

### Service Intro

Pivot Point is proud to be a part of CLBC's new program L.I.F.E. Services. L.I.F.E. stands for Learning, Inclusion, Friendship and Employment. CLBC staff, individuals, families, and service providers designed this service together.

L.I.F.E. service is part of CLBC's Community Inclusion category of services. It is available to anyone served by CLBC who has an employment goal, and who also wants support to increase confidence and independence, connect to the community, learn new things, build friendships and a network of natural support around them.

At Pivot Point we follow industry best practices for supported and customized employment. These include:

- Choice and control for individuals served
- Pursuit of paid employment
- Partnerships with community
- Full inclusion
- Job Search skills
- Individualized services
- Utilization of natural supports
- Long term support, where possible
- Continuous quality improvement
- We begin with a thorough discovery process

### The Individuals We Serve

Must be over age 19 to access Employment Services through CLBC funding. Individuals served are always at the center of our care plans. We take our direction primarily from them and the people in their support circles. We seek permission to consult with others in their lives.

Pivot Point staff have training and knowledge about a variety of different diverse abilities. We are happy to provide support to individuals regardless of their diagnosis or challenges.

### The L.I.F.E. Service

- Explores and creates personalized supports related to employment, community connection, relationships, and lifelong learning.
- Is offered throughout a person's community, tailored to their needs and goals.
- Promotes self determination and empowers individuals to actively participate in decision-making processes regarding their support services and life goals.
- Changes over time. The number of hours, location and type of support will adjust over time based on their changing goals and needs.
- Is regularly evaluated by the person served to continually improve their service experience as well as improve how the service works overall for everyone.
- Makes a difference in a person's life by strengthening confidence and growing a network of natural support around them



## How the L.I.F.E Service Works

The L.I.F.E. service responds to the natural rhythm of a person's life (for example, does not have to be a set schedule of 9am - 3pm during the day) and adjusts over time in response to their changing goals & needs.

The service enables people to personalize, direct and evaluate their services in a way that works for them. People receiving service and their staff work together to establish ongoing check-ins and adjustments to services that evaluate the support being given and the difference the service is making in the person's life. Evaluation is part of the service for each person.

### The L.I.F.E. Service:

- Is provided in community and occurs when and where the person's goals will best be achieved including weekends and evenings.
- Is directed and evaluated by the person (and their network/family) by a regular schedule of check-ins and tune-ups.
- Is flexible and responsive and offers support only when it is needed.
- Is not about a set number of support hours each week; it's about receiving the right support when you need it and using personalized approaches for planning, service development and evaluation to meet your goals.
- Evolves as people are supported to develop informal support networks and build their confidence and independence



## At Pivot Point

- We believe in person centered practice for the individuals and families we serve.
- We have over 20 years of experience providing services using an individualized model.
- We do not have a waitlist.
- We offer dynamic programs with demonstrated success.
- We have a flexible service delivery system.
- We believe in a wrap around approach for individuals within their communities.
- All of our services are tailored to each individual; starting, pausing and ending as goals of service are reached, or individualized funding is exhausted.

## How to Get Started

1. If you are already a client in our Adult Services Program, contact our Program Manager to schedule a meeting to explore options that are best suited for you.
  - Typically, individuals are required to contact their CLBC Facilitator to enquire about funding for L.I.F.E. Services.

2. If you are an adult and not yet a client, the best way to meet us is to complete our online form at: [www.pivotpoint.ca/request-a-meeting](http://www.pivotpoint.ca/request-a-meeting).

This provides a confidential way to share your contact information so that the Manager in your area can call to set up a time to discuss service options with you.



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www.PivotPoint.ca

Serving Communities Throughout BC

