Policy Number: SE4.330	Policy Section: Supports and Services	**Effective:** August 8, 2014 **Amended**: November 24, 2016
Title: Resource Allocation Policy		Executive Sponsor: Vice President, Regional Operations

1. PURPOSE

This policy provides direction for CLBC staff about three of the five components of resource allocation − determining an individual's disability-related need, matching it to the type and amount of service(s) that CLBC may fund, and then making funding decisions.

The *Resource Allocation Policy* is designed to be used in concert with the *Request for Service Policy* and the *Individual Support Planning Policy*. Together these policies, and related tools, support an integrated approach to informed, fair, and consistent decision-making about the type and amount of service(s) funded by CLBC for eligible individuals.

2. DEFINITIONS

Catalogue of Services: The list of services funded by CLBC, as well as associated parameters that relate to disability-related needs and length of time a service can be provided.

Disability-Related Need: The specific assistance required by an individual in ten functional areas of day-to-day life.

Exceptional Need: Unusual, complex, and/or extraordinary service requirements. Exceptional needs may be persistent/ongoing or acute/temporary.

Flag: A notation in the *Guide to Support Allocation* indicating an exceptional need that requires special consideration. Flags may indicate a temporary or ongoing need.

Guide to Support Allocation (GSA): An electronic tool in PARIS used by CLBC to determine an individual's current disability-related need.

I**ndividual:** A person 19 years of age or older who is eligible for CLBC services, as described in the *Eligibility for CLBC Supports and Services Policy*.

PARIS: The CLBC electronic personal information management system.

Request for Service List (RFSL)*:* A report that identifies current requests for service from individuals and their families.

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.

3. POLICY

3.1 CLBC funds services listed in the *Catalogue of Services* to address individuals' disability-related needs. Individuals and their families are encouraged to access informal and formal supports and services that are available to everyone in the community. CLBC does not fund supports and services that are the responsibility of other ministries or agencies, such as health services, education or income support.

3.2 CLBC makes decisions about providing funded services in a manner that supports the reasonable, fair, informed, equitable and consistent distribution of available public resources. Funded services are intended to increase an individual's opportunity to be included in their community through options that promote choice and flexibility.

3.3 Resource allocation is the process CLBC uses to decide what funding/services to provide to eligible individuals. This process has five components that are covered in three inter-related policies as follows:

Determine the current disability-related needs of an individual	*Resource Allocation Policy*
Determine the type and amount of service(s) that CLBC may fund to match these needs	*Resource Allocation Policy*
Document and prioritize requests for service	*Request for Service Policy*
Approve services or funding to be provided for an individual	*Resource Allocation Policy*
Support individuals to develop individual plans to achieve their goals, which may include accessing CLBC-funded services	*Individual Support Planning Policy*

3.4 CLBC completes the resource allocation process prior to funding supports and services except in emergency situations, as outlined in 3.11. Resource allocation occurs when an individual/family initially seeks CLBC services, and again whenever there is a change in the individual's needs and/or circumstances that is likely to affect service requirements.

3.5 CLBC initiates resource allocation by gathering information about currently received services and an individual's current disability-related needs in ten areas of day-to-day life. This is done through:
- Conversations with the individual and their family or support network
- Review of available assessment documentation
- Use of the *Guide to Support Allocation* (GSA)

3.6 CLBC learns from individuals and their families or support networks about their service

needs. CLBC staff communicate throughout the process so that individuals and their families understand how resource allocation decisions are made. CLBC staff provide information about what services may be funded and an approximate timeline for funding.

3.7 CLBC matches disability-related needs to the services listed in the *Catologue of Services*, and related tools, in order to determine the type(s) and amount of services that CLBC **may** provide for the individual. This process does not constitute a funding decision.

3.8 A written plan is usually developed after required information has been collected to complete the GSA, as outlined in the *Individual Support Planning Policy*. Information gathered in the resource allocation process is helpful for providing a link between an individual's disability-related needs and their goals and the supports and services requested.

3.9 As funds become available and within its financial capacity, CLBC makes funding decisions based on a combination of factors including:
- The individual's urgency of need compared to others requesting service
- Whether the individual is already receiving any funded CLBC support
- Provincial decisions about serving vulnerable or specific populations
- Provincial decisions about the effective use of targeted supports such as respite for family support, employment support, and community inclusion for transitioning youth
- Standard ranges of costs for the geographic region and services typically provided in relation to the individual's disability-related need
- Priority groups such as children in care turning 19, youth transitioning to adult services, and individuals living with aging parents

3.10 Where an individual has exceptional needs, CLBC may assist the individual to access natural supports, service partners and other government ministries. CLBC may also allocate temporary or ongoing funding to address exceptional needs identified through the GSA.

3.11 In emergency situations, completing the GSA may be delayed to allow emergency services to be put in place right away.

3.12 CLBC may re-do and revise all or part of the resource allocation process, where there is information that may change or affect resource allocation decisions. Revisions may be required when a family or individual indicates that the completed GSA is not accurate, an individual's disability-related needs change, new information becomes available, or issues arise during service provision that may require a re-assessment of disability-related need and/or of an earlier funding decision.

4. PROCEDURES

4.1 Facilitators:

a) Act as the primary point of communication and contact for the individual and their family or support network. Facilitators explain the resource allocation process and

provide assistance as needed.

b) Meet with the individual and their family or support network and gather information about disability-related need and currently received supports.

c) Take primary responsibility for determining disability-related need and matching it, through the *Catalogue of Service* and related tools, to the type and amount of services that CLBC may fund for an individual. Refer to the *Resource Allocation: A Practice Guide for Facilitators* for detailed guidance on completing these components of resource allocation.

d) Communicate with the individual and their family or support network after matching disability-related need to the type and amount of services that CLBC may provide. Facilitators:

- Review the results of the GSA and provide a copy of the GSA Report. Confirm that they understand how the resource allocation decision was made.
- Explain the type and amount of service(s) that CLBC may fund.
- Explain that the potential amount of services/funding may not be approved in total.
- Confirm which CLBC services that the individual is requesting and the date they are required, as outlined in the *Request for Service Policy*.
- Provide information about when it is anticipated that they can expect to receive funding for services.

4.2 Analysts:

a) Consider the following factors for funding decisions:

- Factors listed in Section 3.9 of this policy, and
- Additional priorities that CLBC may establish from time to time.

b) Review exceptional needs identified through the GSA where CLBC has allocated temporary or ongoing funding at least once per year to ensure they continue to exist.

c) Provide information to service providers about an individual, their goals, strength and level of need to assist with service planning.

d) Upon request or when required, review GSA results with a service provider so that they can understand the resource allocation decision. Analysts ensure the individual and their family are aware that CLBC is sharing this information with the service provider.

e) Advise the Integrated Service Manager of any circumstances that could require a revised GSA.

4.3 Integrated Service Managers:

a) Assign a facilitator to act as GSA Lead to train and support other facilitators.

b) Ensure that all facilitators are trained in resource allocation, and supported to apply and document the process consistently and accurately.

c) Ensure that facilitators are aware of potential timelines for funding decisions, so they can communicate accurately with individuals and their families or support networks.

d) Except in emergencies, ensure that the GSA has been completed prior to making a funding decision.

e) Approve funding decisions for exceptional circumstances.

f) Approve additional funding on a temporary or ongoing basis for exceptional needs as indicated by a flag.

g) Request a new or revised GSA from a facilitator where circumstances warrant, for example when an individual moves into a new service area, or an individual's needs change.

5. DOCUMENTATION

5.1 Facilitators complete the GSA in PARIS, and document and detail who was involved in the GSA process in an Orientation Note type in PARIS with the Request for Service.

6. PRACTICE

6.1 CLBC approaches resource allocation in a way that respects the knowledge, feelings, history and time of individuals and their families or support networks. It is an important way that CLBC builds long-term and trusting relationships with the people we support.

6.2 Consistent, professional practice is very important in resource allocation. Fair decision-making requires the administration of technical tools, the application of professional judgement, and excellent communication. Staff are expected to be familiar with the *Resource Allocation: A Practice Guide for Facilitators* and follow the procedural and practice guidance in it and to seek help from an Integrated Service Manager or GSA Lead as required.

7. REFERENCES

Catalogue of Services
Individual Support Planning Policy
Information for Families about Getting CLBC Services
Information for Families – Planning
Information for Families Requesting CLBC Services
Request for Service Policy
Resource Allocation: A Practice Guide for Facilitators