

Questions and Answers for Service providers: The Standards for the Coordination of Home Sharing

This document supports service providers who provide coordinating Home Sharing services in applying the *Standards for the Coordination of Home Sharing* (Coordination Standards).

The Coordination Standards also apply to Live-In Support, an arrangement in which an individual shares their home with someone contracted to deliver ongoing support commonly referred to as Shared Living. The Coordination Standards and this supporting Q&A document refers to these arrangements as Home Sharing.

These FAQ's are posted on CLBC's website [here](#) and will be updated as needed. Updates will be highlighted as *NEW

Contents

What are the Coordination Standards, and what purpose do they serve?.....	2
Will the Coordination Standards help CLBC meet the Office of the Auditor General Recommendations?	2
Who did CLBC consult in the development of the Coordination Standards?	3
How should Agencies apply the Coordination Standards to their Home Sharing services?	3
How do the Coordination Standards relate to the Standards for Home sharing, Accredited Standards, and the Standards for Unaccredited Service Providers? Is there alignment between all standard documents?.....	3
Does CLBC expect Agencies Coordinating Home Sharing to comply with all the Coordination Standards right away?.....	3
If I am an accredited service provider, do I need to comply with the Coordination Standards?	4
What are the Standards for the Coordination of Home Sharing: Self-Assessment Tool? Are Coordinating Agencies required to complete it?	4
How will the new Coordination Standards affect CLBC's approach to monitoring Agencies Coordinating Home Sharing services?.....	4
Have the new Coordination Standards changed the requirement of how often Coordinating Agencies monitor Home Sharing Providers?	4
Do the Coordination Standards address individuals' financial contribution to the Home Sharing service?	5
Has the expectation of how a Home Sharing Provider supports individuals with their finances changed as a result of the new Coordination Standards?.....	5
Has the expectation of how Home Sharing Providers manage medication administration changed as a result of the new Coordination Standards?	5

Do the Coordination Standards address the Home Sharing Providers' role and end-of-life responsibilities when an individual passes away?	6
Is the Agency Coordinator responsible for ensuring that individuals in Home Sharing arrangements have person-centered plans?	6
When an emergency or crisis occurs with an individual or Home Sharing Provider we support within our existing networks, what is our role?	6
Do Coordinating Agencies require CLBC approval when they are considering matching two individuals to the same Home Sharing Provider?	6
Is support or training available to assist with implementing the Coordination Standards? Where can I go to for more assistance?.....	6

What are the Coordination Standards, and what purpose do they serve?

The Coordination Standards establish provincial requirements for the coordination and delivery of Agency coordinated Home Sharing services and are intended to support agencies to fulfil their coordination responsibilities. They also inform the work of CLBC staff responsible for monitoring the delivery and quality of Home Sharing services and to Live-In Support arrangements. The Coordination Standards ensure that:

- Individuals living in Agency Coordinated Home Sharing arrangements receive consistent, high-quality support across the province.
- Service providers understand their role and responsibilities related to the coordination of Home Sharing services.
- Analysts can assess whether service providers are meeting contractual and policy requirements as part of their monitoring activities.
- The Coordination Standards form part of the Agency's contractual requirements with CLBC.
- The new [Standards for the Coordination of Home Sharing Policy](#) clarifies CLBC's expectation of Coordinating Agencies to comply with the Coordination Standards.

Will the Coordination Standards help CLBC meet the Office of the Auditor General Recommendations?

In June of 2021, the Office of the Auditor General of B.C. released a report examining CLBC's framework for monitoring home sharing providers for the period covering 2018-2019, and made five key recommendations to help CLBC ensure that:

- Home Sharing Providers understand what they must do to further quality-of-life outcomes.
- Monitoring enables staff to verify that Home Sharing Providers or agencies coordinating Home Sharing services meet contract requirements.
- CLBC can verify that agencies oversee their Home Sharing Providers.
- CLBC has the data needed to oversee monitoring.
- CLBC staff complete monitoring activities as expected.

The development of the Coordination Standards is a key part of the commitment CLBC made to address the Office of the Auditor General's recommendations as well as other initiatives to strengthen the delivery of Home Sharing. The Office of the Auditor General's audit report and CLBC's response can be found here: [OAGBC Community-Living-BC RPT.pdf \(bcauditor.com\)](https://www.bcauditor.com/OAGBC_Community-Living-BC_RPT.pdf)

Who did CLBC consult in the development of the Coordination Standards?

The Coordination Standards were developed through extensive consultation with both internal and external partners over the last two years. CLBC's Quality Assurance Department consulted with WRH Consulting Inc., CLBC Quality Service Analysts, CLBC Senior Management teams across the province, as well as service providers contracted to deliver Agency Coordinated Home Sharing services. These consultations helped to ensure the Coordination Standards are reasonable, achievable, and reflect the expectations and responsibilities of service providers coordinating Home Sharing services.

How should Agencies apply the Coordination Standards to their Home Sharing services?

The Coordination Standards provide direction for each Coordination Standard, establishing what **must** be done in each area, along with examples and practice guidance to demonstrate ways the standards **may** be met. While coordinating Agencies are contractually required to comply with the Coordination Standards, the way in which they are achieved may vary according to each organization's culture and infrastructure and evolve as new ideas and innovations emerge.

How do the Coordination Standards relate to the Standards for Home sharing, Accredited Standards, and the Standards for Unaccredited Service Providers? Is there alignment between all standard documents?

- CLBC designed the Coordination Standards to be used together with the Standards for Home Sharing and the Standards for Unaccredited Service Providers. They also complement and are aligned with the Council on Accreditation (COA) and the Commission on the Accreditation of Rehabilitation Facilities (CARF) standards that service providers who are accredited or seeking accreditation are required to meet.
- The Coordination Standards refer to the oversight, coaching, and supportive role service providers have in ensuring their staff, sub-contractors (Home Sharing Providers), and volunteers comply with the [Service Terms and Conditions for Service Providers](#) (T & C) and [Home Sharing Service Terms and Conditions for Home sharing Providers](#) (HS T & C), including all prescribed standards, outcomes, and service requirements.
- The Coordination Standards reference the Standards for Home-Sharing as well as other relevant CLBC policies, procedures, and practice guidance documents.

Does CLBC expect Agencies Coordinating Home Sharing to comply with all the Coordination Standards right away?

- The Standards will be added to the T & C on April 1st, 2022, and will come into effect on May 1st, 2022.
- In the first year, Coordinating Agencies are encouraged to focus on awareness, planning and steps required to achieve compliance.
- By April 2023, Agencies are expected to be in full compliance with the Coordination Standards and CLBC's monitoring will focus on a more comprehensive review of compliance.

If I am an accredited service provider, do I need to comply with the Coordination Standards?

- Yes. All service providers contracted to deliver Agency Coordinated Home Sharing services are contractually required to meet the Coordination Standards.
- The Coordination Standards correlate positively to CARF and COA Accreditation Standards which means that agencies who are already accredited or are in the process of becoming accredited may already comply.

What are the Standards for the Coordination of Home Sharing: Self-Assessment Tool? Are Coordinating Agencies required to complete it?

- The *Standards for the Coordination of Home Sharing: Self-Assessment Tool* is a way for service providers to identify and communicate how standards are being met, and areas that may require more time or development.
- Using this tool is optional. However, Coordinating Agencies are encouraged to complete the self-assessment tool throughout the fiscal year to track progress of compliance with the Coordination Standards.

How will the new Coordination Standards affect CLBC's approach to monitoring Agencies Coordinating Home Sharing services?

- CLBC's Monitoring Framework outlines expectations that analysts conduct a formal on-site visit with every program at least once per fiscal year, a critical component of CLBC's annual monitoring cycle.
- Consistent with current practice, the program level visit focuses on a review of service requirements, standards, and compliance with policies. The on-site visit will seek to understand how each Coordinating Agency has implemented the Coordination Standards and oversees key aspects of service delivery.
- CLBC recognizes that the way in which the Coordination Standards are achieved may vary according to each organization's culture and infrastructure and evolves as new ideas and innovations emerge over time.
- Analysts may request copies of specific documents in advance of a visit to allow time for review and/or may provide a letter summarizing the type of information that will be covered during the visit. This will help service providers know what to expect and to prepare as needed.

Have the new Coordination Standards changed the requirement of how often coordinating agencies monitor Home Sharing Providers?

- The new Coordination Standards align with existing best practice requiring the Agency Coordinator to meet in-person with the Home Sharing Provider at least quarterly.
- Monitoring of the physical environment must occur at least annually, including but not limited to the home atmosphere, safety and security in the home, emergency preparedness, and suitability for the individual's needs.
- Suitability of the individual's needs includes accessibility, access to heat and clean water, cleanliness of the home, and individuals' access to food, bed, privacy, comfort items, etc.
- Refer to the Coordination Standards for direction on when additional monitoring may be required.

Do the Coordination Standards address individuals' financial contribution to the Home Sharing service?

- While this topic is not addressed in the Coordination Standards it is outlined in the [Individual Payment for Home Supports Policy](#), which is one of the policies identified in *Schedule C: Service Requirements of the Service Terms and Conditions and the Home Sharing Service Terms and Conditions* that agencies and Home Sharing Providers are required to comply with.
- Individuals provide a standardized payment towards the shelter and supports related costs in a Home Sharing arrangement that contributes to the Home Sharing Providers' total compensation.

Has the expectation of how a Home Sharing Provider supports individuals with their finances changed as a result of the new Coordination Standards?

- Expectations have not changed; however, the Coordination Standards provide guidance to Coordinating Agencies on additional oversight measures, safeguards, and practices related to the management of individuals' finances.
- The Coordination Standards clarify that Home Sharing Providers should not have joint bank accounts with individuals.

Has the expectation of how Home Sharing Providers manage medication administration changed as a result of the new Coordination Standards?

- Best practice has always been that when support with medication is needed in a Home Sharing setting, there is a process in place to ensure proper administration, storage, and documentation.
- The Coordination Standards provide further clarity on this by acknowledging that coordinating agencies may have their own administrative practices to support Home Sharing Providers in meeting the standard.
- The Coordination Standards differentiate and address when medication administration is fully overseen by the home sharing providers and when the individual partially or fully self administers.

Do the Coordination Standards address the Home Sharing Providers' role and end-of-life responsibilities when an individual passes away?

- The Coordination Standards confirm the Coordinating Agency's role in overseeing end-of-life planning, ensuring support is provided according to the individual's wishes, and that administrative tasks associated with someone passing away are completed, as per CLBC's [End-of-Life Policy](#).
- Agency staff should review the [End-of-Life Policy](#), and [Critical Incidents Policy](#) for more information on processes and requirements.

Is the Agency Coordinator responsible for ensuring that individuals in Home Sharing arrangements have person-centered plans?

- Yes. For new referrals, Coordinating Agencies may leverage the planning completed by CLBC to eliminate the duplication of efforts. Ideally, individuals, families and/or their support networks are involved in the development of a plan, 'own' their plan, and participate in the sharing of information as needed.

- The Agency Coordinator ensures that individuals are supported through a personalized planning process that includes how Home Sharing services will be delivered as well as supporting individuals to develop quality of life goals. Planning involves family, natural support networks, or other representatives as needed.

When an emergency or crisis occurs with an individual or Home Sharing Provider we support within our existing networks, what is our role?

- Agency Coordinators are responsible for ensuring planning processes reflect proactive and responsive management of urgent issues impacting individuals and Home Sharing Providers. Coordinating Agencies are expected to be the lead in identifying and mitigating urgent situations when they occur.
- As part of their crisis management approach, agencies must be proactive in developing contingency plans to ensure a continuity of care for individuals within that agency's network. This might include an ability to provide temporary respite or an alternative Home Sharing option, explore increased support from family and/or natural supports, community resources, increased staff support, etc.
- CLBC should be notified of crisis situations and can be invited to participate in collaborative planning discussions to review changing needs.
- It is the Coordinating Agency's responsibility to lead the crisis planning processes. There will be times when a Coordinating Agency is unable to present a safe solution for the individual despite their best efforts, and CLBC will have a stronger role in the planning process, which might include exploring additional supports and services, and/or planning that extends beyond the scope of the Coordinating Agency and their available resources.

Do Coordinating Agencies require CLBC approval when they are considering matching two individuals to the same Home Sharing Provider?

- CLBC's approval is not required when a Coordinating Agency is considering matching two individuals to the same Home Sharing Provider. CLBC will monitor the agency's process for assessing and determining suitability in these situations. Agency Coordinators are responsible to ensure that there is a process that safeguards the quality of life, choice, rights, and lifestyle for both individuals.
- CLBC's approval is required when the Coordinating Agency is considering matching three or more individuals to the same home.

Is support or training available to assist with implementing the Coordination Standards? Where can I go to for more assistance?

- The BC CEO Network has developed training and resources specific to the coordination of Home Sharing, including a Home Share Coordinator Handbook Template.
- The BC CEO Network's training materials were developed with the assistance of a grant from the Provincial Government and are available to all Coordinating Agencies. Service providers can find more information by clicking [here](#).
- Service providers may also contact their CLBC liaison analyst for more information.