

Community Living disABILITY Services Accessing CLDS Services Frequently Asked Questions

Community Living disABILITY Services (CLDS) welcomes between 250-300 new eligible individuals each year. The number of people eligible for services has grown from 5,094 in 2010/11 to more than 6,616 in 2017/18. Thanks to investments in our services, CLDS has been able to provide new respite and supports to families, day services and employment supports, and residential services each year. However, as more people request services every year, CLDS must have a balanced and careful process to make fair decisions within available funding.

Q1. What services can I access if I live with my family?

A1: If you live at home with your family, you can access Supports to People Living at Home with Family as well as Day Services. The amount and type of support you could receive will depend on your needs and your person-centred plan.

Supports to People Living at Home with Family provides supports to help you and your family be a strong team and live well together. Depending on your needs, some of these services could include:

- respite
- in-home services
- summer programming for those ages 18 to 21

Day Services may also be available to you. You can access day services in July of the year that you turn age 21. Based on your goals, your day service may support you to:

- find a job in the community and support you to succeed in that job
- learn the skills you need to find employment in the future
- be a part of the community and enjoy personal, social, and recreational activities

For more information on the services you can access, please contact your Community Service Worker.

Q2. Who can access residential services?

A2: Community Living disABILITY Services is committed to making fair, equitable decisions about services, but we can only approve services within available funding and resources. When we review requests for residential services, we consider your support needs, your current situation, and the resources we have available. Our goal is to make sure people who need the most help right away receive the services they need. This may include situations such as:

- youth transitioning out of the care of Child and Family Services
- people at risk of being homeless
- people living with a care provider(s) who can no longer provide the level of care they need
- people transitioning from a developmental centre to a residence in the community
- people who need services to address immediate safety concerns
- people who require additional support while recovering from a health issue or an injury

Q3: What will happen if my request for residential services is approved?

A3: Your Community Service Worker will work with you to learn what type of residential option is right for you, and how you can best be supported. If you are able to live on your own with some support, your Community Service Worker may arrange for Supported Independent Living services. If you need more support, a home share or a shift-staffed home may fit your needs.

If a home share or a shift-staffed home will best meet your needs, your Community Service Worker will first look at vacancies that are available in your community. This means looking at an existing home that has a place for another person to move into it.

If a vacancy that meets your needs is not available, your CSW will explore other options with you, your support network, and service providers in your community.

Once the right option is identified, the service provider will make a request for funding to Community Living disABILITY Services.

Q4: How is funding for my services reviewed and approved?

A4: Once your service provider requests funding for services, Community Living disABILITY Services will review the proposal to confirm that:

Families

- your request meets one of the situations listed above in Question 2 (this applies only if the request is for residential services)
- the funding request is within your Personal Supports Budget
- the request meets your needs

Community Living disABILITY Services and your service provider will work together to come to a funding agreement that works for you.

Q5: What will happen if my request for residential services is not approved?

A5: Because Community Living disABILITY Services can only approve services within available funding and resources, you may not receive all of the services you want right away. There may be situations where you would like to move, but residential services are not available to you. Your Community Service Worker will talk to you about your situation either over the phone or in person, and you will also receive a response in writing.

Your Community Service Worker will continue to plan with you and your support network to make sure your support needs are met. Your Community Service Worker may connect you to resources in your community or in your personal support network, or to other funded services such as Supports to Families (e.g. respite). It is important that you discuss any changes to your situation with your Community Service Worker in order to make sure your support needs are met within your current home. This includes changes to your physical or mental health, or any other challenges that you and/or your care provider are having.