

2016-2019 PRIORITIES FOR THE COMMUNITY ACTION EMPLOYMENT PLAN

JUNE 2016



Developed by Community Living BC and Community Partners

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EXECUTIVE SUMMARY

Employment is a key priority for the people Community Living BC (CLBC) supports and works with. The Community Action Employment Plan (the Plan) was launched in 2013, and its three year goal was to assist 1,200 more people to access employment. As of March 2016, CLBC and all of its partners were pleased to acknowledge that we had exceeded our goal, with data showing 1,800 more people (21 per cent) reporting income.

CLBC and its partners recognize there is still much work to be done. We've set a new three year goal of 25 per cent of CLBC served individuals reporting income, or about 5,000 people. On June 30, 2016, we launched this document, *2016-2019 Priorities for the Community Action Employment Plan*, that outlines the work for the next three years to help CLBC and the community meet our new goal.

There is a collective responsibility of all those involved in the planning for the actual implementation of the priorities outlined in this document. So that everyone can see how they can play a role, this document has been organized by stakeholder group (i.e. individuals and families, school districts, service providers). We invite you to read how you can contribute to the work to increase inclusive employment.

The priorities in this document were identified through reflection on the lessons learned in the first three years of the Plan, feedback from Summit II, a gathering of over 100 self advocates, service providers, employers, and government and CLBC staff in Victoria in June 2015. Priorities for 2016-2019 include supporting CLBC regional operations teams and local communities across the province to develop and implement plans for advancing employment, measuring progress regionally and provincially, making strategic financial investments and practice shifts, and continuing to experiment and learn at both provincial and local levels.

This priorities document also discusses the new “collective impact” approach being used to continue the collaboration on the work of the Plan, outlines CLBC’s role as providing support for collaboration, and the role individuals, families, service providers, government partners, employers, schools and community can play, and benefits they can experience, when contributing to the success of the 2016-2019 priorities for the Plan.

ACTION PLAN VISION AND GOAL FOR 2016-2019

The original vision of the Community Action Employment Plan is for BC to have the highest rate of employment among people with developmental disabilities in North America.

This vision comes from a set of common aspirations. Individuals aspire to work like everyone else, to have their contributions recognized and to be seen as full citizens with all that this designation entails. Families aspire for their loved ones to live meaningful, fulfilling lives and to enjoy a sense of belonging like other people do. Service providers aspire to deliver effective services that result in quality lives. CLBC and its many partners aspire to support people to live good lives in welcoming communities. The community and CLBC have identified employment as the mechanism by which to achieve these aspirations.

Goal for 2016-2019: 25 per cent of CLBC eligible individuals, or about 5,000 individuals, working.

WHO IS INVOLVED IN THE WORK OF THE PLAN?

British Columbia has taken some exciting steps forward in our vision to create an inclusive workforce where individuals with developmental disabilities have meaningful, viable employment.

These achievements would not have been possible without the input, guidance and contributions of self advocates, families, service providers, CLBC and government representatives, education professionals, community members and employers.

To achieve the vision outlined above, we will continue to need everyone's contributions – and for everyone to take responsibility for implementation of the actions outlined in this document. All of us have a role to play in the work of the Community Action Employment Plan, and everyone stands to benefit from its success.

This priorities document has been organized so that each stakeholder group can see where they can contribute to the work. As you read through it, you will see where you can get involved in helping to build more inclusive workplaces across our province.

COLLECTIVE IMPACT – CONTINUING OUR COLLABORATION

Over the last year, the Core Planning Team, the group helping to guide the overall work on the Plan, sought to evaluate its effectiveness and to determine if applying a collective impact framework ¹ could be beneficial to make work on the priorities of the Plan more effective.

Collective impact is a framework that tackles complex social problems by having multiple organizations or entities from different sectors adopt a common agenda, shared measurement and alignment of effort. It requires all participants to have a shared vision for change, one that includes a common understanding of the problem and a joint approach to solving it through agreed upon actions. The approach calls for a centralized infrastructure – known as a “backbone” organization.

The Core Planning Team decided that applying a collective impact approach to the work of the Plan would be beneficial and provide a more effective structure for the Plan’s priorities moving forward.

The members of the Core Planning Team also agreed CLBC would fulfill the role as the “backbone organization” and provide support to enable individuals, families, service providers, self advocates, schools, government partners, employers and community groups to collaborate on the new three year priorities for the Plan.

CLBC is committed to providing the overall support for collaboration, including tools, data, support and mechanisms to support communications and sharing of learning and experiences, and the development of Local Action Employment Plans. As well, CLBC will launch provincial initiatives that support action for inclusive employment across BC, and ensure a collaborative approach is used to manage priorities that have shared responsibility at both the provincial and local levels (i.e. transitioning youth).

While CLBC will provide the infrastructure to support collaboration, the underpinning for success for this work is for all involved to take ownership for both planning at the local level, and implementation of the actions that are outlined in their local community action employment plan.

¹ <http://www.collaborationforimpact.com/collective-impact/>

PRINCIPLES, OBJECTIVES & MEASURES

While there is an understanding there are many different approaches to achieve any intended goal, it is important when doing the work of the Plan, and using a collaborative framework, that we are guided by shared principles, objectives and measures that reflect our values and beliefs.

Based on the learning, consultations and feedback over the last three years, the Core Planning Team has established the principles and objectives below. The measures are also a reflection of learning and consultation, and measurements CLBC is required to compile annually for federal and provincial reporting.

Principles

- Collaborative approach based on “collective impact”
- Learning will be foundational
- Accountability for results
- Responsible in the use of resources
- Commitment to best practices

Objectives

- Increase % of individuals working
- Increase % of young adults requesting employment
- Increased capacity of employment services (volume / effectiveness)
- Continually learn from our practices
- Joint plan development and actions by CLBC & community, including self advocate, families and service providers
- Shift from traditional day services to employment first services
- Make it easier for young adults to access employment
- Partner with and leverage Work BC services

Measures

- % of individuals working
- % of young adults requesting employment
- Numbers of individuals accessing Work BC
- Effectiveness of employment services
- Capacity of employment services (numbers / funding)
- Capacity of new employment first services (numbers / funding)

PROVINCIAL EXPANSION OF LOCAL EMPLOYMENT ACTION PLANS (LEAP)

CLBC and its partners understand that the direct outcomes – people having fulfilling work in local businesses – happens in communities. Consequently, each community across BC has a big role to play in helping this vision become a reality.

During the first three years of the Plan, investments and supports were focused in three pilot areas (Simon Fraser, Thompson Cariboo, Central and Upper Island). The focus for 2016-2019 will be to support expansion of local planning across B.C. to enable work on the Action Plan priorities to be tailored to the unique needs of individual communities. In expanding provincially the learning and experiences from the three pilots, each CLBC office will provide support for collaboration for the development of local plans.

Everyone is invited to participate in developing Local Employment Action Plans (LEAP). These plans will ensure provincial initiatives are implemented at the local level, and local projects and solutions are found to advance employment to meet the needs of specific communities. The approach being used is not intended to be “top down” but to work with and help facilitate actions that move us towards the shared vision for employment for the adults CLBC serves. Each community will likely take a unique approach, and some of the work that is needed may already be underway.

Local CLBC offices will be supported by the provincial team and initiatives, and will lead or support employment planning for their communities with the input and participation of local community partners, including individuals, families, service providers, self advocates and community organizations. Initiatives such as familyWORKs, Rotary@Work and MentorAbility, and others as they are implemented, are resources for those working locally to help shift the culture to one of employment first.

CLBC will also implement, support or provide at a provincial level the following support to enable all areas across the province to collaboratively develop LEAPs, and contribute to the provincial goal of helping 5,000 more people find and keep work by 2019.

Provide tools & mentoring to support the collaborative development & implementation of local employment plans

- Provide local CLBC staff with a Tool Kit to support development of collaborative LEAPs
- Establish mentoring support for local teams

Allocate funding for employment services

- Target funds to address capacity in areas not involved with the three pilot projects

Strengthen Communications & Linkages

- Enhance communication about employment activities and initiatives with all stakeholders
- Enhance communications among regions, projects and Core Planning Team
- Encourage partnerships and sharing of best practices among employment service providers

Collect & Distribute Data

- Collect, analyze & distribute to local teams semi-annual employment & quarterly periodic report data

Gather & Share Learnings

- Tools and processes established to gather & share learnings among regional teams, working groups and other stakeholders

If you would like to participate in the creation of a local action employment plan, please contact your local CLBC office.

COMMUNITY ACTION EMPLOYMENT PLAN PRIORITIES & ROLES

The overall goal of the Community Action Employment Plan is to increase the number of CLBC eligible individuals who are participating in employment or self-employment, and to provide individuals who are already employed, but want to work more, with increased opportunities for employment.

This means everyone has a role to play.

The following section outlines what work on the specific key priorities each stakeholder group (i.e. individuals, families etc.) will be asked to be involved in, and to take responsibility for helping to implement. Because this priorities document is organized by key stakeholder group, and some priorities will be worked on by multiple groups, some priorities are mentioned more than once.

The key priorities are outlined at a high level. Additional details about the objectives and background for each of the priorities for 2016-2019 can be found in the full version of the [Community Action Employment Plan](#) posted on CLBC's website. There is also a glossary of projects at the end of this document for reference.

Individuals and Families - Your Role in the Plan

As recipients of CLBC funded employment supports, individuals and families play a critical role in participating in, and informing, the work of the Plan. Over the next three years, individuals and families will be have the opportunity to be involved in work on these key priorities from the Plan:

- Participate in, and provide feedback for, the development of Local Employment Action Plans
- Provide input into the Advancing New Support Options (ANSO), a project that is developing and implementing an “employment first” service option to deliver improved employment and inclusion outcomes and increase use of informal or generic supports
- Attend and participate in familyWORKs presentations and meetings
- Support, attend and raise awareness about local youth transition fairs
- Ask your school and district to get involved in Local Employment Action Plans
- Help develop a blueprint for social enterprise
- Explore options to support families in advancing employment
- Support the [Speakers Bureau](#) and [Promoting our Abilities](#) to enable self advocates to play leadership roles

Employers - Your Role in the Plan

Without employers, the target of increased employment is not possible. Employers must be brought increasingly into partnership; mining their knowledge, scanning their environments, leveraging their assets and meeting their needs are crucial to meeting the goals of the Plan. Employers will be asked to:

- Participate in employer engagement initiatives (*Rotary@Work*, *MentorAbility*, *Ready Willing & Able*, and *BC Partners for Workforce Innovation*)
- Participate in coordinated strategies through Chambers of Commerce and Municipalities
- Participate in entrepreneur to entrepreneur conversations and mentoring initiatives
- Champion hiring of employees with diverse abilities

CLBC Service Providers - Your Role in the Plan

Employment service providers deliver effective and efficient services that assist people to explore options, learn skills, obtain and keep work. Over the next three years, service providers will be asked to focus on these key priorities from the Plan:

- Participate in the development of Local Employment Action Plans
- Continue to build competencies for best practice & service excellence for supported employment
- Support the Advancing New Support Options (ANSO), a project that is developing and implementing an “employment first” service option to deliver improved employment and inclusion outcomes and increase use of informal or generic supports
- Support, evaluate and scale existing employer engagement initiatives (*Rotary@Work*, *MentorAbility*, *Ready Willing & Able*, and *BC Partners for Workforce Innovation*)
- Support and facilitate entrepreneur to entrepreneur conversations and mentoring
- Develop coordinated strategies to engage Chambers of Commerce and municipalities across BC
- Continue to participate in the Employment Action Committee
- Contribute to the development of a blueprint for supporting social enterprise
- Explore options to support families in advancing employment
- Support the development of a set of videos to tell employment stories & share on the *Mapping Inclusive Employment* site
- Support *Speakers Bureau* and *Promoting our Abilities* to enable self advocates to play leadership roles

Provincial Community Living Organizations – Your Role in the Plan

Provincial community living organizations, such as Family Support Institute of BC and Inclusion BC, are crucial to advancing the Plan. Their collaboration on the work of the Plan to date has been instrumental in furthering inclusive employment across BC. Over the next three years, CLBC and provincial community living partners will focus on these key objectives from the Plan:

- Support familyWORKs to expand, further evaluate and scale impact
- Explore options to support families in advancing employment
- Support, evaluate and scale existing employer engagement initiatives (*Rotary@Work*, *MentorAbility*, *Ready Willing & Able*, and *BC Partners for Workforce Innovation*)
- Develop a coordinated initiative to recognize inclusive employers at the provincial level
- Support *Speakers Bureau* and *Promoting our Abilities* to enable self advocates to play leadership roles

Schools and School Districts - Your Role in the Plan

Transition planning involves many players, and a shared approach is important to ensure youth and their families are well supported in the transition process. Schools and school districts will be asked to:

- Improve employment outcomes for transitioning youth by working with CLBC, the sector and local employment planning groups to scan, collect and evaluate best practices that will be used to develop initiatives to connect more youth to employment
- Participate in the development of Local Employment Action Plans
- Provide students of all abilities with employment experience while still in school
- Explore options to support families in advancing employment

Work BC Service Providers – Your Role in the Plan

Collaboration and partnership with WorkBC in particular has been instrumental in helping more people connect to employment. There has been a six-fold increase in the number of CLBC job seekers accessing employment services from their local WorkBC office. Over the next three years, CLBC and WorkBC will focus on these key objectives from the Plan:

- Continue to identify and implement solutions to increase the use of WorkBC by CLBC job seekers
- Continue to share best practices for employment service delivery that will increase employment outcomes for CLBC job seekers
- Take advantage of training opportunities that will result in improved service delivery to CLBC job seekers
- Create and disseminate stories demonstrating collaborative practice between CLBC & Work BC
- Participate in the development of Local Employment Action Plans

Government Partners - Your Role in the Plan

Ministry of Social Development and Social Innovation (SDSI), Employment Program of BC, Services for Adults with Developmental Disabilities (STADD), and Ministry of Children and Family Development all play a key role in supporting youth and the adults CLBC serves. Over the next three years, CLBC and government partners will focus on these key objectives from the Plan:

- Continue to collaborate with leadership of SDSI and STADD to identify and implement solutions to increase the use of WorkBC by CLBC job seekers
- Implement and evaluate joint competency building plan for CLBC employment services and WorkBC services
- Develop a one government approach for increasing employment among youth and young adults
- At the regional staff level, participate in the development of Local Employment Action Plans

CLBC - Your Role in the Plan

CLBC will act as the “backbone” organization, providing overall support including tools, data, support and mechanisms to facilitate communications and sharing of learning and experiences that emerge from all the work on the Plan. CLBC will also launch provincial initiatives to support the actions being taken, and work to ensure that duplication does not occur in planning for priorities that have a shared provincial and regional responsibility (i.e. transitioning youth).

A key piece of this work over the next three years is for each CLBC region to support and guide individuals, families, service providers, employers, government partners and community to collaborate on the development of Local Employment Action Plans (LEAP) for their areas. LEAPs are intended to be the mechanism stakeholders will use to advance employment at the local levels.

In their role, regional CLBC staff will support stakeholders to develop LEAPs that will aid local collaboration on Plan priorities by identifying and implementing projects and initiatives that meet the unique needs of their communities, support the achievement of the three year target, and utilize, and benefit from, the work CLBC and its community and government partners are doing to meet Plan priorities (see below). To support the development of LEAPs, regional CLBC staff will receive tools to efficiently support local work, local employment data to help identify areas of focus for the LEAP, and mechanisms to learn about, or share, successes, strategies and best practices for LEAPs.

CLBC - Your Role in the Plan Continued...

The key provincial initiatives CLBC will launch with other partners between 2016 – 2019 are:

- Support expansion of Local Employment Action Plans across BC
- Support expansion of familyWORKs chapters
- Support, evaluate and scale existing employer engagement initiatives (e.g. *Rotary@Work*, *MentorAbility*, *Ready Willing and Able*, and *BC Partners for Workforce Innovation*)
- Support coordinated strategies to engage Chambers of Commerce and Municipalities across BC
- Continue to convene and support the Employment Action Committee as a hub from which to engage employer related initiatives such as Simon Fraser University research of the “Business Case”, the President’s group and Canadian Business SensAbility
- Support a coordinated initiative to recognize inclusive employers at the provincial level
- Leading the development of a blueprint for supporting social enterprise
- Entrepreneur to entrepreneur conversations and mentoring is supported
- Support self-employment/micro-enterprise development
- Create a set of videos to tell employment stories & share on *Mapping Inclusive Employment* site
- Complete the Advancing New Support Options (ANSO), a project that is developing and implementing an “employment first” service option to deliver improved employment and inclusion outcomes and increase use of informal or generic supports
- Support *Speakers Bureau* and *Promoting our Abilities* to enable self advocates to play leadership roles
- Make sure Community Councils share information on the priorities and how to get involved

CLBC will also work on internal key priorities to align policy and practice to the goals of the Plan. This work will include:

- Streamline access to employment so transitioning youth have immediate access to services
- Develop and provide core employment training for all CLBC staff
- Continue to make strategic investments to increase service provider capacity to serve more people
- Continue to provide financial and planning support to Quality Service Areas for targeted competency building with service providers
- Develop and implement a CLBC Diversity Plan to increase meaningful employment of individuals by CLBC
- Explore and clarify ‘Employment First.’ Build on the work of the Canadian Association for Supported Employment (CASE) in this undertaking
- Evaluate the benefits/effectiveness of current model of building service provider competencies and make recommendations for changes for
- Evaluate options for supporting self-employment/micro-enterprise development

GLOSSARY OF ACTION PLAN PROJECTS – 2013 - 2016

This glossary does not reflect all projects and initiatives that have been developed in the last three years, but define the projects mentioned in this document.

Advancing New Support Options (ANSO)

Advancing New Support Options is a three-year, three-phase project to develop new CLBC service options that will balance supports around accessing employment, meaningful community inclusion, skill development and strengthening informal networks. The project responds to requests from many individuals and families for more than just employment services to assist individuals in comfortably pursuing employment. CLBC has partnered with the Community Living Innovation Venture and is collaborating with service providers, self-advocates and family members to develop new service options that are more responsive to the goals and aspirations of individuals on their path to employment and full citizenship. The project comes out of the Community Action Employment Plan's Transforming Day Service Working Group that examined transforming community inclusion services.

Employmentforall.ca

Developed through a partnership between CLBC, the Canadian Association for Supported Employment (CASE) and Open School, www.employmentforall.ca is a website that features videos, and success stories and information for job seekers, employers and service providers about supported employment practices. The site, when launched in 2014, announced the first set of national best practices for employing people with developmental disabilities in Canada. These best practices reflect research and evaluation led by CASE with service providers across Canada. In January 2014, CLBC adopted these nine principles of best practice to be the foundation of our employment work.

Promoting our Abilities

Through the BC Self-Advocacy Foundation, and with first-year funding from CLBC and a grant from the Vancouver Foundation's Disability Supports for Employment Fund in year two, self-advocates across the province have developed and presented a series of presentations, Promoting our Abilities, to educate employers, community leaders, including those from municipal, provincial and federal governments about the advantages to hiring inclusively.

familyWORKS

When CAEP launched in 2013, the Family Support Institute (FSI) was testing a new approach of supporting families to explore employment as an option for their sons and daughters in Vancouver. CLBC and Vancouver Foundation provided funding to expand the initiative to the three employment pilot areas and evaluate the model for its effectiveness. The groups provide families with a forum for conversations about employment, mentoring through family to family support, and information and resources to build capacity among families to assist their loved one in employment.

Mapping Inclusive Employment for Individuals with Developmental Disabilities

With CLBC and Ministry of Social Development and Social Innovation support, in April 2015, the BC Centre for Employment Excellence launched an on line geo-mapping project called, *Mapping Inclusive Employment for Individuals with Developmental Disabilities*. People throughout the province – individuals, families, service providers and employers - can share their experiences with inclusive employment and become inspired by the experiences of others. The website can be found at: <http://emap.geolive.ca/themap>.

Ready, Willing and Able

With contributions from Vancouver Foundation, the Government of Canada and CLBC, *Ready, Willing and Able* is a national initiative to raise awareness with employers about the skills and abilities people with developmental disabilities can bring to the workplace. In BC, this initiative is being led by Inclusion BC. The initiative includes a website – www.readywillingandable.ca – and materials and information for individuals, families and service providers to use in outreach with employers. The project has partnered around initiatives, such as *MentorAbility*, engaged numerous employers, and is planning an employer awareness initiative.

MentorAbility

In October 2014, CLBC joined community based employment services and Inclusion BC to implement the Canadian Association for Supported Employment's *MentorAbility* initiative. *MentorAbility* is a public awareness and employment development initiative that connects people with developmental disabilities to employers for a day of mentoring. It has become an annual initiative with collaborators from across the province. The goals are to provide individuals with a chance to explore a job they are interested in, and to build awareness with employers of the skills people can bring to the workplace. In the first and second years of this initiative in BC, *MentorAbility* has connected over 130 individuals to employers to learn about careers. You can read their stories by going to www.supportedemployment.ca/mentorability/

Rotary@Work

Since October 2013, Rotarians and employment service providers have been working together to develop a BC *Rotary at Work* initiative with support from the Vancouver Foundation and Rotary 50/50. *Rotary at Work* is an initiative designed to leverage the broad network available through Rotary to connect Rotarians in business with people with developmental disabilities seeking employment. This work has created a series of local and successful partnerships between Rotarian businesses and service providers and has been successful in matching suitable employees with specific business needs.

BC Partners in Workforce Innovation

BC Partners in Workforce Innovation is a collaborative initiative developed by the BC Centre for Employment Excellence, CLBC, and service providers including Open Door Group, BACI, Neil Squire Society and the Centre for Abilities. With funds from CLBC, the project conducted an initial feasibility study to explore interest among businesses for testing a new model of interacting with employment service providers. After demonstrating strong business support, the project has been funded by the Partnership and Innovation Fund of the Ministry of Social Development and Social Innovation, to evaluate the effectiveness of a coordinated, demand-side approach in meeting the needs of both employers and job seekers. The three-year project launched in June 2015 and has begun testing the new model with select employers.

Speakers' Bureau

With support from CLBC, leaders from the BC Self Advocacy community have created a Speakers' Bureau so their stories and expertise can be shared with decision makers, service providers and the community at large. Members of the Speakers' Bureau are available to be hired to make presentations that breakdown stereotypes, create new opportunities and promote the diverse abilities of all individuals. Speakers present on topics, such as employment, they are passionate about and that have the potential to increase opportunities and quality of life for people with diverse abilities.