

**Progress report: CLBC Home Sharing
program and policy improvements
from 2019 to 2025**

October 2025



**COMMUNITY LIVING
BRITISH COLUMBIA**

For more information on Community Living British Columbia, please contact us at:

7th Floor – Airport Square
1200 West 73rd Avenue
Vancouver, BC V6P 6G5
Phone: (604) 664-0101 / Toll Free: 1 (877) 660-2522

Or visit our website at:

<https://www.communitylivingbc.ca>

Community Living BC (CLBC) acknowledges with deep respect that our head office sits on the Traditional Territories of the ʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and səliłwətał (Tseil-Waututh) Nations. We recognize and honor the First Nations, Métis and Inuit communities whose histories, cultures and traditions shape the lands on which we live and work across British Columbia.

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Introduction

Home sharing is a cornerstone of Community Living BC's commitment to fostering inclusive communities where individuals with developmental disabilities, autism, and/or fetal alcohol spectrum disorder can live meaningful lives with connection, dignity, and choice.

By enabling individuals to live in welcoming homes supported by caring providers, home sharing reflects CLBC's vision of communities of belonging... where relationships, cultural identity, and personal well-being are nurtured through everyday living. This model offers a personalized approach to support. It also strengthens social inclusion and community participation.

This progress report outlines the significant advancements made in the CLBC Home Sharing Program from 2019 to 2025. It highlights CLBC's response to the Office of the Auditor General's independent audit of home sharing in BC, CLBC-initiated policy and training improvements, as well as the details on updated standards and monitoring frameworks for both the providers of home sharing and their coordinating agencies.

These developments demonstrate CLBC's ongoing commitment to enhancing the quality, safety, and sustainability of home sharing across British Columbia. CLBC is also focused on collaboration with Indigenous partners, service providers, and leadership networks. Together, we can continue to evolve home sharing as a vital pathway to achieving a vision of communities of belonging, lives with connection.

Role of the Home Sharing Support Society of BC and BC CEO Network

In 2019, collaboration between CLBC and BC CEO Network established a three-year work plan on home sharing. Consultations with interest holders and an online survey for the home sharing sector followed in 2020.

The BC CEO Network is a social services leadership network in which many community living agencies are members. The CEO Net has made several significant contributions to the strengthening of home sharing. They developed a home sharing coordinators handbook that supports the home sharing coordinator role and helps define quality service around the province. They previously managed the Open Futures Learning Training Program for home sharing providers and home sharing coordinators. The CEO Net recently finished a hybrid training tour that further develops the skills of coordinators in home sharing agencies.

2022 saw the founding of the Home Sharing Support Society of British Columbia (HSSSBC). CLBC supported the creation of the HSSSBC and contracted the society to enhance and support the sustainability of home sharing in the province.

The HSSSBC's ongoing deliverables include but are not limited to the following:

- Work with key Indigenous partners to strengthen home sharing and gain a stronger understanding of the barriers and gaps that exist for Indigenous partners.
- Collect data, conduct research, deliver workshops, develop resource guides, and document barriers to the recruitment of home sharing providers.
- Increase public awareness about home sharing to attract the interest of potential home sharing providers.
- Increase networking, training, and education opportunities for home sharing providers.
- Find solutions to the challenges of individual and wellness services (formerly referred to as respite services).
- Strengthen peer support connections to help prevent isolation and burnout among home sharing providers.
- Recruit home sharing providers from rural and remote locations and culturally under-represented groups.

The HSSSBC works towards the advancement and promotion of diversity in the home sharing sector. The HSSSBC has Indigenous board representation and is actively recruiting an Indigenous intern to guide the work forward.

In 2023, CLBC awarded the HSSSBC a grant to conduct research into individuals with complex needs in home sharing settings. The objective was to define what skills, knowledge, expertise, training and framework are required to support individuals in a program, if viable.

Response to the Office of the Auditor General

The Auditor General of British Columbia [published a report in June 2021](#) summarizing their independent audit of CLBC's framework for monitoring home sharing agencies and providers. This report closely coordinates with CLBC's on-going efforts to continuously improve home sharing programs to support individuals living in home sharing environments as well as the providers supporting them.

Following the Auditor General's report, CLBC began working on 14 home sharing related projects, some of which were complex and involved partner organizations. CLBC completed the implementation of the projects by 2023. CLBC has completed and/or met all the Office of the Auditor General recommendations including:

- New standards for the coordination of home sharing;
- Updates and education on those standards;
- Improvements to our monitoring framework;
- A review and update of home sharing policies;
- The creation of a new data system for tracking monitoring activities and reporting; and
- Transitioning all direct funded home sharing providers to coordinating agencies to help ensure home share providers comply with all standards and service requirements.

The Auditor General also recommended that CLBC improve monitoring of critical incidents for home sharing and all services. CLBC compiles, tracks, monitors, and analyzes data from critical incident reports. As of September 2025, CLBC also posts summarized data from critical incident reports on its website.

Budget improvements

Since 2019, several budget improvements and special initiatives have taken place to help individuals in home sharing and home sharing providers.

In 2019 the Government of British Columbia increased funding for home sharing by \$18.3 million over two years. CLBC used the funding to increase home sharing rates twice over two years beginning in April 2020. CLBC also provided approximately \$16 million in emergency funding to support home sharing providers in the first year of COVID-19 pandemic.

Budget 2022 provided CLBC with an increase to base funding of \$1.9 million on an annualized ongoing basis to address recommendations from the Office of the Auditor General and enhance the services and sustainability of the home sharing program.

Of this new funding, CLBC dedicated \$1.5 million a year to monitoring and tracking oversight systems. CLBC hired 12 full time equivalent staff members (FTEs) to create capacity to put the improvements into place and track their success. CLBC focused on regional operations by hiring eight analyst positions to work directly on oversight and monitoring of home sharing agencies. Another four quality assurance positions help ensure compliance, monitoring, and oversight.

Annual funding from CLBC has also helped to form and maintain the Home Sharing Support Society of BC for the benefit of home sharing providers.

2023: Individual Financial Contribution for Home Support Policy

CLBC has worked with the Ministry of Social Development and Poverty Reduction to support compensation increases where possible. In August 2023 with the increase in Persons with Disability (PWD) support rates, home sharing providers received an additional \$125 a month. This funding increase flowed directly to providers.

This increase also complemented the launch of CLBC's Individual Financial Contribution Policy. The policy outlines the financial contribution that an individual makes to a home. It also guides responsibilities between the individual and home sharing provider.

2024: Home Sharing Property Support Program

This program supports home sharing providers when there is damage to a home from the actions or negligence of a CLBC-supported individual. The program includes the Home Share Property Insurance Rider for significant damages and the Home Share Damage Reimbursement program for minor damages. CLBC fully funds this program.

2024: WorkSafe coverage

CLBC increased pay rates to home sharing providers to cover the costs of their WorkSafe BC premiums.

2025: Home sharing coordinator pay increase

CLBC implemented a 10 percent increase to the pay rates of agency home sharing coordinators in July 2025. Coordinators directly monitor home share providers, conducting quarterly visits and ensuring health plans are in place.

Policy updates and guidance

Effective policy is a cornerstone to providing the best possible service to CLBC-eligible individuals. In 2022 and 2023, the CLBC Policy team completed a comprehensive, accessible, and aligned home sharing policy suite.

The policies are centered on the rights of individuals, and support individuals and families as they consider and use shared living services. The policy framework includes focus areas in human rights as well as an Indigenous- and trauma-informed lens.

Policies and practices are now aligned for the home sharing program. Several policies have undergone updating and enhancement. Those include:

- Standards for Home Sharing Policy – updated in 2023;
- Standards for the Coordination of Home Sharing Policy – new in 2022, updated in 2023;
- Cultural Safety Policy – new in 2022;
- Monitoring Policy – updated in 2023;
- Individual Financial Contribution to Home Supports Policy – updated in 2023;
- Criminal Record Check Policy: Service Delivery – updated in 2022;
- Service Provision by Family Members Policy – updated in 2023;
- Critical Incidents Policy – updated in 2024 along with the Critical Incidents Service Provider Requirements Guide; and
- Behaviour Support and Safety Planning Policy – updated in 2024.

Indigenous self-determination and cultural safety

CLBC is committed to working with Indigenous partners to help eligible Indigenous individuals with developmental disabilities as well as their families in accessing CLBC services. We are doing this by partnering with First Nations as well as Indigenous, Inuit, and Métis organizations. Our objective is to provide supports and resources for home sharing in a culturally safe manner that's responsive to individuals' needs.

As part of this commitment, the BC Association of Friendship Centres (BCAFC) received a grant from CLBC from 2022 to 2025 to focus on the development of Indigenous-led home sharing agencies. The purpose of the work was to better understand the needs of Indigenous peoples seeking home sharing.

The grant helped to pay for a collaboration event between a northern Indigenous community, local CLBC staff, and other community members. This type of event fosters understanding of culture and home sharing.

New work and priorities are expected to be completed in 2025. These initiatives will help to:

- Expand collaboration with Indigenous communities.
- Improve cultural safety and sensitivity among CLBC staff and contracted providers.
- Develop recommendations for home sharing agencies and CLBC's home sharing program on supporting Indigenous individuals with developmental disabilities as well as their families and the communities in which they live.

A collaborative partnership between CLBC and the BCAAFC helped to develop a new resource guide supporting Indigenous shared living in a culturally safe manner.

The guide's purpose is to support the resilience, strengths, and cultural richness of Indigenous peoples and their right to create home environments rooted in their traditions, languages, and ways of knowing and being.

Training improvements

Learning is part of our continuous improvement journey to provide the best support to persons eligible for CLBC services and their families. CLBC has taken many steps to provide more fulsome information to those living in home sharing, home sharing providers, and home sharing coordinating agencies.

In 2021, CLBC produced three detailed informational home sharing manuals. These manuals are specific to individuals, families, and home sharing providers.

In 2022, the Justice Institute of BC's home study training for home sharing coordinators was updated to include information on cultural safety and implicit bias.

2024 saw several changes focusing on Person Centred Societies (PCS, or societies) with home sharing. They are now required to meet consistent standards and policies as outlined in their new framework and contracts.

Some of the changes that are now taking or scheduled to take effect include the following:

- Starting in January 2025, PCS and similarly structured microboards began incorporating the CLBC service standards into their terms and conditions as they transition to new contracts.
- CLBC is providing support to and collaborating with Vela (an agency supporting microboards) to provide the societies with training on CLBC's new PCS framework as well as home sharing standards and coordination.
- CLBC's policy governing the societies was updated in 2024 and is now in place.
- CLBC is now offering an updated version of *Managing the Money: Person Centred Society Guide*.
- A guide for PCS' coordinators is in development for public release in 2025.
- CLBC funding enables societies to access home studies pertinent to their home sharing situations and ensure an agency coordinator is in place. This helps societies to ensure their compliance with the home sharing standards, coordination standards, and monitoring.

Additional training and education will be available to home sharing providers via Open Futures Learning (OFL). This online learning platform provides training modules across a broad array of topics that support home sharing providers and the coordinators in home sharing agencies.

Effective November 30, 2025, the administration of OFL's platform will move from the BC CEO Network to the Home Sharing Support Society BC. CLBC funding is supporting users to learn at their own pace and get practical tools and ideas to help give them the best support.

OFL training services are available at no cost to agency home sharing coordinators, home sharing providers, wellness/supports to shared living (formerly respite) providers, and person-centred societies with home sharing.

Standards and monitoring framework for home sharing coordinating agencies and home sharing providers

Standards are at the heart of home sharing services in guiding consistent, person-centred, and accountable service delivery. CLBC's approach includes monitoring of agencies coordinating home sharing, who in turn monitor home sharing providers. All partners and systems work together to provide a safe and positive experience for individuals living in home sharing environments.

In 2022, CLBC introduced updated standards to:

- Provide a clear framework for home sharing coordinating agencies as well as providers.
- Clarify roles, responsibilities, and expectations for everyone involved.
- Ensure individuals receive high-quality, person-centred support that enhances quality of life.
- Promote a shared understanding between service providers and CLBC staff.
- Support effective monitoring of home sharing providers by agency coordinators, and of the agencies themselves by CLBC's quality service analysts.

Key enhancements in the 2022 standards include the following:

- Integration of quality-of-life principles throughout.
- Inclusion of Gender-Based Analysis Plus (GBA+).
- An emphasis on cultural safety.
- Clarification of safeguards, including medication administration and material well-being.
- A new standard on health care planning to ensure regular access to professionals and adherence to care plans.
- A standard on safety and security to outline a home sharing provider's responsibility for managing identified risks.
- Enhanced accountability for hiring and training wellness/supports to shared living (formerly respite), ensuring alignment with CLBC standards and policies.

These standards are now part of the contractual terms between CLBC and agency service providers and are publicly available on the CLBC website.

In December 2023, an effort to improve quality assurance in home sharing resulted in 180 CLBC-contracted home sharing providers transitioning to agency-coordinated home sharing programs with qualified service providers. Agencies that coordinate home sharing have greater capacity to effectively coordinate, support, and monitor providers.

Monitoring framework:

Monitoring ensures home sharing arrangements remain suitable and responsive to individual needs. This includes CLBC's work to monitor the coordinating agencies, and those agencies' roles in monitoring the home sharing providers that they oversee.

For agencies that coordinate home sharing, CLBC staff conduct in-person monitoring visits with them. These visits are tracked to make sure that there is appropriate follow-up of any matters within established timelines. CLBC has also added Quality Assurance staff to increase oversight of home sharing coordinating agencies and improve compliance with policy requirements.

For home sharing providers, CLBC's monitoring framework requires the coordinating agencies to conduct:

- In-person visits of home share providers within 30 and 90 days of an individual's move-in.
- On-going in-person visits to the home share provider every three months.
- More frequent visits to home share providers as needed based on individual or provider circumstances or emerging risks.

Coordinating agencies are also responsible for ensuring individuals in home sharing have regular access to health care and that care plans are followed, including support for age-related needs.

Oversight and continuous improvement for coordinating agencies:

CLBC monitors home sharing agencies' compliance with the standards of coordination and service delivery for the home sharing providers that they oversee.

In 2025, CLBC strengthened its internal structure by establishing a dedicated home sharing team, led by a Director of Service Quality Improvement. The team also includes a Program Manager, Provincial Lead, and Data Analyst.

Additionally, CLBC launched a pilot program in 2025 in which quality analysts conduct direct visits with home sharing providers. This initiative responds to recommendations from the Coroner's inquest into the death of Florence Girard. CLBC will evaluate the pilot over 12 to 24 months to assess its effectiveness and inform future practices.

Conclusion

CLBC is grateful for the support of staff and a wide range of partners for recent years' progress in policies, procedures, cultural safety, funding, and monitoring for individuals receiving home sharing services, their home sharing providers, and the agencies coordinating home sharing.

Our combined work is centered on the individuals taking part in home sharing. We are working to ensure they live in arrangements that are safe, of high quality, and sustainable.

We will continue to work closely with coordinating agencies and providers in this effort. We will also partner with First Nations as well as Indigenous, Métis, and Inuit organizations to ensure home sharing reflects cultural safety and self determination.