Frequently Asked Questions

building on abilities – Implementation of Day Services Funding Guidelines July 2017

Community Living disABILITY Services (CLDS) is implementing the *building on abilities* initiative in phases, starting with new entrants for specific services. Doing so will allow for a more deliberate transition process, allowing all to learn throughout the process and make associated improvements.

The first group that began using Personal Supports Budgets was new entrants to CLDS living with family. We are now implementing a similar approach with new entrants to Day Services. Eventually the supports budget process will be applied to all living arrangements and all CLDS services.

QUESTION: Who is considered a "new entrant" for the roll out of the new Day Services funding guidelines in July 2017?

RESPONSE: For the purposes of the implementation of the new day services funding guidelines, a **new entrant** is defined as:

- a CLDS participant who is graduating and turning 21 years old in the 2017 calendar year and becoming eligible for Day Services
- an individual over the age of 21, newly eligible for the CLDS program and entering Day Services
- an existing CLDS participants over the age of 21 who is entering Day Services for the first time
- an existing CLDS participant over the age of 21 who has been accessing Day Services and has experienced a significant change in support needs

QUESTION: What if a new entrant for day services has not had a SIS assessment completed and a Supports Budget level determined? What funding are they eligible to receive?

RESPONSE: In situations where a Supports Budget level has not been determined, the program is relying on the professional judgement of the Community Service Worker and the service provider to determine what the most appropriate participant:staff ratio would be to support that individual. Once the participant:staff ratio has been agreed upon, the corresponding per diem provided in the guidelines can be temporarily approved for up to six months. The Worker should communicate to the service provider that this amount may change once the SIS assessment is completed.

QUESTION: What is the target date to have all new entrants receive a SIS assessment?
RESPONSE: It is the intent of the program to have all new entrants assessed by October 31, 2017. Once a SIS assessment is completed and a SIS level determined, the individual's day service funding must be reviewed to ensure it aligns with the rates available in the new funding guidelines.

QUESTION: In the new funding guidelines, there are different per diems for facility-based and community-based services. How do I determine which per diem to use?
RESPONSE: The new funding guidelines reflect the different costs to deliver services in a facility versus in the community.

A Day Services service plan would be considered **"community based"** if 40% or more of a participant's time in an average week is spent outside of an agency-operated facility (in the community).

A Day Service service plan is considered **"facility based"** if more than 60% of a participant's time in an average week is spent at an agency owned or operated facility. This would include workshops, social enterprises run by the agency, or other activities delivered by the agency on site.

Although the amount of time an individual spends at a facility or in the community may change weekly, the intent is to average the amount of time spent in either setting over the course of a year. Workers will not be expected to change the funding on a weekly or a monthly basis to reflect where a day service is being delivered. This will be reviewed annually, unless the worker becomes aware that an individual is not receiving services in the expected setting as per their service plan.

QUESTION: What do I do if I've been actively planning with a participant and already have a service plan negotiated that is higher than the guideline amount?
RESPONSE: It is the intent of the program to apply the funding guidelines to as many new day service plans as possible. If the service provider is expecting a funding level higher than the new guideline rates, the worker should discuss this with the provider to determine if the provider can offer the service for the new rate. If the provider cannot,

the program will temporarily approve funding at the higher rate for a maximum of six months in order to explore other appropriate service options that will fit within the guideline amount.

QUESTION: What does the personal supports budget planning process look like for new entrants for the day service roll out?

RESPONSE: In order to introduce the new day service funding guidelines in July 2017, service providers are to submit proposals based on the new day service funding guideline rates and assessed level of need. CSWs are asked to share the Supports Budget Level information (Level 1 thru 7) with agencies in order for agencies to develop a proposal based on the individual's assessed support needs.

In situations where a Supports Budget level has not been determined, the Community Service Worker and the service provider are to determine what the most appropriate participant:staff ratio would be to support that individual. The corresponding per diem provided in the guidelines can then be temporarily approved for up to six months. The Worker should communicate to the service provider that this amount may change once the SIS assessment is completed.

In the future, Community Service Workers (CSWs) will review the SIS results and Supports Budget Level with individuals, their families, and support networks in order to develop the service plan for day services. When this occurs, funding proposals will no longer be required.

QUESTION: Do all requests for 1:1 funding need to be submitted to the Funding Committee for approval?

RESPONSE: Yes. 1:1 day service funding is not a mainstream option. Until October 31, 2017, all 1:1 requests for day service funding will be submitted to the Funding Committee for approval as in previous years.

Effective November 1, 2017, all 1:1 day services will require an exceptions review request and approval must be given by the Exceptions Review Committee for this participant:staff ratio. CSWs are to complete the exceptions review form as per the Exceptions Review Process policy and Circular #2016-11.

QUESTION: What if an agency says that they can't support an individual within the rate identified in the funding guidelines?

RESPONSE: CLDS has put thought and effort into establishing reasonable rates to service providers that will meet the needs of individuals to ensure that they have access to quality services in the community. *building on abilities* is trying to right the system by being more fair, consistent, equitable and transparent.

CLDS recognizes that everybody is unique. The supports level budgeting process will account for most people. Yet some people will have exceptional needs that must be considered on a case by case basis. An exceptions review process has been established to ensure that individuals with unique and exceptional support needs have their needs met.

In some situations, an agency may not agree to provide services under the new rate structure. In these cases, other service options will need to be explored. This includes approaching another service provider to deliver the service within the new funding guidelines. It is important for the region to raise any regional resource capacity issues or emergency situations to the CLDS Program (Program Specialists, Director) and Agency Relations Unit.

QUESTION: What if the participant, agency, family/support network or the CSW does not think the SIS results accurately reflect the individual's support needs?

RESPONSE: The SIS assessment is conducted as an interview. The Facilitators are all trained and endorsed by AAIDD (the makers of the SIS). The interview includes the individual receiving services, friends, family, and possibly other members of the support network or team who know the person well. It is important that CSW's attend the SIS interview as well, particularly if they have known the individual well. However, this is not always possible and where the CSW is not available to attend a SIS it is important that any key, relevant information and history about the individual is shared ahead of time with the SIS Facilitator.

In situations where there are questions about the results of the SIS and/or Supports Budget Level assignment (level 1-7), the CSW should contact the SIS Facilitator to discuss the assessment and whether any key information was missed in the interview (maybe a respondent didn't have all of the necessary information or didn't feel comfortable sharing more sensitive information).

CLDS wants to ensure that the assessment results and corresponding supports budget level are an accurate reflection of the individuals support needs. As a result, if any relevant and important information was missed during the assessment, we want to ensure that the assessment captures this information. The SIS facilitator will use their training and professional judgment in reviewing the assessment and determine whether any additional information needs to be incorporated into the assessment.