



Policy Number: SE4.331	Policy Section: Supports and Services	Effective: August 8, 2014 Amended: July 19, 2018
Title: Resource Allocation Policy		Executive Sponsor: Vice President, Regional Operations

1. PURPOSE

This policy provides direction for CLBC staff about the resource allocation – determining an individual’s disability-related need, matching it to the type and amount of service(s) that CLBC may fund, and then making funding decisions.

The *Resource Allocation Policy* is designed to be used in concert 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 service(s) funded by CLBC for eligible individuals.

2. DEFINITIONS

Catalogue of Services: 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.

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: Assistance provided on an informal, voluntary basis; also known as informal supports. In the workplace, co-workers may support an individual in similar ways as they

support each other. Outside the workplace, friends, family and/or support network members may provide support that helps the individual get and keep a job.

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.

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 services listed in the *Catalogue of Services* to address individuals’ disability-related needs. Individuals and their families are encouraged to access natural and formal supports and services that are available to everyone in the community. CLBC does not fund supports and services that are the responsibility of other ministries or agencies, 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.

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 initially seeks CLBC 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 currently- received services 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 or support network during the welcome process
- Review of an individual's Personal Summary and other information the youth, individual and family 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
- Use of the GSA

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

3.7 CLBC matches disability-related needs to the services listed in the *Catalogue of Services*, 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 funded CLBC support
- Provincial decisions about serving vulnerable or specific populations
- Provincial decisions about the effective use of targeted supports such as respite for family support, employment support, 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 GSA.

3.12 In emergency situations, completing the GSA 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 a family or individual indicates that the completed GSA 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 disability-related need and/or of an earlier funding decision.

4. PROCEDURES

4.1 Facilitators:

- a) Act as the primary point of communication and contact for the individual and their family 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 or support network and gather information about disability-related need and currently- received supports both natural and formal.
- c) Take primary responsibility for determining disability-related need and matching it, through the *Catalogue of Services* 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 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 GSA and provide a copy of the GSA 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 services the individual is requesting and the date they are required, as outlined 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 GSA 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, strength 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 GSA results with a service provider so that they can understand the resource allocation decision. Analysts ensure the individual and their family 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 GSA.

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 or support networks.
- c) Except in emergencies, ensure that the GSA has been completed prior to making a funding decision.
- d) Approve funding decisions for exceptional circumstances.
- e) Approve additional funding on a temporary or ongoing basis for exceptional needs as indicated by a flag.
- f) Request a new or revised GSA 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 GSA in PARIS, and document and detail who was involved in the GSA 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 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 the *Resource Allocation Practice Guide* and follow the procedural and practice guidance in it and to seek help from an Integrated Service Manager or Practice and Service Advisor as required.

7. REFERENCES

Guidance for Staff

Catalogue of Services

Confidentiality and Information Sharing Policy

Planning with People: Practice Guidance for CLBC Staff

Request for Service Policy

Resource Allocation Practice Guide

Support and Planning Policy

Resources for Individuals and Families

Information for Families : Getting CLBC Funded Services

Information for Families : Planning

Personal Summary