

# Disability Services

## *Service Expectations & Description*



<b>DISABILITY SERVICES: SERVICE EXPECTATIONS &amp; DESCRIPTIONS</b>	<b>3</b>
<b>SECTION ONE: DISABILITY SERVICE DESCRIPTION</b>	<b>3</b>
<b>1.1</b> <b><i>SERVICE EXPECTATIONS AND DELIVERABLES FOR DISABILITY SERVICES</i></b>	<b>3</b>
<b>1.2</b> <b><i>ELIGIBILITY FOR DISABILITY SERVICES</i></b>	<b>4</b>
<b>1.3</b> <b><i>SERVICE EXPECTATIONS &amp; DELIVERABLES</i></b>	<b>5</b>
<b>SECTION TWO: QUALITY ASSURANCE REQUIREMENTS</b>	<b>12</b>
<b>2.1</b> <b><i>DESIRED OUTCOMES AND SERVICE INDICATORS</i></b>	<b>12</b>
<b>2.2</b> <b><i>PRACTICE PRINCIPLES</i></b>	<b>12</b>
<b>SECTION THREE: STAFFING MODEL/EXPECTATIONS</b>	<b>13</b>
<b>3.1</b> <b><i>PROFESSIONALS DELIVERING DISABILITY SERVICES</i></b>	<b>13</b>

# SECTION 1 – SERVICE DESCRIPTION

## 1.1 SERVICE EXPECTATIONS AND DELIVERABLES FOR DISABILITY SERVICES

Disability Services include a range of services to support families and caregivers (in their role as primary caregivers) and children and youth who have a prolonged disability from birth to their 19th birthday. Children or youth and families who are eligible for Disability Services often access several services - including those offered at the family connections centre - at the same time and may have many professionals supporting their health, development, and well-being.

### 1.1.1 DISABILITY SERVICES ARE INTENDED TO:

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- Ensure that each child or youth and their family has access to collaborative planning support and responsive service coordination across MCFD, the centre, and other Ministries, agencies and organizations.
- Ensure that supports and services are reflective of the current needs, wishes, and goals of each child or youth and their family and have a positive impact on their overall quality of life.
- Provide access to services funded by the local MCFD Service Delivery Area (SDA) such as respite, parenting, and professional supports that:
  - *Are responsive to the unique needs of families.*
  - *Align with the Service Framework values and approaches.*
  - *Are culturally safe, trauma-informed.*
  - *Provide children, youth and families with opportunities to support social inclusion in a way that is meaningful to them.*
- Complement services provided through centres and Provincial Services.

### 1.1.2 WHO CAN ACCESS DISABILITY SERVICES

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Children and youth who are:

- 0-18 years.
- A resident of B.C.
- Confirmed to have moderate or significant limitations in adaptive functioning.
- Confirmed to have a prolonged disability that impacts the child or youth's activities in areas such as:
  - *Daily activities (Toileting, Bathing, Feeding, and Dressing)*
  - *Mobility*
  - *Social engagement and inclusion.*

## 1.2 ELIGIBILITY FOR DISABILITY SERVICES

A standardized functional assessment is used to ensure consistent delivery of services by (1) determining eligibility for Disability Services, and (2) informing support planning for goal focused services at the family connections centre and with the CYSN worker for those accessing disability services. The functional assessment is completed by qualified/credentialed professionals on the family connection centre team and includes confirmation from a health care provider<sup>25</sup> that the child or youth's disability is prolonged in nature and not acute. This functional assessment is not intended to replace a clinical or diagnostic assessment; families may be encouraged to seek out a diagnosis at their local Health Authority to better understand the cause or prognosis of their child's disability and to support eligibility confirmation requirements of other service delivery partners/Ministries (Education, CLBC, etc.).

The tools used for determining eligibility are:

- The Vineland-3, used at the FCC to assess children and youth with behavioural or cognitive support needs.
- The Pediatric Evaluation of Disability Inventory Computer Adaptive Test (PEDI-CAT), used at the centre to assess children and youth with physical support needs.
- The Gross Motor Function Classification System (GMFCS), used to better understand a child or youth's functional abilities and need for assistive technology, including handheld mobility devices (like walkers or canes) or wheeled mobility.
- The Prioritization for Services Tool (PST), used by a CYSN social worker alongside the assessments described above to better understand a family's needs if the child or youth have moderate support needs.

Assessments completed at the centre are shared with MCFD staff, with the family's consent, to inform eligibility Disability Services. Assessments may be completed more than once to support conversations about a child or youth and their family's needs at various stages of their journey through services. Families who are eligible for Disability Services are assigned a CYSN worker to begin building a relationship, complete the intake process, and begin support planning. When a family is deemed ineligible for Disability Services, the Ministry will notify the family and the family's primary support coordinator at the centre. Each MCFD office delivering Disability Services will have a designated process to communicate with the local centre so they may learn more about options available to support families who are ineligible for Disability Services.

## 1.3 SERVICE EXPECTATIONS & DELIVERABLES

All Disability Services and MCFD staff delivering Disability Services will adhere to the values, approaches, and rights described in the Service Framework. This includes Jordan's Principle and values related to Indigenous service providers for Indigenous children, youth and families as engagement continues. All services will also align with the practice principles described in Section 2.2.

All Disability Services are voluntary. This means that families can choose to engage with services, and when they do engage, those services are family-centred and driven by the child or youth and their family's needs.

### 1.3.1 SUPPORT PLANNING

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Support planning is a key element of the new service delivery model. Support planning happens in partnership between a service provider and a child or youth and their family and can be done at centres (Section 1.2.2) or within Disability Services with a CYSN worker.



Support planning in Disability Services is when a CYSN worker works in partnership with a child or youth and their family and circle of support to identify and document their strengths, needs, goals, and desires. This is done in such a way that centres the child or youth's voice and considers them in the context of their family (Appendix C). CYSN workers will work collaboratively with centre staff that support the family to ensure coordinated service planning.

Service coordination happens when this support plan is developed and is used to guide service delivery and ensure services from different providers and funding streams are seamless.

Service coordination by the CYSN worker includes:

a. **Disability Services Intake and Assessment of Needs and Goals:**

The CYSN worker will work with the child or youth and family to identify their needs and goals to determine the services best suited for their situation. This process is centred on understanding the family's context (family functioning, health, culture, social network, and well-being) and includes opportunities for the family to share about barriers they may experience in accessing services. The CYSN worker will prioritize services for the family within the context of available resources and information gathered in the PST. For families who have been accessing services at the centre, the CYSN worker will join the support team at the centre and work with the family's original primary support coordinator to understand how to best support seamless service planning.



**b. Support Planning:** For children or youth who are eligible for Disability Services, a CYSN worker will be assigned the role of primary support coordinator. The primary support coordinator follows the Practice Principles (Section 2.2) and assumes primary responsibility for coordination, planning, and delivery of service needs across MCFD, the centre, and other Ministries, agencies, and organizations. This allows for a cohesive and coordinated approach for the family.

The CYSN worker, using relational, person and family-centred approaches, develops the support plan in collaboration with the child or youth and their family and circle of support. This process must be in accordance

with the Ministry's support planning guidelines and within the Information Management and Information Technology (IMIT) system that both Disability Services and the centre will use (see Appendix C for support plan overview). The support plan is centred on the child or youth and their family's voice and includes:

- b. The child or youth's gifts, strengths, likes and dislikes.
- c. The child or youth's cultural community and important considerations regarding the child or youth's family culture.
- d. Identified goals written in the voice of the child or youth and family.
- e. Identification of how these goals align with specific quality of life outcomes.
- f. Strategies or supports required to achieve these goals and the actions required by the support team.
- g. The timeframe for support plan review.
- h. A scale indicating the realization of personal outcomes when reviewing the service plan.
- i. Transition information and planning (e.g. life skills, transition to adult services, etc.).

Support planning expands beyond professional interventions and paid services to supports that family, caregivers, cultural communities, teachers, or the individual can provide or access. This plan may reference relevant information from the assessment process and be used as a method for understanding how well the services are supporting the child or youth and their families. Those directly involved in providing support will have access to portions of the plan depending on their need to know and the child or youth and family's desire to share information across

providers. Support plans may be shared with external supports and services with the consent of the family.

Support plans and suites of service are updated regularly to reflect shifts in the family's priorities and circumstances. Support plans must align with other relevant plans such as Care Plans, Cultural Plans or discipline specific plans (e.g., therapy plans) in other services. For children and youth in care, the primary support coordinator is the guardianship worker, and the CYSN worker fulfills an advisory/support role.

CYSN workers are responsible for considering the relative needs of families and allocating resources within the context of available budgets and services. Resources allocated in this way may include Ministry held contracts with external agencies, resources internal to the Ministry, and direct funding agreements with families. Components of respite are direct funded and this funding will remain in place and accessible to families through disability services.

**c. Ongoing Assessment and Review:** The CYSN worker regularly connects with the child, youth, and family to collaboratively update their support plan, review service outcomes, and revise the plan where needed. This includes monitoring and assessing the provision of contracted services and adjusting services as required. The CYSN worker ensures that support plans are reviewed with the child or youth and family at least once every six months with an ability to review specific outcomes and action items more frequently.



### 1.3.2 RESPITE SUPPORTS

Respite is a continuum of service that contributes to child, youth and family quality of life, reduces overall family stress, and builds family capacity. Respite includes options that are personally and culturally meaningful to the family (e.g. meal delivery, grocery shopping assistance, sibling care, funding for camps, etc.) and may also include caregiver support. The continuum of respite services allows for innovative family-centred solutions that reflect the diversity and support the inclusion of children and youth with disabilities and their families. The family will identify how respite would meet their support plan goals with the CYSN worker. The family and CYSN worker can make changes to their respite supports as their family context evolves.

Families who receive respite may access one or more respite supports:



- **Direct Funded:** The parent/caregiver gets funding to buy respite services directly. This includes a base amount of respite funding that may be used in a variety of ways that support overall quality of life for the child, youth and family.
- **Agency Coordinated:** A contracted service provider arranges respite for a family or group of families that are referred by MCFD. Families can be offered this option if capacity exists in their community and if the family would benefit from having support with identifying suitable respite providers and coordination of respite.
- **Caregiver Specific Respite:** Families with complex support needs may receive caregiver specific respite to help them reduce their stressors. Caregiver specific respite funding can be used to purchase caregiver supports and/or camps or community programs for the eligible child or youth. Respite funding over the base amount of direct funded or agency coordinated funding may be provided on a short-term basis or as part of the family's ongoing support plan based on the needs of the family identified in their functional and PST assessment.

A small number of families of children and youth with complex support needs may access respite that is offered as part of the Ministry's Specialized Homes and Support Services (SHSS) system. Stays with SHSS are aligned to the family's planned or emergent needs for either a short-term stay, to stabilize a home, or for regular, ongoing highly specialized respite support.

Five principles guide planning related to respite services:

**1. Providing responsive options**

Reframing respite as a “break from stress” instead of the traditional “break from caregiving duties”. This approach to respite creates more culturally and personally responsive options and allows for differing perspectives on disability and how children, youth and families are best supported. It allows families to reduce stressors without requiring the child or youth to have time away from their families, which may not be in their best interest.

**2. Responding to the needs of the family in a family-centred approach**

Identifying the types of services that would support positive outcomes for a child or youth and their family is part of the support planning process. The focus is on the family and their vision of how they can reduce their stressors while considering the best interests of their child or youth.

**3. Ensuring choice for families**

Families can use respite funding in a manner that is personally and culturally meaningful (i.e., household supports, programs, etc.) and may include caregiver support.

**4. Supporting family quality of life**

Respite is a continuum of service that contributes to child, youth and family quality of life, reduces overall family stress and builds family capacity.

**5. Reviewing and adjusting service to meet evolving family needs and preferences**

As the CYSN worker regularly connects with children, youth and families, how and when families access respite might change based on how they are feeling in relation to their goals and desired outcomes.

### 1.3.3 PARENTING AND PROFESSIONAL SUPPORTS

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Through the support planning process, families may identify a need for parenting support and professional services. These services are reserved for families of children/youth who are eligible for disability services and are designed to address the intensity and complexity of support often required by this group of families. This suite of services is intended to build upon and complement services provided by family connection centres and other partner agencies. Parenting support and professional services focus on building the capacity of children or youth and their families and on improving the overall quality of life of all members of the family.

Parenting support and professional services are intended to be time limited and associated with

specific child or youth and family outcomes. The CYSN worker regularly reviews goals, outcome priorities and shifting needs associated with these services with the child or youth and their family as part of the ongoing support planning and review process. CYSN teams will have the ability to support families to access a consistent suite of core services under these service lines:

- **Emotional Support** - Counselling for parents and siblings for a range of scenarios including diagnosis, considering in-care placement, readiness for service, sibling relationships, etc. (group or individual).
- **Parenting Support** - Parent education, peer support, skill building and coaching to implement strategies/recommendations (group or individual).
- **Child/Youth Support** - Peer support, skill building, employment support (group or individual).
- **Practical Support** - home support, transportation assistance, childcare specifically required for the child/youth or family to participate in service and/or planning meetings (not general childcare).
- **Assessment and Critical Intervention** - psychological, sensory, and behaviour consultation assessments, and specialist/intensive supports where required to implement recommendations.

Parenting support and professional services are provided through community level contracts with family connections centres and other qualified vendors. Depending on the assessed and identified needs and support preferences of the child/youth and family, these services might be provided in the family home, in the community and/or virtually. Services might be delivered under existing global contracts or established for specific situation.

SDAs may also contract for additional parent support and professional services where it does not negatively impact capacity to provide core services. This is at the discretion of the local CYSN Service Delivery Division leadership team and would be procured in response to an identified need within the community that could not be met under existing contracts.

### 1.3.4 YOUTH TRANSITION PLANNING

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CYSN workers support an early, customized, and coordinated planning process for youth transitioning to adulthood by focussing on transition planning within the support planning process. This includes identifying outcomes that are meaningful to the youth and their family as they work towards adulthood (e.g. developing life skills, finding employment, connection with culture, and pursuing education). CYSN workers provide information about important requirements and connecting youth and families to available supports as well as continuing to fulfill their role as primary support coordination as it relates to transition planning.

Services to Adults with Developmental Disabilities (STADD) navigators can be accessed when supporting youth with complex needs. For these youth, an assigned STADD navigator may take on the primary responsibility of coordinating the transition planning process as a member of the overall support team for the youth and family. The CYSN worker continues in the role of primary support coordinator for services accessed by the youth and family.

### 1.3.5 CHILDREN AND YOUTH IN CARE

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Where children and youth in care (CYICs) are eligible for Disability Services, the Guardianship worker remains responsible for primary support coordination and all guardianship duties; a CYSN worker joins the child or youth's circle of support and assigned in an advisory/support role to the guardianship team. CYICs are eligible for services at the centre and may be prioritized by a CYSN worker for access to child and youth care worker and/or behaviour support at the centre. With approval from the local Director of Operations, services that are directly managed by CYSN teams can be accessed in situations where a child or youth is transitioning back to the family home as these services can be a critical part of ensuring a successful reunification and supporting the family going forward. Foster parents and contracted caregivers are not eligible to access funded supports through Disability Services if those services already available through SDA Family Resources or Child Protection. CYICs under temporary status who were eligible for Disability Services before they entered care will continue to be eligible.

### 1.3.6 SERVICE LINKAGES

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The support plan reflects integrated links between services provided by Disability Services, the centre, Provincial Services and other agencies and Ministries. The CYSN worker will connect children, youth and their families to other Disability Services and/or services through the centre when the child or youth's support plan outlines those links.

If the family asks for support, the CYSN worker can play a critical role in supporting children, youth and their families through critical transitions in a child or youth's life (e.g. transitioning into school or moving to a new community). This includes connecting children or youth and their families with appropriate resources and planning supports and planning for their evolving needs.

The Provincial Services service expectations and description document provides an overview of those services and the linkages to both centres and Disability Services. The process to access these benefits is streamlined under the Service Framework to reduce wait times, administrative burden, and uncertainty for families.



## SECTION 2 – QUALITY ASSURANCE REQUIREMENTS

### 2.1 DESIRED OUTCOMES AND SERVICE INDICATORS

Through delivery of Disability Services, the Ministry aims to achieve the desired outcomes as reported in service indicators described in Appendix A.

### 2.2 PRACTICE PRINCIPLES

Ministry staff provide services in accordance with the following practice principles:

- Supports are equitable and accessible for all children, youth, and their families.
- Service delivery is culturally safe and responsive, trauma-informed, and contributes to reconciliation.
- Supports and services are culturally responsive and aligned to the Aboriginal Policy and Practice Framework.
- Supports recognize the unique strengths and needs of children and youth with support needs within the context of their families and communities.
- Supports promote the social inclusion and belonging of children, youth, and their families.
- Supports and services are trauma-informed and in alignment with Healing Families, Helping Systems: A Trauma-Informed Practice Guide for Working with Children, Youth and Families.
- Supports are developmentally appropriate, and practice varies with/adapts to the age, experience, interests, and abilities and disabilities of individual children and youth.
- Supports are effective and high-quality; safe and use the best available evidence to inform how they are delivered; and responsive to the needs of the child or youth and their families.
- Supports are provided to children, youth, and their families with respect and dignity, without judgement, coercion, discrimination, without preconditions of support and with demonstrated, reasonable attempts to identify and remove barriers to access (e.g. accommodating for travel barriers through home visits or virtual options).
- Services and supports uphold the rights and obligations outlined in the United Nations Convention on the Rights of the Child, the United Nations Convention on the Rights of Persons with Disabilities, and the United Nations Declaration of the Rights of Indigenous Peoples.

## SECTION 3 – STAFFING MODEL/EXPECTATIONS

### 3.1 PROFESSIONALS DELIVERING DISABILITY SERVICES

MCFD will consistently employ the following professionals to support the provision of Disability Services.

EMPLOYEE	DUTIES		
	DIRECT SERVICE PROVISION	SERVICE COORDINATION	ADMINISTRATION
<p><b>Supervision, Program Management &amp; Oversight</b></p> <p>Executive Director of Service</p> <p>Director of Operations</p>	N/A	<p>Example duties:</p> <ul style="list-style-type: none"> <li>Practice with culturally safe, trauma-informed, relational, person and family-centered approaches.</li> <li>Provides consultation on and addresses complex coordination and policy application issues.</li> <li>Establishes relationships with community partners, provincial, federal, and non-governmental agencies to enhance coordinated service delivery.</li> </ul>	<p>Example duties:</p> <ul style="list-style-type: none"> <li>Manages the delivery of services to children and youth with support needs and their families in accordance with legislation, policies, and standards.</li> <li>Plans, develops, manages, and evaluates all programs to ensure effective and efficient services.</li> <li>Leads and directs a multi-disciplinary team.</li> <li>Manages the budget to ensure the most effective use of resources.</li> <li>Negotiates and approves all contracts and evaluates service delivery.</li> </ul>
<p>CYSN Team Lead</p>	<p>Example duties:</p> <ul style="list-style-type: none"> <li>Practice with culturally safe, trauma-informed, relational, person and family-centered approaches.</li> <li>Provides clinical oversight to Ministry staff.</li> </ul>	<p>Example duties:</p> <ul style="list-style-type: none"> <li>Provides guidance to staff on the interpretation of policy, Acts, regulations, standards, and procedures.</li> <li>Establishes relationships with community partners, provincial, federal, and non-governmental agencies to enhance service delivery.</li> </ul>	<p>Example responsibilities:</p> <ul style="list-style-type: none"> <li>Supervises staff including assignment of work, orientation and training and evaluating practice.</li> <li>Manages the local area budget, allocates and monitors the most effective use of resources.</li> <li>Responsible for step 1 of the complaints process.</li> </ul>

EMPLOYEE	DUTIES		
	DIRECT SERVICE PROVISION	SERVICE COORDINATION	ADMINISTRATION
	<ul style="list-style-type: none"> <li>• Provides clinical consultation and mentorship.</li> <li>• Provides consultation and support for escalated cases.</li> </ul>		
CYSN Consultant	<p>Example duties:</p> <ul style="list-style-type: none"> <li>• Practice with culturally safe, trauma-informed, relational, person and family-centered approaches.</li> <li>• Provides consultation, advice and recommendations to support evidence informed, best practice approaches in serious and complex situations.</li> <li>• Supports development and delivery of training, education, mentoring and skill development for SDD staff.</li> <li>• Provides guidance to social workers and team leaders in developing, implementing, and reviewing support plans and referral to contracted agencies for children, youth, and families.</li> </ul>	N/A	N/A
Director of Practice	<p>Example duties:</p> <ul style="list-style-type: none"> <li>• Practice with culturally safe, trauma-informed, relational, person and family-centered approaches.</li> <li>• Ensures that planning and support occurs in alignment with legislation, government policy, and the Ministry's strategic plan.</li> <li>• Provides consultation and advice on complex situations.</li> <li>• Reviews reportable circumstances to identify need for practice support.</li> <li>• Participates in the development of recommendations related to administrative and service reviews.</li> </ul>	N/A	N/A

EMPLOYEE	DUTIES		
	DIRECT SERVICE PROVISION	SERVICE COORDINATION	ADMINISTRATION
CYSN Worker	<p>Example duties:</p> <ul style="list-style-type: none"> <li>• Practice with culturally safe, trauma-informed, relational, person and family-centered approaches.</li> <li>• Review assessments completed by the centre or other service providers, and other documentation, to assess and determine eligibility for Disability Services</li> <li>• If required, completes Prioritization for Service Tool to determine eligibility for Disability Services and prioritizing services.</li> <li>• Collaboratively develops support plans that align services to established goals and outcomes.</li> <li>• Refers families to community supports, outside of Disability Services as appropriate.</li> <li>• Assists families to access Disability Services as required.</li> <li>• Provides information to the public, other Ministries, and community partners about services for children and youth with support needs.</li> </ul>	<p>Example duties:</p> <ul style="list-style-type: none"> <li>• Is designated as the primary support coordinator for children and youth eligible for Disability Services.</li> <li>• Coordinate planning/ review meetings.</li> <li>• Engages in coordinated support planning with professionals within the FCC and outside the FCC (e.g., school-based team).</li> <li>• Monitors and assesses the provision of contracted services by reviewing services with families and contractors and adjusts service goals as required.</li> </ul>	<p>Example duties:</p> <ul style="list-style-type: none"> <li>• Maintains accurate documentation in appropriate systems.</li> <li>• Collects information to allow for service monitoring.</li> <li>• Participates in training.</li> <li>• Participates in clinical/practice oversight.</li> </ul>



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Visit [govTogetherBC](https://www.govtogetherbc.ca) for more information on Children and Youth with Support Needs Service Transformation, to provide feedback, and to learn about upcoming engagement sessions.

