



# Community Living BC: Enhanced Approach to Planning

---

Presentation for Inclusion Outreach District Partner Meeting

**Lynn Davies, Interim CEO, Community Living BC**

**Zainum Bahadshah, Manager R&D, Strategic Planning, Community Living BC**

April 24, 2019

# Agenda

Context and Approach

Process Enhancements

Progress to Date

Next Steps...

Q&A



COMMUNITY LIVING  
BRITISH COLUMBIA



# Context and Approach



COMMUNITY LIVING  
BRITISH COLUMBIA

# Why the Changes?

- **Individuals and families want** realistic information about CLBC pre-19 & “ownership” over their plans/planning process
- Many individuals and families want CLBC to understand their **strengths and build a relationship** with them first
- Individuals and families want **different planning options** based on their situations and preferences
- Individuals and families are **frustrated or even re-traumatized** by having to plan repeatedly because of duplication between CLBC and others
- **CLBC needs to better align** how it does planning with the quality of life framework it uses to measure outcomes

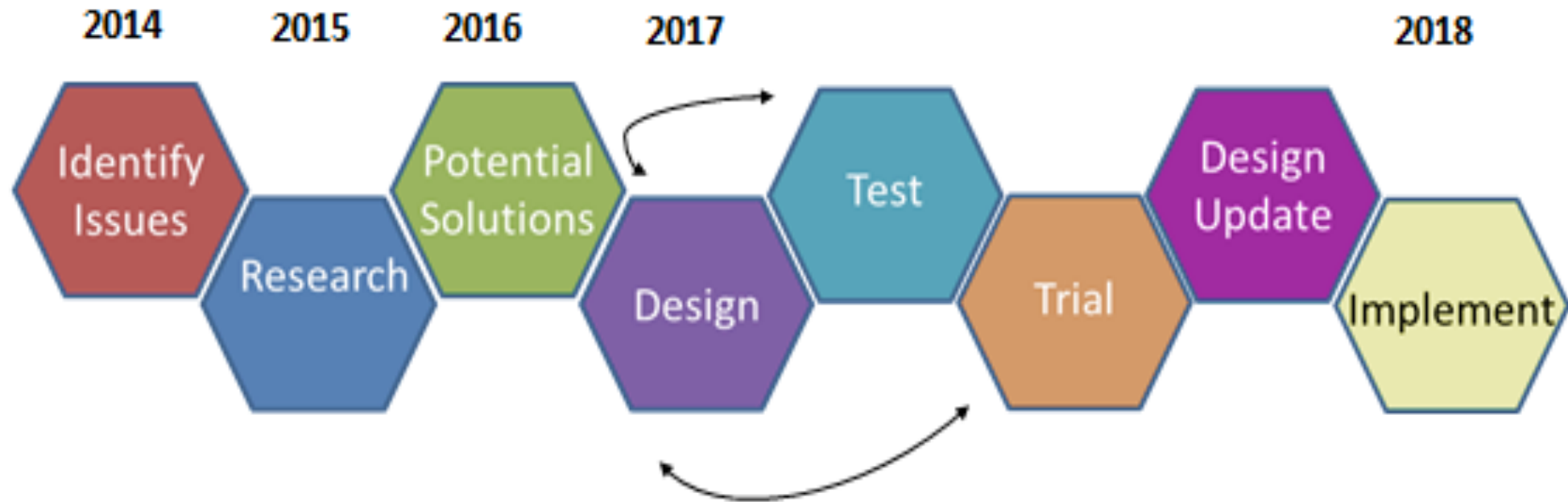
*In research  
conducted by CLBC  
2014-2016,  
individuals and  
families we serve  
told us they want  
change...*

# Project Approach

## Human-Centred Design...

- Human-Centred design approach considers needs, wants, experiences of those who will use the service
- Learned from individuals, families, CLBC staff, partners, and service agencies in interactive testing and trialing design processes
- Tested and trialed versions of the design with over 450 stakeholders in 14 communities across BC

# Human Centred Design Approach



## Desired Outcomes of New Approach

- ✓ Person-centred
- ✓ Provides an array of options
- ✓ Responds to need for specialized planning
- ✓ Addresses capacity and efficiency issues
- ✓ Integrates with other projects
- ✓ Uses Quality of Life approach
- ✓ Strengthens relationships with individuals  
and families

# Planning Process Enhancements

Changes to CLBC's Planning Process  
Resulting from the Design...





## Key Enhancements

1. Improving the way we share information *About CLBC*
2. Recognizing *Welcome to CLBC* as part of the planning process
3. Supporting a *Differential Planning* approach

# Enhanced Planning Process Components

Critical information about what to expect from CLBC and Adulthood in a consistent, transparent and accessible way (group workshops or 1:1)

Welcome to  
CLBC

About CLBC

Preliminary, consistent information to individuals and families about CLBC (directly or through external partners)

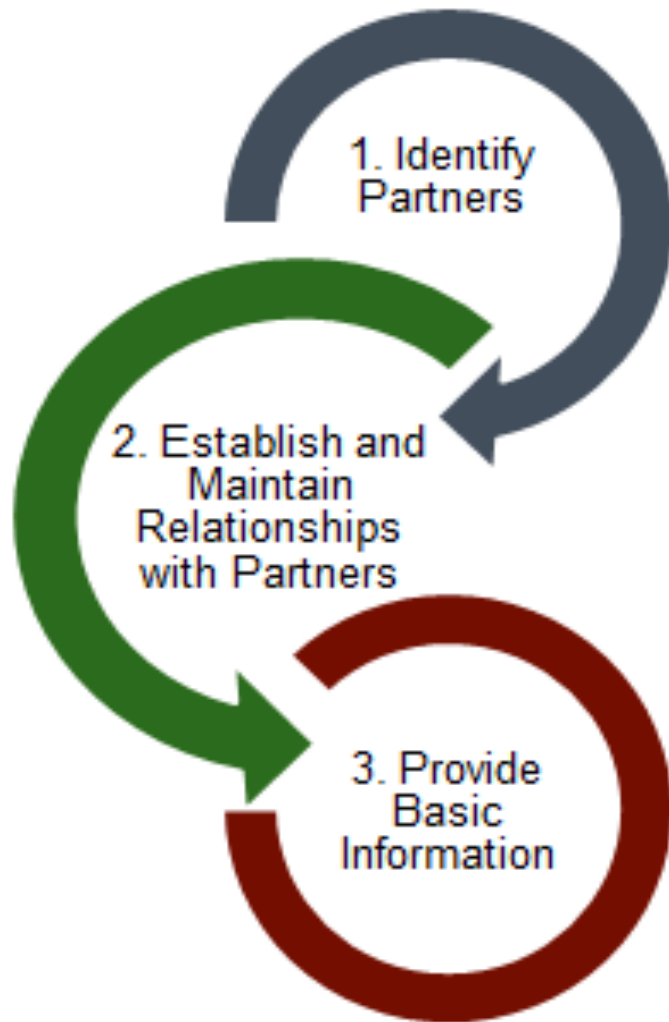
Differential  
Planning  
Options

...that meet the different planning needs of individuals and families (including independent planning options)



COMMUNITY LIVING  
BRITISH COLUMBIA

# About CLBC



## Sample Postcard

**Learn about  
COMMUNITY  
LIVING BC**

Finding the right supports  
for a good life can  
feel overwhelming.  
We want to help.

CLBC is a government agency that supports adults over age 19  
with developmental disabilities. To learn if you might be eligible,  
or find the nearest office:  
[www.communitylivingbc.ca](http://www.communitylivingbc.ca) 1.877.660.2552

**Who is eligible for CLBC?**  
You must be over 19 and have developmental disability, or have a diagnosis of Fetal Alcohol  
Spectrum Disorder or Autism Spectrum Disorder and need support for daily tasks.

**What support does CLBC offer?**  
We connect people with their community and with CLBC funded services  
so that they can have more choices for work, for making friends  
and for living actively and safely in their communities.

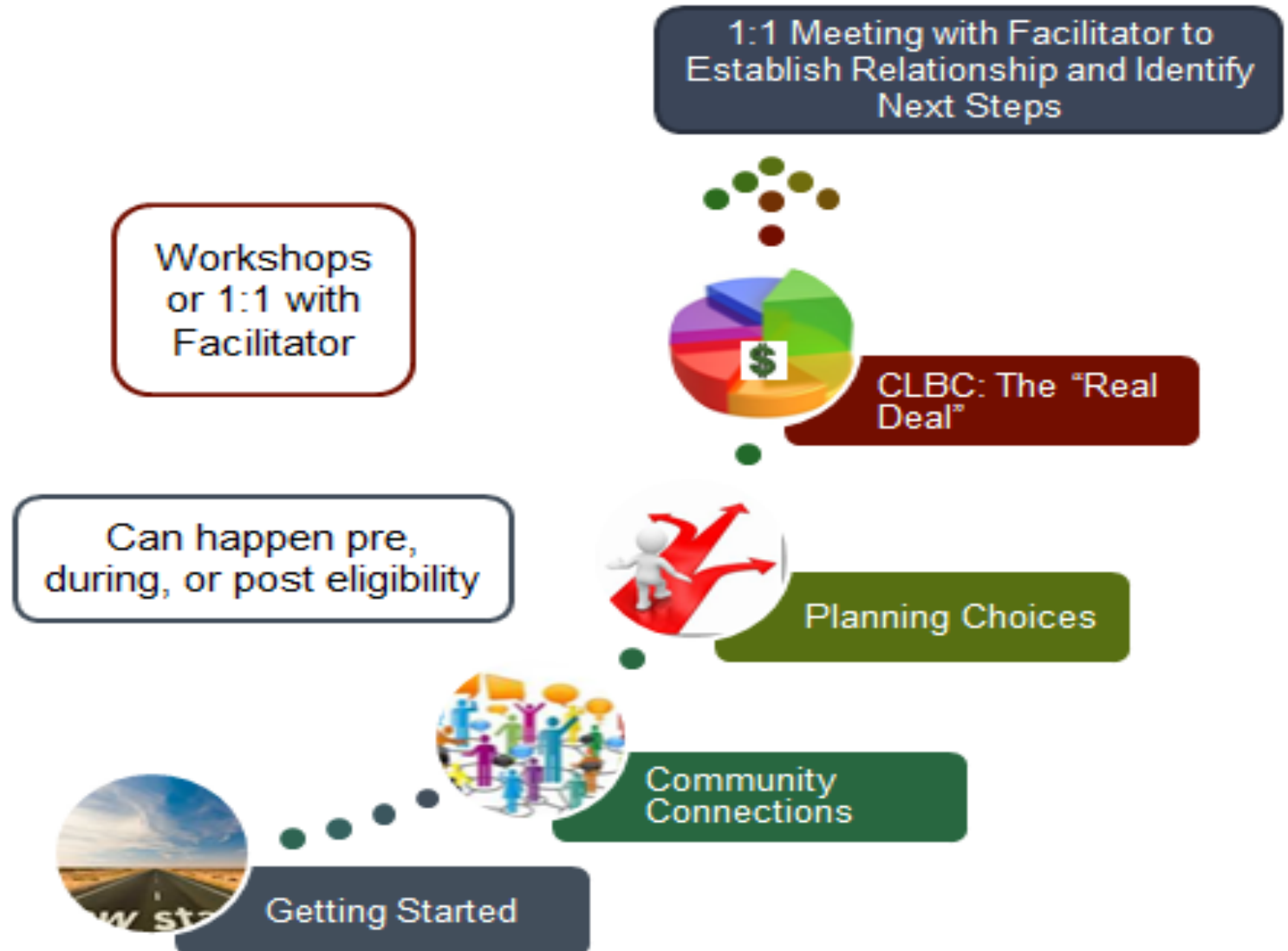
**How do I start?**  
Attend CLBC Welcome Workshops about Getting Started,  
Connecting to Community, Planning for Adult Life, and The Real  
Deal (how CLBC works). Or talk to a CLBC Facilitator near you.

The information you want.  
Clear language.  
Easy to find.

[www.communitylivingbc.ca](http://www.communitylivingbc.ca)  
1.877.660.2552

# Welcome to CLBC

Welcome Workshops are delivered by a **team of 3** that includes one individual and one family member who have experienced CLBC and one CLBC staff Person.



# Welcome TO CLBC

#1

## GETTING STARTED

Introduction to CLBC and opportunities and resources in adult life. How all the pieces fit together, including the CLBC piece. Presents information, resources, and choices about what's next including what the 3 additional welcome topics will cover.

#2

## COMMUNITY CONNECTIONS

Collect and share information about the local community. Capture the strengths of ourselves or our family members, and our community. Bring what you know and learn from each other.

#3

## PLANNING CHOICES

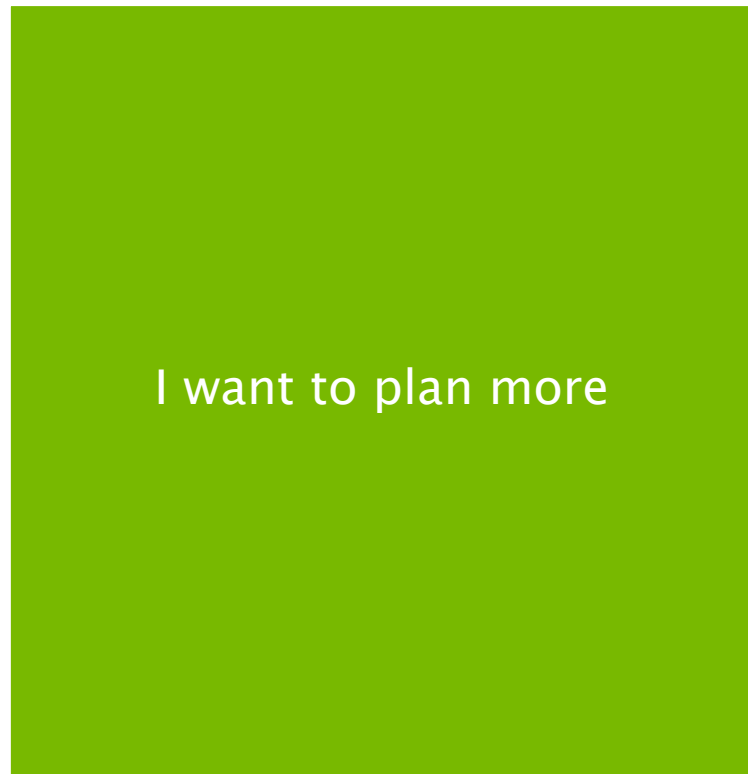
Covers the many ways individuals and families can plan, who can help plan, and the planning help that is available. Also explains the information CLBC will ask about if people decide to request services.

#4

## CLBC: THE "REAL DEAL"

Explains how CLBC works and makes decisions about who gets services and when. Also explains the different kinds of services CLBC funds

# Differential Planning Options



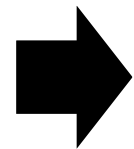
Plan with CLBC Facilitator

*Different Planning Tools (SRV, Personal Mapping, Complex Needs, Aging, Multiple Systems)*



Plan with Government Partner

- WorkBC
- STADD
- Others



Access Independent Planning Options

- PATHS
- People Planning Together
- VELA
- Other in progress

# Collaborations



# Progress to Date...





# Numbers, Collaborations, Partnerships



- Welcome Workshops offered in **over 30 communities** across BC so far...
- **34 Workshop Series** delivered to date (31 in school locations)
- **450+ individuals and families** participated since Oct. 2018 launch
- Working with unique **indigenous communities** to learn how best to welcome peoples to CLBC
- Exploring additional locations with districts in North and other areas

## Number of Welcome Workshops Delivered

October 2018 - March 2019

**34 Workshop Series**

**136 Workshops**

**Overall (Attendance) Total:**

**471**

## # Workshop Series Delivered with Schools/Districts

Region	# School Partner Locations
S. Fraser	5
V. Coastal	13
V. Island	5
S. Interior	7
N-Thompson	1
Total	31

# School Districts Hosting Workshops

as of April, 2019



## District Hosts/Partners thus far:

19	Revelstoke
22	Veronon
23	Kelowna
33	Chilliwack
34	Abbotsford
35	Langley
36	Surrey
38	Richmond
39	Vancouver
40	New Westminster
41	Burnaby
42	Maple Ridge-Pitt Meadows
43	Coquitlam
44	North Vancouver
45	West Vancouver
46	Sunshine Coast
47	Powell River
61	Victoria
62	Sooke
63	Saanich
67	Okanagan/Skaha
68	Nanaimo
71	Courtenay
73	Kamloops/Thompson
83	North Okanagan/Shuswap

# Examples of Feedback thus far...

"[This was]...the first person in my 20 years of dealing with government who spoke in language that parents could understand. [I] left...feeling very excited for the future and with a very good impression of CLBC and [y]our genuine care and concern for families and individuals."

*Family Member, Revelstoke*

"This is the first time that I understand how the pieces fit together....I didn't know it before but I have never completely understood, till now, how adult services really worked. And our son transitioned a while ago. It is much clearer now."

*Family Member, Prince George*

"I liked that you learned as much from us as we did from you."

*Youth and Former Child in Care, Surrey*

"This was a pilot that we hope to offer at all high schools next year."

*School District Transition Lead, Kelowna*

"This was quite amazing. Every parent with a transitioning youth should come to this. This should be in the high schools, so people know what is coming."

*School Principal and Parent, Prince George*

"My daughter and I have been attending the 4 week workshop in Abbotsford...We have been very impressed with the way it is being presented...[b]reaking all the information down...It's nice to...have a week to process...before...receiving more. We like the informal and friendly atmosphere, and see relationships developing within the group. Thank you for providing such a great way for families to learn..."

*Family Member, Abbotsford*

"My past limited experience with CLBC was far from an enjoyable or helpful experience. The four weeks we spent through this workshop experience has really caused me to do a 180 shift in my thinking of CLBC services... I now am no longer dreading dealing with the CLBC Facilitator and thinking this is not going to be a fight but more of a collaboration..."

*Family Member, Victoria*

# What Next?



# What Next?

## Expanding Partnerships

- With Indigenous Peoples and Communities...
- With Health and other Partners who may refer people to CLBC
- Other as appropriate...



## Continuous Improvement...

- Community Living BC has implemented a continuous improvement process as part of the enhanced planning process design
- This process is informed by regular feedback gathered in a variety of ways from:
  - individuals and families CLBC serves
  - CLBC frontline staff and other stakeholders
- The process is also contributed to and safeguarded by *communities of practice* established for those delivering the enhanced planning approach

# YOUR TURN!

