



December 28, 2011

Hon. Stephanie Cadieux
Minister of Social Development
Parliament Buildings, Victoria, BC

Dear Minister Cadieux:

The Board of BC Family Net wishes to express our disappointment in the response of your ministry to the crisis in community living services. The challenges affect more people, are more systemic, and require greater funding than you have indicated.

While your reply to CLBC's Interim Report shows your understanding of the basic issues, it does not sufficiently address the fundamental concern: **the joint failure of CLBC and government as funder to meet the acknowledged goal of "individuals living good lives in welcoming communities"**. CLBC has not, since its inception, met that goal.

Family Net acknowledges that you have taken positive steps towards correcting some of the present injustices, but we suggest that much is left to do. For that reason, we respectfully submit the following recommendations for your consideration and action:

1. Suspension of Bonuses to Staff

Issue: Bonuses have not been linked to positive outcomes for individuals and families.

Recommendations:

- **Eliminate bonuses**
- **Conduct an extensive external assessment of CLBC and Ministry capacity to meet service goals including CLBC's structure, board composition, legal mandate, relationship to government and funding requirements.**

2. Client Support Team

Issue: Many families and individuals are unaware of the client support team.

Recommendation:

- **Directly notify all adults and/or families served and waiting to be served by CLBC on how to access the Client Support Team.**

Issue: Individuals and families have had to resort to media attention to get action.

Recommendation:

- **Establish an independent complaints resolution mechanism, preferably an independent advocate with power to act when needed.**

Issue: Funding for newly won supports may impinge on others also waiting.

Recommendation:

- **Establish new funding for new supports granted.**

3. Deputy Ministers Review Team and Finance Ministry Internal Audit Team

Issue: Lack of confidence by family and community stakeholders that internal reviews will address long-standing systemic issues, including funding.

Recommendations:

- **Provide all stakeholders with the terms of reference and the composition of the teams.**
- **Provide all stakeholders with the unedited audit results in a timely manner.**
- **Consult with stakeholders prior to implementing any policies, procedures or plans.**

4. Ending forced moves from an adult's preferred residence and services

Issue: CLBC forced moves out of group homes and closed programs to save money

Recommendation:

- **Increase funding to ensure true choices, including group homes, remain viable.**

Issue: Home sharing arrangements work for many but lack of training and oversight can put individuals at risk for neglect and abuse.

Recommendation:

- **Review and improve recruitment, management and monitoring procedures.**

Issue: Erosion of supports and services is leading to “voluntary” choices to leave residences or programs as health and safety issues over-ride benefits.

Recommendation:

- **Adequately fund those services and supports proven to meet real needs.**

Minister Cadieux, for years CLBC's promise of providing more choices within a system of seamless, lifelong, community-based supports has been undermined by ill-conceived planning and under-funding. We urge you to take the present opportunity to work with family and community stakeholders and make a real difference in the every-day lives of the individuals and families your ministry, through CLBC, serves.

Yours sincerely,

Anita Dadson

President, BC Family Net