

1999-2000, 2000-2001

# Employability Assistance for People with Disabilities (EAPD)

Ministers Responsible  
for Social Services

MAY 2002

National Report

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## Introduction

This joint federal-provincial report is a vehicle for reporting to people with disabilities and to the public on programs and services funded under the federal-provincial Employability Assistance for People with Disabilities (EAPD) initiative during fiscal years 1999-2000 and 2000-2001.

## Goal of EAPD

The goal of the EAPD initiative is to enhance the economic participation of working age adults with disabilities by providing federal funding to provinces for a range of provincial programs and services. To be eligible for funding under EAPD, the programs and services must provide the skills, experience and related supports necessary to prepare people with disabilities for economic participation and employment in the labour market, or to help them attain and/or maintain employment. Under this initiative, funding is also provided for programs and services for individuals who are experiencing vocational crisis.

## Background

Governments recognize that persons with disabilities value employment and want, and are able, to make an important contribution to Canadian society. As a result, governments have offered many programs over the years to help persons with disabilities find meaningful work. One of these was the Vocational Rehabilitation of Disabled Persons (VRDP) program, which was implemented in 1962.

Under VRDP, federal, provincial and territorial governments provided comprehensive programs for the vocational rehabilitation of persons with disabilities. While the program was successful in improving the lives of persons with disabilities, it did not meet its goal of improving their labour market and economic participation. For this reason, all governments worked together to examine how they were helping people with disabilities integrate into the labour market and, more specifically, the programming funded under the *VRDP Act*.

The multilateral process launched in February 1997 determined that programs to assist persons with disabilities should place a stronger focus on employment. As a result, the VRDP program was replaced by the Employability Assistance for People with Disabilities (EAPD) initiative in April 1998.

Federal, provincial and territorial governments jointly developed the Multilateral Framework on EAPD<sup>1</sup>, which focuses on employability and the need to be more accountable to the public and people with disabilities for programming results.

The Multilateral Framework provided the blueprint for the development of five-year bilateral agreements between the federal government and 10 provinces.<sup>2</sup> These bilateral agreements began in April 1998 and provide for cost sharing of provincial programs and services that assist people with disabilities prepare for, attain and maintain employment.

The current agreements, and the Multilateral Framework upon which they are based, provide each jurisdiction the flexibility to direct or focus programming to best meet regional needs or objectives. While adhering to the broad goals of the EAPD initiative, each province has the flexibility to develop programs and services and deliver them in a manner best suited to the needs of its own citizens with disabilities and its own labour market.

When the bilateral agreements were signed, a three-year transition period (April 1998-March 2001) was established to allow provinces time to adjust their programming to reflect the new focus on employability and avoid disruptions in client service. The transition period was extended by one year to March 31, 2002. This annual report describes provincial programs and

services funded in fiscal years 1999-2000 and 2000-2001. During this period not all new employability programming or refocused provincial funding was yet in place.

## Accountability

Governments are committed to being accountable for program results. They are working to ensure that programs are effective, that best practices are identified, and that information is shared. The focus is on changes to the employment/employability status of program participants in the short, medium and long term.

This report provides descriptions of programs and services as well as limited results indicators. Provinces are committed to working towards more complete data collection.

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<sup>1</sup> Quebec did not endorse the Multilateral Framework; it has signed an EAPD Agreement with the Government of Canada. Quebec has not participated in the National Report.

<sup>2</sup> The Northwest Territories and the Yukon Territory endorsed the Multilateral Framework; there are no EAPD agreements with the Territories.

## Expenditures

1999-2000			
Provinces	Provincial Contribution	Government of Canada Contribution	Total Expenditures
Newfoundland and Labrador	\$6,534,008	\$4,110,000	\$10,644,008
Prince Edward Island	\$1,019,529	\$625,000	\$1,644,529
Nova Scotia	\$15,422,772	\$7,445,000	\$22,867,772
New Brunswick	\$7,155,280	\$5,274,000	\$12,429,280
Quebec	QC not participating in the National Report.	\$39,133,000	\$39,133,000 <sup>3</sup>
Ontario	\$100,436,000	\$65,362,000	\$165,798,000
Manitoba	\$9,588,200	\$7,914,000	\$17,502,200
Saskatchewan	\$12,704,189	\$9,953,000	\$22,657,189
Alberta	\$30,878,727	\$22,343,000	\$53,221,727
British Columbia	\$28,545,887	\$27,000,000	\$55,545,934
<b>TOTAL</b>	<b>\$212,284,592</b>	<b>\$189,159,000</b>	<b>\$401,443,639<sup>4</sup></b>

2000-2001			
Provinces	Provincial Contribution	Government of Canada Contribution	Total Expenditures
Newfoundland and Labrador	\$5,632,356	\$4,110,000	\$9,742,356
Prince Edward Island	\$1,182,039	\$625,000	\$1,807,039
Nova Scotia	\$14,805,126	\$7,445,000	\$22,250,126
New Brunswick	\$8,063,460	\$5,274,000	\$13,337,460
Quebec	QC not participating in the National Report.	\$39,133,000	\$39,133,000 <sup>3</sup>
Ontario	\$126,305,000	\$65,362,000	\$191,667,000
Manitoba	\$9,721,400	\$7,914,000	\$17,635,400
Saskatchewan	\$12,718,799	\$9,953,000	\$22,671,799
Alberta	\$35,113,277	\$22,343,000	\$57,456,277
British Columbia	\$37,779,888	\$27,000,000	\$64,769,854
<b>TOTAL</b>	<b>\$251,321,345</b>	<b>\$189,159,000</b>	<b>\$440,470,311<sup>4</sup></b>

<sup>3</sup> The Government of Canada has a bilateral EAPD agreement with Quebec under which it contributes \$39.1 million annually in funding for programs and services cost-shared under EAPD.

<sup>4</sup> Total expenditures do not include contributions made by the province of Quebec.

# Newfoundland and Labrador

## Programs and Services

The Canada-Newfoundland Employability Assistance for People with Disabilities (EAPD) Agreement provides federal funding to cost share a range of provincially-delivered programs and services that enhance the labour market participation of working age adults with disabilities, by helping them to prepare for, attain, and maintain employment.

In Newfoundland and Labrador, the departments of Human Resources and Employment, Health and Community Services, Education, and Executive Council provide EAPD-funded programs and services. A range of programs and services are available to assist persons with disabilities directly through provincial government departments, as well as through third party agencies that receive funding from provincial departments. Interventions to improve the employability of persons with disabilities are provided in response to individual need. As such, interventions – to assist with employment preparation and attachment to the work force, or to address vocational crisis – tend to vary in intensity and duration.



## Service Delivery

### **HUMAN RESOURCES AND EMPLOYMENT**

Funding provided under the Employment Assistance Program For Persons With Disabilities Program provides for a range of services and programs to assist individuals with disabilities to acquire the skills, experience and supports necessary to successfully prepare for, obtain and maintain employment. Clients are provided with services and supports needed in order to pursue post-secondary education through the Training Services Program. Individuals are provided with the supports

necessary to be supported in employment through the Supported Employment Program. Clients with disabilities are provided with access to job search, and on-the-job training through community partners who are provided with Grants to Community Partners.

The Training Services Program provides supports and services to eligible individuals with disabilities who wish to pursue post secondary training or employment as part of a collaboratively developed employment plan with professional staff of the Department of Human Resources and Employment. Benefits and services available include: the provision of financial living allowances during the period of training; transportation costs to attend a post secondary institution; tuition and student fees; text books; disability related supports such as interpreters and/or tutors. In addition, active programs in employment counseling and assessment, employment planning, pre-employment training, skills training, technical aids and other supports assist individuals obtain access to job opportunities and training.

The Supported Employment Program works in partnership with community employment groups to develop employment for people who have a developmental disability. Community agencies work in particular communities to develop jobs for eligible participants. The Supported Employment program provides the necessary support to allow individuals with developmental disabilities to participate in meaningful, integrated employment in the community. Supports available range

from orientation and work analysis to full time support from a co-worker to ensure that the required duties of the job are completed to the satisfaction of the employer. The type of employment options which may be supported include: individual supported employment in the labour force; contractual employment; self employment and small business development.

The Department of Human Resources and Employment provides funding to a number of community partners to provide services and supports to eligible individuals with disabilities which are consistent and compatible with the mandate of the Department of Human Resources and Employment and the goals and objectives of the Division of Employment and Career Services. These community partners deliver services which assist individuals with disabilities prepare for, attain or maintain employment. Services included information and referral to appropriate services and programs, assessment, employment and career counseling, skills training, and the provision of technical aids and other enabling supports.

## **EDUCATION**

The Department of Education provided funding to post-secondary institutions to support the participation of students with disabilities in education and training programs. Post-secondary institutions offer assessment and training interventions focused on removing disability-related barriers in post-secondary training environments. Students with disabilities are provided support while in training and on job sites. Assistive and adaptive technologies,



attendants and tutors may be provided to enable persons with disabilities to participate and complete post-secondary training. These services enhance students' capacity to participate and compete in post-secondary training and in the labour force.

## **HEALTH AND COMMUNITY SERVICES**

The department provided funding to a variety of community agencies to support individuals with disabilities and persons accessing addictions services. Activities included: rehabilitative services to help an individual adapt to a disability; supports to enable adaptation to work environments; assistance with maintaining health, technical aids and housing; providing training, employment preparation and employment counselling; support to find and maintain employment; helping adults access services that would assist with preparation to enter and maintain participation in the labour force; and rehabilitative supports to persons attached to the labour force.

## **EXECUTIVE COUNCIL**

Executive Council delivers the Opening Doors program which provides opportunities for individuals with disabilities to obtain employment within the province's public service. In addition, Opening Doors provides information, advice and training, on issues related to the employment of individuals with disabilities, to directors of human resources, managers, supervisors and executives within the provincial public sector. Opening Doors also operates a Career Resource Centre that provides a wide range of accessible employment assistance services.

The following tables include program results and the total expenditures on programs eligible under the EAPD initiative in 1999-2000 and in 2000-2001, as well as the Canada and Newfoundland and Labrador contributions.

## Program Results

Department	1999-2000	2000-2001
<b>HUMAN RESOURCES AND EMPLOYMENT</b>		
Training Services Program		
Number of people participating in programs and/or services	284 *	181*
Number of people employed as a result of a program and/or service	N/A	N/A
Supported Employment Program		
Number of people participating in programs and/or services	781*	1461*
Number of people employed as a result of a program and/or service	415	461
Grants to Community Partners		
Number of people participating in programs and/or services	243 *	472 *
Number of people employed as a result of a program and/or service	N/A	N/A
<b>EXECUTIVE COUNCIL</b>		
Number of people participating in programs and/or services	900	1000
Number of people employed as a result of a program and/or service	19	31
<b>EDUCATION</b>		
Number of people participating in programs and/or services	N/A	95
Number of people employed as result of a program and/or service	N/A	N/A
<b>HEALTH AND COMMUNITY SERVICES</b>		
Number of people participating in programs and/or services including addiction services	4939*	5181*
Number of people employed as result of a program and/or service	N/A	N/A
* Some people may be counted more than once as a result of having participated in more than one type of intervention N/A – Information on this indicator is not available.		

## Expenditures

Program/Service	1999-2000	2000-2001
Human Resources and Employment	\$6,371,701	\$6,155,225
Education	\$346,923	\$346,923
Health and Community Services	\$3,782,484	\$3,097,308
Executive Council (Opening Doors)	\$142,900	\$142,900
Provincial Contribution	\$6,534,008	\$5,632,356
Government of Canada Contribution	\$4,110,000	\$4,110,000
Total Expenditures	\$10,644,008	\$9,742,356

## Consultation with the Public and People with Disabilities

In order to ensure the input of stakeholders and community representatives in the design and development of EAPD funded services, the province invited stakeholder community organizations affected by EAPD to nominate representatives to sit with provincial and federal government officials. This committee was responsible for developing the Multiyear Program and Expenditure Plan for implementation of the EAPD Agreement. As a part of the information gathering process to guide implementation of EAPD, a public consultation process was carried out by community representatives. The results of this consultation continue to guide and inform the implementation of EAPD in Newfoundland and Labrador.

## Provincial Contact

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# Prince Edward Island



## Programs and Services

In Prince Edward Island, employment and vocational supports to people with disabilities are provided through the department of Health and Social Services. This department has a variety of programs and services to assist people with disabilities who seek employment and/or vocational supports.

## Service Delivery

### **VOCATIONAL COUNSELLING**

This service provides person-centred planning that focuses on assessment, case management and coordination, preparation of training plans and follow-up within each of P.E.I.'s five regional health authorities.

### **MENTAL HEALTH COUNSELLING**

This service provides short-term support to individuals who require contact with a therapist for issues that are employment related. This could include people experiencing job loss due to mental illness, job-related stress, and those who are at risk of losing their employment.

### **COMMUNITY BASED TRAINING PROGRAMS**

These are services delivered by community based non-governmental organizations which are either partially or fully funded by government. These programs provide skill development, pre-vocational and vocational interventions, and training opportunities to many people with disabilities.

### **TRAINING/GOODS AND SERVICES**

These services represent direct training and employment-related supports delivered to people with disabilities. The primary objective is to remove disability-specific barriers that an individual with a disability may face, so as to enhance their capacity to seek and retain competitive employment.

## EMPLOYMENT PLACEMENT SUPPORTS

These are supports such as wage subsidies that are allocated on behalf of people with disabilities who have been out of the labour market for an extended period in order to help them obtain employment.

### Program Results

Results Indicators	1999-2000	2000-2001
Number of people participating in programs and/or services	2,700 *	2,900 *
Number of people completing programs	350 *	420 *
Number of people employed as a result of a program and/or service	240 *	270 *
Number of people sustained in employment in the case of job crises	300 *	300 *
* These numbers are estimates due to current limited provincial capacity to collect data electronically. Also, some people may be counted more than once as a result of having participated in more than one type of intervention.		

### Consultation with the Public and People with Disabilities

Over the two year period under review, Prince Edward Island renewed and updated the design and delivery of Employability Assistance for People with Disabilities funded services and supports. Extensive consultations were held with the public, disability

organizations, employers and other stakeholders. The PEI/Human Resources Development Canada Advisory Committee on Disability Issues was also formed and participated in this process as representatives for people with disabilities.

### Expenditures

Program/Service	1999-2000	2000-2001
Vocational Counselling	\$288,214	\$264,584
Mental Health Counselling	\$503,263	\$516,404
Community Based Training	\$362,624	\$448,430
Training/Goods and Services	\$267,851	\$200,874
Employment Placement Supports	\$126,596	\$275,403
Coordination	\$95,981	\$101,344
Provincial Contribution	\$1,019,529	\$1,182,039
Government of Canada Contribution	\$625,000	\$625,000
<b>Total Expenditures</b>	<b>\$1,644,529</b>	<b>\$1,807,039</b>

### Provincial Contact

Coordinator of Disability Supports and Services  
 Department of Health and Social Services  
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 Charlottetown, PE C1A 7N8  
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# Nova Scotia



## Programs and Services

The Canada-Nova Scotia Employability Assistance for People with Disabilities Agreement provides federal funding to a range of provincial programs designed to enhance the workforce participation of working age adults with disabilities by helping them to prepare for, attain, and maintain employment. Approximately 16,000 persons benefited directly from these provincial programs in 1999-2000.

In Nova Scotia, employability assistance programs and services are offered by the departments of Community Services, Education and Health. Programs and services are available to persons with disabilities for the duration of the disability. Consequently, interventions to improve the employability of a person with a disability, assist their entry to the work force or address vocational crisis tend to be long term interventions.

## Service Delivery

### COMMUNITY SERVICES

The Employability Assistance program provided assessment,

career counselling and training to a total of 3,400 persons with disabilities from 1999-2001. Direct services include information and referral to appropriate services and programs, assessment of disabilities, employment and career counselling, skills training, and the provision of medical and technical aids. Employability Assistance counselors are responsible for assessing the application, counselling and assessment to determine program eligibility, and developing with the applicant a realistic, achievable vocational training plan. Approximately 350 people completed their training plan, and 450 became employed during 1999-2000. Another 23 people were sustained in employment during a vocational crisis. Once the vocational training plan has been established, the counselor may recommend to the Department of Education,

Rehabilitation Programs and Services that it provide necessary aids and services to implement and complete the training plan.

## **EDUCATION**

Rehabilitation Programs and Services provided supportive services to approximately 900 students and workers with disabilities, enabling them to pursue post-secondary training and to maintain employment during 1999-2000 and 2000-2001. The department provided assessment and training interventions focusing on removing disability-related barriers in post-secondary training and employment. Students with disabilities are provided support while in training and on job sites. Ergonomic assistive and adaptive technologies, interpreters, attendants and tutors may be provided to enable persons with disabilities to participate and complete post-secondary training. These services enhance students' capacity to participate and compete in post-secondary training and the labour force.

## **HEALTH**

Addiction Services provides programs to reduce the disabling effects of addictions that create barriers to preparing for, attaining and retaining employment. Interventions focus on developing life and coping skills that address the disability, and on motivation to continue in recovery. By improving employability, persons with an addictions-related disability gain the confidence needed to obtain or maintain employment and, at the same time, gain skills to avoid relapse and employment

crises. Approximately 7,200 persons benefited from Addictions Services during 1999-2000. 1,400 people were helped to maintain their employment during periods of vocational crisis.

All services provided by Addiction Services are part of a continuum of care providing prevention and community education, assessment, withdrawal management and community based services. Treatment and rehabilitation services are matched to the client's needs based on continual assessment. Consequently, clients move in and out of the range of programs as is appropriate to maximize progress toward independence. During 1999-2000, approximately 4,450 people successfully completed their programs and approximately 800 people found new employment.

Withdrawal Management provides supervised detoxification and begins the process of individual and group counselling through the Treatment Orientation Program. Community-based services provide structured treatment that helps the client develop a realistic plan for overcoming employment or vocational obstacles by strengthening his/her personal coping skills; providing basic information on addiction and its physical, emotional, cognitive, and spiritual effects; exploring feelings, attitudes, self esteem, and personal growth issues in a supportive environment; and putting into effect an employment re-entry plan. Depending upon the intensity of client needs, most services can be delivered on a day system through outpatient services. Outpatient services also provide support to clients who have received more intensive services to reinforce long-term recovery and improve employability.

## Program Results

No information has been provided.

## Expenditures

### By Department: 1999-2000

	Provincial Contribution	Government of Canada Contribution	Total Expenditures
Community Services, Employability Assistance	\$851,874	\$632,428	\$1,484,302
Education, Rehabilitation Programs and Services	\$2,021,253	\$1,996,000	\$4,017,253
Health, Addictions Services	\$12,549,645	\$4,816,572	\$17,366,217

### By Department: 2000-2001

	Provincial Contribution	Government of Canada Contribution	Total Expenditures
Community Services, Employability Assistance	\$715,584	\$632,428	\$1,348,012
Education, Rehabilitation Programs and Services	\$2,034,491	\$1,996,000	\$4,030,491
Health, Addictions Services	\$12,055,051	\$4,816,572	\$16,871,623

## Consultation with the Public and People with Disabilities

An Employability Assistance for People with Disabilities (EAPD) Reference Committee has been established to advise the Nova Scotia government on the disability community's perspective relative to the EAPD agreement and its implementation. In 2000-2001, an "Interim" Reference Committee developed and tabled a Terms of Reference for a standing EAPD Reference Committee.

The Committee is comprised of the community representatives on the Disabled Persons Commission, along with other key disability representatives.

The Reference Committee advises the Canada-Nova Scotia Employability Assistance for People with Disabilities Implementation Committee concerning the planning, implementation, management, evaluation and reporting of the EAPD agreement. The Reference Committee may review and provide advice on any proposed changes to the



programs and services that will be implemented as part of the multi-year program and expenditure plan; provide suggestions for improvement to the design and delivery of programs and services funded through EAPD; recommend a mechanism for community participation in the delivery of EAPD services throughout the province; and review and provide advice for the accountability framework.

In addition, representatives of the EAPD program meet annually with the Provincial Collaborative Partnership Network that has been established by Human Resources Development Canada to give an update on the program and to seek feedback and concerns from the community. As well, program representatives meet regularly with local Collaborative Partnership committees.

## Provincial Contact

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# New Brunswick



## Programs and Services

In New Brunswick, employment services to people with disabilities are provided primarily through the departments of Training and Employment Development, Health and Wellness, and Family and Community Services. Each of these departments has a variety of programs and services for disabled people who want to work, ranging from job referrals to wage subsidies to workplace training.

## Service Delivery

### **TRAINING AND EMPLOYMENT DEVELOPMENT**

People with disabilities who want to work may benefit from employment counselling, job referrals, client assessment and support service coordination. Job referrals are done through the Visible Abilities Databank which lists the names of clients with disabilities who are looking for employment.

The objectives of Employment Services for Persons with Disabilities is to help people with disabilities obtain employment;

to identify their skills and abilities; to provide links to employers and opportunities for people with disabilities to make the transition to employment; to provide unemployed people with disabilities a chance to acquire work experience; and to raise awareness about issues related to employment and people with disabilities in New Brunswick.

The Visible Abilities registry creates links between people with disabilities and potential employers. Financial incentives are provided to employers through two wage subsidy programs: Equal to the Job and Job Action.

### **HEALTH AND WELLNESS**

Mental Health Services provides acute services for

clients with a mental illness requiring only short-term contact with a therapist, such as a person experiencing stress that affects job performance. Mental Health Services also provides long term services for clients with a longer term, chronic mental illness. Training and education, employment preparation, job finding strategies and rehabilitation supports are often required for these clients.

Objectives include: to assist individuals with mental illnesses further their training and education, enter the labour market, and maintain employment; to provide rehabilitation supports; to advocate for mental health clients; and to develop partnerships with community agencies who offer vocational programs.

Employment-focused services are provided through 13 Community Mental Health Centres. Clients are assessed individually by counsellors and therapists to identify a mental health diagnosis. When employment is a key factor in addressing a client's mental health diagnosis, services described above are offered.

Through its Addiction Services, the department works to reduce the human and economic costs to individuals, families and communities resulting from the inappropriate use of alcohol, other drugs and problem gambling. It also promotes healthy lifestyles and increased workforce participation. Addiction Services calls for an integrated continuum of prevention and treatment services to meet the needs of all New Brunswickers at risk, or those already affected by substance abuse and/or problem/pathological gambling. Staff of Addiction Services are committed to maintaining individuals

in their current employment or restoring their ability to gain or regain employment.

Addiction Services helps clients – those with disabilities – prepare for, find and maintain employment by developing and implementing prevention and treatment programs, including detoxification, rehabilitation, out-patient counselling, and research.

Objectives include: to provide detoxification services in a safe and secure environment for dependent clients; to provide a series of outpatient services for dependent individuals and their families; to provide short-term (three to four weeks) intensive addiction treatment in a residential setting; and to provide long-term (six months) residential care for dependent clients who lack community supports and resources.

## **FAMILY AND COMMUNITY SERVICES**

The Training and Employment Support Services program provides training and employment development services that enable people with disabilities to achieve an occupational goal, obtain employment or resume employment when it has been interrupted. The principle objectives are to decrease the barriers faced by persons with disabilities so they may be as competitive as the non-disabled population in their search for employment, and to assist persons with disabilities make the school-to-work transition by providing training and employment services.

Training and Employment Support Services are delivered at the local level. Persons with disabilities requiring

services can call or visit a local office to have their needs determined and potential services identified. Case managers, career consultants and

placement coordinators are often consulted during the development of a client's individualized case plan.

## Program Results

Results Indicators	1999-2000	2000-2001
Number of people participating in a program or service	9,309	10,979
Number of people completing programs	3,309	2,388
Number of people employed as a result of a program/service or intervention	939	1,196
Number of people sustained in employment in the case of job crises	3,516	5,940
Number of people on waiting lists for services	Not applicable	Not applicable
<ul style="list-style-type: none"> <li>Some people may be counted more than once as a result of having participated in more than one type of intervention and/or program during the year.</li> <li>The results-indicator on waiting lists cannot be reported on at this time but will be considered within the context of evaluation.</li> </ul>		

## Expenditures

Program or Department	Provincial Contribution		Government of Canada Contribution		Total Expenditures	
	99-00	00-01	99-00	00-01	99-00	00-01
Health and Wellness, Addiction Services	\$3,958,879	\$4,560,102	\$3,111,660	\$3,111,660	\$7,070,539	\$7,671,762
Health and Wellness, Mental Health Services	\$2,213,621	\$2,523,051	\$1,348,240	\$1,348,240	\$3,561,861	\$3,871,292
Family and Community Services, Training & Employment Support Services	\$898,099	\$928,981	\$734,100	\$734,100	\$1,632,199	\$1,663,081
Training and Employment Development, Employment Services	\$84,681	\$51,326	\$80,000	\$80,000	\$164,681	\$131,326
<b>Total</b>	<b>\$7,155,280</b>	<b>\$8,063,460</b>	<b>\$5,274,000</b>	<b>\$5,274,000</b>	<b>\$12,429,280</b>	<b>\$13,337,460</b>

## Consultation with the Public and People with Disabilities

A working group was established to provide a forum for dealing with issues related to programs and services under the Canada-New Brunswick Agreement on Employability Assistance for People with Disabilities. Called the Employability Assistance for People with Disabilities Stakeholders Consultation Group, its primary objectives were to identify employability issues within the context of the agreement and act as a vehicle to address these issues; to report on actions taken to address issues; and to exchange information on initiatives at the federal, provincial and local level.

The consultation group was comprised of representatives of the Government of Canada, provincial government, non-government agencies, advocacy groups and service providers.

## Provincial Contact

Department of Family and Community Services  
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Internet site:  
<http://gov.nb.ca/Fcs-sfc/Index-e.htm>

## Programs and Services

During the period of April 1, 1999 to March 31, 2001, 10 programs in two Ontario ministries (Health and Long Term Care, and Community and Social Services) were cost-shared under the Employability Assistance for People with Disabilities (EAPD) Agreement. Some programs – like the Ontario Disability Support Program, Employment Supports – offer a full range of goods and services to assist people with a wide range of disabilities. Other programs serve specific target groups (such as the Ministry of Health and Long Term Care’s programs for people with mental illnesses) or provide specific services (such as the Supported Employment programs funded by the Ministry of Community and Social Services, since April 2002, the Ministry of Community, Family and Children’s Services.)

## Service Delivery

### **COMMUNITY, FAMILY AND CHILDREN’S SERVICES**

#### The Employment Supports component of the Ontario Disability Support Program

The Employment Supports



component of the Ontario Disability Support Program (ODSP) represents a new approach in employment programs for people with disabilities. The program offers people the assistance they need to become competitively employed. This focus on real jobs is also a key principle of the Multilateral Framework on EAPD, developed jointly between the provinces/territories and the Government of Canada.

Employment Supports is one component of the ODSP. The other component, Income Support, provides financial assistance and benefits to eligible people with disabilities. Both components of the ODSP represent an important shift from previous social benefit programs, where people with disabilities were often deemed to be “permanently unemployable.” The Employment Supports program recognizes that people with disabilities want to work, and can work, if specific

disability-related barriers are removed. Key features of the program are responsive service and consumer choice.

The program serves a diverse group of people who vary in disabilities and interests. Eligible clients can choose from a wide range of supports that can help remove disability-related barriers to employment and lead to competitive employment, that is, work that provides a salary at minimum wage or better. Clients may use the supports for self-employment or participation in a business enterprise where the objective is to earn at least the equivalent of minimum wage.

The Employment Supports component of the ODSP includes services such as employment preparation and planning, skills training, transportation assistance, job coaching, job placement and interpreter/intervenor services. Goods such as adaptive software, mobility devices, and tools and equipment needed for vocational training may also be provided. The client selects the specific goods and services that are needed and chooses the supplier. The goods and services are written out in the employment plan, which also states the client's employment goal and the specific disability related barriers to reaching that goal.

People wishing to participate in the program follow four steps:

1. interested persons complete an application package;
2. applicants who meet eligibility criteria complete an Employment Plan;
3. clients sign an Employment Supports Funding Agreement; and
4. clients receive goods and services as outlined in their Employment Supports Funding Agreements.

The goods and services identified by the client are provided directly by agencies, businesses and other organizations in the community. The role of ministry staff is to help clients reach their goals by acting as brokers and by connecting the client to the service provider.

The Employment Supports component of the ODSP was launched in January 1999. 1999-2000 was the first full year of operation for the program. In this first year, the program provided services to about 4,400 clients. As the program matures over the next several years, it is expected to serve 8,000 to 10,000 people per year.

Since 1999-2000 was the first full year of operation, program data is limited. However, data that is available shows that 60% of clients who completed their employment plans in 1999-2000 became employed and over 30% of clients who completed their employment plans were able to maintain employment during a job crisis.

### Supported Employment Programs for People with Physical and Developmental Disabilities

These programs help people with disabilities who need extra assistance to adjust to employment – whether it be physically adapting to a workplace, responding to new stresses and challenges on the job or simply becoming used to the daily demands of working. Programming staff often provide one-on-one assistance or intermediary services between an employee and an employer. The general term for this assistance is job coaching. These services may be on an

on-going basis or an “as needed” basis. Some clients require high levels of job coaching initially, but are able to reduce or eliminate the need over time.

### Vocational Rehabilitation Services, Rehabilitation Services for the Disabled and Sheltered Workshops

The Vocational Rehabilitation Services program has been replaced by the Employment Supports component of the ODSP and will not be cost-shared under the EAPD agreement beyond the “transition” period. Under Rehabilitation Services for the Disabled, the services provided are generally referred to as pre-employment services. In some cases, these services primarily help a person adjust to living with a disability on a day-to-day basis. This can be an important step on the road to employment. Sheltered workshops serve people with severe or multiple disabilities who are presently unable to move on to competitive employment. These programs provide meaningful activities in communities and help participants learn important skills, such as communication and self-care. In some cases, participants also take part in work-like activities. Services under these programs are delivered by community agencies.

## HEALTH AND LONG TERM CARE

### Alcohol and Drug Programs

Alcohol and drug programs are funded by the Ontario Substance Abuse Bureau of the Ministry of Health and

Long Term Care. All programs are funded on a transfer payment basis to independent agencies. Services include:

- non-medical withdrawal management services which allow clients to participate in other services in the continuum of addiction treatment;
- assessment/referral services which involve an in-depth assessment of the client’s ability to be successful in addiction treatment, and referral to the most appropriate service and treatment;
- non-residential counselling services that include individual, group, day/evening programming to help clients develop the skills required to manage their addictions, related problems and lifestyles;
- short-term (21 day) and long-term residential treatment (up to six months) that helps clients develop the skills required to manage their addictions, related problems and lifestyles in a substance-free environment; and
- recovery homes (up to six months) that include addiction treatment and practical programming such as life skills and pre-vocational training.

The expected result of the drug and alcohol programs is that employed clients will maintain their employment and unemployed clients will receive life skills and pre-vocational programming to enhance their employability.

## MENTAL HEALTH PROGRAMS

The Ministry of Health and Long Term Care funds a variety of programs that provide employment supports to persons



with serious mental illness. Services are provided directly in the case of provincial psychiatric hospitals or through third parties which include general hospitals and community mental health agencies.

The constantly-evolving system of available services means there will be changes in the number and types of programs that provide employment supports to persons with mental illness.

### Alcohol and Drug Programs in Provincial Psychiatric Hospitals

These programs provide comprehensive assessment, treatment and ongoing care to persons with concurrent disorders (mental illness and substance use problems). As of 2000-01 under the EAPD criteria, these programs no longer qualify for cost sharing.

### Provincial Psychiatric Hospitals & General Hospitals

Inpatient and outpatient programs in psychiatric hospitals and general hospitals offer the following services: skills development/training, job placement, job development/creation, employment planning/career counselling and skills training on the job. The objective of these programs is to assist persons with serious mental illness to prepare for, obtain and maintain employment. As a result of Provincial Psychiatric Hospital divestment, governance of Provincial Psychiatric Hospitals began to transfer to general hospitals in 2000.

## COMMUNITY MENTAL HEALTH EMPLOYMENT PROGRAMS

### Supported Employment

Supported employment and other employment-related services are offered by a variety of agencies and businesses in the community that focus on meeting the needs of persons with serious mental illness. Some are consumer-operated alternative businesses, which are developed and operated by consumer/survivor employees and offer employment opportunities. Agency-sponsored businesses are owned and operated by mental health agencies to provide rehabilitation and employment for persons with serious mental illness. Both kinds of businesses offer employment opportunities which pay consumers/survivors minimum wage or higher. As well, some community agencies focus exclusively on providing employment supports to persons with mental illness while other agencies offer additional services such as case management that may include an employment support component. The overall objective of these programs is to increase employability by helping individuals to prepare for, obtain and maintain employment. The key employment supports elements are:

- job development/creation/ employer outreach;
- skills development/training for job/education;
- skills training on the job;
- job search skills/job placement;
- employment planning/career counselling; and
- supports to sustaining education/ employment.

## Supported Education

These programs operate within the community college system and are offered to persons with serious mental illness interested in furthering their education and/or finding employment.

Services include providing instruction in English as a Second Language, academic upgrading and/or remediation, career planning sessions and on-site support. The objective of the programs is to help persons develop a vocational goal.

## Expenditures

Program or Branch	Provincial Contribution (\$Million)		Government of Canada Contribution (\$Million)		Total Expenditures (\$Million)	
	1999-2000	2000-2001	1999-2000	2000-2001	1999-2000	2000-2001
ODSP Employment Supports	7.605	11.287	6.795	11.287	14.377	22.573
Supported Employment	8.009	6.183	7.191	6.183	15.215	12.366
Vocational Rehabilitation Services	0.355	NIL	0.317	NIL	0.672	NIL
Rehabilitation Services for the Disabled	5.998	5.184	0.702	0.476	6.722	5.660
Sheltered Workshops	14.270	17.234	8.730	6.247	23.088	23.481
Alcohol and Drug Programs	46.103	64.774	26.097	24.875	72.236	89.619
Alcohol and Drug Programs in Provincial Psychiatric Hospitals	1.030	N/A*	0.970	N/A	2.054	N/A
Employment-Related Programs in Provincial Psychiatric and General Hospitals	3.828	1.568	3.472	1.568	7.347	3.135
Community Mental Health Employment Programs	1.422	4.917	1.278	4.917	2.705	9.834
Sub-Total:	88.620	111.115	55.552	55.552	144.172	166.667
Administration Cost @ 15%:	11.816	15.190	9.810	9.810	21.626	25.00
<b>TOTAL:</b>	<b>100.436</b>	<b>126.305</b>	<b>65.362</b>	<b>65.362</b>	<b>165.798</b>	<b>191.667</b>

\*Note: as of 2000-01 the Alcohol and Drug Programs in Provincial Psychiatric Hospitals no longer qualify for cost sharing.

## Consultation with the Public and People with Disabilities

### Employment Supports Component of the Ontario Disability Support Program

Between 1996 and 1998, the Ministry of Community and Social Services undertook an extensive consultation with people with disabilities, consumer and advocacy groups, service providers and employers to assist the ministry to develop a new system of employment supports for people with disabilities. In all, over 200 individuals and groups were consulted.

During the consultations, the ministry heard that consumers and advocates wanted a system of supports that eliminated or reduced disability-related barriers to employment. People with disabilities wanted access to real jobs at minimum wage or better, quick and responsive service, and the ability to control the services they receive.

As a result of these discussions, the ministry developed the following principles for the Employment Supports component of the Ontario Disability Support Program:

- participation in the program is voluntary;
- where possible, clients can design and manage their own employment planning and job-finding strategies;
- clients who are self-directed receive quick service and are not required to engage in lengthy approval processes;
- clients should be able to choose their service providers; and

- clients are accountable for achieving the goals set out in their employment plans. Ministry staff are accountable for ensuring that clients receive the supports they require under those plans, and are also responsible for the Employment Supports Funding Agreements.

### Mental Health Services

In 1998, an extensive consultation was undertaken at the request of the Minister of Health in order to review progress toward reform of Ontario's mental health system. In response to feedback that an implementation strategy for reform was required, *Making it Happen: Implementation Plan for Making it Happen* was released in 1999. This policy framework identified employment supports as an important part of the continuum of services required by persons with serious mental illness, highlighting the need for policy directions in this area.

## Provincial Contact

Client Services Unit  
Ontario Ministry of Community, Family and Children's Services  
Room M1-57  
900 Bay Street  
Toronto, Ontario M7A 1N3  
Tel.: (888) 789-4199  
Fax.: (416) 325-7136  
TTY: (800) 387-5559

# Manitoba



## Programs and Services

Manitoba programs funded under the Employability Assistance for People with Disabilities (EAPD) Agreement are delivered by four major program areas in two departments: Manitoba Family Services and Housing, and Manitoba Health. Each of these program areas serves a different target population.

## Service Delivery

### MANITOBA FAMILY SERVICES AND HOUSING

#### Vocational Rehabilitation

The Vocational Rehabilitation Program offers a wide range of employment-focused services and supports to assist adults with developmental, physical, psychiatric or learning disabilities. Services include assessment, vocational planning, counselling, work training, educational training, job search and follow-up after employment is obtained. The program also funds disability-related supports such as technical aids and equipment, tuition, books, supplies, transportation and interpreters.

Vocational Rehabilitation Services are delivered by vocational counsellors in eight Manitoba Family Services and Housing regional offices and by three designated agencies. Each of these offices serves individuals with specific types of disabilities, as follows:

- Manitoba Family Services and Housing – developmental, psychiatric or learning disabilities;
- The Canadian National Institute for the Blind – visual disabilities;
- Canadian Paraplegic Association – spinal cord injuries; and
- Society for Manitobans with Disabilities – all other physical disabilities, including hearing disabilities.

# MANITOBA HEALTH

## Mental Health

Manitoba Health directly or indirectly supports several programs and services which provide a wide range of employment-focused services to assist adults experiencing mental illness. A "Choose, Get and Keep" approach to employability services is used by Manitoba Health. Within this framework, supported employment services are used to help people experiencing mental illness to be satisfied and successful in their chosen work environments, with the appropriate level of supports.

Employment activities funded under the EAPD Agreement can be divided into three categories:

- employability services funded directly through Manitoba Health;
- employability services delivered by the regional health authorities; and
- employability services provided by external agencies and funded by a regional health authority.

## External Addictions Agencies

Manitoba Health provides grants to a number of external agencies that provide treatment for alcohol and drug addictions (nine agencies in 1999-2000 and seven in 2000-2001). The main focus of each of these agencies is to work with clients in treating their addictions. However, within each treatment program there is an employability component which supports clients by helping them develop the skills required to prepare for, attain or retain employment.

The size of the agency and the length of its program often determine the degree of involvement in employment-focused programming. Larger agencies will include an employability component within their overall programs whereas smaller agencies will refer their clients to community resources with expertise in employment, while continuing to provide emotional and other personal supports through counselling. Each of the addictions agencies cost-shared under EAPD provides services to a different target population.

## Addictions Foundation of Manitoba

Addictions Foundation of Manitoba (AFM) programs, funded under the EAPD Agreement, provide a wide range of employment-focused services to assist adults with alcohol and drug addictions. AFM programs provide the opportunity for employment success by coordinating a range of support and counselling services to help the participant enter the labour force or maintain employment. AFM programs are delivered on a regional basis throughout Manitoba, providing a continuum of residential and community-based services.

## Program Results

The Canada-Manitoba EAPD Agreement includes the following five primary indicators to measure the short- and medium-term results of interventions cost-shared under the initiative:

- the number of people actively participating in programs (participants);

- the number of people successfully completing programs (completed);
- the number of people completing employment preparation programs, who subsequently progress to other interventions leading to employment (progressed);
- the number of people employed after participation (employed); and
- the number of people sustained in employment in the case of vocational crises (vocational crisis).

Each program area is responsible for developing mechanisms to track these indicators. As a result, there is the possibility that some participants may be counted more than once if they are receiving services from more than one program area.

The following table provides the most comprehensive program results available. Manitoba programs are still in the process of developing data collection systems to capture the

EAPD Component	Program Results	1999-2000	2000-2001
Vocational Rehabilitation <sup>1</sup>	Number of participants	3,178	2,917
	Number who completed	696	767
	Number who progressed	1,317	1,108
	Number employed	1,233	1,243
	Number in vocational crisis	237	418
Mental Health <sup>2</sup>	Number of participants	4,280	1,193
	Number who completed program or achieved employment goal	N/A	237
	Number employed	N/A	614
	Number in vocational crisis	N/A	554
External Addictions Agencies <sup>3</sup>	Number of participants	1 744 (7)	1 052 (5)
	Number who completed	623 (7)	726 (5)
	Number who progressed	117 (4)	94 (2)
	Number employed	324 (6)	258 (5)
	Number in vocational crisis	4 (6)	13 (2)
Addictions Foundation of Manitoba	Number of participants	5,057	5,241

N/A – Information on this indicator is not available.

<sup>1</sup> The number of participants is less than the total Vocational Rehabilitation caseload (4,048 in 1999-2000 and 3,723 in 2000-2001) as not all those enrolled on the Program were actively engaged in employment-focused activities in these years. The Program is reviewing the caseload so that future reports will include only those participants in an active status. The number of participants is lower in 2000-2001 due to the exclusion of participants who are reported under Mental Health. These participants were reported under both programs in 1999-2000.

<sup>2</sup> The data for Mental Health are not comparable for 1999-2000 and 2000-2001. The 1999-2000 data represent the number of participants with an open status at some time throughout the year whereas the 2000-2001 data represent the number of participants with an open status on March 31, 2001.

<sup>3</sup> The numbers in parentheses indicate how many of the external agencies were able to report on this indicator, out of a total of nine agencies in 1999-2000 and seven agencies in 2000-2001.

information required to respond to the accountability requirements in the agreement. Accordingly, some of the programs are not able to report on all five indicators at this time.

## Expenditures

The following table provides the expenditures claimed under the EAPD initiative in 1999-2000 and 2000-2001, by EAPD component.

EAPD Component	1999-2000	2000-2001
Vocational Rehabilitation	\$6,456,600	\$6,520,700
Mental Health	\$3,794,300	\$3,941,800
External Addictions Agencies	\$1,401,900	\$1,444,800
Addictions Foundation of Manitoba	\$5,849,400	\$5,728,100
Provincial Contribution	\$9,588,200	\$9,721,400
Government of Canada Contribution	\$7,914,000	\$7,914,000
<b>Total Expenditures</b>	<b>\$17,502,200</b>	<b>\$17,635,400</b>

## Consultation with the Public and People with Disabilities

The Joint Community and Government Consultation on Disability and Employment Issues (Joint Consultation) is a committee composed of members of the disability community (consumers, service providers and advocates) and government staff from the four provincial departments which provide employment-related services to people with disabilities (Education, Training and Youth; Family Services and Housing; Health; and Labour and Immigration). The committee provides a forum for the disability community and government to discuss the EAPD initiative and other employment-related programs, policies and issues affecting Manitobans with disabilities.

The disability community also has input into the accountability and evaluation components of the EAPD initiative through representation on the EAPD Outcome Measures Working Group, which is responsible for developing the accountability requirements of the EAPD Agreement.

## Provincial Contact

Adult Services Branch  
 Manitoba Family Services and Housing  
 119-114 Garry Street  
 Winnipeg, Manitoba R3C 4V4  
 Tel.: (204) 945-0808  
 Fax.: (204) 945-5668

# Saskatchewan



## Programs and Services

Saskatchewan entered into the five year Employability Assistance for People with Disabilities (EAPD) Agreement with Human Resources Development Canada (HRDC) in March 1998.

The EAPD agreement allows for a three year transition phase in which programs and services that were cost-shared under the previous Vocational Rehabilitation of Disabled Persons (VRDP) agreement could continue to be cost-shared, even though they may not fit the employability criteria of the new agreement. Programs described in this report represent a combination of VRDP and EAPD-eligible programs and services that were cost-shared for 1999-2000 and 2000-2001.

## Service Delivery

Three departments within the Saskatchewan government identified programs and services eligible for cost-sharing under the Employability Assistance for People with Disabilities Agreement in 1999-2000 and 2000-2001.

## POST-SECONDARY EDUCATION AND SKILLS TRAINING <sup>1</sup>

### Employability Assistance for People with Disabilities Program (EAPDP)

EAPDP purchases services or equipment for people who, due to a disability, require assistance to train for, seek or maintain employment, or who are at risk of losing their employment. These services include educational/psychological assessments, specialized basic education services, pre-employment training, post-secondary tuition and books, all types of personal disability supports and equipment, job coaches, training-on-the-job,

<sup>1</sup> This department became part of a new department, Saskatchewan Learning on March 26, 2002.



wage subsidies, as well as living allowances for persons with disabilities not qualifying for a student loan.

EAPDP also contracts with community based organizations for pre-employment and life skills training services and for career and employment counselling for people with disabilities.

Expected participant outcomes include successfully completing training, and obtaining and maintaining regular employment.

## **SASKATCHEWAN SOCIAL SERVICES**

### **Long-Term Employment Initiative (LTI)**

The LTI funds individual long-term employment supports when and as required, including ongoing wage subsidies, job coaching, model workers, worker enclaves, and work crew supervision.

The LTI also contracts with community agencies, including networks of local service and advocacy organizations, to provide ongoing employment counselling, job search, job placement, job coaching and job maintenance services.

Expected participant outcomes include obtaining and maintaining regular employment, and gaining access to supports (employee and employer) on an ongoing basis.

### **Employment Initiatives**

Social Services provides project funding to community based organizations to offset the cost of additional supervision or job placement or job development costs.

### **Vocational Training in Sheltered Workshops**

Social Services contracts with community based organizations to provide paid sheltered employment, unpaid employment training, pre-employment training and recreation/therapy programs for adults with disabilities.

Expected participant outcomes include successful program completion, sheltered employment, life skill development, and obtaining and maintaining regular employment.

### **Community Based Organizations**

Social Services also provides core funding to provincial disability organizations to provide rehabilitation counselling, career/employment counselling, deaf sign language interpreting and service coordination.

Participant outcomes include access to counselling services and access to basic deaf language interpreting services throughout the province.

## **SASKATCHEWAN HEALTH**

### **Saskatchewan Aids to Independent Living program**

This program provides assistive devices, respiratory equipment, medical supplies and other required equipment to persons with disabilities.

Participant outcomes include access to required equipment and independent community living.

### **Alcohol and Drug Services**

The health department provides a range of addiction recovery services aimed at promoting healthy living without chemical

dependency, including individual and family counselling, detoxification programs and vocational counselling.

Expected participant outcomes include recovery from addiction, the restoration/establishment of addiction-free family life, and the acquisition or maintenance of employment.

### Mental Health Services

A range of general mental health services is available from local health districts such as crisis intervention, case management and individual and group counselling.

A range of vocational services are also available such as pre-employment training in daily living skills, job search training, and supervised work experience.

Expected participant outcomes include restoration/maintenance of an optimal level of functioning and obtaining/maintaining employment.

## Program Results

The EAPD agreement lists the following primary indicators to measure, on an aggregate basis, the short and medium-term results of interventions under this initiative:

- the number of people actively participating in programs;
- the number of people successfully completing programs;
- the number of people employed following participation; and
- the number of people sustained in employment in the case of vocational crisis.

The Results Indicators table below summarizes programs and services provided during 1999-2000 and 2000-2001 with detail to the extent that it is available. More detailed information will become available as the various record keeping systems are developed or improved.

PROGRAM	Number of people actively participating in programs		Number people successfully completing programs	
	1999-2000	2000-2001	1999-2000	2000-2001
Post Secondary Education and Skills Training				
• EAPD program	1,081	1,097	656	778
• Assessments	305	423		
Health				
• Alcohol and Drug	8,796	9,059	2,788	2,959
• Mental Health Services	8,400	8,200	<sup>3</sup>	2,473
• SAIL	962	<sup>2</sup>	<sup>4</sup>	
Social Services				
• Sheltered Employment	966	966	<sup>6</sup>	
• Long Term Employment	246	216	<sup>7</sup>	
• Employment Initiatives	68	68	<sup>8</sup>	
• CBO Grants	NA <sup>5</sup>	NA		

Footnotes on following page.

## Expenditures

Program or Department	Provincial Contribution		Government of Canada Contribution		Total Expenditures	
	1999-2000	2000-2001	1999-2000	2000-2001	1999-2000	2000-2001
Social Services	\$1,947,117	\$1,915,384	\$1,326,440	\$1,326,440	\$3,273,557	\$3,241,824
Health	\$7,504,608	\$7,544,602	\$6,489,090	\$6,489,090	\$13,993,698	\$14,033,692
Post Secondary Education and Skills Training	\$3,252,464	\$3,258,813	\$2,137,470	\$2,137,470	\$5,389,934	\$5,396,283
<b>Total</b>	<b>\$12,704,189</b>	<b>\$12,718,799</b>	<b>\$9,953,000</b>	<b>\$9,953,000</b>	<b>\$22,657,189</b>	<b>\$22,671,799</b>

## Consultation with the Public and People with Disabilities

Post Secondary Education and Skills Training conducted a series of consultations with stakeholders regarding future plans for the EAPD program. Discussions were also held with the Provincial Inter-agency Network on Disability Issues. In the summer of 2000, province-wide consultations were also conducted by the Office of Disability Issues concerning a Disability Action Plan for the province. Employment and EAPD were key areas of focus during the consultations.

## Provincial Contact

Intergovernmental Relations Branch  
 Saskatchewan Social Services  
 1920 Broad Street  
 Regina, Saskatchewan S4P 3V6  
 Tel.: (306) 787-3621  
 Fax.: (306) 787-3650

<sup>2</sup> Due to system changes data for Saskatchewan Aids to Independent Living will not be available until later in 2002.

<sup>3</sup> This information is not available for 1999-2000.

<sup>4</sup> SAIL provides equipment that supports people with disabilities to obtain or maintain employment consequently this indicator is not meaningful for this program.

<sup>5</sup> CBO Grants are a transition program that will not be claimed when the agreement is fully implemented.

<sup>6</sup> The transition identified in the Multi-year Program and Expenditure Plan sees the phasing out of the claim for this program. Since this is a transition program this data will not be collected.

<sup>7</sup> The purpose of the long term employment program is to maintain people in employment who would not otherwise be employed. Consequently this is not a meaningful indicator

<sup>8</sup> This is not a meaningful indicator for this program.



## Programs and Services

Through the Employability Assistance for People with Disabilities (EAPD) Agreement, Human Resources Development Canada contributes funds to reimburse some of the costs for Alberta programs and services for persons with disabilities. These are delivered under the auspices of five separate ministries and organizations: Alberta Human Resources & Employment, Alberta Learning, Alberta Mental Health Board, Persons with Developmental Disabilities, and the Alberta Alcohol and Drug Abuse Commission.

## Service Delivery

### **ALBERTA HUMAN RESOURCES AND EMPLOYMENT**

Alberta Human Resources and Employment provides an array of services for persons with disabilities. Many of these are mainstream services that provide additional supports to a person with a disability in overcoming barriers to preparing, gaining, or maintaining employment. Programs include:

- Disability Related Employment Supports (DRES) provides employment supports to persons with disabilities to assist them to successfully complete Alberta Human Resources and Employment programs and services, to attend post-secondary institutions and accepted training programs, and to successfully enter the workforce and maintain employment. Workplace, education, and assistive technology supports are provided through DRES;
- Skills Development Program provides grants for tuition and books and income supports for students completing academic upgrading, basic education or English as a Second Language training; and
- Labour Market Programs. Alberta offers a number of

programs to help persons with disabilities gain access to the labour market. These include:

- Skills for Work is designed to assist Albertans to obtain basic skill training and work experience. The program provides a combination of life management skills and occupational training, academic upgrading, and the work experience needed for jobs that are in demand and which have an entry-level wage of at least \$7/hour;
- Training on the Job is designed to help unemployed Albertans acquire transferable occupational skills and work experience, and thus gain employment; and
- Self-Employment Program assists Albertans in becoming self-employed. Program activities include instruction in business plan development, one-to-one business counselling, coaching, guidance and follow up during business plan implementation.

## **ALBERTA LEARNING**

Alberta Learning provides funding for programs and services that support the participation of students with disabilities in post-secondary study. Funding is provided for eight transitional vocational programs, sign language interpreting services, individual assistance to students, and the coordination of services to students with disabilities.

## **ALBERTA MENTAL HEALTH BOARD**

The Alberta Mental Health Board (AMHB) provides supports for

employment through its vocational rehabilitation programs. In so doing, the AMHB strives to provide an integrated vocational and clinical approach to the delivery of vocational rehabilitation services to persons with severe and persistent mental illness. Approaches include vocational counselling, skill training, volunteer work experiences, unpaid pre-vocational work units, sheltered workshops, paid work crews, workplace interventions, day programs, transitional employment, supportive employment and comprehensive approaches (e.g. clubhouses, assertive community treatment).

## **PERSONS WITH DEVELOPMENTAL DISABILITIES**

The Alberta Provincial Board for Persons with Developmental Disabilities (PDD) is a provincial crown agency which funds six regional community boards and one facility board to ensure a range of supports, including employment supports, are available to adult Albertans with developmental disabilities. The community boards contract with community service providers to provide employment supports throughout the province. PDD defines employment as activities which meet the following criteria:

- the individual receives remuneration for work performed;
- an employer/employee relationship exists; and
- Alberta Labour Employment Standards Code applies.

The PDD Employment Supports Program consists of two components: Employment Preparation and Employment Placement supports:

- Employment Preparation Supports: These supports are designed to assist individuals in developing skills for employment and exploring the world of work; and
- Employment Placement Supports: These supports help individuals to maintain employment/self employment.
- Outpatient and Day Treatment – Community-based services assist clients in developing personal and systemic capacities to address alcohol, drug abuse and gambling problems.
- Residential Services – These services assist clients with limited resources or severe addiction problems in a structured, inpatient treatment environment.
- Administration, research, planning and service monitoring – Administration and operational support services are designed to provide efficient support to enhance effective services.

## **ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION**

The Alberta Alcohol and Drug Abuse Commission (AADAC) is mandated by the *Alcohol and Drug Abuse Act* to operate and fund services addressing alcohol, other drug and gambling problems, and to conduct related research. AADAC’s mission is “to assist Albertans in achieving freedom from the abuse of alcohol, other drugs and gambling.” AADAC has three core businesses – prevention, treatment, and information. Within the continuum of services provided by AADAC for these core businesses, the costs of selected treatment services have historically been included among those covered by Alberta and the Government of Canada under the VRDP and EAPD agreements.

AADAC’s treatment programs and services help people improve or recover from the harmful effects of alcohol, other drug and gambling problems. Service delivery occurs through a network of AADAC area offices and residential centres and community-based funded programs located throughout the province.

- Crisis Services – Emergency services are provided to assist clients through safe withdrawal from the extreme effects of alcohol, drugs, or gambling.

Addictions have a significant impact on an individual’s capacity to gain employment or ability to maintain employment. At AADAC, each client’s employment issues/needs are identified. Specific employment needs are addressed through treatment planning. Treatment plans are individualized, in an effort to address employment and other issues appropriate to the nature of the client’s problem(s) and his or her stage and pace for recovery. Specialized employment or career-related information and support are usually provided by referral to government/community-based career or employment services.

## Expenditures

Ministry/Service Provider	1999-2000	2000-2001
Alberta Learning	\$1,672,853	\$1,674,403
Alberta Mental Health Board	\$5,628,127	\$5,285,583
Alberta Alcohol and Drug Abuse Commission	\$19,158,282	\$21,134,549
Persons with Developmental Disabilities	\$21,657,098	\$21,106,028
Alberta Human Resources and Employment	\$5,060,886	\$4,844,396
Total Provincial Program Expenditures	\$53,177,246	\$54,044,959
Total Administrative and Other Costs	\$44,481*	\$3,411,318
Total Provincial Expenditures	\$53,221,727	\$57,456,277
Government of Canada Contribution	\$22,343,000	\$22,343,000

\* Administrative costs were not reported for 1999-2000

[Source: 1999-2000 & 2000-2001 Audited EAPD Annual Statement of Expenditures.]

## Consultation with the Public and People with Disabilities

The Alberta government has a long history of supporting persons with disabilities in achieving their goals of participating in society and the workforce, and actively engages in consultations with interested stakeholders and the general public.

Each ministry or organization involved in the Employability Assistance for People with Disabilities agreement has its own processes to facilitate communication with people with disabilities and the community at large. For example, Persons with Developmental Disabilities operates within the context of a community governance model, and as such engages in ongoing consultations and communications with stakeholders and the community.

In addition, a number of specific activities have been undertaken to facilitate consultation with the public and people with disabilities. In January 2001, the Alberta Human Resources & Employment Minister's Employability Council released a report focussing on employment supports. The Minister's Employability Council includes representatives from the community of persons with disabilities, employers, service providers, and Aboriginal persons with disabilities, and has been working to enhance the employability of persons with disabilities. Likewise, the Alberta Premier's Council on the Status of Persons with Disabilities – composed of 15 council members representing a broad background of cross-disability knowledge and a diversity of geographic locations in Alberta – has been working on an Alberta Disability Strategy. This document (tentatively scheduled for

release in spring 2002) will have a section specifically addressing the issue of employment.

After a comprehensive evaluation of the Alberta Mental Health Board's vocational services in October 2000, a vocational rehabilitation conference entitled "Vocational Services Emerges Into the Light" was held in May 2001. These and other efforts reflect Alberta's continuing commitment to ensuring effective communication between service providers and interested stakeholders.

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# British Columbia



## Programs and Services

The governments of British Columbia and Canada entered into the Employability Assistance for People with Disabilities (EAPD) bilateral agreement to support measures which will enhance the economic participation in the labour market of working age persons with disabilities by helping them to prepare for, attain and retain employment. From April 1, 1998 to March 31, 2003, the Government of Canada will contribute 50% of the cost of eligible programs and services in B.C., up to \$27 million annually.

Programs are delivered through four ministries: Advanced Education, Human Resources, Children and Family Development, and Health.

## Service Delivery

### ADVANCED EDUCATION

#### Adult Special Education Program

This program has as its objective the increased independence of people with disabilities, along with their increased ability to participate

fully in society and the economy. Services vary across institutions, but usually consist of one or more of the following:

- employment preparation;
- vocational skills training;
- academic skills development; and
- personal success skills development (delivered in the context of academic skills development or employment preparation).

#### Services for Students with Disabilities

Post-secondary students, or potential students, with a physical, sensory, cognitive or recognized learning disability may receive services aimed at improving their economic independence through improved access to post-secondary learning opportunities.

Services vary among institutions, but the following are generally available at most public post-secondary institutions:

- transition services, which include orientation, liaison between students and instructors and exit planning;
- support services, including interpreters, readers, note takers, tutors, counselling, exam adaptation, and preferred parking; and
- special equipment and resources, which can include access to taped books, tape recorders, and computers with voice synthesizers and large print systems.

The Interpreting Services Project provides support for colleges, interpreters, students and personnel involved in the education of students who are deaf, hard of hearing or deaf-blind.

B.C. College and Institute Library Services provide library service for students and instructors at public colleges and institutes in B.C. who cannot use conventional print because of visual, learning or physical impairments.

## Technology and Services Support Program (TSSP)

The objective of this program is to improve access to post-secondary learning by reducing disability-related barriers to post-secondary education. Program components include:

- Canada Study Grant (CSG): A Government of Canada grant of up to \$5,000 per year, for technology or services;
- Assistance Program for Students with Permanent Disabilities (APSD): A provincial grant of up to \$10,000 per year (\$12,000 if for attendant care), for technology or services; and

- loan and support of Adaptive Technology through the Adult Services Program.

The CSG is funded by the Government of Canada, while the APSD and the Adult Services Program components are provincially funded. Only the provincially funded components are described below.

Through the Adult Services Program, TSSP funds the following:

- adaptive technology needs assessment;
- loan of adaptive and assistive technology;
- training and ongoing support in the use of technology; and
- an APSD grant of up to \$10,000 per year (\$12,000 if for attendant care), that can be used in educational settings for:
  - attendant care;
  - sign language interpretation;
  - tutors;
  - note-takers;
  - readers;
  - specialized transportation;
  - alternate formats to print;
  - technical or recording equipment; and
  - computers and other technical aids.

## HUMAN RESOURCES

### Vocational Rehabilitation Services (VRS)

The objective of this program is to increase the economic independence of British Columbians with permanent disabilities by enhancing clients' ability to obtain and keep employment.

VRS provides the following types of services: medical and vocational assessment, career planning, training (both formal and on-the-job), adaptive and assistive technology job search support, vocational crisis assistance and follow-up.

### Training Initiative Benefits

The objective of this program is to increase the economic self-sufficiency of DBII recipients by enhancing their employability skills, through increased ability to participate in volunteer opportunities in the community.

The program provides up to \$50 per month for six months, with a possible additional six months, towards expenses associated with participating in a volunteer work experience through the Training Initiatives Program.

## CHILDREN AND FAMILY DEVELOPMENT

### Supported Work Program

The objective of this program is to increase the economic independence of British Columbians with developmental disabilities by enhancing clients' ability to obtain and keep employment.

Specific services depend on the contract, but can consist of:

- employment assessment and counselling;
- career planning;
- transition planning and support;
- crisis intervention/retraining;
- on or off-site supervision and support of training, work experience and employment; and

- recruitment of employers to provide supported work experience or employment opportunities.

## HEALTH

### Addiction Services

The objective of Addiction Services is to improve the health and well-being of society by reducing the misuse of alcohol and other drugs, through:

- reduced substance misuse;
- improved health (physical and psychological);
- improved family and social functioning;
- improved vocational and educational functioning; and
- reduced involvement with the criminal justice system.

Clients may be served only through outpatient services, or may participate in a variety of components as required. Generally clients will go to outpatient services following other components. Services offer flexible schedules to accommodate clients' employment and training needs.

Outpatient services include:

- Assessment – Clients entering treatment are assessed in the following areas: use of alcohol, drugs or gambling and consequences of this use on health, vocational/employment functioning, family/social functioning, and involvement with the criminal justice system.
- Treatment planning – Individualized treatment plan identifies client's strengths and weaknesses, treatment strategies, and short and long-term goals.

- Case management – Ensures client receives an appropriate assessment and that treatment plan is developed; assists client with implementing treatment plan, including making necessary referrals to addiction services or employability programs within the community, and coordinating movement of client from one service to another; and provides ongoing support and evaluation of service needs and follow-up to determine whether client has achieved desired outcomes or whether further service is required.
- Treatment – Clients receive individual, family and group counselling as an outpatient or in a supportive recovery program.

Vocational and career planning can occur in other components. Following completion of the other component, the client would be referred to outpatient services to receive support in implementing the plan.

## Mental Health Employment and Training Programs

The objective of Mental Health Employment and Training Programs is the increased independence of British Columbians with serious persistent mental illness by increasing their social, vocational and financial status, through:

- enhanced ability to enter and complete education and training;
- improved basic skills, work habits and behaviours;
- increased level of confidence and self-esteem;
- enhanced job skills;
- increased work experience; and

enhanced ability to obtain and maintain competitive employment. Each Health Authority has responsibility for delivering mental health programs; there is no provincial program. A general description of each service follows. The specific services provided in each region may vary.

- Case Management – Provided to ensure clients have access to a full range of services that meet their specific needs, including: social and vocational assessment, planning and coordination of services, referrals to service providers, supportive counselling, monitoring of service delivery, crisis intervention and ongoing support.
- Supported Education – Provided to assist clients prepare for, enter and complete education, through assessment of educational and training needs and support in accessing and completing training.
- Therapeutic Volunteer Work – Provides opportunity for assessment and pre-vocational training in a safe, supportive and non-competitive environment in a designated Therapeutic Volunteer Placement, usually a registered non-profit association.
- Training Incentive Allowance for the Therapeutic Volunteer Work Program – The volunteer is provided with a monthly allowance of \$100 towards the cost of placement-associated expenses.
- Work Experience – A temporary, time-limited job placement that is part of a job preparation and training program.
- Supported Work – Paid work obtained by a service provider from an employer in an integrated work setting. It is time-limited and can be casual,

- temporary or part-time work that offers a combination of work experience, ongoing support and training.
- Supported Employment – Provides assistance in obtaining paid, competitive work in an integrated job

setting, on a full-or part-time basis with pay based on the prevailing wage. Also provides ongoing support to client and employer for as long as needed for the individual to successfully sustain employment.

## Program Results

EAPD Component	Program Results	1999-2000	2000-2001
Adult Special Education	<p>The Colleges and Institutes Outcomes study is conducted every year to collect education and employment outcomes for graduates. This study reports outcomes by major program area, but does not normally report outcomes for ASE programs. 1999 ASE Programs Student Outcomes Pilot Survey is available at: <a href="http://www.ceiss.org/products_services/edoutcomes/aseoutcomes.asp">www.ceiss.org/products_services/edoutcomes/aseoutcomes.asp</a>. It is also linked to the Ministry website at: <a href="http://www.aett.gov.bc.ca/adultspecialed/">www.aett.gov.bc.ca/adultspecialed/</a></p> <p>In 1999/00 the Ministry, with the Centre for Education, Information, Standards and Services (CEISS) conducted the 1999 ASE Programs Student Outcomes Pilot Survey. The purpose was to collect employment and education outcome information from a sample of students who participated in ASE programs during the 1997/98 academic year at one of six colleges. The BC College and Institute Student Outcomes Study is available at: <a href="http://www.ceiss.org/publications/index.asp#outcomes">www.ceiss.org/publications/index.asp#outcomes</a></p>	1,065 full-time special education spaces	1,078 full-time special education spaces
Services for Students with Disabilities	Each institution that receives a Disability Services Grant is required to provide an annual report indicating the number of students who received any disability services in the year, by program type and disability. ISP and CILS both report the number of students served.	5,533 students with disabilities received services	5,945 students with disabilities received services
Technology and Services Support Program	The Student Services Branch tracks the number of APSD grants awarded each year. The Adult Services Project tracks the students who are loaned equipment through TSSP.	113 eligible applications processed	76 eligible applications processed 307 students received services

EAPD Component	Program Results	1999-2000	2000-2001
Vocational Rehabilitation Services (VRS)	<p>Tracking of participants receiving the following services: assessment, career planning, training, job search, job placement and vocational crisis.</p> <p>VRS can report separately for each disability group and for each type of intervention, for any area or region of the province. It can also provide data on the number of participants in vocational crisis. It also tracks spending for each client, both the amount and the purpose (e.g., tuition, attendant care, computer, workplace modifications, etc.)</p> <p>A comprehensive evaluation of VRS was completed in November 1998.</p>	<p>direct ministry services: 5,026 participants</p> <p>vocational crisis interventions: 199</p> <p>total employed: 652</p>	<p>direct ministry services: 6,304 participants</p> <p>vocational crisis interventions: 139</p> <p>total employed: 480</p>
Training Initiative Benefits	Monthly statistics available for those receiving the benefit.	1,110 participants	1,678 participants
Supported Work Program	Participation is tracked.	1,446 participants	1,436 participants
Addiction Services	<p>Quarterly statistics are available on the number of admissions by program component: outpatient, day treatment, residential treatment, withdrawal management, supportive recovery, employee assistance (when case management is provided by employee assistance professional) and outreach.</p> <p>Quarterly statistics are available on the number of discharges by the same program components. Clients are discharged when they are no longer receiving services (including follow-up). At the time of discharge, information is recorded as to whether or not the client completed the plan applicable to that component.</p>	<p>day treatment 796 participants</p> <p>outpatient 13,474 participants</p> <p>residential 2,227 participants</p> <p>supportive recovery 1,515 participants</p> <p>withdrawal management 7,057 participants</p>	<p>day treatment 260 participants</p> <p>outpatient 8,921 participants</p> <p>residential 1,030 participants</p> <p>supportive recovery 344 participants</p> <p>withdrawal management 2,038 participants</p>

EAPD Component	Program Results	1999-2000	2000-2001
Addiction Services Continued:	<p>At the time of admission, information is collected on employment status, but this information is not updated at the time of discharge.</p> <p>Outcome measures are currently collected provincially for the outpatient services. These include ratings of effectiveness on five outcomes:</p> <ul style="list-style-type: none"> <li>• reduced substance misuse;</li> <li>• improved vocational/educational functioning;</li> <li>• improved health (physical and psychological);</li> <li>• improved family/social functioning; and</li> <li>• decreased involvement with the criminal justice system.</li> </ul>	<p>total participation 25,069</p> <p>total employed 18,078</p>	<p>total participation 26,894</p> <p>total employed 12,593</p>
Mental Health Employment and training Programs		estimated total number of participants 54,325	estimated total number of participants 57,475

## Expenditures

Program or Department	Provincial Contribution		Government of Canada Contribution		Total Expenditures	
	1999-2000	2000-2001	1999-2000	2000-2001	1999-2000	2000-2001
Adult Special Education	\$3,437,859	\$4,318,167	\$3,251,688	\$3,086,859	\$6,689,548	\$7,405,027
Services for Students with Disabilities (APSD) Technology and Services Support Program	–	301,722	–	\$215,687	–	\$517,410
Vocational Rehabilitation Services (VRS) Direct/Contract	\$7,268,650	\$7,944,589	\$6,875,031	\$5,679,222	\$14,143,682	\$13,623,812
Supports to Employment	–	\$1,110,968	–	\$787,031	–	\$1,888,000
Training Initiative Benefits	\$137,178	\$259,426	\$129,749	\$185,452	\$266,928	\$444,879
Supported Work Program	\$2,729,864	\$5,461,541	\$2,582,033	\$3,904,205	\$5,311,898	\$9,365,747
Addiction Services	\$10,233,691	\$12,544,354	\$9,679,462	\$8,967,421	\$19,913,199	\$21,511,738
Mental Health Employment and Training Programs	\$4,738,645	\$5,839,121	\$4,482,033	\$4,174,119	\$9,220,679	\$10,013,241

## Consultation with the Public and People with Disabilities

Representatives from all participating ministries meet on a regular basis to discuss and resolve various implementation issues. The EAPD Interministry Committee consists of financial and program representatives from all ministries, as well as a representative from Human Resources Development Canada (HRDC) B.C.-Yukon Region.

The Persons With Disabilities Advisory Committee is comprised of representatives from several disability-related service organizations, who meet with HRDC Regional and Ministry of Human Resources representatives on a regular basis. The role of the committee is to influence programs and services of the federal and provincial governments in order to achieve full and equitable employment for people with disabilities throughout British Columbia.

With respect to the EAPD, the committee's role is to ensure that the training and employment services cost-shared under the agreement are effectively contributing to the overall goals of the initiative. The community members provide input and direction to the development of an annual program and services plan under the terms of the EAPD agreement.

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### TERMS AND DEFINITIONS

To ensure consistent reporting of results, it is important to have a common understanding of terms. The following terms from the Multilateral Framework have been defined below. Note that these definitions do not take precedence over program eligibility criteria.

**COMPLETING:**

Finishing all steps in the persons' program or service.

**EMPLOYMENT:**

Any job that is paid at minimum wage, or above, or the equivalent when earnings are not based on an hourly wage.

**MAINTAINED/SUSTAINED EMPLOYMENT:**

An employment situation where a person has received supports in order to keep a job.

**PARTICIPATING:**

Engaged in a program or service with the objective of preparing for, attaining or maintaining employment, as outlined in the person's action plan.

**SUPPORTS:**

An intervention, service, benefit or assistance provided to a person with a disability in order to assist the person in preparing for, attaining or maintaining employment.

**VOCATIONAL CRISIS:**

A disability-related change or event that puts at risk maintaining employment.