

CSIL Online Workbook

A Guide to Applying for and Managing
Choice in Supports for Independent Living



Module 1

What is CSIL and is it for you?

Module 2 | How to Apply for CSIL

Module 3 | How to be a Successful CSIL Employer

Prepared by Spinal Cord Injury BC
Funded by BC Ministry of Health



About This Online Workbook

This three-module Workbook is a how-to resource for Choice in Supports for Independent Living (CSIL).

Module 1

What is CSIL and is it for you?

Module 2

How to Apply for CSIL

Module 3

How to be a Successful CSIL Employer

Appendices

Documents, resources and glossary

Executive Summary

Forms Package

Word document with editable forms

CSIL is a self-directed option for eligible home support clients in BC to receive their home support services. CSIL clients are people with disabilities who have high-intensity care needs who receive funds from their local health authority to purchase their own home support services. They become “employers” who manage all aspects of their home support from hiring and supervising staff to overseeing how CSIL funds are spent. People who cannot manage CSIL on their own are eligible through a Client Support Group or a representative.

Although the CSIL option may not suit everyone, people who receive home support services through CSIL enjoy the level of freedom and flexibility it provides. They have control over who they hire to provide personal assistance, when services are scheduled to fit with their lifestyle, and how tasks are carried out. Through CSIL funds for personal assistance come directly to the person for the personal assistance they need. The success of CSIL is a credit to how individualized funding supports independence and choice.

This Workbook is a guide for people who want to know more about CSIL: people who already receive home support services, those who intend to apply for home support services or current CSIL employers who want support to manage CSIL.

CSIL can change people’s lives, and this Workbook will educate people on both the responsibilities and benefits of the CSIL option.

Module 1 explains what CSIL is and who is eligible. **Module 2** gives step-by-step information on how to apply. **Module 3** takes you through the detailed process of setting up and maintaining all aspects of CSIL, including many self-help resources and forms you can use or adapt to your needs.

Good luck in your exploration of CSIL.

CSIL Online Workbook
Prepared by Spinal Cord Injury BC

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How to Use this Workbook

This Workbook is over 150 pages in total, with over 130 pages in Module 3. We recommend you read the shorter Modules 1 and 2 first. Then, if you want to know more about a certain aspect of CSIL, choose a chapter or a topic that interests you in Module 3 and start from there.

To move to and from the Table of Contents in the Workbook PDF:

- click on any topic in the Table of Contents
- click on the Back to the Table of Contents links at the bottom of each page

Finding information










Enter a search term in your PDF viewer, such as “payroll” or “hiring.”

To jump to outside resources:

- click on links to websites. Linked text may appear within a paragraph with text like this or through web links.

Chapter Images

We’ve used these images throughout the Workbook to organize the information and bring certain things to your attention.

								
Chapter Objectives	What You'll Learn	What Others Say	Topic In-Depth	Activity To Do	Important Tip	Chapter Summary	Chapter Review	Next Steps

In particular, watch for the hand image that mark Activities To Do. We encourage you to do these short exercises to begin to learn about CSIL responsibilities, how to tailor services to your needs and to problem-solve.



Watch for other suggested tasks in bullets like this.



This bullet style notes materials or references included in the appendices.

Resources

- Be sure to look through the appendices for additional documents, resources and a glossary.
- Download the Forms Package, a Word document that contains some of the key Workbook forms for you to use or adapt to your needs.



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What is CSIL and is it for you?



Module objectives

In this Module, we'll explain what Choice in Supports for Independent Living (CSIL) is, who is eligible to apply and what skills are needed to do well with CSIL.



What you will learn

- What CSIL is and how it's different from how traditional home support services are delivered.
- Who is eligible for CSIL's Phase I and Phase II.
- What you need to consider before deciding to apply for CSIL.
- What to do next if you'd like to know more.



What other people have said

"CSIL has impacted my life in a very positive way by allowing me to be self-directive for the first time."

"When I started on CSIL, I experienced a feeling of freedom. I'm able to hire staff that I can train to do my services the way I want them to be done."

"I have a very busy lifestyle and CSIL gives me the opportunity to pursue all of my activities and provides me with the support that I need to do them."



What is CSIL?

Choice in Supports for Independent Living (CSIL)—pronounced "SEE-sul"—is an alternative way for home support clients to receive home support services.

The goal is to provide more choice and flexibility to people with disabilities who have high-intensity care needs. Funding for eligible CSIL clients comes from local health authorities.

To be eligible for CSIL, you must first be eligible for provincial home support services.

A health authority case manager will meet with you to discuss your care needs, and your eligibility for HCC services and CSIL.

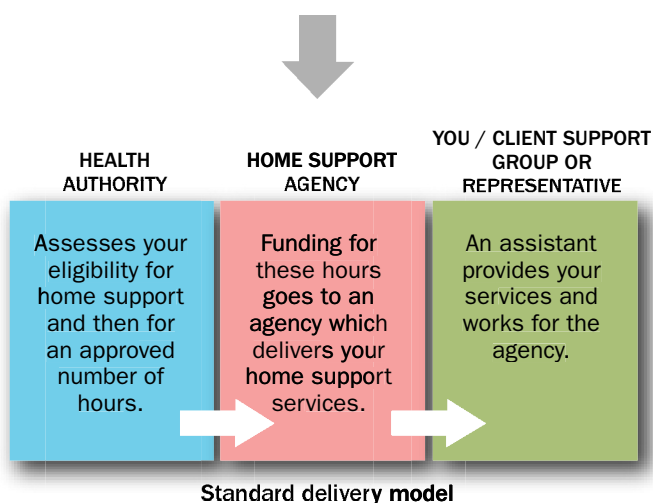
CSIL employers receive funds to purchase their own home support services. They manage, coordinate, and are financially responsible for recruiting, hiring, training, scheduling and supervising home support workers. So, under CSIL, you assume the role of an employer with all of the rights and responsibilities that involves—or you can delegate this responsibility to a Client Support Group or a representative.

People who have a certain level of income pay a “client rate” toward their home support. However, about 70% of home support clients do not need to pay a client rate.

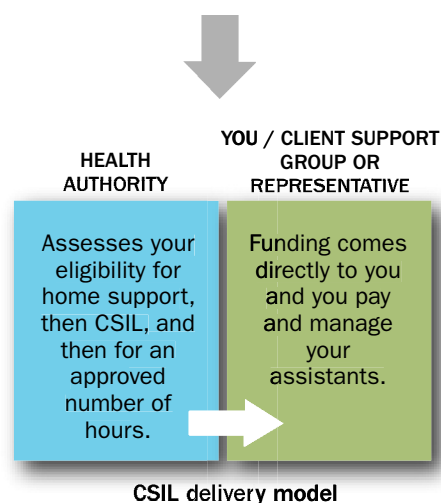
CSIL may be an option for you if you are eligible for or are receiving home support services. Talk to your case manager about your home support options, including CSIL.

How is CSIL different from agency-delivered services?

For most people who receive home support, services are delivered this way:



CSIL works this way, taking the agency out of the flow of service:



Pros and cons

First, the pros. People using CSIL—CSIL employers—rate their experience with CSIL as excellent. They enjoy the increased sense of control and independence because of their ability to:

- design their own assistant job description based on their activities, priorities, goals and values;
- choose the assistants who provide their personal care and supports;
- decide how tasks are prioritized and carried out;
- design their assistants' schedules to meet their lifestyle and activities.

And, the cons? The following are not “cons,” they are simply things you need to consider carefully as you decide whether or not CSIL is the best option for you.

- Within the traditional home support system, everything related to your services is taken care of for you, from hiring employees, to scheduling, to paying staff. Under CSIL, you (or your Client Support Group or representative) will be responsible for managing your services. This will take a great deal of time and energy on your part, at least in the set up phase.
- You may need to learn new skills and adopt new attitudes.
- You take on a degree of personal risk by taking on the responsibility for your care, services and back up staff.

Everyone is different. If you're unsure whether or not the CSIL option will be a good option for you, talk to your case manager or another CSIL employer. You can also look ahead to Module 3 of this Workbook that describes CSIL responsibilities and benefits in detail.

So, what does a CSIL employer do?

CSIL is like running a small business and, like most small businesses, there is a learning curve and a lot of necessary preparation. Success usually comes over time and some bumps along the way are to be expected.

Here are the main responsibilities you would have as a CSIL employer that are similar to a small business owner:

- ✓ **Developing your own detailed support plan**
Listing your daily and weekly care needs, e.g., eating, personal care, transferring, transportation, meals, etc.
- ✓ **Creating an assistant job description**
What will you expect your assistant to do, what skills and experience do they need?
- ✓ **Recruiting, screening and hiring staff**
You will be responsible for advertising, interviewing and hiring your assistants.

✓ **Training, scheduling, supervising and terminating staff**

Once you have staff, you'll be in charge of all aspects of their work from training to terminating.

✓ **Bookkeeping, payroll and filing monthly reports**

You'll be responsible for managing CSIL funding and employee payroll, keeping financial records and completing monthly reports to your health authority. If you don't have bookkeeping skills, you can use CSIL funds to pay an experienced person to handle the books for you.

✓ **Being a lawful employer**

You'll need to understand and meet Employment Standards, Canada Revenue Agency and WorkSafeBC requirements.

You can see that directing your own services takes considerable skill, time and energy. **Many CSIL employers choose to have experienced people, such as bookkeepers, help them with some tasks. However, just remember you're ultimately responsible for ensuring things are done properly and on time.** Module 3 of this Workbook explains all of these areas in detail.

How to know if you are eligible

As we mentioned earlier, you need to be eligible for home support services before you can apply for CSIL. For information on eligibility for home support, contact your local health authority or you can learn more in Module 3 of this Workbook.



Visit the Home and Community Care website.

<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care>

CSIL is for adults with disabilities who have high-intensity care needs and are eligible to receive home support service. There are two CSIL Phases.

CSIL Phase I is for people who are willing and able to manage their own home support services.

CSIL Phase II is for people who are not able, or not fully able, to manage their own home support services.

Under Phase II, a volunteer Client Support Group—composed of friends, family or supporters—registers as a non-profit society and acts as the employer on the CSIL user's behalf. Or a person named as someone's Representative in a Representation Agreement, can also act on behalf of CSIL Phase II applicants.

Note: Seniors may qualify for CSIL as long their physical care needs are significant enough. For specifics, discuss your situation with a case manager or ask our InfoLine for more details on the program.

For more information on home support, go here: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/home-support>

Talk to your case manager if you would like to know current options for alternate decision-makers for Phase II. Visit the Nidus Personal Planning and Resource Centre and the Public Guardian and Trustee of BC for information on legal representatives.



Nidus Centre (community organization)

<http://www.nidus.ca>



Public Guardian and Trustee of BC (government agency)

<http://www.trustee.bc.ca>

To qualify for Phase I or Phase II, you must meet certain requirements. Use the following table to see if you qualify and, if so, for which Phase.



Are you Eligible for CSIL Phase I or Phase II?

Requirement		Yes or No?
1	You are 19 years of age or older and require personal assistance because of a disability with high-intensity care needs.	?
2	You are a Canadian citizen or have permanent resident status and have lived in BC for three months.	?
3	You have been assessed by a health authority professional who found you were eligible for home support services.	?
4	A health authority case manager has determined that you are eligible for CSIL services.	?
5	Phase I: You show that you can safely coordinate and manage CSIL services.	?
	Phase II: You have a Client Support Group or representative who demonstrates the ability to manage all aspects of your services on your behalf.	?
If you answered “YES” to all 5 questions, you are eligible for CSIL—either Phase I or Phase II.		

Some things to consider

CSIL has different advantages over agency-delivered services and isn't for everyone. We recommend that you approach your decision about CSIL like a job interview. Fill in the questionnaire below to explore whether or not you're a good fit for CSIL.



Is CSIL for you? (Table provided by Vancouver Coastal Health)

Question	Yes or No?
I know what is best for me (or the client) and what is required to take good care of myself (or the client).	?
I want a more flexible schedule so that I (and/or the client) can be more active in the community (school, work, hobbies)?	?
I want more control over my home support so that my (or the client's) particular care needs can be better met.	?
I have the extra time and interest required to hire, train and manage my own workers.	?
I want to choose the home support worker who gives me (or the client) care.	?
My home (or the client's home) is a safe place for someone to work in.	?
I am comfortable directing other people and I can explain my (or the client's) care needs clearly.	?
I can problem-solve and make decisions independently.	?
I listen well and treat people with respect.	?
I can usually resolve any conflicts I have with others without damaging relationships.	?
I can plan ahead.	?
I know how to keep track of details, or to delegate them to someone else.	?
My (or the client's) life situation and health are stable enough to take on new challenges.	?
If I don't know how to do something, I can usually figure out how to get more information or help with it.	?
I am willing to put my home support worker's safety above my (or client's) personal preferences where necessary for the safe provision of care.	?
I can deal with fairly complicated written and numerical information, with or without help from others.	?
My finances are in good shape and I pay bills on time.	?

If all of these statements are true for you then the CSIL program may be a good fit.

If only some are true, CSIL may still work for you, but you will probably need to develop compensation strategies for the areas where you are not comfortable. Your case manager is available to discuss your specific situation and help you make a decision about whether or not to apply.

Most CSIL employers had something to learn before they signed on. You don't need to have all the skills before you apply. You only need a solid understanding of the skills that are needed and the tasks that need to be done—whether by you or someone you choose to assist you.



Module summary

CSIL is another option for eligible home support clients with disabilities who have high-intensity care needs to manage their home support services. Funding for assistants goes directly from the local health authority to the person receiving services or the CSIL employer.

There are two Phases of CSIL: Phase I is for people who manage their own services. Phase II is for people who need some assistance to manage CSIL and will have a Client Support Group or representative to fill this role. Both Phases have requirements that you must meet to be eligible.

CSIL offers employers greater control over many aspects of their services: choosing assistants that fit their needs and personality; and prioritizing tasks, work schedules and more. To be a successful CSIL employer, you need a particular skill set and the willingness to devote time to organize and manage your services.

Many people who are doing well with CSIL did not have all the needed skills before they began. They learned new skills before applying, took courses or delegated tasks to experienced helpers—but they understood the skills needed to manage CSIL.

For people who are willing and able to do the extra work, CSIL is an option that offers you much more independence, choice and flexibility.



Module review

Are you eligible for CSIL?

☐ Yes ☐ No

What are some of the benefits of being on CSIL?

If you are, are you eligible for Phase I or Phase II?

☐ Phase I ☐ Phase II

What are some of the skills you need to have or develop to be a successful CSIL employer?

If you don't have these skills, what are your options?

What do you need to consider or learn before you decide?



Next steps

- 1.** Decide if you would like to apply for CSIL.
- 2.** If you are a “YES”, you can continue with the other Modules in our CSIL Workbook:
 - Module 2 | How to Apply for CSIL
 - Module 3 | How to Be a Successful CSIL Employer
- 3.** Modules 2 and 3 provide details on some of the topics covered in this Module, such as preparing a detailed personal support plan, how to apply for CSIL and how to become a successful CSIL employer.