

**Ministry of
Social Development and Social Innovation**

**2016/17 – 2018/19
SERVICE PLAN**

February 2016



Minister Accountability Statement



The Ministry of Social Development and Social Innovation 2016/17 - 2018/19 Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in cursive script that reads "Michelle Stilwell".

Honourable Michelle Stilwell
Minister of Social Development and Social Innovation
February 16, 2016

Purpose of the Ministry

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic independence and secure a better tomorrow as envisioned in the BC Strategic Plan. In pursuit of this, the ministry's key responsibilities include:

- Providing income and disability assistance to those in need;
- Delivering employment programs and services to unemployed and underemployed individuals;
- Supporting community living services that help adults with developmental disabilities and their families develop connections and inclusion with their community; and
- Supporting social innovation and social entrepreneurship to improve social outcomes for all British Columbians.

The Minister is responsible for Community Living BC (CLBC) and is also responsible for leading the implementation of Accessibility 2024, the government's 10-year action plan to make B.C. the most progressive province in Canada for people with disabilities. The ministry is guided by three key pieces of legislation: the Employment and Assistance Act, the Employment and Assistance for Persons with Disabilities Act, and the Community Living Authority Act. The ministry is also guided by its long-term vision and goals. Further details about the vision and goals of the ministry can be found here.

Strategic Direction and Context

Strategic Direction

The ministry is undertaking several initiatives to support the government's priorities and to achieve the targets set out in the Minister's Mandate Letter. This work includes ensuring the ministry's continuous support of a balanced provincial budget through prudent fiscal and performance management, which is consistent with the Taxpayer Accountability Principles.

The ministry is committed to lead in the implementation of the Accessibility 2024 Action Plan and continues to support the BC Jobs Plan and the Skills for Jobs Blueprint through an effective employment program. The ministry is implementing the Single Parent Employment Initiative and policy changes for families with children on income assistance to support BC Strategic Plan's vision for a secure tomorrow. In addition, the ministry continues to enhance client service and lead government's efforts to support and encourage social innovation across the province.

projected to decline by 6 percent while the population between the ages of 55 to 64 is projected to increase by 7 percent. A rise in the population increases the pool of potential BCEA clients. In addition, people are more likely to develop a disability as they age increasing the incidence of persons with disabilities.

Economic

The Economic Forecast Council expects British Columbia's real GDP to grow by 2.7 percent in 2016 and 2.6 percent in 2017. Downside risks to BC's economic outlook include the potential for a slowdown in North American economic activity, ongoing fragility in Europe, and slower than anticipated Asian demand, particularly in China. Additional risks include uncertainty in the outlook for the Canadian dollar and weak inflation.

The income assistance caseload is sensitive to the state of the labour market. The economic conditions in other provinces, most notably Alberta, also impact the income assistance caseload as unemployed people move to B.C.

Goals, Objectives, Strategies and Performance Measures

The ministry continues to examine and strengthen its performance management framework to align with government's direction. In addition, the ministry continues to report on a number of performance measures contained in previous Service Plans through [DataBC](#). These measures include: the percent of reconsideration decisions made within legislated time frames; the percent of employment program clients who receive case management services; and the percent of applications for a Person with a Disability designation that are completed within ministry timelines.

Goal 1: Eligible British Columbians in need have access to income assistance and supports in a timely manner.

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

Strategies

- Provide clients with timely supports for which they are eligible.
- Assist clients to access other potential income sources to improve their independence and self-reliance, including federal Employment Insurance benefits and Canada Pension Plan early retirement and disability benefits.

Discussion

The ministry's online portal My Self-Serve (MYSS), which was implemented provincially in the fall of 2014, provides an online service delivery channel for ministry clients. The online portal modernizes ministry services by offering more flexibility in how, when and where clients access service and by increasing convenience, self-sufficiency, and independence. Clients can choose to use MYSS to access their file information 24/7, submit their monthly report, upload documents from a mobile phone or computer, communicate with ministry employees and print confirmation of assistance. The ministry is leveraging and integrating technology into its service delivery model, leading the way for government to provide modern, convenient, reliable and secure services.

Goal 2: Eligible British Columbians in need have access to services that support increased independence and sustainable employment.

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

Strategies

- Support people to work by ensuring ministry programs and initiatives reduce unnecessary dependency on income assistance.
- Work with the Ministry of Children and Family Development to identify opportunities that will provide single parents with enhanced services and supports that secure employment and independence.
- Consider individual client needs in delivering employment programs and services.

Performance Measure 3: Employment-obligated clients as a percentage of the population aged 19-64

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Employment --obligated clients as a percentage of the population aged 19-64	1.0%	1.0%	1.0%	1.0%	1.0%

Data Source: Research Branch, Ministry of Social Development and Social Innovation

- Create opportunities for partnerships and innovation at the community and employer level.

Performance Measure 5: Percentage of Employment Program of BC clients obtaining employment

Performance Measure	2014/15 Actual	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Percentage of Employment Program of BC case-managed clients who achieve employment	41.7%	50%	51%	53%	55%

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

Discussion

This performance measure reflects the percentage of case-managed Employment Program of BC clients who achieved employment. As the ministry continues to place emphasis on employment results for clients, the outcome rate increased in 2015/16 and new targets have been established for subsequent years.

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

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

Strategies

- Provide adults with disabilities access to responsive services to support them in participating as full citizens and in achieving improved outcomes consistent with the goals outlined in Accessibility 2024.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.

In January 2015, the ministry replaced monthly earnings exemptions with the Annual Earnings Exemption (AEE) for all ministry clients receiving disability assistance. The AEE is a more flexible way of calculating earnings exemptions that helps individuals receiving disability assistance who are able to work to take advantage of employment opportunities and to keep more of their earnings. Total earnings increased because of the AEE and are expected to increase modestly over time.

Goal 4: Promote a culture of social innovation in British Columbia.

Objective 4.1: Support British Columbia's capacity for social innovation.

Strategies

- Develop and maintain strong, productive and sustainable relationships with partners in the public, private and non-profit sectors (including the BC Partners for Social Impact) to support the growth and sustainability of British Columbia's social innovation and social enterprise sectors.
- Support British Columbian social innovators and social entrepreneurs in the identification, implementation and enhancing innovative, community-based solutions.
- Facilitate, develop and implement social finance tools to create new opportunities for innovation.

Discussion

The ministry is committed to supporting and encouraging social innovation and social entrepreneurship in British Columbia.

Appendices

Appendix A: Ministry Contact Information

Employment and Income Assistance

The ministry has 50 Employment and Income Assistance offices and 33 partnerships with Service BC locations throughout British Columbia. To find the office that provides services for a specific community, go to <http://www.eia.gov.bc.ca/contacts/offices.html>, or contact the ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

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: ServiceBC@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 Labour Market Services

The Employment Program of BC makes it easier for people to find work through a wide range of integrated employment services and supports. For more information on services and supports provided for a specific community, go to: [WorkBC Official Website - WorkBC Employment Services Centre](#)