

Community Living BC – Simon Fraser Region
400-205 Newport Drive, Port Moody

Council Meeting Minutes
February 28, 2012, 7:00pm – 8:30 pm

Present: Jacqueline Jordon (via phone), Debra Appleby, Barbara Thomas, Jim Wong, Sue Mann, Carol Broomhall (Minute taker)

CLBC Staff Present: Soheila Ghodsieh (Manager, Community Planning and Development), John Bergman

Regrets: Barb Goode, Richard Faucher, Vera Anderson, Conrad Alberts, Maxine Wilson

Special Guests: Brian Salisbury and Doug Woollard from CLBC

1. Introductions

2. Adoption of Agenda – Moved/Approved

3. Adoption of Previous Minutes

- January 25, 2012 Minutes adopted – Moved/Approved

4. Presentations

CLBC Executive – Doug Woollard

- In January, the Premier and Minister of Social Development released 2 reports on CLBC
- There were some things that Doug found encouraging
- Have known that youth transitioning issues have been a problem for a very long time – have previously presented to government the challenges that families face
- Impressed that government has acknowledged that all government orgs involved in providing supports to people with disabilities have to work to make that transition better
- Was a watershed moment – a breakthrough in terms of how we will see services delivered in the future
- Up until this point, all the different ministries have acted separately using their own policy–Now government is saying we will work together to change that – a public commitment
- Govt provided additional dollars to fund services. Funding over the past two years did not keep up with the number of new people. If CLBC had not worked with service providers to re-align services in the past 2 years, new people would not have been served.
- In fiscal 2010-11 over 1300 people received service
- CLBC did some things in this region which were inappropriate and caused harm In January, the government announced ongoing funding for the \$8.9 million they had provided in September 2011
- This ongoing funding is an additional \$18 million and will be used to provide services to hundreds of families across the province by the end of March.
- One of CLBC's challenges was that the Request for Service List was not accurate. Government said once CLBC has developed a plan to ensure accurate tracking of request and budget forecasting, they will release \$12 million for new services.

- Another \$10 million has been allocated to the Ministry of Social Development (MSD) – for employment initiatives and transitioning youth
- Once the longer term plan is designed in consultation with families and people with disabilities, this will be money used in future years to fund the transition.
- Currently looking at an interim plan on how that money will be used until the more comprehensive plan is in place and implemented.
- Quite confident that money will be allocated for families and transitioning youth.
- Also encouraged by the extensive consultation process – a wide range of people will be asked what they think
- Alison Bond – Asst Deputy Minister – and Carol Goozh (CLBC) are developing a plan to consult with a wide variety of people with disabilities and their families
- Community Councils are a logical place to have that conversation.
- Will be holding a meeting in April – Alison Bond will present.
- Chairs of Community Councils will be invited as well. Will begin discussion on how the broader input can be gathered.
- MSD hopes to complete consultations by June, then Ministries will work on putting more concrete plans in place.
- Council Question: What are we hoping to achieve?
- CLBC Answer: There was criticism of CLBC, but also criticism of lack of coordination and confusion during the transitioning phase around age 19.
- Need to have a common assessment platform. How do we simplify the process? How do we use info collected by one ministry so families don't have to tell their story again?
- The rates that MCFD pay are different than rates that CLBC/MSD and Ministry of Health pay.
 - i.e. Nursing support services paid by MCFD are higher than what Ministry of Health would pay once a person turns 19.
- Each Ministry also uses a different system to assess.
- While the development of all these things are going on, CLBC will continue to provide services. With available dollars, CLBC will respond so people don't have to wait while the consultation goes on. But once plans are implemented, there will likely be different options.
 - I.e. may be more individualized funding available.
- Govt has given MSD and CLBC a year to create a clear path forward on the 12 recommendations made by the Deputy Minister's Working Group.
- There is a process to assess the urgency of families' need -- i.e. health and safety reasons are a high priority as CLBC has limited funds. Primary purpose of the wait list was to establish priority and urgency
- Hope to change the experience of families as they go through that process
- Now, a facilitator interviews, then a family waits a considerable period of time (unless a health or safety circumstance). Up to a year later, they are re-contacted and the level of support needed is assessed.
- Will change that process so that all is determined in the beginning – including level of support they will receive, so there is clarity on what they will get when funding is available.
- Will also give CLBC a more accurate picture of what the real needs are.
- The list is currently not an accurate portrayal of what people actually require. Sometimes it is about what people may need several years down the road.
- A demonstration project on South Vancouver Island is under way right now. Working through the issues with the facilitators.

- Will expand to another region when they have completed the project.
- May end up using another tool, rather than the Guide to Support Allocation, but won't know for months.
- Conflict of Interest is an issue – The Internal Audit and Advisory Service review said CLBC has good policies around this, but not good at documentation and follow-through.
- Because controversy was created in media, Office of the Controller General did an audit. CLBC wanted a public statement about what they found.
- CLBC immediately began making changes before they received the recommendations.
- There were 13 people at the time of the review at various levels of the organizations who had a conflict of interest. All are now in a position where they have no ability to influence where the person is placed and how much the contract is worth.
- Almost all of the 13 people had been providing home sharing before they began working at CLBC.
- Internal audit reviewed the circumstance – found no irregularities.
- When Global TV aired the alleged amount one CLBC employee/home sharing contractor was making, CLBC called Global and said that it was an incorrect statement.
- Council Comment: Difficult for a Regional Council member to defend CLBC when some of the misleading info was released. Would have liked more info to rebut.
- CLBC Response: CLBC talked with some families involved, but due to privacy concerns of the families, did not discuss publically.
- Can only talk publically about the internal audit report, not about the individual circumstances.
- Now only 12 CLBC employees are providing Home Sharing. All are being paid rates consistent with CLBC policy.
- CLBC's primary concern in making a decision about conflict of interest is the person with the disability, not the employee.
- Council Asked: What's in the best interest of the person? Do they have a long-standing relationship with the person they're supporting?
- CLBC Answer: If the CLBC staff ends their current home sharing contract, CLBC would likely not allow them to begin another LS contract.
- New CLBC staff will be rigorously questioned about why they might be the best care giver for someone.
- If a situation where there is already a strong relationship with a person, may consider. But a strong argument must be made.
- Have phoned and written the people who put out misleading info, but no response. Agreed CLBC will put together a FAQ to address the specific points in the Stop the Cuts group document. CLBC will circulate it to Community Councils.
- Council Comment: Actions speak louder than words.
- CLBC Response: The way Ridge Meadows Recycling was handled was clearly a mistake – no excuse for it
- Had reached an agreement in June with the CEO Network– agreed that any dispute or concerns would go through a process and that contracts would not be terminated until that process was complete and all possible solutions had been exhausted.
- There is a formal dispute resolution process in contracts – this wasn't followed by CLBC
- People in this office were following direction from senior management

- CLBC re-instated the contract
- We had issues and concerns, but terminating the contract was the wrong thing to do
- Have put in place a joint process – will first meet with the people who work there and their families
- Didn't do that before – that was a mistake
- Council Comment: Council members were broadsided by that decision – is there some communication to Councils that can let them know that something is in play? Just so we're not taken by surprise?
- Is CLBC also changing the way they take on new people?
- CLBC Response: Will meet with the City of Maple Ridge. It is early in the process. Will not expand the number of people in that program until they have it sorted.
- Will not make any changes without letting Council and Ridge Meadows know.
- Council Concern: If kids from high schools are no longer being allowed into that program, where do they go?
- CLBC Answer: Ministry of Education is keen to work with CLBC to create a bridge program. Are working with service providers to create a greater employment focus and trying to increase capacity of communities to create greater opportunities.
- So will work with Ministry of Education to support that transition and make it a much more fluid process into an adult employment situation.
- Council Question: What about kids who have an IQ over 70 who cannot function in the mainstream – particularly kids with autism? What can parents advocate for to govt?
- CLBC Answer: MSD has just reorganized all employment programs across the province. Are significant supports for people – i.e. Douglas College.
- A fundamental shift is occurring in the employment world.
- Council Question re: the Community Councils not being included in the audit process. Typically, until a final report is written, info can be collected. Felt that CLBC's response to us re: our participating was a bit of a brush-off.
- CLBC Answer: The timing was unfortunate, because the request came after the auditors had finished their fieldwork. They were in the midst of writing their report. If the request had come earlier, CLBC would have forwarded it to them and it would be up to them to decide on whether to contact.
- CLBC gave them a list of provincial-level organizations to talk to – BCACL, PLAN, Moms on the Move, CEO Network, etc.
- CLBC got a copy of the final report before it was released but only for fact-checking. CLBC had no role in writing the report
- CLBC provided the auditors with Advisory minutes.
- At the last meeting the Provincial Advisory Committee passed a recommendation that the June meeting be moved up to April 14. Concern with what was happening, so wanted to meet sooner. Want to hear from all Councils what their issues of concern are (i.e. sustainability of the Council, communications, etc.).
- Need to find a common understanding of what the problem is – changed the Council Terms of Reference because the scope was too broad and challenging. Worked with the former Board Chair and Council members to create new Terms of Reference which were presented to Councils. They were accepted but we still have issues. We need to take another look.
- May need to change the Terms of Reference, but need to understand the issues first. Is the scope too broad? Is communication between provincial and regional levels an issue?

- Will discuss all this on April 14, and hope to generate solutions.
- Planning Committee made up of Advisory Council Members, PAC members, self advocates.
- Council Comment: Frustration that CLBC isn't listening, that we're playing at process.
- CLBC Response: That's why people are meeting on April 14. We want Councils to do meaningful things.
- A confusion of role and responsibilities. Council has done a lot of things – budgeting, waitlists, responses to media. Should not be too hard on itself.
- Council Comment: Concern over family members not being represented in decision-making. Only way for families to participate in CLBC Board is to participate in PAC. Doesn't appear that there is any family represented on CLBC Board.
- CLBC Response: Currently one parent of a person with a developmental disability and one self-advocate on the Board. No longer a requirement that family members be on the Board. Family members are not excluded – just not required by legislation.
- The CLBC Board has worked hard to be out in the community.
- Council Comment: Concern that CLBC has become mean-spirited bean-counters.
- CLBC Response: Agree there is that belief, but CLBC believes that the person is at the centre of what should be done. Interim CEO has travelled the province to talk with all staff to affirm that it is all about how to support persons best.
- Council Question: Has CLBC assessed the cost of consultation of the transition process? Will they fund that process separately from the funding that is allocated to support individuals?
- CLBC Answer: Some money will be spent on it, but will not significantly impact provision of services.
- Council Question: Was there a report published on the forum on aging?
- CLBC Answer: There is a provisional advisory committee on aging meeting every 2 months. The committee is formulating a draft report.
- This consultation process will not be like the aging consultation.
- Expect that Alison Bond will guide the process quickly, as she has done in the past.
- The most challenging part will be the alignment of the ministries.
- It's a significant issue for government. They've taken a public stand and will honor those commitments.
- Council Question: How does that communication feedback loop feed back to the Council? Would like updates.
- CLBC Answer: CLBC does need to communicate effectively on it. Waiting to see a formal communiqué. Alison Bond is coordinating the government response to this, working with Carol Goozh and other deputy ministers.
- Some improvements will be implemented in the next year.
- Have invited Alison to come to the April 14 afternoon session to ask about feedback (i.e. Communication loops – info from Councils and to Councils), and also talk about what some of Alison's ideas are.
- Will share the preliminary plan and ask for feedback and guidance from Councils.
- Council Comment: Families still feel like they're not being listened to.
- Have participated in consultations in the past and then we're told there's no funding to move on suggestions

- CLBC Response: People don't have to go to consultations -- could volunteer to be interviewed via phone re: their experience, could do questionnaires, surveys, etc.
- Some regions have held facilitated family forums on topics that they're interested in discussing (as our Council did last year).
- CLBC Board met in Abbotsford in January – twice a year are holding meetings outside the Lower Mainland.
- The Board meets with the local Community Councils and have an exchange of ideas.
- Held a reception and invited others from the community who are not necessarily connected to community living.
- The Board will be holding a Board meeting in Prince George in July.
- Next CLBC Board meeting will be held in Richmond on March 21. It is open to the public. People can ask questions or make presentations before the business meeting starts.
- There is a list on the CLBC website of where and when the meetings are.
- The Board meetings have always been open, but the Board has made a significant effort to be accessible in these meetings. CLBC understands why people are frustrated. A difficult and challenging year. The Council was blindsided by things happening, and CLBC is sorry. It is their goal that what happened at Ridge Meadows or Douglas College never happens again.
- Hope to work with us and the rest of the Councils, so we feel our work is meaningful and it is meaningful to CLBC as well.
- Thank you for coming!

Budget:

- Will hit the budget target
- Will be able to fund people with a ranking of 70 or higher on the waitlist
- The most common requests are community inclusion and respite
- We're talking a lot about employment, but still transitioning toward it
- What about the kids who have severe behavioral issues – who are not doing well at school and may not be well-integrated there, and may have difficulty going into employment situations?
- Looking into behavioral supports – working with CBI – a gradual process working with the most challenging kids to do a functional assessment and antecedents of behaviors
- Concern that it works well in theory, but may not transition as well to real-life situations.
- Have seen Positive Behavior Supports do amazing things.

5. New Business

- Richard Faucher needs to send in Criminal Record Check and Council Reappointment Form.
- Think about if anything the Council would like Deb to present at the April 14 meeting.

6. Confirmation of next meeting date

- **Next Meeting: March 28, 7:00 pm – 9:00 pm, 400-205 Newport Drive, Port Moody**

Meeting adjourned at 9:00 pm.