

Frequently Asked Questions

Person Centred Societies Policy and Contracting Framework



This document is intended to provide answers to common questions related to the new Person Centred Societies Policy and Contracting Framework. These FAQs can be found on CLBC’s website. These FAQs will be updated as needed and reposted in this section. Updates will be highlighted as ***NEW**.

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FREQUENTLY ASKED QUESTIONS

What does the Person Centred Societies Contracting and Policy Framework do?

- The Person Centred Societies Contracting and Policy Framework goes beyond funding and a contractual relationship; it establishes a foundation for collaboration and mutual understanding between CLBC and CLBC contracted Person Centred Societies (PCS). It fosters a shared vision for how PCS operate, ensuring clarity and alignment in service delivery.
- By providing a consistent and transparent approach, the Framework benefits everyone involved, streamlining the way partners work together. It simplifies navigating opportunities, responsibilities, and expectations, creating a stronger, more cohesive partnership that supports the success of person centred practices.

Person Centred Societies have been operating successfully for a long time, why is CLBC implementing this new Framework now?

- The new Framework is being implemented to enhance and expand self-directed services while also improving quality and fostering long-term sustainability.
- Although Person Centred Societies have made a meaningful impact, the Framework lacked a shared accountability model, making it challenging to ensure consistent quality, effective growth, and clear expectations for all parties involved.
- This new Framework addresses that gap by promoting a shared understanding of the supports being delivered, with clear accountabilities for both PCS providers and CLBC.
- This new Framework provides a stronger foundation for collaboration, ensuring that people and families across the province receive consistent services, with a focus on continuous improvement.
- For some PCS, these expectations may feel new, but for others, the requirements align closely with the way services have already been delivered.

How does the new Framework connect to CLBC's strategic plan?

The new Framework aligns with one of the key goals in our [2022-2025 strategic plan](#): building strong, trusting relationships with the people we support and their families. At the heart of this initiative is a commitment to family-centred decision-making, ensuring that everyone — our staff, the people we support, families and community partners — works together with a shared understanding of their roles.

What process did you use to develop the Framework?

The new Framework was developed after consultation with CLBC staff, Vela Canada and people and families with existing CLBC contracted PCS. Their feedback, along with input from our staff, emphasized the need for clear and consistent policies, which is exactly what the Framework addresses. Through close collaboration with Vela, we have developed an accountability structure that enhances

our supports and services, strengthens relationships with the people and families we serve, and fosters more effective community partnerships.

What parts of the Framework are new?

- The Framework includes updated contracting templates and funding procedures, a new policy, new service standards, and practice guidance for staff. It also provides essential information, tools, and resources for PCS along with monitoring tools and guidance to ensure effective implementation and oversight.
- These changes streamline service delivery and provide valuable help to the people, their families, and support networks already leading the way. Our goal is to stay true to the model's vision while making it easier for more people to access and benefit from it.

Does the new Framework only apply to existing PCS?

No. The Framework applies to all current and future PCS. Any service provider that receives government funding, including a PCS, must follow the standards, comply with the policies, and stay financially accountable.

How long does a PCS have to meet the new contract requirements, policies, and standards?

- Every PCS has until their 2026 monitoring visit to fully align with the new contract requirements, policies, and standards. Regardless of when your contract is renewed under the new Framework in 2025, that year will serve as a transition period. During this time, you can focus on understanding the changes, identifying areas for improvement, and preparing for alignment.
- We are here to support you. We want you to be successful. Your Analyst will work with you, highlighting your strengths and providing guidance on areas that need attention. You can also access training through Vela to help you understand the changes and how to implement them. Our goal is to ensure you have the resources and support to meet the new standards and achieve alignment by your 2026 monitoring visit.

What are my options if I do not agree with the updated contract terms and expectations, or if I do not want to continue with my PCS contract?

- If you choose not to continue operating as a PCS or if you do not agree with the updated contract terms, please reach out to your CLBC Analyst.
- We can explore alternative options that may better suit your needs. These include redirecting your services to a CLBC pre-qualified service provider, where CLBC contracts directly with the provider, or establishing a Host Agency Funding Agreement. We are here to support you in finding the best solution.

Where can I go to learn more about the new Person Centred Societies Policy and Contracting Framework and how it will affect me?

If you want to learn more about the new Framework and how it will affect you, here are your options:

- **CLBC's website:** Visit the PCS page on CLBC's website, under the Service Provider tab.
- **Contact your CLBC Analyst:** They can answer your questions and provide guidance.
- **Attend Vela's live virtual orientation sessions:** Vela is offering live, instructor-led virtual workshops designed to help Person Centred Societies understand the new Framework, including policies, contracts, and CLBC's monitoring role. These interactive sessions provide an opportunity to ask questions and engage in real-time discussions, making the material easier to understand for people, families, and PCS Board Members.
- **Standards for Home Sharing and Coordination Standards:** CLBC contracted PCS that have Home Sharing or Live-in Support as a support category will receive live virtual training on the Standards for Home Sharing and Coordination Standards through Vela, scheduled for release in January. This training should be completed after the other scheduled Vela workshops.
- **One-to-one support from Vela:** Vela also provides personalized support to all Person Centred Societies, not just Microboards, to help you navigate the changes.

What does the Analyst need to see in a PCS annual financial report, and where can I find the financial expectations?

- The Analyst needs a clear, detailed report showing how the monthly contract funding is spent. This includes a breakdown of administrative costs, staff wages and hours, benefits, program expenses (itemized line by line), and any miscellaneous costs.
- You can use templates like externally contracted program budgets, CLBC's Financial Statement Template, or your own spreadsheets, as long as they are clear and transparent.
- For more details on financial reporting requirements, refer to the [Managing the Money: Person Centred Society Guide](#) on CLBC's website.

PERSON CENTRED SOCIETIES WITH HOME SHARING OR LIVE-IN SUPPORT

Who can the Board hire as a Home Sharing Coordinator?

- The Board can hire a qualified individual to take on the role of Home Sharing Coordinator. More information about the role and responsibilities of a Home Sharing Coordinator is available through Vela training, including the Home Sharing A and B sessions.
- Alternatively, a Board Member may take on the Home Sharing Coordinator duties as an unpaid position, provided they are not an immediate family member of the supported person.

Can an immediate family member of the supported person be the Home Sharing Coordinator?

Immediate family members, such as parents, cannot take on the role of Home Sharing Coordinator. This policy helps promote accountability, expand the support network, and improve the overall quality of service the person receives.

As an existing PCS, what are my options if I need support to complete a home study?

- If you require support to complete a home study for a preferred or current Home Sharing or Live-in Support Provider:
- CLBC will cover the cost of a home study completed by a pre-qualified service provider (this funding is available until March 31, 2026).
- You can partner with a pre-qualified service provider to complete the home study.
- If you have a preexisting completed home study, please provide a copy to your CLBC Analyst to ensure it was conducted by a qualified provider.
- For further information and assistance, reach out to your CLBC Analyst.

Why is CLBC covering the costs for a home study only until March 31, 2026?

- CLBC is supporting the transition to the new Framework by funding home studies until March 31, 2026. This timeframe reflects the need for all Home Sharing arrangements to align with the updated Home Sharing Coordination Standards, which include having a Home Sharing Coordinator, a completed home study, and compliance with other standards.
- The funding period provides families, PCS boards, and providers with the time needed to hire and train coordinators, complete training, and make any necessary adjustments during the transition.
- This support is designed to ensure a smooth and effective shift to the new Framework for everyone involved.

What if there are concerns about the Home Sharing Provider during the home study process?

- If you have concerns about a Home Sharing or Live-in Support Provider during the home study process, please notify your CLBC Analyst as early as possible. CLBC is committed to collaborating with you to address any issues, leveraging support from resources like Vela and the Home Sharing Support Society BC.
- We recommend that Home Sharing Providers review the relevant documentation, including the CLBC Standards for the Coordination of Home Sharing Part 4, and work with their Home Sharing Coordinator to meet these standards.
- CLBC will work closely with the PCS to mitigate any challenges and identify the best path forward for the person and the PCS, ensuring that necessary care and support are maintained.

What if the Home Sharing Provider is not meeting Home Sharing Standards?

- If a Home Sharing or Live-in Support Provider is not meeting the Home Sharing Standards, they will need to make adjustments to ensure compliance.
- CLBC is providing compensation for PCS Boards to hire Home Sharing Coordinators who can work directly with providers to meet these standards. This collaborative approach encourages the PCS Board, the Home Sharing Coordinator, and the Home Sharing Provider to function as a team to support the provider in understanding and meeting the expectations outlined in their contract with the PCS.
- A range of supports are available to help providers succeed, including resources from [Vela](#), the [Home Sharing Support Society BC](#) (HSSBC), and tools provided by CLBC.
- Your CLBC Analyst is also available to offer guidance and assistance in resolving issues.
- Together, we are committed to ensuring that Home Sharing arrangements are successful and meet the required standards.

What financial support is available for new and existing PCS/Microboards who will be (and are) delivering Home Sharing services?

- CLBC will provide funding for one-time-only purchase of a home study and an ongoing monthly coordination fee for those Person Centred Societies who hire a Home Sharing Coordinator outside of their Board.
- Coordination is comparable to agency coordination for Home Sharing and is inclusive of wages, benefits, program costs and program admin. This amount is inclusive of all costs related to coordination.
- Your CLBC Analyst will work with you on this funding arrangement.

What is CLBC planning for Home Sharing/Live-in Support for Direct Funding Agreements?

- On March 21, 2022, CLBC introduced a temporary pause on new Shared Living Services (Home Sharing and Live-in Support) for Person Centred Society and Microboard arrangements. A suspension of new shared living services under PCS and Individualized Funding was considered necessary to ensure the health, safety, and risk issues were appropriately mitigated.
- As of November 29, 2024, Home Sharing and Live-in Support services will no longer be an option under new Direct Funding Standard Agreements.
- Direct Funding Standard Agreements with Home Sharing or Live-in Support arrangements will be supported to transition the service out of their Direct Funding Agreement. Direct Funding Agents will have the option to move the Home Sharing or Live-in Support services to:
 - Host Agency Agreements.
 - Agency Coordinated Home Sharing.

- Or go through the process of creating a new Person Centred Society to deliver these services through this person-centred model.
 - Transitions will be actively supported. In the interim, Direct Funding Standard Agreements with Shared Living Services will be supported to comply with monitoring, standards, and expectations as they transition to one of these options.
 - New Staffed Living arrangements will also no longer be an option under Individualized Funding agreements for the same reasons and concerns as those identified for Home Sharing services.
 - More information and support around how we will manage this transition will be provided through targeted communications as each of these arrangements will need to be supported closely.
- The Individualized Funding Policy and Direct Funding Policy and supporting documents have been updated to reflect this shift in policy direction. See updated [policies on CLBCs website](#).