

# **Transitioning to CLBC**

(a little cheat sheet! By Kerry Lawson)  
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This is for those who are beginning to think about the world of CLBC, are in the process of transitioning to CLBC, or who have already transitioned but continue to be confused by the CLBC system. **Please note that CLBC is unable to open a file on the person until that person is 16 years of age.** I sincerely hope that you find the information below helpful.

## **1. Eligibility**

First step is that you need to be eligible for CLBC – there are two streams:

- **Developmental Disability (DD) stream:** requires both a cognitive and adaptive assessment (often called psychoeducational) done by a registered psychologist at the school or privately (I went private but we had a good medical plan at the time that covered the cost). The person must have a significant disability, both intellectually and adaptively, that occurred prior to the person's 18th birthday, in order to meet this criterion.
- **Personal Support Initiative (PSI) stream:** the person must have a confirmed diagnosis by a registered psychologist of an Autism Spectrum Disorder (ASD) or Fetal Alcohol Syndrome Disorder (FASD) and a significant adaptive disability (i.e.: can this person live on his/her own independently?). The adaptive assessment needs to be completed no sooner than four years before the person turns 19 years of age

**The assessments should be forwarded to your local CLBC office. If you are receiving supports from a child and youth with support needs (CYSN) social worker, that worker should be able to assist you with the eligibility.**

**In many communities, there is often a “waitlist” of assessments to be reviewed by a CLBC eligibility facilitator. They will, of course, prioritize based when the person is turning 19 years of age. If you have not heard from CLBC when the person is 17 years of age, phone the local office to ask what is happening. You should then phone on a monthly basis. Please note: it is CLBC policy that a staff member must get back to the caller within 2 working days. If you have not heard from someone at CLBC within that time frame, you should phone and ask to speak to the Regional Integrated Manager.**

## **2. After confirmation of eligibility**

- In many communities, you may have access to a Services to Adults with Developmental Disability Navigator (STADD) who is there to assist with the transition planning to CLBC.
- Once eligible, the persons with disabilities pension (PWD) process may be less work. You will have a letter from CLBC that confirms eligibility which can be attached to the PWD application (less paper work!!). Remember, if

the person is living at home, an application for PWD can be made at 17.5 years. If the person is in foster care, the application for PWD is made at 18.5 years

- A facilitator will be assigned to you. In some local offices, the facilitator is assigned work on a monthly basis (unless urgent) and in other offices, the admin will assign a facilitator as soon as the eligibility has been confirmed. If you have not heard who your facilitator in a couple of months after receiving the eligibility confirmation letter, phone the local office and request one.
- You may be invited to a Welcome to CLBC workshop which is usually four sessions that provides an overview as to who CLBC is and what you can expect from them. These sessions are hosted by a CLBC facilitator, a CLBC analyst, a parent, and a self advocate.

### 3. Role of the Facilitator

- The role of the facilitator is to assist in the planning of the person and to put forward requests from you for services as well as explore community opportunities.
- **Guide to Support Allocation Tool (GSA):** One of the first responsibilities of the facilitator is to complete a GSA that outlines the support needs of the person. This is a very important tool as it dictates the hours of one to one service the person may be eligible for (i.e. if the person is assessed at a GSA level 3, the person is eligible for up to 12 hours per week of one to one support). The areas the person will be assessed on are communication, personal care needs, creating and maintaining relationships, making day to day decisions, making important life decisions, safety within community, work and learning, community participation, complex health needs, and complex risks and actions. It should be noted that for those who are eligible under the PSI stream, the GSA cannot be higher than a level 3 unless approved by the Integrated Manager. **Remember:** like most people focused government systems, you are communicating with a system that is based on deficits. You must think of the person on their worst day when going through the tool. **Always request a copy of the person's GSA once completed.**
- **Priority Ranking Tool (PRT):** The facilitator is also responsible for completing this tool. Again, this is a very important tool as it will inform CLBC where you are in terms of needing service in comparison to others. This can be a challenging discussion because this tool is based on family circumstances. This is where you need to be vulnerable with respect to the challenges you are facing, the amount of stress you are experiencing, personal health issues, etc. You do not have access to the tool nor do you get a copy of it once completed.
- **Service Request Registry (SRR):** The SRR is another word for "waitlists". The SRR is not based on a "first come, first serve" criteria except in the supported employment realm. The list for services are

mainly based on the PRT, ranked from highest family need to lowest family need.

#### 4. CLBC Services

**Globally funded services:** CLBC contracts with a service provider to provide a service to a group of individuals. This is often the contracts that are in place for group community inclusion supports (day programs), supported employment programs, skill development programs, and staffed group homes. In the contract between CLBC and the service provider, it will state how many staff to how many individuals. When a person leaves, CLBC will determine (sometimes in partnership with the service provider) who, on the Service Request Registry, would be most suitable for the “funded” vacancy and then of those people, who has the most family need.

##### **Category of Service:**

- ❖ **Respite:** Respite is often the first service offered to families entering into the CLBC world. CLBC can either contract the support directly to the family (individualized funding) or contract the support through an agency who will be responsible for finding a respite worker. Respite is not based on the GSA. It usually starts \$300 per month unless the person will be receiving a lot of other support services as well. If the family is receiving the funds directly, thanks to COVID, CLBC has become more flexible on ways that money can be spent. Families can “occasionally” order a meal in and/or use the dollars for therapy such as horseback riding, counselling, or other such services that will give the family a break.
- ❖ **Community Inclusion Supports:** the following services fall under this category:
  - **Employment:** CLBC contracts with various agencies throughout the Province to provide this support. The agency worker will support the person to find a job based on that person’s skills and interests and, over time, fades away to a more monitoring position once the person and employer are confident with one another.
  - **Skill Development:** This is one to one support through an agency contracted by CLBC to assist the person to learn more independent skills in the community (i.e.: taking transportation) and/or home (i.e.: preparing meals). This tends to be a time limited support.
  - **Community Based:** These supports can be offered in a group setting or on an individual basis. If it is to be on an individual basis, the GSA will dictate how many hours per week the person is eligible for and on the amount of CLBC funding available. The group settings tend to be on the grounds of the agency providing the service. These supports are focused on skill building, recreation and community activities.
  - **Home Based:** Depending on the needs of the person, this support is available to the person in their own home. Again, the number of hours per week depends on the GSA.
  - **Learning, Inclusion, Friendship and Employment Program (L.I.F.E.):** This is the newest program that CLBC is introducing to agencies. It combines support for individuals interested in employment

but who also want to connect with their community, pursue life-long learning, and build meaningful relationships. The goal of this support is for the individual to have a life beyond paid services.

- ❖ **Residential:** The following options fall under this category:
  - **Supported Living (outreach/cluster):** This service is for individuals who do not require 24 hours per day support. The support person will come to the person's home and assist with daily living activities at times when the person requires that help. Some organizations have purchased a number of suites in an apartment building and rents those suites to CLBC eligible individuals at a subsidized cost. The organization provides a support worker to assist with those individuals who reside there (thus, the term "cluster")
  - **Shared Living (Homeshare or Live-In Support):** The most common option that CLBC offers is where the individual moves into the home of a single person, a couple or a family. The caregiver is paid based on the individual's GSA. CLBC contracts with a service provider who is then responsible for completing a criminal record check and home study as well as the ongoing monitoring of the home. The individual could have their own suite in the caregiver's home or a bedroom on the same floor as the caregiver. The other option is that the individual has their own residence and a caregiver moves into the individual's home to provide the support. A growing number of families are becoming interested in this latter option – if the caregiver retires or can no longer provide the support, it is the caregiver who has to move, not the individual.
  - **Staffed Residential:** This option is not available to individuals who have a GSA of 3 or less and is frequently not available to individuals who have a GSA level of 4. Most staffed residential consist of three to four individuals, who usually have similar needs, and receive ongoing support from staff who work at scheduled times through the day and night. This arrangement is referred to as a group home. There are some unique circumstances where the individual is in a home on their own and is provided with 24-hour staffing. There are other circumstances where there are two individuals who live in the same home but live in different parts of the home (i.e. upstairs/downstairs) and receive their own staff during the day and some of the evening but share an overnight staff.

## 5. Other Funding Options

- ❖ **Individualized Funding (IF):** Rather than CLBC contracting with a community agency to provide supports, CLBC is able to contract with you directly which enables you to arrange supports the way you want. You can either hire and pay your staff directly or you can work with a service provider to do that work (The latter is called a host agency)
- ❖ **Person Centered Society/Microboard:** This is when a small group of committed family and friends (a minimum of 5 people) who join together with a person

with a disability to create a non-profit society. CLBC is able to contract with the person centered society to provide the supports to the person.

Both the above noted options can be explored further by contacting Vela Canada at (604) 539-2488 or by email at [info@velacanada.org](mailto:info@velacanada.org)

## 6. Miscellaneous

❖ **Representation Agreements:** Once your child turns 19 years of age, you are no longer considered their legal guardian. A Representative Agreement, which is only legal in BC, enables you to support your loved one in making decisions around health, personal care, and financial. For more information on this agreement go to [www.nidus.ca](http://www.nidus.ca). or call (604) 408-7414.

❖ **CLBC Complaint Process:** If you have a complaint about the transition or the support your loved one is receiving, and you are not getting anywhere with the facilitator/analyst, it is best to go directly to the CLBC Quality Assurance Office. The Quality Assurance Office follows the complaint to completion and is an extra pair of eyes on the complaint process. Below are the two options for submitting a complaint:

Click here to [File a Complaint](#). On this page you can complete and submit a short on-line form, or to download a form which you can fax or mail to CLBC.

Contact our CLBC Quality Assurance Office directly at **1-855-664-7972** and a member of our staff will take your information over the phone.

❖ **Family Members as Paid Caregivers:** A lot of families are unaware that an exception to policy can be made under unique circumstances. A copy of those exceptions are as follows: (I only copied the relevant part of the exception form)

### **Service Provision by Immediate Family Members Exception Form**

This form is to be completed by an analyst when an individual is requesting service provision by an immediate family member. It is intended to support the Integrated Service Manager's decision on whether CLBC's exception criteria for service provision by immediate family members are met, as outlined in the *Service Provision by Family Member Policy*. **This must be completed and approved by the Integrated Service Manager annually to ensure the reasons for allowing the exception continue to apply.**

Please identify (with a check) whether the following criteria are met to support CLBC's exception to pay an immediate family member:

- The individual or support network wishes to pay an immediate family member to provide CLBC-funded services that CLBC would have otherwise provided.

- There is no appropriate or available caregiver to provide for any of the individual's extraordinary or unique needs for **one or more** of the following reasons (**circle the relevant reason(s)**):
  - a. Nature and degree of care required, such as the complexity of care requiring extensive training, issues with trusting caregivers, or unique scheduling needs
  - b. Rural or remote locations causing accessibility difficulties for the individual requiring service
  - c. Cultural considerations such as customs, values, and beliefs that affect care needs
  - d. Communication barriers such as languages spoken, speech, or specialized communication needs
- ❖ **CLBC Fiscal Year and Budget Management Plan:** CLBC's fiscal year is from April 1 to March 31. The CLBC staff start preparing their Budget Plan in December/January prior to the next fiscal year. It is important that the person is on the budget management plan for the year they turn 19 years. For example, the person is turning 19 in February 2024. If the person will require services at that time or once they complete their school year, the person must be on the local CLBC office budget plan in December/January 2023.
- ❖ **You Are Not Alone:** Often meetings with government systems can be emotional and/or intimidating. You must always remember that you are the expert when it comes to your loved one. You might also want to bring a friend or another parent who has been through the process to support you. I have always found it useful to have someone who is not as emotionally involved to take notes and/or who can keep me on track. If you do not know of someone who can be that added support for you at meetings but you would like someone there for that support, you can always phone the Family Support Institute of BC toll free at 1-888-441-5403 or Inclusion BC at 1-844-488-4321. Some local community living organizations also offer family support.