



Policy Number: SE4.130	Policy Section: Supports and Services	Effective: November 12, 2007 Revised: March 31, 2010
Title: Request for Service Policy		Executive Sponsor: Directors Regional Operations

1. PURPOSE

CLBC has a request for service policy to manage requests that exceed available funding.

The request for service policy provides direction and guidance to CLBC staff involved in making decisions about allocating CLBC funded services. It contributes to an open, consistent and fair approach, 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.

2. DEFINITIONS

Catalogue of Service for Adults: A listing of the types of supports funded by CLBC for adult individuals

CLBC Request for Service List: A report that identifies requests for service for individuals and their families

Individual: a person 19 years of age or older who is eligible for CLBC services, as described in the CLBC eligibility policy

Individual Support Plan: a document that includes information about goals and support requirements, and the funding and services identified to meet them, as outlined in the Individual Support Planning Policy

PARIS: the CLBC information management system

Planning Registry: A report that lists requests for service for individuals and youth that are not currently needed but are required in the future

Support Network: friends, family and/or community members who provide personal support, advocacy and/or help with monitoring services and who have reciprocal relationships with individuals

Youth: A person who is 16 years of age or over, but under the age of 19

3. POLICY

CLBC maintains a record of requests for service to identify people who have requested one or more services in relation to an identified need, but for which funds are not available.

The ordering of individuals who have submitted requests for service is based on urgency of need. The urgency is determined using the *Request for Service Priority Tool*.

Funding decisions are made when funds are available and are based on a combination of factors including:

- a. the individual's position on the request for service list
- b. if an individual is receiving any funded CLBC support
- c. provincial decisions about serving vulnerable or target populations
- d. provincial decisions about the effective use of targeted supports

Individuals with the greatest urgency and those receiving no support at all will have a higher priority than those waiting for new or enhanced services.

Requests for service that are not currently needed, but are required in the future become part of a planning registry. Transitioning youth requests for service will also become part of the planning registry. CLBC uses the planning registry for determining future budget and resource planning needs.

A facilitator records requests for service, administers the request for service tools and communicates with individuals and families regarding requests for service and anticipated service delivery time. Analysts and facilitators collaboratively make decisions about which requests are funded. Quality Service Managers may approve emergency requests without completing the process for placing a request on the request for service list.

4. PROCEDURES

4.1 An individual or family can make a service request verbally or in writing, or it may be included as part of a support plan. When funds for the requests for service are not available, and there is a need for the service, the facilitator involved will complete the request for service priority tool in PARIS to enter the request. The request will be entered using the service categories identified in the Catalogue of Service.

4.2 The date the service request is recorded will be the "date of service request."

4.3 The date that the individual or family wants the service to start is the "target start date." If the "target start date" is in the future, the service request becomes part of the planning registry.

4.4 A facilitator will advise the individual and /or their family that a support plan may be required in the future (as outlined in the Individual Support Planning Policy) or if a plan has been submitted, the facilitator will advise the individual and/or their family it may need to be updated in the future.

4.5 The urgency of need determines the priority of service delivery; the priority tool assesses urgency of need. Facilitators will complete the priority tool in PARIS as outlined in the Guide to the Request for Service Priority Tool. Information sources to assist in completion of the request for service priority tool must include but are not limited to:

- a. the support plan (if available)
- b. consultation with individual and where appropriate family members and other support network members
- c. the individual's PARIS record and other relevant documentation
- d. other involved professionals and current service provider as applicable

4.6 After entering the request for service, the facilitator informs the individual and or their family that the request has been recorded and provides an estimated time when the service might be available. The facilitator will send a letter that:

- a. acknowledges the nature and date of the request(s) for service
- b. encourages individuals and families to keep CLBC informed of changing events that could impact their need for CLBC funded supports
- c. suggests alternative options while waiting for CLBC funded supports, if applicable
- d. advises that a support plan may need to be developed or updated in the future (as outlined in the Individual Support Planning policy)

4.7 Requests for adult services for youth aged 16-18 who are confirmed eligible for adult services will be recorded and facilitators will use the request for service priority tool to enter the future request. These requests will become part of the planning registry.

4.8 Facilitators will update the PARIS request for service using the request for service priority tool when new information is received about circumstances that may affect request for service priority.

4.9 Individuals moving from one community to another may require the completion of an updated request for service priority tool and an updated service request(s) to reflect the changing circumstances and opportunities in the new community. Facilitators in the new community will update this information for the relocating individual; however, the original service request date remains relevant.

4.10 When funding becomes available, analysts and facilitators will collaboratively review the data for their community to determine which support requests to fund. Decisions about funding will be based on the factors listed in section three above.

4.11 When more than one person has equal priority, the date of service request will determine the order in which the supports will be provided.

4.12 Analysts will remove requests for service when the request is funded or withdrawn and the facilitator will review the circumstances with the individual and their family to update the request for service priority tool.

4.13 Quality Service Managers may approve funding for service on an emergency basis (as outlined in the Individual Support Planning Policy) for an individual who is in an extenuating, urgent or critical situation requiring immediate service provision. Facilitators offer assistance with support and planning.

4.14 Quality Service Managers will use the planning registry for proactive budget and resource development planning.

5. PRACTICE

5.1 Analysts will also consider provincial and community priorities when managing requests for service and making decisions about individuals who will receive available funding. Groups that may be further prioritized when funding becomes available are:

- a. individuals receiving no CLBC funded support
- b. children in care turning 19
- c. youth transitioning to adult services
- d. individuals living with elderly parents

Examples of types of supports that may be prioritized separately, depending on budget availability and community priorities are:

- a. family support such as adult respite
- b. employment support options
- c. community inclusion options for youth entering adult life

6. REFERENCES

Eligibility for CLBC Supports and Services Policy
Guide to the Request for Service Priority Tool
Individual and Family Support Policy
Individual Support Planning Policy
Request for Service Priority Tool