

SUMMARY

Dec. 2010

COMMUNITY LIVING BC'S CASELOAD REVIEW

The ministry requested the Office of the Comptroller General-Internal Audit and Advisory Services to review Community Living BC's calculation of caseload growth and provide observations to support Community Living BC's caseload methodology.

Community Living BC is a Crown Agency which delivers support and services to people with developmental disabilities in British Columbia, in accordance with the *Community Living Authority Act*.

In early 2008, CLBC completed an internal review of new adult admissions for caseload growth projections and future forecasting. The review found that a higher caseload growth was experienced compared to the original forecasted growth.

Internal Audit & Advisory Services' subsequent review focused on two key areas:

- Community Living BC's key activities supporting verification of caseload growth; and
- Information supporting caseload methodology such as definition of a client, client record data quality, management reporting, projections and assumptions.

Overall, we found Community Living BC's verification of 2007/08 caseload growth to be adequate.

However, some observations were made which resulted in recommendations for improvement. Recommendations included clarifying data input, enhancing data quality and management reporting. All recommendations have been accepted and acted upon by the ministry.

As a result, taxpayers, the ministry, and Community Living BC will all benefit from improved caseload volume accuracy gaining increased confidence that finite resources are being appropriately applied in support of people with developmental disabilities.

Media David Haslam
Contact: Public Affairs Bureau
 Ministry of Social Development
 Phone: 250-356-1670