

WorkBC Employment Services - Quick Reference

This document is intended for anyone making referrals to WorkBC Employment Services, offering a brief overview of services and eligibility. For more details please visit www.workbc.ca or your local WorkBC Centre.

Self-Serve Services

Self-Serve Services provide Clients with the information, tools and resources needed to independently undertake job search, career planning, self-assessment, labour market research or other employment-related activities. Self-Serve Services are self-paced and self-managed by the Client.

Self-Serve Clients have access to the Resource Area, which includes the following services and information:

- Information and direction to support independent use of the resources
- Up-to-date information on employment opportunities
- Relevant, up-to-date information on community-based services
- Up-to-date resource material on job search, employment preparation, career exploration and other relevant employment-related topics
- Static Webinars (self-paced, pre-recorded, on-line learning modules) on common topics related to job search, employment preparation, career exploration and other relevant employment-related topics
- Equipment and technology to support job search, such as computers, photocopiers and telephones for job search and related activities
- Self-serve assessment tools to assist in career and employment planning, e.g., interest assessments, career planning, employability assessments
- Group-based information sessions
- Translation and Interpretation services
- Job Start supports may be available to Clients who have started employment and require essential work clothing or equipment as a condition of employment
- Current Labour Market Information in print and electronic formats including information on:
 - The job market
 - Occupations and industries
 - Current and forecasted labour market conditions and trends
 - Local employers and their hiring practices
 - Employment-related programs and services
 - Training

In addition, Employers can use the Resource Area to access:

- Information to assist them in hiring, training and retaining workers, and in developing human resource strategies
- Support to post job vacancies

Client Eligibility

Anyone is eligible to receive Self-Serve Services. They must first register for Online Employment Services (OES) at www.apply.workbc.ca. Call and book an "Intake Appointment" for help registering for OES (you must have a SIN and an email account you can access to register for OES, and you must have photo ID for the Intake Appointment).

Client Needs Assessment (CNA)

A Client Needs Assessment (CNA) is a holistic, collaborative process that allows the WorkBC Staff and the Client to understand the Client's employment-related strengths, needs, abilities, skills, etc., in order to determine the Client's level of employment readiness and employment service needs.

The process includes:

- Client Intake/Questionnaire
 - A short questionnaire that explores the Client's eligibility, employment status, past financial assistance, work history, education, employment skills, etc.
- Guided Interview
 - A collaborative process between the Client and the WorkBC Staff, using the Client's responses from the Client Intake/Questionnaire as a starting point for discussion. WorkBC staff use a positive and engaging approach with the goal of establishing rapport with the Client, focusing on Client strengths, and helping the Client feel motivated, encouraged, and supported.

Additional Assessments may be conducted as part of the CNA process, and could include:

- Career assessments
- General skills assessments
- Evaluation of self-assessments
- Specialized Assessment(s), which could include:
 - Neuropsychological Vocational Assessment
 - Vocational Psychological Assessment
 - Physical/Functional Work Capacity Assessment
 - Learning Disability Assessment
 - Speech and Language Assessment
 - Work Simulation Assessment
 - Ergonomic Assessment
 - Audiological Assessment
 - Medical Assessment
 - Assistive Technology Assessment
 - Prior Learning Assessment
 - Foreign Credentialing
- Other Specialized Assessments

Client Eligibility

All Case-Managed-eligible (see below) Clients are eligible for a CNA. A CNA must be completed for Clients who are being considered for Case Management.

Specialized Assessments

Specialized Assessments are employment-related assessments that provide the Client and the WorkBC with a better understanding of the Client's unique strengths, needs, capabilities and employment-related considerations to help identify a realistic employment or Community Attachment goal.

Specialized Assessments Include:

- Neuro-Psychological Vocational Assessment
- Psychological Vocational Assessment
- Physical/Functional Capacity Assessment
- Learning Disability Assessment
- Medical Assessment Report
- Prior Learning Assessment
- Foreign Credentialing
- Speech and Language Assessment
- Assistive Technology Assessment
- Work Simulation Assessment
- Audiological Assessment
- Ergonomic Assessment
- Other Specialized Assessments

Client Eligibility

To be eligible for a Specialized Assessment, a Client must:

- Be a Case-Managed Client or a WorkBC Assistive Technology Services Client
- Require, as determined by the WorkBC staff, specialized expertise to assess and understand the Client's Employment Readiness, service needs or other employment-related considerations
- Be motivated to participate in the Specialized Assessment process and be actively engaged, understand the employment-related purpose, agree with the need for the assessment and share ownership and responsibility in the process
- Require the Specialized Assessment(s) as part of, or subsequent to, a DRENA, if they are a Client with a Disability

Disability Related Employment Needs Assessment (DRENA)

A Disability-Related Employment Needs Assessment (DRENA) is completed when it is necessary to assess whether the Client requires employment-related disability services or supports to achieve employment or to participate in services.

Client Eligibility

A DRENA is required to confirm eligibility for employment-related disability services and Financial Supports that are available only to Clients with disabilities who require such supports to participate in services and/or achieve employment. Clients must be eligible for Case-Managed Services to receive a DRENA.

Case Management Services

Clients who require more assistance than Self-Serve Services alone may be eligible for Case Management Services.

Case Managers provide services and supports to help Clients achieve Employment or Community Attachment. Case Management is a collaborative process with the Client. It involves developing a positive relationship with the Client, encouraging, motivating and supporting the Client to achieve sustainable employment, and helping the Client to increase independence and self-sufficiency as appropriate. Key factors in Case Management include helping Clients build confidence, become self-motivated, and recognize and build their skills, strengths, and abilities.

Client Eligibility

Clients who are not able to obtain and/or maintain employment independently, or by doing independent job search using the Resource Area, are eligible for Case Management Services.

Clients must also meet the following criteria:

Basic Eligibility

- be a BC resident
- provide proof of identity
- meet the criteria for Unemployed or Precariously Employed (see definitions of both below)
- be Legally Eligible to work in BC
- be seeking employment
- be assessed as requiring services to successfully achieve employment

Definition of Unemployed

An individual who is not a full-time student (other than described below) and who:

- a. Is not working and is not attached to an employer (i.e. is not on leave, either paid or unpaid)
- b. Is working on average fewer than 20 hours per week and is actively seeking full-time employment
- c. Has notice of imminent layoff (normally within 6 weeks)
- d. Must leave his or her current occupation due to a documented medical reason

- e. Is a Client with a disability, who is working 20 hours or more per week and is seeking more hours of work to achieve a higher level of self-sufficiency and requires WorkBC Employment Services to achieve or maintain employment, or is at significant risk of losing his or her employment due to the disability
- f. Is a student with a disability in the last year of high school or post-secondary education, or
- g. Is a Youth at Risk (see definition below) in their final year of high school or post-secondary schooling

Definition of Precariously Employed

A Precariously Employed person means an individual who does not meet the definition of Unemployed, but who meets at least one of the following criteria:

- a. working in unstable or unsustainable employment (including self-employment) as evidenced by:
 - 1. Irregular hours of work (such as casual labour or on-call work) and/or
 - 2. Unreliable remuneration (such as piece-work or commission), and
 - 3. Earnings that cannot support an individual or their family
- b. working, but total employment (including self-employment) income is below the Market Basket Measure Guidelines
- c. working in an industry or occupation that is likely to be replaced by technology or automation in the near future
- d. working in an occupation or profession that is clearly below what would be expected based on their skills or qualifications, and that provides no imminent prospect of advancement, or
- e. could have just cause for leaving current employment (as defined in Part I, Section 29(c) of the Employment Insurance Act)

Definition of Full Time Students

Full-time secondary or post-secondary students are considered outside of the labour force, so are generally not classified as unemployed. The exception to this is Students with Disabilities or Youth at Risk in their final year of high school or post-secondary education who require WorkBC Employment Services to find employment.

A full-time student is defined as a person who, at the time of requesting WorkBC Employment Services:

- a. Is registered full-time at an educational institution during the current academic year, or
- b. Was registered full-time at an educational institution during the previous or current academic year, and who intends to return to school in the upcoming academic year

Note: While full-time students may meet EI eligibility requirements based on insurable employment, they are still not eligible for WorkBC Employment Services.

Youth

To access WorkBC Employment Services youth must:

- a. be between the ages of 16 and 30
- b. be of legal school-leaving age
- c. have left or completed secondary or post-secondary schooling (except for Students with Disabilities or Youth at Risk as described in Section 1.2.4)
- d. not be planning to return to secondary or post-secondary schooling, and
- e. be transitioning to the workforce

Definition of Students with Disabilities and Youth at Risk

Students with Disabilities or Youth at Risk may be eligible for WorkBC Employment Services if these individuals are:

- a. in their final year of high school or post-secondary education
- b. of legal school-leaving age in the Province of BC
- c. transitioning from the school system to the labour market, and
- d. unable to do so successfully without WorkBC Employment Services support

Circumstances Affecting Basic Eligibility

There are some specific circumstances that may affect basic eligibility for Case-Managed services. These include:

- a. Individuals who are receiving EI Special Benefits (e.g., maternity, parental, sickness and compassionate care leaves) for a specific purpose are not considered Unemployed. If an individual was unemployed before starting EI Special Benefits or does not have employment to return to, they may access WorkBC Employment Services while receiving Special Benefits. Supporting documentation must be provided to support the above.
- b. SINs with nine are referred to as “900 series” SINs. These are issued to individuals who are not Canadian Citizens or Permanent Residents of Canada, but who require a SIN for employment purposes. Individuals with 900 series SINs may access Self-Serve Services, but are not eligible for Case Management Services or Financial Supports. There are some exceptions to the 900 service rule including refugees, Clients awaiting a permanent SIN who have been granted permanent residence, and Clients with special employment conditions granted on their temporary work permit. Special conditions should be discussed with WorkBC Staff to confirm eligibility.
- c. Clients lacking financial means to obtain identification to establish eligibility can be supported financially by WorkBC in order to obtain the required identification.

Action Plan

Clients in Case-Managed Services receive an individualized and mutually agreed-to plan where a Client and the WorkBC staff set employment goals and objectives. It reflects the Client's strengths, employment considerations and employment service needs. It is a road map to support a Client in achieving Employment or Community Attachment using a step-by-step process. The Action Plan developed is realistic and achievable.

The Action Plan Outlines:

- Key activities
- Approved services
- Supports
- Agreed-to schedule and method of contact as determined by the WorkBC Staff and Client

Client Eligibility

All Clients accepted into Case Management receive an Action Plan that is updated as the Client moves through services.

Wage Subsidy Services

The Wage Subsidy service provides funding to an eligible employer to subsidize an eligible Client's wage as an incentive for the employer to hire and provide work experience and skills enhancement.

Wage Subsidy Services may also include activities such as:

- Assisting the Client and/or Employer to resolve any issue that may impact the Client's ability to maintain the Wage Subsidy placement
- Providing and/or arranging for on-site job accommodations, supports, adaptive aids, learning aids and other resources to support the Client's Wage Subsidy placement
- Providing job coaches to assist Employers and Clients with systematic workplace orientation and task instruction to ensure success
- If initiated by the Client, engaging with the Client's support system (family, friends, colleagues, other support people/networks) to facilitate long-term job retention
- Ensuring all individually designed employment services and supports the Client requires for success are provided through the job coaching process, with a goal to reducing dependency on ongoing job coaching, moving the Client to independence

- Providing encouragement, support, motivation, and additional services as may be required to ensure the Client can maintain their Wage Subsidy placement
- Ensuring a transition to other supports, specific to each Client and Employer

Client Eligibility

Case-Managed EI Clients and BCEA - Single Parent Employment Initiative (SPEI) Clients who have been assessed as needing work experience.

Job Creation Partnerships (JCP)

Eligible Case-Managed Clients who need work experience and skill enhancement and are unable to find employment may be placed into a JCP in their local labour market to gain meaningful work experience. JCP participants will maintain or enhance their employability through the work experience opportunity, particularly if they have been unemployed for a long period of time. Participation in a JCP will allow participants to add to their resumes. This experience, together with the networking which participants do while on a project, increases their chances of successfully finding ongoing employment. The primary objective and focus is on helping Clients to gain meaningful, recent work experience that will support them to achieve Sustainable Employment.

Client Eligibility

Case-Managed Clients, who have been assessed as needing skill enhancement and work experience. Preference is given to EI Clients. Case-Managed Clients who are not EI Clients may be considered where an adequate supply of suitable EI Clients is not available for referral, as long as they are assessed as needing work experience and skill enhancement.

Unpaid Work Experience

The objective of Unpaid Work Experience is to provide eligible BCEA Clients with short-term work experience opportunities necessary to develop or improve employment readiness. By working in an employment environment, the Client is supported in making informed occupational choices, enhancing skills and employment networking. Unpaid Work Experience also provides the WorkBC Staff opportunity to assess the Client's capacity and skill gaps.

Clients who are not yet ready to achieve Employment, but have Employment as a goal and demonstrate motivation and commitment to achieving that goal, can be supported in working towards Employment and increased independence through Community Attachment. Community Attachment means an unpaid work experience or other community service placement or referral that directly improves a Client's level of Employment Readiness, functioning in society and quality of life. A referral to an agency for services that do not address skills that are specific to employment is not considered Community Attachment.

Community Attachment includes:

- Long-term connections to needed community services and/or
- Extended unpaid work experience placements that do not meet the definition of Unpaid Work Experience placements

Client Eligibility

Only Case-Managed BCEA Clients are eligible for Unpaid Work Experience.

Skills Enhancement Training for EI Clients, BCEA Clients, and General Clients with Disabilities

Skills Enhancement Training Services assist eligible Clients to obtain the skills necessary to obtain employment by taking training that may range from Adult Basic Education (ABE) and Academic Upgrading to Occupational Skills Training to Short Duration Training.

Eligible training must lead to a certificate, diploma or degree that is recognized by educational institutions and/or industry.

The maximum training duration for any combination of ABE and Academic Upgrading Training and Occupational Skills Training is three years (excluding authorized breaks), based on the training provider's definition of an academic year. Financial Supports are available to eligible Clients receiving Skills Enhancement Training Services, but are restricted by maximum amounts and what type of Client is being served (e.g., EI, BCEA, etc.)

To be eligible for Financial Supports through WorkBC Employment Services, the training must:

- lead to a certificate, diploma or degree that is recognized by educational institutions and/or industry
- not be generally offered by Employers or be free of charge in the community, and
- be universally accepted in an industry or sector (e.g., hospitality), but not be specific or unique to an individual employer

Eligible training includes:

(a) Adult Basic Education (ABE) and Academic Upgrading - programs or courses that support Clients to complete high school graduation requirements and/or specific pre-requisites for planned higher levels of training or employment. Includes:

- Grades 8 through 12
- Basic literacy/numeracy
- English as a Second Language (ESL)
- BC Adult Graduation Diploma (General Educational Development (GED))

(b) Occupational Skills Training - provides the skills and knowledge necessary to obtain employment in a chosen occupation, as determined by the Client and WorkBC Staff. The training must be part of a defined curriculum that meets a minimum mandatory entry requirement for an occupation or industry, and must lead to a certificate, diploma or degree that is recognized by educational institutions and/or industry. Occupational Skills Training may include:

1. The final year of an occupationally-specific degree program if the Client has been in the workforce for a number of years and is now unemployed and seeking work
2. Trades training that includes only Foundation Trades Training programs (pre-apprentice/entry level trades training), and Level I of classroom training
3. Training specific to the Aviation and Commercial driver industries
4. Work placements or practicums as part of a course curriculum as defined in the StudentAid BC policy manual

(c) Short Duration Training - includes shorter duration training, occupation-specific training that provides the skills and knowledge necessary to obtain employment in the chosen field as determined by the Client and WorkBC Staff. It may be provided when required for a Client to obtain employment, and relevant to Client's Employment objective.

Client Eligibility

For Case-Managed EI Clients:

The term "Employment Insurance Client" or "EI Client" is defined as an Unemployed person who, when requesting services, is either:

- a. on an Active EI Claim (Active EI Claimant)
- b. has received EI Benefits in the past (Reachback EI Client or Former EI Claimant), or
- c. has earned more than \$2,000 in insurable earnings and paid EI employee premiums on those earnings in at least five (consecutive or non-consecutive) of the last 10 years

For BCEA Clients and General Clients with Disabilities:

- BCEA Clients, including Employment Obligated (EO) Clients
- Non-Employment Obligated (NEO) Clients
- Single Parent Employment Initiative (SPEI) Clients
- Persons with Disabilities (PWD) Clients
- Persons with Persistent Multiple Barriers (PPMB) Clients, or
- General Clients with Disabilities

A BCEA Client's Income Assistance may be affected by the type of training selected. WorkBC Staff will be able to explain to the Client if and how their Income Assistance may be affected prior to enrolling in training.

Clients who start training prior to receiving WorkBC approval, regardless of the date of their application, are ineligible for WorkBC Skills Enhancement Training Services Financial Supports.

Clients who are seasonally employed may be eligible for training during a period of unemployment with documented rationale demonstrating the training will:

- Lengthen the period of seasonal employment, thereby shortening the layoff period
- Provide skills that lead to year-round Employment
- Provide skills necessary to find alternate work in the off-season
- Prevent job loss in situations where the seasonal job held by the Client changes substantially during the off-season, and he/she requires new skills to secure a return to work
- Not displace the Employer's responsibility to provide employees with necessary training; and
- Provide the Client with transferable skills

Competency-Based Learning

Competency-based learning is an approach to teaching and learning used in the development of concrete skills and is an alternative to more traditional educational approaches. It helps eligible Clients learn and develop the knowledge and skills needed to prepare for, find and maintain employment.

Competency-Based Learning includes:

- **Basic Life Skills** - involves the learning and development of pre-employment readiness skills required as a foundation for life and all other learning.
- **Essential Work Skills** - involves the learning and development of skills required for job search and success in the workplace. These skills are needed for work, learning and life and are the foundation for all other skills. They help individuals evolve within their jobs and adapt to workplace change.
- **Employment Support Services (ESS) Workshops** – involve the development of knowledge and skills needed to prepare for, find, obtain and maintain employment through group workshops or individual employment information and counselling sessions.

Basic Life Skills and Essential Work Skills may be provided through individualized employment counselling, group-based workshops, webinars, on-line courses, and/or staff-developed tools and resources.

Client Eligibility

All Case-Managed Clients deemed through the Client Needs Assessment to require Competency-Based Learning are eligible to participate.

Short Term Orientation and Certificate (STOC)

Short Term Orientation and Certificate (STOC) workshops provide basic certification to meet regulatory requirements and/or occupational/industry standards for entry-level employment. STOC workshops must not be longer than four consecutive weeks and an individual STOC topic must not exceed 35 hours in total duration and must not be delivered over more than four consecutive weeks. Clients requiring a longer duration may be considered for Short Duration Training if applicable.

Eligible STOC topics only include:

- Workplace Hazardous Materials Information System (WHMIS)
- Emergency First Aid
- Super Host (and variants such as WorldHost)
- Serving It Right
- Food Safe
- Basic Computer Training , and
- Other Essential Short-Term Industry or Occupational Entry Requirement Certificate, with prior approval from the Ministry

Client Eligibility

All Case-Managed Clients deemed through the Client Needs Assessment to require STOC workshops and certification to achieve entry-level employment are eligible to participate in this service.

Both Case-Managed and Self-Serve Clients may be eligible for STOC when it is a condition of confirmed employment for Job Start purposes.

Project Based Labour Market (PBLMT) Training

The objective of PBLMT is to assist eligible Clients, under a project-based training model, to obtain the skills and experience necessary for employment. The maximum duration of participation on one PBLMT project is 52 weeks.

Through a combination of classroom instruction and on-the-job work experience (where appropriate) delivered in a supported project-based training model, Clients are able to build on existing skills and increase their network of potential employers.

Clients are placed in PBLMT projects coordinated by community-based organizations. These projects offer employment training that may include:

- Essential and employability skills
- Specific occupational skills as identified by local employers
- On-the-job work experience (where appropriate)
- A range of supported activities such as counselling, learning assessments, job search skills and referrals to community resources

WorkBC staff identify Clients who are eligible and suitable for referral to the PBLMT project and refer those Clients to the PBLMT Project Holder. WorkBC staff screen potential Clients against any attributes that have been identified by the PBLMT Project Holder as requirements to ensure referrals have the capacity to benefit from project activities and/or to develop marketable skills as a result of the training and possible work experience. The PBLMT Project Holder selects suitable Clients for the project and informs the WorkBC staff of the results of the selection process.

Client Eligibility

Case-Managed Clients, who have been assessed as needing skills training (with or without work experience), are eligible to participate in PBLMT Placements, but preference is given to EI Clients unless otherwise indicated by the Ministry. In consultation with the Ministry, Case-Managed Clients who are not EI Clients may be considered for a PBLMT Placement

where an adequate supply of suitable EI Clients is not available for referral. These non-EI Clients must still be assessed as needing skills training, with or without work experience, in a supported, group-based environment.

Self-Employment Services

Self-Employment Services provide entrepreneurial skills development support to eligible participants to help them develop and implement a business plan and become self-employed. The service allows eligible participants to concentrate on building a sustainable business by providing them with financial assistance while they receive business advice and support.

Clients move through various stages of services depending on approval of their business concept and then business plan. If the business plan is approved, the Client continues to receive Self-Employment Services for a maximum of 38 additional weeks to launch and implement the business. During the launch and implementation phase, WorkBC staff continue to provide coaching, mentoring and entrepreneurial workshops to support the Client as needed.

Self-Employment Services include all the following components:

- Self-Employment Orientation and Assessment
- Business Concept Development and Acceptance
- Business Plan Development
- Business Launch and Implementation

Client Eligibility

Self-Employment services may be available to the following Clients:

- EI Clients
- General Clients with a Disability
- BCEA PWD and PPMB Clients

WorkBC staff will also assess the Client's suitability for Self-Employment. Suitable Clients will have:

- Demonstrated they are unable to obtain Sustainable Employment in the local labour market
- Entrepreneurial aptitude and a business start-up contribution
- Sufficient product/service knowledge
- Experience related to their business concept
- A business concept that is viable in the local labour market, acceptable and will not negatively impact the community
- Demonstrated a lack of entrepreneurial skills, training and/or experience, and
- Completed an orientation on Self-Employment

Self-Employment Services may be used to assist the seasonally-employed during a period of unemployment in extenuating circumstances such as a business that will operate during the lay-off season, thereby reducing or eliminating dependency on public assistance. Self-Employment Services may be used to support an individual to create a business that would operate during the off/low season, provided it is not an addition of services to a Client's existing business.

Customized Employment Services

Customized Employment involves the creation of unique employment opportunities by identifying, initiating or creating new jobs, carving existing jobs through negotiating to re-arrange work tasks, or creating self-employment opportunities specifically customized to the Client's needs, skills, abilities and competencies.

Customized Employment is a flexible process designed to personalize the employment relationship between a Client and an Employer in a way that meets the needs of both. Customized Employment involves providing individualized services to

Clients and Employers when Clients have complex employment support needs and require intensive support services to obtain and maintain employment.

Under specific circumstances, Customized Employment may be the most appropriate approach to help Clients who want to achieve Self-Employment.

Clients who successfully achieve Employment or Self-Employment through Customized Employment Services, and who are assessed as needing intensive on-the-job support to maintain Employment, may also be provided with support up to a maximum of 52 weeks, depending on Client needs.

Client Eligibility

Case-Managed Clients who require a higher level of intensive support.

BCEA Clients participating in the Customized Self-Employment option must also be eligible for the Self-Employment Program (SEP) administered through the Ministry (Service Delivery Division (SDD)). The SEP is a program of business deductions and exemptions intended to assist BCEA Clients who either have been designated a Person with Disabilities or meet the Persons with Persistent Multiple Barriers (PPMB) criteria.

Clients are responsible for monthly income reporting to the Ministry (SDD), and the Ministry (SDD) is responsible for the reviews to confirm ongoing eligibility for BCEA benefits.

Job Search Services

Job Search Services are provided to assist eligible Case-Managed Clients who lack the financial means or resources necessary to access needed items or services or to conduct a job search within the local labour market.

Job Search Services include activities such as:

- Supporting Clients to develop an individualized job search plan
- Providing hands-on support to Clients accessing the job board and other online employment opportunities
- Facilitating job-finding clubs or similar group-based peer-support activities as appropriate
- Working with Clients to self-market and proactively seek potential employment prospects
- Working with Clients and Employers to carve / customize an existing or potential job to meet the Client's needs, skills, and abilities
- Providing individualized job marketing to employers
- Arranging interviews and supporting Clients at job interviews
- Assisting Clients with negotiating the terms of their Employment including modifying a job description where necessary
- Monitoring a Client's job search progress and increasing WorkBC staff intervention over time as necessary to increase the probability of Clients achieving an employment outcome

Job Search Financial Supports may include the following (each has maximum amounts, durations, and specific client eligibility attached):

- Transportation-Commuting
- Dependent Care
- Personal Grooming and Hygiene Supports
- Employment-Related Disability Supports
- Personal Counselling for Employment Readiness
- Language Interpretation
- Licensing Supports
- Other Financial Supports

Client Eligibility

All Case-Managed Clients may be eligible to receive Job Search Services and Financial Supports when WorkBC Staff determine they are essential to support Clients looking for employment. Clients are only eligible for Financial Supports if they are willing and able to conduct a job search.

Clients requesting Financial Supports require a financial assessment and must present evidence of a confirmed job interview(s) or a plan on how they intend to use Financial Supports to facilitate an active job search (which may include accessing Self-Serve Services). Self-Serve Clients are not eligible for Financial Supports unless for Job Start.

Job Sustainment Services

Job Sustainment Services are provided to Case-Managed Clients during Employment or Community Attachment.

Case-Managed and Self-Serve Clients who have successfully obtained a confirmed job offer, but who are unable to manage the financial costs of starting the job, or require essential work clothing or equipment as a condition of employment, may be eligible for financial support as part of Job Sustainment Services.

As part of Job Sustainment Services, when a Client achieves Employment, WorkBC staff will contact the Client at 4, 24 and 52 weeks of Accumulated Employment to see if there is any additional support that can be provided in order to help the Client maintain sustainable employment.

For Clients who require on-the-job support to successfully maintain Employment or Community Attachment, WorkBC Staff will provide comprehensive Job Sustainment Services in the form of individualized support to Clients and Employers. These services may be initiated at the start of a Client's Employment or Community Attachment, or later, when a need is identified.

For Clients who are employed or participating in Community Attachment, Job Sustainment Services may also include activities such as:

- Assisting the Client and/or Employer to resolve any issue that may impact the Client's ability to maintain Employment or Community Attachment
- Providing and/or arranging for on-site job accommodations, supports, adaptive aids, learning aids and other resources to support the Client's Employment or Community Attachment
- Providing job coaches to assist Employers and Clients with systematic workplace orientation and task instruction to ensure success
- If initiated by the Client, engaging with the Client's support system (family, friends, colleagues, other support people/networks) to facilitate long-term job retention
- Ensuring all individually designed employment services and supports the Client requires for success are provided through the job coaching process, with a goal to reducing dependency on ongoing job coaching, moving the Client to independence
- Providing encouragement, support, motivation, and additional services as may be required to ensure the Client can maintain Employment or Community Attachment
- Ensuring a transition to other supports, specific to each Client and Employer

Client Eligibility

All Case-Managed Clients who achieve Employment receive Job Sustainment Services.

Job Sustainment Services are also provided to any Case-Managed Client who requires additional assistance to successfully make the adjustment to Employment or Community Attachment.

Assistive Technology Services

Assistive Technology Services are provided to eligible Clients in the form of Employment-Related Disability Supports (ERDS) to reduce or remove the impact of disability-related employment barriers. Specialized Assessments are conducted when necessary to determine a Client's employment-related assistive technology needs.

ERDS required for activities of daily living are not eligible costs. Psychiatric treatment, surgical procedures, dental costs, drug costs and other medical treatment or personal counselling are not eligible costs.

Vehicle Modifications may only be provided once per Client, every five years. Vehicle Modifications may be repeated sooner only if there has been a significant change in the Client's disability and previous vehicle modifications are no longer appropriate. There are no limits on repeatability for other ERDS, but prior to repeating ERDS for a Client, the WorkBC Staff must determine that the Client meets current eligibility requirements, that the previous ERDS is no longer sufficient, and that the Client's previous ERDS was used appropriately and effectively.

Eligible ERDS include the following (with each one subject to its own maximum allowable cost as well as its own detailed eligibility, etc.):

- Assistive Devices, Equipment and Technology
- Ergonomic Supports
- Restorative Supports
- Attendant Services
- Interpreting or Captioning
- Communication/Hearing Devices
- Workplace Access and Modification
- Vehicle Modification
- Other – Tutoring for Clients with Disabilities
- Other (as approved by the Ministry, based on detailed rationale and demonstration that the Client has no other means of securing funding to cover the cost of the required disability-related support).

Client Eligibility

To qualify for Assistive Technology Services, the Client must:

- Be a resident of British Columbia (BC)
- Be Legally Eligible to work in BC
- Be at least 16 years of age
- Not be a full-time student (defined in the Case Management Services Section of this document), and
- Require ERDS to participate in WorkBC Employment Services or to avoid the loss of their existing employment, self-employment or Community Attachment, or to start Imminent Work

Personal Counselling for Employment Readiness

Personal counselling for employment readiness supports Clients to understand and address the impacts of abuse so that they are able to achieve sustainable employment. This service is a collaborative process between the WorkBC staff, the clinical counsellor and the Client, to offer support, guidance and encouragement and to address the Client's issues related to personal development, employment or education.

Client Eligibility

All Case-Managed Clients who are Survivors of Violence Abuse and Youth at Risk may be eligible for Financial Supports for personal counselling services for employment readiness.

Language Interpretation Services

Language interpretation is the facilitation of oral communication between users of different languages. Although the terms “interpretation” and “translation” are often used interchangeably, interpretation refers to transference of meaning between spoken languages, while translation refers to conversion of written text or documents from one language to another.

Language interpretation through WorkBC Employment Services is provided as an interim measure to assist eligible Clients in working towards achieving employment; it is not intended to be a long-term measure or to replace English language services available in the community.

Financial Services

Financial Supports are budgetary supports provided to or on behalf of a Client to allow participation in WorkBC Employment Services or to begin a new job.

Financial Supports are intended to assist Clients with eligible costs in situations where Clients lack the means or resources to cover all or part of the cost themselves. Financial Supports are not intended to cover all of a Client's expenses and Clients are expected to contribute to the level of their financial ability.

First Payers will be assessed for first before WorkBC supports are issued and can include:

- The Ministry under the BC Employment and Assistance Act and Regulations, or the BC Employment and Assistance for Persons with Disabilities Act and Regulations,
- The Government of Canada under Part I of the Employment Insurance Act
- Other government ministries or bodies such as the Affordable Child Care Benefit currently provided by the Ministry of Children and Family Development, Canada Pension Plan, etc.
- Aboriginal Skills and Employment and Training (ASETS) agreement holders
- Private or public insurers responsible for retraining, vocational rehabilitation, etc. (e.g. Sun Life, Great West Life, ICBC, WorkSafeBC), EI Benefits

Eligibility for financial supports will depend on a number of factors including:

- Type of service being received, e.g. Skill Enhancement, Customized Employment, Job Search, etc.
- Self-Serve vs. Case-Managed Client
- Financial need of client
- Client type, i.e., Employment Insurance Clients (EI), BC Employment Assistance Clients (BCEA), and General Clients

Possible supports that may be provided to clients based on above eligibility criteria could include:

- | | |
|---------------------------|---|
| ○ Living supports | ○ Essential work clothing, supplies, tools or equipment |
| ○ Training supports | ○ Personal grooming and hygiene |
| ○ Transportation supports | ○ Food support |
| ○ Dependent care | ○ Program participation |
| ○ Licencing | ○ Job search |
| ○ Job start | |