

BCEP

BULLETS . . .

Bullet #3

January 3, 2007

BCEP Overview and ISS Services

To: MEIA Regional Services /BCEP Contractors

Purpose:

An ISS component has been added to the BCEP one page overview below, and is intended as a refresher for the range of ISS services and supports Contractors are responsible for providing to clients through the program.

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The British Columbia Employment Program (BCEP), launched July 2006, is a comprehensive Program that provides employment services and supports designed to meet the needs of individual BC Employment and Assistance Clients with employment obligations.

Ministry objectives for the BCEP include:

1. Assist Employable Clients to reach Independence as quickly as possible through sustainable employment;
2. Assist Clients who have barriers to employment to progress along the Employment Continuum through increased employability and connections with community services; and
3. Improved administrative efficiencies in employment programming.

BCEP is the product of an open, consultative process that incorporated feedback and input from ministry staff and stakeholders, including community-based service providers from across the province. As a result of this engagement, BCEP is a comprehensive program that offers numerous benefits for both clients and staff, including:

1. Flexible, individualized programming that meets the unique needs of clients;
2. Programming that utilizes the in-depth knowledge and experience of community-based service providers to deliver frontline services,
3. Administrative efficiencies gained through streamlining processes such as a single referral for clients and reduction in the review of Employment Plans.

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 outcomes.

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The Ministry expects the BCEP to be delivered seamlessly to *Clients* as they move through the program. The ministry is primarily responsible for referrals, which includes Client eligibility and referral guidelines. Contractor responsibilities for providing Client Services include:

1. Client Intake: assess Client suitability to participate in the program
2. Directed Work Search (DWS): provides short-term support to Clients who are considered capable of conducting their own work search
3. Individualized Services and Supports (ISS): geared for Clients who could, with additional services and supports, move into BCEP Employment. ISS provides a range of service options tailored to individual Client need, including Life Skills, Short Term Certificate Training (to help Participants obtain common certificates) and Employment Services (e.g. resume writing assistance, arranging interviews and access to job banks).

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 suited to participate in DWS or ISS, with their decision based on the level of intervention required to achieve BCEP Employment. The expectation is that the majority of Clients accepted will be directed into DWS as the initial step.

BCEP Individualized Services and Supports (ISS)

ISS Client Services

Contractors are responsible for providing and delivering ISS services to ministry Clients who did not obtain sustainable BCEP Employment after receiving DWS Services, but who they determine may obtain sustainable employment after receiving additional services and supports within ISS. ISS provides a flexible range of service options that Contractors may tailor to individual Client needs through the development and implementation of an 'ISS Participant Plan'.

In addition, Contractors will actively seek out and place Clients into suitable BCEP Employment opportunities, and will provide follow-up supports and services to Clients employed through BCEP. The Ministry's objective is to help Clients achieve Independence through BCEP Employment as quickly as possible.

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Service Types

In accordance with individual Participant Plans, the Contractor will provide three general types of services to Clients during the maximum 180-day ISS services period and during ISS follow-up if employment is attained during ISS. They are:

1. Employment Services including pre-employment, placement and post placement Services, and work experience Services;
2. Life skills Services; and
3. Short-term job-specific skills development and certificates.

1. Employment Services

These services will assist Participants in obtaining and maintaining a job. They include but are not limited to:

- creating/updating resumes
- advising of employment leads and/or arranging interviews
- instructing Clients on use of internet and email
- providing labour market information or offering networking tips to Clients
- providing an employers' forum and 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, including post-placement coaching/support
- active work search by the Client and/or the Contractor
- placing a Client in employment, or if necessary finding alternative 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
- 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

2. Life Skills Services

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Life skills Services address social and interpersonal skills barriers to BCEP Employment, and 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)

3. Short-Term Job-Specific Skills Development and Certificate Services

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