



Policy Number: SE4.310	Policy Section: Supports and Services	Effective: May 11, 2011 Amended: November 24, 2016
Title: Youth Transition Support Policy		Executive Sponsor: Vice President, Regional Operations

1. PURPOSE

CLBC's vision is one of full citizenship in which the people we serve and their families lead good lives in welcoming communities. CLBC provides supports and funds a range of services for eligible adults and their families to achieve this vision. CLBC works in collaboration with youth and their families and other government organizations and ministries to support youth transitioning to adulthood. Supporting a smooth transition for youth and their families is an important priority for CLBC.

This policy describes the role of CLBC facilitators for assisting youth and their families before a youth turns 19. The policy outlines processes that should be completed before a youth turns 19. It also includes a timeframe for completing required processes, based on a youth's age.

2. DEFINITIONS

Individual: 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.

Support Network: Family, friends and/or community members who provide personal support, advocacy, and/or help with monitoring services and who have reciprocal relationships with individuals.

Youth: A person who is 16 years of age or over, but under the age of 19.

3. POLICY

CLBC works in collaboration with youth, their families and other government organizations and ministries to support youth transitions. CLBC participates in youth transition planning processes as outlined in the *Cross Ministry Transition Planning Protocol for Youth with Special Needs* which describes how youth and their families and the other signatory government organizations work together.

CLBC facilitators have an important role when a youth, their family and support network begins the process to access CLBC adult services prior to the youth becoming an adult. CLBC becomes involved in this process with individual youth, only after the youth's 16th birthday.

CLBC facilitators assist youth and their families with CLBC processes that should be completed before a youth turns 19. CLBC facilitators have a role in assisting youth and their families to learn about CLBC's role for supporting youth transitions and for providing supports and services to eligible adults. CLBC facilitators also have an important role in providing assistance to explore strategies to prepare for a future which includes choices about how a youth will live, work and contribute when they are an adult.

CLBC supports youth transitions by raising awareness in the community about CLBC's role and processes for supporting youth transitions.

4. PROCEDURES

4.1 Facilitators participate in community events to provide information about CLBC's role in youth transition planning. Facilitators create awareness about how important it is for youth to begin the CLBC application and eligibility process early (early meaning ideally, immediately after a youth's 16th birthday).

4.2 Facilitators provide information to youth and their families about CLBC's role in supporting youth transitions.

4.3 Facilitators will be available to meet with individual transitioning youth, their families and support network members to complete specific tasks to ensure that required steps are completed in a timely way.

4.4 Confirming Eligibility for CLBC Services

a. Facilitators review eligibility documentation after a youth's 16th birthday and will contact the youth and their families to tell them about the outcome of the eligibility review as outlined in the *Eligibility for CLBC Supports and Services Policy*.

b. CLBC staff review eligibility documentation submitted directly by youth and their families or documentation submitted on behalf of youth and/or their families by Ministry of Children Family and Development staff. CLBC staff will ensure that the required consent is provided before beginning an application and eligibility process.

c. When eligibility processes have been initiated by or on behalf of youth and/or their families and insufficient information has been submitted, CLBC staff will follow up and explain what is required to complete the eligibility process.

d. Once eligibility has been confirmed, facilitators will provide information about next steps and explain the expected timeframe for when future CLBC processes should occur. Based on

the age of the youth that eligibility was confirmed (e.g. after a youth's 17th, 18th or 19th birthday), facilitators will assist in proceeding with next steps as appropriate.

4.5 Providing Information about CLBC Services and Gathering Information about Youth

a. Once eligibility has been confirmed, facilitators meet with a youth and their family after a youth's 17th birthday to provide information about the range of CLBC funded services and options available for eligible adults.

b. Facilitators collect information to enter a request for adult services (for when the youth is an adult) as outlined in the CLBC *Request for Service Policy*, after a youth's 17th birthday and when the youth's eligibility has been confirmed.

c. When youth have completed the eligibility confirmation process in 4.4 prior to their 17th birthday, CLBC staff will contact them near the time of their 17th birthday, to proceed with providing information about CLBC services and options and collecting information about their circumstances and requests for adult services.

4.6 Planning for CLBC Supports and Services

a. Facilitators meet with a youth and their family after a youth's 18th birthday to assist the youth and their families to determine if an individual support plan will be needed for their particular circumstance as outlined in the CLBC *Individual Support Planning Policy* after the processes outlined in 4.4 and 4.5 have been completed.

b. At a family's request, facilitators provide support for developing individual support plans when a plan is required for CLBC funded services. When a plan is required for CLBC funded services that are expected to be provided when the youth turns 19, planning support will be provided prior to a youth's 19th birthday.

c. When youth have completed the processes outlined in 4.4 and 4.5 prior to their 18th birthday, CLBC staff will contact them near the time of their 18th birthday, to determine if developing an individual support plan may be required prior to their 19th birthday.

d. Facilitators and analysts work together to ensure that all necessary CLBC planning procedures are completed prior to a youth's 19th birthday when required.

4.7 Supporting CLBC's Youth Transition Process

a. Integrated Service Managers maintain records of youth who have begun or completed the CLBC application and eligibility process and ensure that CLBC staff contact youth and their families to complete the required steps outlined in 4.4, 4.5 and 4.6 in a timely way.

b. Facilitators ensure that youth and their families understand the required steps and the expected timeframe so that CLBC processes can proceed in a timely way.

5. PRACTICE

5.1 CLBC work in collaboration with community partners to support youth transitions. Organizations and ministries that serve youth take the lead in initiating and supporting transition planning. CLBC works with these organizations and ministries to ensure that they are familiar with CLBC processes to support youth transitions.

5.2 CLBC has an important role in responding to youth and their families and support network members. Facilitators assist transitioning youth and their families to complete specific tasks in a timely way to ensure that there is adequate time to complete all required steps. Facilitators promote the timely completion of tasks by:

- Being available to begin the eligibility processes after a youth's 16th birthday
- Meeting with a youth and their family as soon as possible after a youth's 17th birthday to provide information about CLBC funded services and collect information to enter a request for adult services
- Assisting youth and their families, after a youth's 18th birthday, to determine if an individual support plan will be needed for their circumstances
- When a plan is required for CLBC funded services, providing information about requirements for planning and at a family's request, assisting to develop the individual support plan with the youth, family, and support network members

5.3 Facilitators ensure that required steps proceed in a timely way if youth apply closer to their 19th birthday. For example, if a youth's eligibility is confirmed at age 18, the steps outlined to occur following age 17 will need to occur at this time. Facilitators may need to explain to people that the ages provided as a timeline above are suggested guidelines. Facilitators may also need to reassure people that CLBC will work with them to proceed with next steps when youth connect with CLBC later than suggested in the timeline above.

5.4 When responding to youth and their families and support network members, it is important for facilitators to:

- Explain the role that CLBC has with youth and families during the period of time between the youth's 16th and 19th birthday
- Describe CLBC's role for supporting adults and explain the roles of facilitators and analysts for responding to adults and their families
- Explain how CLBC works together with other government organizations and ministries to support youth transitions
- Provide information about CLBC initiatives, engagement opportunities and priorities
- Offer youth and their families resources and materials that may assist them when planning for the future
- Provide information about accessing other helpful supports and services
- Encourage youth and their families to explore community resources and supports as they plan for adult life
- Provide multiple methods and materials for learning about the CLBC processes that will be important during the years of transition

- Recognize that transitioning to adulthood may be a complex and difficult process and that connecting with CLBC may be one of many required processes that people are participating in
- Acknowledge and support Aboriginal cultural traditions and community relationships
- Recognise, respect and respond to diversity by using strategies such as:
 - Inviting a support network member, translator or staff member with a similar cultural background to participate when important information is being provided
 - Collaborating with people who have cultural or religious affiliations, as appropriate

5.5 When working in community to promote a smooth transition for youth and their families it is important for CLBC staff to:

- Share information with community partners about CLBC's role in supporting youth transitions in order to promote collaborative approaches
- Emphasise the importance of beginning the application and eligibility process early (early meaning ideally, immediately after a youth's 16th birthday)
- Participate in community events and forums and provide information about CLBC eligibility requirements, CLBC adult supports and services and explain how youth may apply for and access CLBC adult services
- Increase community capacity by sharing knowledge with community partners to promote opportunities for youth to participate in life-long learning, development and contribution

6. REFERENCES

[Cross Ministry Transition Planning Protocol for Youth with Special Needs](#)

CLBC Individual Support Planning Policy

CLBC Request for Service Policy

Eligibility for CLBC Supports and Services Policy

Information for Families about Youth in Transition

Youth Transition Support Policy - Questions & Answers for CLBC Staff