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

Extract from the Review Report | 13 November 2025

List of all recommendations

A. Establish CLBC senior Home Share leadership position/specialist capacity (underway) and:
   - increase public and sector communication and reporting (underway but stronger public role):
   - explore opportunities to share monitoring tools and findings more transparently, e.g., publish checklists and annual safeguarding reports.

B. Develop a differentiated response model of Home Share monitoring, accounting for complexity and risk.

C. Establish the number of people a Home Share Coordinator has based on complexity (note interdependency with planning role)

D. Review and update CLBC document "Responding to Vulnerability" to reinvigorate community, personal and informal safeguards as complementary to formal safeguards. An associated action plan would focus on tools, resources and enhanced planning/coordination capacity.

E. Require and report on regular health checks for high-risk cases through appropriate provider e.g. HSCL or GP, as defined in the health plan.

F. Mandate and resource the selection/development of a province-wide Quality of Life measurement tool and public outcome reporting (e.g. Include Me)

G. Clearly delineate the core features of Home Share and identify those that do not fit core definition for alternative designation (particularly those that are pushing the boundaries of CRA legislation and present legal risks).

H. Establish an auditable Cultural Safety standard for Home Share

I. Improve process and reporting on investigations (timeline, required outputs, reporting).

J. Review all current Home Share coordinating agencies to:
   - ascertain status of independent accreditations (especially for those under $500,000 funding) and develop options for best form of independent accreditation; and.
   - review how current external accreditation information is used to support Home Share monitoring and improvement.

K. Explore options for improved delivery of person-centred planning for both current and new CLBC clientele with particular consideration of timely planning for those transitioning from school and the aging population.

L. Clarify CLBC and agency roles and responsibilities for planning and coordination in relation to complexity/risk, holistic planning versus planning within Home Share, and review processes.

M. Improve the transparency and communication with regards to the Guide to Support Allocation (GSA) and reviews with increased person and family involvement in the process.
N. Undertake a thorough review of the GSA with regards to:
    - Reliability, transparency and scope.
    - Consideration of additional tools as required and possible replacement of GSA with alternative tools.
    - Improved communication with regards to GSA and reviews with increased person and family involvement in the process
O. Strengthen the CLBC facilitator role to provide greater capacity to spend time with people for planning, including initial planning, regular check- ins and changed circumstances. Increase focus on developing and supporting personal networks and community connections.
P. For complex circumstances and high-risk factors, consider a stronger service and support coordination capacity.
Q. Examine options for improved quality and sustainability of Home Share coordination in rural and remote areas where there are low volumes. This should include examining how Microboards and/or person-cantered societies can be used as a foundational strategy for supporting Home Share and building family, network and community connections.
R. Establish a standardized core planning template as a required deliverable for all Home Shares. Plan should include:
    - Health and Wellbeing plan (including required linkages to GP, HSCL, DDMH as required)
    - Monitoring Plan
    - Personal network analysis, involvement and development: who they have in their lives now, setting out how the family is going to engage, and what their rights are and aren't.
    - Agreement on terms for home share (individual and provider agreement) including roles and responsibilities, household rules etc.
    - Financial plan (agreed contributions material)
    - Community engagement plan
    - Respite plan
    - Transition Plan
    - Training required by Home Share provider based on individual's needs and provider experience and training
    - Cultural safety and recognition
S. Continue work to ensure Home Share Provider compensation enables sufficient supply to enable continuity, quality and safety of Home Shares.
T. Establish improved data collection and external reporting (turnover as a quality indicator) for:
    - Turnover rates in Home Share by Region, Coordinating agency, Home Share provider, CLBC key staff (Facilitators, Analysts)
    - Track individual turnover rates (i.e. how many HS has an individual been in and for how long)
    - Establish provincial registry of Home Share providers with service history (to prevent coordinating agency hopping and use of Home Share Providers who have had poor results).

U. Increased role for self-advocate leaders and organisations to provide support and information for people in Home Share and in delivery of training. This to also include their role in the Include Me quality of life surveys under Key Direction 1.

V. Training
   - Review current baseline and establish additional training requirements for Home Share coordinators based on existing training options and include more role specific content on monitoring and investigations
   - Establish baseline and specialized (as determined in plan) training requirements for Home Share providers
   - Compensate/incentivize Home Share providers to attend training

W. CLBC to engage Home Share Coordinating agencies in further analysis and clearer specification of how the current overall construct for Home Share Coordination does or needs to include funding for supervision for Home Share Coordinators.

X. CLBC Work with Ministry of Housing, BC Housing and partner agencies to develop a new community living and housing strategy for CLBC that provides a dedicated strategy to build a real continuum of housing and support choices. The strategy to include enhanced individual planning, new funding and training strategies to support the development and delivery of a sufficient range of residential supports and reduce over reliance of Home Share. The strategy should also build on existing contemporary models where possible to ensure timely implementation.
   Specific elements of the strategy to include:
   - Expand/develop residential support and service options to decrease pressure on Home Share
   - Identify need for specialized residential supports and services for individuals with complex support needs
   - Consider development of specialized Home Share with enhanced training and skills as required and increased compensation, including exploring employee-based models for complex situations
   - Work with Ministry of Housing, BC Housing and partner agencies to establish minimum numbers of housing units dedicated to CLBC eligible individuals sufficient to meet increasing demand
   - Identify persons in Home Share who are willing and able to move to more independent alternatives and support enhanced planning, funding (including expanded use of Individualized funding), housing affordability and implementation of move
   - Identify persons whose needs are more complex than can be safely met in Home Share and work with them to plan and implement more suitable alternatives. This would also involve working with key system partners (housing, health, mental health and substance use) to develop an improved response for the 5% of most complex individual situations where Home Share is not a good fit. Identify those situations that are not suited to the Home Share model at entry point/first referral.

Y. Improve Home Share opportunities in Indigenous Communities
   - Explore viability of expanded Home Share use with Indigenous people and particularly on reserve and policy alternatives as required
   - Improve general communication with Indigenous peoples particularly on reserve regarding support options

Z. Explore regional crisis management planning with potentially pre-established emergency residential options, including a more proactive approach to individual

planning and maximising use of existing infrastructure including family network, community and existing Home Share sector resources.

AA. Clarify role of CLBC regarding disability related allied health supports and responsibilities and those that belong in health/mental health systems (see Nova Scotia example of Regional Allied Health teams).

BB. Build on current CLBC joint work with the health system on Coroner's findings:

- Engage Ministry of Health in dialogue to improve health and mental health services for people with IDD and CLBC clientele.
- Re-establish the Health Consultant and Nurse consultant for Community Living; consider best approach to leadership position to enable stronger mental health collaboration.
- Explore restructuring HSCL and DDMHS under PHSA under Consultant with dedicated budget and consistent services across the province
- Extend DDMHS services to CLBC clientele under the PSI programme

CC. MSDPR to conduct a detailed review of CLBC budgetary requirements and work with Treasury Board to increase CLBC funding to a level sufficient to deliver quality services in a safe and timely manner, recognizing changes and increases to the disability population over time as well as the legacy waitlists at the time of establishing CLBC.