

Appendix 1

Service Code and Organizational Values

Values

Our values support the integrity of the ministry. How we deliver our services and demonstrate our ability to operate in a manner that reflects our values is fundamental to building confidence among staff, clients and the public.

We Value:

People

Personal Responsibility

Respect and Empathy

Equity and Fairness

Accountability

Transparency and Open Communication

Service Code

In support of the ministry's Values, we commit to:

- be personally responsible for our thoughts, feelings and actions;
- honour and respect diversity and support this through our organizational practices;
- listen to understand;
- enhance our communication skills by practicing open, honest dialogue in a manner that does not discount others;
- define and respect our own boundaries and the boundaries of others;
- include or consult those affected in planning and decision-making processes when appropriate; and
- hold others in goodwill.

Within the context of our working relationships, each of us is expected to:

- model the ministry's core values in our daily work and align our actions with the ministry's mission and vision;
- take responsibility for our own work by seeking clarity in, and fulfilling our roles and responsibilities, setting realistic goals, acknowledging and learning through mistakes, and taking appropriate action;
- participate actively in employee performance development processes, including learning to give and receive effective feedback;
- share information openly, when appropriate, and communicate personally whenever possible;
- help foster and maintain a solutions-oriented and supportive work environment in which people can speak freely without fear of repercussion;

- take responsibility for resolving issues directly;
- recognize, acknowledge and celebrate individual and team success;
- stay current on our understanding of issues facing clients and communities, and of relevant legislation, policy and procedures; and
- take responsibility for our own well-being, including work/life balance.

As a client or a member of the public, you can expect ministry staff to provide:

- courteous, professional and consistent service, in a manner that emphasizes listening to understand;
- respect for your privacy and confidentiality;
- fair and thorough assessments of your situation and needs;
- assistance in identifying realistic approaches for meeting your needs;
- information and clear explanations of decisions as soon as possible; and
- help in understanding the ministry's legislation, and internal reconsideration and appeal processes.

As ministry employees, we expect that clients and members of the public will:

- treat us courteously and respectfully;
- provide us with the information we require to serve them;
- be accountable for meeting the requirements to receive assistance; and
- take responsibility towards achieving their potential.

Appendix 2

Glossary of Terms

Caseload — Number of cases receiving income assistance, including hardship, under the Temporary Assistance and Disability Assistance programs. Cases receiving Medical ServicesOnly or Long Term Care are not included in the caseload.

Disability Assistance — Financial assistance provided to eligible persons who have been designated as meeting the criteria of a Person with Disabilities, as defined in the *Employment and Assistance for Persons with Disabilities Act*.

Earned income — Any money or value received in exchange for work or the provision of a service (this includes stipends provided to clients for their participation in volunteer positions designed to build employment skills).

Employment and Assistance Appeal Tribunal — Agency that administers the appeal panel process. Its role begins when a Notice of Appeal is received from the appellant. At that point, the ministry operates at ‘arms length’ from the tribunal process, and is simply one of the parties to the appeal.

Employment Plan — A document that initiates discussion between the client and the ministry and supports employment planning and successful client outcomes. This is a mandatory requirement for most clients with employment-related obligations.

Employment Programs — Programs targeted toward employment and job readiness established or funded under the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*.

Employment-related Obligations — The ministry’s expectation that a client will seek work, based upon individual ability.

Employment Program for Persons with Disabilities (EPPD) — A program designed to assist persons with disabilities to participate in employment-related activities to the best of their ability. The program recognizes that individuals experience disabilities in varying degrees, at different stages of their lives, and provides flexibility for those who want to volunteer or work full-time, part-time, or be self-employed.

Persons with Disabilities — People meeting the criteria as set out in the *Employment and Assistance for Persons with Disabilities Act*.

Persons with Persistent Multiple Barriers — People with multiple barriers to employment are those who meet the criteria as set out in the Employment and Assistance Regulations. Examples of multiple barriers are literacy issues, limited education and work experience, long-term dependence on assistance and medical conditions that preclude or impede employment.

Reconsideration — When a client disagrees with a ministry decision, the client may request a review of the decision. The process involves a written request, which is reviewed by a Reconsideration Adjudicator who makes a new decision. If the client does not agree with that decision, the matter may proceed to the Employment and Assistance Appeal Tribunal.

Supplementary Assistance — Supplementary assistance addresses pressing needs, such as health assistance, seniors' supplement and bus passes.

Temporary Assistance — Financial assistance provided to eligible persons who are expected to achieve independence through employment.

Appendix 3

Performance Measure Methodologies

1.1 Per cent of BC population aged 19-64 receiving temporary assistance with employment-related obligations.	
Description	<p>This measure tracks the percentage of British Columbia's working-age population receiving temporary assistance with employment-related obligations. A lower percentage indicates that fewer people are in need of assistance and more are participating in the workforce.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	<p>Assisting clients to find employment continues to be a critical aspect of the ministry's mission. Changes in the volume of individuals receiving assistance that are expected to work indicate the strength of the economy, the effectiveness of the programs, and incentives provided to individuals to find employment.</p>
Data Sources	<p>Population estimates are obtained from BC Stats, an arms-length independent source of provincial statistics. The ministry's caseload data is obtained from the ministry's Management Information System (MIS), an electronic case management system.</p>
Comments	<p>The baseline for this measure was established in 2001/02. Since then, the methodology for calculating this measure has been adjusted to include the Expected To Work – Medical Condition category introduced in 2004.</p>

1.2 Per cent of total caseload in receipt of disability assistance.	
Description	<p>This measure tracks the percentage of the total caseload receiving disability assistance. As the number of clients receiving temporary assistance declined, the proportion receiving disability assistance continued to grow.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	<p>A strong economy and an aging population are expected to have a significant impact on the composition of ministry's caseload. The ministry tracks this measure to anticipate future trends in the ministry's caseload composition and emerging trends in the needs of clients with disabilities.</p> <p>The ministry uses this data for budget allocation, forecasting, policy development, and ensuring delivery of appropriate services that meet the changing needs of the ministry's clients.</p>
Data Sources	<p>The ministry's caseload data is obtained from the ministry's Management Information System (MIS), an electronic case management system.</p>
Comments	<p>The baseline for this measure was established in 2001/02 and results have been reported yearly since then.</p>

1.3 Percent of ministry services provided to clients that meet or exceed established service standards	
Description	<p>While the Ministry completed the development of its Service Standards in 2006/07, this measure is currently under development. The Ministry will continue to work on the establishment of the Service Standards baseline and future year targets will be available in the 2007/08 Service Plan Report.</p>
Why is it important?	<p>The ministry is committed to implementing strategies to build a client-focused culture and service delivery. This measure will provide an opportunity to monitor the progress made toward achieving these objectives.</p>
Data Sources	<p>A methodology for measuring these individual standards will be developed during 2007/08.</p>

Comments	This measure is currently under development with the baseline to be established in 2007/08.
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1.4 Percent of reconsideration decisions that are made within 10 business days.	
Description	<p>This measure tracks the percentage of reconsideration decisions that were made within the 10-day statutory time limit as set out in the Employment and Assistance Regulation and Employment and Assistance for Persons with Disabilities Regulation. It illustrates the degree to which the Ministry is meeting its regulatory obligations in regard to the length of time it takes for a reconsideration decision to be completed.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	This measure indicates how well the ministry is responding to clients' increasing demand for review. Information on reconsiderations and appeals also allows the ministry to assess compliance with policy, service standards, and the principles of administrative fairness. The ministry engages in ongoing appraisal of the reconsideration and appeal process as part of its overall evaluation of service delivery.
Data Sources	Data for this measure is obtained from the ministry's electronic Reconsiderations and Appeals System, which contains information on the number and outcomes of reconsiderations.
Comments	<p>The adjudication of health decisions in particular represents a large and growing proportion of the reconsideration requests that the ministry undertakes annually.</p> <p>The baseline for this measure was established in 2003/04 and results have been reported yearly since then.</p>

2.0 Average time required for decision on a new application for Persons With Disabilities designation.	
Description	<p>This measure evaluates the Ministry's performance in the review and adjudication of applications for the Persons with Disabilities designation. A shorter timeframe for this measure indicates that clients are receiving more timely and efficient service.</p> <p>Data for this measure is collected monthly. For the purpose of annual reporting, results for this measure reflect the average number of working weeks required to adjudicate an application during the fiscal year.</p>
Why is it important?	The length of the adjudication process reflects the ministry's ability to provide timely decisions that comply with legislative requirements and the principles of administrative fairness.
Data Sources	This measure is tracked by the ministry's Provincial Services Branch.
Comments	The baseline for this measure was established for 2005/06.

2.1 Percentage of persons receiving disability assistance with income from working or a volunteer supplement.	
Description	<p>This measure tracks the degree to which Persons with Disabilities clients are able to engage in employment or volunteer work. It provides a conservative count of volunteer activity, as it only tracks those who report volunteering activities. There is a substantial amount of additional volunteer activity that the Ministry is unable to measure.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	Supporting persons with disabilities who are interested in working or volunteering in finding these opportunities continues to be an important mandate for the ministry. Income from these sources is an indicator of progress as part-time work may be a stepping-stone to full-time employment and volunteer work may lead to employment, as it often provides valuable skills and experience. Volunteering is also an opportunity for clients receiving disability assistance to

	contribute to their communities, reduce social isolation through enhanced relationships with others and lead enriched lives.
Data Sources	The ministry's Management Information System (MIS) tracks the number of volunteer supplements issued each month. Income from working is also being tracked by the system and applied towards earning exemptions. This information is used to report on results for this measure.
Comments	The baseline for this measure was established in 2001/02 and results have been reported yearly since then.

4.1 Average percentage of clients with employment related obligations who leave the caseload each month.	
Description	<p>This measure gauges the success of clients in achieving financial independence from income assistance. It reflects the Ministry's commitment to assisting clients to achieve independence through employment.</p> <p>Data for this measure is available monthly. Annual results are reported as an average based on a calendar year.</p>
Why is it important?	Assisting clients to achieve financial independence is a critical aspect of the ministry's mission. Because clients are not required to report the reasons why they no longer need assistance, this is a measure of the effectiveness of ministry programs and incentives that enable clients to achieve financial independence and therefore leave the caseload. In addition, this measure is also an indicator of the strength of the provincial economy and labour force.
Data Source	The data for this measure is obtained from MIS, the ministry's case management system, and reflects the changes that occur within the caseload each month.
Comments	The baseline for this measure was established based on 2005/06 results.