

CANADA – BRITISH COLUMBIA

Labour Market Agreement for Persons with Disabilities

Annual Report 2017



**BRITISH
COLUMBIA**

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Introduction

The Province of British Columbia is pleased to present the 2017 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 employment needs of employers, improve the employment prospects for persons with disabilities and enhanced reporting requirements.

The LMAPD is a cost sharing agreement in which the Government of Canada contributes 50% 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 2017 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 participate successfully in the labour market.

In fiscal year 2016/17, the Province of British Columbia spent \$79.6 million on programs and services under the LMAPD.

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

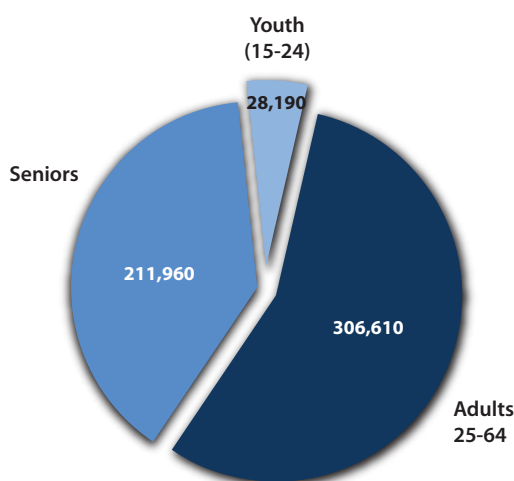
- ▶ Employment services (ES);
- ▶ Skills development and upgrading interventions (SD);
- ▶ Work experience interventions (WE);
- ▶ Interventions that offer both skills development and work experience components (SD/WE);
- ▶ Healthcare-related interventions (HC); and
- ▶ Youth transition services (YT)

Labour Market in British Columbia – Current Economic Conditions

British Columbia’s labour market expanded rapidly in 2016, adding 73,300 jobs (+3.2%) compared to the previous year, marking the largest annual increase in employment in more than two decades. Just over half of the increase in employment was attributable to an increase in the number of full-time positions, divided nearly evenly between men (+18,700) and women (+19,700).

The increase in total employment in 2016 out-paced growth in the number of job-seekers, the net-result of which was a decline (–0.2 percentage points) in the province’s unemployment rate to 6.0%. B.C.’s unemployment rate has fallen 1.7 percentage points since reaching a peak of 7.7% in 2009 during the last recession.

Persons with Disabilities in British Columbia¹



	Total Population	Population with Disability	Percent with Disability
Youth (15-24)	591,710	28,190	4.8%
Adults (25-64)	2,497,740	306,610	12.3%
Seniors (65+)	613,560	211,960	34.5%
Total	3,703,010	546,760	14.8%

In 2012, Statistics Canada’s Canadian Survey on Disability (CSD) estimated 546,760 British Columbians age 15 and over had a disability – representing 14.8% of the population. There were over 334,000 persons between the ages of 15 and 64 years with disabilities in B.C. and 39% of persons with disabilities in B.C. were seniors aged 65 and older. Of those with disabilities age 15 and over:

- ▶ just over 31% classified their disability as mild;
- ▶ almost one-quarter classified their disability as very severe;
- ▶ the most commonly reported disabilities were pain (69.5%), flexibility (49.6%) and mobility (48.6%);

- ▶ women had higher prevalence of disability (16%) than men (13.5%); and
- ▶ almost 16% received provincial income assistance.

¹ All data in this section is from Statistics Canada’s Canadian Survey on Disability (CSD) for 2012. The population covered by the CSD includes all adults aged 15 and over who had an activity limitation or a participation restriction associated with a physical or mental condition or health problem and were living in Canada at the time of the National Household Survey. The population living on First Nations reserves is excluded, as are people living in collective dwellings. Since the population living in collective dwellings is excluded, the data, particularly for the older age groups, should be interpreted accordingly. Note: “almost 16% received provincial income assistance” is derived from provincial caseload data.

Programs and Services

The Ministry of Social Development and Poverty Reduction (SDPR) leads the provision of core programs and services for persons with disabilities and their families and 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 supporting 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 engage with businesses and employers to champion advice, learnings, employment and consumer opportunities and outcomes for people with disabilities. 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 2016/2017, the Presidents Group continues to actively engage employers throughout B.C. around the benefits of inclusive workplaces and identifying concrete actions that will get more people with disabilities employed in our province. To support this work, two accessibility and inclusion consultants have been brought on board to capture employer experiences and learnings, and develop practical, easy-to-use resources and strategies to support businesses – both large and small – to confidently and efficiently hire more people with disabilities. The leadership and vision of the Presidents Group is helping to improve employment outcomes for people with disabilities, and creating more accessible, inclusive workplaces that benefit all employees.

In December 2013, the B.C. government held a three-month consultation to ask British Columbians what government, businesses and communities can do to reduce barriers and increase accessibility for people living with disabilities. This consultation was led by

a leadership team that included government, the disability community and the business community. In response to what was heard during the consultation, the Province released a 10-year action plan to build a better B.C. for people with disabilities.

Some of the recent achievements to help break down barriers for people with disabilities include simplifying the certification process for guide dog and service dog teams moving from other provincial and state jurisdictions, increasing social assistance rates, earnings exemption and providing a transportation allowance for people receiving disability assistance, streamlining the online application tool and simplifying the application process for people with disabilities. While there's still a lot to be done, progress has been made in raising awareness around accessibility and building more inclusive communities and businesses. More information is available at <http://gov.bc.ca/accessibility>.

The Ministry of Health provides leadership, direction and support to health authorities and service delivery partners and sets province-wide priorities, goals, standards and expectations for health service delivery by health authorities. This leadership role is accomplished through the development of legislation, standards, policies, guidelines, and professional regulation, through funding decisions, negotiations and bargaining, and through its accountability framework for health authorities.²

The five regional health authorities provide the LMAPD funded programs and are responsible for identifying population health needs; planning appropriate programs and services; ensuring programs and services are properly funded and managed; and meeting performance objectives. The Provincial Health Services Authority (PHSA) and the First Nations Health Authority (FNHA) do not have LMAPD funded programs.

² 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 2016/17.

Intervention Type	Program	2016/17 Expenditure
Employment services (ES)	Ministry of Social Development and Poverty Reduction – Employment Program of BC	\$23,209,870
	Ministry of Health – Mental Health and Substance Use: Pre-Employment Supports	\$20,262,956
	Community Living British Columbia (CLBC) – Employment Services	\$16,778,895
Skills development and upgrading interventions (SD)	Ministry of Health – Mental Health and Substance Use: Supported Education	\$3,628,440
	Ministry of Advanced Education, Skills and Training – Adult Special Education	\$10,978,390
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	\$4,776,797
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:		\$79,635,348

1. Employment services (ES)

Employment services include:

- ▶ Services such as 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.
- ▶ This grouping 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 diverse range of flexible employment service options through one point of entry.

- ▶ The program model ensures that, regardless of where an individual lives in B.C., they will have access to the same suite 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, further benefiting all persons with disabilities seeking employment.
- ▶ The program ensures that appropriate employment services and supports are available to reduce or remove the impact of an individual's disability or barrier to employment.
- ▶ The key to the program service delivery model is to deliver services to people who need them in their communities, simplifying eligibility, and providing seamless access to services to meet individual needs.
- ▶ Employment service 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 and experience to achieve labour market attachment.
- ▶ In addition to the services provided by the EPBC, an assistive technology loan bank that provides assistive technology disability supports to post-secondary students with disabilities who are eligible to work in B.C. is available. 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 through a provincial network of WorkBC locations that include storefront, satellite, outreach and remote service delivery channels.

The availability of flexible service delivery channels ensures that services are consistently available regardless of where in B.C. an individual lives. Program services and supports are flexible and provided based on the unique needs of each individual served.

Since it was launched in April 2012, over 350,000 British Columbians have received employment services through the EPBC. Of those, over 270,000 people have received case managed services and nearly 90,000 persons with disabilities have participated in case management.

The program places particular emphasis on ensuring that the needs of clients from inclusion groups are being met. On average, 79% of case managed clients self-identify as belonging to one or more of the following client inclusion groups: Aboriginal people, 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, which are funded by both federal and provincial governments, depending on individual needs and circumstances.

Self-Serve Services

- ▶ The primary purpose of self-serve services is to support all B.C. job seekers in achieving and sustaining employment by providing readily available access to job search tools, equipment, services such as workshops, and job start supports.
- ▶ Persons with disabilities may access job search resources, tools and information at any time by visiting the resource centre at each WorkBC site. Assistance is readily available from staff to support job seekers in their job search effort at any time in the resource centre.

- ▶ A preliminary needs assessment for 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.

Case Management

- ▶ Persons with disabilities complete a formal needs assessment process with a case manager that 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 obtain employment and/or improve employment readiness.
- ▶ Clients have access to a flexible range of employment services and supports to meet each individual's unique employment needs. To ensure success, ongoing support and follow up is provided for all services.
- ▶ **Services include access to the following:**
 - ▶ 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 experience
 - ▶ Job development services
 - ▶ Customized employment development options
 - ▶ Job coaching to support job maintenance
 - ▶ Extended employment supports and follow up (for both employee and employer)
 - ▶ Self-employment options
 - ▶ 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.

▶ **Employment-related disability supports may also be assessed as needed and are available including:**

- ▶ 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 assessed as needed and are available including:**

- ▶ 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 2016, B.C. celebrated inclusive employers and the contributions of people with disabilities in the workplace with the third annual Disability Employment Month. This recognition of meaningful employment for people with disabilities, who can and want to work, is an integral part of government's 10 year action plan to build a better B.C. for people with disabilities.

Throughout September, WorkBC Employment Services Centres across British Columbia hosted events to highlight the range of services and supports available to help job seekers with disabilities, as well as resources for employers who want to hire people with disabilities and build inclusive workplaces.

- ▶ Vancouver Island region hosted employer appreciation events, workshops, networking and info sessions
- ▶ Vancouver Coastal region organized employer recognition, community engagement and panel events, as well as an inclusive hiring fair
- ▶ Fraser region hosted workshops, employer appreciation events/awards, and an inclusive hiring fair
- ▶ Interior region events included employer awards, interagency meetings, community forums, community engagement, a conference and newspaper/social media features
- ▶ The North region organized information sessions, a walk for disability awareness, 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 to share best practices, tools and resources that have been developed for working with the each of the eight EPBC client inclusion groups, including clients with disabilities. Two webinars related to clients with disabilities were presented by the Diversity and Client Inclusion team to EPBC service providers in 2016/2017:
 - ▶ “Celebrating Employment for People with Disabilities”, on December 6th, 2016, which featured presentations about innovative employment collaborations between EPBC service providers and employers to hire persons with disabilities
 - ▶ “Serving Multi-Barriered Youth”, on March 14th, 2017, which included a presentation on Psychosocial Rehabilitation Principles and Youth Employment

Customized Employment E-Learning Modules

- ▶ A customized employment training module was made available as an ongoing resource for our service providers in early 2017. The module contains five segments, each approximately 50-mins in length. These modules contain reflective activities and links to additional resources.

Community and Employer Partnerships

- ▶ Four Community and Employer Partnerships (CEP) Agreements that focused on Persons with Disabilities started between April 1, 2016 and March 31, 2017. Among them were two Job Creation Partnership (JCP) agreements which targeted 30 clients with disabilities, one Research and Innovation (RI) agreement targeted 120 research participants with disabilities, and one Labour Market Partnership (LMP) agreement researched current and future labour market trends, potential skills or training gaps, barriers to employment for persons with disabilities and potential pathways to employment for persons with disabilities in the Lower Mainland applied science or engineering technology and technical specialists sector.
- ▶ These projects increase employment opportunities for unemployed British Columbians through the use of 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
 - ▶ Help the easy and quick flow of local labour market information
 - ▶ Ensure strategic, coordinated approaches to 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 who have disabilities to gain and retain sustainable employment. Technology@Work funds assistive technology which enables individuals with disability related barriers to employment, including volunteer positions, to overcome those barriers and maximize their full employment potential. The Neil Squire Society delivers the program under a three year contract which runs through March 2018. In 2016/17, the Technology@Work program received 388 applications and completed 207 agreements to provide assistive technology to individuals with disabilities. Services include:
 - ▶ Hearing and communication devices
 - ▶ Vehicle modifications
 - ▶ Ergonomic supports
 - ▶ Electronic adaptive technology
 - ▶ Peripheral accessories for wheelchairs

TARGET POPULATION

The EPBC offers all unemployed British Columbians access to a flexible range of services through local WorkBC Employment Services Centres to ensure that all persons with disabilities in B.C., regardless of where they live, receive the support they need to assist them to find and maintain employment.

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, and individualized supports to find and maintain employment

COMMENTARY ON INDICATORS

Controls are built in to the program model to ensure that clients with disabilities have access to services they need. Controls include performance measures, ongoing quality assurance reviews and a comprehensive program governance model including the external Advisory Panel on Specialized Populations as part of the program governance model.

The Ministry reviews key performance measures of the service delivery contracts throughout the province through a series of service delivery standards, as well as outcome measures.

The outcome measures are the expected outcome(s) as identified in client Action Plans and include both labour market attachment and community attachment.

While all clients accepted into EPBC case management must have labour market attachment as a goal, some individuals may require access to additional services over longer durations to achieve employment while others may require access to needed community supports and would then be encouraged to return to the program. For some individuals, community attachment may be an outcome goal and they will be supported to move along the continuum to employment as employment readiness increases.

Contracts are monitored to ensure that contractors are delivering on their commitments, including quality service delivery to persons with disabilities. The Ministry is able to identify the number of clients accessing services, types of services and levels of supports received in real time allowing SDPR to ensure that persons with disabilities continue to receive quality services.

INDICATORS OF SUCCESS

Success stories are not summative indicators, but provide a more comprehensive understanding of outcomes. The following are examples of employment outcomes from EPBC during 2016/2017 (Please see Appendixes for additional EPBC indicators):

ELIJAH –PORT ALBERNI – PWD/YOUTH

Elijah had not been working for a length of time and was unhappy with this previous employment as it was not sustainable. He had a lack of training and social and developmental barriers.

Elijah was referred to WorkBC by a family friend due to a lack of success in his independent work search. He was helped with a variety of assessments which showed that Elijah would enjoy employment in the security services field. WorkBC assisted Elijah in completing his security training and negotiated with an employer to support Elijah's employment with WorkBC job maintenance services.

Elijah is now employed as a Static Guard, protecting the public and various company assets.

Elijah said "Thank you for helping me with everything."

JESSE – SMITHERS – YOUTH/PWD

Jesse, a young person with Downs syndrome, had completed high school and had even done grade twelve over again just to learn some more, and keep busy. It was time for him to move on into the world of adulthood and work. He had some job experience placement though high school, so he did have a bit of experience in going to work; but it had not provided much support.

Jesse needed an understanding of employers, co-workers and tasks that were within his capabilities. Jesse was looking for ways and means to live more independently. With the help of Community Living BC, Jesse discovered that WorkBC offers services for persons with a disability as they do for all citizens, to help find meaningful employment.

The first step Jesse went through with WorkBC was to confirm his strengths. Through the Customized Employment Development Discovery process, he completed and developed an employment profile that highlighted his abilities.

During the planning meeting Jesse was asked “What would be your dream job?” His response was “working in a sports store”, as he is an active member of the Special Olympics and participates as an athlete, in a variety of sports himself.

The local manager of a new Sport Check franchise in town was approached and was open to the idea. He had previous experience in another business of hiring persons with a disability and had seen success.

Many of the younger part-time staff had been in school with Jesse and were positive about having him aboard. Many people in town know Jesse and his big smile, the manager understood the goodwill that this would bring to the new store. Jesse is a social butterfly and his emotional intelligence is superb.

The Sport Check manager offered a couple of shifts per week, under the supervision of his own staff. Jesse was helped through the intake process, and then there was some online learning required before he could be on the floor as a sales advisor.



WorkBC staff provided some job coaching, hands-on assistance, to sit with Jesse as he completed the online modules about customer service, loss prevention, safety and other related policies. Over the first month, it took about 10 shifts to get through the hours of comprehensive e-learning, with help. Once those were signed off, he began to learn how to unpack and put out stock.

Jesse is a sales advisor and works in the back to unpack and put out stock. He also works on the floor, greeting customers and helping them find merchandise.

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 achieve their goals related to improving basic work habits 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 the most widely available employment-related service. These services include vocational rehabilitation counselling, occupational therapy and access to other employment-related supports. Therapeutic volunteer opportunities are used to facilitate community and social integration, increase independence and build confidence. These services are generally provided within the context of broader mental health and substance use treatment programs such as community, tertiary care and residential care programs. The health authorities also contract with community agencies such as clubhouses 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, in collaboration with regional health authorities has identified various clinical and non-clinical data elements relating to inputs, outputs and outcomes of 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 which have been implemented in all five regional health authorities. A data quality and validation review is presently underway.

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 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 LMAPD Ministry of Health Funded Programs survey for each of the LMAPD program areas and identified the numbers of participants who:

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

INDICATORS OF SUCCESS

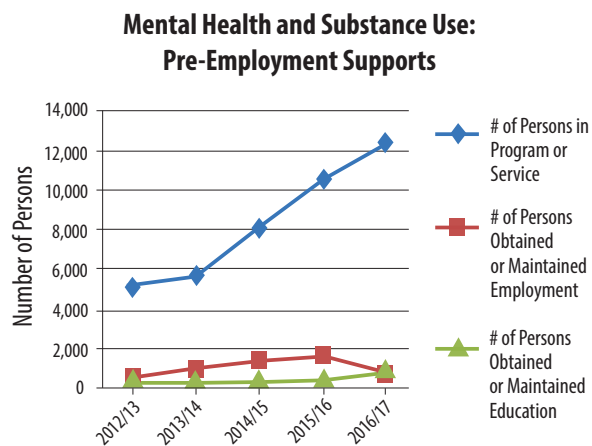
Based on the survey responses provided by the health authorities, a total of 12,412 people participated in the Mental Health and Substance Use Program.

Pre-Employment programs under LMAPD in 2016/17. This resulted in, an increase of more than 2.5 times the participants since 2012/13 (5,155).

Of the 12,412 participants in Pre-Employment programs within 2016/17, the Vancouver Island Health Authority, Interior Health Authority and the Fraser Health Authority reported a total of:

- ▶ 722 (6%) participants who obtained or maintained employment, an increase of 45% since 2012/13 (534).
- ▶ Additionally, 952 participants (8%) who obtained or maintained education, more than two times the number of participants in 2012/13 (442).

Pre-Employment Supports*



Mental Health and Substance Use: Pre-Employment	2012/13	2013/14	2014/15	2015/16	2016/17
# of Persons in Program or Service	5,155	5,676	8,037	10,649	12,412
# of Persons Completing Program or Service	1,681	1,398	2,155	3,724	3,042
# of Persons Obtained or Maintained Employment	534	972	1,403	1,722	772
# of Persons Obtained or Maintained Education	442	294	409	452	952

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

*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

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, belonging, contribution, identity, meaning and health

TARGET POPULATION

Adults with developmental disabilities and adults with fetal alcohol spectrum disorder, and autism spectrum disorder who face significant challenges in daily life.

As a rule, the target population has had little to no exposure to employment prior to connecting with 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. Many adults in the target population experience limited self-determination and rarely engage in the community independently.

PRIORITY AREAS ADDRESSED UNDER THE LMAPD

- ▶ Building knowledge
- ▶ Education and training
- ▶ Employment preparation
- ▶ Employment services assessment
- ▶ Employment participation
- ▶ Connecting employers and persons with disabilities

PROGRAM DESCRIPTION

More and more people with developmental disabilities want to work, earn their own wages, feel valued as employees and derive the associated 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
- ▶ Everyone can be successfully employed in the right job if they have the right support
- ▶ 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 placements;
- ▶ Support employers to sustain job placements;
- ▶ Make optimal matches between potential employers and employees;
- ▶ Assist individuals to gain basic employment related skills and to provide specific job training and coaching to employees;
- ▶ Provide ongoing supports as required to support employees in keeping their employment; and
- ▶ Engage caregivers and other support services to create an employment first mindset so that individuals are supported to succeed in employment.

CLBC Employment Services provide support to individuals to gain and retain employment where they work alongside employees without disabilities for wages at the industry standard. Service providers use a person-centered approach, with a strong focus on assessment using a variety of tools, including discovery (a customized employment approach). This approach identifies the job seekers' skills and abilities to support a job match resulting in successful, sustainable employment.

Employment can be accessed through a competitive labour market approach or through customized job development where a job is created that meets the ideal conditions of employment for the job seeker and meets the needs of the employer. 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 would-be entrepreneurs to move through the same kind of business plan development and market research as entrepreneurs without a disability. The notable difference is that business development services include identifying and planning for the business requirements so the entrepreneur has support on an ongoing basis.

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; in other words, training may be required but 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.

There is an expectation of reasonable accommodation on the part of the employer.

Community Action Employment Plan

Employment is a key priority for the people CLBC supports and works with. The Community Action Employment Plan (the Plan) has been guiding employment priorities since its launch in 2013.

At that time of launch, 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 2017, CLBC and all of its partners were pleased to acknowledge that the data shows that overall, employment for people eligible for CLBC services has grown to 4120. Although these results are encouraging; we know this represents only a rate of 22% 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 use to report on their service delivery. The report template and process was rolled out for use in summer 2015. The report allows CLBC to collect data to meet the reporting requirements of the LMAPD as well as gather employment data on services that extend beyond the scope of the LMAPD. The key difference of those extended services continued connection to individuals to support them to maintain their positions and to achieve employment enhancements over the long term.

The data reflected here is for the services that meet the conditions as stipulated in the LMAPD.

Data Included in the 2017 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) 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. Post intervention proxy definition as approved by SDPR:

- ▶ Point at which the client has left the service, or
- ▶ Employment start date + three months, or

- ▶ 15 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 considered to be part of the LMAPD and are reported on here. Those clients who are staying connected to services for an extended period of time for sustainability purposes are not included in this report.

Why stay connected? CLBC employment services provide long-term employment supports and complimentary other supports necessary for a job seeker to secure and/or maintain employment as our experience is that this contributes to the sustainability of employment outcomes amongst CLBC eligible job seeker. CLBC 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 job seeker and the employer. The latter includes things like 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 which help them to sustain employment.

We have found that clients benefit from services staying attached and are most likely to sustain employment. For many CLBC clients 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, 2017), 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
2,056	1,009
Total # of CLBC clients who are employed	Total # of CLBC clients included in the LMAPD report who are employed
1,390	475

* Clients fitting proxy definition noted above.

Peer to Peer Surveys

For this year’s report, peer to peer surveying was added as a data gathering approach to better understand the

- ▶ Proportion of clients who indicate career advancement (e.g., promotion, increased responsibilities, better wages) as a result of intervention
- ▶ Proportion of clients who indicate they are prepared for new or better employment as a result of intervention

- ▶ Proportion of clients indicating employment is closely related to educational background / work undertaken during intervention
- ▶ Proportion of clients satisfied with intervention

Other surveys previously completed by CLBC indicated 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) . With this in mind, we hired people with developmental disabilities to survey their peers. The surveyors worked in teams with a trainer and logistics support person from CLBC to conduct sessions across the province. The response was positive. 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 understandable.

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

	Proposed LMAPD indicator questions	CLBC’s Plain language questions
Indicator #5: Proportion who indicate career advancement (e.g., promotion, increased responsibilities, better wages) as a result of intervention, by intervention type	<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 the job you have now? Yes, Somewhat, No • Did your employment support help you learn new skills? Yes, Somewhat, No
Indicator #6: Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type	<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 more hours at your job? Yes, Somewhat, No • Did your employment support help you get more money for the work you do? Yes, Somewhat, No
Indicator #9: Proportion of clients indicating employment is closely related to educational background / work undertaken during intervention	<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"> • Did your employment supports help you get a job that is similar to what you trained to learn? Yes, Somewhat, No
Indicator #10: Proportion of clients satisfied with intervention, by intervention type	<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"> • Did your employment support help you get a job you like? Yes, Somewhat, No • Did your employment support help you when you needed help with your job? Yes, Somewhat, No • Did you find it helpful to receive supports from an employment service? Very helpful, Somewhat helpful, Not helpful

CLBC Stories

TAKING PRIDE IN HIS WORK

Mike Bourassa has grown up in a family that has worked all their lives in the logging industry, where he first learned how to split wood and kindling. When a position at Goat Lake Forest Products for dust management became available, Mike was interviewed by Bill Maitland, the Manager of Shakes and Shingle Production. Mike impressed Bill with his enthusiasm and was hired that day.

Mike has been working at Goat Lake Forest Products since September 19, 2016. When asked how he likes working there, Mike responded, "I love going to work, enjoy the physical labour of the position and feel proud of the work I do. It is a good job, good people, good money and Bill is hilarious."

His main duties are dust management, as that is a Worksafe BC requirement and he takes it very seriously. Goat Lake Forest Products wanted to be proactive in the new ruling of a dust management plan to ensure a safe environment. Mike attends safety meetings once a month and always remembers when new duties are added to his job. He is on time for work and gets along well with the staff. Bill Maitland, his supervisor says that that Mike "works hard, is good natured and quite a joker."

Mike is working five days a week and says he looks forward to going to work and is very grateful for the opportunity given to him to show his skills and abilities.



Bill says that he appreciates the service given by Inclusion Powell River Employment Services and that "the service is a valuable bridge to understanding a new employee and the best approaches with communication and success." He also said, "I was pleased with the quick response of the service and the cooperative arrangement. I would definitely recommend the services of ES to other employers. I will be contacting the office in the future with more employee requests."

This job has turned out to be a perfect fit for both Mike and his employer. Bill has indicated that when Mike is ready they can groom him for other positions higher up in the business. Bill said, "Mike has a job for life with Goat Lake Forest Products."

Inclusion Powell River Employment Services is a CLBC service provider who works with CLBC in our provincial efforts to increase employment for individuals through the Community Action Employment Plan.

FINDING A GOOD FIT AT THE CORNER STORE

In January 2016, when Aaron Allison teamed up with Stephanie Valois, a job developer at Dengarry Professional Services in Quesnel, Aaron already had a seasonal job he had found on his own. He was a bellhop at the Tower Inn, a local hotel, when the Rocky Mountain Tour comes to town. In April 2016, Stephanie helped Aaron acquire more seasonal work with Gopher Recycling, a local recycling plant, where he works one day a week, spring through fall.

"I like to help people and I like to stay busy," says Aaron. "I play soccer, bowling, basketball, swimming and floor hockey as part of Special Olympics. This year, I will be playing goalie as part of the soccer team going to Kamloops for the games. On the weekends, I also am security for the local Kangaroo hockey team, and I like to play golf and run track and field."

Aaron's goal was to work year round but he needed to balance his job with other activities. As part of the Community Action Employment Plan, CLBC is working with employment service providers to help people like Aaron not only find jobs, but increase their hours of work if that is their goal.



An opportunity arose for Aaron in September 2016, when Stephanie attended an employer appreciation luncheon in Quesnel where Chris Arnold from PNGI presented on the benefits of inclusive hiring. One of the employers who attended the luncheon was Fran, the manager from the local 7-Eleven. Stephanie knows initiating relationships and finding potential employment opportunities is part of the outreach work for employment services. She decided to reach out immediately.

“After Chris’s presentation, I could hear Fran exclaim how excited she was about the thought of hiring inclusively,” says Stephanie. “I went right over to her and told her I could help. We arranged for me to take a tour of the store to see if there was an opportunity to customize a position.”

During the tour of the store, Fran and Stephanie identified needs such as the coffee bar not getting its regular twice a week cleaning. Stephanie immediately thought Aaron might be a good match for the potential job at 7-Eleven because of his love of helping people. She also knew he is meticulous and detailed in anything he does, and his social network in Quesnel is huge, a potential asset for the employer. After speaking with Aaron about the job, she set up a time with Fran for Aaron to come and do a trial run at the store. Aaron so impressed Fran and the customers that she started the paperwork immediately to hire him, while Stephanie developed a formal proposal to get approval from 7-Eleven corporate headquarters for the customized job.

Stephanie is no stranger to having to develop proposals to demonstrate to employers how customizing a job and hiring inclusively can positively affect their bottom line. However, the proposal she wrote for Fran was the most comprehensive she had ever written as a job developer. In the proposal, she made sure to outline how hiring Aaron would not only keep the coffee bar cleaner and up to standards, but it would bring more people into the store thereby increasing the store’s revenue. The proposal was well-received and approved first by 7-Eleven corporate headquarters in Vancouver and then in Dallas, Texas. Aaron has been working at 7-Eleven since December 2016.

“Aaron works at the 7-Eleven two hours, two days a week – and he loves his job!” says Stephanie. “The natural supports provided by Fran and the other staff are incredible, and Fran has been willing to work around Aaron’s schedule of other activities. With all the support and encouragement he receives, Aaron is able to work quite independently and without much support from me.”

“The employers in Quesnel have been incredibly supportive and flexible, and are really dedicated to hiring inclusively,” says Stephanie. “I and my co-worker Ruth Ann are currently working with 35 people and only three are without work. That is real testament to the employers in this community.”

ARTIST BECOMES REBORN IN HER NEW NEIGHBOURHOOD

When Franke James introduces her sister Teresa as an artist, Teresa will usually jump in to add that she’s also a poet, an author and a self-advocate.

Teresa recently published a book of her illustrations and poetry called *“Pretty Amazing: How I Found Myself in the Downtown Eastside,”* and her work was displayed at an exhibit and book launch at the Gallery Gachet in Vancouver in June. Her book tells visual and written stories of herself as an artist who also happens to have Down syndrome. It also describes the connections she’s made in her neighbourhood and her favourite places to go. In her opening poem, *“I am alive,”* she says she’s been reborn in Gastown.



Teresa has come a long way and had many adventures before finding herself in the Gastown neighbourhood she now calls home. A few years ago, at the age of 49, Teresa was placed in a seniors' nursing home in Ontario that specialized in dementia and palliative care, after her 91-year-old father was no longer well enough to support her. Teresa and her father didn't want her to be there and it wasn't the right fit. So Franke and her husband, Billiam James, stepped in and invited Teresa to live with them. Soon after, they moved out west and eventually settled in Vancouver.

"The myth is that if you take care of someone with a disability that you're going to be burdened, but in fact Teresa has opened up the world for us and taken us on all kinds of adventures," says Franke. When Franke looks back at photos from the past few years, she can't believe how many fun experiences the three of them have had together. Franke and Billiam both say living with Teresa has opened their eyes to the world of people with disabilities, introduced them to new people and inspired many exciting adventures and experiences as they helped Teresa develop her talents.

After arriving in Vancouver, they worked on a vision and plan for Teresa's new life together with Community Living BC staff and the Spectrum Society for Community Living.

"Teresa and her family are an example of how we were able to put supports in place to help them succeed on their terms," says CLBC facilitator Tim Harrison.

"They were very clear that they didn't want her to go to a day program."

Together they came up with ideas for activities in the community based on Teresa's interests. Physical fitness and art are priorities for them, so Teresa does activities like yoga three times a week and participates in a weekly expressive arts workshop at Gallery Gachet where she's met other artists. She also likes other activities like playing card games and Scrabble.

Her book of art and poetry was made possible through a DTES Small Arts Grant from the Vancouver Foundation and Carnegie Community Centre. Franke and Billiam observed that the making of the book became a focus and purpose for Teresa and became like her full-time job.

"When I read her poem, 'Butterflies,' I see it as a symbol of her transformation from feeling fearful, with butterflies in her stomach, to feeling free like a butterfly," says Billiam.

Tim has also noticed the transformation in Teresa since she first arrived in Vancouver. He had the opportunity to see her network of friends and supporters at the gallery opening where they came to see her art.

"It was really impressive to see her as an artist at the centre of the room and see people come in and really connecting with what she was doing," says Tim.

Franke notes that individualized funding from CBLC has helped them tailor a plan that will help Teresa achieve her goals, and to adapt her plan if her needs change over time.

"We're able to look at what Teresa's talents are and create an environment where she can develop her talents," says Franke. "Her art gives her an avenue to express her ideas and feelings about everything happening in her life."

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).

B.C.'s LMAPD includes 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 and– 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 such as occupational therapists. Supported Education services are provided either directly by health authority staff and/or through non-profit agencies, such as clubhouses, who provide psychosocial rehabilitation services. In most health authorities, partnerships have been created with educational institutions, such as college/university partner programs and local school district partnerships, to implement education specific programming that support clients to 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 inputs, outputs 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. A data quality and validation review is presently underway.

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 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 LMAPD Ministry of Health Funded Programs survey and for each of the LMAPD program areas noted above, health authorities identified the numbers of participants who participated in the program or service; completed the program or service; obtained or maintained employment; and obtained or maintained involvement in education.

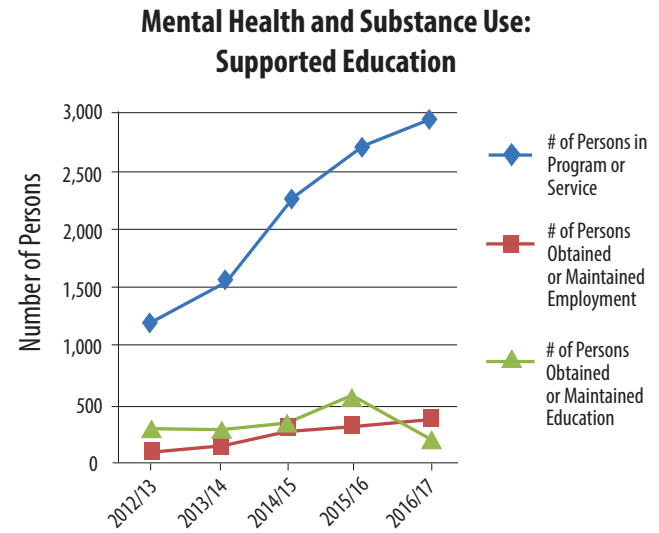
INDICATORS OF SUCCESS

Based on the survey responses provided by health authorities a total of 2,970 people participated in Mental Health and Substance Use Supported Education programs under LMAPD in 2016/17. This resulted in an increase of more than two times the number of participants in 2012/13 (1,170).

Of the 2,970 participants in Supported Education programs within 2016/17, the Vancouver Island Health Authority, Interior Health Authority and the Fraser Health Authority reported a total of:

- ▶ 424 (14%) participants who obtained or maintained employment, an increase of more than 5 times the participants in 2012/13 (75).
- ▶ Additionally, 230 participants (8%) who obtained or maintained education.

SUPPORTED-EDUCATION*



Mental Health and Substance Use: Pre-Employment	2012/13	2013/14	2014/15	2015/16	2016/17
# of Persons in Program or Service	1,170	1,528	2,236	2,700	2,970
# of Persons Completing Program or Service	230	284	1,273	1,686	1,254
# of Persons Obtained or Maintained Employment	75	164	359	360	424
# of Persons Obtained or Maintained Education	230	256	375	532	230

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

*Data for the # of people in MHSU – LMAPD programs and services who obtained/maintained education is 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 British Columbia's public post-secondary institutions, ASE programs respond to the needs of a diverse group of learners. Individuals with disabilities, or with a combination of barriers to education, employment or independence are eligible to enroll in these programs. ASE programs also respond to industry and community needs, and relate directly to local labour market trends.

PROGRAM DESCRIPTION

The topics and areas of focus in ASE programs and courses include, but are not limited to, skills that increase independence, literacy and numeracy, computer literacy, employment transition, employment readiness, and vocational skills training. Learning is enhanced by a highly student-centered approach. ASE programs and courses emphasize skill development for the workplace, and promote independence, community inclusion, and lifelong learning.

Most programs focus on employment readiness and provide adult learners with a disability / barrier opportunities to learn workplace skills, demonstrate employment readiness skills, and explore future learning and employment prospects. Skills include communication, literacy and numeracy, technology, personal awareness, workplace and job search skills.

Sector specific skills training includes workplace safety, customer relations, work experience/practicum and certificates applicable to a sector. Depending on student demand, sector specific training may focus on construction materials handling, food and customer service, electronic and general assembly, horticulture and light warehouse training.

ASE professionals from across B.C. meet once each year to exchange information on programming and student access, and to review any new programming through an articulation process that ensures learners can attend quality programs with established learning

outcomes. Articulation also facilitates transfer among participating institutions.

TARGET POPULATION

Typically, students in ASE programs fall into one or more categories, the vast majority within the first two:

1. Documented Disabilities: Individuals assessed by a registered psychologist or school psychologist in cases of a developmental or learning disability or have been formally diagnosed by a certified professional related to the area of the disability (e.g., medical doctor for medical/physical disabilities, audiologist for hearing impairments, psychiatrist for mental health disabilities).
2. Undiagnosed or Students Without Documentation of Disability: Students may have out of date 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, do not wish 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.
3. Barriers: Typically consist of two or more of the following: alcohol and drug illness; undiagnosed or undocumented mental illness; undiagnosed fetal alcohol spectrum disorders; poor academic skills; low self-esteem

PRIORITY AREAS ADDRESSED UNDER THE LMAPD:

- ▶ Education and training

COMMENTARY ON INDICATORS

In 2016/17, post-secondary institutions reported delivering 659 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, thus the 659 FTEs represent a headcount of 925 individual students.

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 at each institution in order to gather information on pre-training employment. The ASE departments also continue to help prepare exiting/graduating students for the possibility that they may receive calls or emails in the future requesting information about their employment status and satisfaction with their studies.

Three cycles of the three month survey were conducted by telephone and online by Advanis Inc. between August 9 and September 17, 2016, February 15 and March 25, 2017, and between August 1, 2017 and September 11, 2017. There were 925 unique participants who were enrolled April 1, 2016 to March 31, 2017. Of these, 488 participants exited their program in fiscal year 2016/17 (program exit dates ranged from April 1, 2016 to March 28, 2017) and were eligible for the survey. The response rate to the three month survey for the 488 participants exiting in 2016/2017 was 36.7%, with 29.1% of the 179 surveys completed online. A total of 50 surveys were completed by a proxy or with support from a caregiver or other person known to the participant.

The 12 month survey was conducted by telephone and online by Advanis Inc. between February 15 and March 25, 2017. Of 903 participants submitted by the institutions who were enrolled between September 1, 2015 and March 31, 2016, 156 participants exited their program in fiscal year 2015/2016 (program exit dates ranged from December 1, 2015 to March 18, 2016). Of these 156 participants, there were 54 who responded to the first three 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 54 participants was 59.3%, with 12.5% of the 32 surveys completed online. A total of five surveys were completed by a proxy or with support from a caregiver or other person known to the participant.

VALEDICTORY ACHIEVEMENT

"I am a person. I am a young woman. I am First Nations. I have a learning disability and I am comfortable with everything I am. I am not ashamed."



These are the words of Angel Rose Phair, a 2017 valedictorian at Thompson Rivers University (TRU) in Kamloops, British Columbia. Angel was chosen to represent graduates of the Faculty of Education and Social Work, and is the first valedictorian to represent the Education and Skills Training Program (ESTR), which provides students with cognitive disabilities with the skills and training they need for employment. A member of the Malahat First Nation, Angel grew up in foster homes on the Skeetchestn Reserve, until being adopted by her grandparents at the age of 14. She credits those grandparents for giving her the support and confidence she needed to become the first member of the family to attend a post-secondary institution.

Angel's passion is cooking and she is proud of achieving a Kitchen Assistant Certificate, as well as Food Safe level 1. Last year she received a BC Lions Society Advanced Education Award, and has since returned to TRU to complete ESTR's Retail Worker Certificate.

Angel's own words best describe the impact the TRU program has had on her so far: "I used to be quiet, but now I am not quiet. The real person I am inside has had the opportunity to grow at TRU and I enjoy being who I really am."

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.
- ▶ The principal focus of this grouping is employment. However, the intervention may also include 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 would also be included within this intervention type (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 skills and experience to increase employability. It assists individuals whose ability to earn fluctuates during the year or to take advantage of part-time or temporary work, due to medical conditions or disabilities.

INITIATIVE DESCRIPTION

AEE allows all clients with the Persons with Disabilities (PWD) designation to more easily take advantage of the earnings exemption if they are able, especially if their disability is episodic in severity. The maximum AEE limits for this reporting period are:

- ▶ \$9,600 for families with one individual with the PWD designation;
- ▶ \$12,000 for families with two adults, only one of which has the PWD designation; and
- ▶ \$19,200 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 with the exception of the Yukon, the only other Canadian jurisdiction that 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 2016/17, an estimated \$100 million of earned income was exempted from approximately 20.6% PWD clients receiving disability assistance who reported earnings, up from \$90 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, work experiences, increase individual and employer job satisfaction, and 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 vocational rehabilitation staff such as occupational therapists. Supported Employment services are provided either directly by health authority staff and/or through non-profit agencies, such as clubhouses, providing psychosocial rehabilitation services.

Regional health authorities provide a wide range of Supported Employment services that vary from the traditional Train and Place supported employment model to the Place and Train model.

Health authorities use the Place and Train model in programs such as

- ▶ Individual Placement and Support program
- ▶ Individualized supports for clients to obtain competitive employment opportunities by offering training and supports during placement in the competitive employment settings, where clients are placed in competitive employment situations and supports are built around them.

Vancouver Coastal Health and Fraser Health provide supported employment services that adhere to the evidenced-based Individual Placement and Support service model (Place and Train).³ Given the strong evidence on the effectiveness of this model in improving employment outcomes for individuals with severe mental health conditions, health authorities are considering realignment of supported employment services that adhere to the fidelity of the Individual Placement and Support model.

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 mental health and substance use services for people with severe mental illness and/or substance use disorders. A key service component is supported employment/supported education provided by a specialist in vocational/psychosocial rehabilitation. These services include vocational/educational assessments, individual goal setting and 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
- ▶ Supports for clients to obtain competitive employment opportunities by offering training prior to placement in the employment settings.

Health authorities provide transitional employment supports through mental health and substance use specific employment programs, specific vocational rehabilitation services, and contracts with local community agencies and clubhouses. Some health authorities provide transitional employment supports that target particular client groups such as youth/young adults and individuals living in tertiary settings.

3 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*

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
- ▶ 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, outputs 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 in alignment with the approach used over the past three years, the Ministry of Health conducted a survey in 2015 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 LMAPD Ministry of Health Funded Programs survey and for each of the LMAPD program areas noted above, health authorities identified the numbers of participants who participated in the program or service; completed the program or service; obtained or maintained employment; and obtained or maintained involvement in education.

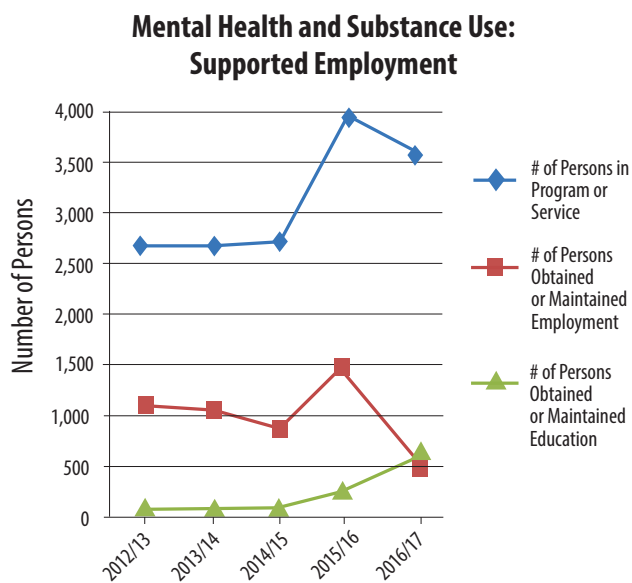
INDICATORS OF SUCCESS

Based on the survey responses provided by health authorities, a total of 3,529 people participated in Mental Health and Substance Use – Supported Employment programs under LMAPD in 2016/17. This resulted in a 30% increase in the number of participants since 2012/13 (2,714).

Of the 529 participants in Supported Employment programs within 2016/17, the Vancouver Island Health Authority, Interior Health Authority and the Fraser Health Authority reported a total of:

- ▶ 433 (12%) participants who obtained or maintained employment
- ▶ Additionally, 697 participants (20%) who obtained or maintained education, an increase of more than seven times the participants since 2012/13 (96).

SUPPORTED EMPLOYMENT*



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

*Data for the # of people in MHSU - LMAPD programs and services who obtained/maintained employment is limited to the Vancouver Island Health Authority, Interior Health Authority and Fraser Health Authority.

Mental Health and Substance Use: Pre-Employment	2012/13	2013/14	2014/15	2015/16	2016/17
# of Persons in Program or Service	2,714	2,687	2,745	3,935	3,529
# of Persons Completing Program or Service	907	1,332	1,487	2,322	1,470
# of Persons Obtained or Maintained Employment	1,179	1,065	782	1,458	433
# of Persons Obtained or Maintained Education	96	120	114	266	697

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:

- ▶ Interventions such as integrated projects that focus on both skills development and work experience.
- ▶ Any additional enabling supports that individuals require to participate in skills development or work experiences would also be included within this intervention type (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 British Columbia 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 in British Columbia. Consistent with the UN Convention on the Rights of Persons with Disabilities, government is working closely with the disability community to implement its vision.

INITIATIVE DESCRIPTION

To achieve its vision of making B.C. a truly inclusive province by 2024 (www.gov.bc.ca/accessibility), government is working closely with external advisory groups made up of people with disabilities, family members, business leaders, Aboriginal leaders and community representatives:

- ▶ **Minister's Council on Employment and Accessibility** – a forum comprised of leaders from the business, non-government and government sectors as well as families and individuals with disabilities.
- ▶ **Presidents Group** – a group of business leaders committed to working together to improve employment and consumer opportunities for people with disabilities.
- ▶ **RDSP Action Group** – an advisory committee that includes prominent financial and social leaders whose members who work together to build and maintain B.C.'s position as the province with the highest per capita uptake of Registered Disability Savings Plans (RDSPs) in Canada.

This vision is designed around 12 building blocks that represent the themes that emerged during a province-wide consultation process. The building blocks include:

- ▶ 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

The 2017 Progress Update was released in December 2017. It highlights the shared accomplishments of government, business and the disability community to increase accessibility and inclusion in B.C.. Key employment-related highlights in 2017 include::

- ▶ The Presidents Group continues to actively engage employers in a number of 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 2017 as the fourth annual Disability Employment Month, with events and activities taking place province-wide to celebrate employees with disabilities and their employers.
- ▶ The Annual Earnings Exemption for people on disability assistance increased by \$200 a month, or \$2400 annually, which will encourage and support more people to work and earn as they are able.
- ▶ A number of 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.
- ▶ The WorkAble internship program for new graduates with disabilities to work in the BC Public Service entered its third year, with 13 new Work-Able interns. Sixty-six percent of first year interns have secured employment within the public service, and 13 second-year interns are considering employment opportunities.

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 enabling supports that individuals required to participate in healthcare-related interventions would also be included within this intervention type (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

In order 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.⁴

In terms of data limitations, several factors should be considered while reviewing and interpreting the numbers. First, a variety of external factors can influence program participation and outcomes including changes in the unemployment rate and shifts in labour market demand to more highly-skilled occupations. Second, the ability to participate in and complete LMAPD programs varies based on client readiness to engage and their level of functioning. In general, the 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. There is increasing evidence that the severity of mental health and/or substance use disorders among clients supported by health authorities is increasing over time as indicated by increases in hospital admission rates and involuntary admissions under the BC *Mental Health Act*. Further, the increased emphasis on accountability for the LMAPD funded programs has a positive impact on the tracking of data, resulting in increased reporting.

4 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 have to 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 collaboratively, the team develops a transition plan that includes the youth's goals for the future. The plan takes into account the youth's personal needs, hopes and dreams, and may cover key areas such as housing, employment, education, community involvement and financial security. The team works together with the youth and their family to help ensure these goals are met.

From its launch through the 2017/18 program year, STADD received over 1700 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 over 70% connect with and participate in an employment services program.

In 2017, STADD is now active in 100+ 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.

Appendix A – LMAPD Program Indicators

Clients Served

Intervention Type	Program	Number of Clients Served
ES	Ministry of Social Development and Poverty Reduction – Employment Program of BC	35,291 ⁵
	Ministry of Health – Ministry of Health – Mental Health and Substance Use: Pre-Employment Supports	12,412 ⁶
	Community Living British Columbia (CLBC) – Employment Services	1,009
SD	Ministry of Health – Mental Health and Substance Use: Supported Education	2,970 ⁷
	Ministry of Advanced Education, Skills and Training – Adult Special Education (ASE)	925
WE	Ministry of Social Development and Poverty Reduction – Annual Earnings Exemption	N/A ⁸
	Ministry of Health – Mental Health and Substance Use: Supported Employment	3,529 ⁷
SD / WE	Ministry of Social Development and Poverty Reduction – Focus on Accessibility	N/A ⁸
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 ⁸
YT	Ministry of Social Development and Poverty Reduction – Youth Transition Services	N/A ⁸
Total:		56,136

EPBC Indicators for 2017 LMAPD

2015/16 LMAPD Client Profile	ES			SD		WE
	EPBC ⁵	Health ⁶	CLBC	AEST ⁹	Heath ⁶	Health ⁶
Total # Clients Served	35,291	12,412	1,009	925	2,970	3,529
Gender:						
Female	17,083	951	367	719	416	292
Male	17,914	1,024	501	584	440	477
Not Specified	294	895	141	14	76	90
Age:						
15-29	9,425	355	495	1,017	129	220
30-54	20,023	772	357	233	192	427
55 and over	5,840	467	45	63	92	97
Not Available	3	1,276	112	4	519	115
Pre-intervention Employment Status:						
Employed	5,543	120	179	291	93	58
Unemployed	28,896	1,730	576	528	306	570
No answer provided	821	1,020	254	498	533	231
Education Level:						
Less than high school	6,072	95	158	122	75	113
High school	8,075	141	488	732	67	163
Some post-secondary	4,827	54	153		38	109
Trades certificate or diploma	8,633	17	16	5	13	7
Diploma		13	7	11	28	36
University degree	85	23		10	31	64
Don't know	7,599	2,527	187	437	680	303

⁵Includes only EPBC clients with disabilities served during fiscal year 2016/17

⁶Includes data received from Vancouver Coastal Health Authority

⁷Includes data from the Vancouver Island Health Authority, Fraser Health Authority and Interior Health Authority

⁸Provincial programs target to persons with disabilities that are not claimed under the LMAPD

⁹Total # Clients Served data is based on academic year, while the survey data (remainder data in this table) is based on fiscal year

CLIENT PROFILE: PRE-INTERVENTION

EPBC: Employed and Not Employed (includes only EPBC clients with disabilities served during fiscal year 2016/17)

	Employed	Not Employed	Total
In Case Management	876	4,580	5,456
Employed	2,640	11,943	14,583
Unemployed	606	3,771	4,377
Community Attachment	32	174	206
Not Available	1,389	8,428	9,817
Total	5,543	28,896	34,439

EPBC: Employed and Not Employed (includes only EPBC clients with disabilities served during fiscal year 2016/17)

	Employed	Not Employed	Total
Total # Clients Served	5,543	28,896	34,439
Gender			
Female	3,036	13,599	16,635
Male	2,451	15,063	17,514
Not Specified	56	234	290
Age			
15-29	1,438	7,752	9,190
30-54	3,172	16,348	19,520
55 and over	932	4,794	5,726
Not Available	1	2	3
Education Level			
Less than high school	629	5,443	6,072
High School	1,088	6,987	8,075
Some post-secondary	794	4,033	4,827
Trade certificate or diploma	1,308	7,325	8,633
Diploma			
University Degree	16	69	85
No Answer Provided	1,708	5,039	6,747
Employment Status			
Employed full-time	1,461	n/a	1,461
Employed part-time	671	n/a	671
Not Specified	3,412	n/a	3,412
Hourly earnings (\$)			
Less than 10	22	n/a	22
10.01 – 12.00	541	n/a	541
12.01 – 15.00	246	n/a	226
15.01 – 18.00	165	n/a	165
18.01 and over	153	n/a	153
Not Available	4,416	n/a	4,416

CLBC: Employed and Not Employed

	Employed	Not Employed	Total
Employment Status			
Employed Full-time	9	0	9
Employed Part-time	118	28	146
Self-Employed	4	3	7
Not Specified	48	545	593
Total	179	576	755

Pre-intervention Hourly Earnings (\$)	Numer of clients served	Not Employed	Total
Less than 10	25		25
10.01 – 12.00	126		126
12.01 – 15.00	6		6
15.01 – 18.00	3		3
18.01 and over	1		1
Not Available		598	598
		Total	759

AEST: Employed and Not Employed

	Employed	Not Employed	Total
Employed Full-time	31		31
Employed Part-time	233		233
Employed Unknown Hours	27		27
Self-Employed		528	528
Not Employed		75	75
Not Specified		423	423
Pre-intervention Hourly Earnings (\$)			
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

ENHANCED EMPLOYABILITY OUTCOME*

EPBC: Enhanced Employability Outcome

LMAPD 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	695	15.9%
		2	407	9.3%
		3	968	22.2%
		4	982	22.5%
		5 – Strongly Agree	1310	30.0%
		% Positive	2292	52.5%
		Mean	-	60.3
		Total	4362	100%
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	83	1.9%
		College or university degree	116	2.6%
		Training certificates that took you 10 hours or less to complete	846	18.9%
		Training certificates that took you more than 10 hours to complete	612	13.7%
		Training specific to a company and/or workplace	257	5.7%
		Did not receive any certificates or credentials	2967	66.4%
		Other	56	1.3%
		Total	4471	-
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	1039	24.2%
		2	584	13.6%
		3	959	22.4%
		4	751	17.5%
		5 – Strongly Agree	955	22.3%
		% Positive	1706	39.8%
		Mean	-	50.0
		Total	4288	100%

CLBC: Enhanced Employability Outcome

Proportion who indicate career advancement	Yes	Somewhat	No
Did your employment supports help you get the job you have now?	82%	5%	13%
Did your employment supports help you learn new skills?	76%	11%	12%

Proportion who indicate they're prepared for new or better employment as a result of the intervention	Yes	Somewhat	No
Did your employment supports help you get more hours at your job?	50%	20%	30%
Did your employment supports help you get more money for the work you do?	41%	13%	46%

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.	67	55	26	12	16	3	0	179
My participation in the Adult Special Education has helped me advance in my career or improved my position in my current job.	46	35	45	18	24	9	1	123

AEST: Enhanced Employability Outcome

	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?	10	10	56	46	4	35	33	179

EMPLOYMENT OUTCOME

EPBC (includes only EPBC clients with disabilities for fiscal year 2016/17)

Pre-intervention employment status		Post-intervention employment status	Number of client served
Employed	Outcome/Exit	In Case Management	876
		Employed	2,640
		Unemployed	606
		Community Attachment	32
		Not Available	1,389
		Total	5,443
	3 Months	Employed Part time	1,051
		Employed Full time	1,161
		Not Employed	153
		Not Available	275
	Total	2,640	
	6 Months	Employed Part time	785
		Employed Full time	899
		Not Employed	188
		Not Available	768
	Total	2,640	

Pre-intervention employment status		Post-intervention employment status	Number of client served
Not Employed	Outcome/Exit	In Case Management	4,580
		Employed	11,943
		Unemployed	3,771
		Community Attachment	174
		Not Available	8,428
		Total	28,896
	3 Months	Employed Part time	3,874
		Employed Full time	5,844
		Not Employed	928
		Not Available	1,297
	Total	11,943	
	6 Months	Employed Part time	2,967
		Employed Full time	4,526
		Not Employed	1,045
		Not Available	3,405
	Total	11,943	

EPBC (includes only EPBC clients with disabilities for fiscal year 2015/16)

Pre-intervention employment status	Follow-up	Hourly earnings post-intervention (\$)	Number of client served	
Employed	3 Months	Less than 10	27	
		10.01 – 12.00	779	
		12.01 – 15.00	454	
		15.01 – 18.00	239	
		18.01 and over	378	
		Not Available	763	
	Total	2,640		
	6 Months	Less than 10	16	
		10.01 – 12.00	588	
		12.01 – 15.00	340	
		15.01 – 18.00	188	
		18.01 and over	273	
		Not Available	1,235	
	Total	2,640		
	Not Employed	3 Months	Less than 10	85
			10.01 – 12.00	3,564
			12.01 – 15.00	2,117
			15.01 – 18.00	1,200
18.01 and over			1,999	
Not Available			2,978	
Total		11,943		
6 Months		Less than 10	68	
		10.01 – 12.00	2,807	
		12.01 – 15.00	1,575	
		15.01 – 18.00	899	
		18.01 and over	1,567	
	Not Available	5,027		
Total	11,943			

CLBC: Employed Pre-intervention

Pre-intervention employment status		Post-intervention employment status	Number of client served
Employed	3 Months	Employed Part-time	23
		Employed Full-time	2
		Self-Employed	0
	Total		25
	12 Months	Employed Part-time	82
		Employed Full-time	10
Self-Employed		1	
Total		93	

CLBC: Not Employed Pre-intervention

Pre-intervention employment status		Post-intervention employment status	Number of client served
Not Employed	3 Months	Employed Part-time	89
		Employed Full-time	11
		Self-Employed	1
	Total		101
	12 Months	Employed Part-time	230
		Employed Full-time	23
Self-Employed		3	
Total		256	

CLBC: Employed and Not Employed Pre-intervention 3 and 12 Month Follow Up

Pre-intervention employment status	Follow-up	Hourly earnings post-intervention (\$)	Number of client served
Employed	3 Months	Less than 10	1
		10.01 – 12.00	22
		12.01 – 15.00	1
		15.01 – 18.00	
		18.01 and over	
	Total		24
	12 Months	Less than 10	6
		10.01 – 12.00	72
		12.01 – 15.00	5
		15.01 – 18.00	
18.01 and over			
Total		83	
Not Employed	3 Months	Less than 10	3
		10.01 – 12.00	79
		12.01 – 15.00	13
		15.01 – 18.00	3
		18.01 and over	
	Total		98
	12 Months	Less than 10	6
		10.01 – 12.00	219
		12.01 – 15.00	21
		15.01 – 18.00	6
18.01 and over		3	
Total		255	

AEST: Employed Program Outcome Indicator

Pre-intervention employment status		Post-intervention employment status	Number of client served	
Employed	3 Months	Employed Part-time	2	
		Employed Full-time	1	
		Not Employed	1	
		Not Available	0	
	Total			4
	12 Months	Employed Part-time	3	
		Employed Full-time	0	
		Not Employed	1	
		Not Available	0	
	Total			4

AEST: Not Employed Pre-intervention

Pre-intervention employment status		Post-intervention employment status	Number of client served	
Not Employed	3 Months	Employed Part-time	3	
		Employed Full-time	1	
		Not Employed	12	
		Not Available	3	
	Total			19
	12 Months	Employed Part-time	4	
		Employed Full-time	0	
		Not Employed	12	
		Not Available	3	
	Total			19

Pre-intervention employment status	Follow-up	Hourly earnings post-intervention (\$)	Number of client served	
Employed	3 Months	Less than 10	1	
		10.01 – 12.00	1	
		12.01 – 15.00	1	
		15.01 – 18.00	0	
		18.01 and over	0	
	Total			3
	12 Months	Less than 10	0	
		10.01 – 12.00	1	
		12.01 – 15.00	1	
		15.01 – 18.00	0	
		18.01 and over	0	
		Not available	1	
	Total			3
	Not Employed	3 Months	Less than 10	0
10.01 – 12.00			2	
12.01 – 15.00			2	
15.01 – 18.00			0	
18.01 and over			0	
Not available			2	
Total			6	
12 Months		Less than 10	0	
		10.01 – 12.00	4	
		12.01 – 15.00	1	
		15.01 – 18.00	0	
		18.01 and over	0	
		Not available	2	
Total			7	

PROGRAM OUTCOME

EPBC: Program Outcome Indicator

LMAPD 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	556	26.5%
		2	219	10.4%
		3	420	20.0%
		4	320	15.3%
		5 – Strongly Agree	582	27.8%
		% Positive	902	43.0%
		Mean	-	51.8
		Total	2,097	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
2	284			6.3%
3	602			13.4%
4	967			21.5%
5 – Strongly Agree	2,251			50.1%
% Positive	3,218			71.6%
Mean	-			74.5
Total	4,494			100%

CLBC: Program Outcome Indicator

Proportion of Clients Indicating Employment is Closely Related to Educational Background and/ or Work Undertaken during Intervention	Yes	Somewhat	No
Did your employment support help you get a job that is similar to what you trained for?	59%	14%	27%

Did your employment support help you when you needed help at your job?	78%	13%	9%
Did you find it helpful to receive supports from the employment service?	84%	13%	3%
Did your employment support help you get a job you liked?	82%	9%	9%

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.	23	14	12	10	9	5	0	73
In general, I am satisfied with the quality of the program.	98	52	9	10	8	2	0	179

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 achieve labour market attachment.
- ▶ 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 options
- ▶ 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 that provides assistive technology disability supports to post-secondary students with disabilities who are eligible to work in B.C. is available with the objective to increase independence of students with disabilities to successfully complete post-secondary studies to enhance employment opportunities.

2016/17 EPBC Client Participation*	
ESS Client	20,349
Customized Employment Development Client	1,694
Project Based Labour Market Training Client	128
Job Creation Partnerships Client	126
Job Development Client	3,303
Wage Subsidy Client	589
Unpaid Work Experience Client	1,002
Case Managed Apprentice Skills Training Client	4
Feepayer Skills Training Client	21
Basic and Essential Skills Training Client	495
Occupational Skills Training Client	2,503
Self-Employment Orientation Client	956
Self-Employment Program Client	469
Short-Term Orientation and Certificate Client	5,399

* Please note that a client may participate in one or more services. Includes only B.C. clients with disabilities for fiscal 2016/17.

