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## FREQUENTLY ASKED QUESTIONS

### **What are these reports?**

The Deputy Ministers' Working Group was created in September, 2011, to look at the growing concern about the operations and management of CLBC. The group was directed by the Premier to review CLBC and to make recommendations to improve the way in which adults with developmental disabilities and their families are supported and served in British Columbia.

The Internal Audit was launched in September, 2011, by the Ministry of Finance, to investigate CLBC's budget and management. This is the same team that conducted the review of BC Hydro. The auditors reviewed CLBC's caseload, Request for Service List, operating costs, cost pressures and other areas.

### **What changes did the Province announce?**

The Province unveiled a comprehensive, twelve-point plan to improve the system of supports for British Columbians with developmental disabilities. That plan includes giving families more control over the kind of care their loved ones receive, improving planning and assessments for individuals with developmental disabilities, and increased support for employment and training programs.

### **How quickly will families start seeing a change?**

This is not a quick-fix. It's a long-term approach to improving services. Some of the changes are going to take more time than others. We're going to make sure that we get it right. We hope that individuals and families will start seeing some changes immediately, including more control over their own planning.

### **Is there funding to support these changes?**

Yes. As part of our plan, we are providing an additional \$40-million to improve and expand services and implement the rest of the recommendations. This is not just one-time funding. We will maintain that commitment of at least \$40-million going forward, with more details available next month with the release of the provincial budget.

### **What if I have concerns about the services I'm receiving right now?**

Because of the tremendous success we saw from our Client Support Team over the last few months, we've decided to make it permanent. The Client Support Team brings together staff with experience in casework from the ministries of Social Development, Children and Family Development, and - when required - Health and Education.

Together with Community Living BC staff, they can review all of the services from across government that individuals and families are receiving or that might be available, to ensure that they are receiving the best-possible services. If you would like to have a representative of the Client Support Team contact you, e-mail [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca) or call toll-free **1-877-660-2522**.

**Are the Deputy Ministers' Working Group report and Internal Audit available to the public?**

Throughout this process, we have committed to being as open and transparent as possible. Both reports and the full details of our plan can be found at [http://www.sd.gov.bc.ca/pwd/clbc\\_reports.html](http://www.sd.gov.bc.ca/pwd/clbc_reports.html).