

Community Connections Support Services - Policies and Procedures

Section	Personnel Policy and Procedures
Subject	Subcontracting Practices – Home Share Providers (pp032)
Applies To	Subcontractors
Effective Date	December 2017
Revised Date	

Policy: To ensure quality support and required and needed support levels are maintained, the Directors and Home Share Service Coordinator will follow procedures related to awarding subcontracts based on approving skilled, qualified and accountable home share providers.

Procedures:

Identifying Need and Recruiting

- The Service Coordinator will determine if the agency has an adequate number of approved home share providers to:
 - address placement requests from CLBC for persons supported
 - address increase in referrals due to people aging into services
 - ensure the safety of persons served
 - meet performance expectations of the organization
- All efforts will be made to recruit parties interested in providing support to a person living with a disability in their home.
- All interested applicants will be contacted to determine initial suitability based on a description of program expectations.

Pre-screening:

Applicants to home share must provide a current RCMP check (Vulnerable Sector) to CCSS before a comprehensive home study is conducted. The cost for this will be borne by the applicant. Results will be reviewed by CCSS and the agency will reserve the right to reject applicants based on the results received. If CCSS is satisfied with the results, the agency will proceed with the home study process.

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Determining Approval:

- Applicants must complete all documents comprising the CCSS application package as part of the home study process.
- Applicants must cooperate fully with site visits from CCSS to their home to determine its suitability to provide home share support (home study).
- Several factors may determine that an applicant for providing home share services will not be approved to provide support. These include:
 - applicant or a member of household can not pass Criminal Record Check and is not approved by the Solicitor General to work with vulnerable individuals
 - significant issues with driver's abstract
 - personal references for applicant are not supportive of application
 - other individuals in the home (ie providing services to others)
 - poor literacy skills
 - landlord not in support
 - home does not meet the required standards or applicant cannot or will not obtain appropriate insurance
 - location is dangerous (eg. river in back yard or busy/ dangerous street)
 - aggressive, uncontrolled pets
 - medical issue where doctor is not in support of application
 - expressed disinterest in participating in accountability practices including completion of necessary paperwork.
 - expressed disinterest in working collaboratively with CCSS and any other community agencies responsible for support for a person living with a disability in their community.
- Required qualifications of applicants to home share include:
 - Current RCMP check (Vulnerable Sector) and clearance to proceed with home study (before home study process)
 - Current Criminal Record Check (Minister of Justice) and clearance to provide support (at time of application and every 5 years thereafter)
 - Current Driver's License (Class 5 or better)
 - Current and adequate Automobile Insurance
 - Current and adequate Home Insurance
 - Current First Aid/CPR certification
 - Current and clean Driver's Abstract (at time of application and every 5 years thereafter)
 - Physician approval letter (at time of application and every 5 years thereafter)
 - Three References (minimum) – see pp034

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- Relevant education and/or experience
- Ability to provide individualized support services and meet all contractual requirements
- Ability to satisfactorily perform job related competencies

Once Approved:

- Successful applicants must complete the CCSS orientation process (see policy pp036 Orientation of New Subcontractors) before providing support in their home. This process will outline areas such as rights, responsibilities, acceptable behaviour support strategies, community resources, documentation requirements, transition planning.
- All home share providers will be provided with a service manual including applicable CCSS policy and documentation forms / templates necessary to meet documentation requirements.
- Home share providers must successfully complete all training specified by CCSS before becoming an active subcontractor.
- Final approval for a home share provider must be confirmed prior to entering into contract to provide services.

Entering into Contract

- An active contract to provide home share services between CCSS and an approved home share provider can exist only where there is a need identified for an accepted referral. That is, only when there is a person requiring home share support that appears to be a good match for the approved home share provider's home, can a contractual relationship be established. This requires a determination of a good match. This can be a match between a recently approved home share provider and a new referral, a match between a previously approved but inactive home share provider and an existing referral or any combination of the two.
- Determining a good match between person supported and home share provider relies on several factors:
 - Comprehensive review of all documentation for the home share provider and the person supported to determine if there are any 'flags'. Flags are interests, beliefs, lifestyle choices, expectations, and/or limitations of either party that may require a very specific living situation. For example, an approved home share provider may have disclosed that they are not willing or able to provide support to a person with extensive medical needs. If review of the files for the person supported reveal that medical needs are significant and expected to increase over time; this would not be a good match. Similarly, if the person supported has reported past trauma involving a family pet and records indicate that the home share provider has three dogs in their home that they are unwilling to part with; this would not be a good match. Flags may

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be severe in nature but may also be negotiable. CCSS must consider flags in making a determination to make a potential match and enter into a contractual relationship.

- A review of all information is also necessary to determine if the home share provider's skill level is sufficient to address the needs of the person supported. For example, if the person supported has behavioural support needs, the home share provider must be trained in MANDT or NVCi techniques before providing support.
- Other factors to consider when determining a match are layout of the home, home atmosphere, proximity to areas of town important to the person supported (eg work site, day program, family, church, etc).
- Where possible, CCSS is committed to incorporating the involvement of family and personal support networks to determine a good match.
- When CCSS determines that there is a person requiring home share support that may be a good match to a home share provider and their home, the agency will begin transition planning and make introductions between the person supported and the home share provider. This may involve pre-placement respite to give both parties an opportunity to try the match out for short periods of time.
- If the person supported and the home share provider are in agreement with the match, CCSS and the home share provider will enter into a contractual relationship for the home share provider to provide services.

Providing Services:

- It is the responsibility of each party to read and understand all contract language before agreeing to terms.
- All services provided by home share providers will be reviewed quarterly, at minimum, to ensure that performance is effective in meeting intended outcomes for the persons served including, but not limited to:
 - planning (individual service planning, health care, transition planning, behaviour support planning)
 - health, safety and advocacy (individual care and support, safety and security, rights, home atmosphere)
 - service-delivery (activities, family and friends, community involvement)
 - resources (leadership and coordination of support, staffing, training of assistants, guidelines and procedures, communication and problem resolution)
- All subcontracted services will be reviewed annually, at minimum, to ensure that all contractual requirements are being met.

Contract Renewal:

- Typically, contracts between CCSS and home share providers to provide services are valid for 1 year. Exceptions to this may be due to conflicts of interest determined at the beginning of the contractual relationship (see policy pp140 Conflicts of Interest).
- It is in the best interests of all parties involved to renew contracts for home share support in successful placements as quickly and seamlessly as possible with the intent to cause

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the least amount of disruption in the home of the person supported and the home share provider. CCSS expects that home share providers will return their signed contract in a timely way.

- There are several factors that may negatively impact the agency's ability to renew contract with an existing home share provider. These include, but are not limited to:
 - Failure to provide for an inclusive, welcoming home environment for the person supported.
 - Engaging in support strategies that are prohibited or restricted (see policy bp010.2 Behaviour Support-Safety Planning Guide).
 - Putting the person supported at risk.
 - Failing to respect a person's right to privacy and confidentiality.
 - Limiting ability of the person supported to access his/her family members and/or community.
 - Failure to follow CCSS policies and program expectations. That is, failure to complete written documentation for the person supported as outlined by CCSS and/or failure to accommodate and/or participate in monitoring visits from CCSS.
 - Failure to address action plan steps to improve practices as identified by CCSS.
 - Failure to attend training that is specific to providing support to the person in the home.
 - Engaging in disrespectful behaviour when discussing support needs with other community agencies responsible for providing support to the person in the home share provider's home.
 - Failure to provide documentation to fulfill home share provider required qualifications.
 - Failure to self-report a change in personal circumstances influencing the home share provider's ability to continue to provide successful supports (ie. burnout, medical condition, drug or alcohol dependency, loss of insurance, criminal charges, etc).
 - Failure to notify CCSS when there has been a change in the home environment (ie other's moving in/out) that may impact services to the person supported.
- CCSS recognizes that a determination to give notice on a contract with a home share provider can create instability in the life a person supported and therefore does not make these determinations lightly. In most cases, CCSS will provide the home share provider with an opportunity to remedy any concerns with their performance before CCSS determines to end the contractual relationship. Where a home share provider fails to engage in remedial action within timelines established by CCSS, the agency will move to end the contractual relationship.

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Updating Requirements and Information on File

Sometimes, due to several factors, a home share provider who is approved by CCSS will experience periods of inactivity. That is, there will be periods of time where an approved home share provider will not be providing any support to a person in their home under contract with CCSS. When this period of ‘inactivity’ exceeds 2 years, it will be necessary for CCSS to revisit all requirements of the home share provider and update the existing home study. This ensures that any changes experienced by the home share provider that will influence matching a person supported to their home are noted and addressed. This will also give the home share provider time to update all requirements. This will include a re-orientation process.

Like all people, home share providers will experience changes in their life circumstances or lifestyle choices. While these changes do not necessarily preclude a home share provider from contracting with CCSS, it is important to inform the agency when any significant changes occur. Most notably, a change in housing will require the development of a new home study as it will influence considerations for matching a person with specific support needs within the new home.

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