



NEWS RELEASE

For Immediate Release

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Community Living BC not effectively monitoring home sharing

VICTORIA – The Office of the Auditor General of British Columbia has released a new audit report: [*Community Living BC's Framework for Monitoring Home Sharing Providers*](#).

The office examined whether Community Living BC (CLBC) had implemented a monitoring framework to ensure home sharing providers met the following contract requirements in 2018–19:

- aligning service delivery to further quality-of-life outcomes for people in care
- complying with contracted standards and service requirements

The audit concluded that CLBC did not implement a monitoring framework to ensure that all of these requirements were met.

Key findings

“We found that contracts were not clear on how home sharing providers should align their services to further outcomes for people in their care. This shortcoming has an impact on their ability to ensure quality of care,” said Michael Pickup, auditor general.

“We also noted that monitoring policies and procedures did not cover most contract requirements and the extent of monitoring and critical incident responses was unclear.”

Additionally, in a sample of 49 home sharing providers, the audit found that CLBC did not carry out timely on-site monitoring and follow-up in most cases.

Recommendations

CLBC has accepted all five recommendations the office made to improve its monitoring processes and practices for home sharing providers. They include recommending that CLBC clarify its expectations for achieving quality-of-life outcomes and ensure it has accurate and complete monitoring data.

Background

Home sharing is the main form of residential support for adults with developmental and intellectual disabilities that is funded by CLBC. The organization contracts with providers to deliver home sharing services to roughly 4,000 people across the province.

Those in home sharing live in their service provider’s home and receive support based on their needs and goals. They may be vulnerable, isolated and unable to advocate for themselves, making it critical that CLBC ensure they are cared for in a safe and supportive environment.



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