

Agency Service Coordination Manual

1.1 Project Overview

Community Living disABILITY Services (CLDS) has partnered with three CLDS-funded service providers – Life’s Journey, New Directions and St. Amant – to establish the Service Coordination Pilot Project. This project was developed to address the high level of duplication of roles between agency and CLDS staff that often results in confusion, frustration and delays to service. The purpose of this project is to develop a new service delivery model that will ensure that the roles, responsibilities and key activities for CLDS staff and service providers are clearly defined and applied consistently.

Participants who receive residential services from one of the three pilot agencies will be case managed by their agency as of April 6, 2021. The only exception to this will be individuals who have the Public Guardian and Trustee appointed as their substitute decision maker, wherein the individual will receive collaborative case management from the agency and a Community Service Worker due to legislated delegation of authority.

As part of the pilot project, a new CLDS position has been created called the Service and Support Navigator (SSN) who will act as a consultative member of the service delivery team providing support and oversight for agencies case managing participants within their care.

The Agency Service Coordination Manual describes the procedures and service delivery standards for case management throughout the Service Coordination Project. The manual is only applicable to the agencies delivering the pilot project. Procedures may also apply to agencies delivering other support services (e.g., day services) to participants receiving case management as part of the pilot project.