

Page 001 of 210 to/à Page 052 of 210

Withheld pursuant to/removed as

s.12

RE: CYSN

From: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
To: Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>
Cc: Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>, Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>, Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Sent: October 4, 2021 3:16:52 PM PDT
Attachments: a CFD CYSN Early Implementation and Transition BN (Oct 5).pdf

s.13

Let me know if you'd like to discuss.
H

From: Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>
Sent: October 1, 2021 11:04 AM
To: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
Cc: Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>; Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Subject: RE: CYSN

Hi Hugo,
s.13

Thanks
Nicole

From: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
Sent: September 29, 2021 12:44 PM
To: Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>; Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>; Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>
Subject: CYSN

s.12

Would appreciate any feedback, if you feel anything is misrepresented or lacks context, as soon as possible. In particular, please ensure the costs and dates in the two tables are correct. Both come from the earlier notes but good to double check.

Thank you.

Hugo Belanger CPA, CGA
Director
Performance Budgeting Office
Treasury Board Staff
T: 778-698-8405 C: 250-213-8395

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Withheld pursuant to/removed as

s.12 ; s.13

RE: CYSN

From : Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
To: Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>, Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>
Cc: Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>, Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>
Sent: October 4, 2021 3:30:19 PM PDT

Hi Allison,^{s.13}

s.13

Hope that helps.

From: Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Sent: October 4, 2021 3:18 PM
To: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>; Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>
Cc: Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>; Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>
Subject: RE: CYSN

s.13

From: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
Sent: October 4, 2021 3:17 PM
To: Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>
Cc: Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>; Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Subject: RE: CYSN

s.13

Let me know if you'd like to discuss.

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Sent: October 1, 2021 11:04 AM
To: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
Cc: Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>; Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Subject: RE: CYSN

Hi Hugo,

Thanks
Nicole

From: Belanger, Hugo FIN:EX <Hugo.Belanger@gov.bc.ca>
Sent: September 29, 2021 12:44 PM
To: Byers, Rob A MCF:EX <Rob.Byers@gov.bc.ca>; Andersen, Nicole MCF:EX <Nicole.Andersen@gov.bc.ca>; Shenton, Kim MCF:EX <Kim.Shenton@gov.bc.ca>
Subject: CYSN

Would appreciate any feedback, if you feel anything is misrepresented or lacks context, as soon as possible. In particular, please ensure the costs and dates in the two tables are correct. Both come from the earlier notes but good to double check.

Thank you.

Hugo Belanger CPA, CGA
Director
Performance Budgeting Office
Treasury Board Staff
T: 778-698-8405 C: 250-213-8395

FW: Updated launch plan and Info session plan

From: Takkar, Nimmi MCF:EX <Nimmi.Takkar@gov.bc.ca>
To: Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Sent: October 14, 2021 4:19:34 PM PDT
Attachments: image001.png, DRAFT Info session schedule.xlsx, Public Launch Plan_DRAFT_Oct 12 2021_Final.xlsx

From: Peterson, Michelle A MCF:EX <Michelle.Peterson@gov.bc.ca>
Sent: October 14, 2021 3:38 PM
To: Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>
Cc: Takkar, Nimmi MCF:EX <Nimmi.Takkar@gov.bc.ca>; Blackman, Karen L MCF:EX <Karen.Blackman@gov.bc.ca>; Johnson, Diana MCF:EX <Diana.Johnson@gov.bc.ca>; Sieben, Nikki C SDPR:EX <Nikki.C.Sieben@gov.bc.ca>
Subject: Updated launch plan and Info session plan

Hi there

Here are the updated plan docs as discussed

Will be following shortly with PPT need to make a few changes

Michelle Peterson | Sr. Manager
Change Management & Implementation Team
525 Superior St | (250) 213-2538



For MMD review: Revised CYSN FAQs and ppt

From: Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>
To: McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>, Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
Cc: Takkar, Nimmi MCF:EX <Nimmi.Takkar@gov.bc.ca>, Nikki Sieben <Nikki@7consulting.ca>, Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>, Smith, Danielle MCF:EX <Danielle.Smith@gov.bc.ca>
Sent: October 17, 2021 9:53:44 PM PDT
Attachments: ExternalQAs_Oct17_Cleancopy.docx, ExternalQAs_Oct17_Trackedchanges.docx, CYSN Internal Information sessions Oct 17.pptx

Hi,

Thank you again for your edits and comments today Paula and Ashely. I addressed all of them except for 2 questions in the external FAQs that need additional context -s.13
s.13

I will follow up with Danielle but in the meantime I suggest that we seek approval on the attached revised package and work on those 2 questions, as the comms needs to get finalized as soon as possible.

I added responses to your questions by taking excerpts entirely from the speaking notes from the powerpoint presentation that you looked at today.

Thank you,
Carolyn

Carolyn Kamper, Assistant Deputy Minister (*she/her*)
Strategic Integration, Policy and Legislation Division | Ministry of Children and Family Development
Mobile 📞 250 208-9482

I respectfully acknowledge the privilege of working on the traditional territory of the Lekwungen peoples and the Songhees and Esquimalt Nations.

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Children and Youth with Support Needs:

A Journey of Care and Support

MINISTRY OF CHILDREN
AND FAMILY DEVELOPMENT



***We acknowledge with gratitude
the traditional territories on which
we live, work, play and give
thanks to the traditional keepers
of these lands***



Welcome!

The purpose of this session is to share plans for the new service delivery model for Children and Youth with Support Needs (CYSN), and to answer the following questions:

- 1 Why are we changing?
- 2 What is the new model and how will it benefit children/youth & families?
- 3 How will this impact me?
- 4 Where can I go for more information and support?



- We know how important it is for you to have the information and tools you need to do your job and we're excited to be able to provide you an overview of the new CYSN service delivery model in advance of a public announcement.
- thank CYSN staff for continuing to do the difficult work of supporting children/youth & families in a broken system.
- Before we get started, please know that the information is being shared today is meant for affected staff only and **MUST** remain confidential until after the public announcement is made.
- Today we will be providing you with a few key updates, including an overview of what's changing and the reasons behind the change. We will be explaining how the new model will work and outlining the benefits to children/youth & families ; discussing how this will impact you and providing some direction on where to go for more information and support.

- While this presentation will serve as an orientation to the new Children and Youth with Support Needs service delivery model, we know there may be more specific questions following the presentation and will be scheduling more in-depth 'question and answer' sessions in the weeks/months ahead.

A new CYSN delivery model will soon be announced publicly

Key information for you to know today:



- In the weeks ahead, the ministry will be announcing the first step towards a new model of service and support for children and youth with support needs, and their families across the province.
- Rooted in the voices, expertise and experiences of Indigenous and non-Indigenous parents, care providers, advocates and self-advocates, service providers and health care professionals, this new community-based service delivery model is about us doing better for the children, youth and families we serve.
- In the new model, there will be a network of family connections hubs across the province. Families will go to these hubs to access goal focused services and supports such as OT, PT, etc.
- children and youth won't have to wait for a diagnosis to receive services.
- Eligibility will be based on needs, which removes barriers to services in our current diagnosis-based model – including those with FASD, Down Syndrome, brain injury and other support needs.
- Two early implementation areas – one in an urban area, the other more rural and

remote – will give us an opportunity to fine tune access and delivery of services to ensure the new model works well for the children, youth and families it is intended to support.

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- Families often are forced to wait for intervention services while they wait to get a diagnosis, the new system will be more flexible and responsive by focusing on needs based rather than diagnosis
 - In the current system some families struggle to find services with the funding they receive, maintain consistent services and some communities do not have adequate services. Creating family connections hubs will open up more services for more families
 - We have learned over time that autism is a spectrum, and each child/youth has unique needs and require different and varying levels of support to reach their potential
-
- We know shifting our existing system is going to be complex, it's going to take time and there are going to be bumps in the road. We are deeply conscious of maintaining as much stability as possible for the many families we serve.

Opening the doors for more children and youth with support needs

- Every child deserves a good start.
- The right services at the right time.
- No long waits for a diagnosis to receive services.
- Consistent core services across the province.



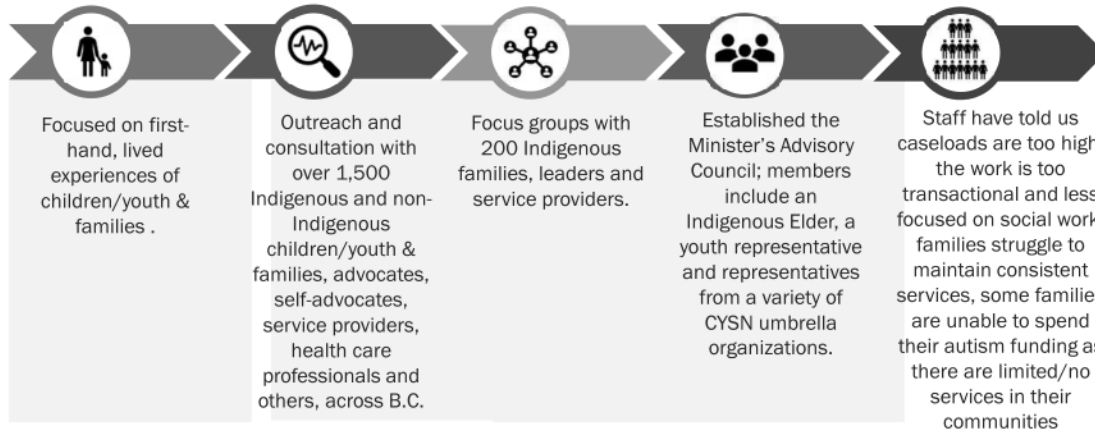
Why change the CYSN Service Delivery Model?

- We know that our current programs and services are out of alignment with the needs of the families we serve. Eligibility criteria for supports and services favors some more than others – and working within a system that reinforces inequities is trying.
- Social workers and our contracted community partners go to great lengths to be creative and navigate a piecemeal system of supports to do what they can for the families they service.
- It is time for us to change this system – to make it work for families – to be simpler, more equitable, and more effective.
- The COVID-19 public health emergency shone a light on the cracks in our system – what is not working and what needs to be changed.
- The new **family connections hub model** is rooted in the voices and experiences of families and service providers

across the province – and will provide a one-stop centre for supports, services, therapies, and information for families of children and youth with support needs in communities throughout B.C.

- The services supports and expertise of MCFD and DAA front-line workers and provincial office staff **remain central** to this new model. Your hands-on skill and expertise is, and will continue to be, critical to supporting children and youth with support needs, and their families.

What we've heard



- Over the past two years, the ministry has been engaging and partnering with Indigenous and non-Indigenous parents, caregivers, service providers, health care professionals and organizations, and self-advocates about how we can do better for children and youth with support needs, and their families.
 - This includes outreach and consultation with over 1,500 Indigenous and non-Indigenous families, advocates, self-advocates, service providers, health care professionals and others, across B.C
- While there is still much to learn – and more to do – as we work to thoughtfully and carefully implement a new CYSN service delivery model-that is rooted in the voices and experiences of children and youth with support needs, and their families, we have been able to take a few small steps down this path.



What we've heard

- Our existing diagnosis-based system excludes children who have significant functional needs impacting their day to day lives.
- The current system of services requires children/youth & families to navigate.
- The current system is complex and can be difficult for families to navigate
- Families of children with complex needs, including those with Autism Spectrum Disorder, can feel overwhelmed.
- Historical and experiential trauma may prevent Indigenous families from approaching the ministry for help.
- Covid has amplified the significant challenges families face with the current CYSN System in meeting the needs of their children and youth.

- We've known for many years that B.C.'s current Children and Youth with Support Needs (CYSN) system hasn't been working as well as it should, and that some children and youth with support needs – for example those with FASD, Down Syndrome or brain injury – aren't able to access the kinds of services and supports they need to help them reach their goals.
- Over the past two years, the ministry has been engaging and partnering about how we can do better for children and youth with support needs, and their families.
 - This includes outreach and consultation with over 1,500 Indigenous and non-Indigenous families, advocates, self-advocates, service providers, health care professionals and others, across B.C
 - We've held focus groups with 200 Indigenous families, leaders and service providers; and
 - Established the Minister's Advisory Council; members include an Indigenous Elder, parents, a youth representative and representatives from a variety of CYSN umbrella organizations.
- We have heard from parents, caregivers and professionals that our existing system is fractured and difficult to navigate. The piece-meal system of services requires families navigate private and public system and take on role as case manager, advocate, and

parent.

- Too many children, and their families, have had to scramble to piece together the kinds of individualized supports they require to achieve their potential.
- We know rural and remote communities often cannot access service.
- And, we know that Indigenous families have experienced racism and trauma that prevent them from making use of ministry services
- While there is still much to learn – and more to do – as we work to thoughtfully and carefully implement a new CYSN service delivery model that is rooted in the voices and experiences of children and youth with support needs, and their families, we have been able to take a few small steps down this path.

Specialized Homes & Support Services

- The proposed changes represent overlapping and mutually supporting pieces of the BC's child welfare system and are closely tied to the contracted sector
- Due to differing origins and timeframes these projects are unfolding at different speeds and on different timelines
- the success of both is dependent on the success of the other



Supporting
Outcomes
Children &
MCFD's Specialized
& Support Services

The CYSN transformation is linked in many ways to the work already underway to

- transform our specialized homes and support services across BC.
- Pathway to Hope
- Early Years

By addressing these pieces of work together, in a coordinated way, we will break down silos, acknowledging that children, youth and families need our services to operate as an integrated network.

MCFD is taking action to address urgent and long-standing systemic challenges within the CYSN and contracted residential care systems by building and prototyping a network of integrated services and supports. These changes are intended to transform the current system and support improved outcomes for the children, youth and families we serve.

The proposed changes represent overlapping and mutually supporting pieces of the BC's child welfare system and are closely tied to the contracted sector. The success of these initiatives relies on robust engagement and change management with overlapping groups of children, youth, families, ministry staff, DAA staff and external partners (particularly within the contracted sector). Due to differing origins and timeframes these projects are unfolding at different speeds and on different timelines - however the success of both is dependant on

the success of the other. Engagement for these two initiatives is currently planned to proceed separately, more information on SHSS visit [iConnect](#) or [govTogetherBC](#).

VISION

MCFD's goal is that children, youth, and their families in every part of B.C. will have access to culturally safe, gender inclusive, non-discriminatory, and trauma-informed support services that help them meet their social and developmental goals.

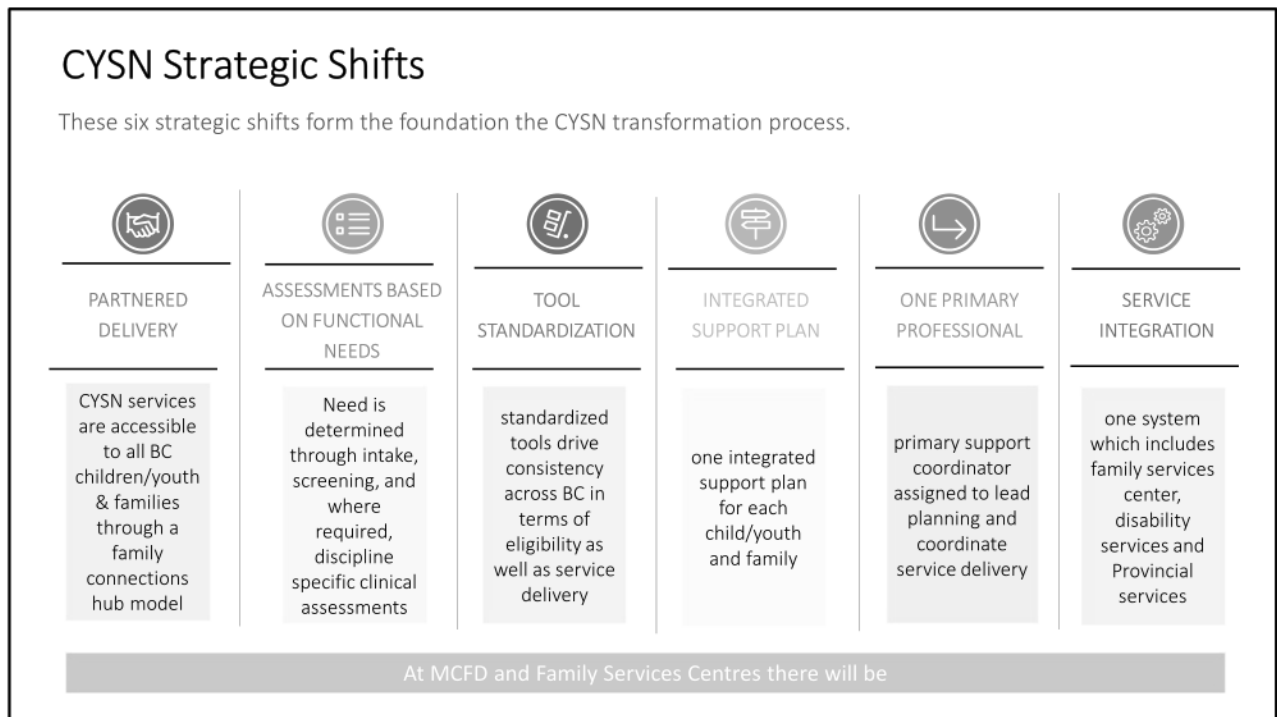


The vision is for children, youth, and their families in every part of B.C. to have access to culturally safe, gender inclusive, non-discriminatory, and trauma-informed support services that help them meet their social and developmental goals.

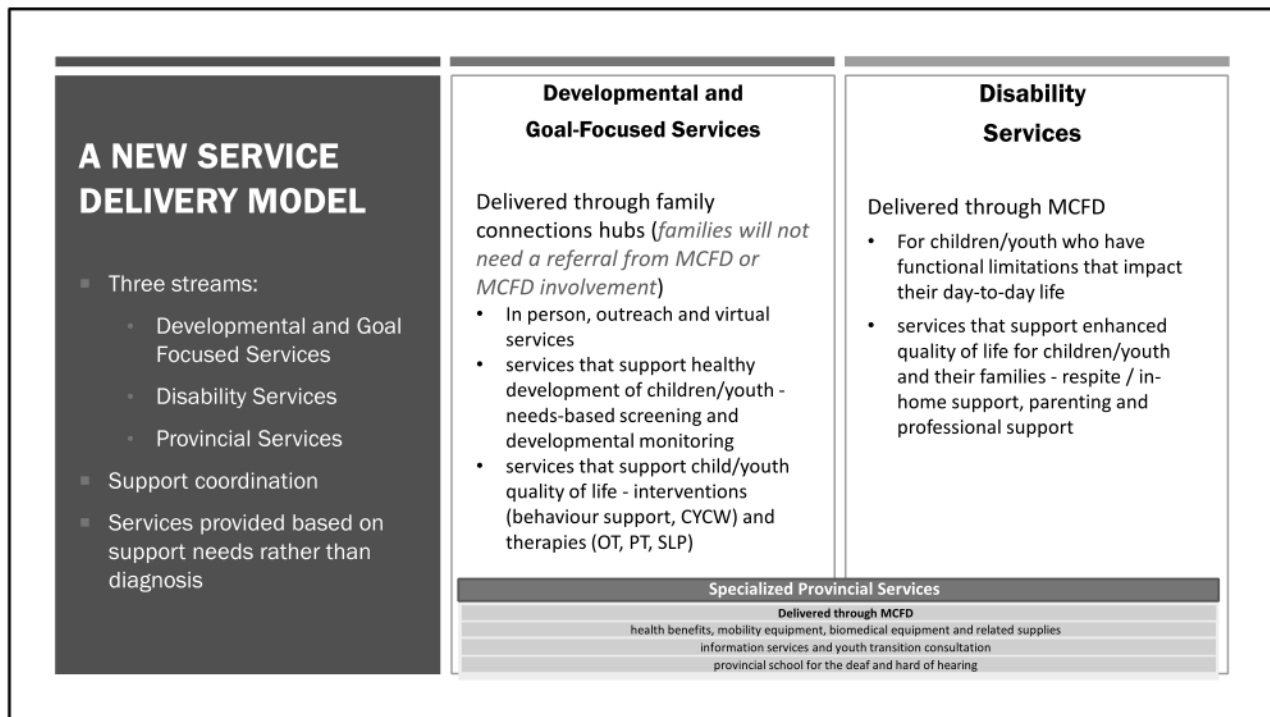
- In order to achieve this, we are responding to what we've heard and what we know as a ministry and embarking on a transformative change. This includes some important strategic shifts, which form the foundation the CYSN transformation process and are key enablers of future state success.

CYSN Strategic Shifts

These six strategic shifts form the foundation the CYSN transformation process.



- 1) Partnered delivery:** CYSN services are accessible to all BC families through a **family connections hub** model. Services are provided by contracted family connections hub staff and where required, subcontractors
- 2) Assessments and Functional Needs:** Need is determined through intake, screening, and where required, discipline specific clinical assessments
- 3) Tool Standardization:** Standardized provincial tools drive **consistency** across BC in terms of eligibility as well as service delivery.
- 4) Integrated Service Plan:** Each child will have an integrated **My Support Plan** across CYSN Goal Focused Services and Disability Services to enable coordinated service delivery.
- 5) One Primary support coordinator:** One primary support coordinator coordinates with all providers in the child's network of care.
- 6) Service Integration:** The program design integrates **services** of all the core and enabling services offered through CYSN: Disability Services, Goal-Focused Services through the family connections hubs, and Provincial Services.



- In the new model, MCFD will directly work with families and coordinate both **disability services** for children and youth with more complex needs – including service management, respite and in-home supports, parenting and professional supports and transition planning -- and **provincial services**, including information services, medical equipment and supplies, and provincial contracted services including the Provincial Deaf and Hard of Hearing program, the Community Brain Injury Program, and Provincial Outreach and Medical Supports.
- The family connections hubs will provide families a single access point for **developmental services** – this includes needs-based screening, developmental monitoring, information, education and guidance – as well as goal-focused services such as family support, service planning or behaviour supports, intervention services and therapies which may include occupational, physical or speech/language.
- It is at the **family connections hub** that a family receiving **goal-focused services** would be assigned a Primary Support Coordinator - a primary professional – a point person who would coordinate all services with the family. This is considerably different from our current state where families are not provided this coordination and support unless they are deemed eligible for a CYSN social worker

- For CYSN social workers and teams, the new model – at a high level -- will mean a continued relationship with the more complex families with whom you work most closely, or those transitioning to adult services, along with a shift of some families to the goal-focused therapies – which may include speech/language, occupational and physical therapies, and behavioural consultation and intervention -- and supports available through the family connections hubs.
- We want to reassure you that changes are not happening over night, but rather over a period of years to help ensure a seamless transition to the new model for children, youth and families.

How will family connections hubs benefit children, youth and their families?

- 1 Easy to access services based on each child and youth's functional needs.
- 2 Programs and supports will promote social inclusion overall quality of life.
- 3 Access to services that are culturally safe and trauma-informed and reflect the needs of their children/youth, families and communities.
- 4 Services and programs will be consistent with government's commitment to anti-racism and reconciliation with Indigenous peoples.
- 5 children/youth & families can expect consistent core services and quality of services across communities.

- Despite the best efforts of staff and front-line workers, our current system – by its very design -- has challenges in meeting the needs of those children and youth, and their families. And that's not okay.
- Once available across the province, the new family connections hubs will be available to people in all regions of the province.
- The services will be easy to access and based on each child and youth's functional needs, programs and supports will challenge the stigma against disabled and neurodiverse people by focusing on the strengths and goals.
- The new model moves away from our diagnosis-based system – where children can sometimes wait over a year before being eligible for funding or services -- to one which is child, youth and family-centred, needs-based, and responsive.
- Diagnosis may still provide important and more in-depth information for families and therapists but not having one won't prevent a child, youth or family from receiving services.
- That means important services such as speech/language, occupational and physical

therapies, behaviour consultation and family support can be put in place following a needs-based assessment, and a child and family's goals can be defined earlier and achieved more quickly.

- Families will be able to have services and supports coordinated by professionals, offering a much-needed opportunity for family members to step away from the role of case worker.
- In addition, children, youth and families will have access to services that are culturally safe and trauma-informed and reflect their individual needs.
- The services and programs will be consistent with government's commitment to anti-racism and reconciliation with Indigenous peoples.

Early Implementation Areas

- Moving toward a new way of delivering services to children/youth & families with support needs
- Early implementation areas will be operational in the Okanagan and Northwest Service Delivery Areas by 2023
- Service Providers in the early implementation areas will have the opportunity to begin engaging in the RFP process in 2022.
- Provincial Autism funding program will remain operational across the province during the early implementation areas and up to fall 2024.
- The Autism Funding program will stop taking new intakes as of September 2024 and the program will sunset in March 2025. This is to allow children/youth & families time and choice to transition.

- Over the next few years, the ministry is moving toward a new way of delivering services to families of kids with support needs, including autism, starting with two early implementation areas – in the Okanagan and the Northwest service delivery areas.
- The first two early implementation areas will be up and running in 2023.
- Until that time, nothing will change for families.
- FOR SERVICE PROVIDERS in Early Implementation areas:

s.13

- Early Implementation areas allow us to learn from the first-hand experiences of families, staff and service providers, and adjust prior to the model being rolled out in other communities across the province.

- Family connections hubs will be in place across B.C. by early fall 2024. New applications for the Autism Funding Program will no longer be accepted in September 2024 with the Autism Funding Program sunseting in spring 2025. Until that time, parents will have the option of continuing to receive individualized funding through the Autism Funding program – or choose to make the transition to a local family connections hub.

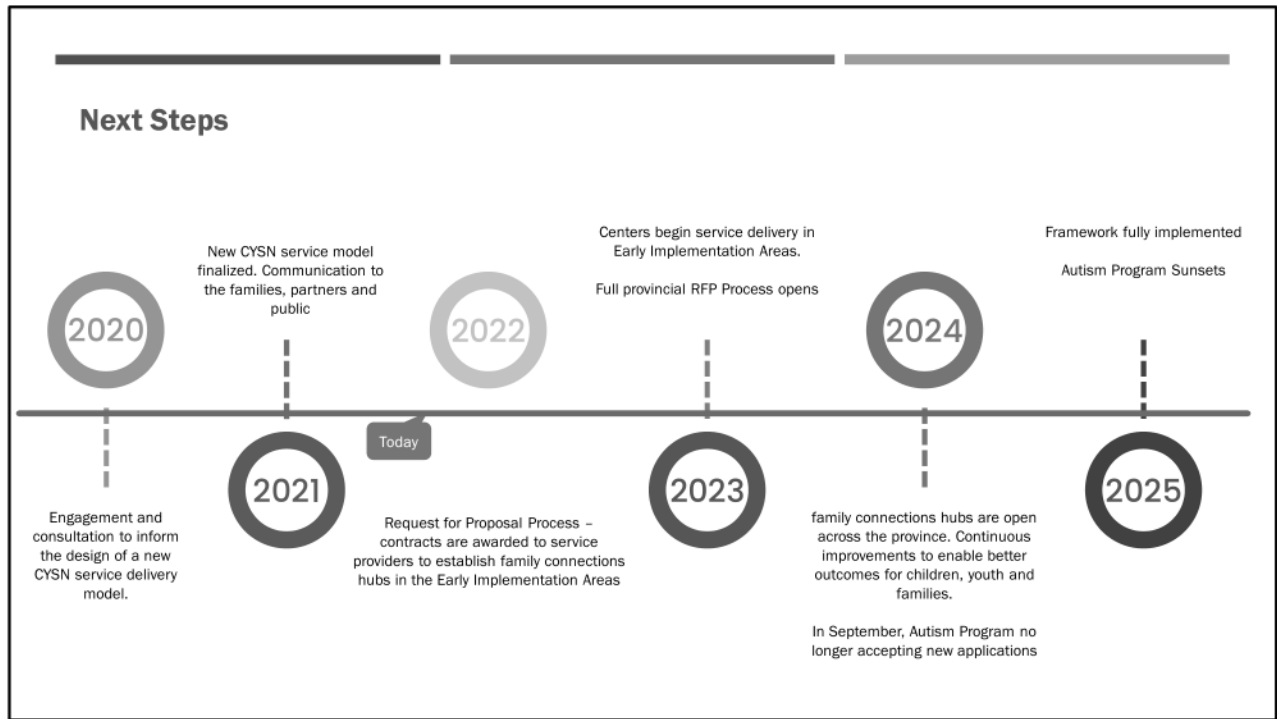
-
- Consistent Core Services will be available throughout the province
 - May look different in each area
 - How services are operationalized depending on demographics, needs, etc.
 - Early Implementation Areas will inform the right approach to open family connections hubs across the province.



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INDIGENOUS ENGAGEMENT

- CYSN Indigenous Advisory Circle has been initiated
- contract is being procured for Indigenous engagement
- key deliverable
 - consultation with Indigenous communities





THIS IS A BIG CHANGE, AND IT WILL TAKE TIME TO DO IT RIGHT.

- We know that this change can't come soon enough for many families, but big changes take time to do right.
- We will be working with Indigenous Peoples approaches that meet the needs of Indigenous children, families and communities.
- As we begin this journey, children, youth and their families will continue to receive the same services, funding and supports they get today.
- We know that changes to services can be difficult and disruptive for children and their families, and we're working hard to minimize those impacts.

REMEMBER

- These changes are not happening immediately
- These changes will be done over time with change management and transition support

- We know that this change can't come soon enough for many families, but big changes take time to do right.
- We will be working with Indigenous Peoples approaches that meet the needs of Indigenous children, families and communities.
- We've been engaging with our cross ministry partners such as SDPR, EDUC, Health, and Mental Health and Additions and would like to include CLBC representatives to work through some of the key intersections and implications
- We know that changes to services may be difficult and disruptive for children and their families, and we're working hard to minimize those impacts
- These changes are not happening immediately and will be done over time with change management and transition support.

THANK YOU!

- Visit iConnect after the announcement for FAQs and other resources to help you.
- Please reach out to your supervisor or Team Lead if you require more information.
- Or send your questions to mcfchange@gov.bc.ca



- We are pleased to have been able to provide you with this advance information ahead of a public launch.
- Several resources are in development to further support you and will be posted to iConnect once the announcement has been made.
- While we don't have all the information at this stage, please know if you have questions or concerns regarding this project at any time, you can speak with your supervisor.
- We want to acknowledge that some of you may find yourselves in the role of parent of a child with support needs and employee. We ask you to escalate any questions you have with this transformation via the channels provided here.
- The work you do is extraordinary and, during times of crisis – whether personal or environmental – you are an important anchor for children, youth and families who might be especially vulnerable.

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RE: CFD Follow-up Media Request: CYSN announcement

From : Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
To: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>, Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>, McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>
Cc: Beneteau, Nicole GCPE:EX <Nicole.Beneteau@gov.bc.ca>, Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>, Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>
Sent: October 29, 2021 10:46:02 AM PDT

Hi Shawn, quite a few changes below that I apologize are not tracked:

s.13

From: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>
Sent: October 29, 2021 9:17 AM
To: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>; McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>; Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>
Cc: Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>; Beneteau, Nicole GCPE:EX <Nicole.Beneteau@gov.bc.ca>; Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>
Subject: RE: CFD Follow-up Media Request: CYSN announcement
Good morning,

Flagging this follow-up request.

This is now with reporter s.22 with deadline extended to end of day today.

From: Larabee, Shawn G GCPE:EX
Sent: October 28, 2021 4:46 PM
To: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>; McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>; Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>
Cc: Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>; Beneteau, Nicole GCPE:EX <Nicole.Beneteau@gov.bc.ca>;

Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>

Subject: CFD Follow-up Media Request: CYSN announcement

Please see the suggested response below. If we're not able to make the tight turnaround, reporter has said to let her know and we can share with her colleagues tomorrow (she is away Friday)

s.22

Deadline Thursday, October 28, 2021 5:00 PM

Request

- Is there a specific dollar amount attached to each child who applies for funding?
- If fundings for autistic children was \$22,000 before - will they have access to the same level of funding?
- What will the criteria be for applying for this funding? I know there doesn't need to be a referral or diagnosis now but I'm guessing not everyone who applies will be granted funds.
- How many children had been accessing funding before this? I see that a further 8,300 will be able to access so I'm just curious what totals will look like.
- Will this put a strain on families who have been getting funding for autism? As in, will they be able to access as many resources and support as they once did? Or are all the resources now being spread out over a wider group of people? The Minister got this question yesterday but the answer was unclear.
- Will anyone who previously qualified now not qualify?

If there's any chance I can get answers (or even some of them) by 5pm today that would be so helpful - I'm off tomorrow and Monday. If that's not possible please let me know so I can get another reporter assigned to the file. Thanks!

Recommendation

To clarify, we are moving away from an individualized funding system to one that is accessible, easier to navigate and will support more children, youth and their families. We are bringing services together in family connections hubs to help families get services more quickly and ensure more children and youth benefit from the therapies and supports they need as early as possible.

We've seen that many families of children with autism who are receiving individualized funding can't always access the services they rely on — and this was especially challenging during the pandemic. While they are receiving money, some can't spend it where and when they need it. The new system is designed to address these challenges. Families of children with autism can continue to receive individualized funding from government until 2025. As the family connections hubs open their doors throughout the province, the Ministry of Children and Family Development and hub operators will work with families to transition, over a six-month period, from individualized funding to services and supports through the family connections hubs.

Families of children and youth with disabilities or other support needs, or families that suspect their child may need extra support, will be able to go to a family connections hub to access services, either with or without a referral and without the need for a diagnosis, making it much easier to get the help they need in their local community. The new system will also serve children and youth with a much broader range of needs, for example children and youth with Fetal Alcohol Spectrum Disorder and brain injury, as well as children and youth with Autism Spectrum Disorder. Supports will be determined based on the needs of the child and youth, as well as information from the family. Families, parents, and caregivers will play a central role in setting service goals for their children.

Approximately 30,000 children and youth with support needs are eligible for services offered through the Ministry of Children and Family Development and its contracted service providers. The new system will provide help to approximately 8,300 additional children and their families.

Background

This is a follow-up to a media request from October 28, 2021.

REQUEST:

Looking for more information about the Family Connection Hubs

RESPONSE:

Provided Background

Provided NR and youtube video of yesterday's event and directed reporter to BC Gov web information on CYSN services and the Family Connection Hubs.

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s.13

questions raised in this article

From: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
To: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>
Cc: McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>, Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>
Sent: November 3, 2021 1:32:41 PM PDT

For the Shaw interview today can you send some messaging about this article, in particular re: EIBI program and the assertion that the hub won't have enough expertise in autism intervention Shawn?

• [BC funding cuts a critical blow for people with autism - Nancy Walton - DailyHive - 02-Nov-2021](#)

From: Nicole.Hall@gov.bc.ca <Nicole.Hall@gov.bc.ca>

Sent: November 3, 2021 6:32 AM

To: Hall, Nicole GCPE:EX <Nicole.Hall@gov.bc.ca>

Subject: MCFD Morning Media Summary - Wednesday, November 03, 2021

Today's News Online - MCFD

DO NOT FORWARD THIS E-MAIL TO ANYONE

Wednesday, November 03, 2021

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• Special Needs

• [Rally planned at B.C. Legislature to protest autism funding changes](#)

• [Black/Witt - autism funding cuts - CKNW Mike Smyth - CKNW - 02-Nov-2021](#)

• [South Surrey autism advocate says province's hub model 'sets us back 20 years' - Tracy Holmes - Peace Arch News - 02-Nov-2021](#)

• [Dean/Bond/Tiefenbach/Banez - child support funding - CTV News at Six - CIVT - 02-Nov-2021](#)

• [BC funding cuts a critical blow for people with autism - Nancy Walton - DailyHive - 02-Nov-2021](#)

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• [Campbell - youth homelessness - CFX Ryan Price - CFX - 02-Nov-2021](#)

• Crime

• ["Never stop investigating": VPD may have solved decades-old child assault case - Sarah Anderson - DailyHive - 02-Nov-2021](#)

• Columnists

• [B.C. seeks to suspend one-third of old-growth logging - Justine Hunter - Globe and Mail - 03-Nov-2021](#)

• [BC old-growth protection will hit hard, industry group says - Tom Fletcher - Trail Daily Times - 03-Nov-2021](#)

• [BC pauses logging on another 2.6m hectares of old-growth forest - Tom Fletcher - Trail Daily Times - 03-Nov-2021](#)

• [More of BC's old growth now off limits to loggers - Les Leyne - Times Colonist \(Victoria\) - 03-Nov-2021](#)

• [The old-growth enigma - Vaughn Palmer - Vancouver Sun - 03-Nov-2021](#)

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BC Calendar

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Today's **BC Calendar**

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Burnett/Goodwin - Penticton Child Care

CBTK

Tuesday, November 02, 2021, 06:44

By CBC Daybreak South

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syilx Nation presents new Child and Family Plan for members to review

The Star

Tuesdday, November 02, 2021

By Janessa Joy Klukas

<https://www.thestar.com/news/canada/2021/11/02/syilx-nation-presents-new-child-and-family-plan-for-members-to-review.html>

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Rally planned at B.C. Legislature to protest autism funding changes

Tuesday, November 02, 2021

By Troy Landreville

<https://www.mycampbellrivernow.com/61226/rally-planned-at-b-c-legislature-to-protest-autism-funding-changes/>

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Black/Witt - autism funding cuts

CKNW

Tuesday, November 02, 2021, 10:35

By CKNW Mike Smyth

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South Surrey autism advocate says province's hub model 'sets us back 20 years'

Peace Arch News

Tuesday, November 02, 2021

By Tracy Holmes

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Dean/Bond/Tiefenbach/Banez - child support funding
CIVT
Tuesday, November 02, 2021, 18:14
By CTV News at Six

[Link to Story](#)

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BC funding cuts a critical blow for people with autism

DailyHive
Tuesday, November 02, 2021

By Nancy Walton

Written for Daily Hive by Nancy Walton, Executive Director of the Autism Support Network Society
[mcf] [Link to Story](#)

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Banez - child support funding

CIVT

Tuesday, November 02, 2021, 17:05

By CTV News at Five

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Whiteside/Mooring - Surrey school vaccine mandate

CHAN

Tuesday, November 02, 2021, 17:00

By Global BC Early News

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Campbell - youth homelessness

CFOX

Tuesday, November 02, 2021, 16:06

By CFOX Ryan Price

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Crime

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"Never stop investigating": VPD may have solved decades-old child assault case

DailyHive

Tuesday, November 02, 2021

By Sarah Anderson

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B.C. seeks to suspend one-third of old-growth logging

Globe and Mail

Wednesday, November 03, 2021

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By Justine Hunter

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BC old-growth protection will hit hard, industry group says

Trail Daily Times

Wednesday, November 03, 2021

By Tom Fletcher

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BC pauses logging on another 2.6m hectares of old-growth forest

Trail Daily Times

Wednesday, November 03, 2021

By Tom Fletcher

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More of BC's old growth now off limits to loggers

Times Colonist (Victoria)

Wednesday, November 03, 2021

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By Les Leyne

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The old-growth enigma

Vancouver Sun

Wednesday, November 03, 2021

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By Vaughn Palmer

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Re: CFD Follow-up Media Request: CYSN transformation

From : Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
To: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>
Cc: Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca>, Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>, Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>, McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>, Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>
Sent: November 5, 2021 5:53:47 PM PDT
s.13

Paula

On Nov 5, 2021, at 5:34 PM, Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca> wrote:

s.22 knows that. We included in previous response

From: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
Sent: November 5, 2021 5:34 PM
To: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>
Cc: Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>; Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca>; McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>; Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>
Subject: Re: CFD Follow-up Media Request: CYSN transformation
s.13

Paula

On Nov 5, 2021, at 5:32 PM, Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca> wrote:

Right.
s.13

From: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
Sent: November 5, 2021 4:53 PM
To: Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>
Cc: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>; Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca>; McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>; Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>
Subject: Re: CFD Follow-up Media Request: CYSN transformation Couple tweaks.^{s.13}
s.13

Paula

On Nov 5, 2021, at 4:33 PM, Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca> wrote:

Took a crack working off that yellow highlight below!

From: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>

Sent: November 5, 2021 4:28 PM

To: Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>

Cc: Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca>; McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>; Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>; Kamper, Carolyn MCF:EX <Carolyn.Kamper@gov.bc.ca>

Subject: Re: CFD Follow-up Media Request: CYSN transformation

s.13

Brady does that capture it?

Paula

On Nov 5, 2021, at 3:58 PM, Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca> wrote:

For the last section, we could just say:

s.13

From: Gunn, Paula MCF:EX <Paula.Gunn@gov.bc.ca>
Sent: November 5, 2021 3:43 PM
To: Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca>
Cc: McKay, Ashley MCF:EX <Ashley.McKay@gov.bc.ca>; Yano, Brady GCPE:EX <Brady.Yano@gov.bc.ca>; Bond, Allison MCF:EX <Allison.Bond@gov.bc.ca>; Larabee, Shawn G GCPE:EX <Shawn.G.Larabee@gov.bc.ca>
Subject: Re: CFD Follow-up Media Request: CYSN transformation
Thanks Angus - how many kids are there getting SAET and how is this changing? s.13
s.13

Paula

On Nov 5, 2021, at 3:20 PM, Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca> wrote:

Afternoon, all.
This is a follow-up media request from s.22 for background/stats following his original request and interview with the minister. Danielle, Carolyn and Shawn have reviewed. I think we'd ideally like to get this out today, thanks all!
Angus

From: Angus Noble <Angus.Noble@gov.bc.ca>
Sent: November 4, 2021 11:03 AM
To: Noble, Angus GCPE:EX <Angus.Noble@gov.bc.ca>
Cc: Wigmore, Matthew GCPE:EX <Matthew.Wigmore@gov.bc.ca>; May, Stephen GCPE:EX <Stephen.May@gov.bc.ca>
Subject: CFD Follow-up Media Request: CYSN transformation
s.22

Deadline ASAP

Request

- How many autistic kids are currently receiving services?
- what is the current annual budget for autistic

individualized funding?

- how many kids are on the assessment wait list right now?
- how many FASD, Down syndrome and brain injured kids are receiving treatment funding now (each category) and what generally are their current funding options/limits?

Recommendation

- How many autistic kids are currently receiving services?

As of Nov 2, 2021, the number of recipients of Autism Funding within the age range of 0-18 (including youth turning 19 in the last month of eligibility) is 22,830.

(<https://www2.gov.bc.ca/gov/content/health/managing-your-health/child-behaviour-development/support-needs/autism-spectrum-disorder/autism-funding>)

- what is the current annual budget for autistic individualized funding?

MCFD's budget for autism intervention programs in 2021/22 was \$111.4 million.

- how many kids are on the assessment wait list right now?

As of September 17, 2021, there are 5,938 children on the waitlist.

- how many FASD, Down syndrome and brain injured kids are receiving treatment funding now (each category) and what generally are their current funding options/limits?

Aside from autism, services are not diagnosis-specific so a breakdown of these categories (FASD/Down syndrome/ brain injured) is not available. Children and youth with severe disabilities may be eligible for the At Home Program (AHP) which assists parents with some of the extraordinary costs of caring for a child with severe disabilities at home through a range of health supports and services. Children and youth who are eligible for

AHP Medical Benefits can access the School Age Extended Therapy (SAET) benefit, which provides occupational therapy and physiotherapy services as well as speech-language pathology, chiropractic and massage services to school-aged children. With SAET, the billing rate caps of \$80/hr, where therapists bill \$120-\$160/hr for these services and families are put in the position of paying the difference to access the therapies.

(<https://www2.gov.bc.ca/gov/content/health/managing-your-health/child-behaviour-development/support-needs/complex-health-needs/at-home-program>)

(https://www2.gov.bc.ca/assets/gov/family-and-social-supports/children-teens-with-support-needs/sat_and_saet_info_sheet.pdf)

Background

This is a follow-up to a media request from November 3, 2021.

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s.12 ; s.17

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s.13

Public Information Launch Plan

Plan Details										Contact Info			
Week	Date/Time	Partner Group	People/Partner Activity	Purpose	Channel / Product	Products required	Status	Owner	Comments	Name	Role	Email	Phone #
18-Oct	Oct 19 afternoon	staff	Internal Info Session #3 - Impacted Provincial Services Staff (Specialized Provincial Services, Autism Funding)	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 19 afternoon	staff	Internal Info Session #4 - Impacted Provincial Services Staff, provincial deaf and hard of hearing - Autism Info Services	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi	Sandra is booking ASL interpreter				
18-Oct	Oct 19 AM 8:30 to 9:00	staff	Early Implementation SDA CYSN DOO, T, DOP Consultants	provider assistance into various areas are going to be early implementation areas and they will receive more info later this	Virtual Meeting	PPT and bullets	Not Started	Nimmi	resources Andrea Baker, Karen Blackman				
18-Oct	Oct 19 morning	staff	Internal Info Session #1 - Executive Leadership (EDS, ED, all DOOs, DOPs, PO Directors)	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 19 morning	staff	Internal Info Session #2 - Front Line Leadership (CYSN DOO/DOP, Consultants/Analysts, CYSN Team Leads) and Provincial Services Leadership (Provincial Services Team Leads, Specialized Provincial Services Team Leads and Managers, STADD Team Leads, Provincial Deaf & Hard of Hearing Team Leads and Managers, Autism Information Services Team Leads and Managers)	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 20 afternoon	staff	Internal Info Session #7 - EIA staff (CYSN DOO, TL, SW, Admin, Consultants, DOP, procurement)	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 20 afternoon	staff	Internal Info Session #8 - STADD	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 20 morning	staff	Internal Info Session #5 Confidential briefing with DAAs	Brief and prepare DAAs right before launch	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi /Shelley	whenever EDS/EDs get briefed on something then DAA EDs get the same confidential information at the same time - the series of briefings should start with all ED/EDs and then right after DAA EDs - setting this up in schedules now for DAAs will need help from Shelley, ABS and Bart, DAA Secretariat; SWs should be briefed after leadership for both MCFD and DAAs				
18-Oct	Oct 20 morning	staff	Internal Info Session #6 - Front Line Leadership (DOO/DOP, Consultants/Analysts, TL)	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 21 afternoon	staff	Internal Info Session #11 - CYSN All staff - SW, TL, Admin, DOO (including EIS)	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 21 afternoon	staff	Internal Info Session #12 - Provincial Centralized Screening, Client relations branch, Identified Service BC Staff	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 21 morning	staff	Internal Info Session #9 - CYSN All Staff - SW, TL, Admin, DOO,	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					
18-Oct	Oct 21 morning	staff	Internal Info Session #10 - Procurement identified staff	Brief staff about upcoming changes and prepare them to answer questions	Virtual meeting	.pptx presentation Speaking notes	In Progress	Nimmi					

working on it						
PRE ANNOUNCEMENT PRODUCTS	Lead	Draft Status	now (who has it?)	Approval Status	Approver	Date Updated
AAAA messaging	Trish	In Progress		Not Started		04-Oct-21
stump deck- external	Amanda	In Progress		Not Started		04-Oct-21
Backgrounder (Media)	GCPE	In Progress		Not Started		04-Oct-21
Briefing materials- caucus speaking notes	Sandra	In Progress		Not Started		04-Oct-21
Briefing Materials - Caucus (stump, speaking notes)	Sandra	In Progress		Not Started		04-Oct-21
Briefing materials partner Ministries	Nimmi	In Progress		Not Started		04-Oct-21
Briefing materials RASP	Sandra	In Progress		Not Started		04-Oct-21
Executive all staff message	Trish	In Progress		Not Started		04-Oct-21
FAQ's External Audiences	Trish	In Progress	with Nimmi for review	Not Started		04-Oct-21
FAQ's Internal Audiences	Trish	In Progress		Not Started		04-Oct-21
QAs for external website- Service BC						
Info Session - ASL Interpreter for video	Sandra	Not Started		Not Started		04-Oct-21
Info session - script Allison B	Trish	Not Started		Not Started		04-Oct-21
Info session - video of Danielle	Michelle	Not Started		Not Started		04-Oct-21
Info session pre work with facilitators	Michelle	In Progress		Not Started		04-Oct-21
Info sessions - CYSN DOO's	Michelle	In Progress		Not Started		04-Oct-21
Info sessions - video of Allison B	Trish	In Progress		Not Started		04-Oct-21
Info Sessions PPT	Michelle	In Progress		Not Started		04-Oct-21
Invitation distribution list for internal info sessions	Sandra	Not Started		Not Started		04-Oct-21
Invitation to info sessions (internal)	Sandra	In Progress		Not Started		04-Oct-21
Key Messages External	Trish	In Progress		Not Started		04-Oct-21
Key Messages Internal Audience	Trish	In Progress		Not Started		04-Oct-21
Letters - DAA's	Stacey	In Progress		Not Started		04-Oct-21
Letters - Indigenous Advisory Circle	Stacey	In Progress		Not Started		04-Oct-21
Letters - Indigenous provincial partners	Stacey	In Progress		Not Started		04-Oct-21
Letters - MAC	Stacey	In Progress		Not Started		04-Oct-21
Letters for families #1 Indig comm	Sandra	In Progress		Not Started		04-Oct-21
Letters for families #2 Autism Program Families	Sandra	In Progress		Not Started		04-Oct-21
Letters for families #3 @home/medical benefits families	Sandra	In Progress		Not Started		04-Oct-21
Letters for families #4 - CYSN General families	Sandra	In Progress		Not Started		04-Oct-21
Letters for Service Providers - General CYSN	Sandra	In Progress		Not Started		04-Oct-21
Letters for Service Providers - RASP	Sandra	In Progress		Not Started		04-Oct-21
MAC Materials Oct 7	Stacey	In Progress		Not Started		04-Oct-21
MAC Materials TBD (pre announcement)	Stacey	In Progress		Not Started		04-Oct-21
News Release	GCPE	In Progress		Not Started		04-Oct-21
Resource Package - All audiences (for approval process)	Michelle	In Progress	Nimmi (review)	In Progress		06-Oct-21
Resource Package - Client Services Branch/Service BC	Michelle	In Progress		Not Started		04-Oct-21
Resource Package - CYSN Social Workers, Admin	Michelle	In Progress		Not Started		04-Oct-21
Resource Package - PCS Staff/TL	Michelle	In Progress		Not Started		04-Oct-21
Resource Package - STADD Staff	Michelle	In Progress		Not Started		04-Oct-21
Resource Package Provincial Services Staff	Michelle	In Progress		Not Started		04-Oct-21
Resource Packages - CYSN DOO's	Michelle	In Progress		Not Started		04-Oct-21
Resource Packages - Leadership	Michelle	In Progress		Not Started		04-Oct-21
Resource Package - PCMB Contract Managers	Michelle	In Progress		Not Started		04-Oct-21
Speaking bullets - Indigenous provincial partners	Stacey	In Progress		Not Started		04-Oct-21
template- health						
template OT/PT						
template CLBC						
Tech Briefing Material	GCPE	In Progress		Not Started		04-Oct-21
Website copy External	Amanda	In Progress		Not Started		04-Oct-21
Website copy Internal	Jody/Trish	In Progress		Not Started		05-Oct-21
Danielle's team holds the pen, review by Nimmi						
Once Nimmi has reviewed, send to EDs (Karen, Andrea, Carol, Danielle, Emily, Alaina) for approval send to Karen B						
Feedback from Greg - send to Andrea. Greg will set up the meetings						
send to Nimmi						
this document has all the resource materials for all audiences to go through approval process - then will be broken out into separate documents by audience for distribution; please note that all FAQs, RMs etc still need to go thru approvals prior to finalizing these docs (to ensure consistency of message)						
(key messages, FAQ's, where to find more info, important contacts)						
check with CK if bullets or PPT?						
with GCPE for edits						
draft IConnect page complete and sent to Danielle for review (thurs am deadline)						