

## FACTSHEET

Nov. 1, 2011

Ministry of Social Development

### **Client Support Team**

- Government's new Client Support Team will work with Community Living BC (CLBC) to help ensure that individuals and their families are receiving appropriate supports and services when they feel that their service requests have not been satisfactorily met by CLBC.
- Government recognizes that effective collaboration across ministries, and between government and CLBC, is paramount to achieve quick resolution for families who are not satisfied with the current level of services.
- The Client Support Team is in place to give individuals and families an opportunity to have their situations reviewed by CLBC and by government.
- The Client Support Team is a multidisciplinary team that will review processes and decisions to ensure that services offered meet people's disability-related needs and promote safety and well-being.
- The Client Support Team will be made up of regional and provincial representatives from CLBC, the Ministry of Social Development (MSD) and the Ministry of Children and Family Development (MCFD), in collaboration with the ministries of Health and Education, health authorities and school districts, as needed.
- The Client Support Team will streamline and expedite the current decision-making process that involves CLBC and multiple ministries and staff at both the regional and provincial levels of government.
- The focus is on reviewing circumstances where an individual has requested a type or level of service and does not believe the response has been satisfactory.
- For families that will be transitioning from children's supports through MCFD to adult supports through CLBC, the Client Support Team will primarily involve staff from CLBC, MCFD and MSD. When necessary, team members may also draw in colleagues from Ministry of Health and Ministry of Education.
- Because youth transition between MCFD and CLBC at age 19, it is important that the Client Support Team involves a cross-ministry approach for these individuals and their families.
- Families engaging with the Client Support Team will be dealing with a cross-government team focused specifically on resolving their concerns.

- Client Support Team process:
  - When an individual or family member contacts the Client Support Team, their request will go to a client support team in their region, which will include staff from the MSD, MCFD and CLBC (Ministry of Education and Ministry of Health if necessary).
  - This regional client support team will work to resolve the issue with the individual or family member in a way that will best support the individual.
  - If no solution can be reached at the regional level, senior client support team representatives from CLBC, MSD and MCFD will engage, review the circumstances and make a decision.
  - In the rare case that a solution cannot be reached at this level, the process will then move to an executive client support team at MSD, MCFD and CLBC (with support from the Ministry of Health and the Ministry of Education as needed).
  
- Individuals and families can contact the Client Support Team:
  - Online at: [www.gov.bc.ca](http://www.gov.bc.ca)
  - Toll-free at: 1 877 660-2522.
  - Or by email at: [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca)
  
- The Client Support Team is part of a number of significant changes at CLBC and by government to improve the services provided to individuals with developmental disabilities, including:
  - The appointment of a new Minister of Social Development, Stephanie Cadieux.
  - The appointment of an interim CLBC CEO, Doug Woollard.
  - The creation of a Deputy Minister Working Group to examine how individuals with developmental disabilities and their families are being supported by government ministries and how CLBC assesses and prioritizes needs.
  - An internal audit to report on a number of areas related to the service demand, performance management and cost analysis for CLBC.
  - The request for an interim update from the Board of CLBC for their vision for the organization and how they expect to achieve this vision.

Connect with the Province of B.C. at: [www.gov.bc.ca/connect](http://www.gov.bc.ca/connect)