

Requesting CLBC Services

Community Living British Columbia (CLBC) provides funding and support for eligible adults*, transitioning youth, and their families. People ask CLBC for services or funding to help meet their goals to live a good life in their community.

CLBC calls this a request for service. This information sheet answers some common questions about how this works.

How do I make a request for service?

Call your local CLBC office and ask to speak with a facilitator. You can tell the facilitator what services you are looking for.

When should I make a request for service?

If you know or think that you or your family member will need support in the future, tell us now. The more advance notice we have, the better. If you need a small amount of support now, like some respite time, and can see that down the road you may be planning for things like a new place to live, tell us that now too. If you have a son or daughter in high school that will likely be eligible for CLBC services as an adult, we suggest you start the request for service process shortly after he or she turns seventeen. Requesting service early allows us all to plan better.



How do I know what services I can ask for?

CLBC funds different kinds of services, including:

- Community inclusion and skill development
- Employment supports
- Respite
- Residential services
- Other supports like behavioural assessments or homemaker services

People with different types of needs can access different types of services. Each type of service includes different options and ways to tailor it to an individual's unique situation. Ask the facilitator to explain what the possibilities are and what specific services are available in your community.

Who gets funding or services right away and who has to wait?

The facilitator records your request for service. All requests for service received from people who live in the same community form a Request for Service List (RFSL) in that area. Your request is put into a priority order on the list, based on how urgent your family member's need for service is, compared with other individuals also asking for service.

People with the most urgent needs get service first. We figure out the urgency by using the Request for Service Priority Tool, based on the information you and your family member give us. Here are some of the things we consider:

- Does the person have a stable and suitable place to live right now?
- Is this a youth who is transitioning into adulthood?
- Can the person carry out activities in their daily life independently?
- Are there health issues for the current caregiver?



COMMUNITY LIVING
BRITISH COLUMBIA

www.communitylivingbc.ca 1-877-660-2522

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** 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.*

For more information, see Page 2

What happens next?

Your family member and you will get a letter from the facilitator confirming your request has been received and giving you an estimated time of how long it will take for service to be available.

The length of time it takes to get services depends on how **urgent** your family member's needs are. If you are looking for services in the future, we will let you know when you can hear back from us.

If your needs change at any time, you can contact your facilitator.

What if it is an emergency?

Sometimes families have crisis situations and need service immediately. A family caregiver becomes seriously ill, or an individual suddenly develops significant new challenges. In emergencies, CLBC provides help right away. We deal with the rest of the process once the situation is stable, and we can work with you to make a longer term support plan.

What if we move to a different community or our situation changes?

You can change or update your request anytime if your family member's needs or your situation changes. Just contact the facilitator at the CLBC office. If you are planning to move to a new community, contact the CLBC office in the new community **before** you move. Staff in the new community will add your request for service to the list in that community. It will be put in priority order based on urgency and in relation to requests from other people in the new community.

Learn more about CLBC's Resource Allocation Process

A request for service is one step in the resources allocation process. You can also find more information about this process on the CLBC website under Resources > CLBC Publications.

These include:

- Information on Planning
- Information on Getting CLBC Services
- CLBC Resources Allocation Map

Contacting CLBC

A CLBC facilitator can help you request services and will provide you with important information.

Start by calling CLBC toll free at 1-877-660-2522 or visit the CLBC website at:

www.communitylivingbc.ca

