



*Individuals, Families and Communities Working Together To Embrace a Brighter Future.*

## **INDIVIDUAL AND FAMILY SUPPORT POLICY**

### **PURPOSE**

The intent of the Individual and Family Support Policy is to establish how CLBC will make decisions about the allocation of resources and what individuals and families can expect as they work with its staff to develop and implement a range of individualized supports and services.

### **OVERVIEW**

Specifically, the objective of this policy is to:

- Provide clear guidance to staff, individuals, families and community partners about how funding will be allocated and their respective roles and responsibilities.
- Introduce an equitable and effective process for reviewing and approving requests for funding and supports; based on fair and easily understood criteria.
- Clarify what types of support are eligible for CLBC funding.

### **ROLES AND RESPONSIBILITIES**

CLBC distinguishes the role of a Facilitator who may assist an individual or family with the development of a Personal Support Plan, from that of a Quality Service Analyst who reviews and allocates the financial resources related to a plan.

#### **Facilitators:**

- Assist individuals and families to determine whether they are eligible for CLBC services and explain what is required to confirm eligibility
- Assist individuals or families as requested to develop and implement personal support plans that are tailored to each person's specific requirements
- As part of that plan, assist individuals and families to access generic community services and activities as well as CLBC funded supports.

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### **Quality Service Analysts:**

- Confirm eligibility for CLBC services prior to plan development
- Collect all the necessary information to determine whether a plan is approved or needs modification
- Determine if the request for funded supports in the plan is assigned priority and immediately funded or waitlisted.

## **PERSONAL SUPPORT PLANS**

A personal support plan is used to identify an individual's or family's personal goals for living in community as well as their disability-related needs. A plan can be developed by the person or family on their own or with the support of a CLBC facilitator, personal network, friends or trusted advisors.

Although personal support plans may be completed in a range of formats, all plans must address the following key elements:

### **1) PERSONAL PROFILE**

- a) A description of the individual, including age, interests, abilities, strengths and disabilities. Cultural, heritage and other relevant background information may also be included.
- b) A description of the types and extent of services and supports used by the individual or family in the past
- c) A description of the individual's situation (e.g. where they are living; who they are living with; daytime activities; how they are currently supported; if they have a Representation Agreement or Committee acting on their behalf)
- d) A clear statement about what benefits an individual or family expects to receive through the use of the supports being requested
- e) A description of how the individual, a family or others have been involved in the development of a plan

### **2) TYPE and COSTS of SUPPORTS**

#### **a) Generic and Informal Supports**

A description of the role generic community programs, services and activities can play in assisting a person to achieve personal goals. For example, to what extent are local transportation services, community clubs, recreation centres or special interest or hobby clubs being used, or considered?

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#### b) Support or Contribution by Family and Friends

A description of the role family, personal networks and friends will play in assisting the person to achieve identified personal goals. Families are encouraged and appreciated for their efforts to support their ADULT son or daughter, but are not required to make a financial contribution, unless required to do so under a court order or other legal obligation.

#### c) Other Sources of Funding

An individual or family is required to disclose what other forms of government funding (Federal or Provincial) they currently receive for community living supports and whether they have a discretionary or financial trust account to cover related expenses.

#### d) Funded CLBC Supports

A description of what individualized supports are required in each of the following areas of the individual's life. The type, quantity and cost of supports should be detailed as well as total budget request. Please include an explanation of why the particular type of support requested has been chosen. Costs for particular services may be accessed through the Catalogue of Services. The examples provided are not intended to limit what may be included in each category.

##### **Home Living:**

Preparing food, eating, housekeeping, personal hygiene, dressing, locating an alternative place to live, respite

##### **Transition Supports:**

Participating in volunteer or training settings, learning self-management strategies, learning life skills, completing work tasks, part-time jobs, connections with school, moving from home.

##### **Community Inclusion:**

Learning how to use public transportation, shopping, using recreational facilities, participating in social clubs and groups, church or volunteer activities

##### **Education and Employment:**

Participating in training settings, developing skills like reading signs and counting change, completing work tasks, job support including interacting with co-workers.

##### **Professional Support:**

Counseling, augmentative communication, service provider training, and psychological assessment.

##### **Behavioral Support:**

Prevention of self-injury, assistance to learn more appropriate ways to interact with others, behavioral intervention.

##### **Health Care Planning & Medical Supports:**

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Equipment, seizure management, lifting, transferring, respiratory care, nursing support, medication management, health care protocols, and specific other areas which need to be considered for an individual.

**Family Supports:**

Parenting (with children under 19), peer and sibling support, information and resources, respite.

**Anticipated Need for Crisis Support:**

Under certain circumstances, individuals and families may be able to anticipate a potential crisis or emergent situation, particularly if there has been a pattern of crisis activity in the past. In such situations, a description of the anticipated or potential crisis is required, as well as it will be addressed and the potential costs of crisis support.

**PLANNING FOR CHILDREN & YOUTH**

In addition to the elements outlined in the preceding section and more fully detailed in Appendix I, there are key considerations which should be taken into account when planning with or on behalf of a child:

**Family Description:** Ages, interests, abilities, strengths and disabilities of family members and other involved supporters. Other relevant background information such as employment history, strengths and resources, stressors and challenges may also be included.

**Child/Youth Description:** legal status.

**Current Family Situation:** What supports are the family currently using – both funded and informal? Are there shared custody or guardianship arrangements that effect planning and services? Any recent changes or events that affect family capacity or stress levels? History and suitability of past services?

**Family Goals:** How will the requested funded supports help meet a child’s needs and support the family’s capacity to manage?

**DECISION-MAKING GUIDELINES**

Requests for individualized or agency funded supports must:

- o Be based on a support plan
- o Reflect the most cost-effective support options without compromising quality
- o Adhere to the values and principles of CLBC

- o Meet standards to ensure the person will be safe
- o Reflect a balance of informal supports, generic resources and funded services
- o Provide a clear linkage between an individual's disability-related needs personal goals, and the supports requested to achieve the goals

Decisions regarding funded supports are subject to CLBC's financial and legal accountabilities.

## **SUPPORT AND FUNDING GUIDELINES**

### **Funding Requests**

CLBC reviews requests for individualized supports and funding using the following guidelines:

- o Funding allocations are based on the type and amount of support being requested, taking into account standard range of costs for a particular geographic region. Information on the type, amount and cost within the total budget needs to be provided.
- o Approval in principle will be given to each funding request and a maximum amount payable will be identified. The final amount will be defined in the itemized agreement the individual or family signs with CLBC.
- o The cost of required assistance, within CLBC guidelines, in using and managing Individualized Funding is to be included.
- o Individuals or families may need to obtain information from service providers on the estimated costs of block-funded services if these services are to be included in a plan. A budget summary sheet can be appended to the personal support plan.
- o Funding allocation decisions will be equitable.
- o Funding requests must relate to the disability related needs of the person and priority will be given to the most effective and efficient method of response.
- o Resources will be allocated in a manner that supports the reasonable distribution of available funds while increasing an individual's or family's opportunity to be involved in their community.
- o Supports and resources that are the responsibility of other ministries or agencies, such as child care; therapeutic services, education programs; early intervention; and family support for children under six will not be funded by CLBC.

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- o Supports and items that are typically an individual's or family's responsibility or that can be funded through alternative programs will not be covered by CLBC
- o Payment to family members for the provision of supports will be funded only under the circumstances outlined in the 'Payment to Family Members' Policy.

### **METHODS OF PAYMENT**

Funding may be provided through a funded contract with a service provider.

Where individuals receive Individualized Funding, these payment methods may be available to them: direct transfer to a separate account established solely for the purpose of receiving and dispersing funds to service providers related to an approved plan;

- electronic transfer of approved funds to the selected service provider; or a third party
- administrator
- a combination of the above two options.

### **TIMELINES:**

Individuals or families who submit a support plan to CLBC for consideration will receive a response within 30 days. This time frame also applies to requests for a review of supports and funding due to changing needs and circumstances.