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# FACTSHEET

July 16, 2012

Ministry of Social Development

## Some facts about Community Living BC

- Our government is committed to working with individuals, families and advocates to improve the way we deliver services and supports to individuals with developmental disabilities and their families in B.C.
- In January, we announced a comprehensive 12-point plan including recommendations for improving cross-government supports for individuals with developmental disabilities and their families.
- Community Living British Columbia (CLBC) was established in 2005 as a Crown agency providing disability-related services and supports for people with developmental disabilities.
- Government is committed to ongoing funding and support for CLBC and will continue to monitor and make responsible decisions that put individuals and their families first.
- This year, CLBC will provide supports and services to more than 14,000 people throughout British Columbia. This is a 5.4 per cent increase compared to March 31, 2011 and a 37 per cent increase over the last five years.

### 12-point plan

- In January, after taking a rigorous and thorough look at CLBC to find out exactly what was working and what was not, our government announced a comprehensive 12-point plan to improve services and supports for individuals with developmental disabilities and their families.
- To support this plan, we are providing an additional \$144 million in funding over the next three years, plus an additional \$36 million being held in contingency.
- Since the release of the plan, an inter-ministry team that includes CLBC has been working to address 12 recommendations and develop an integrated delivery system that better meets the needs of individuals and their families.
- However, this is about more than a quick fix. We have made progress on some of the recommendations, but most of the recommendations will require about 18 months of planning and development to resolve.

### Cross-government collaboration

- Using a one-government approach, an inter-ministry team – including the ministries of Social Development, Children and Family Development, Education and Health, along with CLBC – has been working to deliver on the 12 recommendations and develop an integrated service delivery system that will provide a long-term resolution for individuals and their families.
- In addition, the new Integrated Services Support Team (ISST) uses a co-ordinated approach based on the success of the [Client Support Team](#). This team has been a valuable resource for collaborating across multiple ministries, including CLBC, when there are concerns about services.

### Integrated Services Support Team

- A new ISST gives individuals with developmental disabilities and their families a dedicated place to turn to for assistance when they have concerns about services provided from multiple ministries and agencies, including from CLBC.
- The ISST, which replaces the Client Support Team, brings together staff from the ministries of Social Development, Children and Family Development, Health and, when required, Education and Advanced Education. Together with CLBC staff, they will review all of the services that an individual receives to ensure they are receiving the appropriate level of services.
- The creation of ISST completes recommendation six in the 12-point plan and brings the B.C. government one step closer to improving supports for people with developmental disabilities.

## **Youth transitioning to CLBC**

- The Ministry of Children and Family Development and CLBC begin transition planning with families as early as the young person's sixteenth birthday and work with the youth, families and care providers to plan for adult transition.
- CLBC offers funded supports to all families with transitioning youth who are eligible for CLBC services due to a developmental disability.
- A minimum of \$2,800 annually for respite services, or an equivalent amount of money where another service is preferred, is available for all families with transitioning youth, as well as to families of youth who turned 19 in the previous two years if they are receiving no or limited CLBC-funded services. Approximately 750 families are eligible for this new minimum level of support.
- We understand that for many, this funding will not be enough. Based on assessments, additional funding will be available for those with more significant health and safety needs.
- CLBC is also increasing community inclusion supports, including employment-related services, for approximately 200 young adults as a direct result of increased funding.

## **Compensation**

- Last fall, Minister Cadieux directed that incentive-based compensation at CLBC be terminated as quickly as possible.
- In a people-first organization like CLBC, performance based targets and measures are simply not appropriate.
- While these incentives were a legally binding part of each employee's compensation package at the time of hiring, they did little to motivate focus where it needs to be – on care of individuals with developmental disabilities and support to their families.
- However, CLBC needed to make this change without ripping up employment contracts – as such action would have potentially resulted in litigation or severance pay.
- The CLBC Board of Directors worked to develop a new compensation plan that is much more transparent and doesn't distract from the agency's true mandate – care to those with developmental disabilities.
- Under the former pay structure, a portion of total compensation was held back – based on meeting certain goals.
- A three-year average of that holdback provision has been rolled into a flat salary, so overall pay will decrease slightly next year.
- CLBC will see an overall reduction in compensation paid to senior staff and honour the existing employment contracts, while having a net-zero impact on the CLBC budget.

## **CLBC policy**

- CLBC is a voluntary service that provides supports and services to meet individuals' disability-related needs. The B.C. government works closely with CLBC to ensure people receive appropriate supports to address their needs.
- In cases that involve health care, mental health or legal issues, CLBC staff work with a variety of agencies and organizations to ensure all partners are working together to provide the appropriate level of supports.
- CLBC has strengthened its conflict of interest policy and practice to ensure conflict, or perceived conflict, is resolved, and making sure that CLBC employees who provide home sharing are not in a position to influence funding decisions impacting the person they are supporting.
- The Guide to Support Allocation (GSA) helps to assess an individual's needs to determine the level of support they currently require; if needs change over time, the GSA can be reapplied.
- CLBC has rigorous requirements that individuals interested in home sharing must meet before having someone placed in their home. This includes completing a home study, criminal record and other reference checks and having first aid and CPR certification.
- CLBC has a training program for home sharing providers that has been available since 2007. To date, 715 of the 960 homes that are contracted through CLBC have taken the training. CLBC is working on modifying the delivery of the training, so it can be available to all CLBC contracted home sharing providers.

## **Public Engagement**

- In May and June, a series of targeted self-advocate consultations took place throughout the province, giving people with developmental disabilities input on decisions and policies that affect their lives.
- This is the first step in a broader consultation process, with the next phase planned for the fall. That step will include family members, service providers, self-advocates and community representatives.
- The Ministry of Social Development is also putting together a reference committee to provide advice and feedback on the development of an integrated service delivery model for people with development disabilities.
- The reference committee will have people from a wide range of backgrounds to ensure a balance of interests, experiences and knowledge on the committee - including self-advocates, families, people who employ and support individuals with developmental disabilities, service providers and others.
- This committee will ensure that the work being done to deliver on the 12 recommendations in the plan meets the needs of individuals and their families.

### **Stay Informed**

- For regular updates about the progress government is making toward completing all 12 recommendations: [www.sd.gov.bc.ca/pwd/isst.html](http://www.sd.gov.bc.ca/pwd/isst.html)
- For more information about the Integrated Services Support Team: <http://ow.ly/byR08>

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