

# Ministry of Social Services

## Information on Eligibility for Services of Community Living Service Delivery

### Purpose

To clarify eligibility requirements and identify documentation requirements when considering eligibility for Community Living Service Delivery (CLSD) programs and services.

### Principles

- Processes shall be reasonable and practical.
- Documentation requirements shall be clear.
- A collaborative/problem-solving approach shall be used.

### Legislative Authority

The Saskatchewan Rehabilitation Act (1979/2014) and The Saskatchewan Rehabilitation Regulations (1979/2014) establish the legal authority for CLSD. Persons with an intellectual disability are a designated group to be offered programs and services.

### Eligibility Requirements

CLSD offers programs and supports to children and adults with a diagnosis of intellectual disability with an onset before age 18. The establishment of eligibility for CLSD services provides access to case management planning through the provision of services, subject to availability of resources.

CLSD establishes eligibility on the basis of assessment documentation and requires an assessment report from a duly qualified medical practitioner or a qualified professional with an Authorized Practice Endorsement (APE) designation that substantiates the diagnosis of intellectual disability.

### Documentation

Assessment documentation as obtained from a qualified professional (above) should provide:

- a diagnosis of intellectual disability;
- a summary of the individual's history and previous testing;
- identification of variables that could impact the validity of the assessment results and a description of the individual's adaptive behaviour, developmental skills and cognitive functioning;
- confirmation that the diagnosis manifested in the developmental period, meaning the diagnosis was established prior to the individual's 18th birthday; and
- licensure information of the person making the diagnosis and report.

## Provisional Diagnosis

The assessor may initially identify a diagnosis as being “provisional” if they need to gather more information before making a final diagnosis.

The provisional specifier may be used when the qualified assessor presumes that the full criteria will ultimately be met for a disorder, but not enough information is currently available to make a definitive diagnosis.

Young children with the diagnosis of global developmental delay and/or children considered untestable may be eligible for CLSD services. This will be determined on a case-by-case basis.

In situations where a child has a diagnosis of global developmental delay or is considered untestable, formal documentation from a qualified professional is required. At a minimum, this documentation must describe the child’s developmental abilities and an estimation of the developmental age. If accepted, the child’s ongoing eligibility for the program will be reviewed prior to their eighth birthday. Additional diagnostic testing may be required at that time.

Questions related to the eligibility criteria may be directed to the CLSD supervisor.

## CLSD Referral Process

CLSD offers programs and support services to children and adults with a diagnosis of intellectual disability. A report from a duly qualified medical practitioner or a qualified professional with an Authorized Practice Endorsement (APE) designation that substantiates this diagnosis is required in order for eligibility to be considered. The establishment of eligibility for CLSD services provides access to case management planning through services, subject to availability of resources.

### 1. Initial request for service: who can make a referral?

- A. Individual
- B. Family (with consent of the individual if 18 or older)
- C. Other (with consent of the individual or family if the individual is a child)

Contact in regard to requesting service is preferred by A and B due to the voluntary nature of CLSD. However, a referral can be made by anyone who has the individual's consent to do so. Documentation provided by a third party referral source must include the referral agency's release of confidential information form.

### 2. How do I make an initial request for service?

#### Phone Contact:

- Phone your CLSD regional office. When contacting your CLSD regional office, you can ask to speak with the regional staff responsible for initial requests for services.
- Regional staff will provide information about eligibility and services through CLSD and request that the appropriate documentation be forwarded to the regional office to the attention of the CLSD Supervisor.
- Regional staff will follow up this initial request for services with a written letter that describes the assessment and documentation requirements to determine eligibility for services through CLSD.
- Assessment information is sent to the attention of the CLSD Supervisor in your area. CLSD Supervisors are located at one of six regional offices.

Regina	Ministry of Social Services 2045 Broad Street, S4P 3T7 General Inquiries: (306) 787-3848
Saskatoon	Ministry of Social Services 122-3rd Avenue North, S7K 2H6 General Inquiries: (306) 933-6300
Moose Jaw	Ministry of Social Services 1st floor, 36 Athabasca Street West, S6H 2B5 General Inquiries: (306) 694-3800
Yorkton	Ministry of Social Services 72 Smith Street East, S3N 2Y4 General Inquiries: (306) 786-1359
Prince Albert	Ministry of Social Services 7th floor, 800 Central Avenue, S6V 6Z2 General Inquiries: (306) 953-2668
North Battleford	Ministry of Social Services #300 - 1146, 102nd Street, S9A 1E9 General Inquiries: (306) 446-7705

### Written Contact:

- A written request for services can be sent to your CLSD regional office to the attention of the Supervisor of Client Services.
- Request should provide:
  - the service requested;
  - contact information for the individual in need of services (address, phone number, name of contact person if different from individual in need of services);
  - contact information for the referral source if different from the above;
- Regional staff will contact the individual or family by phone to confirm the initial request for service.
- Regional staff will follow up this initial request for service with a written letter that describes the assessment requirement that determines eligibility to receive services through CLSD.
- When making the initial request for services, assessment documentation is not required.

### 3. Who do I talk to if I have a question?

- Questions can be directed to CLSD regional staff. You may phone the CLSD regional office and ask for the regional staff responsible for initial requests.
- Questions can also be directed to the CLSD Supervisor. Typically the Supervisor will respond to questions around assessments required or related to the status of the request for services.

### 4. How long will it be until I hear something?

- Every initial request for services contact will be followed up with a letter outlining the assessment documentation required to determine eligibility.
- Once the CLSD Supervisor receives the assessment documentation, the documents will be reviewed and the eligibility decision will be made. Typically this will happen within 30 days of receiving the documentation. The Supervisor will then communicate their decision in writing.
  - When assessment documentation is unclear or incomplete, the Supervisor will collaborate with the author or submitter of the diagnostic report to arrive at a suitable solution. The Supervisor or assessment author will contact the individual or family to keep them informed of the situation.
  - Assessments older than five years may not be accepted.
  - Documentation that lacks a clear diagnosis to determine eligibility will not be accepted. The CLSD Supervisor will request new testing that references previous assessments. The CLSD Supervisor may request re-testing if adaptive functioning assessments are not referenced in IQ assessments that make a diagnosis.

### 5. Is there a review process?

- Yes, there is a process through which people can request a review of the decision.

## Review Mechanism

- Where an applicant objects to the eligibility decision, the following steps can be taken:
  - A. Questions about determining eligibility can be directed to the CLSD Supervisor. The Supervisor will discuss the decision and attempt to clarify the decision.
  - B. Should an individual remain dissatisfied with the decision, a formal written request to review the decision can be submitted to the CLSD Manager, Client Services in either the North (Prince Albert), Centre (Saskatoon) or South (Regina) region, depending on where the individual lives.
  - C. A review of the assessment documentation will be conducted by a review panel comprised of the Manager of Community Services and two CLSD Supervisors who were not involved in the original decision. A formal written response will be provided.