

COMMUNITY LIVING disABILITY SERVICES
Subject: **General Overview**

INTRODUCTION

The Vulnerable Persons Living with a Mental Disability Act (The Vulnerable Persons Act) authorizes the Minister of Families to provide or arrange for support services for vulnerable persons as defined by the Act. Supports to adults with a mental disability are primarily provided on a discretionary basis only, that is, program eligibility does not confer entitlement to funding or services. In addition to program eligibility, the provision of services is determined by such factors as individual need, availability of funding and program resources, program and funding policies, provincial and regional priorities, and waiting lists. The exceptions are the supports and services that the Department is required to provide under The Vulnerable Persons Act as described below.

The Community Living disABILITY Services Program is delivered in conjunction with other services and supports available to adults with a mental disability in the community. The availability of a wide range of government and non-government supports and services and an individual planning process promotes the opportunity for individuals to make choices regarding: where and with whom they will live; their day and leisure activities; and how they will participate in their community. These choices assist the individual to achieve a personally satisfying balance between home life, work, leisure time pursuits, and community involvement.

LEGISLATIVE FRAMEWORK

The Community Living disABILITY Services Program is responsible for the following required services under The Vulnerable Persons Act:

- the development of an Individual Plan for each adult receiving support services from the Community Living disABILITY Services Program
- taking reasonable steps to ensure that the individual and, where they are in place, his or her substitute decision maker or committee have the opportunity to participate in the development of an Individual Plan and are informed about any decisions with respect to the plan;
- the involvement of a support network at the request of the Vulnerable Persons' Commissioner, where an application for a substitute decision maker for the individual is dismissed by the Commissioner
- the provision of relevant documentation to The Social Services Appeal Board to assist with the resolution of appeals involving eligibility for services, an Individual Plan, or the design and implementation of support services
- the investigation of circumstances where an adult is believed to be, or is likely to be, abused or neglected.

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The Community Living disABILITY Services Program may provide the following services under The Vulnerable Persons Act:

- the review and variation of an Individual Plan
- mediation of disputes regarding eligibility, an Individual Plan or the design or implementation of support services
- protection and emergency intervention as necessary for those adults who are or are likely to be abused or neglected, (e.g., physically, emotionally or financially), and are in immediate danger of death or serious harm or deterioration to physical or mental health.

Under the authority of the Minister, the Community Living disABILITY Services Program may:

- provide support services directly or arrange or provide funding for support services
- audit the records of persons or organizations who are in receipt of funding or have entered into agreements with the Department to provide support services.

The Community Living disABILITY Services Program may also be required to undertake additional responsibilities where these are formally delegated or requested by other authorities (e.g. Public Trustee, Residential Care Licensing, Vulnerable Persons' Commissioner).

SERVICE PRINCIPLES

Service principles have been developed to support the philosophy of the "Government Policy for Improving the Life of Manitobans with Disabilities" and the intent of The Vulnerable Persons Act. These principles provide guidance and direction to the various services and supports provided by or funded by the Community Living disABILITY Services Program and for the various phases of the Individual Planning process, namely, assessment, planning, implementation and evaluation.

The various services and supports should individually and collectively strive to provide opportunities for adults with a mental disability to:

- lead satisfying and secure lives in the community which is accomplished through opportunities for:
 - physical well-being
 - material well-being
 - social/psychological well-being.

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- lead productive lives in the community which is accomplished through opportunities for:
 - independence or self-sufficiency
 - making a contribution to society.

- direct one's life which is accomplished through opportunities for:
 - making decisions for oneself
 - exercising one's rights and freedoms
 - accessing individualized supports
 - taking reasonable risks.

- lead a life as part of the community which is accomplished through opportunities for:
 - developing and maintaining personal relationships
 - accessing community resources
 - accessing community-based supports.

Appendix A, Service Principles, provides examples of indicators that would substantiate that these principles are fulfilled for adults who are in receipt of supports through the Community Living disABILITY Services Program.

OVERVIEW OF THE COMMUNITY LIVING DISABILITY SERVICES PROGRAM PROCESS

The Community Living disABILITY Services Program provides supports to eligible individuals in order to develop, maintain and enhance their ability to live in the community. The Community Living disABILITY Services Program is designed to address the needs of Manitobans who are:

- Canadian citizens or persons legally entitled to remain and work in Canada on a permanent basis
- adults with a mental disability who require assistance to meet their basic needs with regard to personal care and the management of their property.

When an eligible individual requires supports from the Community Living disABILITY Services Program, a process is followed which results in the identification of individualized goals. This process includes the following inter-related phases:

- intake/registration
- assessment
- assisting the individual with planning

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- assisting the individual with the implementation of the plan
- follow-up, evaluation and ongoing planning
- closure.

Individual planning is a dynamic process which identifies the individual's strengths, needs, current interests, and future aspirations. This process enables the individual (with or without the assistance of his or her support network) to make choices, set goals and identify the services and supports required to meet his or her needs and goals.

Service coordination and the provision of personal supports occur on an ongoing basis throughout this process.

COMMUNITY LIVING DISABILITY SERVICES PROGRAM DELIVERY SYSTEM

The Provincial Government through the Department of Families is responsible for the overall design and management of the Community Living disABILITY Services Program. The Adult Disability Services Branch is responsible for: the development of policies, procedures and standards; the evaluation and monitoring of programs; and budget preparations and allocations.

The Department's regional offices are responsible for the delivery of the Community Living disABILITY Services Program. Community Service Workers, located in the regional Families offices, have the primary responsibility and accountability for ensuring that the delivery of support services is in accordance with established policies, procedures and standards.

External agencies and private service providers are most often involved directly in the delivery of support services to adults with a mental disability. These agencies and service providers enter into agreements with the Department to provide community living supports according to an Individual Plan developed with each individual. These agencies and service providers are located throughout the province, some offering generic services to all Manitobans as well as some offering specialized supports to individuals with a mental disability.

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COMMUNITY LIVING DISABILITY SERVICES PROGRAM OPTIONS

Residential Service Options

Adults with a mental disability may choose to live in a variety of residential settings in the community according to individual preferences. The Community Living disABILITY Services Program may provide supports and funding for the provision of supports to enable the individual to continue living in his/her chosen living option. These living options promote independence as well as individual safety and security through the provision of supports that develop, maintain or enhance the individual's daily living skills, activities and routines.

Although these residential options have been grouped into three broad categories as follows, other living arrangements may also be possible:

Parental Home/Extended Family - This living option enables the individual to live with his or her parents or extended family through the provision of supports that assist the parents or family members to cope with and meet the individual's needs. As well, supports assist the individual to become as independent as possible and to participate in and contribute to family and community life.

Supported Independent Living - This living option enables the individual to live on his/her own through the provision of intermittent staff supports that assist the individual to increase his/her competence in: daily living skills, activities and routines; safety skills necessary for independent living; and community participation and integration skills.

Residential Care Facility - This living option provides an alternative for those adults who are unable to live with family or on their own even if additional supports are available through the Community Living disABILITY Services Program. In this option, the individual lives in a facility where supports are provided consistent with his/her needs in addition to the provision of room and board. Residential Care Facilities must be licensed in order to operate and include Home Share arrangements where individuals live in the home of non-relatives and facilities which are operated privately or by agencies.

Day Service Options

Adults with a mental disability may choose from a variety of volunteer, training, educational and work options available in the community according to individual interests and capabilities.

An individual may be eligible for Day Services as of July 2nd of the calendar year in

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which the individual turns age 21. The following are the options funded by Day Services for those individuals who require more extensive supports to develop, maintain and maximize their vocational skills and other related skills:

Supported Employment/Follow-up Services - This service option focuses on supporting individuals in jobs at competitive wages in community settings. Once a job is secured, individual support and training are provided on-site at the employment setting. Follow-up services include those activities that need to occur for the individual to maintain employment.

Services with a Vocational Focus - This service option is delivered in Day Service facilities or in community settings and focuses on developing, maintaining and maximizing an individual's vocational and social skills.

Individualized Development Services - This service option focuses on developing, maintaining and maximizing the individual's personal care skills, emotional growth, physical development, socialization opportunities and communication skills. Activities are based in community settings, in a Day Service facility or in the individual's home.

Leisure/Vacation Options

Adults with a mental disability may choose from a variety of options to enjoy their leisure and vacation time. Planning for and the pursuit of leisure activities and vacations are generally initiated by the individual with or without the assistance of his/her support network.

The Community Living disABILITY Services Program may provide supports to those individuals who require assistance to access leisure and vacation options. These supports are addressed as part of the Individual Plan. The goal of leisure and vacation planning is to promote personal choice within the parameters of the individual's finances, available time, and need for safety and supports.

SUPPORT SERVICES

Personal Supports

A number of personal supports may be available to the adult with a mental disability from his/her family and friends or from agencies and organizations providing specialized or generic support services.

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The personal supports available to the individual through the Community Living disABILITY Services Program may include but are not limited to:

- supports related to the individual planning process
- provision of information about and referrals to appropriate resources
- assistance with placement and the implementation of support services
- assistance with personal development or concerns
- supports related to protection and emergency intervention.

Personal supports may also be available through the Community Living disABILITY Services Program to the individual's family and support network, and to current or potential service providers. These supports assist with meeting the needs of individuals with a mental disability through:

- orientation and skill development
- the provision of information and consultation
- the provision of counselling
- the development of new resources.

The following are additional supports available through the Department:

- Behaviour Specialist/Psychologist Services - for individuals who require clinical assessment or behaviour therapy services
- appointment of a substitute decision maker through the Office of the Vulnerable Persons' Commissioner for adults who are unable to make decisions by themselves or with the assistance of their support networks.

Funding Supports

Community Living disABILITY Services Program Funding Options

The following are the funding options (dependent on availability) that enable the Community Living disABILITY Services Program to hire Direct Service staff or to purchase required supports from external agencies or persons.

Funding for Residential Service Options

- Residential Services - covers the basic living costs for agency-operated Residential Care Facilities (i.e. food, shelter, basic staffing and general operations). Residential Services also covers part of an agency's administrative costs where applicable. As well, Residential Services covers the supports costs

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(i.e. special one time or ongoing interventions, aids, devices or enhanced staffing) for individuals living in any situation.

- Respite - covers the cost of providing relief to the primary care provider. This funding option is not available to individuals residing in agency-operated Residential Care Facilities. However, respite can be provided by agency-operated Residential Care Facilities for individuals residing in other residential options.

Funding for Day Service Options

- Supported Employment/Follow-up Services - for individuals who require supports to maintain them in competitive employment in community settings
- Bridgeback - for individuals who temporarily need to re-access Day Services where their employment is terminated or at risk
- Day Service Fees - for individuals attending departmentally approved Day Service options
- Supplemental Funding - for up to the first 20 adults attending departmentally approved Day Service options provided by any given organization or service provider
- Special Rate - for individuals with more complex needs attending approved Day Service options. Special Rate covers the costs associated with more intensive or enhanced staff supports and/or clinical/therapeutic input
- Transportation - for individuals who require transportation services to attend approved Day Services
- Administrative Support - for agencies operating Day Services to partially offset administrative costs.

Funding for Residential and Day Service Options

- Crisis Funding - for individuals experiencing crisis to cover short-term costs for immediate supports in any living situation or day service setting. Such supports may include staffing, facility placement, intervention supplies, and/or compensation for damages to the property of others.

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Other Funding Options

- Personal Finances - adults with a mental disability may pay for shelter-related and other personal and living expenses on their own if they have the financial resources to do so (e.g. salary, pension, inheritance).
- Employment and Income Assistance - provide income assistance to cover basic living expenses for adults with limited finances or without any financial means. Benefits include "Work Incentive" for individuals who are employed, attending Day Services, or Vocational Rehabilitation programs. The Income Assistance Residential Care Rate for individuals with a mental disability may only be accessed with the assistance of the Community Service Worker. This rate is only available to individuals residing in Residential Care Facilities operated by private operators or Home Share providers.

Crisis Intervention

The Community Living disABILITY Services Program provides immediate, short-term supports where the individual's continued placement in the community is in jeopardy due to crisis experienced by the individual or his/her caregiver or service provider.

Crisis intervention involves: the assessment of the nature and urgency of the situation; the identification of supports to address the crisis; the provision of appropriate supports; and a review of the resolution to the crisis.

Crisis intervention supports may include, but are not limited to:

- securing the input of appropriate specialists and/or emergency personnel
- the immediate provision of on-site counselling and direction
- accessing funding and/or assistance with arranging for the provision of: additional support staff; the individual's placement in an alternative facility; intervention supplies; compensation for damage caused by the individual.

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