

Begley, Rhianna GCPE:EX

From: Greenfield, Shae GCPE:EX
Sent: Thursday, February 16, 2012 3:24 PM
To: Haslam, David GCPE:EX
Subject: FW: S22 Request - Queenswood Report

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 4:23 PM
To: Dick, Joan L MSD:EX; Bertrand, Alicia MSD:EX
Cc: Sieben, Mark MSD:EX; Mader, Susan GCPE:EX; Greenfield, Shae GCPE:EX
Subject: S22 Request - Queenswood Report

Fyi – he requested report this afternoon. Just sent it.

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 4:01 PM
To: S22
Subject: RE: Queenswood Report

As requested. Cheers - David

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22 @StrategicThoughts.com
Sent: Tuesday, January 24, 2012 3:40 PM
To: Haslam, David GCPE:EX
Subject: Queenswood Report

The ministry's website provides your email address in a link regarding availability of the Queenswood Report by request. Please send me the report to this email address if it is available as a pdf, or if by post to: S22

S22

S22

See <http://www.StrategicThoughts.com>

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Monday, January 30, 2012 8:17 AM
To: XT:Lyster, Kim CLBC:IN
Subject: RE: Queenswood Report
Attachments: Queenswood_CLBC_Review_FINAL.pdf

Print copies are not available. PDF attached. Cheer's - David

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22
Sent: Sunday, January 29, 2012 7:56 PM
To: Haslam, David GCPE:EX
Subject: Queenswood Report

Hello,

I would like to receive a copy of the latest Queenswood Report: *Report on CLBC's Progress and Efficacy to 2011*. I understand that it is available on request.

If it is available in print, my address is:

S22

Many thanks,

s22

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Monday, January 30, 2012 8:16 AM
To: S22
Cc: XT:HLTH Peloquin, Rene; S22 ; S22
Subject: RE: Request for Queenswood Report on Programs and Services for Developmentally Disabled
Attachments: Queenswood_CLBC_Review_FINAL.pdf

As requested. Cheers - David

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

-----Original Message-----

From: S22 @sfu.ca
Sent: Sunday, January 29, 2012 5:33 PM
To: Haslam, David GCPE:EX
Cc: XT:HLTH Peloquin, Rene; S22 S22
Subject: Request for Queenswood Report on Programs and Services for Developmentally Disabled

Hello David, I work for Kwantlen University where I am helping to develop a new program for students with disabilities. We would be very interested in being able to review the Queenswood Report that was recently released. Rene Peloquin suggested that I contact yourself. Might you please advise as to how we could access this report?

Thank you and be well, S22

~

S22

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Friday, January 27, 2012 9:02 AM
To: S22
Subject: RE: Report on CLBC's Progress and Efficacy to 2011
Attachments: Queenswood_CLBC_Review_FINAL.pdf

As requested. Cheers - d

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22
Sent: Thursday, January 26, 2012 8:58 PM
To: Haslam, David GCPE:EX
Subject: Report on CLBC's Progress and Efficacy to 2011

Please send me a copy of Report on CLBC's Progress and Efficacy to 2011

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Thursday, January 26, 2012 10:59 AM
To: Chandler, Penelope E MEM:EX
Subject: RE: Report on CLBC's Progress and Efficacy to 2011

Correct. Send it along.

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: Chandler, Penelope E MEM:EX
Sent: Thursday, January 26, 2012 10:35 AM
To: Haslam, David GCPE:EX
Subject: Report on CLBC's Progress and Efficacy to 2011

Good morning David: is it to you that I direct a request for the link to this Queenswood Report, please? Many thanks, Penelope.

Penelope E. Chandler
Ministerial Assistant

Hon. Rich Coleman
Energy & Mines
Government House Leader

250. 387-5896

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Wednesday, January 25, 2012 11:25 AM
To: Dick, Joan L MSD:EX; Bertrand, Alicia MSD:EX
Cc: Mader, Susan GCPE:EX; Sieben, Mark MSD:EX; Greenfield, Shae GCPE:EX
Subject: S22

Fyi – s22 requested a copy of the Queenswood report. I forwarded a pdf this am.

From: S22
Sent: Wednesday, January 25, 2012 10:52 AM
To: Haslam, David GCPE:EX
Subject: Request for copy of Queenswood report

Please provide by return email a PDF copy of the Queenswood report on CLBC's Progress and Efficacy to 2011

Thank you

s22

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Wednesday, January 25, 2012 11:24 AM
To: S22
Subject: RE: Request for copy of Queenswood report
Attachments: Queenswood_CLBC_Review_FINAL.pdf

As requested. Cheers

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22
Sent: Wednesday, January 25, 2012 10:52 AM
To: Haslam, David GCPE:EX
Subject: Request for copy of Queenswood report

Please provide by return email a PDF copy of the Queenswood report on CLBC's Progress and Efficacy to 2011

Thank you

s22

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Wednesday, January 25, 2012 9:33 AM
To: S22
Subject: RE: CLBC
Attachments: Queenswood_CLBC_Review_FINAL.pdf

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22
Sent: Wednesday, January 25, 2012 9:03 AM
To: Haslam, David GCPE:EX
Subject: CLBC

I would like to request a copy of Queenswood consulting 2011 review

S22

Vectis Support Services Ltd.
"Living life with People"

S22

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 5:07 PM
To: Dick, Joan L MSD:EX; Bertrand, Alicia MSD:EX
Subject: Queenswood Report and Link
Attachments: Queenswood_CLBC_Review_FINAL.pdf

Link to other reports:

http://www.sd.gov.bc.ca/pwd/clbc_reports.html

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 4:23 PM
To: Dick, Joan L MSD:EX; Bertrand, Alicia MSD:EX
Cc: Sieben, Mark MSD:EX; Mader, Susan GCPE:EX; Greenfield, Shae GCPE:EX
Subject: S22 Request - Queenswood Report

Fyi – he requested report this afternoon. Just sent it.

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 4:01 PM
To: S22
Subject: RE: Queenswood Report

As requested. Cheers - David

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22 @StrategicThoughts.com
Sent: Tuesday, January 24, 2012 3:40 PM
To: Haslam, David GCPE:EX
Subject: Queenswood Report

The ministry's website provides your email address in a link regarding availability of the Queenswood Report by request. Please send me the report to this email address if it is available as a pdf, or if by post to: S22

S22

s22

See <http://www.StrategicThoughts.com>

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 4:01 PM
To: S22
Subject: RE: Queenswood Report
Attachments: Queenswood_CLBC_Review_FINAL.pdf

As requested. Cheers - David

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22 [@StrategicThoughts.com](mailto:S22@StrategicThoughts.com)
Sent: Tuesday, January 24, 2012 3:40 PM
To: Haslam, David GCPE:EX
Subject: Queenswood Report

The ministry's website provides your email address in a link regarding availability of the Queenswood Report by request. Please send me the report to this email address if it is available as a pdf, or if by post to: S22

S22

S22

See <http://www.StrategicThoughts.com>

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 11:55 AM
To: Worthy, Ken FIN:EX
Subject: RE: Queenswood Report



Queenswood_CLB
_Review_FINAL.p..

Here ya go.

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: Worthy, Ken FIN:EX
Sent: Tuesday, January 24, 2012 11:46 AM
To: Haslam, David GCPE:EX
Subject: Queenswood Report

Hi David:

My name is Ken Worthy and I work for the Internal Audit and Advisory Services Branch. We conducted a review of CLBC for the Deputy Ministers Working Group.

Could we get a copy of the final version of the Queenswood report? We saw earlier versions of the report and provided some comments to Rene and Ted but we never received a final version.

Thanks David.

Ken

Ken Worthy, MBA, CA, CISA, CIA
A/Director
Internal Audit and Advisory Services Branch
Ministry of Finance
Tel: 250-387-0283
Fax: 250-356-2001
e-mail: ken.worthy@gov.bc.ca

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 9:41 AM
To: 'Civil rights Now'
Subject: RE: Latest Queenswood report on CLBC
Attachments: ~WRD000.jpg; Queenswood_CLBC_Review_FINAL.pdf

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: Civil rights Now [<mailto:civilrightsnow@yahoo.ca>]
Sent: Tuesday, January 24, 2012 9:19 AM
To: Haslam, David GCPE:EX
Subject: Latest Queenswood report on CLBC

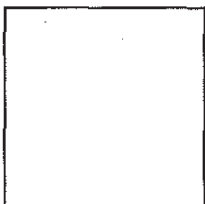
Dear Mr. Haslam:

Please send me the latest Queenswood report about CLBC.

S22

Civil Rights Now!
604.928.1644
<http://civilrightsnow.ca/>

"The facts are too overwhelming to be denied or even struggled against—except by something stronger than a fact: an idea!" --Andre Laurendeau



Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 9:40 AM
To: S22 @SPECTRUMSOCIETY.ORG
Subject: RE: Request for 2011 Queenswood Report
Attachments: Queenswood_CLBC_Review_FINAL.pdf; image001.jpg

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: S22 @spectrumociety.org
Sent: Tuesday, January 24, 2012 9:16 AM
To: Haslam, David GCPE:EX
Subject: Request for 2011 Queenswood Report

Good Morning;
Could I please have a copy of the latest Queenswood Report "CLBC's Progress and Efficacy to 2011"?

Thank you.

S22



Spectrum Society
FOR COMMUNITY LIVING

3231 Kingsway Vancouver, BC V5R 5K3
Office: 604-323-1433 Fax: 604-321-4144
www.spectrumociety.org

Express yourself, Build your network, Find your voice

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 9:40 AM
To: Luetngen, Jim A MCF:EX
Subject: RE: Request Queenswood Report
Attachments: Queenswood_CLBC_Review_FINAL.pdf

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: Luetngen, Jim A MCF:EX
Sent: Tuesday, January 24, 2012 9:15 AM
To: Haslam, David GCPE:EX
Subject: Request Queenswood Report

Hello,

I would like a copy of the recent Queenwood Report on CLBC's Progress and Efficacy to 2011.

Thank you,

Jim Luetngen, PhD
Senior Consultant
Provincial Services for Children & Youth with Special Needs
BC Ministry of Children and Family Development
2nd Floor, 777 Broughton Street
PO Box 9719, STN PROV GOVT
Victoria, BC Canada V8W 9S5
Phone/TTY: 250-387-3366 Fax: 250-356-0399
Jim.Luetngen@gov.bc.ca
In the office Mon-Thur from 7am to 4:15pm

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 8:47 AM
To: Harada-Down, James LASS:EX
Subject: RE: Re- Queenswood Report
Attachments: Queenswood_CLBC_Review_FINAL.pdf

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

From: Harada-Down, James [<mailto:James.Harada-Down@leg.bc.ca>]
Sent: Tuesday, January 24, 2012 8:40 AM
To: Haslam, David GCPE:EX
Subject: Re- Queenswood Report

Hello,

I would like to request a copy of the Queenswood Report on CLBC's Progress and Efficacy to 2011.

Thank you,

James

*James Harada-Down
Opposition Caucus Research
Research Officer*

*(250) 953-4808
james.harada-down@leg.bc.ca*

*Room 201, Legislative Bldgs
Victoria, BC, V8V-1X4*

Begley, Rhianna GCPE:EX

From: Haslam, David GCPE:EX
Sent: Tuesday, January 24, 2012 8:39 AM
To: S22
Subject: RE: Queenswood Report
Attachments: Queenswood_CLBC_Review_FINAL.pdf

David Haslam
Communications Manager
Ministry of Social Development
Phone: 250-356-1670
Cell: 250-361-7989
david.haslam@gov.bc.ca

-----Original Message-----

From: S22
Sent: Tuesday, January 24, 2012 7:08 AM
To: Haslam, David GCPE:EX
Subject: Queenswood Report

Please forward me a copy of the recently released Queenswood "Report on CLBC's Progress and Efficacy to 2011".

Thanks
S22

Begley, Rhianna GCPE:EX

From: Greenfield, Shae GCPE:EX
Sent: Thursday, February 16, 2012 3:24 PM
To: Haslam, David GCPE:EX
Subject: FW: Queenswood reveals the real vision behind CLBC's creation, startling new directions - and much more

From: Dantzer, Odette MSD:EX
Sent: Friday, January 27, 2012 9:10 AM
To: Sihota, Harb MSD:EX; Brethour, Ian R MSD:EX; Cottrell, Tim MSD:EX; Mooi, Tyler MSD:EX; Chandler, Kate CLBC:EX; Mader, Susan GCPE:EX; Haslam, David GCPE:EX; Lauvaas, Kirsten GCPE:EX; Greenfield, Shae GCPE:EX
Subject: FW: Queenswood reveals the real vision behind CLBC's creation, startling new directions - and much more

FYI

Odette Dantzer Disability Services Branch, Ministry of Social Development
614 Humboldt Street, Victoria BC V8W 1A4
Fax: 250-387-8164 Phone: 250-356-5002 - new phone number



Please consider the environment before printing this email

From: Moms [mailto:momsonthefirstmove@telus.net]
Sent: Friday, January 27, 2012 6:29 AM
To: ;
Subject: Fw: Queenswood reveals the real vision behind CLBC's creation, startling new directions - and much more

Hi s22 Here are my thoughts which you are free to share. s22

What is really important for families to understand is that the ground is shifting rapidly and the people who are exerting the most influence over what the future will be for people who have disability related supported needs, are not their families, but those listed in Appendix 2 of the Queenswood Report (Participants in the Review). These are people who are comfortably ensconced in their ivory tower and fundamentally do not understand the direct lived experience of families.

Few families would argue with the idea that it is families who should be at the centre of the lives of our family members—in fact to presume that this is not the case, or is not understood by families, demonstrates a profound disconnect with the role families play, even when their family members do receive paid supports from the government.

Families embrace the notion of life in the community for their family member, and I have yet to meet a family who wouldn't rejoice at the prospect that their child would be gainfully employed like their siblings. When families look to CLBC for services those services are the very supports needed to enable life in the community and meaningful participation in that community-- which for some will not mean a job. The supposition that it is only parental attitude that interferes with an individual's ability to participate in the workforce is just cruel.

life spent in servitude to our children from cradle to grave, ignoring our own need to earn an income, save for the future, or in short, have a life. The thinking expressed by these individuals is entrenched and will control policy change that will directly impact BC families.

S22

From: Moms [mailto:momsonthefirstmove@telus.net]

Sent: Wednesday, January 25, 2012 8:20 PM

To: Undisclosed-Recipient;

Subject: Fw: Queenswood reveals the real vision behind CLBC's creation, startling new directions - and much more

Importance: High

Unknown to anyone, the BC government secretly initiated its own review of CLBC last August, even before Minister Bloy's replacement, and months before Minister Cadieux announcing two other internal reviews that were released last week. Unlike the other reports, the new Queenswood Consulting report is only available on request. See a copy attached and some startling extracts from the 139-page report below.

This is a must-read for families, self advocates, service providers and individuals from linked sectors such as Health and MCFD, and it re-emphasizes the urgency of securing an independent review of CLBC and community living in BC!

Vancouver Sun's Vaughn Palmer also has a column citing this report extensively:

<http://www.vancouversun.com/health/Patronizing+approach+paying/6041963/story.html>

As always, we welcome your thoughts and observations.

MOMS

=====

The truth is finally out!

Page 46: **"One of the key motivations** behind the devolution of service delivery from MCFD to CLBC was a belief that the proposed system would offer more predictability and overall sustainability than the historic model. **There was a belief that a cost-effective model would be possible by utilizing options like individualized funding, increased role of families, and an increased use of generic and community services."**

[Didn't Christy Clark, Gordon Hogg, the BC Liberals, Doug Wollard, Doug Walls, the Community Living Coalition, BCACL, David Driscoll, and the families and self advocates on the Interim Authority all assure us repeatedly that it was about a better life and empowerment for adults with developmental disabilities and their families? And didn't MOMS, BC FamilyNet, DDA and other "contrarian" groups warn that all the grand promises and visions around CLBC's creation were a smokescreen for cutting funding??]

So how to get the cost-cutting CLBC vision back on track??

1. More budget cuts:

Page 20-21: "In April 2010, CLBC committed to undertaking a one-time initiative to review all contracts managed by the organization... An overarching goal of the initiative is to examine each contract to identify areas where savings could be realized.... This review is now underway, and a standard manner for regions to implement and report on the initiative is outlined in CLBC's Savings Initiatives Tracking Template (SITT), which was distributed to CLBC offices in April 2011. The contract review process applies to all contracts except direct home share, individualized funding and microboards. **As of August 2011, 696 reviews of staffed residential and community inclusion program contracts had been completed, with another 888 contract reviews still in process.** The total amount of savings identified in completed reviews stood at \$24.87M (on contracts with a total value of \$145.45M), which CLBC will use to apply to caseload growth and addressing the needs of people who are on the RFSL. As a result of contract reviews, 64 homes have closed in staffed residential services, with 169 people moving into different residential arrangements. In community inclusion service contracts, 33 locations have closed. Where the existing service

continued, 166 contracts had no reduction in funding, while 301 had funding reduced. **Along with the 888 reviews still underway (estimated savings: \$16.05 M on total contract values of \$234.63), the contract review process will include an additional 1,303 contracts where reviews have not yet started. There is not yet an estimate of potential savings with respect to the 1,303 reviews that are still pending.**

Page 26: "...It is likely that **a review of community inclusion contracts will identify and illuminate opportunities for efficiencies**, as has taken place with residential contracts. CLBC is now going through these contracts to assess whether services, supports and staffing levels are appropriate. Where discrepancies are identified, contract will be re-negotiated. Regions will be encouraged to identify efficiencies

"...Communications must also consider **how to address larger issues of entitlement and expectation, both from families and from service providers. Traditionally, these groups have directly or indirectly determined how services are provided. If CLBC and government more generally is to bring about a more efficient and rationalized service approach, considerable efforts must be made to address this traditional presumption.**

[Wasn't CLBC created to support more involvement of families and community as partners in developing choice and more personalized services?]

Page 27: "CLBC is also promoting a conceptual shift towards meeting disability related needs by ensuring that family, community, and other "natural" supports remain in place and are not supplanted by funded services....The hope is that this will foster a greater shared understanding that, **within current financial restraints, government alone cannot be responsible for serving people with disabilities. ... Overall, this is a fundamental shift that...holds promise for substantial and structural efficiencies.**

[Oh, you want families to do more but to have less say!]

2. Reduce expectations

"Page 47: "It was recommended that CLBC clarify and clearly communicate that its role is to appropriately and competently allocate resources, **not to act as an advocate.** This was part of an overall recommendation to better communicate with the sector, in order to manage expectations and reduce frustration amongst clients, partners, and stakeholders.

Progress: Beginning in the summer of 2009, CLBC started specific effort to clarify its role... increased efforts to manage and address unrealistic client and stakeholder expectations will be a focus of communications going forward.

3. More partnerships

Page 46: "A key component of this strategy going forward will be to more effectively communicate that the service delivery model for people in British Columbia is comprised of many parts, and that government-funded services are only one part of this support system.

4. Foster community inclusion and more use of generic services like community centres

Page 47: "CLBC annually conducts public awareness initiatives to raise awareness of the importance of inclusive communities and the work that CLBC does. The Start with Hi' initiative is now in its third year, and aims to increase understanding

Page 48: "An Ageing Parents Planning Pamphlet was developed and explained to a number of community agencies, including mayors, community colleges, police departments, health services, hospitals and first emergency responders, and recreation and seniors centres.

5. Promote innovation

[For more on how CLBC defines and measures success in achieving innovation, see Performance Metrics below]

6. More emphasis on employment

Page 25-26: "Transition from children's services is challenging, in part because families are relatively richly served through MCFD and the education system. There is a wide perception that children and families come to CLBC with expectations that far exceed the ability of CLBC to financially meet, partly because they have become accustomed to special education and MCFD-supported services that are not as vigorously tested for relevance to disability-related need. **Particularly with respect to the education system, there are clear opportunities to streamline service provision, rationalize approaches, and address discrepancies in family expectations versus government and public resources.**

and services. There is recognition that it will be challenging and require significant investments to shift individuals and families from a fully supported, service-dependant environment to an approach that emphasizes employment readiness, as it must be based (at least initially) on a very individualized approach.

"...CLBC is now exploring ways of promoting employment readiness and employment support services. Options under consideration include the recognition and fostering of agencies who are committed to employment first programs over those who retain community inclusion/day programs,

=====

Future directions

[If you've been following community living for any time, you'd be forgiven for wondering where you've read all this before - it's the same old failed zombie ideas that have been presented by the same old hacks repeatedly, in report after report, since the Doug Walls glory days of 2001!!]

1. De-emphasize paid supports

Page 90: "Many participants (see below for participants list!!) in this review characterized CLBC (and the developmental disabilities sector in general) as being over-professionalized and overly focused on assessing need for paid care in its service delivery approach. This is not out of the norm with other jurisdictions, who also tend to emphasize paid supports. However, there is a growing recognition that, **in the context of increasing demands and scarce resources, governments must address daunting financial restraints in a different manner.**

2. Individualized funding

Individualized funding was...at the core of CLBC's service delivery and operational model... (Implementation has) been hampered by a general resistance...amongst CLBC's front-line staff...There has also been a reluctance among families to assume the role of employer (and)...**efforts have also suffered from a lack of leadership and support at the governance and political levels to strongly move families towards this option.**

3. Employment

"CLBC has been placing a greater emphasis on employment supports and services. Many believe the current system, from MCFD and Ministry of Education, prepares people to expect paid supports, and to specifically not consider the option of employment.

[OK, how many MOMS subscribers out there have been fighting CLBC for more employment and independence supports, not less? Would love more feedback on this, as our experience is that's been a top priority for families, wherever employment is a realistic option]

4. Adult transition

"There is a widely shared sense that **the level of service that children and youth obtain from MCFD and the education system is so full** *[yes, they actually said that - see page 92]* compared to what is available to them as adults that they are inevitably disappointed when they come to CLBC for assistance. Many believe that these systems result in a sense of dependency and an automatic presumption of paid services and supports... **Earlier, more integrated communications to families – even if the message is only that there will be far fewer services to draw from when youths turn 19 – can only help to reduce conflict and smooth the transition to the adult service delivery system.** *[Good luck with that one!]*

5. New assessment tools

"Steps are underway to identify options for **assessment tools that would have a wider application**, with the goal of identifying and implementing a standardized tool for assessing disability related needs for individuals with developmental. This work will include identifying the issues and options associated with implementing cross-ministry tools to enhance consistency of decision making, resource allocation and service fairness.

6. Disparity between services for DD and other disabilities

"The average amount of funding that is available for an adult with a developmental disability far exceeds that of adults with other disabilities... It is partly due, for example, to the relatively rich funding contracts that accompanied the closure of the institutions...but the sector remains characterized by a well-organized advocacy arm that is vigilant against any attempts to structure lower level services into the system.

[I really wonder where this bizarre comparison comes from. Is this something the wheelchair-using Minister Cadieux personally asked for and what exactly is she thinking - that folks with IQ below 70, autism/Downs, life threatening

health issues and no verbal ability should stop complaining and count themselves lucky compared to her because they might at some point qualify for a home share placement?]

7. Rational approach to developmental disabilities

A different option would be to work towards a system that provides much more predictability and stability, perhaps through the **automatic granting of set levels of funding**. Different funding levels could be based on key factors such as the individual's age and broad level of need (high, medium, low, for example).... Set, capped levels of funding would also provide government with much more predictability for financial planning.

[This model is beloved of bureaucrats for its simplicity, but highly unfair to individuals and families, and a highly ineffective way to allocate scarce tax dollars in terms of benefits per dollar, It's like the UK and autism funding models - e.g. everyone gets the same \$\$, regardless of the wide range of actual individual need within their category. Works great for those who can afford to top up out of pocket (i.e. wealthier folks) but is a disaster for those who have no resources to add when the \$\$ is not enough and often results in additional burdens on other social services.]

8 Cultural challenges

Many participants in this review spoke of a sense of entitlement among families in this sector that is stronger than other sectors. Many of the families that lead advocacy in the sector are highly skilled, resourced, and committed to increasing the level of funding that individuals receive, rather than considering alternative support methods including an expanded custodial and care role for families themselves. Many families in this sector have high expectations for supporting their sons and daughters, and the sector has a demonstrated history of political sophistication to advance its goals. **This is a fundamental contributing factor to the difficulty in making meaningful changes to the service delivery system as evidenced, for example, in the challenges that CLBC experiences when trying to shift individuals living in group homes whose needs do not match the need for this level of service to living in community.**

Addressing this culture should be at the core of any directions that government takes towards the service delivery system for people with developmental disabilities.

[Silence the families/Outside Noise and the problem magically goes away!]

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Other observations of interest:

Page 30 - 31: CLBC Performance metrics:

Performance indicator: **"Innovation"**

Explanation: - Percentage of individuals newly entering into residence who do not go to staffed group homes; - Number of individuals who started the fiscal year in group home, but moved to another setting.

Performance indicator: **"Quality of Life and Safety":**

Explanation: Total number of individuals deceased in the reporting period.

[These are pretty narrow measures of how well CLBC is doing- one of the founding principles of CLBC was to improve the quality of lives of the people it serves - not dying is currently about as good as it gets as far as CLBC is concerned]

Progress on responding to Queenswood's 2008 recommendations

Although 12 of 27 recommendations are incomplete/ongoing, Queenswood concludes that the "vast majority" are "substantively" complete. The issues it deems substantively resolved include performance management, integration with other government systems, fostering use of generic services and managing expectations, which Queenswood specifically identifies in this latest report as key concerns going forward - definitely a major contradiction. Further, those deemed "complete" were checked off largely if not solely on the strength of CLBC's claim that the issue had been resolved. One such example was the 2008 recommendation to review use of the controversial GSA assessment tool:

Page 43: "In March 2010, testing and feedback indicated that the a revised version of the GSA had greater reliability than the previous version. It was recognized that further enhancements would continue to enhance the tool's efficacy and CLBC decided not to adopt another planning tool. The GSA remains in place as the primary tool for assessing need and allocation appropriate resources. **Complete.**

[So what about all those complaints in fall 2011 that CLBC staff rigged/ revised GSA scores to justify a proposed contract reduction?]

Confusion over CLBC caseloads

Page 7: "CLBC currently carries a caseload of 13,696 individuals with a developmental disability and 181 individuals with FASD or ASD (September 2011).

CLBC's caseload includes people who are both currently receiving eligible and:

1. Receiving CLBC-funded services;
2. Receiving community and generic services; and
3. Not yet in receipt of any services, but on the Request for Service list.

[In other words, hundreds or thousands of those 13,700 + 181 individuals counted as being served by CLBC may not be receiving any CLBC-funded services at all.]

Page 12: "There are currently 13,696 individuals registered with CLBC in British Columbia, which includes:

- 10,856 individuals who are receiving services and supports appropriate to their needs.
- 2,126 individuals who are currently receiving services but who have also requested additional services.
- 832 individuals who are currently not receiving services.

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Waitlists

Page 14: "For people not receiving service, the most frequently requested service is community inclusion such as skill development or employment.

Page 15: "While the demand for services is certainly growing and outstripping available resources (the RFSL included 2,327 individuals one year ago and 1,895 individuals two years ago), the bare numbers do not provide any sense of the more nuanced context. As summarized on the table below, 72% of people on the RFSL currently receive services and are waiting for more. Only 16% have been without any services for more than six months.

September 30, 2011	
Currently Receiving:	Individuals
No service, less than 6 months	363
No service, more than 6 months	469
Services equivalent to one day/week or less	593
Services equivalent to more than one day/week	979
Residential Service	554
Total	2,958

[Families have complained that many service requests are not included in this list. These gaps are not mentioned in the review.]

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Data on CLBC service delivery

Residential services: 2,508 in group homes, 3,176 in other residential (average residential cost \$75,202)

Individual and family support services: 7,797 users (average cost of \$27,445)

Employment services: 1,534 (average cost \$4,563)

Compared to other jurisdictions, CLBC's eligibility criteria to access services are more restrictive, so the population served has relatively higher needs on average (Page 71). CLBC's average spending per client, compared to other jurisdictions: housing (average); facilitation and referral (much lower); individual and family supports (average); and employment services (lower). BC's disability benefit rates are also the lowest among the comparable jurisdictions.

Although BC spending per client is average or less than other jurisdictions, despite limiting access to a smaller, higher-needs group, Queenswood concludes that "BC is a leader in meeting the demands of families of people with developmental disabilities."

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Participants in the Queenswood review

Vancouver Sun: "The review by Queenswood Consulting, which drew on extensive documentation as well as interviews with those familiar with the system..."

[Queenswood actually only spoke to Sieben, Mowles, Woollard and all the other bureaucrats responsible for the current crisis in the first place!]

Appendix 2: Participants in Review Review Participants	
Ministry of Social Development	
Mark Sieben	Deputy Minister
Molly Harrington	Assistant Deputy Minister, Policy and Research Division
Harb Sihota	Executive Director, Disability Services Branch
Odette Dantzer	Director, Disability Services Branch
Ian Brethour	Director, Disability Services Branch
Andrew Wharton	Special Advisor, Disability Services
Internal Audit and Advisory Services, Ministry of Finance	
Chris Brown	A/Executive Director, Internal Audit and Advisory Services
Lisa Haas	Business Advisor, Internal Audit and Advisory Services
Ken Worthy	Business Advisor, Internal Audit and Advisory Services
Community Living British Columbia	
Rick Mowles	Chief Executive Officer (former)
Doug Woollard	Chief Executive Officer (interim)
Richard Hunter	Chief Financial Officer
Carol Goozh	Vice President, Policy
Brian Salisbury	Vice President, Strategic Planning
Other	
Peter Batini	Executive Director, Service Contracting & Development

	Western Australia
Colleen Watters	Policy Analyst, Manitoba Disabilities Issues Office

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