

Ministry of
Housing and Social Development

2008/09
Annual Service Plan Report



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Message from the Minister and Accountability Statement

This past year has presented us with a number of opportunities as we formed a new ministry. By investing in our communities, we have continued to build on our strong system of support for individuals and families.

We want all British Columbians to have safe and affordable housing, which is why we invested over \$400 million in housing and supports last year. We launched the Homelessness Intervention Project in March 2009 to reduce homelessness and improve the way housing services are delivered. The project brings together the Province and community housing and support services including health care and income assistance for the chronically homeless in five communities.

We made changes to the B.C. Building Code to allow for the construction of mid-rise wood frame residential buildings up to six storeys. This provides opportunities to build in an environmentally sustainable way and to expand domestic markets for B.C. wood products.

We opened two new Residential Tenancy Branch outreach offices in Vancouver and expanded the office in Kelowna to better serve landlords and tenants and provide improved public education about each party's rights and responsibilities.

With income assistance caseload numbers increasing, we need to ensure our supports remain accessible for people who need them the most. In the last year, the ministry has streamlined services, making our procedures and policies easier for our clients and faster for our employees to process.

In February 2009, the Province assumed responsibility for the delivery of Employment Insurance Part II programs, welcoming about 230 new provincial employees from the federal government. The Province now administers over 300 contracts with service providers across British Columbia and a total employment budget of approximately \$350 million annually. With a "made in B.C." model, the Ministry will continue to help people gain the skills they need to find sustainable employment.

Through the Province's Disability Strategy, we are leading the way in Canada with providing disability services and supports. We were the first province in Canada to exempt the federal government's Registered Disability Savings Plan from our clients' disability assistance, helping them to save for the future. With the 10 by 10 Challenge, we have now signed up over 90 communities – helping more British Columbians with disabilities join the workforce.

To ensure we have a responsible liquor service, our Liquor Control and Licensing Branch continued inspections of liquor establishments to ensure they comply with B.C.'s liquor regulations. The vast majority of these establishments have maintained high standards and met our regulations.

I want to thank the ministry's employees – more than 2400 individuals – who have made all of these achievements possible in the last year and made tremendous contributions to our communities and to the Province of British Columbia.

The Ministry of Housing and Social Development 2008/09 Annual Service Plan Report compares the actual results to the expected results identified in the Ministry's 2008/09 - 2010/11 Service Plan. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to be 'Rich Coleman', with a long horizontal line extending to the right.

Honourable Rich Coleman
Minister of Housing and Social Development

July 24, 2009

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Highlights of the Year

Housing and Building

- **Affordable Housing:** In 2008/09, nearly 1,800 new units of affordable housing were created, while another 1,200 existing housing units were adapted to improve access to housing for priority groups. Nine thousand new households received rental assistance this year through the Rental Assistance Program and Shelter Aid For Elderly Renters. In total, over 90,000 households received support through subsidized housing and rent assistance.
- **Addressing Homelessness:** The Homelessness Intervention Project was implemented in five communities across the province. The goal of this project is to reduce chronic homelessness by aligning the efforts of several government ministries, health authorities, the non-profit sector and other agencies, and by coordinating provincial and community social housing and support services, including health and income assistance for the chronically homeless. The project succeeded in housing 226 chronically homeless persons in its first month.
- **Greening the B.C. Building Code:** In September 2008, new building code requirements were implemented to increase energy and water efficiency in buildings. Greening the B.C. Building Code supports the Province's Throne Speech commitments to reduce greenhouse gas emissions.
- **Landlord and Tenant Services:** The Residential Tenancy Branch improved service to the public by reducing telephone wait times by an average of 35 minutes. Decisions were made available on the Ministry's website with a search function to support greater accessibility.

Income Assistance

- **Regional Client Service Strategies:** Regional teams introduced a variety of strategies to improve client services, which were recognized by the Premier's Innovation and Excellence Awards. The Interior Region's Virtual Office used a client-centred team of 22 field offices, a call centre and third-party service providers to better meet client needs across the region. In the Vancouver Coastal Region, staff were able to dramatically reduce wait times and improve service to the public following the implementation of innovative line-up reduction strategies. The North Region improved services to Aboriginal clients by strengthening relationships, building respectful partnerships, providing opportunities for joint initiatives to improve service delivery and providing cultural awareness training to staff and the community.

Employment

- **Labour Market Development Agreement:** The transfer of Employment Insurance Part II employment programs and services from the federal government to the Province was successfully completed on February 2, 2009. With the transfer of approximately 230 staff and \$280 million annually from the federal government, the Ministry is better able to meet the needs of British Columbians with more flexible, responsive and integrated services.

- **Women in Trades:** The Ministry partnered with other ministries and the Industry Training Authority on the Women's Trades Training Initiative, which helps increase the number of women in construction trades and other trades where women are under-represented.
- **Bridging Employment Program:** The Ministry implemented the revised Bridging Employment Program, which assists women who have experienced violence and/or abuse to overcome barriers to independence and employment. The number of service providers expanded from 14 to 18 with services delivered in 31 locations, assisting almost twice as many women. The number of contracts for specialized immigrant and multicultural services was doubled and the number of contracts for specialized Aboriginal services was quadrupled.

Disability Strategy

- **Personal Supports:** The Ministry assisted with opening Personal Supports Centres in Victoria and Prince George and launching the Personal Supports website¹ to provide information and assist persons with disabilities to access equipment, assistive devices and other supports available through government and community programs.
- **Endowment 150 - Registered Disability Savings Plan:** Persons with disabilities were supported through a \$5 million provincial grant to the Vancouver Foundation, which was used to assist clients to save for the future and turn a \$25 personal investment into a \$1,700 Registered Disability Savings Plan through additional federal contributions.
- **Community Living British Columbia:** Based on a service delivery model review of Community Living British Columbia, the Ministry developed policy tools to support the organization in providing innovative service options for individuals and their families. The Ministry also partnered with Community Living British Columbia to expand employment services for persons with developmental disabilities, with the objective of sustained employment, in an integrated setting, with all necessary workplace supports.

Liquor and Gaming

- **Enhancement to Liquor Licensing:** The Ministry implemented a new Olympic/Paralympic licence to meet the needs of organizers and participants. A new system was also introduced to allow applications for food primary licences and transfers to be made on-line.
- **A Responsible Lottery and Gaming Industry:** In 2008/09, the Ministry enhanced audit, registration, investigation and risk management processes related to lottery gaming and the gaming industry as a whole, by implementing recommendations made by the British Columbia Ombudsman and an independent auditor, Deloitte and Touche. Two of the key changes made were: the expansion of the Ministry's gaming and certification programs to include all forms of lottery gaming and the implementation of a comprehensive audit program that scrutinizes all aspects of gaming in the province.

¹ The Personal Supports website can be found at: www.personalsupports.bc.ca.

Purpose of Ministry

The Ministry of Housing and Social Development brings together the responsibility for housing with social development and support to assist all British Columbians in achieving their social and economic potential. The Ministry's key areas of responsibility include:

- Provincial housing and homeless policy, building policy, safety standards and inspections pertaining to mechanical products and systems, and residential tenancy information and dispute resolution;
- The British Columbia Employment and Assistance Program, which provides income assistance for those in need;
- Transition house programs, counselling and outreach services for women and their children affected by violence and abuse;
- Management of the Canada and British Columbia Labour Market Development Agreement;
- Employment programming and services for unemployed and underemployed individuals;
- Labour market development activities with employers and communities;
- Adult community living services;
- Liquor licensing, compliance, enforcement and distribution;
- Gaming regulation, problem gambling programs and gaming grants; and
- Volunteer and non-profit support.

As the lead on the cross ministry Disability Strategy, the Ministry supports the Government's goal to build the best system of support in Canada for persons with disabilities. The Strategy provides leadership around Government's annual investment of \$4.9 billion in disability spending to ensure British Columbia has a citizen-centred system of disability supports and services that enables all persons with disabilities to participate more fully in their communities.

Ministry funded services are delivered directly by the Ministry and through the following Crown Corporations and Agencies: Liquor Distribution Branch; British Columbia Lottery Corporation; Community Living British Columbia; British Columbia Housing Management Commission; Homeowner Protection Office; and British Columbia Safety Authority. The Ministry also funds community services and employment and life skills programs, which are delivered by third party service providers throughout the province.

By further integrating programs such as income assistance, housing and employment programs, the Ministry provides a more comprehensive, integrated range of supports to those in need. The Ministry is focussing on the client by transforming the way we deliver services, using effective outcome-based practices and working in collaboration with other ministries and levels of government, businesses, community organizations and service agencies.

Strategic Context

British Columbia's real GDP contracted by 0.3 per cent in 2008, following growth of 3.0 per cent in 2007 and 4.4 per cent in 2006. Private sector forecasters expect economic weakness in British Columbia to continue well into 2009. In Budget 2009, British Columbia's Economic Forecast Council projected that British Columbia's annual real GDP will be 0.0 per cent in 2009 (or no growth) and then will grow by 2.8 per cent in 2010. Risks to the province's economic outlook include a prolonged American recession, continued turmoil in global financial markets, slower global demand for British Columbia products, volatile commodity prices and further moderation of domestic demand in the province.

In the past year, a softening labour market resulted in an increase in the number of individuals applying for and receiving income assistance. The majority of this increase came from those applying for temporary assistance. The health of the provincial economy is the largest external determinant of the Ministry's income assistance caseload and expenditures. Economic fluctuations locally and in the global economy affect Ministry operations and fiscal and service targets. One of the impacts of the global economic slowdown was a decrease in the labour force participation rate. British Columbia's March 2009 unemployment rate was 7.7 per cent, an increase of more than three per cent - or 83,000 people - from March 2008.

Despite significant investments in transitional and supportive housing, homelessness continued to be a concern across British Columbia. Low vacancy rates and the limited number of affordable rental units contributed to visible and hidden homelessness.

The number of rental units built in the private market remained low due to low returns on investment and high land costs. Investor-purchased condominiums and secondary suites continued to be vital sources of rental accommodation, which were particularly important in areas with low vacancy rates and high rents. Rents for secondary suites tended to be more affordable than purpose-built accommodation and investor-owned condominiums. In the last year, vacancy rates remained low in many areas of the province.

Demand for residential tenancy services is strongly tied to the rental housing market. With fewer rental units available, many tenants and landlords apply for dispute resolution services, rather than changing tenancies. Housing supply pressures are met through the informal rental housing market, including investor-owned condominiums and secondary suites in houses. Many landlords and tenants are unfamiliar with the regulatory framework for residential tenancies, resulting in high demand for information. Web-based information meets some of this demand, as demonstrated by the six million page views to the Residential Tenancy Branch website in 2008, up from 2.4 million page views in 2007.

Report on Performance

Performance Plan Summary Table

Goal 1: Safety in the design, construction and occupancy of buildings For greater detail see pages 12 to 13	2008/09 Target	2008/09 Actual
1.1 Relevant and responsive codes, standards and regulatory systems in place Green Building Code greenhouse gas reductions relative to current code ('000 tonnes greenhouse gas (CO2) emissions per year), electricity and natural gas	16.1	16.4 EXCEEDED
Goal 2: Housing and support services targeted to those most in need For greater detail see pages 13 to 16	2008/09 Target	2008/09 Actual
2.2 Housing and support services targeted to priority groups Number of units created or adapted for priority areas	700 adapted 1,405 created	1,212 adapted 1,794 created EXCEEDED
Goal 3: Low and moderate income households have an expanded range of housing options For greater detail see pages 16 to 17	2008/09 Target	2008/09 Actual
3.1 Low income households have access to affordable housing Households assisted through rent assistance programs	3,000	9,007 EXCEEDED
Goal 4: Balanced landlord and tenant rights and responsibilities For greater detail see pages 17 to 19	2008/09 Target	2008/09 Actual
4.1 Landlord and tenant disputes are avoided or resolved in a timely manner Percentage of residential tenancy dispute resolutions scheduled to take place within six weeks or less of filing	93%	80.4% NOT ACHIEVED
Goal 5: Clients in need receive responsive services For greater detail see pages 19 to 24	2008/09 Target	2008/09 Actual
5.1 Clients receive income and supplementary assistance supports that meet their changing needs Expected to work clients as a percentage of BC population	Less than 1%	1.13% SUBSTANTIALLY ACHIEVED
5.2 Persons with disabilities who are unable to provide for their basic needs receive assistance and are supported in becoming as independent as possible Average time to process Persons with Disabilities applications	3.5 weeks	3.0 weeks EXCEEDED
5.3 Clients receive citizen-centred services that are consistent, respectful, innovative and accountable Per cent of services that meet or exceed established service standards	To be developed for 2009/10	To be developed for 2009/10

Ministry of Housing and Social Development

5.4	Individuals have access to a fair and timely reconsideration and appeal process Per cent of reconsideration decisions made within 10 business days	90%	94.6% EXCEEDED
Goal 6: British Columbians with disabilities have access to the best system of support in Canada For greater detail see pages 24 to 27		2008/09 Target	2008/09 Actual
6.1	Persons with disabilities are supported to seek employment or volunteer opportunities Per cent of disability assistance cases with income	21.4%	22.1% EXCEEDED
Goal 8: Clients achieve sustainable employment through flexible and individualized employment programming For greater detail see pages 29 to 31		2008/09 Target	2008/09 Actual
8.1	Job ready clients become independent as quickly as possible Per cent of BC Employment Program clients who find employment	25%	27.6% EXCEEDED
Goal 9: Women are safe from domestic violence For greater detail see pages 31 to 32		2008/09 Target	2008/09 Actual
9.1	Communities have the capacity to prevent and respond to domestic violence Number of women and their children sheltered through transition house services Number of outreach services used by women and their children	12,700 48,000	12,362 SUBSTANTIALLY ACHIEVED 56,167 EXCEEDED
Goal 10: Public confidence in British Columbia's justice and regulatory systems For greater detail see pages 32 to 34		2008/09 Target	2008/09 Actual
10.1	A comprehensive regulatory framework for gaming Percentage of British Columbians who are satisfied with the regulation of gaming	35%	30% NOT ACHIEVED
Goal 11: Increased safety for individuals and communities throughout British Columbia For greater detail see pages 34 to 36		2008/09 Target	2008/09 Actual
11.1	Responsible gambling practices Percentage of British Columbians who are familiar with provincial government efforts to address problem gambling	45%	45% ACHIEVED
11.2	Reduced problems associated with liquor misuse in and around licensed establishments Percentage of inspected/investigated liquor licensees in compliance	94.5%	94.8% ACHIEVED

In June 2008, there was a major redistribution of program responsibilities amongst provincial ministries. As a result, 12 service plan goals, 25 objectives and 15 performance measures associated with program areas in various ministries were transferred to the newly created Ministry of Housing and Social Development. This report includes information on all of these goals, objectives and performance measures and contains results for the period from April 2008 to March 2009.

The Ministry's *2009/10-2011/12 Service Plan* introduced a streamlined set of goals, objectives and performance measures.

Goals, Objectives, Strategies and Performance Results

Goal 1: Safety in the design, construction and occupancy of buildings

Objective 1.1: Relevant and responsive codes, standards and regulatory systems in place

Strategies

- Continued to implement the Modernization Strategy, a multi-year collaborative review of the building safety regulatory system, in order to respond effectively to the changing needs of developers, builders, designers, building and safety trades, and other system participants.
- Fostered sustainability in the building industry by implementing environmentally focused initiatives in the B.C. Building Code.
- Implemented a new provision in the B.C. Building Code to allow for mid-rise wood frame residential construction.
- Reduced interprovincial labour mobility barriers for certain occupations regulated under the *Safety Standards Act* to align with the Trade, Investment and Labour Mobility Agreement and the Agreement on Internal Trade.
- Eliminated trade and investment barriers with Alberta under the Trade, Investment and Labour Mobility Agreement.



Performance Results

Performance Measure	2008/09 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Green Building Code greenhouse gas reductions relative to current code ('000 tonnes greenhouse gas (CO2) emissions per year), electricity and natural gas	0.0	New measure	New measure	16.1	16.4 EXCEEDED

Data Source: Ministry of Energy, Mines and Petroleum Resources

Discussion of Results

Changes to the B.C. Building Code and the *Energy Efficiency Act* in September 2008 resulted in greenhouse gas reductions of 16.4 kilotonnes to the end of March 2009, exceeding the target of 16.1 kilotonnes. This includes greenhouse gas reductions for both residential and non-residential buildings. Energy and water efficiency requirements that contributed to the result include changes to the insulation standards for houses and multi-family residential buildings; improved energy efficiency requirements for high-rise multi-family residential buildings and larger industrial, commercial and institutional buildings; and new water efficiency requirements for new construction and renovations.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Objective 1.2: B.C. homebuyers are protected

The *Homeowner Protection Act*, which is administered by the Homeowner Protection Office, requires residential builders to be licensed and new homes to be covered by third-party home warranty insurance.

Strategies

- Monitored the number and type of claims made under the mandatory home warranty insurance program.
- Used claims information to support the development of ongoing research and education activities by the Homeowner Protection Office that will improve the quality of residential construction.

Goal 2: Housing and support services targeted to those most in need

Objective 2.1: Ease of access to housing

As a first step in addressing the needs of homeless British Columbians, the Ministry provides funding for emergency shelter beds to community agencies to assist individuals who are temporarily without accommodation. Funding is enhanced during the winter months when demand for beds increases. Emergency shelters act as a gateway to connect people to permanent housing and support services.

Strategies

- Built new transitional and supportive housing with integrated support services for the homeless.

- Expanded the Homeless Outreach Program and Aboriginal Homeless Outreach Program to 48 communities across the province, so homeless people can be connected to housing and support services.
- Provided rent supplements to assist those who are homeless to access housing in the private market.

Objective 2.2: Housing and support services targeted to priority groups

The most acute need for housing is found among low income individuals, who often require housing with integrated health and social supports. By providing adequate, stable and affordable housing to British Columbians who need it most, government mitigates some costs related to emergency health care and other social services².

Strategies

- Harmonized federal and provincial policies for social housing and transferred administration of all federally-held subsidized housing units to the Province.
- Constructed new housing and converted existing subsidized housing to serve priority groups.
- Supported low income seniors and persons with disabilities through the Independent Living BC program, which provides access to assisted living units and rental supplements.
- Purchased single room occupancy hotels and other buildings for conversion to supportive housing units.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Number of units/beds created or adapted for priority areas	500 adapted 2,472 created	674 adapted 2,437 created	700 adapted 1,405 created	1,212 adapted 1,794 created EXCEEDED

Data Source: British Columbia Housing Management Commission

Discussion of Results

This measure reflects performance in creating new subsidized housing units and converting subsidized housing for priority groups. These groups include frail seniors, Aboriginal households, people with mental illness or physical disabilities, those with drug and alcohol addictions, women and their children fleeing violence, and people who are homeless or at risk of homelessness. Target levels are based on the number of new subsidized units or short-stay emergency shelter beds created under existing funding programs.

² Patterson, Michelle, Julian Somers, Karen McIntosh, Alan Shiell, Charles Frankish. 2008. *Housing and Support for Adults with Severe Addictions and/or Mental Illness in BC*. Centre for Applied Research in Mental Health and Addictions. Faculty of Health Sciences. Simon Fraser University.

In 2008/09, 1,794 new units were created, exceeding the target of 1,405. This includes 177 units and 465 rent supplements under Independent Living British Columbia³, 646 units under the Provincial Homelessness Initiative⁴, 117 under Community Partnership Initiatives⁵, 20 under the Aboriginal Housing Initiative⁶, and 44 units created under the Provincial Housing Program⁷. There were also 10 shelter beds, 56 group homes, 128 units created under the Housing Endowment Fund⁸, and a further 131 units of affordable housing acquired including single room occupancy hotels.

In 2008/09, 1,212 existing housing units were adapted for priority groups compared to the target of 700 units. There were 633 individuals with a mental illness or alcohol and drug addiction assisted through the Health Services Program⁹. Eighty-eight women and children fleeing abuse were assisted through the British Columbia Housing Management Commission's Priority Placement Program¹⁰. There were 491 units completed under the Seniors Supportive Housing Program¹¹.

The targets were significantly exceeded largely because funding for additional units was made available after the budget had been set and the *2008/09-2010/11 Service Plan* was published. An additional \$30 million was provided to purchase four single room occupancy hotels and lease two additional ones, which represents approximately 341 units of affordable housing. Additionally, in November 2008, the Supportive Housing Registration Service¹² became operational and connected homeless individuals with appropriate housing and services. This also contributed to the Ministry exceeding its targets.

³ Independent Living British Columbia is a housing-for-health program serves seniors and people with disabilities who require some support, but do not need 24-hour institutional care.

⁴ The British Columbia Housing Management Commission provides funding for non-profit housing developments with support services that address homelessness in communities across the province.

⁵ Community Partnership Initiatives assist the British Columbia Housing Management Commission's partners by offering one-time grants, access to consulting services and construction and long-term financing for projects that do not need ongoing operating subsidies.

⁶ The Aboriginal Housing Initiative provides funding to develop new, affordable housing for Aboriginal people living off-reserve.

⁷ The Provincial Housing Program provides subsidized housing for frail seniors, people at risk of homelessness, people with disabilities, and low income families, including women and children fleeing abuse.

⁸ The Province's Housing Endowment Fund was established with a \$250 million capital endowment to encourage new ideas and support innovative housing solutions for those most in need.

⁹ The Health Service Program assists individuals with a mental illness or alcohol and drug addictions to find suitable housing.

¹⁰ The Priority Placement Program provides priority access to subsidized housing for women and children fleeing abuse.

¹¹ The Seniors Supportive Housing Program provides specially modified rental units in selected subsidized housing developments, primarily to low income seniors who need some assistance in order to continue to live independently.

¹² The Supportive Housing Registration Service was created to manage the allocation of supportive housing units in single room occupancy hotels and city-owned supportive housing sites under development in Vancouver.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Goal 3: Low and moderate income households have an expanded range of housing options

Objective 3.1: Low income households have access to affordable housing

Strategies

- Funded Shelter Aid For Elderly Renters, a rent assistance program targeted to low income seniors.
- Provided funding for shelter allowances for low income households with children through the Rental Assistance Program, which helps eligible families bridge the gap between what they can afford to pay and current market rents.
- Provided funding for pre-development costs to ensure local government-owned sites will be ready for the construction of new supportive housing, including costs for architectural, geotechnical and environmental plans and studies.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Number of new households assisted through rent assistance programs (new units)	New measure 4,394	7,847	3,000	9,007 EXCEEDED

Data Source: British Columbia Housing Management Corporation

Discussion of Results

This measure reports on the success of rent assistance programs, which make market rental housing more affordable for low income households through the provision of monthly cash payments. The results represent the number of new seniors and families that started receiving assistance under these two programs in 2008/09.

As of March 31, 2009, there were a total of 9,007 new households receiving financial assistance with their rent, including 5,599 low income family households and 3,408 senior households.

The 2008/09 target of 3,000 was set prior to



significant enhancements to the Rental Assistance Program in April 2008. These enhancements increased the number of families eligible for financial assistance, contributing to a greater uptake of recipients than originally forecasted.

The enhancements to the Rental Assistance Program include:

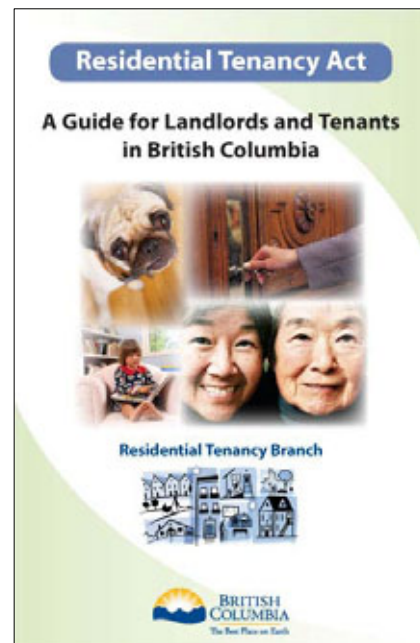
- An increase in the income ceiling to \$35,000 from \$28,000;
- An increase in the amount of assistance families can receive each month, which varies according to income, family size and location within the province;
- An increase in the maximum rent ceiling, which varies according to family size and location within the province;
- A minimum benefit amount of \$50 per month or \$600 per year;
- A change in the eligibility criteria so that families whose youngest child is over 19 but under 25 years of age can still qualify for the program if the youngest child is enrolled in full-time attendance at school, university or vocational institution, or if a child of any age is accepted as a dependent for income tax purposes due to mental or physical infirmity; and,
- An increase in the asset limit from \$10,000 to \$100,000.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Goal 4: Balanced landlord and tenant rights and responsibilities

Objective 4.1: Landlord and tenant disputes are avoided or resolved in a timely manner

An effective residential tenancy system provides landlords and tenants with timely information about their rights and responsibilities to help them resolve disputes on their own. It also provides access to a range of dispute resolution services.



Strategies

- Provided enhanced information materials to landlords and tenants to reduce the demand for dispute resolution.
- Improved response times related to requests for information and dispute resolution by landlords and tenants.
- Enhanced the case management system, which allows staff from different geographic locations to access information to better serve clients.
- Implemented an expedited application process for Orders of Possession for non-payment of rent.
- Focussed on continuous improvement, through an ongoing examination of procedures to improve service delivery and customer service.

Performance Results

Performance Measure	2003/04 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of residential tenancy dispute resolutions scheduled to take place within six weeks or less of filing	90%	78%	82%	93%	80.4% NOT ACHIEVED

Data Source: Residential Tenancy Branch, Ministry of Housing and Social Development

Discussion of Results

The 2008/09 target was set based on a 2003/04 goal of 90 per cent, which has not been achieved in the past four fiscal years. When a major residential tenancy system change was initiated, targets for this measure were set based on inaccurate information and a number of predicted efficiencies that did not materialize.

In 2008/09, 80.4 per cent of all residential tenancy dispute resolutions were scheduled to take place within six weeks or less. As urgent cases such as emergency terminations of tenancy are now heard more quickly - typically within three weeks - this performance measure does not accurately reflect the fact that the critical residential tenancy dispute resolutions take far less than six weeks. Less urgent applications can take six to eight weeks.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Ministry Response

In 2008/09, emphasis was placed on improving the overall experience of landlords and tenants rather than on solely meeting this performance measure. The Ministry has taken action in three areas to address its performance by:

- Increasing public access to information;
- Prioritizing applications for dispute resolution; and
- Focussing on internal efficiency and effectiveness.

For many years, demand for service exceeded the response capacity of the Ministry in this area. In 2008/09, the number of telephone and e-mail inquiries was 263,364 - a 16 per cent decrease over the previous year. These decreases are attributed to the increased emphasis on public education and the improvement in the telephone queue, which reduced repeat phone calls.

Working with stakeholders, the Ministry identified and prioritized the types of disputes that were most critical to landlords and tenants and focused on reducing time frames for dispute resolution hearings in these areas. As a result, on average:

- Early end to tenancy hearings are held within 1.5 weeks;
- Orders of possession hearings are held within three weeks; and
- Emergency repairs, access and return of property hearings are heard within 3.5 weeks.

These timeframes are significantly shorter than the six week target identified in the performance measure. The prioritization initiative resulted in some applications regarding less urgent monetary orders being heard, on average, seven weeks after the application was filed.

In 2007/08, the Ministry launched a Continuous Improvement project for residential tenancy services, inviting front-line staff to identify and develop further procedural changes to enhance services. Preliminary indicators show the initial efforts are saving staff time, enabling better focus on client service. For example, the average time to answer telephone calls was 20 minutes in 2008/09, down from 55 minutes the previous year.

Goal 5: Clients in need receive responsive services

Objective 5.1: Clients receive income and supplementary assistance supports that meet their changing needs

In response to the economic downturn, the Ministry developed a coordinated response with consideration of how to best use existing income assistance program resources and new employment resources transferred to the Ministry under the Labour Market Development

Agreement to assist those in need. The Ministry supports a broad range of clients – from those who are looking for work to people who face multiple challenges with daily living.

In August 2008, responsibility for the Child in the Home of the Relative program transferred to the Ministry of Children and Family Development to support its clearly defined mandate to serve children and families. However, service delivery continues to be provided by the Ministry of Housing and Social Development.



Strategies:

- Conducted reviews of rates, regulations, policies and processes to ensure ministry services are responsive to clients’ changing needs.
- Provided clients with more options to access services and information while ensuring consistent service quality.
- Provided more timely service to clients through a shared caseload model so that clients can be served by the first available worker.
- Provided the public with more accessible and complete information about current policy, procedures and programs through the enhanced functionality of the Online Resource¹³.

Performance Results

Performance Measure	2001/02 Baseline ¹	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Per cent of B.C. population aged 19-64 receiving temporary assistance with employment-related obligations.	3.4%	0.91%	0.96%	Less than 1%	1.13% SUBSTANTIALLY ACHIEVED

Data Source: Strategic Policy and Research Branch, Ministry of Housing and Social Development

¹ The baseline represents results for March 2002.

Discussion of Results

This measure tracks the percentage of British Columbia's working age population receiving temporary assistance with employment related obligations. As assisting clients to find employment is a critical aspect of the Ministry’s work, this measure demonstrates the success of its policy framework and employment programs that encourage independence and employment.

The impact of the economic downturn on British Columbia's labour market led to a result that is slightly above the target. The overall number of British Columbia Employment and Assistance

¹³ The Online Resource can be accessed at www.gov.bc.ca/meia/online_resource/.

clients increased by almost 14 per cent between March 2008 and March 2009. The number of Expected to Work clients - which increased by nearly 50 per cent during this period - accounted for nearly 75 per cent of that growth. As employable individuals that were temporarily displaced from the workforce begin to reattach themselves, it is expected that the number of clients will gradually diminish.

Despite recent economic and labour market challenges, there are still many employment opportunities in British Columbia. The Ministry continues to focus efforts on matching clients with transferable skills to employers with vacancies.

Objective 5.2: Persons with disabilities who are unable to provide for their basic needs receive assistance and are supported in becoming as independent as possible

The Ministry provides greatest support to those British Columbians who are most in need, including persons with disabilities who qualify for disability assistance and a variety of supplementary supports.

Strategies

- Provided enhanced supports for disability assistance clients, including a low-cost annual bus pass and enhanced dental and orthodontic services, as well as access to a range of medical equipment and supplies and nutritional supplements.
- Enhanced service delivery options to accommodate the needs of Persons with Disabilities.
- Streamlined the transition process of children with disabilities or special needs in the Ministry of Children and Family Development’s At Home Program as they moved to the Ministry's disability assistance program.

Performance Results

Performance Measure	2005/06 Baseline ¹	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Average time to process Persons with Disabilities applications	8.9 weeks	7.6 weeks	2.1 weeks	3.5 weeks	3.0 weeks EXCEEDED

Data Source: Provincial Services Branch, Ministry of Housing and Social Development

¹ This baseline represents results for April 2007 to December 2007.

Discussion of Results

Advocates for persons with disabilities indicate that a timely process for adjudicating applications for disability designation should be a key priority to providing excellent service for persons with disabilities.

The Ministry exceeded the 2008/09 target of an average of 3.5 weeks to process applications for the Persons with Disabilities designation. On average, a client who applied for the designation

received an answer in three weeks or 15 business days. Staff processed over 3,200 new applications for disability assistance in 2008/09, which often involved consulting with medical professionals, consultants and other staff.

As a result of process improvements, the average time to process Persons with Disabilities applications has decreased by an average of 30 business days since 2005/06.

In 2007/08, the Ministry achieved an average processing time of 2.1 weeks. Since this time, the average time has increased due to a growth in applications for assistance from clients with disabilities. In addition, an accountability framework was added to the process to further ensure fair and accurate decisions. This framework may extend decision times in some cases to support fully informed decision making.

Although this measure will not appear in the future, a similar performance measure will be reported as part of the performance measure for the Ministry's Service Standards in the *2009/10 Annual Service Plan Report*.

Objective 5.3: Clients receive citizen-centred services that are consistent, respectful, innovative and accountable

With a focus on citizen-centred service delivery, the Ministry is simplifying key programs and services to provide clients with more timely decisions, while identifying all of the services and supports they may be eligible to receive and connecting them to services offered by other ministry partners. Building on the government shared values and the Ministry's Service Code and Service Standards, the Ministry continues to develop the people, culture and technologies required to deliver critical services to the public.



Strategies

- Made improvements to application and intake processes through the Simplification Initiative.
- Enhanced the common complaint resolution process to provide clients with a forum to address service quality concerns at the local office level with options to escalate the issue if they are not satisfied.
- Implemented Service Standards for the British Columbia Employment and Assistance Program¹⁴ and continued to develop a reporting framework for the Standards.
- Developed staff capacity to deliver high quality and consistent service through standardized training and development curricula for front-line workers and supervisors.

¹⁴ The Service Standards can be found at: www.hsd.gov.bc.ca/ministry/.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Per cent of client services that meet or exceed established service standards	N/A	N/A	To be developed for 2009/10	To be developed for 2009/10

Data Source: Corporate Planning and Operations Branch, Ministry of Housing and Social Development

Discussion of Results

The Ministry's Service Standards for key services communicate to citizens what they can expect when accessing ministry services. This measure tracks the Ministry's success in meeting its standards and providing consistent and timely service to the public. Reporting performance in meeting these targets informs citizens, stakeholders and the Ministry of how well the Ministry is doing in providing key services to clients.

The Ministry continued to develop and refine its performance measures methodology over the past year, but faced ongoing challenges with its information systems that affected the ability to monitor performance.

Objective 5.4: Individuals have access to a fair and timely reconsideration and appeal process

The Ministry's reconsideration process provides clients with an opportunity to have an original decision reconsidered when this decision results in a denial, discontinuation or reduction in income, disability or supplementary assistance or involves the conditions of, or noncompliance with, an Employment Plan. A reconsideration is a final ministry decision that provides a client with the opportunity to submit new evidence to demonstrate eligibility for a benefit. Clients who disagree with a reconsideration decision have the option of appealing to the independent Employment and Assistance Appeal Tribunal.

Strategies

- Provided an unbiased, fair, timely and transparent reconsideration system for clients who object to a Ministry decision.
- Informed clients of their right to request a reconsideration of any decision that affects their eligibility for assistance.
- Informed clients of their right to appeal a reconsideration decision to the independent Employment and Assistance Appeal Tribunal.
- Collaborated with legal advocates to address issues, improve service delivery and establish processes for ongoing dialogue to benefit clients.

Performance Results

Performance Measure	2003/04 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Per cent of reconsideration decisions that are made within 10 business days	82%	76%	81%	90%	94.6% EXCEEDED

Data Source: Legislation and Litigation Branch, Ministry of Housing and Social Development

Discussion of Results

This measure tracks the percentage of reconsideration decisions that are made within 10 business days. This is the statutory time limit as set out in regulation. Since the appeal process is managed by an independent body, who must meet their own timeliness measures, this performance measure reflects only the reconsideration process.

In 2008/09, the Ministry introduced provisions to allow for timeframe extensions for reconsideration decisions when this is requested by the client. This change, along with ongoing process and technological improvements, has significantly improved performance over the past year. 94.6 per cent of reconsideration applications were provided within 10 business days of receiving a Request for Reconsideration form in 2008/09. This number does not include those reconsiderations for which clients requested extensions. Almost 2,700 reconsideration decisions were completed within 10 business days in 2008/09, while over 300 clients requested timeline extensions during the same time.

This performance measure will be reported as part of the performance measure for the Ministry's Service Standards in the *2009/10 Annual Service Plan Report*.

Goal 6: British Columbians with disabilities have access to the best system of supports in Canada

Objective 6.1: Persons with disabilities are supported to seek employment or volunteer opportunities

Employment and volunteer opportunities allow persons with disabilities to participate more fully in the province's social and economic life. As a result, they are more involved in their communities and their self-reliance and employability improve.

Strategies

- Delivered the voluntary Employment Program for Persons with Disabilities through community-based service providers to assist people to realize their goals of part-time and full-time employment, self-employment, voluntary employment and greater engagement with their communities.

- Supported the Program's governance model and leveraged additional opportunities for dialogue with contracted service providers and other stakeholders.
- Encouraged increased participation by persons with disabilities in the Employment Program for Persons with Disabilities and, ultimately, increased participation in the labour force.

Performance Results

Performance Measure	2002/03 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Per cent of disability assistance cases with income from working or a volunteer supplement	13.6%	19.5%	21.1%	21.4%	22.1% EXCEEDED

Data Source: Strategic Policy and Research Branch, Ministry of Housing and Social Development

¹ The baseline represents results for March 2003.

Discussion of Results

This measure tracks the Ministry's success in supporting persons with disabilities to realize their goals of greater independence through employment or volunteering. These activities increase community participation, self-reliance and employability among persons with disabilities.

Since March 2003, the percentage of Persons with Disabilities clients with income from working or a volunteer supplement has increased by 8.5 per cent. These increases were driven by ministry policies and practices that support disability assistance clients' ability to work or volunteer, including a volunteer supplement of up to \$100 per month. The Employment Program for Persons with Disabilities has also been enhanced in recent years. It offers comprehensive, individualized services that could include skills assessment, work simulations and job placements. A person with a disability does not need to be in receipt of disability assistance to access this program.

In 2008/09, over 22 per cent of Persons with Disabilities clients had income from working or a volunteer supplement, the highest result on record. This demonstrates the success of the Ministry's efforts to support Persons with Disabilities clients to attain greater independence.

Objective 6.2: Minister's Council on Employment for Persons with Disabilities removes barriers through partnerships with business and industry throughout British Columbia

The Minister's Council on Employment for Persons with Disabilities, which includes representation from the Ministry, the business community and public, private and education/training sectors, is designed to engage employers in finding concrete solutions to increase the employment, employability and independence of persons with disabilities in British Columbia.

Strategies

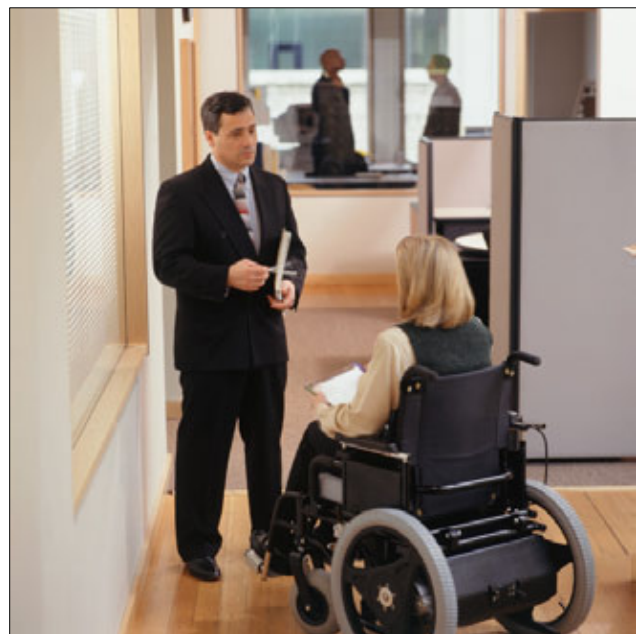
- Developed additional tools and resources to support the Minister's Council 10 by 10 Challenge to increase employment for persons with disabilities by 10 per cent by 2010, and expand the challenge beyond the communities that are currently participating.
- Promoted participation in the WorkAble Solutions website, which offers employers an exclusive site to post employment opportunities for persons with disabilities, search through lists of job-seekers with disabilities and access specialized human resource tool kits.
- Assisted 2010 Legacies Now in developing sustainable, community-based initiatives focused on sport and recreation, arts, literacy, employment and volunteerism for persons with disabilities, including participation in opportunities created by the 2010 Olympic and Paralympic Winter Games.

Objective 6.3: Persons with disabilities benefit from a comprehensive and integrated system of supports and services

The Disability Strategy has enabled the Ministry to provide simplified solutions to ensure that disability supports and services are citizen-centred - easier to deal with, more accessible and more responsive to those who need them.

Strategies

- Continued work to better integrate disability supports and services across multiple ministries in collaboration with other government partners.
- Simplified the Persons with Disabilities designation application and adjudication processes.



- Built upon the success of the toll-free Personal Supports Information Line by introducing a website and storefront demonstration sites to provide access and referrals to equipment and devices offered by six provincial ministries, as well as information and referrals to additional supports that may be available from community organizations and the private sector.

Goal 7: Disadvantaged British Columbians receive integrated cross ministry social supports

Objective 7.1: Vulnerable individuals receive integrated services that assist them to transition to greater independence

The Ministry's integration initiatives provide stability to individuals during periods of transition when they may be more vulnerable and require more support. They also create linkages between programs to improve the continuum of services available to individuals in need of assistance.

Strategies

- Worked with the Vancouver Coastal Health Authority's Mental Health and Addictions Services as a member of the Urgent Response Team to provide Ministry services starting at the point of crisis (e.g., at a hospital or an alcohol and drug detox facility) and continuing as the individual transitions to stable membership in the community.
- Worked with correctional facilities to initiate supports and establish connections for inmates who are scheduled for release and those completing drug and alcohol treatment.
- Built on the success of the expanded Housing Integrated Task Team targeting unscrupulous landlord practices in Vancouver, Surrey/Fraser Valley (Fraser Region), Victoria and Nanaimo while increasing capacity to provide comparable services in additional communities.
- Provided dedicated resources to inform income assistance clients of tenants' rights and processes for landlord/tenant dispute resolution.

Objective 7.2: Homeless British Columbians receive community-based support services

Along with other government ministries and agencies, the Ministry provides leadership in developing a comprehensive approach to homelessness in British Columbia.

Strategies

- Supported the development and implementation of recommendations from the Premier's Task Force on Homelessness, Mental Illness and Addictions.

- Expanded outreach programs in communities across the province in collaboration with the British Columbia Housing Management Commission, the Ministry of Public Safety and Solicitor General, health authorities, local governments and other partners to assist potential clients that are homeless or at risk of homelessness to access appropriate supports, including income assistance.
- Explored alternative approaches for assisting dual diagnosis clients with the British Columbia Housing Management Commission, the Ministry of Public Safety and Solicitor General, and the Ministry of Health Services.
- Implemented initiatives to address chronic homelessness through alignment of several government ministries, health authorities, the non-profit sector and other agencies and coordinating provincial and community social housing and support services, including health services and income assistance for the chronically homeless.

Objective 7.3: British Columbians receive integrated social services through cross ministry information sharing

Because ministry clients often require the services and supports provided by other ministries, such as Health Services and Children and Family Development, government's ability to share, manage and protect client information is a foundational aspect of providing responsive and individualized services to clients.

Strategies

- Monitored information and systems to ensure proper safeguards and appropriate usage of personal information, as well as strict adherence to the *Freedom of Information and Protection of Privacy Act*.
- Worked with the Ministry of Citizens' Services and Ministry of Children and Family Development on an Integrated Case Management system that will facilitate an integrated and client-focused approach to service delivery.
- Worked with Statistics Canada to assess long-term outcomes for clients who leave the income assistance caseload.
- Partnered with the Centre for Applied Research in Mental Health and Addiction to evaluate client outcomes associated with the Drug Treatment Court of Vancouver.

Objective 7.4: Aboriginal clients achieve improved social, employment and education outcomes

The Ministry liaises with First Nations organizations to identify opportunities for Aboriginal clients to achieve improved social, employment and education related outcomes.

Strategies

- Collected data about Aboriginal status on a voluntary basis from people who receive income assistance, as a basis for enhancing service delivery and providing more effective programs for Aboriginal clients.
- Worked with the First Nations Social Development Society to provide band-employed social development workers with information and training on ministry policy and practice to encourage mutual understanding and smoother transitions for Aboriginal persons moving on and off reserve.
- Mapped the personal supports programs and services delivered or funded by the provincial, federal and First Nations governments and Aboriginal organizations to determine options for integration.

Objective 7.5: Ministry clients benefit from the ActNow BC initiative

ActNow BC is a health promotion initiative that seeks to improve the health of British Columbians by taking steps to address common risk factors and reduce chronic disease.

Strategies

- Increased participation in the BC Healthy Kids Program, which offers basic dental and optical care to low and moderate-income families, in order to improve health outcomes for children.
- Explored opportunities to improve the well-being of clients, building upon earlier initiatives such as the Fetal Alcohol Spectrum Disorder Conference and the "Quit Smoking Now!" nicotine replacement therapy initiative.
- Supported community initiatives to improve access to healthy, nutritious food through hands-on cooking and nutritional skills building programs for adults and families living on limited incomes.

Goal 8: Clients achieve sustainable employment through flexible and individualized employment programming

Objective 8.1: Job ready clients become independent as quickly as possible

Job ready clients are those that have employment related obligations. Some of these clients may have medical conditions for which they need additional support.

Strategies:

- Delivered the British Columbia Employment Program through three prime contractors in nine service delivery bundles across the province, with 92 sub-contractors forming an extensive service delivery network with in-depth knowledge of community labour markets.
- Referred clients to British Columbia Employment Program contractors for client intake, directed work search and individualized services and supports, which may include life-skills coaching, short-term certificate training and employment services.
- Monitored client outcomes relating to the British Columbia Employment Program.

Performance Results

Performance Measure	2006/07 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of BC Employment Program clients who achieve \$560 or 70 hours per month.	23%	23%	30%	25%	27.6% EXCEEDED

Data Source: Employment and Labour Market Services Division, Ministry of Housing and Social Development

¹ The baseline represents results from July 2006 to March 2007.

Discussion of Results

Assisting job ready clients to find employment and achieve independence is a critical aspect of the Ministry’s work. This measure gauges the success of ministry funded employment programs. The Ministry considers a client to have successfully secured employment once they achieve \$560 of employment income or 70 hours of employment per month.

With annual expenditures of up to \$35 million, the BC Employment Program served about 15,000 clients last year. Since 2001, ministry employment programs have been highly successful, placing almost 59,000 people in jobs. In 2008, service providers reported the average starting wage for program clients placed in a job was more than \$14 an hour.

The Ministry exceeded its target in 2008/09, despite labour market challenges associated with the economic downturn. The bulk of new income assistance clients in 2008/09 had employment related obligations. Faced with this increase, service providers were still able to find employment for 5,532 clients, demonstrating the strength of Ministry policies and programs.



Objective 8.2: Clients with barriers to employment progress towards greater independence

The Ministry provides programs for clients who are less ready to engage in employment.

Strategies

- Provided funding for the revised Community Assistance Program, which offers life skills and strategies for enhancing participants' quality of life and participation in their communities.
- Reviewed and revised the Bridging Employment Program, which assists women who have experienced violence and/or abuse to overcome barriers to independence and employment through training and support services.

Goal 9: Women are safe from domestic violence

Objective 9.1: Communities have the capacity to prevent and respond to domestic violence

Strategies

- Provided temporary shelter for women and their children who left abusive relationships through transition house, safe home and second stage housing services.
- Provided counselling services to women and their children who experienced violence.
- Provided women who experienced violence or were at risk of domestic violence with outreach services (including multicultural outreach).
- Conducted violence prevention initiatives that engaged men and boys to help change attitudes and behaviours that lead to violence against women and girls.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Number of women and their children sheltered through transition house services.	12,243	12,693	12,700	12,362 SUBSTANTIALLY ACHIEVED

Data Source: Third-party service providers collect data and are required by contract to submit statistical reports (monthly or quarterly) to the Ministry of Housing and Social Development

Discussion of Results

This performance measure is an indicator of the capacity of communities to respond to violence against women and ensure that women are safe in their families and communities. The target was

almost achieved with 12,362 women and their children receiving transition house services in 2008/09, a slight decrease from 12,693 served in 2007/08. The availability of services in communities is demand driven; therefore, they fluctuate with the number of women and their children who access services.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Number of outreach services used by women and their children	40,896	55,147	48,000	56,167 EXCEEDED

Data Source: Third-party service providers collect data and are required by contract to submit statistical reports (monthly or quarterly) to the Ministry of Housing and Social Development.

Discussion of Results

This performance measure reflects the use of services and community capacity to provide outreach services to ensure that women and their children are safe from violence and abuse in their families and communities.

Outreach services help women in crisis identify and access the supports they need, including counselling programs, transition houses and safe homes, social agencies, other outreach services, and alcohol and drug services. Services can also include connecting women to longer-term supports, such as employment, housing and treatment.

The number of outreach services used by women and children increased from 55,147 in 2007/08 to 56,167 in 2008/09, exceeding the target. The Ministry continued to promote the use of outreach services. This included funding for multicultural outreach services that responded to the diverse language and cultural needs of women, helped them access needed services, and assisted service providers in understanding the cultural realities of their clients.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Goal 10: Public confidence in British Columbia's justice and regulatory systems

Due to a shift in the structure of provincial ministries and program responsibilities in June 2008, this goal is shared with the Ministry of Public Safety and Solicitor General.

Objective 10.1: A comprehensive regulatory framework for gaming

Strategies

- Provided a strong regulatory framework for gaming that balances economic activity with socially responsible management.
- Implemented changes to British Columbia’s legal and regulatory framework to encourage a high level of rigour and scrutiny.
- Increased public awareness of gaming regulations and the distribution of gaming revenue through a province-wide media campaign and educational outreach program.
- Implemented, evaluated and reported on recommendations made by the Ministry’s Gaming Policy and Enforcement Branch, the Office of the Ombudsman, and the independent auditing firm, Deloitte & Touche LLP, including registering all lottery retail managers and operators, certifying all tickets and lottery equipment, auditing compliance of the British Columbia Lottery Corporation, and investigating all allegations of wrongdoing.
- Enhanced the five year audit plan to ensure that all commercial gaming, including lotteries, is compliant with public interest standards, directives, laws and regulations.

Performance Results

Performance Measure	2006/07 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of British Columbians who are satisfied with the regulation of gaming in British Columbia	31%	31%	29%	35%	30% NOT ACHIEVED

Data Source: BC Stats

Discussion of Results

Ministry studies indicate that there is very little movement on the percentage of British Columbians who are satisfied with the regulation of gaming in British Columbia. However, the same studies indicate a very strong tie between familiarity and satisfaction. This indicates that if more people knew about the Ministry’s efforts, more people would be satisfied.

Ministry Response

Over the past three years there has been no statistical change in the percentage of British Columbians who are satisfied with the regulation of gaming in British Columbia. A greater understanding of how gaming is regulated results in increased satisfaction rates. However, public opinion on the



regulation of gaming is influenced by a multitude of factors, of which only a few are controlled by government. Those areas that government has some control over, which include increasing public familiarity with the regulation of gaming, strengthening the regulatory framework for gaming and completing work related to enhancing the integrity of the Province's lottery retail system, will continue to be areas of focus for 2009/10.

Objective 10.2: Reduced incidence of illegal gambling

Strategies

- Developed and implemented better means of identifying and reducing money laundering and loan sharking in commercial gaming venues.
- Collaborated with other ministries to better identify and investigate gaming offenders and illegal gambling activity in liquor-licensed establishments, and to ensure an increased number of cases are brought before the courts.
- Enhanced the ability to ensure the integrity of gaming venues through enforcement.

Goal 11: Increased safety for individuals and communities throughout British Columbia

Due to a shift in the structure of provincial ministries and program responsibilities in June 2008, this goal is shared with the Ministry of Public Safety and Solicitor General.

Objective 11.1: Responsible gambling practices

The Ministry strives to encourage responsible gambling practices to reduce excessive gambling. In 2008/09, the Responsible Gambling Strategy expanded on existing programs and services.

Strategies

- Implemented a youth problem gambling prevention strategy.
- Expanded the Responsible Gambling Information Centre program in casinos and community gaming centres.
- Introduced a pilot treatment counselling program that focused on developing knowledge and skills to address gambling related issues.

Performance Results

Performance Measure	2006/07 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of British Columbians who are familiar with provincial government efforts to address problem gambling	40%	40%	43%	45%	45% ACHIEVED

Data Source: BC Stats

Discussion of Results

The percentage of British Columbians who are familiar with government efforts to address problem gambling meets the target of 45 per cent set for 2008/09. This indicates that the profiles of problem gambling prevention and counselling programs are increasing and that more people know how to gamble responsibly and where to get help with gambling problems.

This measure will not appear in the *2009/10 Annual Service Plan Report* as a result of a restructuring of the Ministry's *2009/10-2011/12 Service Plan*.

Objective 11.2: Reduced problems associated with liquor misuse in and around licensed establishments

Strategies

- Focused on high-risk establishments and conducted inspections and investigations related to service to minors, over-service, overcrowding and illicit alcohol.
- Strengthened integrated partnerships with stakeholders, such as local government staff and officials, police and industry members.
- Delivered education programs to increase voluntary compliance through knowledgeable licensees.



Performance Results

Performance Measure	2006/07 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of inspected/investigated liquor licensees in compliance	94%	95%	95%	94.5%	94.8% ACHIEVED

Data Source: Liquor Control and Licensing Branch, Ministry of Housing and Social Development

Discussion of Results

The rate of voluntary compliance indicates that liquor licensees understand and are willing to cooperate with the liquor regulatory framework.

The Ministry continued targeting resources towards public safety contraventions and high-risk establishments. This created a greater certainty of enforcement consequences for non-compliant licensees, which in the short term, leads to a higher level of voluntary compliance. As indicated last year, the overall compliance rate among inspected licensees may actually decrease as the Ministry continues to focus resources on the most high-risk, chronically non-compliant licensees.

Goal 12: Active and creative communities in which people have diverse opportunities to participate in sport, recreation, arts and culture

Due to a shift in the structure of provincial ministries and program responsibilities in June 2008, this goal is shared with the Ministry of Healthy Living and Sport and the Ministry of Tourism, Culture and the Arts.

Objective 12.1: British Columbians are supported in contributing to the well-being of their communities through volunteerism

An estimated \$5.2 billion in unpaid labour is invested annually in British Columbia's social services, health, education, sport and recreation and culture and art sectors through the work of hundreds of thousands of volunteers. The success of these major events is in no small part dependant on a strong, vibrant and experienced volunteer sector.

Strategies

- Promoted the value of volunteerism through initiatives such as the BC150 Volunteer Initiative.
- Used large-scale events such as the 2008 North American Indigenous Games, 2008 World Triathlon Championships and the BC Games to provide volunteer legacies for the host communities.

Report on Resources

Resource Summary Table

	Estimated ¹	Other Authorizations	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Employment Programs	97,930	0	97,930	91,804	(6,126)
Temporary Assistance	332,578	15,159	347,737	383,243	36,506
Disability Assistance	765,382	0	765,382	748,248	(17,134)
Supplementary Assistance	284,388	0	284,388	272,714	(11,674)
Employment and Assistance Appeal Tribunal	2,070	0	2,070	1,498	(572)
Executive and Support Services	25,903	0	25,903	25,134	(769)
Gaming Policy and Enforcement	22,462	0	22,462	22,343	(119)
Community Living BC	618,466	6,940	625,406	625,406	0
Liquor Control and Licensing	1	0	1	1	0
Housing and Construction	394,622	30,000	424,622	424,342	(280)
Community Services	49,552	0	49,552	49,532	(20)
Executive and Support Services – Transfer from PSSG	503	0	503	349	(154)
Total	2,593,857	52,099	2,645,956	2,644,614	(1,342)
Housing Endowment Fund Special Account	10,000	0	10,000	11,353	1,353
Total	10,000	10,000	10,000	11,353	1,353
Full-time Equivalents (FTEs)					
Employment Programs	116	--	116	110	6
Temporary Assistance	394	--	394	372	22
Disability Assistance	908	--	908	856	52
Employment	302	--	302	285	17
Housing	164	--	164	155	9
Community Living BC	5	--	5	5	0

Ministry of Housing and Social Development

Gaming Policy and Enforcement	145	--	145	137	8
Liquor Control and Licensing	104	--	104	98	6
Employment and Assistance Appeal Tribunal	14	--	14	13	1
Executive and Support Services	250	--	250	236	14
Total	2,402	--	2,402	2,267	135
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Housing	602	--	602	383	(219)
Gaming Policy and Enforcement	380	--	380	378	(2)
Liquor Control and Licensing	130	--	130	99	(31)
Executive and Support Services	7,225	--	7,225	7,185	(40)
Total	8,337	--	8,337	8,045	(292)

¹ Other Authorizations include \$15.159M Contingency Access in Temporary Assistance, \$6.940M Contingency Access in Community Living BC and \$30M for Supplementary Estimates in Housing and Construction.

Annual Service Plan Report Appendices

Appendix A Ministry Contact Information

Service BC, through Enquiry BC, refers the public to appropriate offices and transfers calls and forwards e-mails free of charge. Hours of operation for Service BC are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

- In Victoria call: 250 387-6121
- In Vancouver call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- Email address: EnquiryBC@gov.bc.ca
- Telephone Device for the Deaf (TDD)
 - In Vancouver call: 604 775-0303
 - Elsewhere in British Columbia call: 1 800 661-8773

Employment and Income Assistance

The Ministry has approximately 100 Employment and Income Assistance offices throughout British Columbia. To find the office that provides services for a specific community, go to: www.hsd.gov.bc.ca/contacts/city.htm or contact the Ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Employment & Labour Market Services

For more information about services available in British Columbia, visit our website at: www.labourmarketservices.gov.bc.ca/index.htm.

Telephone Enquires: through Enquiry BC (see above)

Gaming Policy and Enforcement

General Enquiries: 250 387-5311

For more information on gaming policy and enforcement in British Columbia, visit our website at: www.hsd.gov.bc.ca/gaming.

Housing Programs and Construction Standards

For more information on housing programs and construction standards, visit our website at: www.housing.gov.bc.ca/.

Liquor Control and Licensing Branch

General Enquiries:

In Victoria call: 250 387-1254

Elsewhere in British Columbia call: 1 866 209-2111

For more information on liquor control and licensing in British Columbia, visit our website at: www.hsd.gov.bc.ca/lclb/.

To find the Liquor Control and Licensing office that provides services for a specific community, go to: www.hsd.gov.bc.ca/lclb/branch/reach-us.htm.

Residential Tenancy Branch

Complete information about the Residential Tenancy Branch including services, locations and answers to common questions, can be found on the website at: www.rto.gov.bc.ca/.

You can also speak to an information officer or listen to the recorded information line.

- In Victoria call: 250 387-1602
- In the Lower Mainland call: 604 660-1020
- Elsewhere in British Columbia call: 1 800 665-8779