



10: FAMILY-MANAGED SUPPORTS

Preamble

PDD encourages the development of innovative and creative support options, typically designed by families that focus on the community inclusion of their adult family member with a developmental disability and sustaining positive family relationships. This funding option, referred to as family-managed supports, means that families hire paid supports directly and oversee these supports, versus purchasing or contracting supports through an approved service provider or a government-operated facility.

While most “family-managed” supports are arranged and directed by family members, for the purposes of this policy the term may also apply to situations where this option is fulfilled by the individual with a developmental disability and/or a non-related member of the person’s close personal network.

PDD offers family-managed supports as a funding option, within the scope of PDD’s operational policy parameters, as identified in the Community Inclusion Supports Framework. This means that the funded supports must promote inclusion, valued social roles, and personal growth for the individual with a developmental disability, while benefiting the maintenance of family relationships.

Core Characteristics of Family-Managed Supports

The following core characteristics of family-managed supports must be understood and agreed to, before PDD can grant funding approval:

- The basis for choosing this option is a close personal relationship with the individual, rather than a professional relationship.
- PDD funds are used to hire support people directly, not through the approved service provider system.
- The family becomes the responsible party for hiring, directing, supervising and paying the PDD-funded support people hired to assist their family member.
- PDD funding does not include remuneration for the family member’s time spent managing the supports.
- Reimbursement for related out of pocket expenses may be negotiated, with the understanding that there is to be no financial gain to the family for managing the supports.
- This funding option is restricted to managing supports for an individual with whom there is a close personal relationship and does not extend to include managing supports on behalf of additional individuals and their families

PDD Principles of Practice

- The core characteristics of family-managed supports must be met before to PDD will consider a funding proposal for family-managed supports request.



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- Families are presumed to have the best interest of the individual at heart and are presumed able to manage the supports, unless there is documented history or current circumstances that strongly suggest that this is not the case.
- The funding option is readily available to families, unless documented concerns indicate that there are significant risks which cannot be readily addressed
- Where funding concerns exist they must be shared openly with the family
- Flexibility in approach is encouraged, within PDD policy parameters, so that family creativity and innovation can be supported
- Bureaucratic involvement by PDD will be limited to those practices that ensure basic government accountability requirements for the use of public funds
- The intended use of the funded supports must align with PDD's Principles for Determining Individual Support Needs
- Within the context of supporting inclusion, the decision to fund must include considerations of a reasonable balance between the degree of personal choice and the risks associated with various choices for all parties, including PDD
- This funding option applies to all areas of policy for the funding of individual supports
- All processes and accountability are clear and transparent for all stakeholders
- Adherence to Creating Excellence Together (CET) standards does not apply as each Family-managed support arrangement uniquely arises from a personal relationship, rather than being rooted in a professional relationship.

Principles for Determining Individual Support Needs

The following principles must be adhered to, within the larger context of promoting inclusion. The principles are meant to work together and should not be considered as isolated points.

Foundation Principle:

- Individuals, with the assistance of their families and friends, are the primary source for identifying what is best for themselves and what kinds of support they require.

Supplementary Principles:

Recognizing that many adults with developmental disabilities require the assistance of paid supports to live, work and participate in the community, supplementary principles have been identified to guide supports funded by PDD.

- Supports assist individuals to be fully included and live meaningful lives in the community.
- Supports are adequate, flexible and individualized, while being responsive to personal and family changes, as well as community dynamics.
- Supports assist individuals to maintain and build their connections and relationships with family, friends and other community members and should not define all aspects of the person's life.



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- Supports recognize the potential of individuals and provide them with opportunities for continuing growth, personal development and life-long learning.
- Supports respond to the direction determined by individuals, their families and guardians, being careful to follow their lead, rather than taking control.

Accountability Requirements

All stakeholders are required to be accountable for the use of public funds in alignment with PDD's mandate. Accountability roles are as follows:

The PDD Provincial Board is accountable to the government for ensuring policy and fiscal accountability. It must ensure that:

- The supports provided focus on the individual's gifts and capacities; while facilitating inclusion through full opportunity and informed choice
- The supports delivered focus on what is fair to the individual, rather than being focused on a uniform and standardized approach
- A reasonable balance is struck between personal freedom in choosing this option and the risks in doing so
- Costs related to money, time, and human resources invested are clearly identified, easily tracked and reported as per the contractual agreement

Monitoring and Evaluation

The Provincial Board carries out its monitoring and evaluation responsibilities by developing and implementing mechanisms and indicators that measure the degree to which:

- Supports funded by Community Boards align with the Community Inclusion Supports Framework, Principles for Determining Individual Support Needs and core characteristics of family-managed supports
- Community Board processes align with the principles of practice

Community Boards are accountable to the Provincial Board for ensuring:

- Practice adherence to the Community Inclusion Supports Framework operational policy
- Practice adherence to the Principles for Determining Individual Support Needs
- Alignment of funded supports with the PDD Principles of Practice
- Operating in a prudent manner within fiscal resources

Monitoring and Evaluation

Community Boards carry out their monitoring and evaluation responsibilities by developing and implementing mechanisms and indicators that measure the degree to which:

- Funded supports adhere to core characteristics of family-managed supports
- Families adhere to accountability expectations specified in the contractual agreement with PDD
- Desired outcomes and progress towards achieving those outcomes are identified



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Families are accountable to the Community Board for ensuring:

- Adherence to core characteristics of family-managed supports
- Adherence to accountability expectations specified in the contractual agreement with PDD
- The use of funded supports that are aligned with PDD's desired outcomes as stated in the Principles for Determining Individual Support Needs

Monitoring and Evaluation

Families carry out their monitoring and evaluation responsibilities by ensuring they have methods for managing and reporting on the quality and quantity of the funded supports that are acceptable to PDD as the funder

Accountability components for the contractual agreement

A. The family is accountable for:

- Using the funding provided by PDD for the intended purpose
- Understanding and following abuse prevention, response and reporting processes
- Aligning supports with PDD's focus on inclusion
- Aligning supports with the Principles for Determining Individual Support Needs
- Monitoring the quality and quantity of supports provided
- Ensuring the provision of necessary education and training for paid supports
- Submitting the Annual Revenue and Expense Report, required by PDD
- Adhering to federal and provincial legislation and regulations for employers or contractors, when applicable to their situation
- Ensuring records are accessible to PDD upon request

B. As the funder, PDD is accountable for:

- Communicating funding decisions in a transparent manner
- Communicating expectations for families in a clear and simple manner
- Monitoring the alignment of funded supports with PDD's focus on inclusion and outcomes
- Conducting annual reviews at least once a year that focus on outcomes
- Monitoring the use of funds



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Comparison of Accountability Requirements for PDD Funded Supports

When families move into the realm of managing human service supports for a family member, the basis for doing so is their commitment to their family member, rather than being a chosen profession. This core difference in the relationship is reflected in some differences in accountability expectations for families versus service providers, with families remaining accountable for the use of public funds. The following chart compares accountability requirements.

Accountability Area	Service Providers Requirements	Family-Managed Supports Requirements
Compliance with legislative requirements as an employer	Yes	Yes, when an employee/employer relationship exists <i>Note: PDD has developed regional guides for families seeking information on their responsibilities through other jurisdictions, e.g. HR&E, Revenue Canada, etc.</i>
WCB or equivalent	Yes	Need to be aware of legislative and regulatory requirements, as a basis for informed choice
Statutory benefits	Yes	Need to be aware of legislative and regulatory requirements, as a basis for informed choice
Criminal Record Checks	Yes	Need to consider the merits of a criminal record check, as a basis for informed choice
Insurance	Yes	Yes
Accountability for Supports Provided	Yes: service sector mechanisms	Yes: family-friendly mechanisms
Contractual Service Agreement	Yes: service sector agreement	Yes: family-friendly agreement
Abuse Prevention and Response Protocol	Yes: must ensure all paid supports are trained using provincial training package	Yes: must comply with a tailored family education package, to ensure awareness and reporting processes for family and paid supports.
Annual Review	Yes: a report	Yes: a review
Financial Review	Yes: as per Financial Operations Policy	Yes: as per Financial Operations Policy # 1.31