry worked with staff in other ministries and government and community partners to attach 3,914 chronically homeless people in five communities to housing and supports, far surpassing the project's goals. The Ministry also delivered a new pilot program to help homeless British Columbians move towards employment. The Specialized Community Assistance Program pilot resulted in 95 per cent housing retention across the five Homelessness Intervention Project communities: Vancouver, Victoria, Kelowna, Kamloops and Prince George.

The Ministry has streamlined the Persons with Disabilities designation adjudication process. Most notably, business processes have been shortened and condensed considerably once applications reach the Ministry. The Ministry continues to monitor the process and look for internal efficiencies and opportunities to simplify the process, while maintaining an ongoing dialogue with community advocates and partners.

The Ministry has also made policy changes to streamline and improve the British Columbia Employment and Assistance reconsideration process. Staff are required to offer substantive reasons in writing when communicating decisions to ensure that clients are clearly informed of the decision and their right to reconsideration. The ministry regularly meets with advocates regarding the reconsideration process and continues to monitor the reconsideration process.

## Performance Results

Performance Measure	2001/02 Baseline <sup>1</sup>	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Percentage of B.C. population aged 19 to 64 receiving temporary assistance	3.4%	1.1%	1.6%	1.8%	1.6% EXCEEDED

**Data Source:** Research Branch, Ministry of Social Development

<sup>1</sup> The baseline represents results for March 2002. The BC Employment and Assistance Program was introduced in 2002/03.

## Discussion of Results

This measure tracks the percentage of B.C.'s working age population receiving temporary assistance with employment related obligations. Individuals and families have the best chance for prosperity through employment; assisting clients to find employment is a critical part of the Ministry's work and encourages clients' independence and employment. The Ministry's policy framework and employment and labour market programs and services influence this measure.

The baseline reflects the Ministry's caseload in March 2002 (end of fiscal year 2001/02), which was the month prior to the introduction of the BC Employment and Assistance Program. The percentage of British Columbia's population receiving temporary assistance with employment-related obligations has declined significantly since that time.

The economic downturn has had a significant impact on the B.C. labour market. As of March 2011, the number of unemployed was over 90,000 higher than in the same month in 2008, prior to the recession. This increase has put pressure on the Ministry's temporary assistance caseload, which remains 50 per cent higher than pre-recession levels. Research on the experience from the 1980s recession shows that caseload declines during recovery are slower than the initial caseload increase.

## **Objective 2: An effective system of supports and services for adults with disabilities.**

### Strategies

- Provide adults with developmental disabilities access to high quality, responsive supports and services that enable them to meet their needs and participate as full citizens
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration of innovative and inclusive disability supports and services
- Monitor and support youth with disabilities as they transition from youth services offered by the Ministry of Children and Family Development to the Ministry's disability assistance program and apply for Community Living British Columbia services
- Increase persons with disabilities' participation in the labour market by broadening employer, industry sector and community engagement in increasing employment for persons with

disabilities, improving access to equipment and assistive technology and connecting job seekers with disabilities to employers

The Ministry leads the cross-ministry work on the Provincial Disability Strategy, a framework to develop and champion work that improves outcomes for person with disabilities. It focuses on integrated, citizen-centred service delivery for disability supports and services, enhancing employment opportunities for persons with disabilities and working with communities across the province on issues such as accessibility and inclusion.

People with disabilities have the skills, talents and abilities to participate in the labour market, yet remain a largely untapped labour pool. Improving employment, independence and inclusion for persons with disabilities requires that organizations and individuals across all sectors work together. Governments, businesses, not-for-profit agencies, communities, and persons with disabilities and their families all have a role to play in creating better outcomes.

In this spirit of collaboration, the Ministry is working with the disability community to deliver the Equipment and Assistive Technology Initiative, which provides equipment and assistive technology to support persons with disabilities to achieve their employment goals. Since its launch in October 2009, the initiative has provided assistive technology to approximately 330 individuals, at a total cost of over \$2 million.

The Ministry is committed to working together with youth and their families, government agencies and other parties to support and improve outcomes for youth who are transitioning into adulthood. To support this work, the Ministry is a signatory to the Cross Ministry Youth Transition Planning Protocol for Youth with Special Needs, has streamlined the process for youth with disabilities who receive At Home Medical Benefits and have an established application process for 17 year old disability assistance applicants to the Persons with Disabilities designation.

The Advocate for Service Quality, who is appointed by and reports to the Minister of Social Development, assists youth with special needs who are transitioning to adulthood and their families in accessing supports and services. A further support for youth is the Operating Agreement that is in place between the Ministry of Children and Family Development and Community Living British Columbia for youth who are transitioning to Community Living British Columbia. The Ministry also supports three employment initiatives for youth that provide customized employment support, including partnering with employers, to assist these youth in attaching to the labour market as they transition to adulthood.

## Performance Results

Performance Measure	2003/04 Baseline <sup>1</sup>	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Percentage of disability assistance cases with income from working or a volunteer supplement	14.3%	22.1%	21.1%	20%	19.1% SUBSTANTIALLY ACHIEVED

**Data Source:** Research Branch, Ministry of Social Development

<sup>1</sup> The baseline represents results from March 2004.

## Discussion of Results

The Ministry provides supports to assist Persons with Disabilities in pursuing employment opportunities. This measure tracks the number of clients receiving disability assistance who have recorded earned income from working or a volunteer supplement. Employment and volunteer work provide valuable skills, experience and financial independence while giving clients an opportunity to contribute to their communities.

The weak labour market has impacted persons with disabilities, resulting in a decline in the percentage of disability assistance clients reporting earnings. Unemployment rates for all British Columbians remained high throughout 2010/11. In March 2011, the unemployment rate in B.C. was 8.1 per cent, just above the 8.0 per cent recorded in March 2010. Historically, people with disabilities have an employment rate that is over 20 per cent lower than those without disabilities. Recent research has also shown that during economic downturns, persons with disabilities experience a greater rate of job loss than workers without disabilities. With more people competing for fewer jobs, this also means people with disabilities face a greater challenge trying to find employment.

Persons with disabilities are disproportionately represented in the casual and part-time labour market and typically, these positions are first impacted in a recession. During the economic downturn, the number of Persons with Disabilities who report earnings has gone up. However over the same time, the overall size of the Persons with Disabilities caseload has increased at a greater rate, thus reducing the result of the performance measure. As the economy recovers, it is expected that the percentage of Persons with Disabilities who report earnings will again increase, due to the increased availability of opportunities in the labour market.

The baseline for this measure was updated this year. Prior to 2003/04, the Ministry recorded the percentage of disability assistance cases who reported income from working only. A change to the reporting mechanism in 2003/04 has resulted, since that time, in the Ministry recording the percentage of disability assistance cases who reported income from either working or volunteering (the Ministry's Community Volunteer Supplement) as a single measurement. Accordingly, the baseline has been shifted and now reflects the percentage of the Ministry's Persons with Disabilities caseload who reported income for the end of the 2003/04 fiscal year (March 2004), which allows for an accurate comparison of results from year to year.

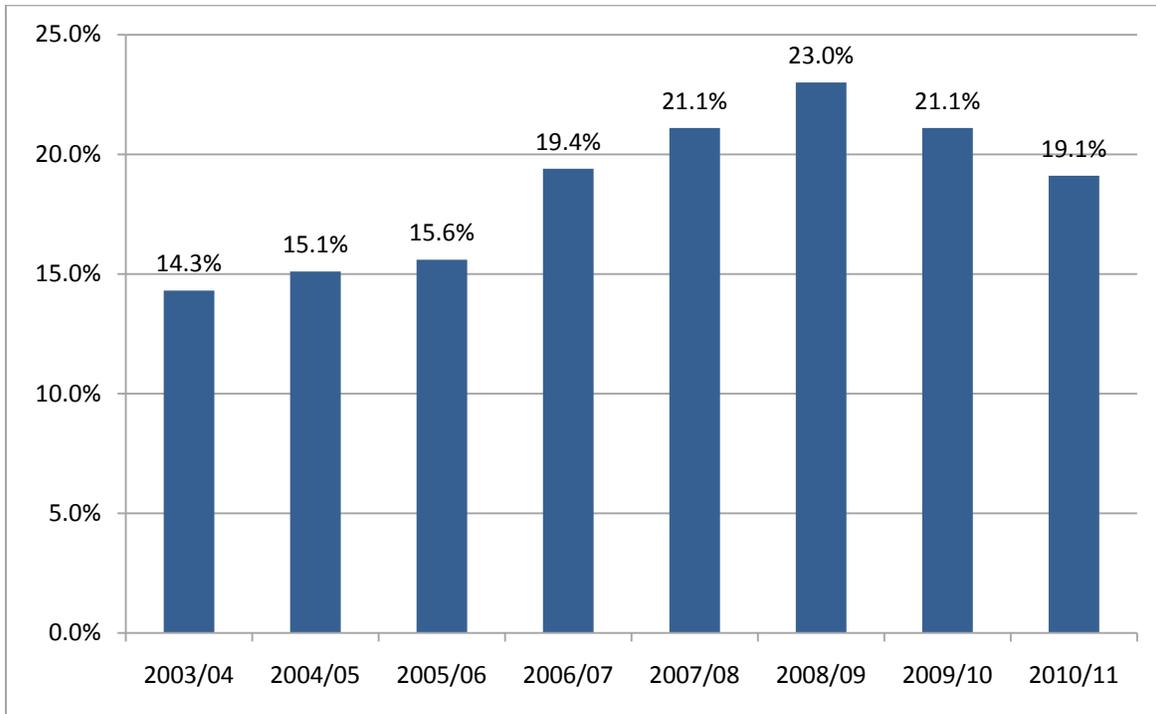


Chart 1: Percentage of disability assistance cases who report income

**Objective 3: An integrated and responsive employment and labour market system.**

**Strategies**

- Develop a flexible and inclusive one-stop system of employment and labour market services and supports
- In partnership with other ministries, community organizations and employers, deliver employment and labour market services that provides clients, employers, and communities with the individualized supports that best meet their needs
- Increase British Columbians’ awareness of available employment and labour market services
- Migrate to the new cross-ministry Integrated Case Management initiative in support of improved service delivery and performance reporting

The Ministry has invested in a full range of employment programs to help clients achieve greater self-reliance, build a better life for their families, break the cycle of welfare dependency and meet the needs of the labour market. In February 2009, the Ministry accepted responsibility for the management of the Canada-B.C. Labour Market Development Agreement, allowing greater flexibility to adapt employment programming to suit the evolving needs of unemployed British Columbians. The Ministry has undergone a business transformation process to realize the opportunities provided by the transfer.

Through the transformation process, the Ministry developed a new flexible and inclusive service delivery model, integrating all provincially and federally funded employment programs. Over the past two years, the Ministry has held engagement sessions with stakeholders, service providers and staff to inform the design of the new employment program model. Information on the business transformation process, including notes from the engagement sessions, is available on the website at:

[www.labourmarketservices.gov.bc.ca](http://www.labourmarketservices.gov.bc.ca).

The feedback significantly impacted the design of the new Employment Program of British Columbia. The Request for Proposals for the new program was posted on BC Bid on March 30, 2011, and service delivery, using Integrated Case Management, will begin on April 2, 2012.

### Performance Results

Performance Measure	Baseline <sup>1</sup>	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 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%	28%	33%	25%	31.5% EXCEEDED
<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	38,609 <sup>2</sup>	20,000	33,038 EXCEEDED

**Data Source:** Employment and Labour Market Services Division, Ministry of 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 Ministry established a baseline in 2009/10.

<sup>2</sup> This number has been updated since the 2009/10 Annual Service Plan Report to reflect results for the full year, which are now available.

### Discussion of Results

The labour market experienced setbacks in late 2010 and early 2011, and as stated previously, unemployment rates remained high throughout 2010/11. Over the period March 2010 to March 2011, employment increased by 19,900, with the increases concentrated in part-time employment.

The Ministry has both provincial and federal funding to support British Columbians in getting back to work as quickly as possible. In 2010/11, the Ministry fully invested its program budget, ensuring that every dollar went to supporting British Columbians in their return to the labour market. The performance results for this measure demonstrate the efficacy of those investments.



## Multiculturalism

**Objective 4: Individuals feel a sense of belonging and acceptance within their communities.**

### Strategies

- Collaborate with other orders of government and organizations to promote multiculturalism and build welcoming and inclusive communities in British Columbia.
- Support community engagement in multiculturalism and anti-racism initiatives that focus on partnership development, public education, and mechanisms that prevent and respond to racism and hate.



The EmbraceBC program provides funding to support multiculturalism and anti-racism initiatives in six priority areas throughout the Province, taking its mandate from the British Columbia *Multiculturalism Act*. Through the six distinct elements, the program seeks to inspire community members, residents and sector leaders to welcome, accept and embrace difference, on both personal and institutional levels. One program element, Community Engagement and Dialogue, has everyone talking. This unique initiative brings diverse sectors together to explore issues of multiculturalism and racism at the community level. In 2010/2011, 19 community dialogues were held across the province with a total participation of approximately 1,900 British Columbians.

Interfaith Bridging, another EmbraceBC program element, was designed to support faith organizations and institutions to engage in relationship building. British Columbia is the first government jurisdiction in Canada with an initiative that focuses on faith and spiritual diversity.

# Report on Resources

## Resource Summary Table

	Estimated <sup>1</sup>	Other Authorizations <sup>2</sup>	Total Estimated	Actual	Variance <sup>3</sup>
<b>Operating Expenses (\$000)</b>					
<b>Income Assistance</b>	1,590,483	7,650	1,598,133	1,599,369	1,236
<b>Employment</b>	55,487	626	56,113	55,904	-209
<b>Community Living BC</b>	680,977	6,129	687,106	684,331	-2775
<b>Employment and Assistance Appeal Tribunal</b>	1,629	0	1,629	1,549	-80
<b>Executive and Support Services</b>	25,526		25,526	27,354	1,828
<b>Total</b>	<b>2,354,102</b>	<b>14,405</b>	<b>2,368,507</b>	<b>2,368,507</b>	<b>0</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)<sup>4</sup></b>					
<b>Employment</b>	5,314	0	5,314	1,933	3,381
<b>Executive and Support Services</b>	28,200	0	28,200	24,602	3,598
<b>Total</b>	<b>33,514</b>	<b>0</b>	<b>33,514</b>	<b>26,535</b>	<b>6,979</b>

<sup>1</sup> Estimates are restated to reflect operational requirements of core business areas. These restated amounts are also reflected in the 2011/12 Estimates.

<sup>2</sup> Other Authorizations: 'Income Assistance' amount includes contingency for Income Assistance of \$6M, and a one-time grant of \$1.65M to Communication Assistance for Youth and Adults (CAYA) to continue to provide communication devices and services to British Columbians with complex communication disabilities. 'Employment' amount includes transfer of Multiculturalism budget from the Ministry of Regional Economic and Skills Development to the Ministry of Social Development in March 2011 re-organization. 'Community Living BC' amount includes a one-time contingency for Municipal Pension Plan.

<sup>3</sup> Variance in Income Assistance is due to caseload increase transfers to clients. Community Living BC required less funding for the Personal Services Initiative than was anticipated. Executive and Support Services variance was caused by caseload related pressures in postal and Information systems costs.

<sup>4</sup> Capital expenditures for Employment are under spent by \$3.4M. \$2.7 is related to information technology (IT); the remaining \$0.7M variance includes Tenant Improvement and Office Furniture. Capital expenditures for Executive and Support Services are related to Integrated Case Management (ICM). ICM is an investment in information systems used to deliver critical social programs, an initiative between the Ministries of Social Development, Children and Family Development and Citizens' Services.

# 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](mailto: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

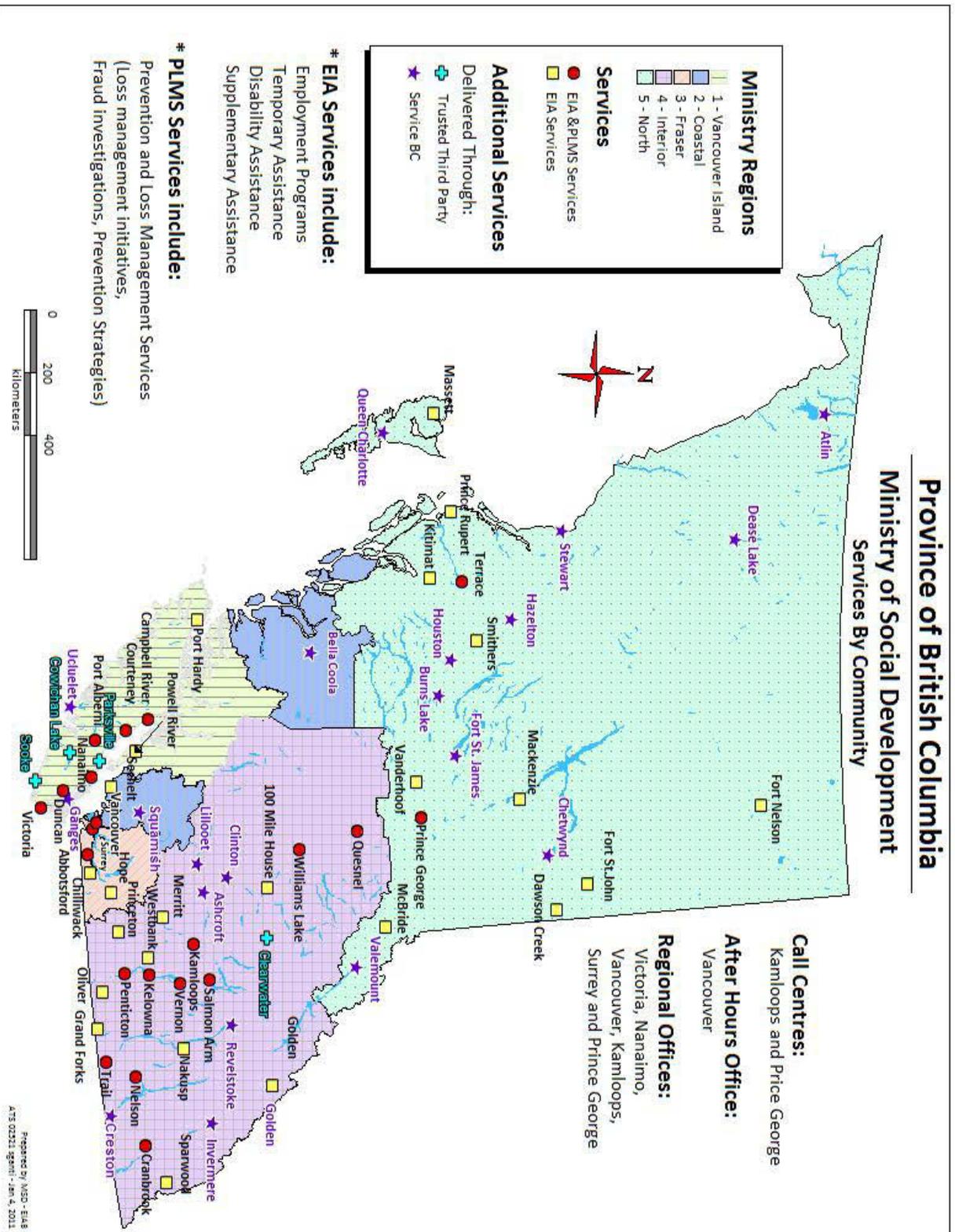
The Ministry has approximately 80 Employment and Income Assistance offices throughout British Columbia. To find the office that provides services for a specific community, go to: [www.hsd.gov.bc.ca/contacts/city.htm](http://www.hsd.gov.bc.ca/contacts/city.htm), or contact the Ministry by telephone from anywhere in the province, toll free, at 1 866 866-0800.

## Employment and Labour Market Services

- General Enquiries: 250 356-0050

## Multiculturalism and Inclusive Communities Office

- In Metro Vancouver, call: 604 660-2203
- Elsewhere in British Columbia call: 1 800 663-7867



## Hyperlinks to Additional Information

**BC People:** [www.bcpeople.ca](http://www.bcpeople.ca)

The BC People website, launched in February 2011, is a unique storytelling project that showcases British Columbia's cultural, racial and ethnic diversity. Through the site, meet the real people of B.C. profiled in a series of podcasts and short multimedia films.

**British Columbia Employment and Assistance Services Map:**

[www.hsd.gov.bc.ca/ministry/MEIA\\_lmap.pdf](http://www.hsd.gov.bc.ca/ministry/MEIA_lmap.pdf)

**Citizens @ the Centre BC Government 2.0 – accessible from:**

[www.gov.bc.ca/citz/citizens\\_engagement/index.html](http://www.gov.bc.ca/citz/citizens_engagement/index.html)

**Community Living British Columbia:** [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

**EmbraceBC:** [www.embracebc.ca](http://www.embracebc.ca)

**Labour Market Development Agreement:** [www.labourmarketservices.gov.bc.ca](http://www.labourmarketservices.gov.bc.ca)

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

[www.gov.bc.ca/meia/online\\_resource](http://www.gov.bc.ca/meia/online_resource)

**Personal Supports:** [www.personalsupports.bc.ca](http://www.personalsupports.bc.ca)

**Self Serve Assessment and Application Tool:** [www.iaselfserve.gov.bc.ca/HomePage.aspx](http://www.iaselfserve.gov.bc.ca/HomePage.aspx)

