



Information for Families

Getting CLBC Funded Services

When you first come to Community Living British Columbia (CLBC), you may or may not know what services your family member could benefit from. You may be looking for some family respite, or support for them to find a job, or support to take part in community activities or support to live in their community. Through CLBC welcome workshops, or when you talk to a facilitator, you can learn what opportunities are available in the community, what CLBC provides, and how we determine what services we can offer.

How does CLBC make decisions about what services an individual gets?

CLBC provides direct support to all eligible individuals through our welcome process to help them plan for the future and connect to community. We use a process and a set of tools to help us make equitable and consistent decisions about the type and amount of service(s) we can fund for each eligible adult, based on an individual's needs and when the service will start.

The decision about what services are available is based on an individual's need for help in specific areas, their personal circumstances and support networks, and local resources available. People with higher needs get more service. People with the most urgent needs may get service first. People in emergency situations – for example, people with no place to live – get services right away.

How can I find out what services we can get from CLBC?

You can learn about CLBC supports and services on our website, in Welcome Workshops or from a facilitator. The amount of services your family member can get depends on their needs. We learn about their needs by gathering information from you and your family member.



CLBC Staff will meet with you to listen to you and help you plan for supports to meet your goals.

What information does CLBC need?

Part of the process of determining what services CLBC may fund involves one or more conversations with a CLBC facilitator. A CLBC facilitator talks with you, your family member and other people who know them. Together, we discuss supports your family member may need to assist them with:

- communication
- personal care
- decision-making
- creating or maintaining relationships
- work, learning and participation in the community
- health/mental health needs or risks they face

A facilitator can give you a list of the kinds of questions we ask in advance to help you and your family member prepare. If you have reports from school or a previous service provider, or from psychologists or other professionals, we invite you to share these documents to help us gather information.



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What does CLBC do with this information?

Based on our conversations with your family member and you, and the reports you give us, we clarify their disability-related support needs. This is the specific assistance they need in ten areas of daily life, such as help with personal care or with work. To do this in a fair way, we use a tool called the Guide to Support Allocation (GSA).

Why does CLBC use the GSA?

CLBC wants to be sure people with similar support needs can get similar types and levels of services and funding. The GSA gives us a consistent way to understand each individual's needs and then make equitable decisions about what service or funding they get, based on those needs. It is one of several tools that help us understand more about an individual and the services they need to lead a full life in their community.

You can find out more about the GSA on the CLBC website under **How do I get support? > Understand CLBC Assessment Tools.**

What is a disability-related need?

CLBC defines it as an individual's need for support to live inclusively in their community.

What if my family member needs more support than most people do?

Some people have unique, complex and higher needs in some areas of their life. We make note of these areas to ensure these needs are considered when determining funding.

When will my family member get services?

Each person's request goes on a Request for Service List for their community. They may not get services right away. It depends on how urgent their need for support is compared with other people asking for services, and the funds available at that time.

We may only be able to offer some of the services they request right away. People who are already getting some service, or who have less urgent needs, wait longer. The facilitator can help your family member explore other opportunities in community while you are waiting and will tell you about when we will be able to provide services.

What if we disagree with the decision about services or have questions?

A CLBC facilitator is available to you and your family member throughout the process to answer questions. If the situation has changed, or if you have new information about your family member's support needs, we will review. If you disagree with the decisions being made, CLBC has established a complaint resolution process, which the facilitator will explain and help you and your family member access. You can access this process on the front page of the CLBC website.

What do we do now?

Once you have completed the welcome and request for service processes and services and/or funding are approved, CLBC can help you take the next steps in finding the most appropriate service for you.

LEARN MORE

You can find more information about planning and how CLBC makes funding decisions by visiting www.communitylivingbc.ca.