External Review of the Community Living British Columbia (CLBC) Home Share Program

Plain English Summary of the Review Report | 13 November 2025

Context: Why the Review happened

This Review was asked for by the Ministry of Social Development and Poverty Reduction (MSDPR) in May 2025.

The Review was done by skilled people who are not part of CLBC or MSDPR. The contract was held by Tamar Consultancy Pty Ltd. The Review Team is:

- Eddie Bartnik (Principal Consultant, Tamar)
- Prof Tim Stainton (Review Co-Lead)
- Aisling Blackmore (Secretariat and Researcher)
- Ramona Sharma (Researcher)

The Review checked:

- Do the safety and quality rules for Home Share keep people safe?
- Do the safety and quality rules for Home Share help people have a good life?
- Do the ways we check if everyone is following the safety and quality rules work?

This report explains what changes will help make Home Share better for everyone. When the report was written, about 4,300 people are living in Home Share with money from CLBC.

The points below helped shape how we understood what people said and what we decided to recommend:

- How to find the right balance between:
    - Respecting the rights of people with disabilities to make their own choices and have privacy, and
    - How services and government keep people safe and make sure supports are good quality.
- Checking if people living in different parts of BC have the same experiences.
- Who is responsible for doing the different activities to keep people safe and have a good life.
- How to make sure **informal safeguards** (family, friends) are part of a person's life, as well as **formal safeguards** (rules, laws, staff).
- Other things happening that change how safe or good Home Share feels for people.

Methodology: How we did the Review

We got information from: an Advisory Committee, by researching other countries, meetings with CLBC, public emails, and key documents.

Our goals for the Review:

- Agree with everyone what the problems are,
- Work together to create the best ideas for change,
- Make sure the final ideas are clear, useful, and can really happen.

The steps we followed to do the Review:

- Setting up and finding information: We asked lots of different people to tell us about Home Share.
- Looking at all the information: We looked at all the information and came up with early ideas about recommendations.
- Checking our ideas: We shared our ideas separately with the Advisory Committee and CLBC staff two times. They helped us decide what is most important.
- Reporting: We wrote a draft report and made changes using the feedback from these groups and the Ministry.

Issues that make it hard for Home Share to work well

Two important things make British Columbia (BC) unique (not like anywhere else):

1. BC closed its **institutions** (places where people with disability lived away from family and the community) a long time ago, and
2. More people live in Home Share than group homes or independent living.

Lots of people who talked to the Review feel that Home Share is the main option to live in the community. People don't feel that they get much choice.

There is less help for people who get help from CLBC to make a plan for their life (**individualized planning**). Responsibility for helping people make a plan is shared by CLBC Facilitators and Home Share Coordinators. It is important that individualized planning happens so that people know they have a number of choices. Plans help make sure people's decisions for their own life are respected.

There are around 1,000 new people who are on a list to live in Home Share. Because there are so many people waiting, it is very important to get Home Share right.

Staff at CLBC and Home Share Agencies are under a lot of pressure to find places for people to live. There are not enough people who want to host Home Share to help everyone live in the community. 19,231 adults with disabilities live mainly with their families, which tells us there are a lot more people who might want to live in a new home in the community with support from CLBC.

The Review learned that organizations worked together to make Home Share better after Florence Girard died. Examples of key organizations that have worked together are:

- CLBC
- Home Sharing Support Society of BC
- BC CEO Network

CLBC wrote a report about the changes they have made so far. The CLBC report is Attachment 2 of this report. CLBC helped the Review by giving the Review Team lots of information and time with CLBC staff. Even though there is a lot of good work happening, the Review Team heard that Home Share and CLBC are under stress and things need to be better.

Two quotes are examples of what people told the Review:

"The policies and checklists in place are fine – don't need more paperwork.... People aren't just asking for more rules – they're asking for better support, stronger relationships, and real accountability. They want a system that sees the whole person, not just a file or a funding category."

Advisory Committee member submission

"However, we remain deeply concerned about the sustainability of Shared Living and the erosion of a strong relational focus being replaced with a transactional one."

BC CEO Network submission

The Review shows that when other government or community supports do not work well, it can make people in Home Share less safe. Changes need to also be made to other supports to make sure Home Share can work well for everyone.

To understand how problems with other services affect Home Share, it is important to know the history of Home Share and disability services in BC. The review found that important things that changed over time are:

- Help to make life plans has gotten weaker. There are not as many people checking if people's plans are working and helping them make changes.
- The people who get help from CLBC has changed.
- CLBC has to help people with more parts of their life, like health, mental health, housing, and if they have trouble with the police or jail. Other government ministries are also responsible for helping people with these parts of their lives.
- CLBC doesn't have enough money to do all the things it is asked to do.

Key findings: What the Review learned

BC has been a world leader in developing and growing the Home Share model. When Home Share works well, people like it and want it to continue. Other provinces and countries are also learning how to help people live in Home Shares. Since 2018, CLBC have worked hard to make Home Share better.

CLBC has two documents that tell everyone the rules for Home Share. These rules are called the **Standards**:

- Standards for Home Sharing, and
- Standards for the Coordination of Home Sharing

The ideas and the rules written in the Standards are good. The Standards use ideas that other people in different parts of the world also think are good for Home Share. But there are not enough staff to do and check everything that is written in the Standards. There should be more information shared with the public about safety and quality of life in Home Share.

Home Share is often the main or only option offered to people who get help from CLBC to live in a new home in the community. There are not many other ways to live to pick from for people seeking support from CLBC. There are lots of people waiting for somewhere to live in the

community. People are waiting a long time for somewhere to live. It might not be possible for Home Share to create a place to live for everyone who wants to live in the community.

Researchers have found there are important steps that that help Home Share work well and last for a long time. The Review learned these steps are not happening for everyone. These steps include:

- Making a good plan with the person for their life. Helping the person to make their plan real. Checking the plan together to make sure it is still the right for the person with disability and that they are getting the support they need.
- Making sure the person hosting the Home Share and the person coming to live in the Home Share will get along. Usually this will mean checking if everyone has similar hopes about Home Share and if there are some things everyone has in common. This is a called a **matching process**.
- Making sure other people who know and care about the person with disability stay part of their life. Sometimes this will be family members, friends, people from community groups, or people from work. We call these **informal supports**. Sometimes if the person does not have informal supports, it will mean making a plan to help them make friends and relationships in their community.

Some things that are not in CLBC's control have changed over time. These changes include:

- More people are eligible for help from CLBC now and their needs are more complicated than the people CLBC was originally helping,
- There are lots of adults with disability living mainly with their families who might choose to live somewhere else if they could get help from CLBC,
- Other supports to help people with disability live in the community are not working well all the time,
- For everyone (not just people with disability), it is more expensive to pay for everyday things like groceries or electricity (**cost-of-living**),
- For everyone, there are more people are looking for a place to live than there are houses or apartments available and rents are high.

Even though there have been lots of changes, the money CLBC is given each year to help people has not changed enough. This means it has been hard for CLBC to keep up and that:

- People with more complicated lives are living in Home Share,
- People who work in CLBC and Home Share Agencies do not stay long enough in their jobs,
- Home Share Providers may decide to stop hosting Home Share.

The Review found that it does not matter how good the rules and people checking the rules are, if there is not enough money to support people with disability, then they will be at more risk.

"Even the best of monitoring and safeguards cannot protect against vulnerabilities created by an underfunded system."
External Review of the Community Living British Columbia Home Share Program, p.23

Recommendations: What to do next

The Review looked at safety and quality rules and how these are checked (**Standards and Monitoring**). It looked at four other things that also will help people safe and live a good life in Home Share. Together these are called the five Key Directions.

Key Directions

1. Standards, Safety and Quality of Life, Monitoring and Oversight
2. Individual Planning, Coordination and Review
3. Key Roles, Qualifications, Training and Supervision
4. Community Living Options
5. Broader Structural Issues

MSDPR told the Review Team that the amount of money paid to Home Share Providers is not part of the Review. But if how much money CLBC pays for something changes if a person is safe or has a good life, the Review can make suggestions about how to make things better.

The Review Team created the Key Directions with the Advisory Committee and CLBC staff. Each Key Direction describes an important area for improvement and has information about:

- Why this is a Key Direction
- Work completed or underway
- The gap

The Key Directions are the five areas that need to be fixed, so that Home Share can:

- Help everyone live a good life,
- Be safe for everyone, and
- Make sure everyone is doing what they say they will do (**accountability**).

Each Key Direction helps the other Key Direction work well. By themselves, the Key Directions all alone can't work as well. It will take years to finish making all the recommendations in this report real. Lots of parts of government, organizations, and the community will need to work together. All the Key Directions must be treated equally.

There are 29 recommendations about what to do next. The report has more information about how important each recommendation is, when it should be done, and who must do it. All the recommendations are written in Attachment 3.

1. Standards, Safety and Quality of Life, Monitoring and Oversight (10 recommendations)
2. Individual Planning, Coordination and Review (8 recommendations)
3. Key Roles, Qualifications, Training and Supervision (5 recommendations)
4. Community Living Options (3 recommendations)
5. Broader Structural Issues (3 recommendations)

Conclusion

This report tells everyone that important changes need to happen fast. The report tells everyone clearly what needs to be in place to make sure Home Share is safe for everyone, helps people have good lives, and works well for a long time.