

Community Living BC

Home Sharing Plan

2021-24

To assure and improve the quality of life for individuals living in home sharing,
and to increase the sustainability of the delivery of home sharing.

June 15, 2021



Context

Community Living BC (CLBC) formalized the home sharing model, with the development of standards and policy over the period of 2006-2009. Growth in the number of individuals living in home sharing has increased significantly over the years and now supports more people than any other CLBC residential service.

The [include Me! Quality of Life](#) project, which began in 2008, measures the personal outcome of the individuals CLBC supports by asking them how they feel about their life in [eight different areas](#). CLBC surveyed over 5,000 individuals, and the data has shown that people living in home sharing report a better overall quality of life than those living in staffed residential services.

Goals / Vision

CLBC's goal is that home sharing services support people to enjoy a positive quality of life in a safe and inclusive environment. Successful delivery of home sharing is dependent on four linked and overlapping conditions:

1. Service design supports quality of life and delivery is consistent with design
2. CLBC and service providers' oversight to assure the quality of home sharing services is effective
3. Indigenous Home Sharing is available
4. The delivery of home sharing is sustainable.

Design and Delivery Support Quality of Life

To support people in achieving quality of life, the design and delivery must support the following:

- Well-being: people are safe, healthy, emotionally well and financially secure. People are supported to develop and express their identity, including their gender preference and sexuality. Indigenous people experience cultural safety.
- Social participation: people feel welcome, encouraged to participate, are connected to their community and have relationships with family and friends.
- Independence: people are aware of their rights, their rights are respected and they are supported to communicate in ways that work best for them. People have choice and control in their lives.

Subsequently, delivery must be consistent with the service design

- Home sharing design needs to be clearly reflected in CLBC's policies and standards.
- The practice of home sharing providers, service providers and CLBC must be consistent with these policies and standards.

CLBC Oversight and Reinforcement is Effective

CLBC has a key role in assuring that home sharing supports people to live quality lives and remains sustainable. These include the following:

- CLBC has clear and effective policy, standards and processes that govern delivery of home sharing, which define expectations and roles of providers and agencies providing oversight.
- CLBC collects relevant information to be able to assess home sharing and direct future improvement efforts.
- CLBC effectively monitors in accordance with our policy and standards.
- CLBC has governance that ensures that monitoring and continuous quality improvement efforts are fulfilled, and effective.

Indigenous Home Sharing

Alignment with Declaration of Rights of Indigenous Peoples Act (DRIPA) and cultural safety for Indigenous people is dependent on:

- Indigenous home sharing, with standards and processes that are aligned with DRIPA and prioritizes cultural safety, are available.
- Indigenous home sharing providers are available to support Indigenous individuals.
- Indigenous agencies are delivering home sharing.

Delivery is Sustainable

The sustainability of the delivery of home sharing has three elements:

1. Stakeholder confidence is achieved when:

- Standards and processes are transparent.
- Home sharing providers receive a fair and reasonable wage and support is available when needed.
- Families and friends have relationships with home sharing providers.
- Roles and responsibilities are clear.

2. Having enough home sharing providers is dependent on:

- Home sharing providers having access to appropriate supports, including training, respite & crisis response.
- Agencies having the capacity to effectively coordinate, support and monitor home sharing arrangements.
- Agencies having access to CLBC support when challenges arise.
- Home sharing providers compensation being reflected with the level of support required.

3. Home sharing situations sustain over time, when:

- Home sharing is the desired and appropriate service; other home support services are available to people.
- Home sharing is delivered as it was designed: providing home sharing matches that are founded on respectful supportive relationships that meet the specific needs, interests, and lifestyle preferences of the person in the home.
- People living in home sharing having access to health, mental health and other specialized supports as needed.

Continuous Quality Improvement Activities

Hughson Review

In 2013, Anne Hughson, Ph.D. reviewed the home sharing model on behalf of CLBC, resulting in a report: [CLBC Home Share Service Review](#). In response, CLBC undertook several key activities:

- Development of an overarching CLBC monitoring framework, upon which standards for agency coordinated home sharing could be layered.
- Shifting directly administered home sharing providers to agency coordinated home sharing. As of 2021, there are fewer than 200 directly administered home sharing providers.
- Development of the [Home Share Standards Course](#) and the [Home Study Certification Course](#), delivered collaboratively with the Justice Institute of BC.

Home Sharing Engagement

In 2018, CLBC engaged home sharing providers and service providers from across the province to better understand outstanding issues. Results and findings were shared and published in the report titled: [What We Heard: Summary of CLBC's Engagement with Home Sharing Providers and Home Share Providing Agencies](#).

CLBC and the BC CEO Network came together with home sharing providers to create the Home Sharing Working Group. The Working Group developed a three year [Work Plan](#) that identifies priorities for improvement and ways to improve the sustainability of home sharing.

Since that time CLBC has:

- Reviewed and revised its compensation grid and providing increases at each level. With additional provincial government funding, invested in increases annualized at \$18.3 million over two years: 2019-20 and 2021-22
- Removed the [PSI](#) funding cap to ensure that home share providers are paid at the person's GSA level.
- Updated the Home Share Handbook (launch June 2021).
- Conducted research to understand challenges with the referral practice into home sharing services and crisis response, which informs initiatives that are outlined in this plan.
- Begun development of standards for agency coordinated home sharing, which will be implemented as part of this plan.

OAG Audit

In March 2020, the Office of the Auditor General, began an audit of CLBC monitoring and oversight of home sharing providers and coordinating agencies during 2018. The results of this audit were released in June 2021.

The audit made five recommendations, that CLBC:

- Define what home sharing providers must do to further the quality of life outcomes in its contracts and how CLBC staff should verify compliance.
- Ensure its monitoring framework enable staff to verify that home sharing providers comply with all the standards, service requirements and quality of life outcomes in its contracts.
- Implement policies and procedures to verify that home sharing agencies are monitoring home sharing providers against the contracted standards, service requirements and quality of life outcomes.
- Ensure it has accurate and complete on-site monitoring visits, follow-up activities and critical incident responses.
- Ensure its staff complete on-site monitoring visits, follow-up, and critical incident response consistent with its policy requirements.

Action Plan

Actions responding to OAG Audit

The OAG Audit period was 2018-19; CLBC has completed many improvements since then and other improvements are underway. Further work that CLBC is committed to completing in response to the Audit includes:

1. Finalize a new set of standards for agencies that coordinate home sharing programs to ensure that there is clarity for both agencies and CLBC staff on what is expected. CLBC staff will assure timely compliance with these standards and all service requirements during monitoring visits. (OAG Audit, Recommendations #1 and #2; current – March 22)
2. Develop, test and implement requirements for home sharing providers that support quality of life outcomes for the people who live with them. This will include gathering input from supported individuals, families, and home sharing providers. CLBC will incorporate these requirements into its monitoring framework to support a clear verification process. (OAG Audit, Recommendation #1: July 21 – June 22)
3. Outline additional steps to verify and document compliance with all standards and service requirements for home sharing providers by completing implementation of monitoring framework for shared living, including:
 - i. Revise monitoring framework to ensure that staff can verify compliance with all standards and service requirements in contracts (including necessary contract and/or policy amendments; including quality reporting framework and individual level sampling; including differential approach)
 - ii. Review of Quality Assurance role in providing oversight of monitoring
 - iii. Ensure that comprehensive training for CLBC and agency staff is developed and sustained
 - iv. Continue to improve the tracking and follow up of monitoring status and incident reporting (OAG Audit Recommendations #3, #4 and #5: Estimated: Jan 22 – Jan 24)
4. Following recently implemented new guidance and training to improve responses to critical incidents, CLBC will improve IT systems to more effectively track the timeliness of critical incident responses (OAG Audit, Recommendation #4: Timeline TBD)

Other Actions to Improve and Strengthen Home Sharing

1. Develop an independent entity to support home sharing and related stakeholders. Support a Task Force to evaluate options and make recommendations to CLBC (current – Sept 21). Development and Implementation: Sept 21 – Mar 22).
2. Apply an Indigenous lens to service design, policy, practice, and delivery, to assure the delivery of culturally safe and respectful services. This will include a multipronged approach of increasing cultural safety within existing services, increasing the number of Indigenous home sharing providers as well as the creation of an Indigenous Home Sharing service that is aligned with DRIPA (Estimated: July 21 – Mar 24).
3. Review policy & practice to assure alignment across shared living (Estimated July 21 – Mar 22).
4. Develop regional plans to assess and support agency capacity prior to completing transition of CLBC contracted home sharing to agency coordinated home sharing (Estimated: Oct 21 – Mar 24).
5. Review agencies' ability to manage crisis within their home sharing network (new standard); develop a new process/structure/capacity for dealing with emergency placements and crisis response (Development and Implementation: Nov 21 – Dec 22).

Other Actions Linked to Home Sharing

1. Review GSA practice (current – Mar 22)
2. Increase access to inclusive housing/ Development of additional home support options for individuals (current – Mar 25)
3. Increase the range of housing and housing support models for people. (Jan 22 – Mar 25)
4. Review Individual Financial Contribution Policy: Residential Services. (timeline TBD)

Other Key Future Actions (timelines to be determined):

- Make improvement to the referral process
- Make improvements to respite
- Review supports for shared living
- Review training received by home sharing providers
- Review Home Sharing related courses (home sharing standards, home study, etc.)