



INFORMATION FOR FAMILIES ABOUT REQUESTS FOR SERVICE

Community Living BC (CLBC) provides a range of supports and services for eligible adults* to live as fully and independently as possible in community. Supports can include:

- Home living options
- Community inclusion supports
- Supports for family, including respite

CLBC has a Request for Service Policy that provides direction and guidance to CLBC staff involved in making decisions about allocating CLBC funded services. The policy contributes to an open, consistent and fair approach to responding to the needs of those eligible for service within the financial capacity of CLBC. The policy describes how requests for service are recorded and how decisions are made about their priority order for funding.

How do I access CLBC supports?

If you are interested in accessing CLBC supports or services for a family member, you need to speak with a CLBC facilitator. The facilitator will collect information about your family member and your situation to help determine the urgency of need. The request will then be prioritized relative to the needs of other people who have requested service in your community. After the facilitator enters your request for service they will send you a letter to let you know that the request for service has been recorded.

How does CLBC manage Requests for Service?

CLBC maintains a record of requests for service at the local level that exceed available funding. The record contains information about individuals and families and what services were requested. CLBC reviews the record of requests to determine which service requests will be funded.

What is the Planning Registry?

The planning registry is a report of requests for service that are needed at a future date. Sometimes people would like a request for service recorded before your family member is able access the service you are requesting. For example, you and your family member, a CLBC eligible youth (i.e 17 or 18 years old) are exploring options for adult supports but the youth cannot access CLBC supports until they are 19. Or when a parent is living with their adult son or daughter, but knows that as the parents get older their son or daughter may need a different place to live.

When requests are not currently needed, but are required in the future, they are part of the planning registry. If you inform CLBC about future needs now, we can plan for future funding.

* A CLBC **eligible adult** is a person who is 19 years of age or older and who meets the eligibility criteria described in the *Eligibility for CLBC Supports and Services Policy*.

How does CLBC determine which requests for service will be funded?

CLBC determines which requests for service will be funded based on urgency of need. Individuals with health and safety concerns are given first priority for service. Individuals receiving no services are the next priority, and then individuals requesting additional services.

Do I need an Individual Support Plan to make a request for service?

No. However, depending on the support requested, you and your family member may need to create a plan before you get funded services. The plan will need to show that the amount and the type of support requested matches your family member's disability-related needs. CLBC will let you know when funding will be available so you can start developing the support plan in advance. Individual support plans can be developed by an adult on their own or with the assistance of their family, or with the help of a support network, friend or trusted advisor, or they may be developed with the support of a CLBC facilitator.

What if my family's situation changes?

If your situation changes, inform your CLBC facilitator what has changed and provide them with the new information. CLBC will update your request for service with this information, and then send you a letter so you know your request has been updated.

What if my family moves to a new community?

Before you move, contact the CLBC office in your new community. Staff in your new community will review your request for service, and make sure your request is recorded. Your request will then be prioritized in relation to others who have requested service in your new community.

Contacting CLBC

The Request for Service policy is available on CLBC's website:
www.communitylivingbc.ca

For more information, start by calling CLBC.
Toll Free: 1877-660-2522

What happens in an emergency?

Sometimes unexpected events occur that mean you require immediate support. For example, if you are unexpectedly hospitalized and unable to care for your son or daughter. For crises like these, CLBC can provide emergency funding. Emergency funding is only intended to address unavoidable circumstances, and is usually for a short time until your situation improves or until you can make alternate arrangements.

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