



# Territorial Acknowledgement

---

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

*Thank you for joining us. Here's what you can expect:*

| <b>Agenda for today's session</b>  | <b>Timing</b> |
|--|---------------|
| Traditional Welcome and Territorial Acknowledgement  | 5 min         |
| Introductions and Context  | 5 min         |
| Overview of new service approach <ul style="list-style-type: none"><li>• What's changing and why?</li><li>• What does this mean for you?</li></ul> | 20 min        |
| Panel Discussion   | 30 mins       |
| Presentation: <ul style="list-style-type: none"><li>• Timeline</li><li>• Early Implementation</li><li>• Procurement</li></ul>                      | 20 mins       |
| Questions and Answers  | 30 min        |
| Wrap Up <ul style="list-style-type: none"><li>• Upcoming small-group Q&amp;A sessions</li><li>• Elder closing</li></ul>                            | 10 min        |

# Today's session and future sessions

| Information session   | Small group dialogue<br>(future sessions)  |
|---|--|
| <ul style="list-style-type: none"><li>• Provide families, service providers and partners with information</li><li>• Moderated</li><li>• Share what is known and not known and answer as many questions as time allows</li><li>• Capture questions from session to update FAQs on public website</li></ul> | <ul style="list-style-type: none"><li>• Dialogue and discussion to respond to family and service provider questions</li><li>• Facilitated</li><li>• Interactive</li><li>• Solicit input from families, service providers and sector partners</li></ul> |



# Getting the most out of today

---

- We invite you to get comfortable, as using a camera isn't required
- Questions about personal situations cannot be answered in this forum today
- Questions are welcome using the chat feature, please keep comments and questions constructive and suitable for all audiences
- Any outstanding questions will be added to the frequently asked questions on the public website
- Acronym alert: CYSN stands for children and youth with support needs
- Take care of yourself, and take breaks as needed



## What we heard: fragmented services that need to evolve

- Families face lengthy waits to get a diagnosis for their children
- Not inclusive of all children and youth with support needs
- Inconsistent services depending on geography
- Does not consistently reflect culturally safe, trauma-informed, gender inclusive practice



## How we got here

- First-hand lived experience of children, youth and families
- Outreach to Indigenous and non-Indigenous families, care and service providers, professionals and others
- Research with CanChild (McMaster University)
- Recommendations from the Representative for Children and Youth, Auditor General, and the Select Standing Committee on Children and Youth



## Vision

*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.*



# A New Service Approach

- Integrated planning and support coordination
- Three integrated streams:
  - Developmental and Goal Focused Services
  - Disability Services
  - Provincial Services
- Services will be provided in community
- Service will be available at the hub and where kids are – at schools, rec centres
- Hub operators can set up satellite offices,
- Service will be available in-person and virtually
- Culturally safe and trauma informed service delivery

# SERVICE DELIVERY

## Developmental Services

- Focuses on healthy development of children and youth
- Provides information, education, guidance
- Offers needs-based screening and developmental monitoring

## Goal Focused Services

- Focuses on quality of life of children and youth
- Collaborative goal-setting
- Range of interventions and support
- Targeted therapies



**Delivered in community  
through family connections  
hubs**

# Service Delivery: **Disability Services**

- Services for eligible children and youth with prolonged disabilities, and their families
- Support improved quality of life of families
- Includes respite and in-home support, parenting and professional support



# Service Delivery: Provincial Services

- Access for children and youth with specialized support needs
- Health benefits, mobility equipment, biomedical equipment and related supplies
- Information services
- Youth transition services
- Provincial Deaf and Hard of Hearing Services (includes Provincial Family Services and Victory Hill Dorm)



# Where we're going



## Current System

- Access through MCFD, patchwork of services
- Based on diagnosis
- Leaves families waiting to receive necessary supports
- Not always available in every part of B.C.



## New Approach

- Access through hub, closer to home
- Based on needs
- Earlier and easier access
- Develop pathway for Indigenous communities to deliver services

---

# Panel discussion

---





## Services will be where kids are

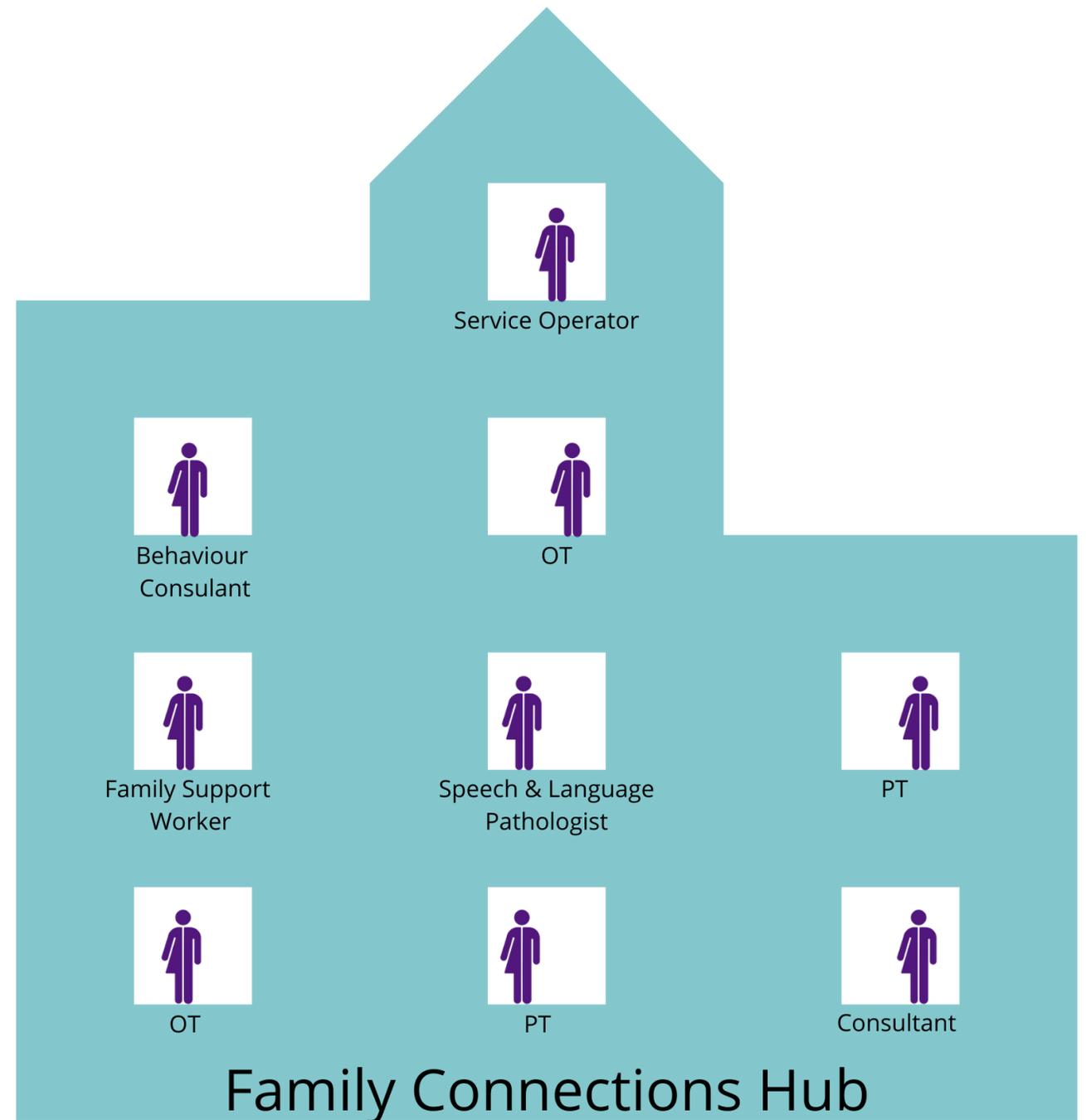
- Work collaboratively with children and youth, families, peers, professionals and teams
- Services and supports tailored to meet the needs and unique goals of children and youth
- Opportunity for flexibility, creativity and innovation
- Work with Indigenous communities and rights holders about service delivery options that meet their needs

For kids,  
for families,  
closer to  
home



# Where Service Providers Fit

- Knowledge, expertise and experience of independent service providers and multi-disciplinary agencies will support the new service approach.
- Opportunity for collaboration, innovation and partnership
- Service providers will help determine the best way to deliver services in each community hub



# Timeline

2019

Engagement and consultation on challenges in the current system.

New CYSN service model developed and finalized. Communication to families, service providers, and the public.

2021

Procurement process will begin in Spring  
Establish family connections hubs in the early implementation areas.  
Medical equipment benefits increase

Today

2022

Hubs begin service delivery in early implementation areas.  
Full provincial procurement process opens.

2023

Family connections hubs are open across the province. Continuous improvements to enable better outcomes for children, youth and families.

By fall, the individualized autism funding program will no longer be accepting new clients.

2024

Framework fully implemented  
Individualized autism funding and SAET programs sunset

2025



## Continued support throughout transition

- Slow, thoughtful, well-planned transition – no immediate changes
- Individualized autism funding (IAF) and school aged extended therapies (SAET) will continue until March 2025
- New applications close September 2024
- Families in early implementation areas may choose to receive services through their local family connections hub



## Early implementation areas

- Operational in Central Okanagan and Northwest by 2023
- Continuing conversations with families, service providers and the community
- Procurement process will begin in 2022
- Individual autism funding program will remain operational
- Option for families to receive service through family connections hub



# Procurement for Hub Service Providers

- One contract per hub
- Hub may subcontract to other service providers – collaboration and working together are encouraged
- Open procurement process from April to November 2022 to award contracts to hubs
- Opportunities will be posted to BCBid
- Details are being finalized and we will be sharing more information early in the new year



Questions



# Continued Engagement

---

- Your voice is important
- Continued conversations and engagement with families, service providers and sector partners to ensure that implementation of the new service approach meets the needs of children, youth and their families.
- Small group question and answer sessions on specific topics, and gather input and feedback from families and service providers



# Thank you!

Next steps:

Build on information sessions with parents and providers:

- Winter 2021/22 - small group Q&A sessions
- Update frequently asked questions on website
- To learn more, please visit **[gov.bc.ca/ChildYouthSupportNeeds](https://gov.bc.ca/ChildYouthSupportNeeds)**
- Call the toll-free resource line: 1-833-882-0024