

## **QUESTIONS AND ANSWERS ON NEW SERVICE DELIVERY MODEL Developed For CLBC Web Site**

### **1. What is the difference between this service delivery approach and the model that was originally developed?**

CLBC's vision is to provide inclusive, flexible, person-centered service to individuals across the province. The Board felt the original model included the right vision and principles but needed to be re-worked to ensure that service delivery was effective and efficient, and that the required accountabilities were in place.

The new service delivery approach introduces enhanced accountability within the organization to ensure quality services are delivered. It also clearly defines the role of the community around planning and evaluation of service delivery, ensures that community input is linked to the organization and that necessary staff support exists for community engagement activities.

### **2. What services will CLBC be responsible for once it is established?**

CLBC will be responsible for all services to adults with developmental disabilities and independent planning support, family support and residential services for children and youth with developmental disabilities aged 6 to 18. They will provide independent planning support, upon request, for families of children with developmental disabilities under age 6.

### **3. When CLBC is established this summer will it be responsible for all CLS operations?**

Full responsibility for the provision of Community Living Services will be transferred to the CLBC board. However, CLBC may choose to contract back some of the corporate support services – like payroll and accounting services - to the ministry for a specified period of time.

### **4. Will some communities receive decreased service as a result of the new service delivery model?**

No. The Board's goal is to improve service delivery in communities across B.C. Currently, there are 45 MCFD offices with Community Living staff. Our target is to increase the number of communities where staff will be located. CLBC will also have 17 Community Living Centres located across the province. In

addition, many staff will be located in smaller and rural communities where they will be available to meet with individuals and families on their home turf.

**5. If I'm an individual or family member of an individual accessing service right now, how will this announcement affect my life?**

Services currently being provided will continue to be offered without interruption. As CLBC transforms its approach to service delivery, there will be greater opportunity for the involvement of individuals and their families in the planning of the services received. If specific changes in service delivery do occur all affected individuals and families will be contacted and informed in advance.

**6. What services for children with special needs will move to CLBC? Which ones will remain with the ministry?**

CLBC will provide independent planning support, family support and residential services for children and youth with developmental disabilities aged 6 to 18. They will provide independent planning support, upon request, for families of children with developmental disabilities under age 6.

MCFD will continue to provide a range of services for children with special needs through provincial programs such as at home medical benefits, nursing support services, autism programs and services for the deaf and hard of hearing. Other services available through the ministry's regional service delivery system include infant development, supported child care, and family support services.

**7. One key objective of the original model was to separate the planning and operations functions, ensuring that individual and family needs are properly addressed. Will this new model meet that same objective?**

Yes. The new model clearly separates planning from operations. \_\_\_\_\_

**8. The original model proposed the use of 'mobile workers'. Will this continue with the new model?**

Yes. It is anticipated that some front line worker, who will be called facilitators, will not be based at a specific office, but will have the mobility to work in a number of smaller communities.

**9. How will community be involved in planning and monitoring service delivery?**

CLBC will establish volunteer Community Service Councils in conjunction with each of the 17 Community Living Centres. Council members will be appointed by the CLBC board based on nominations received from community. These local councils will work with Community Centre managers and facilitators to ensure quality person-centered planning and services are delivered. The Community Service Councils will also represent Community Living Services in the community and will work with local service groups and businesses to encourage local enhancement of services.

**10. What will be the role of the Provincial Planning Council be? Who will be its members?**

The Provincial Planning Council will be responsible to the CLBC board for monitoring the individualized planning activities within communities. This group will work closely with the Community Service Councils to ensure planning standards and guidelines are consistently applied. Volunteer members will be appointed from throughout BC based on nominations received from community.