



Policy Number: SE4.311	Policy Section: Supports and Services	Effective: May 11, 2011 Amended: July 24, 2018
Title: Youth Transition Support Policy		Executive Sponsor: Vice President, Regional Operations

1. PURPOSE

This policy describes the role of CLBC facilitators in assisting youth and their families before a youth turns 19. The policy outlines processes that should be completed before a youth turns 19. It also includes a timeframe for completing required processes, based on a youth's age.

It should be reviewed together with the *Support and Planning Policy*, the *Planning with People: Practice Guidance for CLBC Staff* and the *Eligibility Policy*. These policies, and related tools and procedures, are applied together as one set of guidance to support smooth youth transitions.

2. DEFINITIONS

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

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.

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

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

3. POLICY

CLBC works in collaboration with youth, their families and other government organizations and ministries to support youth transitions. CLBC participates in youth transition planning processes as outlined in the *Cross Ministry Transition Planning Protocol for Youth with Special*

Needs which describes how youth and their families and the other signatory government organizations work together. Supporting a smooth transition for youth and their families is an important priority for CLBC.

CLBC facilitators have an important role when a youth, their family and support network begins the process to access CLBC services prior to the youth becoming an adult. CLBC becomes involved in this process after the youth's 16th birthday.

CLBC facilitators assist youth and their families with CLBC processes that should be completed before a youth turns 19. CLBC facilitators have a role in assisting youth and their families to learn about CLBC's role in supporting youth transitions, welcoming youth to CLBC, connecting youth to their communities and providing eligible adults with funded supports and services. CLBC facilitators also have an important role in providing assistance to explore strategies to prepare for a future which includes choices about how a youth will live, work and contribute when they are an adult.

CLBC supports youth transitions by raising awareness in the community about CLBC's role and processes for supporting youth transitions.

4. PROCEDURES

About CLBC

4.1 Facilitators work with community and government partners (e.g. schools, Ministry of Children and Family Development, Services To Adults with Developmental Disabilities) to provide them with information about CLBC to share with youth and their families as outlined in the *Support and Planning Policy* and the *Planning with People: Practice Guidance for CLBC Staff*.

4.2 Facilitators participate in community events to provide information about CLBC's role in supporting youth transition planning as outlined in the *Support and Planning Policy*. Facilitators create awareness about how important it is for youth to begin the eligibility process early (ideally, immediately after a youth's 16th birthday).

4.3 Facilitators are available to meet with individual transitioning youth, their families and support network members to complete specific tasks to ensure that required steps are completed in a timely way.

4.4 Confirming Eligibility

a. Facilitators review eligibility documentation after a youth's 16th birthday, as outlined in the *Eligibility Policy*.

b. Facilitators ensure that the required consent is provided before beginning the eligibility process as outlined in the *Confidentiality and Information Sharing Policy*.

c. Facilitators review eligibility documents submitted directly by youth and their families or documents submitted on the youth and/or their families' behalf by Ministry of Children Family and Development (MCFD) staff and involved professionals.

d. Once eligibility has been confirmed, facilitators provide information about next steps and explain the expected timeframe for when future CLBC processes should occur. Based on the age of the youth that eligibility was confirmed (e.g. after a youth's 17th, 18th or 19th birthday), facilitators proceed with next steps, as appropriate.

4.5 Welcoming Youth to CLBC

a. Before eligibility is confirmed (prior to the youth's 16th birthday), CLBC staff may communicate with youth and their family to provide information about and encourage participation in CLBC's welcome process, as outlined in the *Support and Planning Policy*.

b. Once eligibility has been confirmed, facilitators meet with a youth and their family after a youth's 17th birthday to ensure they have completed the *Welcome Workshop* series, and encourage participation in an upcoming workshop series if they have not already attended. If they are unable to attend the workshops, facilitators offer to meet the youth and their family individually to review the key *Welcome Workshop* series content.

c. Facilitators offer to meet to answer any follow-up questions and support the youth and family in deciding next steps (i.e. planning options, requesting funded services, connecting to community) after the eligibility and welcoming processes have been completed.

d. If the youth and the family wish to request funded services, other than services that do not require a Personal Summary, facilitators support youth and their family to develop a Personal Summary, which is required to request most funded services, as outlined in the *Support and Planning Policy*, after a youth's 17th birthday and eligibility has been confirmed.

4.6 Planning

a. When youth have completed the eligibility and welcoming processes prior to their 18th birthday, facilitators contact the youth and their family prior to or near to their 18th birthday to meet and determine if, how and with whom the youth and their family want to plan, and if the youth has developed a Personal Summary or needs support completing one (if they are planning to request funded services).

b. Facilitators provide youth and their families with differential planning options within and outside CLBC based on their wants and needs, as outlined in the *Support and Planning Policy*.

4.7 Requesting Services

a. If the youth and their family request funded services, facilitators use the youth's Personal Summary (if required as described in the *Support and Planning Policy*) and other information

they have chosen to share to complete the resource allocation and request for service processes required prior to the youth's 19th birthday.

b. Facilitators and analysts work together to ensure that all necessary CLBC planning procedures are completed prior to a youth's 19th birthday, when required.

4.8 Supporting CLBC's Youth Transition Process

a. Integrated Service Managers maintain records of youth who have begun or completed the eligibility process and ensure that CLBC staff contact youth and their families to complete the required steps outlined in 4.4, 4.5, 4.6 and 4.7 in a timely way.

b. Facilitators ensure that youth and their families understand the required steps and the expected timeframe so that CLBC processes can proceed in a timely way.

c. Facilitators acknowledge and support Indigenous and other cultural traditions and community relationships and recognise, respect and respond to diversity by using strategies such as:

- i. Inviting a support network member, translator or staff member with a similar cultural background to participate when important information is being provided, and
- ii. Collaborating with people who have cultural or religious affiliations, as appropriate.

4.9 Timelines

a. CLBC assists youth and their families to begin the eligibility and welcome processes early to create a smooth transition to adulthood. Ideal timelines for a smooth transition are:

- **Age 16:**
 - Youth and their family engage with CLBC and begin the eligibility process
- **Age 16-17 :**
 - Youth and their family attend the *Welcome Workshop* series or an individualized welcome (i.e. one-on-one with a facilitator)
 - Develop a *Personal Summary* upon completing the welcome process
 - Consider their goals and planning options
 - Explore their community assets and generic services
- **Age 18:**
 - Youth and their family meet with a facilitator who:
 - Answers any of their questions
 - Supports them in their decision on whether, how and with whom to plan
 - Completes the *Guide to Support Allocation* and the *Request for Service Priority Tool* using the youth's *Personal Summary* if they choose to request services, and

- Provides planning support if the youth and their family choose to plan with CLBC.

Note: Youth and their families who are unable to attend the *Welcome Workshop* series can meet with a facilitator at any time to receive key information.

5. PRACTICE

5.1 CLBC works in collaboration with community partners to support youth transitions. Organizations and ministries that serve youth take the lead in initiating and supporting transition planning. CLBC works with these organizations and ministries to ensure that they are familiar with CLBC processes to support youth transitions.

5.2 CLBC has an important role in responding to youth and their families and support network members. Facilitators assist transitioning youth and their families to complete specific tasks in a timely way to ensure that there is adequate time to complete all required steps. Facilitators promote the timely completion of tasks by:

- Being available to begin the eligibility processes after a youth's 16th birthday
- Providing information about CLBC through the welcome process to youth earlier than their youth's 16th birthday and meeting with a youth and their family as soon as possible after a youth's 17th birthday and upon completing the CLBC welcome workshop series
- Assisting youth and their families, after a youth's 18th birthday, to determine how and with whom the youth and their family want to plan and if a Personal Summary will be needed to support a request for funded services

5.3 Facilitators ensure that required steps proceed in a timely way if youth apply closer to their 19th birthday. For example, if a youth's eligibility is confirmed at age 18, the steps outlined to occur following age 17 will need to occur at this time. Facilitators may need to explain to people that the ages provided as a timeline above are suggested guidelines. Facilitators may also need to reassure people that CLBC will work with them to proceed with next steps when youth connect with CLBC later than suggested in the timeline above.

5.4 When responding to youth and their families and support network members, it is important for facilitators to:

- Explain the role that CLBC has with youth and families during the period of time between the youth's 16th and 19th birthday
- Encourage their participation in CLBC's *Welcome Workshop* series
- Describe CLBC's role for supporting adults and explain the roles of facilitators and analysts for responding to adults and their families
- Explain how CLBC works together with other government organizations and ministries to support youth transitions
- Provide information about CLBC initiatives, engagement opportunities and priorities
- Offer youth and their families resources and materials that may assist them when planning for the future

- Provide information about accessing other helpful supports and services
- Encourage youth and their families to explore community resources and supports as they plan for adult life
- Provide multiple methods and materials for learning about the CLBC processes (e.g. encouraging participation in the CLBC *Welcome Workshop* series, online information material) that will be important during the years of transition
- Recognize that transitioning to adulthood may be a complex and difficult process and that connecting with CLBC may be one of many required processes that people are participating in

5.5 When working in community to promote a smooth transition for youth and their families it is important for CLBC staff to:

- Share information with community partners about CLBC's role in supporting youth transitions in order to promote collaborative approaches
- Emphasize the importance of beginning the eligibility process early (ideally, immediately after a youth's 16th birthday)
- Promote CLBC's *Welcome Workshop* series and participate in community events and forums and provide information about:
 - CLBC eligibility requirements
 - CLBC's role in connecting people to their community
 - CLBC supports and services, and
 - How youth may apply for and access CLBC services.
- Increase community capacity by sharing knowledge with community partners to promote opportunities for youth to participate in life-long learning, development and contribution

6. REFERENCES

CLBC Policies

Eligibility Policy

Planning with People: Practice Guidance for CLBC Staff

Request for Service Policy

Resource Allocation Policy

Support and Planning Policy

Youth Transition Support Policy - Questions & Answers for CLBC Staff

Resources for Individuals and Families

Information for Families: Eligibility

Information for Families: Getting CLBC Funded Services

Information for Families: Planning

Information for Families: Youth in Transition

Personal Summary

BC Government

[Cross Ministry Transition Planning Protocol for Youth with Special Needs](#)