

2007/08 Annual Service Plan Report - Supplemental Appendix

Service Code and Organizational Values

The purpose of this Service Code is to achieve service excellence. We are committed to improving services and strengthening our relationships. This Service Code, guided by our organizational values, defines our Ministry's expectations as we interact with others.

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.

Our Service Standards

We are committed to providing you with courteous, professional and consistent service and will work to meet the following Service Standards.

Accessibility

- Ministry offices are open 8:30 am to 4:30 pm Monday to Friday (except statutory holidays)
- All Ministry offices meet, or exceed, the BC Building Code standards for accessibility
- The Ministry's Internet site is available 24 hours a day at: www.gov.bc.ca/eia
- A toll-free information and referral line is available 24 hours a day at: 1 866 866-0800

Service Quality

- Clients attending a Ministry office are acknowledged and informed of expected wait times
- All clients with employment obligations will have a current Employment Plan

Response Times

- During office hours, phone calls are answered by the fourth ring
- Client voice mail, fax and email, sent to offices and service centres, are responded to:
 - Immediate Need: Same business day (food, shelter and/or urgent medical attention)
 - General requests within 1 business day
- Responses to ministerial correspondence are provided within 14 calendar days

Decisions on the following programs and services will be provided upon the ministry receiving completed and signed applications, documentation and information:

- New application for income assistance eligibility within 5 business days
 - If it is determined that an immediate need has been identified, the need will be addressed the same day and an application for income assistance eligibility will be conducted within 1 business day
- New application for Persons With Disabilities (PWD) designation within 4 weeks
- Eligibility for Persons with Persistent Multiple Barriers (PPMB) within 10 business days
- Reconsideration within 10 business days of receiving a Request for Reconsideration Form
- Family Maintenance assessments within 5 business days of receiving a Family Maintenance Referral
- Annual bus passes within 10 business days

We expect to meet these service standards and are committed to listening and addressing your service concerns. Our Service Commitment process is available to you if you have a complaint about our Service Standards. Please call: 1 866 866-0800 or visit your local office for more information.

Performance Measures Methodologies

Expected-to-Work clients as a per cent of BC's adult population	
Description	<p>This measure tracks temporary assistance clients 19 to 64 years of age with employment obligations (i.e., clients in the Expected to Work and Expected to Work-Medical Condition categories) reported as a proportion of British Columbia's population in the same age group.</p> <p>A lower percentage for this measure indicates that, as a percentage of the population, fewer people who are expected to work 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 over the course of the fiscal 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 Ministry's employment programs, and the 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, 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, which was introduced in 2004.</p>

Per cent of all clients who are Persons with Disabilities	
Description	<p>This measure tracks the proportion of the Ministry's cases receiving disability assistance. A higher percentage may be indicative of:</p> <ul style="list-style-type: none"> – a decrease in the number of individuals receiving temporary assistance; and/or – an increase in the number of individuals who are receiving disability assistance. <p>Data for this measure is available monthly. Annual results are reported as an average over the course of the fiscal 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 ministry clients.</p>
Data Sources	<p>The Ministry's caseload data is obtained from the Ministry's Management Information System, 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> <p>There was a transition in performance measures with the 2008/09-2010/11 service plans for all ministries. While this performance measure will not appear in subsequent annual service plan reports, the Ministry remains committed to assisting those most in need and will continue to include data on Persons with Disabilities caseload trends in the future.</p>

Per cent of Ministry services provided to clients that meet or exceed established service standards	
Description	The Ministry's Service Standards and detailed methodologies to support these standards have been developed based on key programs and attributes of service that are important to the Ministry's clients.
Why is it important?	Service standards are fundamental to building a citizen-focused culture reflective of the Ministry's Organizational Values and Service Code. Effective service standards will inform program design and support consistent service delivery across the province.
Data Sources	To be determined.

Per cent of reconsideration decisions that are made within 10 business days	
Description	<p>Clients can apply to Reconsideration Adjudicators to review ministry decisions regarding eligibility for assistance and supplements. This measure gauges the proportion of reconsideration decisions that are made within 10 business days. A higher percentage for this measure indicates the Ministry is doing a better job of meeting regulatory requirements and providing timely and efficient service to clients.</p> <p>Data for this measure is available monthly. Annual results are reported as an average over the course of the fiscal year.</p>
Why is it important?	<p>This measure indicates how timely the Ministry is in responding to clients' requests 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 gauges performance with this measure as part of its overall evaluation of service delivery.</p>
Data Sources	<p>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.</p>
Comments	<p>The baseline for this measure was established in 2003/04 and results have been reported yearly since then.</p>

Average time to process new Persons with Disabilities applications	
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 over the course of the fiscal year.</p>
Why is it important?	<p>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.</p>
Data Sources	<p>This measure is tracked by the Ministry's Health Assistance Branch.</p>
Comments	<p>The baseline for this measure was established in 2005/06 and results have been reported yearly since then.</p>

Percentage of persons receiving disability assistance with income from working or a volunteer supplement	
Description	<p>This measure tracks the percentage of disability assistance cases that declare earned employment income and/or volunteer supplements. An increase in this measure indicates improved community participation, independence and employability among ministry clients designated as Persons with Disabilities.</p> <p>Clients with disabilities who volunteer may be eligible to receive a monthly volunteer supplement. Because not all clients who volunteer apply for the supplement, this measure provides a conservative count of volunteer activity.</p> <p>Data for this measure is available monthly. Annual results are reported as an average over the course of the fiscal year.</p>
Why is it important?	<p>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 towards greater independence as part-time work may lead to full-time employment and the skills and experience provided by volunteer work may lead to employment.</p> <p>Working or volunteering also provides disability assistance clients with an opportunity to enrich their lives and contribute to their communities. They reduce social isolation by providing an outlet for building enhanced relationships with others.</p>
Data Sources	<p>The Ministry's Management Information System 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.</p>
Comments	<p>The baseline for this measure was established in 2002/03 and results have been reported yearly since then.</p>

Percentage of BC Employment Program clients who achieve \$560 or 70 hours per month	
Description	<p>This measure tracks the percentage of BC Employment Program clients who move into employment, which is defined as achieving at least \$560 in earnings or 70 hours of employment each month. This measure is an indicator of the effectiveness of the program in helping clients with employment obligations secure sustainable employment.</p> <p>Annual results are reported as an average over the course of the fiscal year.</p>
Why is it important?	<p>Achieving sustainable employment is a key element of the Ministry's strategy to assist clients in achieving their social and economic potential. BC Employment Program services are delivered by third party contractors who are responsible for meeting a range of service level requirements. This includes finding employment for a minimum of 25 percent of BC Employment Program clients within 60 days of acceptance into the program.</p>
Data Sources	<p>Program data is maintained on the Ministry's Management Information System and supported by the Employment Division. Program outcomes are monitored and reported on a monthly or as-needed basis.</p>
Comments	<p>The baseline for this measure was established in 2006/07.</p>