

BC Employment Program

Overview

February 8, 2010

The *BC Employment Program* (BCEP) was modified as part of the ministry's Response to the Economic Downturn' (RED) suite of changes and enhancements. The primary objective of the *BCEP RED* is to provide more intensive employment services for *Expected to Work* clients.

The BCEP RED is delivered by *Contractors* in **seven Service Delivery Bundles** across the province. Services provided in Service Delivery Bundle 3 (Mental Health / Addictions) delivered by THEO BC and Bundle 5 (Immigrant / ESL) delivered by GT Hiring Solutions 2005 Inc. will continue to be delivered in the original service delivery model.

Referral criteria for the general Service Delivery Bundles includes all ETW applicants. The table below details the *client* flow for the original BCEP and BCEP RED. All suitable BCEP clients must have EI eligibility confirmed prior to referral to the program (i.e., either reachback or EI claimants being topped up by income assistance). For detailed information on the process for confirming EI eligibility, client eligibility and referral priorities, see **Procedures, Client Eligibility and Referral Priorities**.

Client Type	Bundle	Program / Activity
ETW Applicants *	1,2,4,6,8,9,10	BCEP RED
ETW New Start (Imm. / ESL)	5	BCEP Original
ETW Former NEO (single parents)	All	BCEP RED or Original
ETW Former EI Pending who did not qualify for EI	1,2,4,6,8,9,10	BCEP RED
ETW & ETW-MC (ALL)	3	BCEP Original
EI Reachback (ALL)	ALL	BCEP RED or Original

BCEP is a comprehensive employment program that provides employment services and *Supports* designed to meet the needs of individual *BC Employment & Assistance Clients* who are deemed *Expected to Work* or *Expected to Work-Medical Condition*.

The ministry's objectives for the *BCEP* are:

1. Clients who are employable will be assisted to reach *Independence* as quickly as possible through sustainable employment;
2. Clients who have barriers to employment will be assisted to achieve progress along the *Employment Continuum* through increased employability and connections with community services; and
3. The ministry will achieve improved administrative efficiencies in employment programming.

The BCEP is delivered by *Contractors* in nine *Service Delivery Bundles* across the province. Contractors are paid based on a combination of fees-for-services and performance.

The Ministry expects the BCEP-to be delivered to clients in a seamless manner as they move through the program. Responsibilities for the services are as follows:

Ministry responsibility:

- **Referrals** – which includes client eligibility and referral guidelines

Contractor responsibility (*client services*):

- **Client Intake** – to assess Clients for their suitability to participate in the BCEP
- **Directed Work Search (DWS)** – which provides short-term support to clients who are considered capable of conducting their own work search. For clients in the BCEP RED there is no DWS
- **Individualized Services and Supports (ISS)** – which is geared for clients who could, with additional services and support, move into *BCEP Employment*.

The ministry expects that virtually all clients referred to Contractors will be accepted into the BCEP. Contractors will conduct a brief interview with clients to determine whether they are best suited to participate in DWS or ISS, with their decision based on the level of intervention required to achieve BCEP Employment. All clients accepted in the BCEP RED will be directed into ISS.

Acts and Regulations

Employment and Assistance Act, Section 9

Employment Plan

[http://www.qp.gov.bc.ca/statreg/stat/E/02040_01.htm]

Employment and Assistance Act, Section 13

Consequences of not meeting employment-related obligations

[http://www.qp.gov.bc.ca/statreg/stat/E/02040_01.htm]

Employment and Assistance Regulation, Section 29

Consequences of failing to meet employment-related obligations

[http://www.qp.gov.bc.ca/statreg/reg/E/263_2002.htm]

Definitions

BCEP RED (Response to the Economic Downturn) / BCEP

The ministry's primary employment program for ETW applicants is the *BCEP RED* except Service Delivery Bundle 3 (Mental Health/ Addictions) delivered by THEO BC and Bundle 5 (Immigrant/ESL) delivered by GT Hiring Solutions 2005 Inc.

BCEP Employment

An individual is working a minimum of 70 hours per month at minimum wage, or receiving employment income totalling at least \$560 per month.

Bridging Employment Program (BEP)

Provides services to assist survivors of violence and abuse to overcome employment barriers that prevent them from making successful transitions to sustainable employment.

Client

An individual receiving *BC Employment & Assistance*.

Client Intake

For all bundles except Service Delivery Bundle 3 (Mental Health / Addictions) delivered by THEO BC and Bundle 5 (Immigrant / ESL) delivered by GT Hiring Solutions 2005 Inc, Client Intake is one of two categories of *Client Services* in the *BCEP RED*. Client Intake is one of the three categories of *Client Services* in the original BCEP.

Client Services

For all bundles except Service Delivery Bundle 3 (Mental Health / Addictions) delivered by THEO BC and Bundle 5 (Immigrant / ESL) delivered by GT Hiring Solutions 2005 Inc, *Client Intake* and *Individualized Services and Supports* are the two categories of *BC Employment Program* services which are the direct responsibility of the *Contractor* in the *BCEP RED*. In the original BCEP, the three categories of BC Employment Program services which are the direct responsibility of the *Contractor* are *Client Intake*, *Directed Work Search*, and *Individualized Services and Supports*.

Cohort

A group of clients accepted into the *BC Employment Program (RED or original program)* within a three month period.

Community Assistance Program CAP

A ministry program, the employment-related aspects of which have been replaced by the BC Employment Program (*RED* and original program).

Contractor

The organization contracted to deliver BC Employment Program (*RED* or original program) services in a *Service Delivery Bundle*.

Directed Work Search (DWS)

For all bundles except Service Delivery Bundle 3 (Mental Health / Addictions) delivered by THEO BC and Bundle 5 (Immigrant / ESL) delivered by GT Hiring Solutions 2005 Inc, *DWS* is no longer a Client Service in the BCEP *RED*. *Directed Work Search* remains one of the three categories of Client Services in the original BC Employment Program.

Employment Continuum

The continuum from barriered clients through to Clients *Independent of BC Employment Assistance*.

Employment Insurance (EI) Eligible

A BCEA client who:

- is an EI claimant being topped up by income assistance, or
 - is an unemployed person who has had an EI claim in the three years before he or she applied for income assistance, or
 - has received maternity or parental benefits in a period that began no more than five years before he or she applied for income assistance (i.e. EI Reachback).
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Employment Insurance (EI) Reachback

An unemployed person who has had an Employment Insurance (EI) claim in the three years before he or she applied for income assistance or has received maternity or parental benefits in a period that began no more than five years before he or she applied for income assistance.

Employment Plan (EP)

A legal document outlining the activities and expectations which *BC Employment Assistance* applicants and recipients are required to follow in becoming employed or more employable, including the timeframe. When required by the ministry, entering into and complying with an *Employment Plan* is a condition of eligibility for assistance.

(See *EA Act*, Section 1, or *EAPWD Act*, Section 1, for legal definition)

Expected to Work (ETW)

A client who is receiving *BC Employment Assistance* and is expected to find and sustain *Employment*.

Expected to Work-Medical Condition (ETW–MC)

A client with a temporary medical, drug or alcohol, or mental health condition that interferes with the client's ability to gain employment.

Governance Framework

The structure and process to manage the relationship between the contractor and the ministry, contract performance, and issues about or changes needed to the contract and the BC Employment Program (*RED* or original program) over time.

Independence or Independent

The point in time when a person is no longer in receipt of *BC Employment Assistance*.

Individualized Services and Supports (ISS)

For all bundles except Service Delivery Bundle 3 (Mental Health / Addictions) delivered by THEO BC and Bundle 5 (Immigrant / ESL) delivered by GT Hiring Solutions 2005 Inc, *ISS* is one of two categories of client services in the BCEP RED. *ISS* remains one of the three categories of client services in the original BC Employment Program.

Intensive Employment Services

An array of employment services, including but not limited to Job Search Club, short term certificate training and life skills (limited in scope) provided within the first thirty days of *ISS*.

New Start

A Client who has not been in receipt of BC Employment Assistance (BCEA) for the previous twelve calendar months.

Note: The new start criteria applies only to ETW clients referred to Bundle 5 (Immigrant / ESL).

Participant Plan

A plan within either BCEP RED or original BCEP developed by the contractor in consultation with a client in *ISS*, the purpose of which is to assist each client to develop their employment goals, to identify expectation for the client's participation in *ISS*, and to document the services and *Supports* that will be provided in order to achieve increased employability and

employment objectives. It also documents the client's skills, strengths and barriers to BCEP Employment.

Pause

A ministry-approved postponement of a client's services in the BC Employment Program (RED or original program) for a period of between 14 days and three months.

Referral

A client identified by the ministry as eligible for the RED or original BCEP program whose file is transferred to a BCEP contractor.

Service Delivery Bundle

One of nine areas of British Columbia that was established for the purposes of contracting with the ministry to deliver the original BC Employment Program services. Within the BCEP RED there are seven areas of British Columbia in which the program is being delivered.

Service Provider

An organization that provides the client services directly to clients. A contractor is also a *Service Provider* if they deliver client services themselves, and they may also engage subcontractors as *Service Providers*.

Strengths and Barriers

Information collected by contractors regarding a BCEP (RED or original program) client's employability strengths and barriers upon their completion of BCEP and return to the Ministry. Strengths and Barriers information contains fourteen characteristics with 4 levels of intensity ranging from no barriers to significant barriers.

Supports

Financial assistance for supports, such as transportation and childcare assistance, which is provided to a client to enable them to participate in receiving BC Employment Program Services (RED or original program).

Policy

Client Eligibility and Referral Priorities

October 1, 2009

BCEP RED: General Bundles 1, 2, 4, 6, 8, 9 and 10:

BC Employment Assistance (BCEA) applicants who are *Expected to Work* (ETW), former *EI Pending* ETWs who did not qualify for EI, or *EI Reachback* ETWs, deemed by the ministry to be “employable with some support,” are referred to the BCEP RED. Former *NEO (single parent)* ETWs may be referred to BCEP RED or BCEP Original.

For these clients, BCEP participation is a condition of the *Employment Plan*.

Original BCEP – Specialized Bundles 3 and 5:

Suitable *Expected to Work* and *Expected to Work – Medical Condition* clients will be referred to Service Delivery Bundle 3 (Mental Health / Addictions).

Suitable *New Start Expected to Work* and/or all *EI Reachback* who are *Expected to Work* will be referred to Service Delivery Bundle 5 (Immigrant / ESL).

For detailed information on client eligibility and referral priorities, see Procedures, Client Eligibility and Referral Priorities.

Participation of Non-BCEA Clients

June 3, 2009

Based on a case-by-case review by the ministry, individuals who are not receiving *BC Employment Assistance* (BCEA) may continue to participate in either the *BC Employment Program (BCEP) RED* or original *BCEP* services after their *BCEA* file is closed (e.g., where their ineligibility results from a spouse who commenced full-time work).

Client Intake Standards

October 1, 2009

BCEP RED - General Bundles 1, 2, 4, 6, 8, 9 and 10:

Upon the ministry referring a *client* to the *BC Employment Program* (BCEP), the *contractor* is to assess the client’s ability to secure *BCEP Employment* (i.e., suitability for BCEP services) and either confirm their acceptance within established timelines in the *BCEP RED* or their non-acceptance, in which case the client is returned to the ministry. Contractors are also required to notify the ministry of clients who are “no show” for their interview.

Original BCEP – Specialized Bundles 3 and 5:

Upon the ministry referring a client to the BC Employment Program (BCEP), the contractor is to assess the client's ability to secure *BCEP Employment* (i.e. suitability for BCEP services) and either confirm their acceptance within established timelines in the BCEP, including whether they will initially participate in *Directed Work Search* or *Individualized Services and Supports*, or their non-acceptance, in which case the client is returned to the ministry. Contractors are also required to notify the ministry of clients who are "no show" for their interview.

For detailed information on client intake standards, see Procedures, Client Intake Standards.

Directed Work Search Standards

October 1, 2009

BCEP RED- General Bundles 1, 2, 4, 6, 8, 9 and 10:

Contractors are required to direct all accepted *clients* into *Individualized Services and Supports* within the *BCEP RED*.

Original BCEP – Specialized Bundles 3 and 5:

Contractors are required to direct the majority of clients referred to the *BC Employment Program* into *Directed Work Search* (DWS) services. Through access to work search tools (internet access, telephone, job banks, etc.), guidance from workshops or one-on-one services, and the provision of financial *Supports* such as transportation costs, contractors are to help clients conduct their own work search for a period of up to sixty calendar days. The ministry expects that client activities during participation in DWS will be highly monitored by contractors.

In situations where it becomes evident that clients require services and supports beyond the scope of DWS, the contractor may re-direct the clients into *Individualized Services and Supports* after 30 days of DWS participation.

Contractors are to support Clients for a further sixty days after initial *BCEP Employment* is achieved, including helping them to regain BCEP Employment if required. Clients who do not achieve BCEP Employment within the sixty-day work search period will be re-directed to *Individualized Services and Supports*. In addition, Clients who achieve BCEP Employment within the sixty-day work search period who lose their job and do not regain another within that period may be directed to *Individualized Services and Supports* after the sixty-day follow-up period.

Contractors are required to report to the ministry on certain DWS activities and results, in accordance with contractual "service levels".

For detailed information on Directed Work Search standards, see Procedures, Directed Work Search Standards.

Individualized Services and Supports Standards

October 1, 2009

BCEP RED- General Bundles 1, 2, 4, 6, 8, 9 and 10:

All *clients* accepted for *BCEP RED* participation will be directed to *Individualized Services and Supports (ISS)*.

Contractors are required to develop a *Participant Plan* in consultation with each client in ISS. The plan assists the client to develop their employment goals, identifies expectations for the client's participation, and documents the services and supports that will be provided to achieve increased employability and employment objectives [e.g., through employment services such as resume-writing assistance, arranging interviews, providing access to a job bank, short-term training to help Clients obtain commonly required certificates (e.g., "First Aid", "Food Safe", etc.), and through life skills training]. *Contractors* will also actively seek out and place clients into BCEP Employment opportunities and provide "follow-up" support and related reporting to the ministry.

Each client's participation in ISS will include 30 days of *Intensive Employment Services* as the first stage of ISS within BCEP RED. Intensive Employment Services include job search club or similar services in conjunction with other employment services, short term certificate training and life skills.

Contractors may work with clients in ISS for up to a maximum of 120 days to achieve BCEP Employment. Clients who do not achieve BCEP Employment in the initial ISS period do not proceed to the follow-up period, and are returned to the ministry.

Original BCEP – Specialized Bundles 3 and 5:

Individualized Services and Supports (ISS) is geared for clients who are deemed unsuited to or were unable to secure *BCEP Employment* through *Directed Work Search*, and who could move into BCEP Employment with additional services and *supports*.

Contractors are required to develop a *Participant Plan* in consultation with each client in ISS. The plan assists the client to develop their employment goals, identifies expectations for the client's participation, and documents the services and supports that will be provided to achieve increased employability and employment objectives [e.g., through life skills training, short-term training to help clients obtain commonly required certificates (e.g., "First Aid", "Food Safe", etc.), and employment services such as resume-writing assistance, arranging interviews, providing access to a job bank]. *Contractors* will also actively seek out and place clients into BCEP Employment opportunities and provide "follow-up" support and related reporting to the ministry.

Contractors may work with clients in *ISS* for up to a maximum of 180 days for those who have completed DWS and up to 240 days for those who were accepted directly into *ISS* and those who were re-directed into *ISS* after 30 days of DWS participation to achieve BCEP Employment. Contractually it is the expectation that clients remain in *ISS* for an average of 120 days. Clients who do not achieve BCEP Employment in the initial *ISS* period do not proceed to the follow-up period, and are returned to the ministry.

Contractors are required to report to the ministry on certain *ISS* activities and results, in accordance with contractual "service levels". This includes monthly services information, which is the basis for contractor invoicing.

For detailed information on Individualized Services and Supports, see Procedures, Individualized Services and Supports.

Client 'Pause' during Directed Work Search or Individualized Services and Support

October 1, 2009

BCEP RED- General Bundles 1, 2, 4, 6, 8, 9 and 10:

Clients who are determined to have a short term medical condition (e.g., a broken arm) while participating in the BCEP RED may be "paused" for up to a maximum of three months during the services period. In addition, clients who acquire short-term, seasonal employment (e.g., fruit picking) may also be "paused" for up to a maximum of three months during the services period. Contractors must request ministry approval before a "pause" may begin. A "pause" cannot be less than fourteen days or longer than three months (if longer than three months, the client is returned to the ministry). The service period for the client will be extended by the length of the approved "pause".

For those who are "paused" for short-term, seasonal employment and require essential supports to facilitate employment (e.g., work / safety clothing, lunch box / cooler, etc), the BCEP contractor may issue funds for the purchase of items.

There is a maximum of one approved "pause" for a client during the overall BCEP RED period. Any additional "pauses" must be approved by the ministry on a case-by-case basis.

Original BCEP – Specialized Bundles 3 and 5:

Clients who are determined to have a short term medical condition (e.g., a broken arm) while participating in BCEP may be "paused" for up to a maximum of three months during the services period. In addition, clients who acquire short-term, seasonal employment (e.g., fruit picking) may also be "paused" for up to a maximum of three months during the services period. Contractors must request ministry approval before a "pause" may begin. A "pause" cannot be less than fourteen days or longer than three months (if longer than three months, the client is returned to the ministry). The service period for the client will be extended by the length of the approved "pause".

For those who are “paused” for short-term, seasonal employment and require essential supports to facilitate employment (e.g., work / safety clothing, lunch box / cooler, etc), the BCEP contractor may issue funds for the purchase of items.

There is a maximum of one approved “pause” during a client’s participation in both Directed Work Search and Individualized Services and Supports, with a maximum of two “pauses” for a client during the overall BCEP period. Any additional “pauses” must be approved by the ministry on a case-by-case basis.

For more information on client “Pause” during DWS or ISS, see, Procedures, Client “Pause” during Directed Work Search or Individualized Services and Support Services.

Client Compliance during Directed Work Search or Individualized Services and Supports Participation

June 3, 2009

While ministry responsibilities include monitoring and enforcing compliance with the *Employment and Assistance Act* and *Regulation*, which includes *client* obligations in both the *BC Employment Program (BCEP) RED* and the original *BCEP* program. *Contractors* are responsible for advising the ministry promptly when clients are not meeting their obligations under both BCEP programs. Contractors are expected to attempt to resolve issues with clients (e.g., non-compliance with their *Directed Work Search* obligations or non-compliance with their *Participant Plan* during *ISS*), and in most cases, consult on the issue with ministry staff prior to a decision to return the client to the ministry.

For detailed information on client compliance during DWS and ISS, see Procedures, Client Compliance during Directed Work Search or Individualized Services and Supports Participation.

Client Returned to Ministry from Directed Work Search or Individualized Services and Supports Participation

June 3, 2009

During participation in *Directed Work Search* within the original *BC Employment Program* or *Individualized Services and Supports* within either program, a *client* may be returned (a) for specific reasons related to their situation, (b) when they successfully complete either BC Employment Program, or (c) when they reach a maximum service period. The ministry requires information from the *contractor* about the return, including the reason for the return (e.g., Client withdrew, was non-compliant with participation requirements).

For detailed information on clients returned to the Ministry from DWS or ISS, see Procedures, Client Returned to Ministry from Directed Work Search or Individualized Services and Supports Participation.

Authorities and Responsibilities

October 1, 2009

A *Governance Framework* was developed for the *BC Employment Program* (BCEP) to manage the relationship between the *contractor* and the ministry, contract performance, and issues about or changes needed to the contract and the BCEP over time. Contract management is shared by the ministry's Employment and Labour Market Services Division (ELMSD) and the Regional Services Division (RSD).

The table below details the BCEP roles and responsibilities within the ministry, which is supplementary to the information provided in the Governance Framework. Refer to Resources for Staff.

Work Function	Work Activities to be Delivered	Responsibilities
Manage Caseload		
Determine Eligibility & Refer Client	<ul style="list-style-type: none"> Apply eligibility rules Finalize Employment Plan Refer client to BCEP contractor 	Regional Services Division (RSD)
Enforce Compliance	<ul style="list-style-type: none"> Follow procedures for non-compliance 	RSD
Manage Client Issues	<ul style="list-style-type: none"> Address Issues 	RSD
Caseload/Client Reports	<ul style="list-style-type: none"> Run reports Analyse reports and identify issues Address issues 	RSD
Manage Program		
Set BCEP Policy	<ul style="list-style-type: none"> Develop policy and procedure revisions 	Employment and Labour Market Services Division (ELMSD)
Support BCEP Systems and Data Warehouse	<ul style="list-style-type: none"> Help desk support for end users Manage data Maintain System Enhance system 	ELMSD

Work Function	Work Activities to be Delivered	Responsibilities
Manage Program Budget	<ul style="list-style-type: none"> • Forecast • Identify variances • Allocate • Report • Participate in Estimates Cycle 	ELMSD / RSD
Program Evaluation Framework	<ul style="list-style-type: none"> • Maintain performance management framework • Address emerging performance reporting issues • Evaluate program 	ELMSD / RSD
Program Documentation	<ul style="list-style-type: none"> • Maintain OLR • Maintain training and other program communications materials 	ELMSD
Program Communications and Issues Management	<ul style="list-style-type: none"> • Support Program Advisory Committee • Receive Assigned Issue • Develop options, briefing notes or communications materials • Present material 	ELMSD / RSD
Program Administration	<ul style="list-style-type: none"> • Manage Records • Provide administrative support 	ELMSD
Manage Contracts		
Administer Contracts	<ul style="list-style-type: none"> • Administer changes to individual contracts 	ELMSD
Manage Service Levels	<ul style="list-style-type: none"> • Extract program data or reports • Analyze reports and identify issues and trends • Monitor contract results against service levels • Develop options to address issues, for discussion with contractors 	ELMSD / RSD
Audit	<ul style="list-style-type: none"> • Assess Risk 	ELMSD / RSD

Work Function	Work Activities to be Delivered	Responsibilities
	<ul style="list-style-type: none"> • Plan Audit • Gather evidence to support contract compliance (both qualitative and financial) • Review Contractor Internal Controls • Report findings and make recommendations 	
Manage Bundle Budget	<ul style="list-style-type: none"> • Forecast • Identify variances • Report 	ELMSD / RSD
Manage Payments	<ul style="list-style-type: none"> • Invoice Review and Analysis (<i>highly automated</i>) • Pay Invoice • Reconcile differences • Report results 	ELMSD
Manage BCEP Relationships	<ul style="list-style-type: none"> • Manage direct relationship between ministry and Contractor • Manage relationships between divisions and branches 	ELMSD / RSD

Procedures

Client Eligibility and Referral Priority

February 8, 2010

Determining BCEP RED and Original BCEP Eligibility

All clients that are determined to be suitable for the BC Employment Program (BCEP) must have their Employment Insurance (EI) eligibility confirmed prior to referral to BCEP (both EI claimants being topped up by income assistance and EI Reachback). Eligibility may be confirmed via verifiable evidence provided by the client, such as an EI payment stub, or through the ministry's Common Claimant Report. If eligibility cannot be confirmed through these methods the ministry will undertake the following:

- Step 1 – EAW to contact designated Employment and Labour Market Services Division staff to determine the client's EI status-

- Step 2 – If the client is **not EI eligible**, complete the MIS ‘FIR A’ screen and use the appropriate client identifier (e.g., - ETW, etc) as the last three digits in the caseload number field (i.e., office code plus ETW)
- Step 3 – If the client is **EI eligible**, complete the MIS ‘FIR A’ screen and enter the client identifier ‘EIE’ as the last three digits of the caseload number field (i.e., office code plus EIE)

The ministry will determine a client’s eligibility for the BCEP RED and the original BCEP based on the following criteria:

BCEP RED – General Bundles 1,2,4,6,8,9 and 10

Refer **all** Expected to Work (ETW) applicants to BCEP RED **except** those that:

- are *EI Pending* and likely to qualify for Employment Insurance
- have a confirmed job that will start within 3 weeks

Refer Expected to Work (ETW) recipients to BCEP RED if the client:

- is a former No Employment Obligations (NEO) single parent whose child has turned three and is now Expected to Work
- was formerly EI Pending but did not qualify for Employment Insurance

BCEP Original – Specialized Bundles 3 and 5

Refer to BCEP Original if the client is suitable for referral to either BCEP Bundle 5 (Immigrant / ESL) or BCEP Bundle 3 (Mental Health / Addictions), and is an Expected to Work (ETW) and meets **at least one** of the following criteria:

- for BCEP Bundle 5 (Immigrant / ESL) is considered a **New Start** (has not been in receipt of BC Employment and Assistance within the previous 12 calendar months)
- for BCEP Bundle 3 (Mental Health / Addictions) and is Expected to Work (ETW) or Expected to Work – Medical Condition (ETW-MC)
- is an EI Reachback client
- is a former No Employment Obligations (NEO) single parent whose child has turned three and is now Expected to Work

In addition, a client referred to either BCEP RED or Original BCEP must meet **all** of the following criteria:

- has no health and safety alerts on file (clients with health and safety alerts or the spouse of a client with a health and safety alert may be referred with supervisor approval and consent of the *contractor*)
- is not currently in ministry or non-ministry employment related programs (i.e., a program that might interfere with a client’s ability to participate in the BCEP)
- is not receiving hardship assistance except for lack of identification or pending immigrant status only

Ministry staff must also complete the “Employability Screen” for all ETW and ETW-MC clients as per current practice. However, the screen will not be used to determine *Referral* to the BCEP. The “Client Employability Profile” may be used, as required, to support the employment planning process and to identify EI Reachback eligibility.

Where determined appropriate, the ministry may adjust referral priorities in accordance with the BCEP change processes identified in the *Governance Framework*.

Referring Clients to the BCEP RED and Original BCEP / Creating the “Employment Plan”

The ministry will refer an eligible client to the *BCEP RED* or original *BCEP* as follows:

- Referrals are directed to the *Contractor* or *Intake Service Provider* designated for *Client Intake* within the applicable *Service Delivery Bundle*
- Information about the Intake Service Provider (including name, location and possible appointment times) is conveyed to the client. Note that each *Region* determines local procedures to communicate to the client about the Intake Service Provider (e.g., verbally, in a letter, or indicated on the *Employment Plan*)
- The function and use of the Employment Plan remains the same as with previous employment programs. Ministry staff:
 - enter program information in the system (new program code for BCEP is “EM”)
 - where applicable, identify the Intake Service Provider (note that the contractor is responsible for informing the ministry where Client Intake services are to be provided by a service provider that is not the contractor)
 - enter the Employment Plan end date 24 months into the future, this will allow for the maximum program duration and two possible pauses. Note that MIS will not allow an end date greater than 24 months, however it can be set sooner
 - enter the Employment Plan review date at 15 months, this represents the average total length of the program where no “pauses” have occurred. Note a review can occur at any time prior to the 15 months.
 - print the Employment Plan and obtain a signature from the client (at which time, the Employment Plan becomes active)
- To complete a BCEP Referral for transmission to the contractor, ministry staff
 - enter the new program (file type for BCEP is “EM”)
 - enter the Intake Service Provider (optional, depending on Client Intake procedures for individual contractors, as noted above)
 - enter optional “Referral Notes” to provide additional information relevant to the client (note that “Freedom of Information” considerations apply to these Referral Notes)
 - enter the identifier ‘EIE’ as the last three digits of the caseload number field if the client is EI eligible (e.g., office/caseload 106EIE)

There are two critical steps when referring a client to BCEP: the creation of the EP and the creation of the EM file. It is critical that these two functions occur on the same day for the following reasons:

- The day the EP is created triggers the 21 day referral period for the contractor.
- The day the EM file is created physically sends the referral to the contractor.

Creation of the EP File

Within BCEP, the date the EP is created is the date the 21 day referral period starts, regardless of the date the EM file is created. For this reason it is critical that the EP and EM file be created on the same day. This ensures that both the client and the contractor have the maximum period of time allowed to work together in order to determine a client's eligibility for BCEP.

Creation of the EM File

Transmission of the referral to the BCEP contractor occurs in MIS in the Comment or "COM" screen. The following process must be followed exactly as described in order for the referral to be successfully transmitted.

- Upon initial access to the COM screen, both the "Confirm Comments" and "Comments to Contractor" fields at the bottom of the screen are defaulted to "N"
- The **first** step is to type in any appropriate comments
- The **second** step is to determine if the comments are to be sent to the contractor or to just remain on the EM file, **For Ministry Use Only**
 - If there are comments to the Contractor, enter "Y" in the "Comments to Contractor" field (bottom right hand corner of screen)
 - If there are no comments to the contractor (EM File internal record only) - leave "Comments to Contractor" as "N" (bottom right hand corner of screen)
- The **third** step is to electronically send the referral to the contractor **regardless if there are comments or not**. This is done by entering "Y" in the "Confirmed Comments" field. This step serves two purposes:
 1. It confirms the comments, and
 2. **It transmits the referral**

NOTE: If this field is not changed to "Y" the referral has not been sent!

- Once all the above steps described above are completed, the final step is to; **PRESS <ENTER> TO SEND REFERRAL**
 - The referral has been successfully sent if the word "Referral" appears in the Program Status field on the MIS FIL U screen. If it appears as "Ready to Send", this indicates the referral has **not** been sent.
 - If the referral has **not** been sent, go to the COM screen for the EM file in question, enter "Y" in the Confirmed Comments field, press <ENTER> , then check again.
-

Monitoring the ‘Employment Plan’

Employment Plan reviews will occur at the discretion of ministry staff. However, there still must be a review that takes place at the end of the program and/or when a client is returned to the ministry.

It is the expectation that the Contractor will monitor the Client during participation in BCEP and during any approved “pauses”.

Client Eligibility and Referral Priority – Information for Staff

February 8, 2010

For further information on step 1 under Determining BCEP RED and Original BCEP Eligibility see Resources for Staff – Quick Reference Guide.

Participation of Non-BCEA Clients

June 3, 2009

Assessing Continued Eligibility of Non-BCEA Clients

The ministry will, on a case-by-case basis, review the continued eligibility for *BC Employment Program* services (both *BCEP RED* and original *BCEP*) of individuals who are no longer receiving *BC Employment Assistance*. In general, a *client* may be allowed to complete their current service component only (i.e., *Directed Work Search* or *Individualized Services and Supports*). An example for consideration includes where the ineligibility results from a spouse who commences full-time work. In exceptional circumstances, and with supervisor approval, the client may be permitted to complete the entire program.

Client Intake Standards

October 1, 2009

Completing the BCEP RED and BCEP Intake Process

BCEP RED – General Bundles 1,2,4,6,8,9 and 10:

The *Contractor* will complete the following *Client Intake* activities:

- Use the *Referral* information transmitted by the ministry to assist with the intake process
- Make contact with, and obtain information from, the *client* to assess the strengths and barriers impacting their ability to secure *BCEP Employment* within 21 calendar days, i.e. their suitability for *BC Employment Program* (BCEP) Services
- Based on this information, determine whether the client is accepted into the *BCEP RED*

- Communicate the acceptance decision to the client
- If accepted, inform the client of the BCEP RED services in which they will participate and the location where services will be provided
- Advise the client of program obligations that the contractor has established, and the potential consequences if these obligations are not followed
- If not accepted, inform the client that they are to return to the ministry, and submit their employability strengths and barriers information
- Communicate the acceptance decision to the ministry within 21 calendar days (i.e., client is accepted, is not accepted, or was “no-show”)

Original BCEP – Specialized Bundles 3 and 5:

The contractor will complete the following Client Intake activities:

- Use the Referral information transmitted by the ministry to assist with the Intake process
- Make contact with, and obtain information from, the client to assess the strengths and barriers impacting their ability to secure BCEP Employment within 21 calendar days, i.e. their suitability for BC Employment Program (BCEP) Services
- Based on this information, determine whether the client is accepted into the BCEP
- Communicate the acceptance decision to the client
- If accepted, inform the Client of the BCEP services in which they will participate (i.e., *Directed Work Search* or *Individualized Services and Supports*), and the location where services will be provided
- Advise the client of program obligations that the contractor has established, and the potential consequences if these obligations are not followed
- If not accepted, inform the client that they are to return to the ministry, and submit their employability strengths and barriers information
- Communicate the acceptance decision to the ministry within 21 calendar days (i.e., client is accepted, is not accepted, or was “no-show”)

Handling Clients Not Accepted into the BCEP RED and BCEP

For clients who were not accepted by the contractor into the BCEP RED and original BCEP, ministry staff will:

- Contact the client to assess the appropriate next steps
- Amend the *Employment Plan* as required
- If acceptance decision is not received by the contractor within 21 days, the file will auto close at 26 days.

Referral and Return Note Standards

Recent enhancements to ministry programming include the ability to electronically communicate with *service providers* through Referral and Return notes. As these notes are subject to the *FOIPPA*, Ministry staff and service providers are required to adhere to the

following standards to ensure the protection of personal information when completing either a Referral or Return Note.

As a general rule, Referral and Return Notes are to be used with discretion and are not intended to serve as a regular form of communication between the ministry and service provider. When creating a Referral or Return note, you should include:

- only factual and professional information pertaining to the *Participant*, e.g., last program attended;
- only information that is considered beneficial and supportive to helping the participant meet program objectives, e.g., any barriers to communication such as literacy, ESL, TTY;
- only information that is defensible and non-judgmental, and would not embarrass the participant or ministry in any way, e.g. the person appears to suffer from alcohol or other addiction.

Comments of a personal nature about an individual are not acceptable in any form of communication.

Handling Clients who are ‘No-show’ for Client Intake

For clients who were “no-show” for the Client Intake interviews with either their BCEP RED or original BCEP service provider, ministry staff will:

- Contact the client to determine and assess the reason for the “no-show” and the appropriate next steps, potentially including
 - sending the client a BCEP No Show Letter (HSD3191) [see Forms and Letters]
 - amending the Employment Plan, if other services are determined more appropriate

BCEP Employment

June 3, 2009

On a continuous basis, during both *Directed Work Search* and *Individualized Services and Supports* in either *BCEP RED* and original *BCEP*, the *Contractor* will:

- Monitor each *client* to determine whether their employment circumstances meet the definition of *BCEP Employment*
 - BCEP Employment is defined as an individual who is working a minimum of 70 hours per month at minimum wage or receiving employment income totalling at least \$560 per month. BCEP Employment could potentially be achieved through multiple jobs.
- Provide prompt reporting to the ministry on client employment information

Ministry staff will:

- Follow up on the employment information reported by contractors in order to determine the client's continuing eligibility for *BC Employment & Assistance*

Directed Work Search Standards

October 1, 2009

Delivering DWS Services and Supports to Clients

BCEP RED – General Bundles 1,2,4,6,8,9 and 10:

Clients can only participate in Individualized Services and Supports within BCEP RED. Directed Work Search (DWS) activities are not provided by the contractor.

Original BCEP – Specialized Bundles 3 and 5:

The contractor is expected to engage in the following Directed Work Search (DWS) activities:

- Make contact with the Clients and familiarize them with the services and *supports* available, and any expectations/ground rules specific to those services (e.g, including daily mandatory attendance by the client wherever possible)
- Provide workshops and/or one-on-one services to assist the client in developing/refining resumes, work search strategies, etc.
- Provide the access/training/support required to enable the client to use the work search tools such as internet job banks, personal computers and fax machines
- Provide the supports required by the client to secure and sustain *BCEP Employment*
- Work with the client to address issues that may be impacting the client's ability to secure and sustain BCEP Employment
- Advise the ministry promptly in the event that a client is non-compliant with DWS obligations
- If it becomes evident that a client requires services and supports beyond the scope of DWS, the contractor may re-direct the client into Individualized Services and Supports after 30 days of DWS participation
- If the client does not obtain BCEP Employment after the 60-day DWS services period, ensure a seamless transition into Individualized Services and Supports for additional services
- Once the client secures BCEP Employment during the initial 60-day DWS services period, they begin the 60-day DWS "follow-up" period. During this period, the contractor's activities will include
 - support and maintain contact with the client to ensure that the client maintains BCEP Employment throughout the DWS follow-up period
 - work with the client and/or the employer to address issues that may arise that impact the client's ability to sustain BCEP Employment
 - if the client loses their employment, work with the client to secure alternate BCEP Employment

- provide follow-up reporting to the ministry
- if the client has not retained BCEP Employment as at the end of the follow-up period, direct the Client into Individualized Services and Supports for additional services.

During DWS, the Contractor will also provide appropriate supports to clients from the following seven categories:

- transportation
- work tools / safety clothing / equipment
- childcare costs
- personal grooming / work clothes
- food
- licenses
- other Supports needed to help clients become employed

Note: The supports provided under the BC Employment Program should not duplicate supports already provided by the ministry (e.g, various health and dental benefits), and should not conflict with the general intent of supports as provided under the *Employment and Assistance Act and Regulation*.

Individualized Services and Supports Standards

October 1, 2009

Delivering ISS Services and Supports

BCEP RED – General Bundles 1,2,4,6,8,9 and 10:

(1) In accordance with individual *Participant Plans*, the *contractor* will provide four general types of services to *clients* during the maximum *Individualized Services and Supports (ISS)* service period within *BCEP RED*:

i. Intensive Employment Services (during the first 30 days of participation) – to assist clients in obtaining and maintaining employment as quickly as possible. Services to clients include but are not limited to the following examples:

- Job Search Club
- Short Term Certificate training
- Life Skills (limited in scope)
- Employment Services

ii. Employment Services - to assist clients in obtaining and maintaining employment. Pre-employment, placement, post placement and work experience services to clients include but are not limited to the following examples:

- creating/updating resumes
- advising of employment leads and/or arranging interviews

- instructing clients on use of internet and email
- providing labour market information to clients
- offering networking tips
- providing self-marketing advice to clients
- providing an employers' forum
- maintaining a job bank
- assisting employers (e.g. screening, referral and interviewing services)
- marketing the BCEP/client
- conducting on-site telephone interviews with clients and/or employers
- client coaching and support
- active work search by the client and/or the contractor
- placing a client in employment
- mediation in work conflicts between clients and employers
- contacting and monitoring clients on a regular basis to assist the client in resolving any issues that may impact their ability to sustain *BCEP Employment*
- providing post-placement coaching and other supports as required
- assisting clients who become unemployed to find other employment
- placing clients in work or volunteer opportunities and observing their strengths/barriers in a work setting
- testing suitability for various types of work and/or building client's self confidence, work experience and contacts

iii. Life Skills (limited in scope) – to assist clients in addressing minor social and interpersonal skills barriers to BCEP Employment. Services to clients include but are not limited to the following examples:

- communication, team work and interpersonal skills
- conflict resolution, anger management, and dealing with criticism
- personal management (e.g., goal setting and motivation, time management, personal financial management, self esteem, presentation and hygiene, manage change, problem solving/decision making)

iv. Short-term Certificate Services – to assist clients in obtaining and maintaining BCEP Employment. Where contractors do not have the capacity to provide short-term, certificate courses themselves, they may purchase from other agencies (e.g., public/private training institutions) a wide range of these types of courses to prepare clients for entry into the work market. Each course would not normally exceed 1 – 5 days (4 – 40 hours) in duration. Courses could include but are not limited to the following examples:

- “Super Host”
- “Serving It Right”
- “WHIMIS”
- “First Aid”

As set out in Participant Plans, the contractor will also provide appropriate *Supports* to clients from the following seven categories:

- transportation
- work tools / safety clothing / equipment
- childcare costs
- personal grooming / work clothes
- food
- licenses
- other supports needed to help clients become employed

Note: The supports provided under the BCEP should not duplicate supports already provided by the ministry (e.g. various health and dental benefits), and should not conflict with the general intent of supports as provided under the *Employment and Assistance Act and Regulation*.

(2) The Contractor will also provide services and supports for a “follow-up” period of 90-days, which commences at the point in time during the initial ISS services period when the client secures BCEP Employment. During this follow-up period, the contractor’s activities will include :

- Support and maintain contact with the client to ensure that the client maintains BCEP Employment throughout the ISS follow-up period
- Contact the client at the end of each follow-up reporting period (at 30 and 90 days) and obtain/record the required BCEP Employment information (i.e., follow-up report).
- Work with the client and/or the employer to address issues that may arise that impact the client’s ability to maintain BCEP Employment
- If the client loses their employment, actively seek opportunities and place the client into alternate BCEP Employment
- Provide follow-up reporting to the ministry

Original BCEP – Specialized Bundles 3 and 5:

(1) In accordance with individual Participant Plans, the contractor will provide three general types of services to clients during the maximum Individualized Services and Supports (ISS) services period :

i. Employment Services – to assist clients in obtaining and maintaining employment. Pre-employment, placement, post placement and work experience services to clients include but are not limited to the following examples:

- creating/updating resumes
- advising of employment leads and/or arranging interviews
- instructing clients on use of internet and email
- providing labour market information to clients

- offering networking tips
- providing self-marketing advice to clients
- providing an employers' forum
- maintaining a job bank
- assisting employers (e.g., screening, referral and interviewing services)
- marketing the BCEP/client
- conducting on-site telephone interviews with clients and/or employers
- client coaching and support
- active work search by the client and/or the contractor
- placing a client in employment
- mediation in work conflicts between clients and employers
- contacting and monitoring clients on a regular basis to assist the client in resolving any issues that may impact their ability to sustain BCEP Employment
- providing post-placement coaching and other supports as required
- assisting clients who become unemployed to find other employment
- placing clients in work or volunteer opportunities and observing their strengths/barriers in a work setting
- testing suitability for various types of work and/or building client's self confidence, work experience and contacts

ii. Life Skills Services – to assist clients in progressing along the *Employment Continuum*. Life Skills Services for clients address social and interpersonal skills barriers to BCEP Employment include but are not limited to the following examples:

- communication, team work and interpersonal skills
- conflict resolution, anger management, and dealing with criticism
- personal management (e.g., goal setting and motivation, time management, manage finances, self-esteem, presentation and hygiene, manage change, problem solving/decision making)
- health (e.g., mental health, substance abuse)
- wellness and lifestyle (e.g., healthy living, nutrition, stress management, and parenting skills)

iii. Short-Term Job-Specific Skills Development and Certificate Services – also to assist clients in progressing along the Employment Continuum. Where contractors do not have the capacity to provide short-term, employment-specific courses themselves, they may purchase from other agencies (e.g., public/private training institutions) a wide range of these types of courses to prepare clients for entry into the work market. Each course would not normally exceed 4-6 weeks (120–160 hours) in duration. Courses could include but are not limited to the following examples:

- “Super Host”
- “Serving It Right”
- basic computer skills (e.g., MS Office Suite)
- “WHMIS”
- “First Aid”

- work skills in areas such as construction, hospitality and retail sales

As set out in Participant Plans, the contractor will also provide appropriate Supports to clients from the following seven categories:

- transportation
- work tools / safety clothing / equipment
- childcare costs
- personal grooming / work clothes
- food
- licenses
- other supports needed to help clients become employed

Note: The Supports provided under the BCEP should not duplicate supports already provided by the ministry (e.g., various health and dental benefits), and should not conflict with the general intent of supports as provided under the *Employment and Assistance Act and Regulation*.

(2) The contractor will also provide services and Supports for a “follow-up” period of 180-days, which commences at the point in time during the initial ISS services period when the client secures BCEP Employment. During this follow-up period, the contractor’s activities will include :

- Support and maintain contact with the client to ensure that the client maintains BCEP Employment throughout the ISS follow-up period
- Contact the client at the end of each follow-up reporting period (at 30, 90 and 180 days) and obtain/record the required BCEP Employment information (i.e., follow-up report).
- Work with the client and/or the employer to address issues that may arise that impact the client’s ability to maintain BCEP Employment
- If the client loses their employment, actively seek opportunities and place the client into alternate BCEP Employment
- Provide follow-up reporting to the ministry

Monitoring ISS Intermediate Outcomes

Where the client does not have BCEP Employment at the end of the ISS services period, the contractor will:

- Return the client to the ministry and submit the client’s employability strengths and barriers information
- Report any intermediate outcomes achieved by the client (e.g., volunteer placements, enrolment in further education or training, participation in non-ministry Programs)

Upon a client’s return, ministry staff will:

- Review the intermediate outcome and strengths and barriers information
- Contact the client to determine the appropriate next steps

- Amend the *Employment Plan* as required

Client “Pause” during Directed Work Search or Individualized Services and Supports Participation

June 3, 2009

Approving and Tracking a Client “Pause”

Ministry staff will respond to *contractor* requests for a *client “Pause”* during *Directed Work Search* and *Individualized Services and Supports* in either *BCEP RED* or original *BCEP* as follows:

- Evaluate the request, based on client history and the contractor’s recommendation, which may require
 - a review of the client’s file to determine the number of previous “pauses”
 - a review of the “BCEP Participant Report” that provides the history of the client’s *BC Employment Program* (BCEP) activities
- Record the approval/non-approval of the “pause” in an *Employment Plan* review (no change to the *Employment Plan* will result)
- Communicate approval or non-approval of the “pause” to the contractor when the “pause” ends

Upon receipt of the ministry’s “pause” decision, the contractor will:

- Document details of a ministry-approved “pause”, including the duration and name of the ministry approver, for transmission back to the ministry
- Monitor the “pause” and resume the client’s BCEP services once the duration identified to the ministry is completed
- The BCEP system will automatically resume the services, if it is not done by the contractor

Client Compliance during Directed Work Search or Individualized Services and Supports Participation

June 3, 2009

Managing Non-compliance Issues

Where potential *client* non-compliance issues arise during *Directed Work Search* (DWS) or *Individualized Services and Supports* (ISS) in either *BCEP RED* or original *BCEP* the *contractor* will:

- Attempt to resolve compliance issues directly with the client
- As required, contact ministry staff to assist in attempting to resolve the issue
- If the issue cannot be resolved, return the client to the ministry (with the DWS or ISS non-compliance code)

Following a contractor's report of client non-compliance during DWS or ISS, ministry staff will:

- Promptly follow up with the client to assess the circumstances
- Determine the need to apply sanctions, including their continued eligibility for *BC Employment Assistance*, based on the information gathered
- Amend the *Employment Plan* as required

Client Returned to Ministry from Directed Work Search or Individualized Services and Supports Participation

June 3, 2009

Handling Client Returns

For *clients* to be returned to the ministry during *Directed Work Search* or *Individualized Services and Supports* in either *BCEP RED* or original *BCEP* the *contractor* will:

- Advise the client of the decision to return them to the ministry
- Advise the ministry by providing a “return code” to indicate the reason for the client's return

Upon contractor notification of a client return, ministry staff will:

- Contact the client to determine the appropriate next steps
- Amend the *Employment Plan* as required

Client Transfers during Directed Work Search or Individualized Services and Supports Participation in BCEP RED or Original BCEP

June 3, 2009

- (1) Where a *client* is participating in *Directed Work Search* (DWS) or *Individualized Services and Supports* (ISS) (e.g., Pre-Employment, client has not yet achieved *BCEP Employment*) and relocates within the *Service Delivery Bundle*, or moves outside the *Service Delivery Bundle*, the ministry requires the following:
 - Where the client moves within a bundle, the ministry will transfer the client's file and notify the contractor if applicable as per local processes
- (2) Where a client moves between bundles if both the contractor and ministry agree that services can continue from the current *Service Delivery Bundle*, the client's *BC Employment Program* (BCEP) file may remain open and the client can continue to receive services from the original contractor

- If the client remains within the originating office, that office will be responsible for monitoring the EM file throughout the duration of the BCEP program and informing the office where the GA file has moved to of any changes to the participants status in BCEP
 - Where a client moves between bundles and ongoing service with the contractor is not feasible, the client file is closed and the client is returned to the ministry. Contacting the contractor to request closure and return of the EM file is the responsibility of the office taking control of the GA file. In exceptional circumstances, a client who has moved residence may remain with their current contractor if the client is nearing completion of a component. In such cases, contract managers from both the originating community and receiving community must agree to allow the client to complete their program and inform the contractor of the decision.
 - The Ministry will contact the client to determine the next steps and amend the Employment Plan as required
 - The client can be re-referred to BCEP within the new Service Delivery Bundle and contractor as a priority one referral
 - If re-referred to BCEP and depending upon the results of the client assessment the new Service Delivery Bundle contractor will have the option of either continuing the client in the last service component (DWS or ISS) provided by the original contractor or placing the client in another service component
 - The ministry will include an electronic referral note for those clients who are re-referred as a result of a transfer and the Contractor will denote the client as a transfer within the Acceptance Record. The referral note will specify the client's previous component involvement (i.e. DWS or ISS)
 - The BCEP service time bar for transferred clients starts at zero days upon acceptance by the new contractor

(3)Where a client is participating in DWS or ISS Follow-up Services (e.g., client has achieved BCEP Employment) and relocates within the Service Delivery Bundle, the ministry requires the following:

- The client's BC Employment Program (BCEP) file remains open with the original contractor to ensure a seamless continuation of Follow-up Services and Support to the client

(4)Where a client is participating in DWS or ISS Follow-up Services (e.g., client has achieved BCEP Employment) and relocates outside of the original Service Delivery Bundle, the Ministry requires the following:

- Client changed bundles while in DWS follow-up and is moving into ISS, a bundle change is mandatory; the original Contractor returns the file and the client is re referred to BCEP. The client goes directly into ISS with the new Contractor.

Client Links to Community Services during Directed Work Search or Individualized Services and Supports Participation

June 3, 2009

Where the client is participating in *Directed Work Search* (DWS) or *Individualized Services and Supports* (ISS) in either *BCEP RED* or original *BCEP* and requires the following links to Community Services:

- Housing
- Drug and Alcohol
- Mental Health
- Child Care and Family Services
- ESL and/or Literacy
- Other

The contractor will:

- Assist the client to access the appropriate community links to be able to continue participation in BCEP (clients may participate in more than one community service at one time)
- Ensure the client can maintain participation in BCEP while linking with the appropriate community service
- Return the client to the ministry where links to community services are full time and concurrent participation in BCEP is not possible
- Discuss with the ministry the feasibility of a “pause” in BCEP where links to community services are short term and medically related
- The contractor will document the links to community services and report back to the ministry

FAQs

Eligibility of Persons with Disabilities

June 3, 2009

Q. Can a client with *Persons with Disabilities* (PWD) designation or their spouse be referred to the *BCEP RED* or original *BC Employment Program* (BCEP)?

A. It is not the expectation that a client with PWD designation or their spouse with PWD designation will be referred to the BCEP RED or original BCEP, as per the Client Eligibility and Referral Priority. However, if the spouse of the PWD-designated client does not have PWD designation, they can be referred according to the BCEP Referral priorities. When making the referral it is important to consider the client’s participation in relation to their spouses PWD designation. The client’s ability to follow through with the BCEP activities as

defined in their program obligations may be impacted and as such any sanction for non-compliance for these cases would not be appropriate. Clients with PWD designation and or their spouses may access *EPPD* programs as an alternative to BCEP.

Approving Pauses

October 1, 2009

Q. Can the *Employment and Assistance Worker* (EAW) approve a client “pause”?

A. Clients can only participate in *Individualized Services and Supports* within the *BCEP RED*. The EAW can approve one “pause” for clients participating in ISS. In the original BCEP the EAW can approve up to a maximum of two “pauses” for a client in the *BC Employment Program* (BCEP), with a maximum of one in *Directed Work Search* (DWS) and one in *Individualized Services and Supports* (ISS). Under exceptional circumstances, additional “pauses” may be approved by the Supervisor on a case by case basis.

Extending Service or Follow-up Period

October 1, 2009

Q. Can the length of the services or follow-ups in either *Directed Work Search* (DWS) or *Individualized Services and Supports* (ISS) be extended beyond the maximum time periods?

A. BCEP RED – General Bundles 1,2,4,6,8,9 and 10-Clients can only participate in *Individualized Services and Supports* within the *BCEP RED*. The length of the follow-up period for those in ISS cannot be extended beyond the maximum 90 days.

Original BCEP – Specialized Bundles 3 and 5: The length of the initial service period or follow-up for those in DWS cannot be extended beyond the maximum 60 days for each. However, if it becomes evident that a client participating in DWS requires the services and supports through ISS, then he/she may be re-directed to ISS after 30 days of DWS. These clients may then participate in ISS for a maximum of 240 days (rather than 180 days). In addition, clients directed into ISS from Intake may participate in ISS for a maximum of 240 days.

Non-reporting of Acceptance Decision

July 4, 2006

Q. What happens if the ministry does not receive an acceptance decision from the *contractor* after 21 days?

A. If no acceptance decision is received by 21 days the *BC Employment Program* (BCEP) file closes at day 26 to allow the contractor additional time to contact the *client* and a “4mail message” is generated on the EM file history screen (“no acceptance decision received”). The *Employment and Assistance Worker* will follow-up with the client, determine their eligibility, and re-refer the client to the BCEP as appropriate.

Follow-up Services and Supports

July 4, 2006

Q. Can services and *Supports* be provided to *clients* in the follow-up periods of both *Directed Work Search* (DWS) and *Individualized Services and Supports* (ISS)?

A. Both services and Supports can be provided to a Client in the ISS follow-up period only. In the DWS follow-up period, clients can receive Supports only.

October 11, 2006

Q. What is the role of the EAW in DWS Follow up?

A. It is the responsibility of the contractor to support and maintain contact with the client to ensure they maintain BCEP employment throughout the DWS Follow-up period. Upon completion of DWS follow-up (the 60-day period following commencement of BCEP employment) the contractor will return the client file to the ministry with the client's employment status information and strengths and barriers. A 4Mail message is displayed advising the EAW that the client has been returned and the EAW can view the detailed information via the Participant Report and take appropriate action regarding BCEA eligibility.

Re-referral to the BCEP RED or original BCEP

June 3, 2009

Q. Can a *client* be re-referred to the *BCEP RED* or *BC Employment Program* (BCEP) after they have completed the BCEP?

A. If the client meets the *Referral* and eligibility criteria they may be re-referred, dependent on program capacity. *Employment and Assistance Workers* should review the client's file history (‘BCEP Participant Report’, which includes strengths and barriers and program details) in order to determine if the client would be an appropriate re-referral to either BCEP.

Client Participation Information

June 3, 2009

Q. Where can ministry staff access information on a *client's* participation in either the *BC Employment Program (BCEP) RED* or original BCEP?

A. A complete history of a client's BCEP RED or original BCEP program participation can be accessed through the "BCEP Participant Report". Further details can also be accessed in the client's EM File.

June 3, 2009

Q. When do the EAWs receive notification of a BCEP client's employment in either BCEP RED or original BCEP program?

A. A 4Mail message advises the EAW of successful BCEP Employment in either BCEP RED or original BCEP program. This then moves the client into the follow-up components. Once the client is employed, the BCEP contractor is expected to monitor the client's employment to determine whether the circumstances continue to meet the definition of BCEP Employment. Employment information will be entered into the BCEP system by the contractor and the EAW can view this information via the Participant Report and take appropriate action regarding BCEA eligibility. For regions with a case-less model, local procedures will be established to access 4Mail messages.

Transportation and Employment Supports

June 3, 2009

Q. Can *clients* be provided with transportation supports in order to attend a *BCEP RED* or original *BCEP* program Intake appointment?

A. *Employment and Assistance Workers* may provide transportation supports if required, for example - bus tickets, assistance with gas costs etc., to clients to attend a BCEP RED or original BCEP program Intake appointment. This support can be provided by Employment and Assistance Workers utilizing Direct Purchase which will be monitored by Regional staff. In general, clients are only eligible to receive this support once. When the client is accepted into BCEP, the contractor is responsible for issuing further transportation supports throughout their attendance in the program.

Q. Can employed clients be referred to BCEP RED or original BCEP program in order to receive Employment Supports?

A. Client's who have confirmed employment prior to a BCEP RED or original BCEP program referral and require supports such as work boots in order to sustain employment should be considered for the Confirmed Job Supplement as a first priority and should not be referred to either BCEP program. Please refer to the On Line Resource, Confirmed Job Supplement Policy and Procedures for further clarification. Clients are eligible to receive the Confirmed Job Supplement if they provide a job offer letter on the business letterhead (if possible) or at minimum the name, address and telephone number of the employer, and a contact person.

BCEP RED/ BCEP Referral Process

October 1, 2009

Q. What is the process in order to refer a client to *BCEP RED / BCEP*?

A There are two critical steps when referring a client to either BCEP program: the creation of the EP and the creation of the EM file. It is critical that these two functions occur on the same day for the following reasons:

- The day the EP is created triggers the 21 day referral period for the contractor.
- The day the EM file is created physically sends the referral to the contractor.

Creation of the EP File

Within BCEP, the date the EP is created is the date the 21 day referral period starts, regardless of the date that the EM file is created. It is critical that the EP and EM file be created on the same day to ensure that both the client and the contractor have the maximum period of time to work together in order to determine the client's eligibility for BCEP.

Creation of the EM File

Details of this procedure are covered in the BCEP Systems Memo under Systems Instructions. The transmission of the referral to the BCEP contractor occurs in the COM screen. The process must be followed exactly as described to ensure the referral is transmitted. The third step in the process is to electronically send the referral to the contractor, **regardless if there are comments or not, by entering "Y" in the "Confirmed Comments" field.** This serves two purposes:

1. It confirms the comments, and
2. It transmits the referral

NOTE: If this field is not changed to "Y" the referral has not been sent. (see Procedures for additional details)

Time Limits

June 3, 2009

Q. Does participation in the *BCEP RED* or original *BCEP* program 'stop the clock' for the Time Limits count? How do the *Pauses* affect time limits? What occurs with time limits when clients are involved with BCEP?

A. Participation in either BCEP program does not "stop the clock" for Time Limits (Clients who reach their 24 months are still required to participate in BCEP). Time Limits exemptions are not linked with the Pause system. If ministry staff determine that a client should be exempted from Time Limits due to their medical condition then this determination can be made separately. In this case, it does not mean the client is exempted from their employment obligations and program requirements as defined under BCEP. The contractor continues to monitor the client throughout the Pause.

Systems Instructions

BCEP Systems Memo

July 4, 2006

Systems Memo #8, (2006/07) [http://icw.eia.gov.bc.ca/policies/sysmemo/06-07/08_BCEP.pdf] introduces changes for the *BC Employment Program*, and describes the following:

- New program code and File Type
- Changes to MIS Transactions and Screens
- New BCEP 4Mail Messages
- Pause, Resume and Auto Resume Processes
- Access to and Creation of BCEP Reports
- How Data is Exchanged between MHSD and the BCEP Contractors

Forms and Letters

BCEP No Show Letter, HSD3191

Letter for clients who are "no show" for their *Client Intake* interview with their BCEP service provider. [<http://icw.eia.gov.bc.ca/forms/letters/HR3191.doc>]

Resources for Staff

BCEP Bullet 1 Transfers Between Bundles: Updated for June 3, 2009
[<http://www.hsd.gov.bc.ca/forms/rfs/Bullet1.pdf>]

BCEP Bullet 2 Release of Client Info: Updated March 7/2008
[[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet2.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet2.pdf)]

BCEP Bullet 3 ISS Services: March 23/2007 [[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet3.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet3.pdf)]

BCEP Bullet 4 Reporting BCEP Employment Final: March 23/2007
[[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet4.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet4.pdf)]

BCEP Bullet 5 Employment Confirmation Guidelines: March 23/2007
[[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet5.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet5.pdf)]

BCEP Bullet 6 ‘Pause’ for Seasonal Employment: July 9, 2007
[<http://www.hsd.gov.bc.ca/forms/rfs/Bullet6.pdf>]

BCEP Bullet 7 BCEP “Support”: December 13, 2007
[[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet7.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet7.pdf)]

BCEP Bullet 8 ISS “Top Ten”: December 13, 2007
[[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet8.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet8.pdf)]

BCEP Bullet 9 Program Enhancements: Updated March 7, 2008
[[http://www.hsd.gov.bc.ca/forms/rfs/ Bullet9.pdf](http://www.hsd.gov.bc.ca/forms/rfs/Bullet9.pdf)]

BCEP Bullet 10 Contractor Client Engagement Strategies: September 24, 2008
[<http://www.hsd.gov.bc.ca/forms/rfs/Bullet10.pdf>]

BCEP Bullet 11 BCEP Contractors Use of Employment Skills Access Program for Clients:
April 6, 2010
[<http://www.hsd.gov.bc.ca/forms/rfs/Bullet11.pdf>]

BCEP Bullet 12 Information on the Economic Recovery Training Program and Implications
for BCEP Clients: April 6, 2010
[<http://www.hsd.gov.bc.ca/forms/rfs/Bullet12.pdf>]

BCEP Contractor Payment Model –Updated for June 3, 2009
[<http://www.hsd.gov.bc.ca/forms/rfs/ContractPaymentModel.pdf>]

BCEP RED Contractor Service Levels – June 3, 2009
[http://www.hsd.gov.bc.ca/forms/rfs/BCEPIRED_servicelevels.pdf]

BCEP Governance Framework –Updated for June 3, 2009
[<http://www.hsd.gov.bc.ca/forms/rfs/BCEPGovernFramew.pdf>]

BCEP Strengths and Barriers Chart – July 4, 2006
[<http://www.hsd.gov.bc.ca/forms/rfs/StrengthsBarriersChart.pdf>]

BCEP System Return Codes Definitions - July 4, 2006

[http://www.hsd.gov.bc.ca/forms/rfs/ReturnCodes_definitions.pdf]

Employment Plan Standards Outlines for staff the minimum requirements that must be met in developing and case managing Employment Plans.

[http://www.hsd.gov.bc.ca/forms/rfs/emp_plan_standards.htm]

ISS Participant Plan Standards – July 4, 2006

[<http://www.hsd.gov.bc.ca/forms/rfs/ISSPartPlanStandards.pdf>]

Quick Reference Guides – Information for Staff

An associated Quick Reference Guide (QRG) is available through the Employable Client Flow diagram on the RSD website <http://icw.hsd.gov.bc.ca/rsd/red.htm>

Related Links

- Bridging Employment Program
- Community Assistance Program
- Direct Purchase
- Employment Plan