

Individual Preference

More choice for individuals and families

Community Living British Columbia (CLBC) works with many different service providers to arrange for services for people who are eligible for funded supports. We pay people, private and non-profit service providers to provide approved residential, community inclusion and family support services. These services offer eligible individuals a place to live, opportunities to learn new skills or make new friends or support to find a job. They also support families caring for a loved one.

CLBC believes individuals and their families should have as much choice and control over their services as possible. Individual Preference is one way CLBC is assisting and empowering individuals and their families to have a say in who provides support in their lives.

What does Individual Preference mean?

Individual Preference is a way for an individual and/or their family to take an active role and have more of a say in choosing the service provider that best meets their unique needs. The goal is to:

- › respond to family preference and each person's unique goals
- › ensure service providers meet required qualifications
- › make sure costs are reasonable

Who might be interested in Individual Preference?

All people who are eligible for funded supports may be interested in Individual Preference, particularly those who want more say in who provides support in their lives.



What is procurement and contracting?

Procurement and contracting is the process of finding the right service provider for an individual, negotiating what they will provide and how much CLBC will pay them and ensuring good value for the public funds being spent.

CLBC is required by government to follow certain rules that make sure the process is fair to everyone so that people with similar disability-related needs receive similar levels of funding. Service providers also need to have clear information about procurement and contracting opportunities and processes.



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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.

How does Individual Preference work?

Because each individual and family is unique, the Individual Preference process may differ from situation to situation. However, there are typically five steps to the process that your CLBC facilitator can guide and support you through:

STEP ONE: RESOURCE ALLOCATION

CLBC confirms you are eligible for CLBC-funded services, works with you to determine your needs and implements supports when funding is approved and available. The Individual Preference process begins when CLBC confirms funding is available.

STEP TWO: IDENTIFY QUALIFIED SERVICE PROVIDERS

CLBC will ask you to consider three possible service providers so you can make a more informed decision about which one you prefer. If you already have a service provider in mind, CLBC will ensure they have the proper qualifications and refer two additional service providers for you to also consider.

STEP THREE: MEET SERVICE PROVIDERS

Your CLBC facilitator can help you arrange meetings with the service providers that you are considering to learn about them, talk with the staff and ask questions important to you.

STEP FOUR: STATE YOUR PREFERENCE

Let your CLBC facilitator know which service provider you prefer – if any. If you are still not sure of which service provider you prefer, your CLBC facilitator will assist you to explore appropriate options.

STEP FIVE: ARRANGE SERVICES

Once you have identified your preferred service provider, CLBC will work with them to arrange services and create a contract that ensures quality standards and reasonable costs.

Contacting CLBC

To find the contact information for your local CLBC office, please visit www.communitylivingbc.ca and click the “Contact Us” option at the top of the home page.

You can also contact CLBC toll free at 1-877-660-2522.



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