

COMMUNITY LIVING BC'S PLANNING PROJECT

- Planning for individuals and families is a key component of the work CLBC does with the people we serve.
 - CLBC recognizes individuals and families have different planning needs. Sometimes it is about the planning support rather than a “plan document”; or at times planning support is available through external parties; or sometimes people want to plan on their own.
 - The three-phase CLBC Planning Review project was implemented to respond to requests from families to have CLBC’s planning better meet their needs, and to eliminate duplication of planning between CLBC and CLBC-funded service providers.
 - Individuals, families, CLBC frontline staff, and in some cases, service providers, government, and community partners - are involved in designing the new approach, processes and tools for the way individuals and families will be introduced to CLBC, how they build their knowledge about resources in and outside CLBC, and options for how they plan with CLBC.
 - CLBC is using what is called User Driven Design (UDD) to develop our new planning process. UDD designs, tests and improves tools or processes based on learning from the people who will use them. For this project, the primary users of CLBC’s planning process (individuals, families, and CLBC staff), are providing advice first by looking at draft tools and processes on paper, and then through “live trialing” where they experience the proposed new process in real time. The new planning process will then be reworked for a final time before implementation.
 - CLBC paper tested how individuals and families are informed about resources in and outside of CLBC with individuals, families and CLBC staff in June 2017 and then live trialed the proposed approach in five communities in July / August 2017. How people plan with CLBC will be designed and tested in fall 2017 with individuals, families and CLBC staff, and how people are introduced to CLBC will be designed and tested in early 2018 with individuals, families, CLBC staff and cross-ministry partners. The new model will go live across the province in June 2018.
 - The Planning Review Project is one of the key projects for CLBC in 2017/2018, and helps to advance one of the four goals of our Strategic Plan: Improved Individual and Family Experiences.
 - As the work continues on this important project, CLBC will provide updates on progress, and opportunities to contribute, through our website, newsletters and other public communications.
-