

# Ministry of Social Development and Poverty Reduction

## 2024/25 Annual Service Plan Report

August 2025



For more information on the Ministry of Social Development and Poverty Reduction, please contact us at:

Ministry of Social Development and Poverty Reduction  
STN PROV GOVT  
Victoria BC  
V8W 9R2

1-866-866-0800

Or visit our website at: [www.gov.bc.ca/SDPR](http://www.gov.bc.ca/SDPR)

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## Minister's Accountability Statement



The Ministry of Social Development and Poverty Reduction 2024/25 Annual Service Plan Report compares the Ministry's actual results to the expected results identified in the 2024/25 – 2026/27 Service Plan published in 2024. I am accountable for those results as reported.

A handwritten signature in blue ink, appearing to read 'SM', with a long horizontal flourish extending to the right.

Honourable Sheila Malcolmson  
Minister of Social Development and Poverty  
August 12, 2025

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## Letter from the Minister

We're all better off in a province where we take care of each other — a province where people can afford to follow their dreams and have the services and supports they need not just to survive but to thrive. However, global inflation, the threat of tariffs and the increased cost of living have made life harder, especially for those who are already struggling. That is why we are taking action, and will continue to, to help make life better and more affordable for people and their families.

Over the past year, our ministry has helped people in British Columbia through many challenges, including climate emergencies like fires and floods, the ongoing impacts of inflation and the Canada Post labour dispute. Supporting those most vulnerable remains one of our top priorities. That's why we introduced specialized support, known as Community Integration (CI) Specialists. CI Specialists work outside brick-and-mortar offices, connecting with people in communities and meeting them where they are. Thanks to our partners, like Aboriginal Friendship Centres and other community centres who invite our workers in, in the past year alone, CI Specialist have helped 140,781 people in 146 communities, making a real difference in people's lives.

We know that people feel better and are better off when they have a job and community connections. That's why we reduced barriers for those who are able to work, while continuing to support those who cannot. Our new Community-Based Employment Services (CBES) program, launched in six communities in 2024/2025, offers wraparound supports such as employment readiness, pre-employment skills, job search and sustainment and supported education. These services are designed for people facing complex challenges such as substance use, precarious housing or mental illness. Programs like CBES help people return to work, move towards greater independence and are one example of how we are addressing poverty.

We're also helping people access fresh, nutritious food in their communities. For example, last year alone, we distributed over \$2 million in funding through the Agency Relief Fund to hunger relief organizations across the province. In addition, over a hundred local non-profits in B.C. received support for food infrastructure through our Critical Food Infrastructure Fund. Thank you to our partners Food Banks BC and United Way for administering these funds on our behalf.

To be a truly inclusive province, we must integrate accessibility into all aspects of our lives. Our Provincial Accessibility Committee continued working on B.C.'s first-ever accessibility standards to remove barriers for people with disabilities. Beginning in May 2024, the ministry consulted on the first two sets of standards in the areas of employment and service delivery, receiving more than 1,300 survey submissions and hearing from even more people through virtual town halls and community meetings.

Last spring, we updated our Poverty Reduction legislation, paving the way for the new [2024 Poverty Reduction Strategy](#), formerly known as TogetherBC. This strategy sets new ambitious 10-year targets to reduce poverty by 60 per cent from all people, 75 per cent for children, and

50 per cent for seniors by 2034. Built on advice of more than 10,000 people, over 70 per cent of whom have experienced poverty, our plan reflects the voices of those most affected. We have a lot more to do, and our poverty reduction plan will continue to guide our work to support people.

We're working to build a province where everyone feels safe, welcome and included in their communities, where people can find and receive the help they need, and where income and disability assistance is accessible and inclusive. I am grateful for the hard work of all ministry staff who demonstrate their commitment every day by creating and delivering vital services for British Columbians, making a true difference in the lives of so many in B.C.



Honourable Sheila Malcolmson  
Minister of Social Development and Poverty Reduction  
August 12, 2025

## Purpose of the Annual Service Plan Report

This annual service plan report has been developed to meet the requirements of the [Budget Transparency and Accountability Act \(BTAA\)](#), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Minister is required to report on the actual results of the Ministry's performance related to the forecasted targets stated in the service plan for the reported year.

## Strategic Direction

The strategic direction set by Government in 2020 and Minister Sheila Malcolmson's [2022 Mandate Letter](#) shaped the goals, objectives, performance measures and financial plan outlined in the Ministry of Social Development and Poverty Reduction [2024/25 – 2026/27 Service Plan](#) and the actual results reported on in this annual report.

## Purpose of the Ministry

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

SDPR is guided by five pieces of legislation: the [Accessible British Columbia Act](#), the [Employment and Assistance Act](#), the [Employment and Assistance for Persons with Disabilities Act](#), the [Poverty Reduction Strategy Act](#) and the [Community Living Authority Act](#). The Minister is responsible for [Community Living BC](#) (CLBC) and is supported by the Parliamentary Secretary for Community Development and Non-Profits and the Parliamentary Secretary for Accessibility. The ministry's key priorities (identified in the December 2022 mandate letters) include:

- Updating B.C.'s [Poverty Reduction Strategy](#), formerly known as TogetherBC, to continue reducing the number of people, and in particular children, who are in poverty in B.C.;
- Leading work with the Ministry of Finance to continue addressing impacts on low-income people caused by cost-of-living increases related to global inflation;
- Continuing to lead work on food security and dignified access to food in partnerships with food producers, grocery stores, food banks, schools, and non-profits, with support from the Ministry of Agriculture and Food;
- Supporting the work of the Ministry of Housing to better coordinate services to deliver improved outcomes for people living in Vancouver's Downtown Eastside, in collaboration with the Ministries of Health (including the former Ministry of Mental Health and Addictions) and Public Safety and Solicitor General, as well as Indigenous Peoples, external partners and others;

- Ensuring the voices of people living with disabilities are heard in all policy development;
- Continuing work to engage advocates, communities, and businesses to ensure the new *Accessible British Columbia Act* is well understood and effective at making B.C. more accessible and inclusive for everyone – including the implementation of accessible service delivery and employment accessibility standards; and
- Through [Community Living BC](#), continuing work on the Re-imagining Community Inclusion Initiative to improve services for adults with intellectual and developmental disabilities.

Further to the above, the following is a priority for the ministry (outside mandate letters):

- Leading collaborative engagement through the [Social Services Sector Roundtable](#) to help strengthen the important community social services that people count on every day.

## Operating Environment

The ministry provides income and disability assistance to an average of 255,000 people each month throughout the year, including 153,000 individuals in receipt of disability assistance. The number of families receiving assistance has increased by 2,000 or 7 per cent over last year, increasing the number of dependent children under age 19 receiving assistance from 51,600 to over 55,500 per month. The number of people receiving assistance has been increasing because of a slowing economy, persistent affordability challenges, and a growing number of refugee claimants.

The slowing labour market, growing population and persistent high inflation for food and rent starting in 2022 has put pressure on poverty rates throughout Canada. According to the Market Basket Measure (MBM), Canada's official poverty measure, the number of British Columbians living in poverty in 2023 increased by 2,000 to 599,000, and a total of 99,000 children were living in low-income families, an increase of 2,000 over 2022.<sup>1</sup> Although total poverty increased, it was less than the growth in the population, so the poverty rate in B.C. declined to 11.3 per cent in 2023 from 11.6 per cent in 2022. B.C.'s child poverty rate increased from 11.0 per cent to 11.1 per cent. The number of seniors living in low income fell by 12,000 to 77,000. Most people living in poverty have incomes higher than allowed for eligibility for income and disability assistance, so are not in receipt of provincial assistance. Most low-income seniors, for example, receive the federal Old Age Security and Guaranteed Income Supplement which pay more than income or disability assistance.

Despite these recent challenges, B.C. has achieved its target to reduce the total poverty rate by 25 per cent by 2024, as set out in B.C.'s 2018 Poverty Reduction Strategy Act. While the target of reducing child poverty by 50 per cent has not been reached, the ministry responded to the complex needs of youth and helped reduce long-term poverty risks by implementing targeted employment supports, such as the expansion of the Foundry Work and Education Program, to more communities. Additionally, WorkBC Employment Services delivered case management services to nearly 25,000 youth, representing 30 per cent of all clients served.

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<sup>1</sup> There is a two-year lag in the release of Market Basket Measure data, so 2024 data will not be released by the federal government until early 2026

# Report on Performance: Goals, Objectives, and Results

The following goals, objectives and performance measures have been restated from the 2024/25 – 2026/27 service plan. For forward-looking planning information, including current targets for 2025/26 – 2026/27, please see the [latest service plan](#).

## Goal 1: Reduce Poverty in British Columbia

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

As the lead on British Columbia's [Poverty Reduction Strategy](#), the ministry worked across government to ensure that the requirements and targets as set out in the [Poverty Reduction Strategy Act](#) are achieved.

#### Key results

- Released B.C.'s renewed [Poverty Reduction Strategy](#) - a 10-year action plan to tackle poverty, make life more affordable and help people get the good jobs they need, informed by engagement with over 10,000 British +Columbians.
- Received the [B.C. Period Poverty Task Force Final Report](#) and committed to reviewing the report's recommendations to determine a path forward towards a comprehensive, long-term response to period poverty as part of B.C.'s 10-year [Poverty Reduction Strategy](#).
- Brought into force changes to the [Employment and Assistance Act](#) and the [Employment and Assistance for Persons with Disabilities Act](#) to better support people on the path towards employment. Under the new legislation, people are assessed after they start receiving assistance to determine what supports they need to work towards employment.
- Continued to implement strategic, multi-year investments in food security to help people get nutritious and affordable food and strengthen food infrastructure.

#### Summary of progress made in 2024/25.

In July 2024, B.C. released its renewed [Poverty Reduction Strategy](#), informed by a comprehensive public and distinctions-based Indigenous engagement process. In total, over 10,000 people provided input to the renewed strategy, including at least 70 per cent with lived experience of poverty. The updated strategy set out a comprehensive, 10-year cross-government approach to break the cycle of poverty through actions and investments across eight critical action areas. The ministry is implementing the strategy by working across government and with partners to achieve B.C.'s new 10-year targets to reduce the overall

poverty rate by 60 per cent, the child poverty rate by 75 per cent, and a new measure to reduce the seniors' poverty rate by 50 per cent.

The ministry continued to work with Food Banks BC, United Way BC and other community partners on the implementation of over \$50 million in multi-year grants to strengthen food banks, food distribution and food access. This included distribution of funding to over 100 organizations for food-infrastructure projects that increase a community's capacity to offer nutritious and culturally appropriate food to people who need it. It also included specific funding streams for northern B.C. to better understand and address the unique food-access challenges in rural, remote and First Nations communities.

### Performance measure(s) and related discussion

Performance Measure	2022 Actual	2023 Actual	2024 Target <sup>3,4</sup>
[1a] Change in Total Poverty Rate from 2016 <sup>1</sup>	-27.5%	-29.4%	-25.0%
[1b] Change in Child Poverty Rate from 2016 <sup>2</sup>	-36.8%	-36.2%	-50.0%

Data source: Statistics Canada Table 11-10-0135-01 Low-income statistics by age, sex and economic family type. Data provided above is for B.C.

<sup>1</sup>PM [1a] targets for 2022-2024 were stated in the 2024/25 service plan as -25%.

<sup>2</sup>PM [1b] targets for 2022-2024 were stated in the 2024/25 service plan as -50%.

<sup>3</sup>As a result of a delay in the federal reporting of poverty statistics and the time it takes for investments to impact poverty rates, there are no interim targets.

<sup>4</sup>The poverty statistics for 2024 calendar year will be released in early 2026.

The 2018 Poverty Reduction Strategy Act set out legislated targets for the reduction of both the overall poverty rate by 25 per cent and the poverty rate for children by 50 per cent by 2024 (using a 2016 baseline). In March 2024, B.C. updated the [Poverty Reduction Strategy Act](#) to include new 10-year targets to reduce the overall poverty rate by 60 per cent, the child poverty rate by 75 per cent and a new measure to reduce the seniors' poverty rate by 50 per cent (from 2016 levels). These targets recognize that while progress has been made to reduce poverty, we need to continue to build on it. The new poverty reduction target for seniors recognizes that seniors have been hit especially hard the last few years with the rising cost of living.

The relative improvement in the total poverty rate in 2023, despite being in a period of high inflation and a slowing economy, shows that the labour market and government policies are still effective at supporting low-income singles and families thorough challenging times. Persistent high inflation in 2024, especially for food and rent, combined with a further slowdown in the economy, put further pressure on government to meet its 2024 poverty reduction targets. The 2024 poverty numbers will be released by the federal government in early 2026.

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

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

Delivering modern and consistent service with a focus on reliability, responsiveness and relationship-building remained a key priority. The ministry continued to expand and improve online and electronic self-service options, which increases accessibility of services for clients regardless of their location in British Columbia.

#### Key results

- Expanded Community Integration Specialists program from 187 to 195 CI Specialists providing support in six more communities for a total of 146 communities across the province including 19 staff in 18 locations dedicated to the Indigenous Partnership Program.
- Updated the My Self Service (MySS) application and supporting systems to improve and streamline the intake process, enabling access to reliable and consistent income and disability services in line with ministry policy and legislation.
- Promoted Electronic Fund Transfer (EFT) as a free, safe, and reliable payment method, leading to increased adoption by clients and service providers, and communicated alternative service access options, such as MySS and toll-free self-serve features through websites and telephone messaging during service disruptions (e.g., local events such as wildfires or Canada Post labour dispute).
- Developed comprehensive service delivery plans to ensure timely distribution of income and disability assistance during service disruptions (e.g. Canada Post labour dispute).
- Incorporated client feedback from telephone and online Client Satisfaction Surveys, including the 2023 bi-annual Client Service Satisfaction Survey, to drive service improvements such as enhancements to systems and business processes.
- Improved the reconsideration and appeal processes by extending the appeal timeline from 7 to 20 business days and introducing the option for clients to request an extension when seeking a reconsideration.

#### Summary of progress made in 2024/25.

Community Integration Specialists have continued to build trust and support safety among at-risk individuals by providing essential items to meet immediate needs, including fire prevention supplies for those sheltering outdoors in encampments or vehicles.

To support comprehensive service delivery, several strategies were implemented by the ministry. More payments were processed through EFT, decreasing the need for cheques to be mailed or picked up in person. The active promotion of EFT played a critical role during the

Canada Post labour dispute, reducing reliance on mailed cheques and ensuring clients continued to receive their payments without interruption. Staff from other departments were also temporarily reassigned to assist with cheque distribution and front-line client services during the postal strike. Furthermore, administrative processes were improved using a continuous learning approach, allowing staff to adapt quickly while maintaining service quality.

The ministry also ensured that client feedback was actively incorporated into service enhancements. Efforts were made to strengthen communication with clients, service providers, and community partners across multiple channels. These improvements led to higher client satisfaction, reduced manual processing, and a more efficient cheque issuance process.

### Performance measure(s) and related discussion

Performance Measure	2022/23 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
[2a] Percent of clients using My Self-Serve <sup>1</sup>	54%	57%	58%	60%
[2b] Percent of clients receiving payments via Electronic Fund Transfer <sup>2</sup>	85%	85%	85%	88%
[2c] Percent of callers that reported the ministry worker was respectful (via a voluntary phone survey) <sup>3,4</sup>	85%	88%	85%	88%

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

<sup>1</sup>PM [2a] targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 60% and 55%, respectively.

<sup>2</sup>PM [2b] targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 85% and 85%, respectively.

<sup>3</sup>PM [2c] targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 85% and 85%, respectively.

<sup>4</sup> Client Phone Survey collected by the Service Delivery Division, Ministry of Social Development and Poverty Reduction

The ministry has exceeded its target for the number of clients using online services, EFT, and client experience. During service disruptions, clear and timely communication was provided through the ministry's website and telephone messaging to direct clients to MySS. EFT was actively promoted and was instrumental during the Canada Post labour dispute. The number of clients using EFT increased from 85 per cent to over 88 per cent, resulting in fewer service disruptions and more clients receiving their payments on time. Notably, there was a 50 per cent increase in rent payments made through EFT.

Additionally, client feedback from telephone interactions and the 2023 bi-annual Client Service Satisfaction Survey was utilized to guide service improvements, resulting in system and business process enhancements. These improvements contributed to higher client satisfaction and smoother overall service delivery.

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

High quality employment services and supports are needed, so B.C. is ready to meet the future demands of a skilled workforce and fill millions<sup>2</sup> of jobs over the next decade. These services support Indigenous peoples, women, people of colour, people with disabilities, and other underrepresented people participate in the labour market and help fill labour market needs.

### Key results

- WorkBC Apprenticeship Services supported over 15,300 registered apprentices to access the classroom technical training portion of their apprenticeship trade to achieve journey person status.
- WorkBC Assistive Technology Services complemented WorkBC Employment Services by providing specialized services to about 1,800 people who have work-related barriers due to a disability or functional limitation. Assistive equipment, devices, or other disability supports were provided to help them maintain their employment or accept a job offer.
- Community-based Employment Services (CBES) launched in July 2024 as a 3-year pilot in six communities (Victoria, Nanaimo, Surrey, Vancouver Downtown-Eastside, Prince George and Kelowna), providing low-barrier and trauma-informed pre-employment services to people with complex needs. 379 people were supported by meeting them where they are along their employment journey and supporting meaningful steps for them to obtain a job.
- The new Employability Planning Service (EPS) launched in Victoria in September 2024, working with income and disability assistance recipients to identify the most appropriate services to support them in preparing for pathways to employment. The EPS team completed 2,559 client file reviews and initial assessments of needs and circumstances, with approximately 300 people in case management.
- A \$9 million strategic grant from the Federal Labour Market Development Agreement funding helped expand the Foundry Work and Education Program (FWEP) to 16 communities across B.C., improving access to employment services for at-risk youth in the province. Youth participants achieved job readiness, mental health improvement, and placement in education, training or employment.

### Summary of progress made in 2024/25.

WorkBC Employment Services were delivered through 102 centres, and a strong online presence, to almost 100,000 British Columbians. This included personalized case management services to approximately 16,000 people with disabilities, 7,000 Indigenous Peoples, and

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<sup>2</sup> [British Columbia Labour Market Outlook 2021-2023 Outlook](#)

36,000 immigrants. Over 36,000 job seekers were supported through their first year of employment.

The ministry supported a variety of projects aligned with our focus on providing high quality services to job seekers in B.C., supporting an inclusive labour market, and meeting the increasing demand for skilled workers. This included launch of new programs offering employment services to people facing complex barriers to employment, such as the CBES and EPS. We also improved collaboration with community-led organizations such as Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA), Foundry, and Mission Possible, through multiple strategic grants and shared program implementation.

### Performance measure(s) and related discussion

Performance Measure	2022/23 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
[2d] WorkBC Client Satisfaction Score <sup>1,2</sup>	75	72	76	72

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

<sup>1</sup>PM [2d] targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as 76 and 77, respectively.

<sup>2</sup> WorkBC Client Satisfaction Score represents the overall client satisfaction with WorkBC services. Scores range from 0 to 100, with higher scores being considered better. The score represents the number of clients responding "satisfied" or "very satisfied" out of all survey respondents.

To measure progress towards Goal 2, the ministry has automated surveys in place to receive feedback directly from WorkBC on their experience and their overall satisfaction with the services received. The ministry experienced small changes in satisfaction scores since its implementation but expected to see overall increased satisfaction year over year as program improvements became established over time.

In 2024/25, the client satisfaction score was 72, which is down from the target of 76. Overall satisfaction remained the same from the previous year, and the ministry continues to see higher than average satisfaction for some marginalized client groups, such as Indigenous Peoples (74), older clients (77), and people with high school education or less (74).

A customer satisfaction score between 65 and 80 is generally considered good. Overall Provincial government services satisfaction in Canada was about 70 per cent in 2023 and 67 per cent in 2022<sup>3</sup>. Scores can be expected to fluctuate between about 65 per cent and 80 per cent over time, driven in part by labour market conditions and policy changes.

The ministry launched new employment programs, Community-based Employment Services and Employability Planning Services (referenced in key results), specifically designed to help people experiencing multiple barriers to employment. Customized programing to meet the needs of job seekers is expected to improve client satisfaction. Planning is also underway to

<sup>3</sup> [Angus Reid Institute, Satisfaction with Federal Government Services](#)

modernize WorkBC Employment Services to better meet the diverse needs of job seekers, employers and communities.

## Goal 3: Persons with disabilities live, work and participate in their communities on an equal basis with all British Columbians

Objective 3.1: Support a comprehensive and integrated system of supports and services for persons with disabilities.

Persons with disabilities experience barriers that impede their ability to participate fully in their communities. The types of barriers persons with disabilities experience vary greatly depending on the nature of their disability and other intersecting factors. Working in the spirit of “nothing about us without us,” the ministry continued to advance programs and policies that support persons with disabilities in British Columbia to meaningfully participate in their communities.

### Key results

- Made accessibility improvements to the Online Employment Services portal.
- Continued to implement the [Accessible British Columbia Act](#). Progress to implement the [Accessible British Columbia Act](#) is reported on annually in the Accessible BC Act Progress Report.
- WorkBC Centres across the province offered a variety of specialized services and supports to approximately 16,000 persons with disabilities, helping them achieve their employment goals. About 1,800 persons with disabilities received equipment and devices through WorkBC Assistive Technology Services.
- Worked with partners as an active member of the [Re-Imagining Community Inclusion \(RCI\)](#) Steering Committee to make progress across all four priority areas: developing flexible housing options, more and better employment opportunities, improving access to health and mental health services, and that services for Indigenous Peoples be self-determined.
- A strategic grant, that came from the Federal Labour Market Development Agreement (LMDA), was provided to the National Institute of Disability Management and Research (NIDMAR) to support injured B.C. workers in returning to work and maintaining employment through early intervention and a comprehensive occupational rehabilitation program.

### Summary of progress made in 2024/25

The Online Employment Services Portal was enhanced to improve accessibility and user experience, reducing registration barriers by 80 per cent, adding flexible login options, and

improving accessibility for screen reader users. This helped advance equitable, responsive, and consistent service delivery across B.C

The Parliamentary Secretary for Accessibility co-chaired the Provincial Accessibility Committee to support the development of B.C.'s first draft accessibility standards. From May 31, 2024 to July 31, 2024, people, organizations and industry groups within B.C. were invited to provide input on draft recommendations for Accessible Service Delivery and Employment Accessibility standards under the Accessible British Columbia Act. Indigenous engagement continued with First Nations and other Indigenous Peoples and partners. Technical committee meetings were held to discuss the themes from the Public Engagement and next steps for the standards development process.

To support injured B.C. workers in returning to work and maintaining employment, a three-year grant was awarded to the National Institute of Disability Management and Research (NIDMAR) in 2023. In fiscal year 24/25, the project had 82 active participants. Twelve had their cases closed and the remainder are in various stages of their return to work journey. Through this grant, B.C. also established over 150 partnerships with employers, healthcare providers, and community organizations.

**Performance measure(s) and related discussion**

Performance Measure	2022/23 Baseline	2023/24 Actual	2024/25 Target	2024/25 Actual
[3a] Total amount of earnings exemptions reported by Persons with Disabilities cases <sup>1</sup>	\$180 million	\$180 million	\$195 million	\$185 million

Data source: Research, Innovation and Policy Division, Ministry of Social Development and Poverty Reduction. <sup>1</sup>PM [3a] targets for 2025/26 and 2026/27 were stated in the 2024/25 service plan as \$210 million and \$225 million, respectively.

To support clients to work, disability assistance clients are eligible for an annual earnings exemption, which means that any income from employment will not impact their monthly benefits until they have reached the annual maximum. For a single person on disability assistance, the annual exemption is \$16,200. Income earned beyond that amount is deducted from their monthly benefits.

Since the COVID pandemic, the employment rate of persons with disabilities has fallen and dropped significantly in 2024/25 as the overall labour market weakened. Persons with disabilities are at greater risk of job loss or having trouble finding employment during slower economic periods. In 2024/25, a total of 23,591 persons with disabilities cases reported earnings during the year, down from 25,583 in 2019/20. This is despite a 14 per cent increase in the total caseload. The lower employment rate has reduced the growth rate but has not reduced the total amount of income earned and exempted by persons with disabilities.

# Financial Report

## Financial Summary

	Estimated (\$000)	Other Authoriz- ations <sup>1</sup> (\$000)	Total Estimated (\$000)	Actual (\$000)	Variance (\$000)
<b>Operating Expenses</b>					
Income Assistance <sup>2</sup>	3,502,169	0,000	3,502,169	3,437,797	(64,372)
Employment <sup>3</sup>	30,897	0,000	30,897	31,863	966
Community Living Services	1,626,906	0,000	1,626,906	1,687,582	60,676
Employment and Assistance Appeal Tribunal	1,945	0,000	1,945	1,911	(34)
Executive and Support Services	14,055	0,000	14,055	16,819	2,764
<b>Sub-total</b>	<b>5,175,972</b>	<b>0,000</b>	<b>5,175,972</b>	<b>5,175,972</b>	<b>0,000</b>
Adjustment of Prior Year Accrual <sup>4</sup>	0,000	0,000	0,000	(0,229)	(0,229)
<b>Total</b>	<b>5,175,972</b>	<b>0,000</b>	<b>5,175,972</b>	<b>5,175,743</b>	<b>(229)</b>
<b>Ministry Capital Expenditures</b>					
Executive and Support Services <sup>5</sup>	2,124	0,000	2,124	1,549	(575)
<b>Total</b>	<b>2,124</b>	<b>0,000</b>	<b>2,124</b>	<b>1,549</b>	<b>(575)</b>

<sup>1</sup> "Other Authorizations" include Supplementary Estimates, Statutory Appropriations, Contingencies and Government Reorganization.

<sup>2</sup> Ministry accessed \$289.3 million from Housing Priority Initiatives Special Account in 2024/25 for eligible expenditures related to housing and shelter programs under Income Assistance.

<sup>3</sup> Reflects WorkBC costs, net of recoveries from the federal government. The total expense in 2024/25 was \$327.4 million, which included \$31.9 million in provincial spending and \$295.6 million recovered from the federal government.

<sup>4</sup> The Adjustment of Prior Year Accrual of \$0.229 million is a reversal of accruals in the previous year.

<sup>5</sup> Capital expenditures represent vehicles for Community Integration Specialists serving clients in the province. The capital Information Technology budget to support WorkBC was re-profiled to future years.

## Appendix A: Public Sector Organizations

As of August 12, 2025, the Minister of Social Development and Poverty Reduction is responsible and accountable for the following organizations:

### [Community Living BC](#)

Community Living British Columbia (CLBC) is a Crown agency that provides supports and services to meet the community inclusion-related needs of two groups of eligible individuals and their families in British Columbia:

- Adults with a diagnosis of developmental disability. Criteria include age of onset, intellectual functioning, and adaptive behavior; and
- Adults who have a diagnosis of fetal alcohol spectrum disorder or autism spectrum disorder (also known as pervasive developmental disorder) and significant limitations in adaptive functioning.

### [Employment and Assistance Appeal Tribunal](#)

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

## Appendix B: Progress on Mandate Letter Priorities

The following is a summary of progress made on priorities as stated in Minister Sheila Malcolmson’s 2022 Mandate Letter.

2022 Mandate Letter Priority	Status as of March 31, 2025
<p>Update the Poverty Reduction Strategy by March 2024, to continue reducing the number of people, and in particular children, who are experiencing poverty in our province.</p>	<ul style="list-style-type: none"> <li>• B.C.’s updated <a href="#">Poverty Reduction Strategy</a> was released in July 2024, which includes new 10-year targets to reduce the overall poverty rate by 60 per cent, the child poverty rate by 75 per cent, and a new target to reduce seniors’ poverty rate by 50 per cent.</li> <li>• The 5th Poverty Reduction Annual report was prepared before October 1, 2024, as required by legislation and was presented to the legislature in March 2025.</li> <li>• The first Annual Report on the <a href="#">2024 Poverty Reduction Strategy</a> is under development.</li> </ul>
<p>Lead work with support from the Minister of Finance to continue addressing impacts on low-income people caused by cost-of-living increases related to global inflation.</p>	<ul style="list-style-type: none"> <li>• B.C.’s <a href="#">2024 Poverty Reduction Strategy</a> includes cross-government initiatives to improve affordability and address poverty.</li> <li>• The ministry continued to work with community partners to implement over \$50 million in multi-year funding to strengthen food banks, food distribution, and food access.</li> </ul>

2022 Mandate Letter Priority	Status as of March 31, 2025
<p>Given rising costs of food, continue to lead work on food security and dignified access to food in partnership with food producers, grocery stores, food banks, schools, and not-for-profits, with support from the Minister of Agriculture and Food and the Parliamentary Secretary for Community Development and Non-Profits.</p>	<ul style="list-style-type: none"> <li>• The ministry continues to work with key partners on the implementation of over \$50 million in multi-year funding provided in 2023 to ensure people in need have better access to healthy, fresh food. A key focus of the funding is building the capacity of local food organizations to meet rising demand through investments in critical food infrastructure.</li> <li>• The ministry continues to play a leadership role with the Ministries of Agriculture and Food and Health as co-chairs of a cross government Executive Director committee on food security to support a coordinated approach across government.</li> <li>• One of the critical action areas in the <a href="#">2024 Poverty Reduction Strategy</a> is “Meeting Basic Needs”, which includes addressing food insecurity.</li> </ul>
<p>Support the work of the Minister of Housing to better coordinate services to deliver improved outcomes for people living in Vancouver’s Downtown Eastside (DTES), in collaboration with the Ministers of Mental Health and Addictions, Health, and Public Safety and Solicitor General, as well as Indigenous Peoples, external partners, and others.</p>	<ul style="list-style-type: none"> <li>• The ministry continues to participate and support the implementation of the DTES Provincial Partnership Plan and Strategic Encampment Oversight and Coordination Table led by Ministry of Housing.</li> <li>• Community Integration Specialists in the DTES continue to coordinate housing, health, and social supports through personalized, trauma-informed outreach to help vulnerable residents access services, stabilize their lives, and build trust in community systems.</li> </ul>