



<b>Policy Number:</b> SE4.135	<b>Policy Section:</b> Supports and Services	<b>Effective:</b> November 12, 2007 <b>Amended:</b> September 15, 2025
<b>Title:</b> Request for Service Policy		<b>Executive Sponsor:</b> Vice President, Service Delivery and Innovation

**SUMMARY:**

This policy explains how people can request supports and services from CLBC. CLBC makes decisions based on the level of disability-related need for each CLBC-eligible person. The policy explains how CLBC staff make fair decisions, and how important information about a request is shared.

**1. PURPOSE**

This policy provides guidance to Community Living British Columbia (CLBC) staff about how to document requests for supports and services based on level of disability-related need. It is designed to be used with the [Resource Allocation Policy](#) and the [Support and Planning Policy](#). Together these policies support an integrated approach to informed, and administratively fair decision-making about the type and amount of CLBC-funded service(s) for eligible individuals.

**2. DEFINITIONS**

**Guide to Support Allocation (GSA):** An assessment tool used by CLBC to describe 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*.

**My Workspace (MWS):** CLBC's program and contract 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.

**Planning Registry:** A report that lists requests for supports and services for CLBC-eligible individuals that are not currently needed but may be needed in the future. This includes supports and services requests from CLBC-eligible transitioning youth who are not yet 19 years old.

**PRISM:** The CLBC electronic personal information management system.

**Request for Service List:** The CLBC record of current requests for supports and services from CLBC-eligible individuals, and/or their families/support networks.

**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.

**Target Start Date:** The date that the individual and/or family/support network want the service to start as recorded in My Workspace (MWS).

**Youth:** A person who is 16 years of age or over, but under the age of 19.

### 3. POLICY

**3.1** An individual, their family, and/or support network may request CLBC-funded services verbally or in writing, or as part of an individual's plan, if available. CLBC records and documents every request for service. A request for service includes the type of support(s) and service(s) CLBC may provide for an individual, as outlined in the *Resource Allocation Policy*.

**3.2** CLBC keeps a record of every eligible person's requests for supports and services within an individual electronic file in MyWorkspace (MWS). This record is part of the Request for Service List and the Planning Registry.

**3.3** The Request for Service List is a service request tracking tool that is maintained based on the level of need, and changes as more requests are received, as determined by using the *Service Request Tool*. The Request for Service List is not based on "first come, first serve". When more than one CLBC-eligible person has an equal level of need, the date of service request determines the order in which funding is approved.

**3.4** CLBC's *Service Request Tool* (SRT) captures an individual's or transitioning youth's request for CLBC-funded supports and services. The service request is scored based on the current circumstances of the individual/transitioning youth. The SRT is intended to give an indication of the overall level of need of the individual/transitioning youth support needs in relation to others living in the area .

**3.5** The target start date is when the individual/family/support network want the service to start. The Request For Service start date must fall within the current fiscal year and must not be backdated before the current fiscal year.

**3.6** Once a Request For Service status changes to 'service requested,' the service's targeted start and end dates cannot be altered.

**3.6.1** If the CLBC-eligible individual, their family, and/or support network want to change the start date, they must notify CLBC in writing.

**3.6.2** Other changes to requests for service may be made in response to any new information about an individual's circumstances that could affect their level of need.

**3.7** CLBC keeps a record of all requests for service including those that are not immediately needed but asked for in the future. If the 'target start date' is in the future, the request becomes part of the Planning Registry which CLBC uses for guiding future resource planning.

**3.8** Where an individual requires services to be implemented on an emergency basis, CLBC puts services in place as quickly as possible. CLBC's record of Request For Service start date may be delayed. CLBC records the Request For Service in MWS as soon as possible following the implementation of the emergency supports and services.

## **4. PRACTICE**

**4.1** Fair, equitable decision-making in managing requests for service requires the application of professional judgement, the consistent use of technical tools, and clear communication with CLBC staff and CLBC-eligible individuals and their families and support networks.

**4.2** Facilitators and Analysts are expected to be familiar with and follow the procedural and practice guidance in the *Resource Allocation Practice Guide*, and consult with a Service Delivery Manager, Service Area Manager, or a Practice and Service Advisor, as required.

## **5. REFERENCES**

### **Guidance for Staff**

MWS Request for Service Job Aid

MWS Request for Service Participant Guide

Planning with People: Practice Guidance for CLBC Staff

Request for Service Practice Guidance for CLBC Staff

Resource Allocation Practice Guide

[Resource Allocation Policy](#)

Service Request Tool Guide

Service Request Tool Job Aid

[Support and Planning Policy](#)

### **Resources for Individuals and Families/Support Networks**

Information for Families: Getting CLBC Funded Services

Information for Families: Planning

Personal Summary