



Ministry of Employment and Income Assistance



CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT – COMMUNITY CONSULTATIONS

1. CONSULTATIONS

Community consultations were held from November to December 2007 at the following locations and dates:

November 19	Victoria
November 23	Nanaimo
November 26	Vernon
November 28	Kelowna
December 3	Chilliwack
December 4	Burnaby
December 6	Prince George

Community Living BC (CLBC) and the Ministry of Employment and Income Assistance (MEIA) representatives made a brief presentation on the proposed joint demonstration and entertained questions. Lively discussions ensued at all locations. As a follow up to these consultations, we have posted the following to the CLBC website:

- these summary notes
- slide presentation
- questions and answers on customized employment

The following summarizes the discussions at these sessions. We have also provided a summary of our responses to the issues raised.

If you have any further comments or questions, please contact David O'Toole at CLBC by e-mailing David.OTOole@gov.bc.ca.

2. COMMENTS & RESPONSES

We have summarized the comments collected from community and our responses under the following headings:

- Procurement/Funding
- Employer/Employment Supports
- Program Model
- Potential Participants
- Service Providers
- Program Administration
- Program Support

3. PROCUREMENT/FUNDING

Consultation Comments	Response
<ul style="list-style-type: none"> • How will the new funding impact current funding? 	<p>This project will use new funding and should not have any impact on existing contracts.</p>
<ul style="list-style-type: none"> • RFQ or RFP? • What will the bid process look like? 	<p>The intention is for a simple and straightforward procurement process. The current approach and plan is for a directed process where we outline our expectations regarding services, individual outcomes, and service provider capabilities. We would then seek responses to specific questions allowing an evaluation of the service provider's capabilities.</p>
<ul style="list-style-type: none"> • Who can access the funds? • How will people access the programs? 	<p>Successful service providers will identify suitable candidates for the customized employment services. Anyone seeking these services must work with a contracted service provider.</p>
<ul style="list-style-type: none"> • Will the majority of the funding go to the larger organizations and communities? • Which areas of the province will the funding be directed? 	<p>Our goal is to support a mix of individuals and locations, keeping in mind that we are looking for qualified service providers to help us in the demonstration and capacity building aspects of this project.</p>
<ul style="list-style-type: none"> • What about subsidies for participants and employers? 	<p>There are no employer or participant wage subsidies as part of the proposed project.</p>
<ul style="list-style-type: none"> • Is there a per person amount like EPPD? 	<p>The service provider must manage the overall contract value, which will include an average cost per person served. The service provider will be responsible for all costs (which may include disbursements to third parties and other costs that are part of the program design) to deliver the customized employment services and maintain the appropriate employment supports.</p>
<ul style="list-style-type: none"> • Is there enough funds to work with everyone who wants to be a participant of this project? 	<p>The procurement may ask the service provider to estimate how many people they think they can work and how much that would cost in order to meet the project goals and what that would cost.</p>
<ul style="list-style-type: none"> • What will happen at the end of the three years? • Can the funds follow the person? 	<p>We acknowledge that the demand for customized employment services may exceed initial resources. However this is a demonstration project with continuous monitoring. We cannot promise funding or service continuity beyond the initial three years, however, the goal is long-term employment programming and supports.</p>

4. EMPLOYER/EMPLOYMENT SUPPORTS

Consultation Comments	Response
<ul style="list-style-type: none"> • Are there wage subsidies for employers? • Will there be supports for both the individual and the employer? 	There are no wages subsidies to employers. However, the expectation is that employers and individuals are fully supported in the workplace environment. This support is beyond the initial placement and should be available to both parties for as long as needed to allow a transition to more natural supports.
<ul style="list-style-type: none"> • What kind of supports will be available? 	Part of the project is to gain a better understanding of what these supports should be, to both the individual and the employer.
<ul style="list-style-type: none"> • Can the funding be directed to internal support within an employers business? 	Costs for certain employment supports may be considered a disbursement and part of the total costs.

5. PROGRAM MODEL

Consultation Comments	Response
<ul style="list-style-type: none"> • What will the program model be based on? 	The program model will be based on the guidelines and principles of customized employment. MEIA will also expect the project to reflect EPPD service delivery principles. A list of customized employment FAQs has been created for further clarification.
<ul style="list-style-type: none"> • Can different approaches be tried through this project? 	Different approaches within the customized employment model must be co-ordinated and meet the overall project objectives. This is a demonstration project so we are looking at service evaluation and development of best practices to achieve our employment objectives for individuals with a developmental disability.
<ul style="list-style-type: none"> • What will service providers need to report? • Will service providers share information, standards and success stories? 	The model will include quality indicators with services and outcome reporting against these indicators. We are also expecting documentation for each individual served, successes stories and lessons learned to share with other service providers.
<ul style="list-style-type: none"> • Will participants have access to resources and skills-based training? 	Employment supports are expected. For example, short-term training will be available to individuals if it is deemed appropriate following the discovery process component of customized employment. In addition, the service provider may provide other supports (limited per individual amount) to assist in finding and keeping employment.

<ul style="list-style-type: none"> • What is the measurement of success for the individual? • Is self-employment included? 	<p>Employment outcomes are individual specific flowing from the discovery process. Employment is real work for real pay and can be full time, part time or self-employment as appropriate.</p>
<ul style="list-style-type: none"> • How long should we track success measuring? • How long will we track job seekers? 	<p>As this is a demonstration project, we expect that all participants will be followed for the duration of the project. This will greatly assist in our understanding of the employment supports required on an ongoing basis.</p>
<ul style="list-style-type: none"> • Will communication be required among successful proponents? • Is there a research component? 	<p>The demonstration project will include a strong learning component, development of best practices and a sharing of experiences. Successful service provider participation is expected. A goal is to build capabilities and community capacity.</p>

6. POTENTIAL PARTICIPANTS

Consultation Comments	Response
<ul style="list-style-type: none"> • Who is eligible? • Do the participants need to be supported by CLBC? 	<p>This employment programming is specifically for British Columbians who have a developmental disability and are of working age. Individuals must be eligible for CLBC services.</p>
<ul style="list-style-type: none"> • Is there going to be a cross section of participants? • Can youth participate? 	<p>The demonstration project is looking for a good cross section of individuals and locations. However, we may wish to target at least one contract for youth.</p>

7. SERVICE PROVIDER

Consultation Comments	Response
<ul style="list-style-type: none"> • Who is eligible to be a proponent? • What will they need to qualify? 	<p>This is new funding has specific contractual requirements. Each service provider must review their internal capabilities in anticipation of submitting a response.</p> <p>Successful service providers will have strong community and employer connections. We may also look for service providers who have had similar experience in providing individualized employment services.</p> <p>In the procurement process, proponents will be asked to describe the individuals for whom they propose to provide customized employment services. They will also be asked to describe their community connections, ability to attract and support individuals in their job search activities.</p>

<ul style="list-style-type: none"> • Can service providers have a small ratio of staff to individuals? • How the job be labelled? • Should we hire job coaches that are also caregivers or caregivers that can learn job coaching? 	<p>We will not specify the resources required (e.g., numbers and/or job description, staff to individuals ratios). We will let the service provider decide on the right mix of resources to provide the services.</p>
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8. PROGRAM ADMINISTRATION

Consultation Comments	Response
<ul style="list-style-type: none"> • Do service providers need to be CARF accredited to be a proponent? 	<p>Either CARF accredited for employment programs or equivalent qualifications will be considered as part of service provider qualifications.</p>
<ul style="list-style-type: none"> • Will this impact the accreditation process? • Will services providers' current standards conflict with those of the demonstration project? 	<p>We are not asking service providers to change their current standards. The project will require specific reporting on outcomes and specifically identified quality indicators for the demonstration project.</p>

9. PROGRAM SUPPORT

Consultation Comments	Response
<ul style="list-style-type: none"> • Will the Ministry of Education be involved? 	<p>This is an employment program with various constraints. We may not be able to engage the Ministry of Education in the program, but certainly will work towards this end.</p>
<ul style="list-style-type: none"> • Is there a contact for MEIA? 	<p>There will be a MEIA contact for this project who can assist in providing information or direction on other MEIA services.</p>
<ul style="list-style-type: none"> • Are MEIA and CLBC also working on the Minister's Council on Employment for Persons with Disabilities 10 by 10 Challenge? 	<p>Yes, this is part of the MEIA's overall disability strategy.</p>