



via email

January 8, 2016

Linda Derkach, President
BC FamilyNet Society
1051 Surfside Drive
Qualicum Beach, BC, V9K 2B6
Email: lindaderkach@shaw.ca

Dear Linda,

Thank you for your December 15, 2015, letter summarizing our meeting on November 27. Megan Tardif, Community Living BC's (CLBC) Director of Quality Assurance, and I enjoyed the opportunity to hear from you, and we greatly appreciated the time you took to share your thoughts and recommendations. I have summarized our conversation to Seonag Macrae, CLBC's CEO, and provided her with a copy of your letter so that she is aware of what was discussed.

Since joining the Board in July 2015, I have been impressed with the changes that have occurred at CLBC since 2005 when I was first involved with this organization. As you well know, meeting the demands for services within an environment of finite resources will always be a challenge and I have been impressed with the commitment to improvement I have seen during my tenure as Chairperson for CLBC. Specifically, and in response to the recommendations outlined in your letter, the following work has been completed by CLBC or is in progress:

- *Representation on the CLBC Board* – currently, three of the 11 members on CLBC's Board are family members and self-advocates. All appointments to CLBC's Board are made by the Minister after an application process, open to the public, is completed through the government's Board Resourcing and Development Office. We encourage you to have all interested parties apply through that process.
- *Monitoring and Safeguards* – CLBC has in place a framework that requires monitoring at a number of levels. For example, this includes annual visits to each service location (or more frequently as needed), and follow-up related to reported critical incidents. This work is additional to the accreditation process. Currently, CLBC is reviewing its monitoring framework to strengthen it further.
- *Facilitator / Analyst / Navigator Role* – CLBC is currently establishing a new regional office model that will have facilitators, analysts and administrative staff reporting to a single integrated services manager in order to improve timeliness, communication and response to individuals and families. As well, the navigator site for older adults was recently transitioned to CLBC, and what was learned is being incorporated into the CLBC facilitator role. The Ministry of Social Development and Social Innovation (SDSI) and its cross-ministry partners have almost completed revised roles and responsibilities for navigators for the youth transition projects. As these revised roles are implemented we welcome your comments on whether the new structure is resulting in the expected improvement in serving individuals and families.



- *Input from Family Members* – CLBC is committed to ensuring individuals and families have input into policies and supports. Thirteen Community Councils across the province provide input at the regional level, and each of these Councils also has a family-member or self-advocate who sits on a Provincial Advisory Committee that directly provides input and feedback to the CLBC Board and Executive. I acknowledge and appreciate your concern that the strength of community councils can vary quite significantly throughout the province. We remain committed to supporting and improving community councils and to continuing to meet with other established organizations within community living, including BC FamilyNet Society. CLBC also consults with individuals and families regarding improvements to policy or service delivery, conducts an annual satisfaction survey with individuals and families, and has a robust complaints process for individuals and families to access when they are not satisfied with supports provided by CLBC. The input provided by a broad spectrum of individuals, families, and organizations is important to ensuring CLBC has the best information available to influence its direction.
- *Residential Options* – CLBC recognizes and understands the population it serves is diverse. They are committed to continuing to ensure a range of residential options are available that assist people to live as independently as possible. This includes maintaining options for shared living, staffed residential and independent living.
- *Youth Transition* - CLBC is committed to supporting a smooth transition into adulthood for youth with developmental disabilities and their families. CLBC sits on cross-ministry youth transition and the Services for Adults with Developmental Disabilities (STADD) committees, and works collaboratively on a case-by-case basis with the Ministry of Children and Family Development, the Office of the Representative for Children and Youth, and other cross-ministry partners. As well, regional offices work with school districts, health authorities, service providers and community partners to help make the transition to adulthood as seamless as possible.

CLBC is committed to continuous quality improvement to help the individuals and families it serves live “good lives in welcoming communities”. We recognize that this work cannot be achieved without the support and input from our community partners. Again, thank you for taking the time to meet with us, and to share your thoughts and concerns. I wish you all the best for the New Year.

Sincerely,

Tom Christensen
Board Chair, CLBC

cc: Seonag Macrae, CEO, CLBC