

Policy Number SE4.501	Policy Section Supports and Services	Effective: April 1, 2022 Amended: April 1, 2023
Title: L.I.F.E. Service Policy		Executive Sponsor: Vice President, Service Delivery & Innovation

Summary:

This policy explains how the L.I.F.E. Service supports individuals in the areas of Learning, Inclusion, Friendship, and Employment.

The purpose of the L.I.F.E. Service is to help individuals who use CLBC services to get jobs and direct their supports to have full lives. It includes:

- Guiding principles – the beliefs behind the service
- Characteristics – things that are unique about the service
- Service delivery – the way individuals experience the service

1. PURPOSE

This policy outlines the L.I.F.E. (Learning, Inclusion, Friendship, Employment) Service design and characteristics, and key aspects of service eligibility, referral, and funding. CLBC's L.I.F.E. Service, was designed by individuals, families and support networks, service providers, and CLBC staff.

This policy establishes a framework for how the service is planned, implemented, and monitored for service quality. It supports collaboration between individuals, families and support networks, service providers, and CLBC staff who play key roles in the service.

The *L.I.F.E. Service Policy* should be reviewed together with the *L.I.F.E. Service – Practice Guidance for CLBC Staff* and the *L.I.F.E. Service – Practice Guidance for CLBC Service Providers* which outlines the expectations and broader guidance to effectively deliver the L.I.F.E. Service.

2. DEFINITIONS

Check-ins: Regularly scheduled times when an individual and their L.I.F.E. Service staff connect to determine how the service experience is going for the individual and identify if anything needs to be 'tuned-up' (i.e., approach, intended differences, goals, frequency of Direct A or B support).

Individuals and their L.I.F.E. Service staff work together to determine the best way and how often a 'check-in' will happen. This is an essential part of individual level service evaluation.

Cultural Safety: An outcome of respectful engagement based on recognition of the power imbalances inherent to service systems, and the work to address these imbalances. A culturally safe environment for Indigenous peoples is one that is physically, socially, emotionally, and spiritually safe without challenge, ignorance, or denial of an individual's identity. Practicing cultural safety requires having knowledge of the colonial, sociopolitical, and historical events that trigger disparities encountered by Indigenous peoples and perpetuate and maintain ongoing racism and unequal treatment.

Direct A and B Supports: See Support Strategy.

Ebb and flow: For each individual accessing the L.I.F.E. Service, the amount of service they receive will ebb (decrease) and flow (increase) over time in relation to their goals and intended differences. It is expected that there will typically be an *ebb and flow* of support needs across all the individuals being served at any one time allowing the provider to balance support. As the demand for service or the reliance on paid support *ebbs* (because an individual is more confident in their skills and/or able to rely on natural supports), the service can *flow* to someone else. If an individual needs more service again, it will flow to them.

Goal: For the purpose of this policy, a measurable accomplishment an individual wants to achieve in one of the key areas of the L.I.F.E. Service (lifelong learning, community inclusion, friendships and relationships, and employment). Goals are associated with the intended difference an individual wants in their life.

Group Difference Reflection: A regularly scheduled time when the service provider brings together individuals, families and/or support network members, and staff to reflect on the delivery (i.e., practices) and experience of the service. Sessions can be comprised of mixed or specific groups. This reflection supports continuous quality improvement and is an essential part of service level evaluation.

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

Individual Report: For the purpose of this policy, a written report extracted from the Periodic Report and provided to individuals that includes information about their services. It includes a breakdown of hours served through Direct A and Direct B support, goals and intended differences stated and achieved, the number of Check-Ins and Tune-Ups, and their results. This report also captures the individual's progress toward employment and increased confidence and the strength of their natural support network.

Intended Difference: A positive difference or impact that an individual is seeking in their life. It focuses on unearthing the ‘why’ of the goal, and the ‘what difference will it make in their life when their goal is achieved?’

Natural Supports: Support that comes directly from individuals and community resources, activities and/or relationships rather than being provided through formal ‘paid’ forms of support. Also known as informal supports.

Service Cornerstones: The L.I.F.E. Service is built on four connected service areas of Learning, Inclusion, Friendship, and Employment.

Service Experience: The way each individual experiences their services, including but not limited to their involvement and direction in service planning and design, scheduling, staffing, support strategies, activities, service evaluation, and the rhythm of these and other characteristics of service delivery to reach their goals and the differences or impacts they desire.

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

Support Strategy: For the purpose of this policy, the ways that service provider staff support individuals to achieve their goals and experience the intended differences in their lives. This strategy focuses on building confidence and independence as well as increasing natural supports. There are two kinds of support strategies, Direct A and Direct B.

- **Direct A:** In person support provided by staff to an individual.
- **Direct B:** Research, planning, and coordination conducted by staff on an individual’s behalf to inform the development and tune-up of their Direct A support.

Tune-ups: A change to goal(s) or support strategies identified during the ‘check-in’ that will improve the service experience for the individual. This is an essential part of individual level service evaluation.

3. POLICY

3.1 Guiding Principles

CLBC’s approach to the L.I.F.E. Service is guided by the following principles:

Count What Counts with Everyone Who Counts

Evaluation of service quality and financial accountability are essential and will be done collaboratively (e.g., with individuals, families, CLBC, Service Providers) which not only confirms that service has been provided but also improves the service experience. A personal evaluation and improvement approach is embedded in the service delivery approach for each individual.

Policy Framework

Flexible and Responsiveness

Service when you need it, not when you don't. A service delivery approach that responds to the natural rhythm of life rather than imposing a rhythm and varies in frequency, intensity and focus over time in relation to the individual's increased capacity, confidence, informal network strength and emerging life circumstance.

Beyond Collaboration

A framework of key service elements, funding, delivery, evaluation, advocacy, and reporting that is founded on mutual trust and respect.

Plan for a Future, Not Just a Service

A dynamic and rich adulthood may emerge through an exploration of lifelong hopes, dreams, experiences, and expectations and not only through accessing adult funded services. While service supports one's journey through life, it must not define it. An individual's plan for the future is shaped by both their stated goals, their hopes, dreams, experiences, and expectations, and the stated difference in achieving goals.

I Know

Information is power. Individuals and their families and/or support networks must be able to easily access and understand the information they need to plan for their future.

3.2 Defining Characteristics

CLBC's L.I.F.E. Service has the following defining characteristics:

- Individuals' intended differences in Learning, Inclusion, Friendship, and Employment are achieved through a blend of supports.
- Support and evaluation strategies and schedules are designed collaboratively with the individual and their informal and formal networks and evolve over time with the individual
- Support is shaped by both the individual's stated goals and the difference that achieving those goals makes in their life.
- Support evolves over time through frequent evaluation and improvements.
- Support offered within community where and when it makes the most sense
- Flexible and responsive support varies in frequency, intensity, and focus over time in relation to the individual's increased capacity, confidence, natural supports, and emerging life circumstances; and
- Combines both in-person support such as coaching, observation, and feedback and other support such as research, design, and development.

3.3 Operational Context

3.3.1 Eligibility Requirements

To access the L.I.F.E. Service, an individual must be interested in pursuing employment. Individuals are eligible for the service either through the Developmental Disability or Personal Supports Initiatives service streams and is available to individuals with all levels of need.

3.3.2 Supports to Participate in My Community

The L.I.F.E. Service is a service falling under the “Supports to Participate in My Community” category of *Supports Funded by Community Living BC* and is designed to address individuals’ goals across all service cornerstones. Individuals receiving another service under this support category may not access the L.I.F.E. Service unless an Integrated Service Manager grants an exception.

3.3.3 Prioritization of Requests

Requests for the L.I.F.E. Service are managed and prioritized based on CLBC’s *Request for Service Policy* with additional consideration given to individual service matching and service provider capacity. Service providers and CLBC staff collaborate on referrals to ensure service providers can manage the ebb and flow of all individuals connected to the service.

3.3.4 Globally Funded Service

The L.I.F.E. Service is globally funded where funding is attached to the service and not to specific individuals accessing the service. This allows individuals’ service levels to change based on their needs and goals and on their increasing self-confidence, independence, and natural supports.

The funding model includes a flexible funding component to address short-term overall service capacity issue. It, assures individuals who have reduced their service levels over time , can access support through the L.I.F.E. Service should their needs change.

This funding model is integral to the L.I.F.E. Service design and is intended to support both individuals’ needs and short-term overall service capacity issues.

3.3.5 Service Development

Individuals and families and/or support networks interested in receiving the L.I.F.E. Service are encouraged to make service requests even if there is no contracted service provider available in their community at the time. Requests for service help CLBC to plan for service expansion, however, an individual’s request does not initiate a procurement process. The L.I.F.E. Service is developed and procured through a phased approach across regions. It is not available on an individual basis in communities where it is not yet established. If the service is available in a local community, individuals and families and/or support networks may not select an alternate qualified vendor that is not presently contracted to provide the service.

3.4 Foundational Service Elements

The L.I.F.E. Service features a unique set and style of service delivery components involving check ins, tune ups, support strategies, difference reflections, service evaluation, and monitoring.

3.4.1 Check-ins

Check-ins require service providers to interact regularly with individuals about their plans, experiences, and how to plan for the future. The individual and service provide agree on the occurrence of regular check-ins which is one way to ensure services are responsive to individual's needs.

3.4.2 Tune-ups

Tune-ups are also a key indicator of responsiveness and person-directed services. A tune-up occurs when a change or adjustment is made to an individual's service in response to their feedback or experience.

3.4.3 Support Strategies

Individuals have access to two types of support strategies:

- **Direct A:** In person support provided by staff to an individual.
- **Direct B:** Research, planning, and coordination conducted by staff on an individual's behalf to inform the development and tune-up of their Direct A support and occurs outside of the scheduled in person support hours with paid staff.

3.4.4 Difference Reflections

Difference reflections are a key part of continuous quality improvement of the L.I.F.E. Service and take place at an individual and service program level.

Intended difference reflections take place with the individual and measures the intended difference the individual wants the service to make in their life.

Group difference reflections are conducted in a group format where participants can critically reflect on their service experience, check-ins, and tune-up processes and/or other areas of practice where organizational learning is desired.

3.4.5 Three Evaluation Levels

Service evaluation is foundational to the L.I.F.E. Service and takes place at the individual, program or organizational, and system level.

At the individual level, service is evaluated through the check-in and tune-up process and individual periodic reports provided to individuals and, with their consent, to their families and/or support networks.

At the program or organizational level, service is evaluated through group difference reflections. Periodic reports, which are compiled and submitted quarterly to CLBC, also inform discussion at group difference reflections.

At the system level, CLBC Quality Service Analysts evaluate the L.I.F.E. Service through receipt of quarterly periodic reports, ongoing discussions with service providers, and on-site monitoring.

3.4.6 Cultural Safety

The L.I.F.E. Service design and its service cornerstones provide opportunity for individuals to meaningfully explore and connect with their cultures (i.e., learning about and participating in ceremonies and traditions, developing relationships within Indigenous communities). L.I.F.E. Service providers support individuals, their families and/or support networks in a culturally safe and supportive way that aligns with the *Cultural Safety Policy*, demonstrating respect and sensitivity for an individual's culture.

4. REFERENCES

Guidance for Staff

[Cultural Safety Policy](#)

FAQ – L.I.F.E. Service

Learning, Inclusion, Friendship and Employment: A Report on the L.I.F.E.-based Service Pilot

L.I.F.E. Service – Practice Guidance for CLBC Staff

Monitoring Policy

Supports Funded by Community Living BC

Guidance for Service Providers

[Completing the L.I.F.E. Service Periodic Report PRL Practice Guidance for Service Providers](#)

[Cultural Safety Policy](#)

[L.I.F.E. Service – Practice Guidance for CLBC Service Providers](#)

[Request for Service Policy](#)

[Resource Allocation Policy](#)

[Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers](#)

[Support and Planning Policy](#)

Transfer Policy