

CANADA – BRITISH COLUMBIA

Workforce Development Agreement

(formerly Labour Market Agreement for Persons with Disabilities)

Annual Report 2018



BRITISH
COLUMBIA

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Introduction

The province of British Columbia is pleased to present the 2018 Annual Report under the Canada-British Columbia Labour Market Agreement for Persons with Disabilities (LMAPD).

In March 2004, the Province entered into the LMAPD with the Government of Canada in recognition of a shared commitment to improving the employment situation of persons with disabilities.

The Governments of British Columbia and Canada signed a renewed LMAPD in April 2014 for four additional years with the aim to better meet the needs of employers, improve the employment prospects for persons with disabilities and enhance reporting requirements.

As of April 2018, Canada and British Columbia have entered a new Workforce Development Agreement (WDA), which combines the LMAPD and the Canada Job Fund Agreement (CJF) with the former Targeted Initiatives for Older Workers Agreement (TLOW) into a single Agreement. While the LMAPD has ended, Canada and British Columbia have agreed that the 2017/18 LMAPD Annual Report will be submitted as planned.

The former LMAPD is a cost sharing agreement in which the Government of Canada contributes 50 per cent of the annual costs incurred by the Province for programs and services funded under the agreement, up to a maximum of \$30.74 million.

The persons with disabilities (PWD) programming-base funding component of the WDA continues to be a cost-shared agreement of \$30.74 million. In addition the Government of Canada is contributing an additional funding of \$2.87 million in fiscal 2017/18 to the province without a cost-share requirement.

The 2018 Annual Report provides an update and an overview of the province's investments and programs intended to support persons with disabilities in their efforts to gain employment.

In fiscal year 2017/18, the province spent \$72.2 million on programs and services under the LMAPD.

The following are the definitions of intervention types covered in this report:

- ▶ Employment services (ES);
- ▶ Skills development and upgrading interventions (SD);
- ▶ Work experience interventions (WE);
- ▶ Interventions that offer skills development and work experience components (SD/WE);
- ▶ Healthcare-related interventions (HC); and
- ▶ Youth transition services (YT)

Programs and Services

The Ministry of Social Development and Poverty Reduction (SDPR) leads the delivery of core programs and services for persons with disabilities and their families. SDPR continues to support Canada's commitment to the UN Convention on the Rights of Persons with Disabilities, a joint effort between governments, community organizations, clients and their families. The ministry focuses on integrated, citizen-centered service delivery, disability supports and services and, support for community led innovations that increase employment and inclusion opportunities for persons with disabilities. This includes working with counterparts to improve the transition for youth with disabilities.

In 2012, the province created a Presidents Group – a network of business leaders in B.C. who are champions for more accessible, inclusive workplaces. The group represents businesses of all different sizes and sectors. The co-chairs of the Presidents Group are Tamara Vrooman, President and CEO of Vancity, and Craig Richmond, President and CEO of the Vancouver Airport Authority.

In fiscal year 2017/2018, Presidents Group continues to actively engage B.C. employers and business owners to increase employment for people with disabilities and to build more inclusive, accessible workplaces. To support this work, Presidents Group launched a website – accessibleemployers.ca – which provides free resources and information to help employers.

Some recent achievements that are helping break down barriers for people with disabilities include a 30-point plan for housing affordability. The plan includes new units of accessible housing, and improved bus and transportation services and improved access to dental surgery. Read more information at <http://gov.bc.ca/accessibility>.

The Ministry of Health (MoH) has the responsibility for ensuring that quality, appropriate cost-effective and timely health services are available for all British Columbians. The province's health authorities are primarily responsible for health service delivery. Five regional health authorities deliver a full continuum of health services to meet the need of the population. A sixth health authority, the Provincial Health Services Authority (PHSA) is responsible for managing the quality, coordination and accessibility of specialized services and province-wider health programs. The MoH also works in partnership with the First Nations Health Authority (FNHA) to improve the health status of Indigenous People in B.C.

PHSA and FNHA do not have LMAPD funded programs.

¹ Province of British Columbia. (2014). 2014/15 – 2016/17 Service Plan. Retrieved from www.bcbudget.gov.bc.ca/2014/sp/pdf/ministry/hlth.pdf.

Intervention Types

This report will show indicators by intervention type. Intervention type categories are intended to be inclusive of all programs and services designed and delivered by the government of B.C. The table below includes a list and description of intervention types used in this report.

Programs and services for persons with disabilities are offered by SDPR and other government ministries and organizations. The following programs and services were delivered by the Province in 2017/18:

Intervention Type	Program	2017/2018 Expenditure
Employment services (ES)	Ministry of Social Development and Poverty Reduction – Employment Program of BC	\$19,902,438
	Ministry of Health – Mental Health and Substance Use: Pre-Employment Supports	\$15,358,558
	Community Living British Columbia (CLBC) – Employment Services	\$17,631,360
Skills development and upgrading interventions (SD)	Ministry of Health – Mental Health and Substance Use: Supported Education	\$3,457,292
	Ministry of Advanced Education, Skills and Training – Adult Special Education	\$10,901,558
Work experience interventions (WE)	Ministry of Social Development and Poverty Reduction – Annual Earnings Exemption	N/A*
	Ministry of Health – Mental Health and Substance Use: Supported Employment	\$4,916,760
Interventions that offer both skills and development and work experience components (SD/WE)	Ministry of Social Development and Poverty Reduction – Focus on Accessibility	N/A*
Healthcare-related interventions (HC)	Ministry of Health – health-related programs were integrated into the Mental Health and Substance Use Pre-employment Supports, Supported Education and Supported Employment programs	N/A*
Youth transition services (YT)	Ministry of Social Development and Poverty Reduction – Service to Adults with Developmental Disabilities (STADD)	N/A*
Total		\$72,167,966

*Provincial programs targeted to persons with disabilities that are not claimed under the LMAPD.

1. Employment Services (ES)

- ▶ ES services include:
 - ▶ labour market information
 - ▶ service needs determination
 - ▶ employment assessment
 - ▶ counseling and referral
 - ▶ resume writing and job interview assistance, other one-on-one coaching sessions or short group workshops
- ▶ ES also includes generic employment information and assistance services that are not related to a specific job.
- ▶ Any additional enabling supports that individuals require to participate in employment services would also be included within this intervention type (e.g., assistive devices, workplace or educational attendants).

B.C.'s LMAPD includes the following Employment Service Programs:

- ▶ Ministry of Social Development and Poverty Reduction – Employment Program of BC
- ▶ Ministry of Health – Mental Health and Substance Use: Pre-Employment Supports
- ▶ Community Living British Columbia (CLBC) – Employment Services

Ministry of Social Development and Poverty Reduction – Employment Program of BC (EPBC)

INITIATIVE OBJECTIVES

- ▶ The EPBC was launched in April 2012 and offers all British Columbians who are seeking employment, including persons with disabilities, access to a wide range of flexible employment options through one point of entry.

- ▶ The program model makes sure that, regardless of where someone lives in B.C., they will have access to the same group of quality services and supports.
- ▶ Clients access the program through a network of 84 WorkBC Employment Services Centres (ESCs) across the province.
- ▶ The integrated model also allows for a more flexible and individualized approach to service delivery.
- ▶ The program makes sure appropriate services and supports are available to make, reduce or remove the impact of an individual's disability or barrier to employment.
- ▶ The key to delivering this program's services to people who need them in their communities is to simplifying eligibility and provide seamless access to services.
- ▶ ES needs are assessed on an individual basis and access to services and supports is determined through eligibility.
- ▶ The EPBC provides a range of specialized services to support persons with disabilities to participate in their communities, pursue employment goals, increase self-reliance, and build skills to get a long-term job.
- ▶ In addition to the services provided by the EPBC, assistive technology disability supports are available to post-secondary students with disabilities. Its objective is to increase independence of students with disabilities and support them in successfully completing post-secondary studies to enhance employment opportunities.

INITIATIVE DESCRIPTION

The program service delivery model meets the needs of persons with disabilities by providing flexible options to access services. The services are available through a provincial network of WorkBC locations that include storefront, satellite, outreach and remote service delivery channels.

Since it was launched in April 2012, nearly 410,000 British Columbians have received employment services through the EPBC. Of those, over 310,000 people have received case managed services and over 105,000 persons with disabilities have participated in case management.

The program emphasizes the needs of clients from inclusion groups are being met. On average, 81 per cent of case managed clients self-identify as belonging to one or more of the following client inclusion groups:

- ▶ Indigenous Peoples
- ▶ Immigrants
- ▶ Francophone
- ▶ Multi-barriered
- ▶ Persons with a disability
- ▶ Rural and remote populations
- ▶ Survivors of violence and/or abuse and
- ▶ Youth

Eligible EPBC clients receive services from a wide range of service options listed below. These are funded by both federal and provincial governments, depending on individual needs and circumstances.

Self-Serve Services

- ▶ The purpose of self-serve services is to support all B.C. job seekers in getting and keeping employment. They provide readily available access to job search tools, equipment, and services such as workshops, and job start supports.
- ▶ Persons with disabilities may use the resource centre at each WorkBC to access job search resources and receive staff assistance at any time.

Case Management

- ▶ Case management is available for individuals who, after using self-serve services, need additional support to find employment or require job search/job start financial supports.
- ▶ Persons with disabilities complete a formal needs assessment process with a case manager. This includes an individualized and structured employment needs assessment process that may be carried out over one or more sessions.
- ▶ The case manager and the client collaborate to determine what actions, steps, supports or services may be required to help the client get a job or improve employment readiness.
- ▶ Clients have access to a variety of employment services and supports to meet their needs. Ongoing support is provided for all services.
- ▶ Services include access to the following:
 - ▶ Job search and job start supports
 - ▶ Workplace training (basic, essential and occupational)
 - ▶ Short-term occupational certificates
 - ▶ Access to workshops to assist individuals to prepare, find and maintain employment
 - ▶ Paid or unpaid work experience
 - ▶ Job Development Services
 - ▶ Customized employment development services
 - ▶ Job maintenance support
 - ▶ Extended employment supports for both employee and employer
 - ▶ Self-employment options
 - ▶ Quick access to services for persons with disabilities at risk of losing employment
 - ▶ Earlier entry for students with disabilities who require support to transition from school to the workforce.

▶ **Employment-related disability supports may also be available as needed. These include:**

- ▶ Assistive devices, equipment and technology
- ▶ Communication/hearing devices
- ▶ Ergonomic supports, restorative supports, attendant services
- ▶ Interpreting or captioning
- ▶ Workplace access and modification

▶ **Specialized Assessments may be available as needed and include:**

- ▶ Neuropsychological vocational assessment
- ▶ Vocational psychological assessment
- ▶ Physical/functional capacity assessment
- ▶ Learning disability assessment
- ▶ Speech and language assessment
- ▶ Audiological assessment
- ▶ Ergonomic assessment
- ▶ Assistive technology assessment
- ▶ Medical assessment report
- ▶ Work simulation

PROGRAM DEVELOPMENTS

In September 2017, B.C. celebrated its fourth annual Disability Employment Month. This month is dedicated to inclusive employers and the contributions of people with disabilities in the workplace. This recognition of meaningful employment for people with disabilities, who can and want to work, is an important part of government's 10-year action plan to build a better B.C. for people with disabilities.

Throughout September, WorkBC Employment Services Centres hosted the following events throughout B.C.:

- ▶ Vancouver Island region hosted employer appreciation events and held a Disability Employment Month Networking event.
- ▶ Vancouver Coastal region organized an employer recognition event. They also, hosted an event for tech companies that focused on hiring people with disabilities.

- ▶ Fraser region hosted workshops, employer appreciation events, an inclusive hiring fair, and social media outreach.
- ▶ Interior region events included employer awards, interagency meetings, community forum, information sessions, and community engagement.
- ▶ North region organized workshops, information sessions, community engagement, print materials, social media features, information sessions, employer recognition events, and community events with guest speakers.

Webinars

- ▶ The Corporate Program Advisory Committee Working Group on Diversity & Client Inclusion hosts webinars with EPBC Service Providers. These webinars share best practices, tools and resources that have been developed for working with each of the eight EPBC client inclusion groups:

In February 2018, the "Client-Centred Approaches to Employment for Persons with Disabilities" webinar was presented by the Diversity and Client Inclusion team to EPBC service providers. The webinar covered the following topics:

- ▶ Best practices for specialized assessments;
- ▶ Best practices for job coaching;
- ▶ Customized employment in rural communities;
- ▶ Customized employment for clients with developmental disabilities; and
- ▶ Supporting Clients with Autism in the workplace

Community and Employer Partnerships

- ▶ Seven Community and Employer Partnerships (CEP) Agreements that focused on Persons with Disabilities were created between April 1, 2017 and March 31, 2018. Included in the CEP Agreements were two Job Partnership (JCP) agreements, which targeted 16 clients with disabilities, and five Research and Innovation (RI) agreements which targeted 820 research participants with disabilities. Each of the seven projects that are designed to improve access to jobs for persons with disabilities and include a pilot project that connects employers to support to simplify the process of hiring people with disabilities.
- ▶ These projects increase employment opportunities for unemployed British Columbians using agency and business partnerships, shared information and technology, and innovative processes and practices.
- ▶ Community and Employer Partnerships foster collaborative, coordinated networks of community organizations and employers across the province.
- ▶ These networks work to:
 - ▶ Promote and simplify communication between stakeholders
 - ▶ Be informed and coordinated when investing the necessary employment support in communities
 - ▶ Provide opportunities for stakeholders to discuss strategies and solutions to address labour market needs

Technology@Work

- ▶ Technology@Work launched in May 2015. It has a budget of \$3 million per year to help British Columbians living with disabilities gain and maintain employment. Technology@Work funds assistive technology solutions which allows individuals with disability-related barriers, to maximize their full employment potential. The Neil Squire Society currently delivers the program under a three year contract which runs until March 2019. From May 2015 to December 2017, the Technology@Work program received 1,235 applications and completed 485 agreements to provide assistive technology to individuals with disabilities. These assistive technology services include:
 - ▶ Assistive devices and equipment
 - ▶ Workplace access & modification
 - ▶ Peripheral accessories for wheelchairs
 - ▶ Vehicle modifications

TARGET POPULATION

All unemployed British Columbians including persons with disabilities in B.C., regardless of where they live.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Attachment to the labour market and increased employment participation
- ▶ Employment-related education and skills training
- ▶ Employment supports that may include:
 - ▶ disability supports
 - ▶ accommodations
 - ▶ individualized supports to find and maintain job

COMMENTARY ON INDICATORS

The program model has controls in place to confirm that clients with disabilities have access to the services they need. Controls include:

- ▶ performance measures
- ▶ ongoing quality assurance reviews
- ▶ complete program governance model.

The ministry reviews key performance measures of the service delivery contracts through a series of service delivery standards and outcome measures.

While all clients accepted into EPBC case management must have employment as a goal, some individuals may require additional services or more time to get a job. Others may require access to community supports and would be encouraged to return to the program. For some individuals, community attachment may be a starting goal until employment readiness improves.

Contracts are monitored to certify that contractors are delivering on their commitments, including quality service delivery to persons with disabilities. The ministry monitors by identifying the number of clients accessing services, types of services and levels of supports received in real time.

INDICATORS OF SUCCESS

Success stories provide a more comprehensive understanding of outcomes. The following are examples of employment outcomes from EPBC during 2017/2018 (Please see Appendix for additional EPBC indicators):

ALBERT – DAWSON CREEK – PWD/ SURVIVOR

Albert was out of work due to injury and had been looking for work for approximately eight months before he decided to visit his local WorkBC Centre. He needed help finding a position that worked with the limited use of his right arm. Albert used the available services to help with his depression, resume writing, transferable skills, and found a part-time position that worked his limited use of mobility.

BARBARA – VANDERHOOF – PWD/RURAL-REMOTE

Barbara was looking for more stable employment as she was working on-call approximately once a week.

Barbara was having problems hearing and had issues explaining to employers what her limitations were.

Barbara heard about the EPBC from a friend and decided to visit her local WorkBC Centre. Barbara found support with her job search and was provided disability-related help (hearing aids) through the job development program.

Barbara is now working at School District 91. She would not have gained employment without EPBC as she was not in a financial position to buy her hearing aids.

As Barbara explains, “It is awesome that they helped me because I could not afford to buy them and be unemployed.”

Ministry of Health – Mental Health and Substance Use: Pre-Employment Supports

PROGRAM OBJECTIVES

The objective of these services is to support people with severe mental illness and/or substance use disorders to reach their goals related to work and social skills.

Pre-Employment Supports increase independence, community and social integration, and enhance skills and confidence.

PROGRAM DESCRIPTION

The Pre-Employment Supports Programs remain extremely popular. They include occupational rehabilitation therapy and access to other employment-related supports. Within the program there are therapeutic volunteer opportunities which to help with community and social integration, increase independence and build confidence. These services are generally provided within mental health and substance use treatment programs. The health authorities also contract with community agencies to provide these types of supports.

TARGET POPULATION

British Columbians with severe mental illness and/or substance use disorders.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Connecting employers and persons with disabilities
- ▶ Building knowledge
- ▶ Education and training

COMMENTARY ON INDICATORS

The Ministry of Health, along with regional health authorities, has measured data relating to mental health and substance use services including Labour Market Agreement for Persons with Disabilities (LMAPD) services. The Mental Health and Substance Use minimum reporting requirements have been used in all five regional health authorities.

To support improved accountability for the LMAPD services, along with the approach used the past four years, the Ministry of Health conducted a survey in 2017. The survey was for the five regional health authority mental health and substance use programs.

All regional health authorities responded to the survey and identified the numbers of participants who:

- ▶ Participated in the program or service
- ▶ Completed the program or service
- ▶ Obtained or maintained employment
- ▶ Obtained or maintained involvement in education

INDICATORS OF SUCCESS

Based on survey responses, a total of 13,181 people participated in the Mental Health and Substance Use Pre-Employment program which indicates a 2.4 per cent increase since 2012/13:

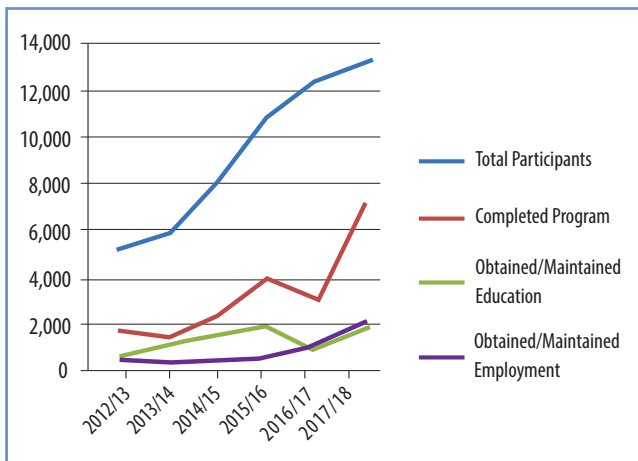
- ▶ Pre-employment programs were completed by 53 per cent (6,977) of participants
- ▶ 14 per cent (1,853) were able to obtain or maintain education
- ▶ 12 per cent (1,585) were able to obtain or maintain employment

Mental Health and Substance Use: Pre-Employment Supports	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18
Total Participation	5,155	5,676	8,037	10,649	12,412	13,181
Total Completed Program	1,681	1,398	2,155	3,724	3,042	6,977
Obtained/Maintain Employment	534	972	1,403	1,722	772	1,585
Obtained/Maintain Education	442	294	409	452	952	1,853

In addition to overall participation and success rates, health authorities were asked to report on client profiles, employability indicators and employment indicators. Most health authorities were unable to provide such information because LMAPD services are contracted out to agencies that do not track this data. Fraser Health Authority (FHA) is an exception. The data FHA provided for these indicators is listed in appendix A. Numbers indicate that:

- ▶ 97 per cent of the participants in pre-employment programs who responded to survey questions were satisfied with the program
- ▶ 93 per cent of respondents felt prepared for new or better employment:
 - ▶ 23 per cent reported career advancement
 - ▶ 45 per cent had employment related to their educational background

PRE-EMPLOYMENT SUPPORTS



Source: Health Authority Surveys 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/2018

*Data for the # of people in MHSU - LMAPD programs and services for 2016/17 includes all regional Health Authorities. Data regarding # of people employed or those who obtained/maintained education is limited to the Vancouver Island Health Authority, Interior Health Authority and Fraser Health Authority.



Part of the Family – Stewart’s Success Story

In 2017, Stewart graduated from the Support Towards Employment Program (STEP), a program by Communitas Supportive Care Society. He was hired by *ShredMasters*, one of several companies operated by CSE that offer employment and training to individuals with developmental disabilities, mental health challenges or acquired brain injuries.

Stewart credits the culture of care at Communitas for his extraordinary employment experience. He feels valued as an employee and as a person. For someone living with mental health challenges, this is particularly important. Stewart lives with depression and Post Traumatic Stress Disorder. He’s had a hard time learning to trust, to express his feelings in a positive way and to forgive himself. For a while, alcohol became the vehicle to numb his buried feelings. When you meet Stewart today, you see a positive, hard-working person who has learned to be honest with himself and to focus on wellness. Stewart credits this to his extraordinary employment experience and the culture of care at Communitas. He feels valued as an employee and as a person.

Having meaningful work, with an encouraging boss and a positive environment has made an enormous difference to him.

“Working here has made me healthier,” he says. “I can come to work and talk about anything and know that my boss will understand. I still have issues with PTS but I’ve received so much support here, it’s really helped me.”

The sense of family inspires Stewart to do his best – no one wants to disappoint mom and dad”, he explains. His colleagues are like siblings to him and he notes that on the rare occasion he’s been sick, his workmates have called him to make sure he’s okay.

“You just don’t find that anywhere else. I’ve never had a job like this before.”

Because his boss and his fellow employees care about him, it makes him want to give back. He takes pride in doing his work well and always wants to improve.

“The company has invested in me so I want to invest back,” he explains. “It gives me a sense of purpose. When I get home, I’m good and tired and I appreciate my days off but I’m always looking forward to coming back to work.”

Another motivation to stay healthy is his family. Having grown up in an abusive family situation, he wants something better for his own children and to set a good example for them. He also acknowledges the role of medication and the importance of a good psychiatrist to help him maintain his mental health. Having meaningful work, structure to his day, in a positive environment has been vital to his sense of well-being.

Stewart loves his job at *ShredMasters* so much that he wears his vest and nametag home. It gives him a sense of belonging.

“I love it here, I would stay here forever,” he says, wistfully. “I’m part of something that I’ve never had before, being part of this family. I’m so glad I’m here.”

Community Living British Columbia (CLBC) – Employment Services

PROGRAM OBJECTIVES

Increasing the employment of working-aged adults that are CLBC eligible (see target population) advances numerous objectives:

- ▶ It is consistent with strategic objectives of CLBC and, the Governments of B.C. and Canada
- ▶ Employment is a pathway for people to participate and be included in their communities and ultimately enjoy full citizenship
- ▶ Participation in employment leads to numerous quality of life outcomes including:
 - ▶ financial well-being
 - ▶ relationships and inclusion
 - ▶ contribution
 - ▶ identity and meaning
 - ▶ improved health

TARGET POPULATION

Adults who face significant challenges in daily life and have:

- ▶ developmental disabilities
- ▶ fetal alcohol spectrum disorder
- ▶ autism spectrum disorder

As a rule, the target population has had little to no exposure to employment prior to connecting with CLBC service.

Many have never considered employment as a possibility. Family members can be quite cautious in recommending or supporting employment activities as they are nervous about potential workplace risks for their family member. Several adults in the target population experience limited confidence and rarely engage in the community independently.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Build knowledge
- ▶ Education and training
- ▶ Employment preparation
- ▶ Employment services assessment
- ▶ Employment participation
- ▶ Connect employers and persons with disabilities

PROGRAM DESCRIPTION

An increasing number of people with developmental disabilities want to work, earn their own wages, feel valued as employees and experience the benefits of employment. CLBC’s vision for employment is “that every individual with a disability who wants a job is employed”. CLBC provides employment services based on the following principles:

- ▶ Individuals want to work
- ▶ Everyone has important qualities and talents to contribute
- ▶ Employment contributes to economic and social inclusion, and to safety within community
- ▶ With the right support and job, everyone can be successfully employed
- ▶ There is a need to balance disability-related support needs with employment supports

CLBC Employment Services provide the following supports:

- ▶ Assist individuals to discover their skills, abilities, and areas of interest through discovery and planning.
- ▶ Engage employers to promote individuals with disabilities as valuable employees and to identify and develop job opportunities.
- ▶ Match between employers with employees.
- ▶ Assist individuals to gain basic work skills and provide specific job training to employees.
- ▶ Provide ongoing supports to employees and employers in keeping employment.

- ▶ Engage caregivers and other support services to create an employment first mindset so that individuals are supported to succeed in employment.

CLBC Employment Services uses a competitive labour market approach to make sure employees with disabilities are making wages at the industry standard.

Employers use a person-centered approach, with a strong focus on assessment using a variety of tools, including (a customized employment approach).

This approach identifies the job seekers' skills and abilities. It allows a job match results in a successful and sustainable employment.

Employment can be accessed through the competitive labour market approach and through customized job development. Increasingly employment services offer self-employment services to support entrepreneurs. Self-employment can work well for those individuals who find it difficult to adapt to the constraints of a traditional workplace.

Business development services support potential entrepreneurs with disabilities to move through the same business plan development and market research as entrepreneurs without a disability. The notable difference is that business development services recognizes the business requirements and provides the support needed.

Work experience and training can be part of developing employment. On-the-job support and training are offered with an expectation of moving to natural supports in the workplace whenever possible. Services are provided with the assumption that every job seeker is ready for work and can make a valuable contribution based on their unique skills, interests and preferences. This means that while training may be required, it is not a successful outcome on its own.

Service providers continue to be available as needed, providing ongoing support for the employer, the employee and their co-workers.

Community Action Employment Plan

The Community Action Employment Plan (the Plan) has been guiding employment priorities since its launch in 2013.

At that time, the three year goal was to assist 1,200 more people to access employment from an initial level of employment of 2200. The refreshed priorities were released in June 2016.

As of March 2018, employment for people eligible for CLBC services has grown to 4556. Although these results are encouraging; this represents a rate of only 23 per cent employed. There is still much to be done.

Measurement & Accountability

In fiscal 2014/2015, CLBC developed a new Periodic Report for Employment (PRE) for service providers to report on their service delivery. The report template and process were rolled out for use in summer 2015. CLBC used the PRE to collect data to meet the reporting requirements of the LMAPD gathered employment data on services that extend beyond the scope of the LMAPD.

The data reflected here is for the services that meet the reporting requirements in the LMAPD.

Data Included in the 2018 LMAPD Report

CLBC uses a proxy definition for post intervention as CLBC employment service providers continue to serve individuals in some capacity after a job is secured (i.e. job maintenance, job in jeopardy supports). These services will remain unless the individual no longer wishes or is unable to access the service. CLBC worked with the SDPR to develop the definition to meet the reporting requirements for the LMAPD. The SDPR approved, post intervention proxy definition is:

- ▶ Point at which the client has left the service, or
- ▶ Employment start date + three months, or
- ▶ Fifteen months after the client began the service, if the client has not already left the service or found employment

Those clients accessing our services who meet the proxy definition are part of the LMAPD report. Those clients who are staying connected to services for an extended period sustainability purposes are not included in this report.

CLBC employment services provide long-term employment supports and complimentary other supports necessary for a job seeker to secure and/or maintain employment. These employment supports are provided over a job seeker’s career. We believe best practice is to keep job seekers’ status active so that when time sensitive opportunities or issues arise, support is immediately available to both the client and the employer. These supports include liaising with a job seeker’s family or support network about employment opportunities, connecting people to community resources like recreation facilities, food banks, or other resources.

For many CLBC individuals and their families, they are balancing the social and financial gains of employment with a perceived increase in risk of being independent in the community.

Staying connected also allows people to gain the support needed to enhance their employment with additional hours, higher wages and promotion opportunities.

Using the proxy noted above, the LMAPD reporting parameters span a 15 month period as of the date of the report (March 31, 2018), and include only those job seekers at a certain stage post intervention and up to one year post intervention. Beyond that, the balance of CLBC services stay connected to job seekers long term.

At a glance for this year, these high-level data show us that many clients shifted out of the LMAPD portion of the services into the long term services CLBC offers.

New job seekers now largely make up the cohort accessing the LMAPD services.

Total # of clients accessing CLBC funded employment services	Total number of CLBC clients* included in the LMAPD report
2,202	1,053

Total # of CLBC clients who are employed	Total # of CLBC clients included in the LMAPD report who are employed
1,524	438

* Clients fitting proxy definition noted above.

Peer to Peer Surveys

For this year’s report, peer to peer surveying was conducted as a data gathering approach to better understand the porportion of clients who:

- ▶ Indicate career advancement (e.g., promotion, increased responsibilities, better wages) because of intervention
- ▶ Indicate they are prepared for new or better employment because of intervention
- ▶ Indicate employment is closely related to educational background or work undertaken during intervention
- ▶ Are satisfied with intervention

Other surveys previously completed by CLBC indicate that peer-to-peer surveys gather more complete data that electronic surveys and minimize the impacts of a perceived power dynamic (CLBC or service provider surveying persons with a disability). To avoid this, CLBC hires people with developmental disabilities to survey their peers. The surveyors work in teams with a trainer and logistics support person from CLBC to conduct sessions throughout the province. Although many clients chose not to participate, those that did participate indicated they enjoyed talking about their experience of employment and the impacts in their life.

The surveys were developed using the LMAPD indicators definitions and purposed questions. CLBC was given permission to develop and use plain language questions with survey participants, ensuring that the questions would be easy to understand.

The following table shows the plain language questions for each indicator.

	Proposed LMAPD indicator questions	CLBC's Plain language questions
<p>Indicator #5: Proportion who indicate career advancement (e.g., promotion, increased responsibilities, better wages) as a result of intervention, by intervention type</p>	<p>"My participation in «program/service» has prepared me to work in a new job or better job."</p> <p>Strongly agree, Agree, Disagree, Strongly disagree</p>	<ul style="list-style-type: none"> • Did your employment support help you get a job? Yes, no, I don't know, no answer • Did your employment support help you learn new skills? Yes, no, I don't know, no answer
<p>Indicator #6: Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type</p>	<p>"My participation in the program/service has helped me advance in my career or improved my position in my current job. For example, through a promotion or increased responsibilities."</p> <p>Strongly agree, Agree, Disagree, Strongly disagree</p>	<ul style="list-style-type: none"> • Did your employment support help you get a better job than you had before? Yes, no, I don't know, no answer • If you have a better job, what makes it better? _____ • Did your employment supports get you a job that allows you to live more independently? Yes, no, I don't know, no answer • How many hours do you work in a week? 0-10, 11-20, 21-35, 35+
<p>Indicator #9: Proportion of clients indicating employment is closely related to educational background / work undertaken during intervention</p>	<p>Please respond to the following statement:</p> <p>"The program or service in which I participated is closely related to my current job."</p> <p>Strongly agree, Agree, Disagree, Strongly disagree</p>	<ul style="list-style-type: none"> • Have you taken any courses/classes after high school to train in your area of interest? Yes, No, I don't know, no answer • Do you think this job is related to the training you took? Yes, no, I don't know, no answer • If you haven't, have your employment support shared information on any options to take a course in an area that you are interested? Yes, no, I don't know, no answer
<p>Indicator #10: Proportion of clients satisfied with intervention, by intervention type</p>	<p>Please respond to the following statement:</p> <p>"In general, I am satisfied with the quality of the program or service in which I participated."</p> <p>Strongly agree, Agree, Disagree, Strongly disagree</p>	<ul style="list-style-type: none"> • If you said you wanted to work more or less, is this something you are working with your employment support worker or your boss with? My boss, employment support worker, I haven't asked for help, I don't know • Did your employment support help you get a job you like? Yes, no, I don't know, no answer • Did your employment support help you when you needed help with your job, or did they do check-ins every now and then with you? Yes, no, I don't know, no answer • Did your employment supports help you with anything else we didn't mention? Yes, no, I don't know, no answer • Do you think you are making a difference at your job? Yes, no, I don't know, refusal • Did you find it helpful to receive supports from an employment service? Very helpful, Somewhat helpful, Not helpful



CLBC STORIES

Alex's Excellent Candy Adventure

Alex Summers' family started on Alex's self-employment adventure over two years ago when Community Living BC (CLBC) service provider, AiMHi, brainstormed with his family about a job that would meet Alex's goals. Alex is social, likes change and needed a job where he can meet new people, and do new things. With these factors in mind, Alex's business, Candy Adventures Ltd was born.

Rory, Alex's dad, while excited about this possibility for Alex, knew the company needed to be structured in a way that would meet Alex's unique needs while also protecting his interests. With AiMHi's assistance, the family was able to access funding from the Ready, Willing & Able national employment initiative which allowed them to work with professionals to incorporate the business before it got underway.

"Supporting your son or daughter to be self-employed takes perseverance, research and preparation," says Rory. "This is not something you can jump right into. My advice is to seek expertise to build a solid foundation to move forward on". Rory also stresses the importance of the contributions families make, and making sure that the business is also structured around their needs and availability.

Candy Adventures Ltd. provides candy dispensers at six locations across Prince George, with a variety of candy like M&Ms and jelly bellies, for people to purchase for a quarter. Two to three times a month, Alex with his support worker visits these locations, refills the dispensers and collects the money. His mother, Beth, rolls the coins and records the amounts; Rory makes the deposits and he and Beth purchase the stock for refilling the dispensers. Alex needs to make at least \$100 per month to meet financial commitments for insurance, permits, stock and incorporation fees. During his monthly rounds, Alex and his support network determine if the location is profitable, or if they need to work with AiMHi to relocate dispensers. Alex's goal for his business is to earn money and to grow his business in Prince George.

"It takes a network of people to support Alex's business but the benefits for him are numerous," says Rory. "He is proud of his business. It is good for his self-esteem, for building connections in community, as well as providing money in his pocket."

Exploring the idea of self-employment may seem daunting for individuals and families, but in Alex's case, the impact is positive and profound. With a little help and resourcefulness, a passion or interest can be made into a business that provides connection, self-esteem and increased independence.



Two Daughters Bakeshop Acts like One Big Happy Family

With a shock of multi-coloured hair and a brilliant smile, Pauli Deacon is upbeat while she works hard to complete her tasks at the gluten-free Two Daughters Bakeshop in North Vancouver. Pauli works four days a week doing dishes, prepping ingredients and shaping cookies, and is an integral part of the team that helps the bakery run smoothly. Since she started working at there in June 2017, Pauli says she has increased her hours and responsibilities. She has, learned to rely on the camaraderie and acceptance she gets from her boss and her co-workers.

“I love working here. I make sure the dishes are super clean and Lisa has supported me to learn to do new things. I have gone from working 2 days to 4 days a week, and I am enjoying working more,” said Pauli. “I have had other jobs but this job is the best I have ever had.”

Two Daughters owner, Lisa Reichelt, made baking her profession in 2011. She opened a gluten-free bakery in October 2012 after seeing how few bakeries have available options for her daughter who has gluten and dairy intolerances. Lisa worked Two Daughters on her own for the first year and a half but has since employed nine full and part-time staff who provide baked goods for cafes and restaurants all across Vancouver. She hired Pauli after North Shore Connections approached her saying they had a young woman who had experience and interest in baking.

“North Shore Connections contacted me soon after I first opened, but I wasn’t quite ready to hire staff. However, I was open to the idea of hiring diversely,” says Lisa. “North Shore kept the conversation going with me and when Pauli was looking for work the timing was right – and she is a great fit for my business.”

Two Daughters operates out of a small storefront at the back of the building at 121 E 1st Street in North Vancouver. Given the constraints of the space, and the demand for their product, Lisa and her staff make a concerted effort to work collaboratively and supportively. Pauli says Lisa and her co-workers are accepting of when she needs support, while expecting her to pull her weight on the job. Lisa says her experience in hiring diversely has been positive, and she would encourage other businesses to be open to learning about the benefits, big and small, of hiring inclusively.

“I think it will be Pauli and me to the end,” laughs Lisa with Pauli nodding in agreement. “But seriously, I would encourage employers to get to know more about the positive benefits of hiring diversely. Everyone can be an asset to their workplace. Hiring diversely is not hard. It just requires an open mind and heart, and the willingness to give it a try.”



Connecting people to the beauty of northern B.C.

Randall Heppner is a self-taught artist from Prince George. He lives and creates art in his home where he finds comfort and inspiration in the nature surrounding Prince George.

Randall was exposed to the arts for as long as he can remember. Now in his late 50's, Randall started painting and experimenting with colour in his 20's. He used, distinctive methods and different mediums to improve his self-taught skills and master his one-of-a-kind style of painting.

In June 2017, members of CLBC's Board touring AimHi were introduced to Randall, who is supported by AimHi for self-employment. AimHi staff help Randall with business planning, selling his paintings and production of art cards, which are sold at two local stores store (see interview for contacts).

Randall has a unique eye for colour and a signature style that consists of bright, colour-inspired pieces depicting nature and seasons of northern British Columbia. He produces a handful of remarkable pieces each year that capture the north and connect his viewers to the place he calls home.

A man of few words, in this short interview, CLBC catches up with Randall who talks about his art, his business and himself.

Q: Please tell me a little about yourself.

I live in Prince George, BC. I like to walk and do my artwork. It won't be long until I can retire! I used to work real hard for a living, working in the bush, now I do artwork.

Q: When did you become an artist?

Thirty years ago. I used to just do it as a hobby, now I do it for a living.

Q: What got you interested in art?

My mother did artwork, so I picked it up naturally. I just like doing it.

Q: Have you always been a painter, or have you worked with other mediums?

Yes. I have worked in charcoal, pastel pencils, water color and oil paint.

Q: How do you currently sell your art? If someone was interested in purchasing a painting from you, how would they do it?

The name of my business is Tree Sap Art Work. The support I receive through AimHi helps me sell greeting cards and paintings. I also sell greeting cards on consignment at Topaz Bead Gallery and Books & Company in Prince George.

Q: Do you have a website where you display your art?

No, I don't. I will soon have a Facebook page for Tree Sap Artwork.

Q: What is your favourite thing about painting?

It's very pleasing. Once I get to it, I can make up to three pieces at a time! I feel very successful.

Q: Any advice for people who are interested in being an artist but maybe haven't gotten started yet?

That's a tough one. Do what you're good at, just think of something positive and follow through. Do something that people like.

2. Skills development and upgrading interventions (SD)

Skills development and upgrading interventions (SD) include:

- ▶ All types of formal training provided by public, private, community, and project-based trainers, usually in a classroom setting, where there is an instructor/pupil relationship and a set curriculum.
- ▶ Any additional enabling supports that individuals require to participate in skills development or upgrading would also be included within this intervention type (e.g., assistive devices, workplace or educational attendants, tutors, note takers).

LMAPD has the following Skills Development and Upgrading Interventions Programs:

- ▶ Ministry of Health – Mental Health and Substance Use: Supported Education
- ▶ Ministry of Advanced Education, Skills and Training – Adult Special Education (ASE)

Ministry of Health – Mental Health and Substance Use: Supported Education

PROGRAM OBJECTIVES

The objective of these services is to assist people living with severe mental illness and/or substance use disorders, to successfully enter and complete education and training – programs. Supported Education services aim to improve educational status, enhance community and social integration, build social and vocational skills, and ultimately obtain employment to increase financial independence.

PROGRAM DESCRIPTION

Supported Education services are offered within each health authority. These services are accessed and supported through local mental health/substance use case managers, with support from vocational rehabilitation staff.

Supported Education services are provided either directly by health authority staff and/or through non-profit agencies, who provide psychosocial rehabilitation services. In most health authorities, partnerships have been created with educational institutions, such as college or university partner programs and local school district partnerships, to start education – specific programs that help clients attend and complete high school or college-level programs

TARGET POPULATION

British Columbians with severe mental illness and/or substance use disorders.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Connecting employers and persons with disabilities
- ▶ Building knowledge
- ▶ Education and training

COMMENTARY ON INDICATORS

The Ministry of Health, in collaboration with regional health authorities, has identified various clinical and non-clinical data elements relating to mental health and substance use services including LMAPD services. The Mental Health and Substance Use Minimum Reporting Requirements have been implemented in all five regional health authorities.

To support improved accountability for the LMAPD services and in alignment with the approach used over the past four years, the Ministry of Health conducted a survey in 2017 of the five regional health authority mental health and substance use programs.

All regional health authorities responded to the Ministry of Health Funded Programs survey and for each of the LMAPD program areas noted above, health authorities identified those who:

- ▶ participated in the program or service
- ▶ completed the program or service
- ▶ those who stayed involved in education once they got a job

INDICATORS OF SUCCESS

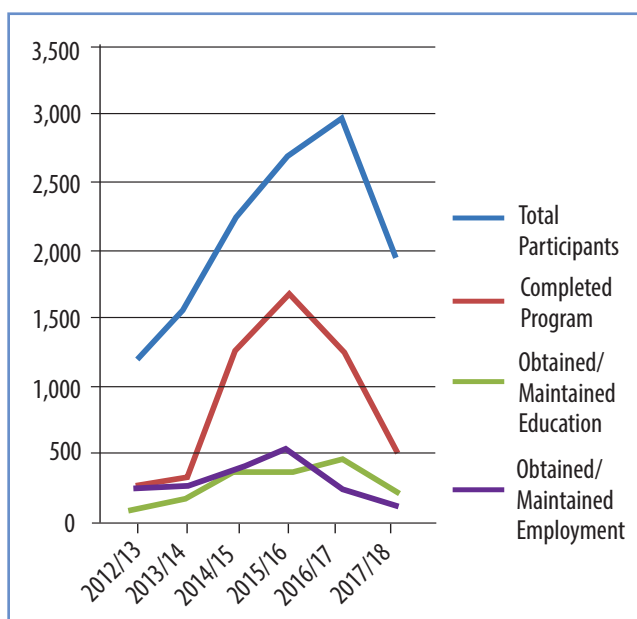
Based on the survey responses provided by Regional Health Authorities a total of 2,336 people participated in Mental Health and Substance Use Supported Education programs under LMAPD in 2017/18. There is a decrease since 2016/17 due to a reduction in the programs reported by the Interior Health Authority (IHA). In 2017/18 IHA narrowed the category of programs that they consider to be Supported Education.

Of the 2,336 participants in supported education programs 1,274 participants (55 per cent) completed the program, 466 (20 per cent) received or maintained education and 276 (12 per cent) got and/or kept a job.

In addition to overall participation and success rates Health Authorities were asked to report on client profiles, employability indicators and employment indicators. Most Health Authorities were unable to provide such information because LMAPD services are contracted out to agencies that do not track this data. FHA is an exception. The data FHA provided for these indicators is listed in appendix A. Numbers indicate that:

- ▶ 99 per cent of the participants were satisfied with the program
- ▶ 96 per cent respondents felt prepared for new or better employment
- ▶ 81 per cent reported career advancement
- ▶ 86 per cent had employment related to their educational background

SUPPORTED EDUCATION*



Mental Health and Substance Use: Supported Education	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18
Total Participants	1,170	1,528	2,236	2,700	2,970	2,336
Completed Program	230	284	1,273	1,686	1,254	1,274
Obtained/Maintained Education	75	164	359	360	424	466
Obtained/Maintained Employment	230	256	375	532	532	276

Source: Health Authority Surveys 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/2018

*Data limited to the Vancouver Island Health Authority, Interior Health Authority and Fraser Health Authority.

Ministry of Advanced Education, Skills and Training – Adult Special Education (ASE)

PROGRAM OBJECTIVES

In B.C., 14 public post-secondary institutions deliver the diverse set of programs that support individuals with developmental disabilities, or with a combination of barriers to education, employment or independence. ASE programs respond to industry and community needs through training and work placements.

PROGRAM DESCRIPTION

ASE programs have prescribed outcomes including skills for:

- ▶ Independence,
- ▶ Literacy and numeracy
- ▶ Computer literacy
- ▶ Employment transition
- ▶ Career readiness

The programs incorporate a highly student-centered approach, with small class sizes and personalized instruction. ASE programs create pathways for students to further education, community involvement and employment.

Being able to get and keep a job is the most important outcome for the students. Focus is on:

- ▶ Communication
- ▶ Literacy and numeracy
- ▶ Technology
- ▶ Personal awareness
- ▶ Workplace
- ▶ Job search skills

The training includes sector specific skills that lead to credentials such as Foodsafe, WHMIS and First Aid. The skills training may include:

- ▶ workplace safety
- ▶ customer relations
- ▶ construction materials
- ▶ handling food
- ▶ customer service
- ▶ electronic and general assembly
- ▶ horticulture and light warehouse training

ASE professionals from throughout B.C. meet once a year to exchange information on programming and student access. They review any new programming through a process that makes sure clients can attend quality programs with established learning outcomes. Additionally, ASE helps student transfer between institutions.

TARGET POPULATION

Typically, students in ASE programs fall into one or more categories, but the majority are:

- ▶ Students with documented disabilities: Individuals assessed by a registered psychologist school psychologist in cases of a developmental or learning disability or a certified professional.
- ▶ Undiagnosed or students without documentation of disability: Students may have outdated documentation or may have had documentation which is no longer available. Students may clearly have a disability; however, they may not have been assessed, may be supported by other agencies They may not want to apply for PWD (Persons with Disabilities) status and/or accept support from Community Living British Columbia (CLBC), or do not wish to be labeled. Many people with learning disabilities or mental illness fall into this category.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD:

Education and training

COMMENTARY ON INDICATORS

In 2017/18, post-secondary institutions reported delivering 655 full-time equivalents (FTEs) in ASE. The Ministry of Advanced Education, Skills and Training uses student FTEs as its key measure of student enrolment activity at each public post-secondary institution. One FTE may represent one student with a full-time course load, or as many as five or six students carrying fewer courses. ASE students tend to be enrolled in full-time programs. The most recent headcount data show approximately 1,317 students accessing ASE programs.

Due to the unique characteristics of the ASE cohort, the Ministry continues to rely heavily on the relationships and trust developed by faculty with their students to gather information on pre-training employment. The ASE departments also prepare graduating students for the possibility that they may be asked about their employment status and satisfaction with their studies.

Three cycles of the 3 month survey were conducted by telephone and online between August 1st and September 11th, 2017, February 2nd and March 24th, 2018, and between August 1st and August 31st, 2018. Of the 1283 unique participants, 381 students exited their program in fiscal year 2017/18 (program exit dates ranged from April 13, 2017 to March 27, 2018) and were eligible for the survey. The response rate to the 3 month survey for the 381 participants exiting in 2017/2018 was 40.2 per cent, with 35.9 per cent of the 153 surveys completed online. A total of 36 surveys were completed by a proxy or with support from a caregiver or other person known to the participant.

For the 12 month survey, of the 1317 participants submitted by the institutions who were enrolled between April 1st, 2016 and March 31st, 2017, 483 students exited their program in fiscal year 2016/2017 (program exit dates ranged from April 1, 2016 to March 28, 2017). Of these 483 participants, 178 responded to the 3 month survey, and were therefore eligible to be surveyed again in the 12 month survey. The response rate to the 12 month survey for the 178 participants was 54.5 per cent, with 23.7 per cent of the 97 surveys completed online. A total of 30 surveys were completed by a proxy or with support from a caregiver or other person known to the participant.



A STEADY JOB SINCE GRADUATION!

Dustin Schamehorn is a graduate of the Workplace Essential Skills and Training program (WEST) at Vancouver Island University (VIU). WEST is an ASE program that welcomes participants with cognitive barriers. The two-year, full-time program provides a combination of classroom instruction and work experience. WEST has consistently had student waitlists for the past several years.

Teachers say Dustin proved himself to be an excellent student and he thrived at VIU. "I really liked going to college for two years. I learned I can look after myself. I learned how to budget my money, pay rent, pay my bills and still have money to put in savings and eat at my favourite Chinese restaurant. I learned how to give a speech even though I was really nervous."

The skills and work habits Dustin acquired in the classroom stood out in his work experience placements, particularly for staff at The Great Canadian Superstore in Nanaimo, who quickly recognized his value as a team member. "I got a job at Superstore as a janitor in October 2015. I work three days a week, sometimes more if they call me. I like working as a janitor as it is hard work and lots of walking. I have lost weight and feel stronger and have bigger muscles. I like making my own money and paying my own bills. I like working because I feel happier."

VIU relies on numerous community partners and faculty who support the students in WEST. "I want to thank Tanya, Jen, Greg, and Shelby for helping me out," said Dustin. "They are good teachers. They were good to me and I learned lots from them."

3. Work experience interventions (WE)

Work experience interventions (WE) include:

- ▶ Services such as wage subsidies, earnings supplements, job placements, and project-based job creation.
- ▶ On-the-job employment supports for persons with disabilities.
- ▶ As a short training component that is a prerequisite for the job in question, such as Workplace Hazardous Materials Information System (WHMIS) training.
- ▶ Any additional enabling supports that individuals require to participate in work experiences (e.g., assistive devices, job coaches, workplace or educational attendants, counselling).

B.C.'s LMAPD includes the following Work Experience Interventions Programs:

- ▶ Ministry of Social Development and Poverty Reduction – Annual Earnings Exemption
- ▶ Ministry of Health – Mental Health and Substance Use: Supported Employment

Ministry of Social Development and Poverty Reduction – Annual Earnings Exemption

INITIATIVE OBJECTIVES

The objective of the Annual Earnings Exemption (AEE) program is to provide persons with disabilities on social assistance the opportunity to build job experience to increase their chances of getting hired. It helps individuals whose ability to earn fluctuates during the year or those who need part-time or temporary work, due to medical conditions or disabilities.

INITIATIVE DESCRIPTION

AEE allows all PWD clients to take advantage of the earnings exemption if they are able, especially if their disability is irregular in severity. The maximum AEE limits for this reporting period are:

- ▶ \$12,000 for families with one individual with the PWD designation;
- ▶ \$14,400 for families with two adults, only one of which has the PWD designation; and
- ▶ \$24,000 for families where both adults have the PWD designation.

If an individual or family reaches their AEE limit, additional earnings will be deducted dollar for dollar from future assistance. If, after reaching their AEE limit, an individual or family earns more than the monthly assistance rate, they will not receive a disability assistance cheque but would be eligible for continued health benefits (Medical Services Only coverage).

B.C. is one of the first jurisdictions in Canada to offer the option of annual earnings exemption. All other provinces have monthly earnings exemptions except for the Yukon, which provides an annual income exemption.

TARGET POPULATION

British Columbians on social assistance with the Persons with Disabilities (PWD) designation

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Building knowledge
- ▶ Employment participation
- ▶ Employment opportunities

INDICATORS OF SUCCESS

In 2017/18, an estimated \$120 million of earned income was exempted from approximately 20% PWD clients receiving disability assistance who reported earnings. This was an increase from \$100 million in 2016/17.

Ministry of Health – Mental Health and Substance Use: Supported Employment

PROGRAM OBJECTIVES

The objective of Supported Employment services is to assist people living with severe mental illness and/or substance use disorders to obtain and maintain competitive employment. Supported Employment services aim to:

- ▶ improve basic work habits, skills and work experiences
- ▶ increase individual and employer job satisfaction
- ▶ increase economic independence

PROGRAM DESCRIPTION

Supported Employment services are offered in each health authority. These services are accessed and supported through local mental health/substance use case managers, with support from rehabilitation staff such as occupational therapists. Supported Employment services are provided either directly by health authority staff and/or through non-profit agencies, providing psychosocial (the relationship of social factors and individual thought and behavior) rehabilitation services.

Regional health authorities provide a wide range of Supported Employment services. Place and Train model in programs such as:

- ▶ Individual Placement and Support
- ▶ Individualized supports for clients to obtain competitive employment opportunities

Vancouver Coastal Health and Fraser Health provide employment services that adhere to the evidenced-based Individual Placement and Support service model (Place and Train).² Given the strong evidence on the effectiveness of this model in getting more individuals with severe mental health conditions hired, other health authorities are considering applying it.

Assertive Community Treatment (ACT) teams, operating in each health authority, use the Place and Train model as well. ACT teams provides a wide-range of services for people with severe mental illness and/or substance use disorders. A key service component is employment and/or education provided by an ACT specialist in work/psychosocial rehabilitation.

These services include:

- ▶ work and educational assessments
- ▶ individual goal setting
- ▶ supported access to employment and education opportunities

All five regional health authorities also use the Train and Place model in programs such as:

- ▶ Transitional supported employment programs,
- ▶ Work crews,
- ▶ Therapeutic work contracts, and
- ▶ Individualized supports for clients to find competitive employment opportunities

Health authorities provide transitional employment supports through mental health and substance use specific employment programs, work rehabilitation services, and contracts with local community agencies. Some health authorities provide transitional employment supports that client groups such as young adults and individuals living with a third-party.

While the models of Social Enterprise and Social Cooperatives are relatively new to the mental health and substance use field, all health authorities support member-run business initiatives in some capacity.

Social enterprises in B.C. include consumer-driven services such as

- ▶ Landscaping
- ▶ Gardening
- ▶ Custodial services

² **Canadian Mental Health Association, Vancouver-Burnaby. (2014) Retrieved from: <http://vancouver-burnaby.cmha.bc.ca/how-we-can-help/employment-services> Province of British Columbia. (2014). Working Draft Psychosocial Rehabilitation Service Framework.**

- ▶ Catering companies
- ▶ Document security
- ▶ Baked goods
- ▶ Frozen packaged meals
- ▶ Small engine repair
- ▶ Coffee shops

TARGET POPULATION

British Columbians with severe mental illness and/or substance use disorders.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Employment opportunities
- ▶ Employment participation
- ▶ Connecting employers and persons with disabilities
- ▶ Building knowledge
- ▶ Education and training

COMMENTARY ON INDICATORS

The Ministry of Health, in collaboration with regional health authorities has identified various clinical and non-clinical data elements relating to inputs and outcomes of mental health and substance use services including LMAPD services. The Mental Health and Substance Use Minimum Reporting Requirements have been implemented in all five regional health authorities.

To support improved accountability for the LMAPD services and keeping with the approach used over the past three years, the Ministry of Health conducted a survey in 2017 of the five regional health authority mental health and substance use programs that provide supports for employment or education for persons with severe mental illnesses and/or substance use disorders.

All regional health authorities responded to the Ministry of Health Funded Programs survey and for each of the LMAPD program areas noted above, health authorities identified those who:

- ▶ participated in the program or service
- ▶ completed the program or service
- ▶ those who stayed involved in education once they got a job

INDICATORS OF SUCCESS

Based on the survey responses from all HAs, 3,623 people participated in Mental Health and Substance Use Supported Employment programs under LMAPD in 2017/18. These numbers indicate a 33 per cent increase since 2012/13.

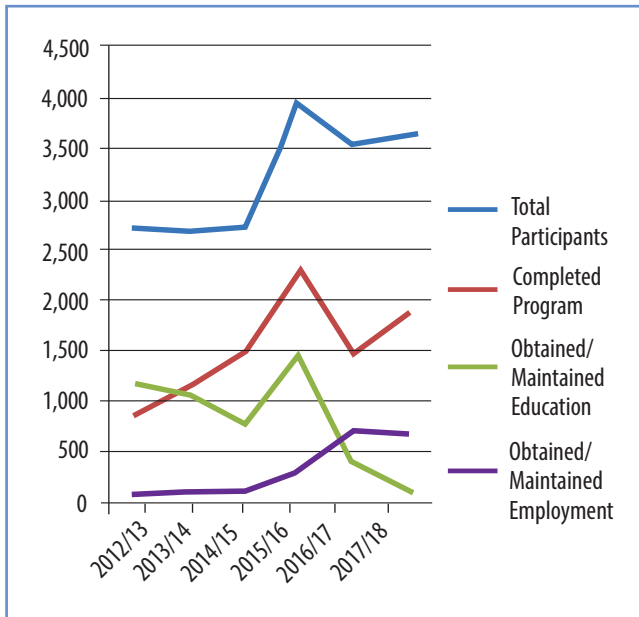
Of the total 3,623 participants:

- ▶ 2,119 completed the program (58 per cent)
- ▶ 294 were able to obtain or maintain education (8 per cent)
- ▶ 762 (21 per cent) reported obtaining or maintaining employment

In addition to overall participation and success rates HAs were asked to report on client profiles, employability indicators and employment indicators. Most were unable to provide such information because LMAPD services are contracted out to agencies that do not track this data. FHA is an exception. The data FHA provided for these indicators is listed in appendix A. Numbers indicate:

- ▶ 72 per cent of the participants in Supported Employment programs were satisfied with the program
- ▶ 53 per cent of respondents felt prepared for new or better employment
- ▶ 85 per cent reported career advancement
- ▶ 86 per cent had employment related to their educational background

SUPPORTED EMPLOYMENT*



Mental Health and Substance Use: Supported Education	2012 /13	2013 /14	2014 /15	2015 /16	2016 /17	2017 /18
Total Participants	2,714	2,687	2,745	3,935	3,529	3,623
Total Completed	907	1,132	1,487	2,322	1,470	2,119
Obtained/Maintained Education	1,179	1,065	782	1,458	433	294
Obtained/Maintained Employment	96	120	114	266	697	762

Source: Health Authority Surveys 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/2018

* Data for obtained/maintained employment is limited to the VIHA, IHA and FHA.



JOHN'S SUCCESS STORY:

From Surrey Clubhouse

John first came to our mental health clubhouse, along with a Fraser Health Early Psychosis Intervention (EPI) support worker less than one year ago. He had just graduated high school as an honor roll student and had received a \$1000 scholarship towards future education. Prior to this visit, John began to experience psychotic episodes and was diagnosed with a chronic mental illness.

"When I first started, I was in pretty rough shape."

John's health resulted in isolation, a loss of previous interests and a general loss of hope for his future. After discussions with clubhouse support staff about his

skills, abilities and interests, he started our supported work program as part of a landscape crew. When John first began working, he seemed anxious, quiet, and self-conscious about a stuttering issue he had. He followed instructions, worked hard, was consistently polite and positive and made excellent progress.

"I'm not as quiet anymore. I'm more engaged and willing to communicate."

John also began participating in the young adults' program, joined the clubhouse baseball team, and has recently started playing his guitar again.

"Before the psychosis I knew so much, so now I'm trying to remember how to play my guitar. I'm practicing by myself right now."

After working in the program for eight months alongside his peers, and with the encouraging support and supervision of clubhouse staff, John is now a peer leader on the work crew. He behaves with increased confidence and has gained valuable job skills. He continually demonstrates he has the tenacity to achieve his dreams.

"After starting to work with support staff, I started to have more purpose again. It made me be able to take on more responsibility."

He has also been accepted into a trades program at Kwantlen Polytechnic University hoping to begin early next year, with tuition funded by Work BC and his scholarship.

"I'm pretty excited to go back to school and starting up my career in heavy duty mechanics."

4. Interventions that offer both skills development and work experience components (SD/WE)

Interventions that offer both skills development and work experience components (SD/WE) include:

- ▶ Integrated project.
- ▶ Additional enabling supports that individuals require to participate in skills development or work experiences (e.g., assistive devices, workplace or educational attendants, tutors, note takers, job coaches, counselling).

B.C.'s LMAPD includes the following Skills Development and Work Experience programs:

- ▶ Ministry of Social Development and Poverty Reduction – Focus on Accessibility

Ministry of Social Development and Poverty Reduction – Focus on Accessibility

INITIATIVE OBJECTIVES

The B.C. government is committed to building a better B.C. for people with disabilities and to making B.C. a truly inclusive province by 2024.

This commitment can only be achieved by respecting and reflecting the needs and wants of people living with disabilities. Consistent with the UN Convention on the Rights of Persons with Disabilities, government is working closely with the disability community to carry out this vision.

INITIATIVE DESCRIPTION

To achieve this vision, government is working closely with external advisory groups made up of people with disabilities, family members, business leaders, Indigenous People leaders and community representatives:

This vision is designed around twelve building blocks that represent the themes that emerged during a province-wide consultation process. The building blocks are:

- ▶ Inclusive Government
- ▶ Accessible Service Delivery
- ▶ Accessible Internet
- ▶ Accessible Built Environment
- ▶ Accessible Housing
- ▶ Accessible Transportation
- ▶ Income Support
- ▶ Employment
- ▶ Financial Security
- ▶ Inclusive Communities
- ▶ Emergency Preparedness
- ▶ Consumer Experience

TARGET POPULATION

Persons with disabilities in British Columbia.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Building Knowledge
- ▶ Employment Participation
- ▶ Employment Opportunities

INDICATORS OF SUCCESS

Some recent employment-related highlights up to March 2018 include:

- ▶ The Presidents Group continues to actively engage employers in several different sectors to increase employment opportunities for people with disabilities. Employers are working with the Presidents Group (www.accessibleemployers.ca) to share their collective learnings on the recruitment, hiring and retention of employees with disabilities with other employers.
- ▶ \$3 million per year for the Technology@Work program, delivered through the Neil Squire Society.
- ▶ Proclaimed September 2018 as the fourth annual Disability Employment Month, with events and activities taking place province-wide to celebrate employees with disabilities and their employers.
- ▶ Government has announced a new Diversity and Inclusion Act Plan to attract, develop, and retain diverse talent to the BC Public Service, including people with disabilities.
- ▶ Several WorkBC Community and Employer Partnership projects remain underway with a focus on work experience and improved employment outcomes for individuals with disabilities.
- ▶ Government continues to fund innovative post-secondary training programs aimed at increasing the success of people with disabilities in trades, technical and high-demand market programs.
- ▶ Government continues to provide the WorkAble internship program for new graduates with disabilities to work in the BC Public Service

5. Healthcare-related interventions (HC)

Canada defines Healthcare-related interventions (HC) as:

- ▶ Any costs of programs and services that support health interventions (e.g., treatment of substance abuse and addictions, personal support services and devices) which fall within the priority areas of the LMAPD and support the goal of increased employability and improved employment outcomes for persons with disabilities.
- ▶ Any additional supports that individuals required to participate in healthcare-related interventions (e.g., assistive devices, workplace or educational attendants, counselling).

B.C.'s Ministry of Health includes the following LMAPD programs in 2014/15:

- ▶ Mental Health and Substance Use:
 - ▶ Assertive Community Treatment Employment and Education Support
 - ▶ Therapeutic Volunteer Program
- ▶ Substance Use:
 - ▶ Outpatient Services
 - ▶ Residential Treatment
 - ▶ Support Recovery

To focus on the new accountability indicators, the BC Ministry of Health has realigned the LMAPD programs to fit within the following three types of programs:

- ▶ Pre-Employment Supports
- ▶ Supported Education
- ▶ Supported Employment

The Mental Health and Substance Use Therapeutic Volunteer programs have been integrated in the Pre-Employment Supports program which is described under the LMAPD Employment Services interventions (ES).

The ACT Employment and Education Support services have been integrated into the Supported Employment programs that are within the LMAPD Work Experience interventions (WE).

The Substance Use Outpatient services, Substance Use Residential Treatment and Substance Use Support

Recovery programs are no longer reported under the new LMAPD Agreement.

Commentary on Indicators

INTRODUCTION

This section provides an overview of key participation and outcome trends in the LMAPD funded programs provided by the regional health authorities. This analysis supports broader Ministry of BC Health objectives as monitoring, reporting and outcome/ impact measurement are considered core components of the Ministry of Health accountabilities to continuously improve health outcomes and health services for British Columbians.³

In terms of data limitations, the below factors should be considered while reviewing and interpreting the numbers:

- ▶ External factors such as changes in the unemployment rate
- ▶ Shifts in labour market demand to more highly-skilled jobs. Client readiness to take and understand the survey
- ▶ Health conditions of new program clients may be at higher level of severity than individuals who have been in the program longer and thus new clients likely require additional time and support before engaging in employment opportunities.
- ▶ The severity of mental health and/or substance use disorders among clients supported by health authorities is increasing over time as indicated by hospital admission rates and involuntary admissions under the BC Mental Health Act. Increased emphasis on accountability for the LMAPD funded programs has resulted in increased reporting.

3 Province of British Columbia (2015) Delivering Patient-Centred, High Performing and Sustainable Health System in B.C. Retrieved from: <http://www.health.gov.bc.ca/library/publications/year/2015/delivering-patient-centred-health-BC.pdf>

6. Youth Transition Services (YT)

B.C.'s LMAPD includes the following Youth Transition Services:

- ▶ Ministry of Social Development and Poverty Reduction – Services to Adults with Developmental Disabilities (STADD)

Ministry of Social Development and Poverty Reduction – Services to Adults with Developmental Disabilities (STADD)

BUILDING CONNECTIONS FOR YOUTH WITH DEVELOPMENTAL DISABILITIES AND THEIR FAMILIES

STADD is the Service to Adults with Developmental Disabilities initiative. It is a cross- ministry and multi-agency program that involves community outreach through school districts, health authorities, employment centres and

Delegated Aboriginal Agencies. STADD was launched in 2013 in five early implementation sites so that its model of integrated service delivery could be tested.

For young people with developmental disabilities, the transition to adulthood can be both exciting and challenging and with the end of childhood services, many decisions must be made. STADD Navigators work with youth and their families to coordinate with a team that includes representatives from several ministries and agencies. Working together the team develops a transition plan that includes the youth's goals for the future. The plan considers the youth's personal needs, hopes and dreams, and may cover key areas such as:

- ▶ housing
- ▶ employment
- ▶ education
- ▶ community involvement
- ▶ financial security

The team works together to help make sure these goals are met.

From its launch through the 2017/18, STADD received over 2,100 referrals for transition planning support. One of the main goals for many young people is to be able to be independent and financially stable through employment. Of those with this goal, STADD has helped 69 per cent connect with and participate in an employment services program.

STADD is now active in approximately 116 communities and is available across five regions of the province (Vancouver Island, Vancouver Coastal, Fraser, Northern, and Interior). These include rural and remote communities, where STADD is testing the use of tele practice to provide service to individuals and families.

PERSON-CENTRED PLANNING IN ACTION WITH STADD

Tina* a parent working with STADD in the Fraser Region, and one who, along with her daughter Sandra*, has benefited from the Navigator (a dedicated STADD coordinator) experience. When she was first connected with STADD, Tina had been feeling overwhelmed with all that needed to be done before her daughter would transition into adulthood. Sandra is a youth with complex needs, who requires one on one support.

Tina was initially overwhelmed with the number of tasks involved in the transition planning process, "When she (my daughter) turned sixteen I was given this checklist of things to do , but I knew there was too much to do and way too many agencies involved. I was really nervous for both myself and my daughter"

Once her eligibility had been confirmed, Tina and Sandra were assigned their Navigator. The Navigator assisted in establishing a transition team, made up of Tina, Sandra's school teacher, a CLBC Facilitator and MCFD Social Worker.

Proceeding with the planning process with her customized team, Sandra's transition into adulthood went smoothly. After connecting with STADD, she was able to get the supports and services that she needed, including one on one supports and access to community inclusion programs;

"It's a glorious feeling knowing that now that Sandra is out of school that we have the hours that she needs, and it's positive to know that I have my Navigator, and if anything comes up, that they are just a call or email away," Tina explains.

STADD's approach to transition planning is to let each individual and their family have control over their plan to match their unique needs. As with Sandra and Tina, they had a team to support them and they took a collaborative approach. This gave them the supports and services she needed for a successful transition.

*Not their actual names.

Appendix A – Program Indicators

Clients Served

Intervention Type	Program	Number of Clients Served
ES	Ministry of Social Development and Poverty Reduction – Employment Program of BC	33,620
	Ministry of Health – Ministry of Health – Mental Health and Substance Use: Pre-Employment Supports	13,181
	Community Living British Columbia (CLBC) – Employment Services	1,053
SD	Ministry of Health – Mental Health and Substance Use: Supported Education	2,336
	Ministry of Advanced Education, Skills and Training – Adult Special Education (ASE)	1,317
WE	Ministry of Social Development and Poverty Reduction – Annual Earnings Exemption	N/A ⁴
	Ministry of Health – Mental Health and Substance Use: Supported Employment	3,623
SD / WE	Ministry of Social Development and Poverty Reduction – Focus on Accessibility	N/A ⁴
HC	Ministry of Health – Health related programs were integrated into the Ministry of Health's Pre-employment Supports, Supported Education and Supported Employment programs.	N/A ⁴
YT	Ministry of Social Development and Poverty Reduction – Youth Transition Services	N/A ⁴
Total:		55,130

4 Provincial programs targeted to persons with disabilities that are not claimed under the LMAPD.

Client Profile

2017/18 Client Profile	ES			SD		WE
	EPBC ⁵	Health ⁶	CLBC	AEST	Heath ⁷	Health ⁷
Gender:						
Female	16,546	2,508	346	584	2,598	1,108
Male	16,753	2,945	535	719	2,580	1,309
Not Specified	321	1,957	112	14	801	117
Age:						
15-29	8,966	1,652	551	1017	1,175	650
30-54	18,912	3,570	301	233	2,572	1,189
55 and over	5,739	1,263	57	63	1,005	315
Not Available	3	1,137	144	4	967	109
Pre-intervention Employment Status:						
Employed	5,523	1,234	213	291	528	428
Unemployed	27,629	2,838	696	528	2,250	1,116
No answer provided	468	1,383	144	498	1,480	231
Education Level:						
Less than high school	5727	1055	147	122	136	168
High school	7911	2010	516	732	944	787
Some post-secondary	4525	1,179	150	N/A	436	401
Trades certificate or diploma	4241	323	17	5	103	115
Trades Training	1069	N/A	0	N/A	N/A	N/A
Diploma	3150	116	4	11	40	123
University degree	40	297	0	10	142	198
Don't know	6957	1683	219	437	556	323

5 Includes only EPBC clients with disabilities served during fiscal year 2017/18.

6 Includes data from all HAs except FHA.

7 Includes data from all Regional Health Authorities.

CLIENT PROFILE: PRE-INTERVENTION

EPBC: Employed and Not Employed (includes only EPBC clients with disabilities served during fiscal year 2017/18)

	Employed	Not Employed	Total
In Case Management	1,453	7,594	9047
Employed	2,539	11,406	13945
Unemployed	416	2,397	2813
Community Attachment	25	130	155
Not Available	1,090	6,102	7192
Total	5,523	27,629	33,152

EPBC: Employed and Not Employed (includes only EPBC clients with disabilities served during fiscal year 2017/18)

	Employed	Not Employed	Total
Total # Clients Served	5,523	27,629	33,152
Gender			
Female	3,044	13,259	16303
Male	2,417	14,114	16531
Not Specified	62	256	318
Age			
15-29	1,397	7,428	8825
30-54	3,127	15,524	18651
55 and over	998	4,675	5673
Not Available	1	2	3
Education Level			
Less than high school	650	5,077	5727
High School	1,073	6,838	7911
Some post-secondary	773	3,752	4525
Trade certificate or diploma	681	3560	4241
Diploma	543	2607	3150
Trades Training	151	918	1069
University Degree	7	33	40
No Answer Provided	1,645	4,844	6489
Employment Status			
Employed full-time	1,379	n/a	1379
Employed part-time	585	n/a	585
Not Specified	3,559	n/a	3559
Hourly earnings (\$)			
Less than 10	16	n/a	16
10.01 – 12.00	436	n/a	436
12.01 – 15.00	229	n/a	229
15.01 – 18.00	169	n/a	169
18.01 and over	178	n/a	178
Not Available	4,495	n/a	4495

CLBC: EMPLOYED AND NOT EMPLOYED

	Employed	Not Employed	Total
Employment Status	1,453	7,594	9047
Employed Full-time	9	n/a	9
Employed Part-time	138	n/a	138
Self-Employed	6	n/a	6
Not Specified	42	455	497
Total	195	455	650

Pre-intervention Hourly Earnings (\$)	Number of clients served	Not Employed	Total
Total	25		25
10.01 – 12.00	148		148
12.01 – 15.00	14		14
15.01 – 18.00	4		4
18.01 and over	-		-
Not Available		470	470
		Total	661

AEST: EMPLOYED AND NOT EMPLOYED

	Employed	Not Employed	Total
Employment Status	31		31
Employed Full-time	233		233
Employed Part-time	27		27
Self-Employed			
Not Employed		528	528
Not Specified		498	498
Total	291	1,026	1,317

Pre-intervention Hourly Earnings (\$)	Number of clients served	Not Employed	Total
Less than 10	72		72
10.01 – 12.00	144		144
12.01 – 15.00	22		22
15.01 – 18.00	3		3
18.01 and over	14		14
Not Available	36		36
		Total	291

ENHANCED EMPLOYABILITY OUTCOME

EPBC: Enhanced Employability Outcome

Indicator	Survey Question	Responses		
Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type	The employment services I received through WorkBC prepared me to find a new job or a better job	1 – Strongly Disagree	617	13.8%
		2 – Disagree	411	9.2%
		3 – Agree	929	20.8%
		4 – Strongly Agree	993	22.3%
		5 – No Answer	1506	33.8%
		% Positive	2499	
		Mean	0	
		Total	4456	100.0%
Proportion who earn credentials/certification as a result of intervention, by intervention type	During your participation in employment services from the WorkBC Employment Services Centre, did you receive any of the following certifications or credentials?	High school diploma	61	1.3%
		College or university degree	132	2.9%
		Training certificates that took you 10 hours or less to complete	915	20.1%
		Training certificates that took you more than 10 hours to complete	594	13.1%
		Training specific to a company and/or workplace	160	3.5%
		Did not receive any certificates or credentials	2947	64.8%
		Other	16	0.4%
		Total	4547	100.0%
Proportion who indicate career advancement (e.g., promotion, increased responsibilities, better wages) as a result of intervention, by intervention type	My participation in employment services from the WorkBC Employment Services Centre helped me to advance in my career (e.g., a promotion, increased job responsibilities, higher wages).	1 – Strongly Disagree	997	22.8%
		2 – Disagree	633	14.5%
		3 – Agree	868	19.8%
		4 – Strongly Agree	829	18.9%
		5 – No Answer	1051	24.0%
		% Positive	1880	
		Mean	0	
		Total	4378	100.0%

FHA: ENHANCED EMPLOYABILITY OUTCOME

Indicator	Survey Question	Responses		
Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type	The employment services I received through WorkBC prepared me to find a new job or a better job.	1 – Strongly Disagree	11	0.8%
		2 – Disagree	36	2.6 %
		3 – Agree	380	27.4%
		4 – Strongly Agree	136	10.0 %
		5 – No Answer	832	59.9%
		% Positive	516	37.2%
		Mean		
		Total	1388	100%
Proportion who indicate career advancement (e.g., promotion, increased responsibilities, better wages) as a result of intervention, by intervention type	My participation in employment services from the WorkBC Employment Services Centre helped me to advance in my career (e.g., a promotion, increased job responsibilities, higher wages).	1 – Strongly Disagree	3	0.2 %
		2 – Disagree	94	6.8 %
		3 – Agree	175	12.6%
		4 – Strongly Agree	58	4.2%
		5 – No Answer	1058	76.2 %
		% Positive	133	9.6%
		Mean		
		Total	1388	100%

CLBC: ENHANCED EMPLOYABILITY OUTCOME

Indicator	Survey questions	Response Category	%
Indicator #5: Proportion who indicate career advancement (e.g., promotion, increased responsibilities, better wages) as a result of intervention, by intervention type	Did your employment supports help you learn new skills?	Yes	86.72%
		No	10.94%
		I don't know	2.34%
	Did your employment supports help you get your first job?	Yes	76.47%
	No	23.53%	
Indicator #6: Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type	Did your employment supports get you a job that allows you to live more independently?	Yes	83.61%
		No	14.75%
		I don't know	1.64%
	Did your employment support help you get a better job than you had before?	Yes	81.82%
		No	15.58%
		I don't know	2.60%
	If you have a better job? What makes it better?	Everything	9.09%
		Better fit	12.99%
		Experience	23.38%
		Money	2.60%
		More/better hours	22.08%
		People at work	19.48%
	How many hours do you work in a week?	1-10	51.97%
11-20		17.32%	
21-35		8.66%	
35+		4.72%	

AEST: ENHANCED EMPLOYABILITY OUTCOME

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know	Prefer not to answer	Total
My participation in the Adult Special Education program has prepared me to work in a new job or better job.	32	28	23	5	4	3	3	98
My participation in the Adult Special Education has helped me advance in my career or improved my position in my current job.	22	27	20	6	11	10	0	96

	High school diploma	College or university degree	Industry/Occupational (10 hours or less)	Industry/Occupational (More than 10 hours)	Proprietary (Firm issued)	Did not receive any certificates or credentials	Don't know/Prefer not to answer	Total
As a result of graduating from the Adult Special Education program, did you receive a certificate or credential? If so, what type?	5	8	61	34	4	45	30	187

EMPLOYMENT OUTCOME

EPBC (includes only EPBC clients with disabilities for fiscal year 2017/18)

Pre-intervention employment status		Post-intervention employment status	Number of client served
Employed	Outcome/ Exit	In Case Management	1,453
		Employed	2,539
		Unemployed	416
		Community Attachment	25
		Not Available	1,090
		Total	5,523
	3 Months	Employed Part time	915
		Employed Full time	1,106
		Not Employed	122
		Not Available	396
		Total	2,539
	6 Months	Employed Part time	690
		Employed Full time	817
		Not Employed	153
Not Available		879	
Total	2,539		

Pre-intervention employment status		Post-intervention employment status	Number of client served
Not Employed	Outcome/ Exit	In Case Management	7,594
		Employed	11,406
		Unemployed	2,397
		Community Attachment	130
		Not Available	6,102
		Total	27,629
	3 Months	Employed Part time	3,416
		Employed Full time	5,277
		Not Employed	767
		Not Available	1,946
		Total	11,406
	6 Months	Employed Part time	2,551
		Employed Full time	3,935
		Not Employed	929
Not Available		3,991	
Total	11,406		

EPBC (includes only EPBC clients with disabilities for fiscal year 2017/18)

Pre-intervention employment status		Post-intervention employment status	Number of client served
Employed	3 Months	Less than 10	17
		10.01 – 12.00	630
		12.01 – 15.00	432
		15.01 – 18.00	246
		18.01 and over	417
		Not available	797
	Total		2,539
	6 Months	Less than 10	14
		10.01 – 12.00	476
		12.01 – 15.00	309
		15.01 – 18.00	176
		18.01 and over	307
		Not available	1,257
	Total		2,539
Not Employed	3 Months	Less than 10	76
		10.01 – 12.00	2,764
		12.01 – 15.00	2,061
		15.01 – 18.00	1,188
		18.01 and over	1,958
		Not Available	3,359
	Total		11,406
	6 Months	Less than 10	62
		10.01 – 12.00	2,105
		12.01 – 15.00	1,517
15.01 – 18.00		852	
18.01 and over	1,477		
Not Available	5,393		
Total		11,406	

FHA : POST PROGRAM EMPLOYMENT STATUS

Employment status post – intervention

Post-intervention employment status		Number of clients
Total		1389
3 Months	Employed	335
	Not Employed	251
	Client did no answer	5
	Missing Information	798
Total		1389
6 Months	Employed	84
	Not Employed	88
	Client did no answer	5
	Missing Information	1212
Total		1389

Hourly earnings post – intervention

Follow-up	Hourly earnings post-intervention (\$)	Number of clients
3 Months	Less than 10	16
	10.01 – 12.00	115
	12.01 – 15.00	125
	15.01 – 18.00	57
	18.01 and over	33
	Not available	1033
Total		1,389
12 Months	Less than 10	7
	10.01 – 12.00	41
	12.01 – 15.00	37
	15.01 – 18.00	17
	18.01 and over	11
	Not Available	1
Total		2,539

Hours worked per week post – intervention

Follow-up	Hours Worked Per Week	Number of clients
3 Months	Less than 10	67
	11 – 19	102
	20 – 29	94
	30 +	57
	Client did not answer	5
	Missing Information	1064
Total		1,389
12 Months	Less than 10	23
	11 – 19	42
	20 – 29	35
	30 +	13
	Client did not answer	17
	Missing Information	1259
Total		1,389

CLBC: Employed pre-intervention

Pre-intervention employment status	Post-intervention employment status	Number of clients	
Employed	3 Months	Employed Part-time	14
		Employed Full-time	7
		Self-Employed	0
	Total		21
	12 Months	Employed Part-time	69
		Employed Full-time	7
		Self-Employed	2
	Total		99

CLBC: Not Employed Pre-intervention

Pre-intervention employment status	Post-intervention employment status	Number of client served	
Employed	3 Months	Employed Part-time	69
		Employed Full-time	17
		Self-Employed	1
	Total		87
	12 Months	Employed Part-time	221
		Employed Full-time	34
		Self-Employed	1
	Total		256

**CLBC: Employed and not Employed pre-intervention
3 and 12 month follow up**

Pre-intervention employment status	Follow-up	Post-intervention employment status	Number of client served	
Employed	3 Months	Less than 10	1	
		10.01 – 12.00	14	
		12.01 – 15.00	3	
		15.01 – 18.00	0	
		18.01 and over	0	
	Total			18
	6 Months	Less than 10	2	
		10.01 – 12.00	57	
		12.01 – 15.00	8	
		15.01 – 18.00	0	
18.01 and over		0		
Total			67	
Not Employed	3 Months	Less than 10	3	
		10.01 – 12.00	63	
		12.01 – 15.00	8	
		15.01 – 18.00	2	
		18.01 and over	6	
	Total			82
	6 Months	Less than 10	8	
		10.01 – 12.00	198	
		12.01 – 15.00	31	
		15.01 – 18.00	8	
18.01 and over		12		
Total			247	

AEST: EMPLOYMENT OUTCOME

AEST: Employed Program Outcome Indicator

Pre-intervention employment status	Follow-up	Post-intervention employment status	Number of clients	
Employed	3 Months	Employed Part-time	10	
		Employed Full-time	2	
		Not Employed	4	
		Not Available	2	
	Total			18
	12 Months	Employed Part-time	8	
		Employed Full-time	2	
		Not Employed	6	
		Not Available	1	
	Total			17

AEST: Not Employed pre-intervention

Pre-intervention employment status	Follow-up	Post-intervention employment status	Number of clients	
Not Employed	3 Months	Employed Part-time	14	
		Employed Full-time	3	
		Not Employed	33	
		Not Available	1	
	Total			51
	12 Months	Employed Part-time	11	
		Employed Full-time	6	
		Not Employed	34	
		Not Available	0	
	Total			51

AEST: Hourly earnings post-intervention

Pre-intervention employment status	Follow-up	Post-intervention employment status	Number of client served	
Employed	3 Months	Less than 10	2	
		10.01 – 12.00	5	
		12.01 – 15.00	2	
		15.01 – 18.00	1	
		18.01 and over	0	
		Not Available	2	
	Total			12
	6 Months	Less than 10	0	
		10.01 – 12.00	6	
		12.01 – 15.00	1	
		15.01 – 18.00	0	
		18.01 and over	1	
		Not Available	2	
	Total			10
	Not Employed	3 Months	Less than 10	0
			10.01 – 12.00	13
			12.01 – 15.00	2
			15.01 – 18.00	0
18.01 and over			0	
Not Available			3	
Total			18	
6 Months		Less than 10	0	
		10.01 – 12.00	13	
		12.01 – 15.00	1	
		15.01 – 18.00	0	
		18.01 and over	0	
		Not Available	4	
Total			18	

PROGRAM OUTCOME

EPBC: Program Outcome Indicator

Indicator	Survey Question	Responses		
Proportion of clients indicating employment is closely related to educational background / work undertaken during intervention	The job I obtained was closely related to the services (e.g., education, training, workshops) I received from the WorkBC Employment Services Centre	1 – Strongly Disagree	612	26.5%
		2 – Disagree	239	10.3%
		3 – Agree	426	18.4%
		4 – Strongly Agree	322	13.9%
		5 – No Answer	712	30.8%
		% Positive	1034	
		Mean	0	
		Total	2311	100%
Proportion of clients satisfied with intervention, by intervention type	Overall, I am satisfied with the quality of the services that I received from the WorkBC Employment Services Centre.	1 – Strongly Disagree	364	8.0%
		2 – Disagree	297	6.5%
		3 – Agree	521	11.4%
		4 – Strongly Agree	990	21.7%
		5 – No Answer	2384	52.3%
		% Positive	3374	
		Mean	0	
		Total	4,556	100%

CLBC: Program Outcome Indicator

Indicator	Survey questions	Response Category	%
Indicator #9: Proportion of clients indicating employment is closely related to educational background / work undertaken during intervention.	Have you taken any course/classes after high school to train in your area of interest?	Yes	51.18%
		No	47.24%
		I don't know	
	Is your job related to the training you took?	Yes	51.22%
		No	39.02%
		I don't know	8.54%
		No answer	1.22%
	If you haven't taken courses, has your employment support shared information on any options to take a course in an area that you are interested?	Yes	36.25%
		No	47.50%
I don't know		16.25%	
Indicator #10: Proportion of clients satisfied with intervention, by intervention type	Did your employment supports help you when you needed help at your job? Or do they do "check-ins" with you every now and then?	Yes	80.65%
		No	15.32%
		I don't know	4.03%
	Did your employment supports help you with other things we (I) did not mention?	Yes	37.50%
		No	45.83%
		I don't know	16.67%
	Did your employment supports help you get a job you like?	Yes	85.95%
		No	7.44%
		I don't know	5.79%
		No answer	7.44%
	Do you think you're making a difference at your job?	Yes	82.20%
		No	4.24%
		I don't know	12.71%
		No answer	0.85%
	Did you find it helpful to receive supports from an employment service?	Very helpful	81.40%
		Somewhat helpful	15.50%
		Not helpful	3.10%
	Would you like to work more or less? Or the same amount?	The same	44.63%
		Less	6.61%
		More	46.28%
		No Answer	2.48%
	If you said more or less, is this something you are working with your employment support worker or your boss with?	Boss	35.71%
		Employment Support Worker	50.00%
		I don't know	8.57%
I haven't asked for help		5.71%	

AEST: Program Outcome Indicator

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know	Prefer not to answer	Total
The program in which I participated is closely related to my job.	8	13	16	5	8	4	1	55
In general, I am satisfied with the quality of the program.	81	44	13	7	7	1	0	153

Appendix B – Additional EPBC Program Indicators

EPBC: Employment Services

- ▶ The EPBC was launched in April 2012 and offers all British Columbians who are seeking employment, including persons with disabilities, access to a diverse range of flexible employment service options through one point of entry.
- ▶ The integrated model also allows for a more flexible and individualized approach to service delivery, further benefiting all persons with disabilities seeking employment.
- ▶ The EPBC provides a range of specialized services to support persons with disabilities to participate in their communities; pursue employment goals, increase self-reliance and build skills and experience to get a job.
- ▶ EPBC offer both self-serve services and one-on-one case management. Other services include:
 - ▶ Job search and job start supports
 - ▶ Training (basic, essential and occupational)
 - ▶ Short term occupational certificates
 - ▶ Access to workshops to assist individuals to prepare, find and maintain employment
 - ▶ Paid or unpaid work experiences
 - ▶ Job development services
 - ▶ Customized employment development options
 - ▶ Job coaching to support job maintenance
 - ▶ Extended employment supports and follow up or both employee and employer)
 - ▶ Self-employment option
 - ▶ Rapid access to services for persons with disabilities at risk of losing employment
 - ▶ Earlier entry for students with disabilities who require support to transition from school to employment including students in their last year of high school or post-secondary studies.

- ▶ In addition to the services provided by the EPBC, an assistive technology loan bank provides assistive technology disability supports to post-secondary students with disabilities who are eligible to work in B.C. The objective of this technology is to increase independence of students with disabilities to successfully complete post-secondary studies to enhance employment opportunities.

2017/18 EPBC Client Participation*	
ESS Client	19,029
Customized Employment Development Client	1,621
Project Based Labour Market Training Client	105
Job Creation Partnerships Client	124
Job Development Client	3,103
Wage Subsidy Client	673
Unpaid Work Experience Client	936
Case Managed Apprentice Skills Training Client	1
Feepayer Skills Training Client	22
Basic and Essential Skills Training Client	553
Occupational Skills Training Client	2,423
Self-Employment Orientation Client	1,031
Self-Employment Program Client	533
Short-Term Orientation and Certificate Client	5,669

* Please note that a client may participate in one or more services. Includes only B.C. clients with disabilities for fiscal 20 17/18

