

Enhanced Program Support

Reference Previous CLDS Policy or Circular (if applicable)?	
CLDS Policy:	N/A

Service Definition

CLDS has the ability to enter into funding agreements with external service providers for the provision of Enhanced Program Support services. Enhanced Program Support is reserved for difficult to serve participants with high/complex support needs and/or individuals with lower assessed support needs but who require intensive system and case coordination. Enhanced Program Support may be available in these specific circumstances to agencies with demonstrated Case Coordination experience or expertise. The expectation is that the external service provider funded for Enhanced Program Support will lead all day-to-day case coordination responsibilities. The CLDS Community Services Worker (CSW) case management function will be focused on monitoring and accountability of the services, collaborative planning and referrals for additional services (for example Day Services with another agency, etc.) with CLDS funding implications. The assigned CSW will maintain responsibility for all Protection Services, supporting Residential Care Licensing functions and Incident Report review and tracking.

Enhanced Program Support involves a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy.

Enhanced Program Support includes brief counseling, conducting assessments, service planning, service coordination, resource development, monitoring and evaluation of services.

For the purpose of this service definition, Enhanced Program Support refers to services that are required in addition to Program Support funding already built into the various residential service funding models. Program Support refers to the salaries, wages and/or portions of wages of staff whose job functions are program oriented and who provide program direction, coordination and supervision of direct service staff.

Service Goals

- a) To complete an individualized plan for every member of the targeted population through the initiation and coordination of an individualized planning process.
- b) To make regular reports to an individual's CSW.
- c) To ensure that the services provided:
 - recognize individual choice;
 - recognize each individual's potentials and limitations; and
 - are responsive to the needs of the individual and community.
 - are adapted to the individual's disability related needs;
 - are culturally competent.
- d) To assist individuals with the development of individual support networks. The support network would consist of one or more persons who will provide advice, support or assistance to the individual and may be made up of family members, friends, service providers and others chosen by the individual.
- e) To encourage and support each individual to be a self-advocate.
- f) To develop connections between families of individuals receiving service and community based supports and enable them to utilize these supports.
- g) To ensure that all programming is professionally and ethically sound.
- h) To establish and maintain effective communication among individuals, families, the Service Provider, CLDS and the community.

- i) To encourage opportunities for each individual to be as independent as possible by providing supports in the least restrictive, least intrusive manner, while acknowledging research findings related to interdependence.
- j) To stabilize housing issues.
- k) To stabilize crisis situations.

Related Activities

a) Assessment

- access educational, psychological and medical information as available from collateral professionals, and obtain pertinent information on the individual's functioning from care providers, service providers and the individuals themselves;
- identify the individual's strengths, capacities, needs and required supports;
- identify the individual's choices and preferences related to available service programs and options; and
- record all assessments in keeping with Provincial program standards and maintain these on the individual's files.

b) Planning Process

- Initiate, prepare for and chair a planning process at least annually for individuals receiving enhanced program support services within the agency. This process will involve the individual, family members, key service providers and other involved persons and will use a structured planning tool such as PATH, IPP or IVDP.
- Monitor on an ongoing basis the effectiveness and quality of plans and proposed programs to ensure that they are meeting the needs of individuals in a manner that is respectful and addresses the identified service principles and quality of life issues.
- Record all plans in keeping with Provincial program standards and maintain these on the individual's file.

c) Ongoing Activities

- Maintain knowledge of relevant services and programs and make referrals as appropriate in consultation with individuals.
- Maintain regular in person contact with the individual and residential service providers (e.g. home share support provider, cluster apartment manager).
- Advocate, where necessary, with colleagues and collateral organizations to ensure that services are being provided in a manner that represents individuals' best interests in keeping with identified service principles.
- Maintain effective working relationships with individuals, families, colleagues, the CSW and other collaterals.
- Provide individualized counseling to individuals and their families in order to identify issues and to assist them in resolving these in a manner that supports empowerment and self-determination through the provision of guidance, supports and access to community resources.
- Participate in meetings and submit required reports and proposals as requested by the Region.
- Lead service and system coordination meetings, including multi-system involvement, criminal justice involvement, probation, court requirements, problem solve housing needs/issues, etc.

d) Development of Support Networks

- Assist with the development of support networks for the target population and their families.

Provider Qualifications Eligibility Criteria

- The service provider must have an active Service Purchase Agreement (SPA) with the Department.
- Bachelor of Social Work degree or equivalent post-secondary degree in social sciences field. An equivalent combination of education and related experience may be considered.
- Criminal Record Checks and Adult Abuse Registry Checks - In addition to any specific requirements that may be contained in the SPA, the Service Provider shall ensure they have a policy requiring that all employees and volunteers must have a criminal record check including a vulnerable sector search (where applicable) and adult abuse registry check (where applicable) prior to the date of hire. In addition, all employees and volunteers must immediately disclose to the Service Provider any change to any employee record check.

Parameters/Exclusions allowed Mode(s) of Delivery

Service Parameters:

- Eligible for CLDS and be 18 years or older.
- Meet prioritization criteria for residential funding.
- Services are provided to eligible individuals who have been assessed using the Supports Intensity Scale (SIS).
- Enhanced Program Support is reserved for difficult to serve participants with high/complex support needs (typically individuals with a Supports Budget Level of 3, 6 or 7) and/or individuals with lower assessed needs but who require intensive system and case coordination involvement (this may include, unstable housing, frequent court dates, justice involvement, meetings with probation services, etc.).
- Service Provider must demonstrate case coordination experience and expertise, supporting infrastructure and supervision within the organization.
- The Enhanced Program Support Review and Approval Checklist must be completed by the Program Manager in order to support the approval of Enhanced Program Support Services. The Program Manager can approve this service for age of majority individuals transitioning from CFS who meet the criteria outlined in the checklist.
- All other requests (non-CFS referrals) for Enhanced Program Support require approval from the Exceptions Review Committee.
- Individuals residing in Supported Independent Living (SIL) arrangements, Cluster Living arrangements and Home Share arrangements may be eligible for Enhanced Program Support Services.
- Enhanced Program Support for individuals residing in 24/7 Residential Care Facilities will be addressed later.
- Enhanced Program Support must be reviewed on a regular annual basis to confirm that the individual requires the service on a continuous or ongoing basis.

Funding Parameters:

- Services provided are per diem based.
- Enhanced Program Support funding is considered in addition to Program Support funding that is part of the direct service package included in the day and residential funding models.
- Enhanced Program Support is funded in addition to regular Program Support funding. Enhanced Program Support is a set rate to a maximum per diem of \$12.80 or \$4,673.60 annual.

		Annual Cost
Hourly Wage - Annual Salary	\$ 28.85	\$ 60,000.00
Benefits (8.54%)	\$ 2.46	\$ 5,124.00
Program Costs - 10%	\$ 3.13	\$ 6,512.40
Administration - 12%	\$ 3.76	\$ 7,814.88
Total Hourly Enhanced Program Support Cost	\$ 38.20	\$ 79,451.28
Per Diem	\$ 12.80	\$ 4,673.60

An Enhanced Program Support Case Coordinator is expected to manage an average caseload of 17 participants.

Mode of Delivery Parameters

- Individual