

# **BCEP** **BULLETS . . .**

Bullet #9 **Updated**

**March 7, 2008**

## **BCEP Program Enhancements**

**To:** MEIA Regional Services /BCEP Contractors

**Purpose:**

To ensure that BCEP continues to be more responsive to the needs of multi-barriered clients, policy has been amended:

- To allow clients to move from the Directed Work Search Component (DWS) into Individualized Services and Supports (ISS) after 30 days in DWS with contractors receiving prorated compensation;
- To allow clients from 210 days up to a maximum of 240 days in the ISS component for those that are accepted directly from Intake and for those that have moved early from DWS; and
- To allow clients in the DWS Follow-up component who lose their job the ability to be routed into the ISS component after completion of the 60-day Follow-up period.

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Since BCEP implementation in July 2006 the ministry and its BCEP contractors have faced the challenge of ensuring clients referred to BCEP attend scheduled intake appointments and, once accepted in the program, remain engaged and fully participate in program components. To that end a number of initiatives have been undertaken by both parties to better serve multi-barriered clients including:

- Better lines of communication between contractors and Employment Assistance Workers (EAWs) to identify potential no-shows;
- Client no-show letters to remind them of obligations;
- Strengthened on-line training for EAWs (How to Make Great Referrals);
- Service provider developed “road shows” and marketing tools (brochures and posters); and
- “Incentives” such as light meals provided at key service provider locations.

To further efforts of ensuring clients are engaged in the program and receive the range and breadth of services to meet their individual needs the ministry and contractors have agreed to implement three program enhancements:

### **1) 30 to 60 Days In DWS**

In situations where it becomes evident that clients require the services and supports offered through ISS, the contractor may re-direct the clients into ISS after 30 days of DWS participation and receive partial payment.

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#### **2) DWS Follow-up to ISS**

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 ISS after the sixty-day follow-up period.

#### **3) Maximum 240 Days in ISS**

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.

#### **Procedures**

No specific actions are required by EAWs for clients already accepted into BCEP. However, as a result of a potential extension of the ISS period Employment Plans (EP) for new referrals, EAWs must set the EP expiry to 24 months. Additionally, there may be a small number of existing EPs that may expire prior to BCEP completion. **In these exceptional circumstances where recent extension to the ISS component period has resulted in an EP expiry before the 24-month maximum program duration, a manual EP must be created for the remaining period of time. For more information on EPs please refer to On-Line Resource Topic - *Employment Planning and Exemptions*, Category - *Employment Plan*, Resources for Staff – *Employment Plan Guidelines* (Please note that this document will not be updated until May 31, 2008).**