



COMMUNITY LIVING
BRITISH COLUMBIA



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Guide to Individualized Funding

Supporting Choice and Innovation

May 2009

TABLE OF CONTENTS

GLOSSARY OF TERMS	1
WELCOME	3
About This Guide.....	3
INDIVIDUALIZED FUNDING	3
What is Individualized Funding?	3
Who is IF for?.....	3
Who can ask for IF?.....	4
What is different about IF	4
Do I need to change to IF?	4
How do I change to IF when I already get supports through CLBC?	4
What is an Individual Support Plan?	4
How much money can I get from CLBC for IF?	4
What types and amount of support can I get through IF?	5
How does Individualized Funding work?	5
What happens if CLBC doesn't have the money to give me for IF?	5
What if my needs change?	5
OBTAINING SUPPORTS THROUGH IF	5
What supports can I buy with IF?.....	5
Can I use the money to pay for any other costs?	6
Who will set up my supports?	6
Can I hire a family member with the money?	6
Who will check to see if the supports that I buy are working for me?	6
What if I want to change the staff who work with me?.....	6
What if I want to move to a different CLBC region?	6
DIRECT FUNDING	7
What is Direct Funding?	7
Can I get Direct Funding?.....	7
Are the rules different for different amounts of money?	7
Do I need a Representation Agreement?	7
What do I need to think about before I choose Direct Funding?	8
What do I have to do if I choose Direct Funding?	8
Will I need to set up my banking differently?	8
Do I need to keep records about the money?.....	9
Will I need to send anything to CLBC to let them know how I spend the money I get? ...	9
Will I take on any legal responsibilities of an employer?	9
What happens if CLBC wants to check on how I spend the money they give me?	10

Can I change how I spend my Direct Funding?	10
Do I need insurance?	10
Does Direct Funding make a difference to other money I get from the government or to the tax that I pay to the government?	11
What happens if I get into difficulties with Direct Funding?	11
When could I be asked to pay back money?	11
What if I no longer want to get Direct Funding?	11
HOST AGENCY FUNDING	11
What is a Host Agency?	11
What does a Host Agency do?	11
Where can I find a Host Agency?	11
How do I choose a Host Agency?	12
What is an Individual Support Agreement	12
How does the Host Agency know what supports to set up for me?	12
How does the Host Agency get the money for my supports?	13
How do I know if my Host Agency has paid for my supports?	13
MOVING AHEAD WITH INDIVIDUALIZED FUNDING	13
Which is better, Direct Funding or Host Agency Funding?	13
How do I start Individualized Funding?	14
What if I want to change how I get IF once I'm receiving it?	14
Where can I get more information about IF?	14
APPENDIX A: More Sources of Information	15

GLOSSARY OF TERMS USED IN THIS GUIDE

Agent: A person who acts on behalf of the individual in relation to a Direct Funding or Host Agency Funding Agreement. An individual can act as his/her own agent.

Catalogue of Services: A listing of the supports funded by CLBC.

Contracted Services: Supports and services managed by CLBC and funded through contracts between CLBC and service providers.

Direct Funding: An Individualized Funding payment option whereby funds allocated by CLBC are paid to an individual or his/her agent for the purchase of individualized supports and services.

Direct Funding Simplified Agreement: A funding agreement between the individual or his/her agent and CLBC for funds of up to \$6,000.00 annually.

Direct Funding Standard Agreement: A funding agreement between the individual or his/her agent and CLBC for funds of more than \$6,000.00 annually.

Disability-related Needs: The needs related to an individual's developmental disability that impact their ability to communicate, meet their own personal care needs, create or maintain relationships, make day to day decisions, make important life decisions, stay safe from harm, participate in work and learning opportunities and participate in their community.

Disability Tax Credit Certificate: A form completed by an individual and certified by a qualified medical practitioner that, when approved by the Canada Revenue Agency (CRA), provides a non-refundable tax credit for an individual who has severe and prolonged impairment in physical or mental functions. This transferable tax credit can be used to reduce the amount of income tax payable.

Host Agency: An agency that is approved by CLBC to administer Host Agency Funding agreements.

Host Agency Funding: An Individualized Funding payment option whereby funds allocated by CLBC for the purchase of individualized supports and services are paid by CLBC to a Host Agency selected by the individual and/or agent.

Host Agency Funding Agreement: A funding agreement between CLBC and a Host Agency.

Host Agency and Agent Support Agreement: An agreement between an individual, his/her agent and a Host Agency.

Individual: A person 19 years of age or older who is eligible for CLBC services, as described in the CLBC Eligibility Policy.

Individual Support Agreement: An agreement between an individual, his/her agent and CLBC outlining the support goals, indicators of success, monitoring and evaluation procedures, and the type and amount of services CLBC will fund.

Individual Support Plan: A written plan, as outlined in the Individual Support Planning Policy.

Individualized Funding: Self-directed payment options as described in the Individualized Funding Policy.

Records: The written information that needs to be kept by the agent showing the Direct Funding money they get and how it is spent including all of the information about payments and deductions for any employees, bank statements, and all bills (invoices) and receipts.

Representation Agreement: A legal plan that states who an individual gives authority to if he/she needs assistance managing his/her affairs. A Representation Agreement can cover financial and legal matters and health and personal care matters.

WELCOME

About This Guide

CLBC wrote this guide to help you understand Individualized Funding. We hope this guide is helpful to self-advocates, their family members, and friends. In this guide we will use IF to stand for Individualized Funding.

This guide explains how you can use IF to help you get the supports and services that work for you. This guide has five different parts.

- Part 1 tells you about Individualized Funding
- Part 2 talks about how you can use this funding
- Part 3 explains how you or the person helping you can get the money directly through Direct Funding to pay for your services
- Part 4 tells you how you can use a service provider as a Host Agency to help you manage the money
- Part 5 talks about what to do if you want to use IF

The first time you see some words in this guide there will be a * beside them. This tells you that you can learn more about what this word mean by looking in the Glossary at the start of the guide.

INDIVIDUALIZED FUNDING

What is Individualized Funding?

Individualized Funding (IF) lets you or your family use money given to you by CLBC to create new, different kinds of services that will support you in your community. IF provides new ways to pay for the supports you need. It also helps you get and manage the supports and services that will meet your disability-related needs. IF gives you more say over the decisions that affect your life. You can choose who you work with and when and how you get your supports.

You can get IF in two different ways:

1. Direct Funding: Funds to buy supports and services for you are paid directly to you or the person helping you (your Agent*).
2. Host Agency Funding: Funds to buy supports and services designed for you are paid by CLBC to a Host Agency* that you or your Agent choose.

If you want, you can use both ways to help you get your supports.

Who is IF for?

If CLBC has said “yes” to your request for funding for services, you can use IF if you want to create a new way to get your service and you want more choices about how you get your supports.

Who can ask for IF?

Anyone 19 years or older who is eligible for CLBC services.

What is different about IF?

IF lets you choose and pay for the supports you need to meet your disability-related needs. It also gives you more say in how and when your supports are provided. It is not always easy to do this and you will likely need some help from your family or support network as well as a CLBC facilitator to make these arrangements.

Do I need to change to IF?

Changing to Individualized Funding is your choice. If you are happy with the supports you get now, you do not have to change to Individualized Funding.

How do I change to IF when I already get supports through CLBC?

Talk to a facilitator at your local CLBC Community Living Centre. Moving the money for the services you get now to IF can be hard. The facilitator will talk with a CLBC Quality Service Analyst (analyst) about whether or not the money can be moved. If some or all of the money can be moved, the facilitator will help you write or update your Individual Support Plan* to ask for Individualized Funding. An analyst will look at your request in your plan to change how you get your supports. The analyst then decides what level of support you can receive. The facilitator and analyst will work with you to make the changes happen.

What is an Individual Support Plan?

An Individual Support Plan describes your goals and the types of support you need to live in community. It also describes your disability-related needs. You can write your own plan or ask your family, friends, or people in your support network to help you write it. If you want to ask for Individualized Funding in your plan, you must also work with a CLBC facilitator as you write your plan. Your plan will include:

- the things you do in community to achieve your goals that are not funded by CLBC
- the things that you do with your family and friends
- details about the type of support you want CLBC to fund
- how much support you want CLBC to fund.

CLBC's *Individual Support Planning Policy* gives you information about when you need to write an Individual Support Plan.

How much money can I get from CLBC for IF?

The amount of money that CLBC gives you is based on:

- your disability-related needs
- how much the supports you need to meet your needs will likely cost
- and the amount of money CLBC has available

A Quality Service Analyst will let you know how much funding is approved.

What types and amount of support can I get through IF?

The types and amount of support services that you can get through IF is the same as what other individuals* who have the same level of disability-related needs as you receive. The CLBC Catalogue of Services* describes the types of services CLBC can fund. Costs for support services are funded at the same level as CLBC usually pays for those services.

How does Individualized Funding work?

First you and CLBC must agree on the amount of money for the supports that you are asking for. Then, when your request is approved and the money is available a CLBC facilitator will work with you to decide on the best arrangement for paying for those supports and services.

What happens if CLBC doesn't have the money to give me for IF?

When CLBC doesn't have enough money for the services that individuals ask for they have to make tough decisions about who needs the services first. CLBC will look at your request for services to be paid for through IF in the same way they look at all requests for CLBC funded services. You may get part of what you ask for and/or you may be placed on a waitlist. The CLBC *Waitlist Policy* explains how CLBC manages requests for services or funding when money is not available.

What if my needs change?

Call your local Community Living Centre to let them know what is happening and how your needs have changed. A facilitator can help you change your plan to show how the type and amount of support you are asking for has changed.

OBTAINING SUPPORTS THROUGH IF

What supports can I buy with IF?

The CLBC Catalogue of Services describes the types of supports that CLBC funds. Individuals and families can use IF for new, creative, person-centred ways to get supports that fit within the types of supports described in the Catalogue of Services. IF cannot be used to buy spaces in or to make existing group programs bigger that are already paid for by CLBC.

Individualized Funding can be used to buy supports within the following program areas talked about in the Catalogue of Services:

- a) **Home Activity:** Supports for individuals that allow them to live in a home setting that best meets their disability-related needs. For example: support to live in their own apartment
- b) **Community Inclusion Activities:** Supports for individuals that allow them to join in activities in their community and to learn new skills. For example: Time limited support to get a paid job or to volunteer in the community
- c) **Family Support:** Supports for families to care for the person with a disability. For example: Respite care.

Can I use the money to pay for any other costs?

You can also use Individualized Funding to cover the following costs:

- Costs for your support workers to join in your activities with you such as bus fare or entrance fees
- Book-keeping, banking fees and other costs associated with hiring people

Who will set up my supports?

With Individualized Funding, you can arrange and manage your own supports. You or the person helping you might hire people directly to help you. You may also work with a Host Agency that will help choose and hire people to support you. You can hire people you know to help you. A CLBC facilitator may be able to give you some names of people who provide support services in your neighbourhood.

Can I hire a family member with the money?

You can pay some family members to provide support services. You cannot hire your parents, children, or spouse except in special situations. The special situation must be explained in your Individual Support Plan and then approved by a Quality Service Manager. For more information please read CLBC's *Service Provision by Family Members* policy. You can get a copy of this policy at your local Community Living Centre or on the CLBC web-site at www.communitylivingbc.ca.

Who will check to see if the supports that I buy are working for me?

If you receive IF through Direct Funding you, your family or support network and your Agent will make sure the supports you buy are working well and helping you reach your goals.

If you receive IF through a Host Agency, the agency and you, your family or your personal network and your Agent will make sure the supports you receive are working for you and meeting your needs. .

With both Direct Funding and Host Agency Funding, CLBC may ask for reports from you, your family, and your Agent or Host Agency. The reports will let CLBC know if your supports are meeting CLBC standards and helping you meet your goals.

What if I want to change the staff who work with me?

Because you arrange your own supports, you can request a change at any time. If you receive IF through Direct Funding you or your Agent may be the employer for the people who work with you. If you are, then you must follow the rules set out in the Employment Standards Act when you change staff. If you receive IF though a Host Agency you need to ask the agency to help you change your support worker(s).

What if I want to move to a different CLBC region?

You can still receive supports in your new location if you stay in BC. But, there are many things that need to be worked out before you move such as finding new staff or a new Host Agency.

You must call your facilitator to let them know that you are planning to move. Your facilitator will work with you and the Quality Service Office to help make sure your supports continue when you move.

DIRECT FUNDING

What is Direct Funding?

Direct Funding is how CLBC gives money directly to you or your Agent (the person acting on your behalf) to buy the supports that have been agreed to in your funding agreement. The money is given to you each month. You or your Agent will manage the money, and hire and organize your support workers. You or your Agent will pay your employees or contractors and report to CLBC about how you spend the money.

Can I get Direct Funding?

You can get Direct Funding if CLBC has said you're eligible for supports and able to manage the money and responsibilities of Direct Funding. You don't have to be able to manage by yourself, but the person you choose to help you must be able to show CLBC that they can manage the responsibilities.

Are there different rules for different amounts of money?

There are different rules if you are asking for more than \$6,000.00 in a twelve month period. This is called Direct Funding Standard. A facilitator will help you understand and meet these rules:

For Direct Funding Standard the Agent (you or the person acting on your behalf) must:

- a) complete an application and be approved as an Agent for Direct Funding Standard
- b) allow CLBC to complete a credit check if the funding will be more than \$25,000.00 over 12 months
- c) make sure that you have a Disability Tax Credit Certificate
- d) show that they are able to take on the legal responsibilities of an employer

An analyst will review the information you and your Agent provide before a decision can be made to provide Direct Funding of over \$6,000.00 in twelve months.

Do I need a Representation Agreement*?

You must complete a Representation Agreement if you are asking for Direct Funding of more than \$6,000.00 in twelve months and you have chosen someone to be your Agent. This agreement will show that you agree that it's okay for the person you've chosen as your Agent to help you make plans, set up your supports, and spend your Direct Funding money. Your Representation Agreement lets people know that it is okay for this person to act on your behalf.

A Representation Agreement is a legal document that is covered under the Representation Act. It lets you name someone to help you make day-to-day decisions related to your health, personal care and money. A Representation Agreement does not take away any of your rights.

For CLBC Direct Funding Standard you need the type of Representation Agreement that is called a 'Section 7' agreement. This type of agreement is not hard to complete and you do not need a lawyer to help you. A facilitator can give you information about where to learn more about Representation Agreements. You can also call the Nidus Personal Planning Resource Centre. Nidus gives information and tools to help people write Representation Agreements. More information can be found on their web-site at www.Nidus.ca.

What do I need to think about before I choose Direct Funding?

- the disability-related needs that you need CLBC funded support for
- do you or your family or Agent want to be the employer of the people who work with you
- the supports you will use Direct Funding to get and how you will set them up
- the amount of Direct Funding that will likely be approved
- where you can get help if you need it
- how you plan to respond to emergencies
- the information you will need to give to CLBC about how the money is spent
- any rules attached to the Direct Funding that you must follow
- when and how Direct Funding could be stopped if you can't do what you need to for CLBC and/or your employees

What do I have to do if I choose Direct Funding?

You or your Agent will have to:

- manage the money given to you by CLBC
- put in place the supports you need
- pay your support workers
- show CLBC how you spent the money that they gave you

To get Direct Funding you or your Agent needs to sign a Direct Funding agreement with CLBC. This Direct Funding agreement says how much money you will get and what supports you can buy with the money. It also says what records* you need to keep and how you will tell CLBC about what you have spent.

You or your Agent need to work within the amount of money stated in your Direct Funding agreement. If you spend more money than CLBC gives you, your Agent will need to pay the extra costs from their own money.

Will I need to set up my banking differently?

If you get Direct Funding of over \$6,000 in twelve month, you or your Agent must open a bank account just for the Direct Funding money. All the money you get from CLBC and all the supports you pay for must go through this bank account. Having this bank account just for

Direct Funding will help you manage the money you get. It will also help you track and report on how you spend the money.

If you get Direct Funding of \$6,000 or less in twelve months, you don't need to open a new bank account. You or your Agent can set up your banking in the way that works best for you.

Do I need to keep records about the money?

You will need to keep records about the money you get and how you spend it. You will need to keep all invoices and receipts so that you can show CLBC what the money was spent on. You will only need to give CLBC copies of these records, invoices and receipts if you are chosen by CLBC for audit.

You will also need to keep records of the people you hire so that government bodies like Canada Revenue Agency, Employment Standards and WorkSafe BC can be sure that you have paid the right amounts to them and made the right deductions.

Will I need to send anything to CLBC to let them know how I spend the money I get?

You must send reports to CLBC to let them know that you are spending the money as agreed to in your Direct Funding agreement. If you don't report to CLBC as needed, your Direct Funding may be stopped. How often you report and what you report is based on how much money you get:

- **Direct Funding Standard (more than \$6,000 in twelve months):**
Financial Reports must be sent every month to CLBC showing all the money going into and out of the bank account. The Financial Report is sent to CLBC using an electronic (web-based) form on the computer.
- **Direct Funding Simplified (\$6,000 or less in twelve months):**
Compliance Reports must be sent to CLBC every six months. You must state on this form that you have followed the rules of your *Direct Funding Agreement Simplified**.

How will I know if the support workers I hire are employees or contractors?

There is a legal difference between being an employee/worker or a contractor. Canada Revenue Agency, BC Employment Standards Branch and Worksafe BC each have specific definitions that they use to determine whether someone is an employee/worker or a contractor. These definitions are not all the same, so it is important that you work with each of these agencies to get their advice and assistance for your specific situation. You can find the contact information for these agencies in Appendix A of this guide.

Will I take on any legal responsibilities of an employer?

If you use the money to pay support workers who are considered by the government to be employees/workers (as discussed above), you will have the legal responsibilities of an employer. This means that when you pay your support worker or a caregiver you will have to make deductions and adjustments for income tax, statutory holidays, Workers Compensation

premiums, Employment Insurance, Canada Pension Plan and other government financial requirements.

You can hire a bookkeeper or payroll company to help but you or your Agent are responsible for making sure these responsibilities are met. You or your Agent will also need to understand the legal rights of employees as outlined in the Employment Standards Act.

If you think that it will be hard to meet these responsibilities or that it will take a lot of time, you can choose instead to work with a Host Agency. Your Host Agency will take on these employer responsibilities for you.

What happens if CLBC wants to check on how I spend the money they have given me?

Every year CLBC chooses a number of individuals to check on how they spent the money they got for Direct Funding; this is called an “audit”. If CLBC chooses you for audit, you will be asked to send copies of all your records, invoices and receipts for the months that they tell you. CLBC will look at how you have spent the money. If you have paid for things that were not agreed to in your Direct Funding agreement, CLBC may ask you to pay money back to them. You may also be asked to pay back any money that you haven’t spent and don’t plan to spend.

Can I change how I spend my Direct Funding?

You decide how you spend the funds but must buy the supports and services that you agreed to with CLBC. If you want to make changes to what supports you can buy, please call your facilitator and talk to them about changing your Individual Support Plan.

Do I need insurance?

You must make sure that you have set up workers compensation coverage through WorkSafe BC where required. If you employ staff, you will be required to register with WorkSafe BC as an employer and arrange coverage for your workers. If the people working for you are contractors, you should contact WorkSafe BC to ensure that your contractors have set up their own coverage. As discussed above, it is important that you check with the appropriate government agencies so that you know for sure whether the people working for you are employers or contractors.

CLBC will enrol you in an insurance policy that provides liability protection for you or your Agent and your employees and contractors. This insurance only covers activities carried out under the Direct Funding agreement.

As with all insurance, there are limitations, exclusions and conditions. You will get a copy of the insurance policy from the insurance broker after CLBC registers you for the insurance. If you want to see a copy of the policy before you sign the agreement you can ask your facilitator to get one for you.

Does Direct Funding make a difference to other money I get from government or to the tax I pay to the government?

If you receive more than \$6,000.00 in twelve months through Direct Funding you must be able to show CLBC that you currently have approval from the Canada Revenue Agency to claim the Disability Tax Credit. As well as reducing the amount of income tax you need to pay, being able to claim the Disability Tax Credit also reduces the possibility that receiving Direct Funding will affect other government benefits you may receive.

To be eligible to claim the Disability Tax Credit you or your family member or representative need to complete a Disability Tax Credit Certificate and then have your doctor or other qualified person (there is a list on the form) certify it. Once this is done, you send the certificate to the Canada Revenue Agency (CRA) for approval. The CRA will send you a letter letting you know if you are eligible to claim the Disability Tax Credit.

The Disability Tax Credit Certificate form can be found at the CRA web site at: www.cra-arc.gc.ca/E/pbg/tf/t2201/README.html

Taxation is a complex issue and you may wish to talk to taxation professional if you have questions or concerns.

What happens if I get into difficulties with Direct Funding?

Call your local CLBC Community Living Centre immediately.

When could I be asked to pay back money?

CLBC could ask you to pay back money if you spend money on things that were not agreed to in your agreement. You could also be asked to pay back money if you did not need all of the money that you were given.

What If I no longer want to get Direct Funding?

Call your facilitator to talk about how you can get your supports in a different way.

HOST AGENCY FUNDING

What is a Host Agency?

A Host Agency is an agency that CLBC has approved to manage the money given to individuals by CLBC through Host Agency Funding.

What does a Host Agency do?

A Host Agency manages the money you get from CLBC for you and helps you set up and manage the supports you need. If you use a Host Agency, you still have a say in who works with you and what they do for you, but the Host Agency takes on the job of being the employer. The Host Agency makes sure that all of the responsibilities of being an employer are met. Choosing to use a Host Agency gives you the good parts of Individualized Funding with less

responsibility for paperwork and record-keeping than Direct Funding. You can choose to use Host Agency Funding if the money you will get from CLBC for your supports is over \$6,000.00 in a twelve month period.

Where can I find a Host Agency?

Your facilitator can give you the names of Host Agencies in your community that have been approved by CLBC.

How do I choose a Host Agency?

To choose the Host Agency that can best meet your needs, we suggest that you always talk to more than one Host Agency. Asking the following questions can help you make your choice:

- What supports can I get? Do they fit what I want?
- Can the agency help me reach my goals?
- Can I choose the person that I like to work with?
- Can I choose the person who will support me?
- Will I have the same person support me on a regular basis?
- What if the regular person is sick or on holiday?
- Can I call someone from the agency at all times?
- What after-hours emergency support is available?
- Who do I talk to if I'm happy or unhappy with my supports?
- Who will talk to me to find out if my supports are working for me?
- What happens if I want to stop the supports?
- How does the agency find good staff? What training are they given?

It can be helpful to ask the agency for the names of other people who they work with who would be willing to tell you what they think about the agency.

When you have made your choice, you should put the name of the Host Agency you would like to work with in your Individual Support Plan.

What is an Individual Support Agreement?

An *Individual Support Agreement** is an agreement between you, your Agent (your family member or other person acting on your behalf) and CLBC. This agreement is based on the information in your Individual Support Plan and states what everyone who signs the agreement agrees to do. Your goals and how they will be delivered (the "deliverables") are written in the *Schedule A – Support and Services* part of the *Individual Support Agreement*. This *Schedule A* becomes an important part the *Host Agency Funding Agreement** that CLBC signs with the Host Agency you choose.

How does the Host Agency know what supports to set up for me?

You and/or your Agent will sign a *Host Agency and Agent Support Agreement** with the Host Agency. This agreement states that the Host Agency will set up supports for you that will help you meet the goals described in the *Schedule A – Support and Services*. The agreement also says what you or your Agent and the Host Agency agree to do and what specific jobs you or your Agent want to share with the Host Agency. Your Host Agency will work with you and your Agent to decide how they will set up the supports described in your *Schedule A – Supports and Services*. The *Host Agency and Agent Support Agreement* cannot be signed until your *Individual Support Agreement* and *Schedule A – Supports and Services* has been signed. The Host Agency must give a copy of the signed *Host Agency and Agent Support Agreement* to the Quality Service Office.

How does the Host Agency get the money for my supports?

The Host Agency signs a *Host Agency Funding Agreement* with CLBC. This agreement describes the amount of money the Host Agency will get to pay for your supports and when and how the money will be paid to them. This agreement also states the responsibilities that the Host Agency and CLBC agree to.

Your *Schedule A – Supports and Services* becomes part of the funding agreement. This makes sure the Host Agency knows your goals for each service you will get and how you want the services set up. The *Schedule A* also describes how you and your Agent, CLBC and the Host Agency will know if the services are working for you. The *Host Agency Funding Agreement* is signed after CLBC has received a copy of your *Host Agency and Agent Support Agreement* from your Host Agency.

How do I know if my Host Agency has paid for my supports?

You or your Agent will get reports from your Host Agency that tell you how much money they got for you and how they spent the money. The services that they bought with the money should fit with what was agreed to in your *Schedule A – Supports and Services*. It is important to read the reports when you get them to make sure that the Host Agency has only used the money to pay for your supports and that all the supports you have received have been paid for.

MOVING AHEAD WITH INDIVIDUALIZED FUNDING

Which is better, Direct Funding or Host Agency Funding?

If CLBC agrees that you or your Agent can manage Direct Funding, you can choose the type of funding, Direct or Host Agency, that best meets your needs. If CLBC thinks that it will be hard for you or your Agent to manage the money and responsibilities of Direct Funding, CLBC can help you to work with a Host Agency. The Host Agency will help you to manage the money and to set up your supports.

You may want to think about the following before you choose Direct Funding or Host Agency Funding:

- Do you or your family (agent) want to be an employer?
- Do you understand all the rules that come with being an employer?
- Do you or your family (agent) want to be responsible for making sure records for all of the people you hire and for everything you do with the money are kept?

How do I start Individualized Funding?

Your first step is to call your local Community Living Centre. A facilitator will explain Direct Funding and Host Agency Funding to you. They will also help you think about which choice is best for you. The facilitator will let you know if you need to develop an Individual Support Plan. If a plan is needed, the facilitator can help you write a plan that includes your request for Direct Funding or Host Agency Funding.

What if I want to change how I get IF once I'm receiving it?

You should call your local Community Living Centre.

Where can I get more information about Individualized Funding?

Your local Community Living Centre can give you more information. It may put you in touch with someone already receiving Individualized Funding. You can also get more information from the Vela Microboard Association: <http://www.microboard.org>.

APPENDIX A: MORE SOURCES OF INFORMATION

Canada Revenue Agency

Gives information about setting up a business number, taxation, and rules about employers and contractors.

Toll Free: 1-800-959-5525

www.cra-arc.gc.ca/tax/business/menu-e.html

Community Living BC

Phone: 604-664-0101 Toll Free: 1-877-660-2522

www.communitylivingbc.ca

Ministry of Labour and Citizens' Services

Employment Standards Branch

Gives information about rules for employing people and rules about employers and contractors.

Toll Free (in B.C.): 1-800-663-3316

www.labour.gov.bc.ca/esb

Nidus Personal Planning Resource Centre and Registry

Gives information about and help with Representation Agreements.

411 Dunsmuir Street, Vancouver, B.C., V6B 1X4

Phone: 604-408-7414 Fax 604-801-5506 E-mail: nfo@nidus.ca

<http://www.nidus.ca/>

Royal Canadian Mounted Police

For information about criminal record checks, please call your local City Police Department or RCMP Detachment or visit the following web-site:

www.rcmp.ca/crimrec/finger_e.htm

The Workers' Compensation Board of BC

Information about employer services and workers' insurance.

Inquiry regarding employer services

Phone: 604-244-6181 Toll Free: 1-888-922-2768

www.worksafebc.com

Vela Association

Information about individualized services and assistance with becoming an employer.

100 - 17564 - 56A Avenue, Surrey, BC V3S 1G3

Phone: (604) 575-2588 Fax (604) 575-2589

www.microboard.org