

Policy Number SE4.334	Policy Section Supports and Services	Effective: August 8, 2014 Amended: June 26, 2024
Title: Resource Allocation Policy		Executive Sponsor: Vice President, Service Delivery and Innovation

Between January 2024 – March 2025, CLBC regions will be implementing a new management structure that will shift some responsibilities between regional management roles. To best manage this change, CLBC is implementing this new management structure region by region rather than all at once. CLBC’s North Thompson-Cariboo region has already adopted this new structure, and this will be followed by the South Fraser and Vancouver Coastal regions in summer 2024, and by the Vancouver Island and South Interior Regions in fall 2024. During this transitional period, people receiving CLBC services in regions using the new leadership structure may see some change in assignment of management responsibility outlined in this policy.

Summary

This policy explains how CLBC staff understand a person’s disability-related needs.

It also explains how CLBC staff match a person’s need to the type of service and amount of funding that may be available for them.

There are other policies that help CLBC staff plan and request funding for services:

- Request for Service Policy
- Support and Planning Policy

1. PURPOSE

This policy provides direction for CLBC staff, individuals, families, and/or support networks about the resource allocation. Resource allocation is a process that CLBC uses to determine the type and amount of services that CLBC may fund for individuals based on an individual’s disability-related need.

The *Resource Allocation Policy* is designed to be used together with the *Request for Service Policy* and the *Support and Planning Policy*. Together these policies, and related tools, support an integrated approach to informed, fair, and consistent decision-making about the type and amount of CLBC-funded service(s) for eligible individuals.

2. DEFINITIONS

Disability-Related Need: The specific assistance required by an individual in ten functional areas of day-to-day life.

Exceptional Need: Unusual, complex, and/or extraordinary service requirements. Exceptional needs may be persistent/ongoing or acute/temporary.

Flag: A notation in the *Guide to Support Allocation* indicating an exceptional need that requires special consideration. Flags may indicate a temporary or ongoing need.

Guide to Support Allocation (GSA): An electronic tool used by CLBC to outline an individual's disability-related needs.

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

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.

PARIS: The CLBC electronic personal information management system.

Personal Summary: A document created by a youth or adult and their family, with support from others as needed, that helps CLBC and other planning partners get to know who the person is, what is important to and for them and, where relevant, their support requirements. It can assist CLBC and others with planning, and with gathering information to complete assessment documents required to request support and/or funding through CLBC. The document is the individual and/or family's personal property.

Request for Service List (RFSL): A report that identifies current requests for service from individuals and/or their families.

Supports Funded by Community Living BC: The list of services funded by CLBC, as well as associated parameters, that relate to disability-related needs and the amount of service that can be provided.

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.

3. POLICY

3.1 CLBC funds the supports and services outlined in the *Supports Funded by Community Living BC* document to address individuals' disability-related needs. Individuals, their families and/or support networks are encouraged to access natural and formal supports and services that are available to everyone in the community. CLBC does not fund services that fall outside of CLBC's mandate, such as health services, education, or income support.

3.2 CLBC makes decisions about providing funded services in a manner that supports the reasonable, fair, informed, equitable, and consistent distribution of available public resources. Funded services are intended to increase an individual's opportunity to be included in their community through options that promote choice and flexibility.

Policy Framework

3.3 Resource allocation is the process CLBC uses to decide what funding/services to provide to eligible individuals. This process is covered in three inter-related policies as follows:

Support individuals to make informed choices about planning their future, which may include accessing CLBC-funded services	<i>Support and Planning Policy</i>
Determine the current disability-related needs of an individual	<i>Resource Allocation Policy</i>
Determine the type and amount of service(s) that CLBC may fund to match these needs	<i>Resource Allocation Policy</i>
Document and prioritize requests for service	<i>Request for Service Policy</i>
Approve services or funding to be provided for an individual	<i>Resource Allocation Policy</i>

3.4 CLBC completes the resource allocation process prior to funding supports and services except in emergency situations, as outlined in 3.12. Resource allocation occurs when an individual, family, and/or support network initially seeks CLBC-funded services, and again whenever there is a change in the individual’s needs and/or circumstances that is likely to affect service requirements.

3.5 CLBC initiates resource allocation by gathering information about the services the individual is currently receiving and an individual’s current disability-related needs in ten areas of day-to-day life. This is done through:

- Conversations with the individual and their family and/or support network during the Welcome to CLBC process,
- Review of an individual’s Personal Summary and other information the youth, individual, family and/or support network chooses to share about themselves,
- Review of available assessment documentation,
- Review of any existing planning documents shared by the individual or through planning with their facilitator, and
- Use of the Guide to Support Allocation.

3.6 CLBC learns from individuals, their families and/or support networks about their support and service needs. CLBC staff communicate throughout the process so that individuals, their families and/or support networks understand how resource allocation decisions are made. CLBC staff explain what services may be funded and an approximate timeline for funding.

3.7 CLBC matches disability-related needs to the services in the *Supports Funded by Community Living BC* document, and related tools, in order to determine the type(s) and amount of services that CLBC **may** provide for the individual. **This process does not constitute a funding decision.**

3.8 Individuals may choose to develop a written plan at any point as outlined in the *Support and Planning Policy*. Information gathered during planning (whether with CLBC, with another government entity or an independent planner) is helpful in the resource allocation process for

providing a link between an individual's disability-related needs and their goals and the supports and services requested.

3.9 As funds become available and within its financial capacity, CLBC makes funding decisions based on a combination of factors including:

- The individual's urgency of need compared to others requesting service,
- Whether the individual is already receiving any CLBC-funded services,
- Provincial decisions about serving vulnerable or specific populations,
- Provincial decisions about the effective use of targeted supports such as Individual and Family Wellness, Employment, and Community Inclusion for transitioning youth,
- Standard ranges of costs for the geographic region and services typically provided in relation to the individual's disability-related need, and
- Priority groups such as children-in-care turning 19, youth transitioning to adult services, and individuals living with aging parents.

3.10 CLBC also assists the individual to access natural supports, service partners, and other government ministries.

3.11 CLBC may allocate temporary or ongoing funding to address exceptional needs identified through the *Guide to Support Allocation*.

3.12 In emergency situations, completing the Guide to Support Allocation may be delayed to allow emergency services to be put in place right away.

3.13 CLBC may re-do and revise all or part of the resource allocation process where there is information that may change or affect resource allocation decisions. Revisions may be required when:

- An individual, family and/or support network member indicates that the completed Guide to Support Allocation is not accurate.
- An individual's disability-related needs change.
- New information becomes available, or issues arise during service provision that may require a re-assessment of their disability-related need and/or of an earlier funding decision.

3.14 CLBC may only change a request for service start date at the request of the individual, their family and/or support network. See the *Request for Service Policy* for more information.

3.15 CLBC approves exceptions to the amount of Home Sharing funding that may be provided as determined by using CLBC's resource allocation tools that comply with the requirements, responsibilities, and processes set out in the *Home Sharing: Funding Requests Over CLBC Rates Approval Process Guide*.

4. PROCEDURES

4.1 Facilitators:

- a) Act as the primary point of communication and contact for the individual and their family and/or support network. Facilitators explain the resource allocation process referring to information provided to individuals and families through the welcome process (See *Support and Planning Policy*) and provide assistance as needed.
- b) Meet with the individual and their family and/or support network and gather information about their disability-related needs and currently-received supports both natural and formal.
- c) Take primary responsibility for determining disability-related needs and matching it, through the *Supports Funded by Community Living BC* and related tools, to the type and amount of services that CLBC may fund for an individual. Refer to the *Resource Allocation Practice Guide* for detailed guidance on completing these components of resource allocation.
- d) Communicate with the individual and their family and/or support network after matching disability-related need to the type and amount of services that CLBC may provide. Specifically:
 - Review the results of the Guide to Support Allocation and provide a copy of the report. Confirm that they understand how the resource allocation decision was made.
 - Explain the type and amount of service(s) that CLBC may fund.
 - Explain that the potential amount of services/funding may not be approved in total.
 - Confirm which CLBC-funded services the individual is requesting and the date they are required, as outlined in the *Request for Service Policy*.
 - Cancel or revise requests for service based on information or requests received from the individual, their family and/or support network, as described in the *Request for Service Policy*.
 - Provide information about when it is anticipated that they can expect to receive funding for services.

4.2 Analysts:

- a) Consider the following factors for funding decisions:
 - Factors listed in Section 3.9 of this policy, and
 - Additional priorities that CLBC may establish from time to time.
- b) Review exceptional needs identified through the *Guide to Support Allocation* where CLBC has allocated temporary or ongoing funding at least once per year to ensure they continue to exist.
- c) Provide information to service providers about an individual, their goals, strengths, and level of need to assist with service planning. With the individual's consent, share an individual's Personal Summary with the service provider.

- d) Upon request or when required, review the Guide to Support Allocation results with a service provider so that they can understand the resource allocation decision. Analysts ensure the individual and their family and/or support network are aware that CLBC is sharing this information with the service provider.
- e) Advise the Integrated Service Manager of any circumstances that could require a revised Guide to Support to Allocation.
- f) Identify exceptional needs for Home Sharing funding and ensure the request and approval process is followed as specified in the *Home Sharing: Funding Requests Over CLBC Rates Approval Process Guide*.

4.3 Integrated Service Managers:

- a) Ensure that all facilitators are trained in resource allocation and supported to apply and document the process consistently and accurately.
- b) Ensure that facilitators are aware of potential timelines for funding decisions, so they can communicate accurately with individuals and their families and/or support networks.
- c) Except in emergencies, ensure that the Guide to Support Allocation has been completed prior to making a funding decision.
- d) Approve funding decisions for exceptional circumstances, except for ongoing Home Sharing funding above CLBC's usual rates. Refer requests for ongoing Home Sharing funding to the Regional Director as specified in the *Home Sharing: Funding Requests Over CLBC Rates Approval Process Guide*.
- e) Approve additional funding on a temporary or ongoing basis for exceptional needs as indicated by a flag, except for exceptions to Home Sharing funding which they refer to their Regional Director for approval.

Request a new or revised Guide to Support Allocation from a facilitator where circumstances warrant, for example, when an individual moves into a new service area, or an individual's needs change.

5. DOCUMENTATION

5.1 Facilitators complete the Guide to Support Allocation in PARIS, and document and detail who was involved in the Guide for Support Allocation process in an Orientation Note type in PARIS with the request for service.

6. PRACTICE

6.1 CLBC approaches resource allocation in a way that respects the knowledge, relationships, history and time of individuals and their families and/or support networks. It is an important way that CLBC builds long-term and trusting relationships with the people we support.

6.2 Consistent, professional practice is very important in resource allocation. Fair decision-making requires the administration of technical tools, the application of professional judgement, and excellent communication. Staff are expected to be familiar with and comply with the

procedure and practice guidance in the *Resource Allocation Practice Guide* and the *Home Sharing: Funding Requests Over CLBC Rates Approval Process Guide*, and to seek guidance from an Integrated Service Manager or Practice and Service Advisor as required.

7. REFERENCES

Guidance for Staff

Confidentiality and Information Sharing Policy

Home Sharing: Funding Requests Over CLBC Rates Approval Process Guide

Planning with People: Practice Guidance for CLBC Staff

[Request for Service Policy](#)

Resource Allocation Practice Guide

[Support and Planning Policy](#)

Supports Funded by Community Living BC

Resources for Individuals and Families

[Information for Families: Getting CLBC Funded Services](#)

[Information for Families: Planning](#)

Personal Summary