

Personal Services and Supports Overview – Orientation Video

Narration:

Personal services and supports are available to job seekers needing assistance. The staff of the WorkBC Employment Services Centres will make an assessment using information you provide and determine how they can best assist you.

These services may be delivered at your local WorkBC Employment Service Centre or, at another location or training institution.

Personal services and supports include things like:

- Group-based or individual workshops
- Training services
- Wage Subsidies
- Customized job and work experience placement services for people with significant barriers to employment
- Self-employment assessment services

In certain situations, financial supports are available for people who are eligible.

To be eligible for personal services and supports, you must be unemployed and legally allowed to work in British Columbia.

You are considered unemployed if you:

- Are not working
- Are working an average of fewer than twenty hours per week, **and**
 - are actively seeking full-time employment;
 - are unable to work full-time because of a disability and are seeking to work more hours;
 - are in receipt of a layoff notice;
 - must leave your current occupation due to a medical reason; or
 - are at significant risk of losing your job because of a disability.

Full-time students are NOT considered unemployed.

Some exemptions do exist for people with disabilities – your WorkBC Employment Services Centre can tell you more.

To work in BC you must have a Social Insurance Number, and be at least 16 years of age. If your Social Insurance Number begins with '9', contact your WorkBC Employment Service to discuss eligibility.

Not all unemployed BC job seekers are eligible for personal supports and services. Your WorkBC Employment Services Centre will help determine what services and supports are right for you.

There are two ways to get started with requesting personal services and supports.

You can visit your local WorkBC Employment Services Centre directly – the address and contact information is displayed below.

Or, if the ‘Start Online Request’ is available, you can start the process online by clicking the link.

For this option, you will need to sign-up for a BASIC BCeID account and password if you do not already have one. And you will have to provide your Social Insurance Number to confirm your identity.

Once your online submission is completed it will be sent to your WorkBC Employment Services Centre. They will contact you within a week to discuss meeting with a staff member to determine whether personal services and supports are right for you.