

Getting CLBC Services

When you first come to Community Living British Columbia (CLBC), you may or may not know what services your family member could benefit from. You may be looking for some family respite, or support for them to find a job, or support to take part in community activities or support to live in their community. A CLBC facilitator can explain what services are available in the community, what CLBC provides, and how we determine what services we can offer. CLBC staff use a consistent approach to make fair decisions about services. This information sheet explains how we do that.

How does CLBC make decisions about what services an individual gets?

CLBC provides services based on an individual's needs. We use a process and a set of tools to help us make fair and consistent decisions about the type and amount of service(s) we can provide to each eligible adult and when the service will start.

The decision about what services are available is based on an individual's need for help in specific areas and local resources available. People with higher needs get more service. People with the most urgent needs get service first. People in emergency situations – for example, people with no place to live – get services right away.

How can I find out what services we can get from CLBC?

CLBC has a list of the services it funds on our website under **Supports & Services > Types of Services** or you can ask a facilitator to explain it to you. The amount of services that your family member can get depends on their needs. We learn about their needs by gathering information from you and your family member.

CLBC Staff will meet with you to listen to you and help you plan for supports to meet your goals.



What information does CLBC need?

Part of the process of determining what services CLBC may fund involves one or more conversations with a CLBC facilitator. A CLBC facilitator talks with you, your family member and other people who know them. Together, we discuss supports that your family member may need to assist them with:

- communication
- personal care
- decision-making
- creating or maintaining relationships
- work, learning and participation in the community
- health/mental health needs or risks they face

A facilitator can give you a list of the kinds of questions we ask in advance to help you and your family member prepare. If you have reports from school or a previous service provider, or from psychologists or other professionals, we invite you to share these documents to help us gather information.

What does CLBC do with this information?

Based on our conversations with your family member and you and the reports you give us, we determine their disability-related support needs. This is the specific assistance they need in ten areas of daily life such as help with personal care or with work. To do this in a fair way, we use a tool called the **Guide to Support Allocation (GSA)**.

The GSA may show that in one area, your family member may need a lot of support while in another area they may not need any support. For each area, we choose a level between one and five which best answers questions about support they need in that area of their life. Then we average the levels in the ten areas. This results in an overall level of disability-related need.

Once the GSA is completed, the facilitator will explain it to you and your family member. We will give you a copy of the **GSA Report**. The GSA Report is a summary and includes notes that explain why your family member needs the level of support indicated for each area of daily life. The GSA Report includes information about areas in which they have extraordinary needs for support and their overall level of disability-related need.

Why does CLBC use the GSA?

CLBC wants to be sure that people with similar support needs can get similar types and levels of services and funding. The GSA gives us a fair, consistent way to understand each individual's needs and then make fair decisions about what service or funding they get, based on those needs. It is a tool that helps us understand more about an individual and the services they need to have a good life in their community.

What do the levels of support in the GSA mean?

The information below shows the levels, or amount and intensity, of disability-related needs that an individual has:

Level 1 - The person can participate and manage independently in all activities related to this area.

Level 2 - The person can manage independently in many aspects of this area, and needs a small amount of support, or needs support sometimes for some activities.

Level 3 - The person manages independently in some activities related to this area, and needs regular guidance to manage most parts of this area of life.

Level 4 - The person needs ongoing support to manage this area of their life, and manages independently in few or no aspects of it.

Level 5 - The person needs full support in this area of their life.

What is a disability-related need?

CLBC defines it as an individual's need for support to live inclusively in their community.

What if my family member needs more support than most people do?

Some people have unique, complex and higher needs in some areas of their life. We make note of these areas to ensure that these needs are looked at particularly carefully when determining funding.

When will my family member get services?

Each person's request goes on a **Request for Service List** for their community. They may not get services right away. It depends on how urgent their need for support is compared with other people asking for services, and the funds available at that time.

We may only be able to offer some of the services they request right away. People who are already getting some service, or who have less urgent needs, wait longer. The facilitator can help your family member access community services while they are waiting and will tell you about when we will be able to provide services.

How are decisions made about the type and amount of service an individual may receive?

CLBC wants to be sure that people with similar support needs can get similar types and amounts of services and funding. We have identified an approximate range of support that may be provided for each GSA level. Once we collect information through the GSA, we consider a level of service to be provided that is similar to the amount for other people with a similar level of need. Based on both the urgency and level of need, CLBC figures out what funding or services we can offer and when they will start.

What if we disagree with the decision about services or have questions?

A CLBC facilitator is available to you and your family member throughout the process to answer questions. If the situation has changed, or if you have new information about your family member's support needs, we will review their situation. If you disagree with the decisions being made in your case, CLBC has established a complaint resolution process which the facilitator will explain and help you and your family member access. You can access the process on the front page of the CLBC website.

What do we do now?

Once services and/or funding are approved, CLBC will be available to help you and your family member complete their individualized support plan. Or you can do it on your own or work with someone else like a service provider. The facilitator will give you information to help guide your family member's individual planning.

Learn more

You can find more information sheets about Planning and CLBC's Resource Allocation process by visiting www.communitylivingbc.ca and going to [Resources > CLBC Publications](#).