



COMMUNITY LIVING
BRITISH COLUMBIA

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FAQs for Families Integrated Services Support Team and Reference Committee

On June 13, 2012, Government announced the Integrated Services Support Team (ISST) as the replacement for the Client Support Team (CST), as well as the Ministry of Social Development's (MSD) open call for volunteers to participate in developing a cross-ministry service delivery model for adults with developmental disabilities and their families.

This document is designed to help families better understand when to use the ISST, when to use CLBC's complaint process, and how to get involved in the Reference Committee.

How is the new Integrated Services Support Team different from the previous Client Support Team?

- Government announced in January 2012 that the Client Support Team (CST) would be replaced by a new permanent cross-ministry complaints mechanism that benefited from the experience of organizations working together through the CST.
 - The new team has been informed by the experiences of the Client Support Team, which has been successful in problem-solving at the local level first - finding timely and local solutions and connecting people and families with the appropriate supports and services in their communities.
 - The ISST team will have capacity to review, make decisions, explore potential funding and provide resolution to individuals and families. You can find more information by clicking [here](#).
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What's an example of when someone should use ISST?

- The Integrated Services Support Team is an option for people with developmental disabilities and their families who have concerns about services provided from multiple ministries and agencies, including Community Living BC (CLBC).
 - If you are concerned about one particular service or agency, the first step is to speak directly to the agency or ministry. Information about who to contact at CLBC can be found at www.communitylivingbc.ca/clbc-complaints-process/
 - If no resolution can be found at the ministry or agency level, then you should contact the ISST.
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What if I have a complaint that has been submitted to the Client Support Team before June 13, 2012?

- All individuals and families who are working with the CST prior to June 13, 2012 will have their concerns completed through this process.

Where can I find out about CLBC's complaints process?

- A new Complaints [webpage](#) is now posted to the CLBC website that puts all complaints information in one place, and provides individuals and families with clear step-by-step instructions on how to use the complaints process.
- The website includes:
 - the Complaints Factsheet for Individuals and Families;
 - the CLBC Complaints Policy;
 - the on-line complaints form that can be filled out electronically or hand written and submitted to your local office;
 - links to contact information for Managers, Directors of Regional Operations and the Manager of Quality Assurance;
 - links to contact information for the Advocate for Service Quality, the Office of the Ombudsperson, Information and Privacy Commissioner, the Representative for Children and Youth, and the Office of the Public Guardian and Trustee; and
 - the link to the new Integrated Services Support Team for cross-ministry concerns.
- You can also call your [local office](#) to find out about CLBC's complaints process.

What is the Ministry of Social Development's reference committee and what will it do?

- The Ministry of Social Development is putting out an open call for about 20 volunteers from a broad range of backgrounds to be part of a reference committee.
- The reference committee will provide advice and feedback to government on the development of an integrated service delivery model for adults with developmental disabilities and their families.
- Part of the work of the reference committee will be to focus on the bigger picture of how all the recommendations fit together to create an overall service delivery model meets the needs of individuals and families.
- Reference committee members will participate in regular conference calls with the project team and will provide feedback on projects, review consultation materials and be actively involved in community engagement sessions to the extent they are available.

Who can apply to be part of the Reference Committee?

- The Ministry of Social Development is looking for a wide range of people from various backgrounds to ensure a balance of interests, experiences and knowledge on the committee.
- This includes self-advocates, families, people who employ and support individuals with developmental disabilities, service providers and others.

How do I apply?

- You can find more information about the reference committee including how to express interest on the Ministry's new, accessible [website](#).
 - Everyone who is interested is encouraged to express their interest; however, it is important to know that an expression of interest does not guarantee a spot on the reference committee.
 - The team will have capacity to review, make decisions, explore potential funding and provide resolution to individuals and families.
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