



CLBC's Regional Reorganization Project ***An overview for individuals and families - May 2016***

Improving CLBC services

Over the past year, CLBC has been working to strengthen its capacity to serve more people, and improve our ability to respond to individuals and families in a more timely way. This is being accomplished through changes to our regional structure and workflows to make sure each area of the province is better supported.

In 2016, CLBC will begin the shift to integrated offices where facilitators and quality service analysts report to a single manager. These changes will help CLBC respond to individuals and families more quickly on decisions about services and supports.

Why is CLBC making these internal changes?

These changes are being made in response to feedback from individuals and families that we need to improve our responsiveness. We have also heard from staff that we need to simplify and be more consistent in the way we work in order to provide better support. CLBC is making these changes now to respond to this feedback and to provide quality support as demand for our services grows.

What is NOT changing		
Funding and services for individuals and families will remain the same.	Individuals and families will continue to work with a facilitator.	Individuals and families will continue to have an area office and staff team dedicated to serving their region.

The internal reorganization does not utilize any funding meant for supports for individuals. Individuals and families will continue to work with a facilitator. There is no reduction in overall staffing, although some staff roles may change.

What IS changing		
New teams will help staff make decisions about supports and services for individuals more quickly.	As CLBC creates new teams, some individuals and families may be assigned a new facilitator.	If you need to talk with a manager, this will be a single point of contact with an integrated service manager.

Until now facilitators and analysts were on separate teams. All teams will now include both facilitators and analysts supporting the same area to improve collaboration while serving individuals and families.

How will this affect you?

As you can see, there are not many changes for individuals and families. Those who will experience a change in their assigned facilitator will be contacted directly once implementation of the model in your region begins. If an individual is highly involved with their facilitator, CLBC will meet in person to ensure there is help to change to a new facilitator.

For any further questions, contact your area CLBC office.