



GUIDANCE TO SERVICE PROVIDERS FOR SERVICE LEVEL REPORTING

June 2013

Introduction

Service providers are required to report to CLBC under the following three key categories:

- the quantity of services delivered, known as service levels;
- management information, both periodic and occurrence based reports; and
- compliance with outcomes, standards and certain service requirements

This guide explains the reporting requirements concerning service levels.

Service Levels

Service providers deliver services in accordance with the requirements set out in the *Terms and Conditions* and in a contract between the service providers and CLBC. The requirements ensure, among other things, that the quantity of services that has been planned is, in fact, made available and delivered to individuals. If those services are not delivered, the service provider is required to repay a portion of the funding associated with the undelivered service.

CLBC uses the term “service levels” to describe the quantity of services. The “contracted service levels” are found in the payment details section (Table 1) of the contract.

Table 1: Payment Details

Pmt Line #	LOS	Service	Pmt Type	O T O	Lump Sum Indic.	Svc Effective Date	Svc End Date	Fixed Monthly Amount	Variable Unit Rate	Variable Unit	# of Variable Units	Lump Sum Amount	Pmt Line Total	H S T	Year 1 Svc Level Hours	Year 2 Svc Level Hours
1.0	Program 1	Staffed Residential	F	N	N	1-Apr-2011	31-Mar-2013	\$24,224.31					\$581,383.44	N	8,282	8,282
2.0	Program 2	Staffed Residential	F	N	N	1-Apr-2011	31-Mar-2013	\$24,224.31					\$581,383.44	N	8,282	8,282

The actual service levels delivered are known as the “delivered service levels”.

Delivered service levels are based on service providers providing an actual measurable quantity of services to individuals. Service levels are measured as either “service hours” or “service days” which are defined in Schedule D of the *Terms and Conditions* (found on the CLBC website under Service Providers>Documents>Terms & Conditions documents) as follows:

Service hours means the hours directly expended in the delivery of service; and

- *Includes the associated incidental hours expended on administrative and/or service coordination activities such as: planning/goal setting meetings, maintaining log notes, staff meetings, gathering of information related to the individual/family being supported, organizing activities for the individual/family, preparing documentation, writing reports;*
- *Excludes the associated vacation, sick time, education/training, statutory holiday time; and*
- *Excludes hours expended in the supervision or dedicated coordination of the service, and on general management or administration.*



Service day means between 8 and 24 continuous service hours during which either the service must be delivered or be available for delivery and delivered as required.

For example, the paid time of an employee who is not at work due to sickness or vacation is not included in service hours. However, service hours will include the time of a casual employee who is backfilling for an absent employee.

Where a supervisor works both direct service shifts and supervisory shifts, only the scheduled direct service shifts worked are reportable service level hours. Any direct service hours provided during a scheduled supervisory shift are not reportable service level hours.

For each program specified in the payment details section (Table 1) of the contract, service providers must track and report the delivered service levels. A program is defined as any unique combination of Location of Service or Activity Name.

Reporting Periods and Due Dates

Reporting periods are based on the start and end-dates in the Contract Totals table at the end of Table 1 of the contract.

Contract Totals

Pmt Total	Year 1 Svc Level Total (1-Apr-2011 - 31-Mar-2012)	Year 2 Svc Level Total (1-Apr-2012 - 31-Mar-2013)
\$1,162,766.88	16,564	16,564

(Note: some contracts will be on the old manual templates and the reporting period start and end-dates are listed in the right hand headers in Table 1 of the contract. If you are unsure, please contact your analyst.)

Except for contracts of less than one year, each 12 month period of a contract represents a separate reporting period. For example, if the start-date of a contract is April 1, 2011 and the end-date is March 31, 2013 then:

- The first reporting period is for April 1, 2011 to March 31, 2012; and
- The second reporting period is for April 1, 2012 to March 31, 2013

Reports are due no later than 30 days after the end of a reporting period.

It is important to note that modifications that involve adjustments to funding and / or service levels do not impact contract reporting periods as the term of the contract is not generally altered.

For the purposes of implementing this reporting procedure, service level reporting is required for any reporting period that ended on March 31, 2012 or later.



Data Required for Reporting

A service provider must have a process to capture the data required for reporting.

Data can be collected using a payroll system, a time and attendance system or any other type of database. Typically, timesheets and/or scheduling documents are the original source records used for service hours and days.

The process must be able to link employees' service hours or days (including those worked by casual employees and part-time employees who work at more than one program) to a specific program as reporting is required at a program level. For multiple programs, typically this is achieved using a simple coding system.

Although the original source records, such as staff schedules, timesheets and payroll records, must be retained for audit purposes, they do not need to be submitted to CLBC with service level reports.

Reporting Forms and Instructions

A report is to be completed for every contract reporting period that contains service levels in the payment details section (Table 1) of the contract, excluding payment lines for Home Sharing and Live-in-Support.

Where service levels are shown as being 'Under Review' in Table 1 for manual contracts, service level reporting requirements continue to apply. In such cases, reports would show delivered service levels only and would not show contracted service levels.

Instructions for completion of the *Service Level Summary Reports* and *Service Level Detail Reports* are found in Appendix A, (Completing the Service Level Reports). An example of the *Service Level Summary Report* can be found in Appendix B.

Prior to the reporting period end of a contract, CLBC will email to the service provider a partially completed copy of the *Service Level Summary Report* for each contract. The report will be pre-populated with:

- agency name
- CLBC contract reference number
- CLBC central Quality Service Office (QSO)
- reporting period start date and end date
- listing of all programs in the contract requiring service level reporting for the reporting period
- funding gaps by program, if any
- contracted service level hours / days for all programs
- recovery rates by program



Service Providers are required to fill in the following information:

- contact name
- contact phone number
- delivered service level hours / days for all programs listed

The form automatically calculates the variance between the contracted and delivered service levels and, if greater than 5%, flags that a *Service Level Detail Report* is required.

The *Service Level Detail Report*, see example found in Appendix C, is required to list each program with a variance between the contracted and delivered service levels of more than 5%. The service provider is required to provide an explanation of the variance between contracted and delivered service levels in these cases.

Service providers submit the *Service Level Summary Report* (by email) and, if required, the *Service Level Detail Report* (by fax or mail).

CLBC analysts review the report and complete the sections required to determine the Final Under (Over) Delivered Amount.

If there is data entered into boxes 19 – 22 by CLBC or there have been changes by CLBC to the data after the report has been submitted by the service provider, (changes to FGT funding gaps, contracted service levels, delivered service levels or recovery rates), the report will be returned to the service provider for signature. The service provider prints and signs a copy, faxing the signed copy back to CLBC. In all other situations no service provider signature is required.

The data from each *Service Level Summary Report* will be carried forward to the service provider's service level reconciliation process through which all of that service provider's reports will be taken into account to determine a net position.

Submission of Reporting Forms

The *Service Level Summary Report* does not contain any individual identifying data and therefore is to be emailed as an Excel file to CLBC. The *Service Level Detail Report* could include individual identifying data and therefore must be either faxed or mailed to CLBC, never emailed. Email, fax, and mailing addresses are noted in the following table. The central QSO to mail or fax the report to is determined by the region, which is listed at the top of page 1 of each contract and on the pre-populated *Service Level Summary Report*.

Central Quality Service Region	Service Level Summary Report to be emailed to:	Service Level Detail Report to be Sent by Fax or Mail to:	
Upper Fraser	CLBCUpperFraserSLR@gov.bc.ca	604-870-5959	#201 - 2777 Gladwin Road, Abbotsford, BC, V2T 4V1
West Kootenays	CLBCKootenaysCastlegarSLR@gov.bc.ca	250-365-8560	# 620 – 17 th Street, Castlegar, BC, V1N 4G7
East Kootenays	CLBCKootenaysCranbrookSLR@gov.bc.ca	250-426-1559	# 200 - 1212 2 nd Street, North Cranbrook, BC, V1C 4T6



Thompson - Cariboo	CLBCThompsonCaribooSLR@gov.bc.ca	250-377-4436	# 45 - 450 Lansdowne Street, Kamloops, BC, V2C 1Y3
South Central Okanagan	CLBCSouthCentralOkanaganSLR@gov.bc.ca	250-861-7266	# 240 - 1640 Leckie Road, Kelowna, BC, V1X 7C6
Central & Upper Island	CLBCCentralUpperIslandSLR@gov.bc.ca	250-390-2610	6531 Metral Drive, Nanaimo, BC, V9T 2L9
Vancouver Coastal	CLBCVancouverCoastalSLR@gov.bc.ca	604-987-9337	# 210 – 1200 Lynn Valley Road, N. Vancouver, BC, V7J 2A2
Simon Fraser	CLBCSimonFraserSLR@gov.bc.ca	604-933-2022	# 400 – 205 Newport Drive, Port Moody, BC, V3H 5C9
North	CLBCNorthSLR@gov.bc.ca	250-565-4442	# 207 - 1600 15 th Ave, Prince George, BC, V2L 3X3
Surrey & Delta	CLBCSurreyDeltaSLR@gov.bc.ca	604-501-8309	# 110 - 7525 King George Hwy., Surrey, BC, V3W 5A8
North Okanagan – Shuswap	CLBCNorthOkanaganShuswapSLR@gov.bc.ca	250-549-5491	# 201 - 2802 30 th Street, Vernon, BC, V1T 8G7
South Island	CLBCSouthIslandSLR@gov.bc.ca	250-387-6260	# 200 – 645 Tye Road, Victoria, BC, V9A 6X5

Service Level Recovery Rate

The guiding principle is that typically only funding related to direct staff costs will be factored into the under- and over-delivery calculations. Funding for direct program costs and facilities costs would not be included unless there has been a significant gap or delay in the delivery of services and the costs have not been substantially incurred.

CLBC staff will work with the service provider to arrive at the amount attributable to the net under- or over-delivery of service levels on each contract, based upon the following principles:

Direct Staff Costs - CLBC staff will calculate the funding to be applied using average hourly rates (the Recovery Rate) for the program. The Recovery Rate is calculated as the average hourly wage and benefit cost of the backfill on the program, excluding the overnight asleep/awake hours in staffed residential. The recovery rate excludes any amounts related to supervision or administration.

Direct Program Costs and Facilities Costs - Repayment of program and facility costs funding is only required in exceptional circumstances where there is a significant gap or delay in the delivery of services and there is no associated outlay of funds by the service provider (i.e. the service provider has not incurred the cost or committed to incur the cost). CLBC staff will calculate any funding to be repaid for Direct Program Costs and Facility Costs and input those amounts on the *Service Level Summary Report*.

An example of such a situation is: If there is a delay in commencing the program (e.g. the program was funded to commence April 1 but did not commence until July 1), then repayment is required for direct program and facilities funding related to



the period that the services were not provided less any costs reasonably incurred or committed to be incurred for the period that the services were not provided.

Service Level Reconciliation Process

All of the service provider's contracts across all regions will be brought together into a provincial reconciliation process. The reconciliation will be conducted at the service provider's contract-reporting period end (or if there is more than one reporting period end then the reconciliation will be performed once the final contract's reporting period is submitted).

The determination of whether a contract has over- or under-delivered service levels for the reporting period is made on a net basis for the entire contract. That means over- and under-delivered service levels for each program within a contract are offset against each other to determine if there is a net over-delivery or a net under-delivery of service levels for the entire contract.

Where a contract has a net over-delivery of service levels and this potential over-delivery had been agreed upon by CLBC prior to the end of the reporting period, CLBC analysts will enter the agreed upon potential over-delivery amount in box 21 of the *Service Level Summary Report* and a 'Yes' will be indicated in the 'Over-delivery agreed upon' box. In this situation, the agreed upon over-delivery may be offset against under-delivery on other contracts. Similarly, if a potential funding adjustment had been agreed upon, CLBC analysts would enter the agreed upon potential amount in box 22. Please see the section "Over-Delivery of Service Levels" later in this guidance document.

An over- or under-delivery of service levels in one reporting period of a contract cannot be offset against another reporting period of the same contract.

Annually, once all of a service provider's contracts have been reported, a net over/under-delivered position will be calculated as follows:

- Under-delivered service level amounts on contracts will be reduced by:
 - all funding gaps for the reporting period as identified in the Funding Guide Templates (FGT) on the service provider's contracts
 - agreed upon potential over-delivered amounts on contracts
 - agreed upon potential funding adjustments on contracts
- If the above calculation results in a net under-delivered amount, the amount will be recoverable by CLBC.
- If the above calculation results in a net over-delivered amount, CLBC will provide a funding adjustment, up to the previously agreed upon potential funding adjustment amount, to bring the over-delivery to zero.

When a service provider's reporting period(s) and service level reconciliations are complete, a statement across all their contracts will be provided by CLBC itemising the components of the



reconciliation. Should the statement show a net undelivered service level amount, an invoice will also be issued to the service provider by CLBC. The invoice will be settled by the service provider by cheque within the normal payment terms. CLBC will waive any recovery of funding that is less than \$500 for that reconciliation cycle.

Transitional Measures for Service Level Recoveries

There are two transitional measures below. Both measures, if applicable, will be included on the statement prepared by CLBC itemising the service level reconciliation components.

- As an interim measure until programs are appropriately grouped into contracts and contracts are aligned into one or two end-dates, recovery of undelivered service levels for reporting periods ending between March 31, 2012 and March 30, 2013 inclusive, will be determined on a combined basis. Each contract reporting period will be evaluated on its *Service Level Summary Report* and the Final Under (Over) Delivered Amount. However, no recovery of funds will be implemented until all contract reporting periods within that window of time have been evaluated, at which time an overall net recovery, if required, will be made for each service provider.
- For reporting periods that ended between March 31, 2012 and June 30, 2012, while service providers should report the service levels for the full reporting period, under- or over-delivery of service levels will only be factored into the reconciliation with effect from July 1, 2011. CLBC will assume that any over- or under-delivery occurred evenly over the reporting period and will pro-rate the variance to exclude the period before July 1, 2011.

Example 1: For a 12-month reporting period ending March 31, 2012:

- Reporting period is April 1, 2011 to March 31, 2012
- Number of months in the reporting period after July 1, 2011 are 9
- Therefore 9/12 of the full amount is to be repaid

Example 2: For a 12-month reporting period ending May 31, 2012:

- Reporting period is June 1, 2011 to May 31, 2012
- Number of months in the reporting period after July 1, 2011 are 11
- Therefore 11/12 of the full amount is to be repaid

Over-Delivery of Service Levels

In cases where, due to changes in circumstances, a service provider anticipates exceeding contracted service levels, the service provider is expected to alert CLBC staff in writing as soon as possible during the course of the reporting period and advise CLBC of the reasons for the anticipated over delivery. CLBC staff will collaborate with the service provider and endeavour to come to agreement on corrective actions before the end of the reporting period.



CLBC's response when notified during a reporting period of a potential over-delivery could be one or more of the following:

- a) Modifying the contract to add service levels and funding for the balance of the reporting period.
- b) Advising the SP to reduce service levels to bring the contract into line by the reporting period end.
- c) Advising the SP that CLBC does not approve of the anticipated over-delivery.
- d) Acknowledging the potential over-delivery and agreeing to address some or all of it during the reconciliation process by allowing the offsetting of the over-delivery against under-delivery on other contracts.
- e) Committing to provide an amount of additional funding if required at the conclusion of the reporting period if the over-delivery, (including the potential funding adjustment), actually does occur as anticipated by the service provider and it is not able to be offset by under-delivery on other contracts.

CLBC will only fund service levels up to the contracted amounts. It is critical that any agreement to address a potential over-delivery under (d) or (e) above is documented in writing.

It is important to note that over-delivery of service levels on a contract that have not been discussed with CLBC as described above, will not be available to be offset with under-delivery on other contracts.

Finally, service level variances on a Home-Based Community Inclusion program may be offset against variances on the related Staffed Residential program (and vice-versa) without notification, provided that there is not a net over-delivery on the combined programs, in which case prior notification is required.

Document Retention

Service providers must keep and maintain source documents for 7 years from the date of service provision, in case they are selected for audit.

Audit

CLBC will select service providers for audit. Selection will include random and risk-based criteria. The audit process will range from a request for submission of supporting documentation to attendance at the service provider site and tracking of service levels to detailed documentation and payroll records.



Completing the Service Level Reports

APPENDIX A

Service Providers are required to report on Service Levels as outlined in Schedule D of the *Terms and Conditions*. Following are instructions to assist you in fulfilling this requirement.

CLBC has two prescribed report formats:

1. *Service Level Summary Report*, in Excel format *Email to CLBC*
2. *Service Level Detail Report*, in PDF format *Fax or mail to CLBC*

The *Service Level Summary Report* does not contain any individual identifying data and therefore is to be emailed as an Excel file to CLBC. The *Service Level Detail Report* could include individual data and therefore must be either faxed or mailed to CLBC, never emailed.

Supporting documentation, i.e. timesheets, is not required to be submitted with the reports but must be retained by the service provider.

Service Level Summary Report

This report must be completed for each contract.

The report has cells highlighted in green so that you can easily recognize the areas that are service provider responsibilities. The colour legend within the report is displayed at the top of the report:

Legend	Service Provider to Complete	CLBC to Complete / Formulas	
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Service provider input required

CLBC will pre-populate much of the report for you, as described on page 3, to facilitate completion.

The first area contains information about the agency, contact, contract, reporting period and the CLBC office with which you are making the filing. You are required to fill in the contact name and contact phone number. In this area it is critical to note that you are also certifying that to the best of your knowledge the information you are providing is complete and accurate.

<i>Acknowledgement by Service Provider:</i> By submitting this Service Level Summary report and the associated Service Level Detail report, I acknowledge that I have examined all of the information being provided and that to the best of my knowledge, information, and belief all of the information supplied is accurate and complete.			
1. Agency Name:	Various Community Services Inc.		
2. Contact Name:	Fred Various, CEO		
4. Contact Phone #:	250-664-0972		
3. CLBC Contract Reference #	123456		
5. CLBC Central QS office:	Central & Upper Island		
6. Reporting Period:	DD-MMM-YYYY	Start Date:	1-Apr-2011
		End Date:	31-Mar-2012



The second key area has been separated to support reporting on the service hours in one section and the service days in another section. These areas contain the Program name, the contracted and delivered service levels for the reporting period and any funding gap on the FGTs for the programs on the contract. **If you disagree with any of this pre-populated information, contact the helpdesk via email at (CLBC_SLR@gov.bc.ca) or by phone at (604.664.0824), (1-877-660-2522 / ext 0824) as soon as possible.** You are required to fill in delivered hours/days.

Based on the delivered hours/days that you enter, the report form will automatically:

- Calculate the total for delivered service levels;
- For each Program, calculate the variance between contracted and delivered service levels;
- Flag for you whether CLBC requires the Program to be reported on a *Service Level Detail Report*.

7. Program <small>(A Program may be a Location or in the Activity Name or Service Line Contract)</small>	8. FGT Funding Gap in \$ <small>(for the reporting period)</small>	Service Levels for Reporting Period				12. Detail Report Required?	13. Recovery Rate \$	14. Amount (\$) Under (Over) Delivery
		9. Contracted Hours/Days	10. Delivered Hours/Days	11. Variance (Over) Under Delivered				
Service Levels = HOURS								
Program A		800	1,000	(200)	YES	21.51	(4,302)	
Program B		1,200	1,175	25		21.51	538	
Program C		98	100	(2)		21.51	(43)	
Program D	1,982	1,500	1,150	350	YES	21.51	7,529	
Program E		800	820	(20)		21.51	(430)	
Program	2,545	1,000	800	200	YES	21.51	4,302	
Program		180	175	5		21.51	108	
							-	
							-	
							-	
							-	
	4,527	5,578	5,220	358	15. Subtotal Hours		7,701	
Service Levels = DAYS								
							-	
							-	
							-	
							-	
					16. Subtotal Days		-	

The third area is the Service Provider Signed Agreement box. When CLBC has reviewed the *Service Level Summary Report*, the report will be returned to you for your signature **IF** CLBC has entered data into Boxes 19 - 22 or there have been changes made by CLBC to the pre-populated data after the report has been submitted by you. Your signature signifies your agreement with the Final Under (Over) Delivered Amount in Box 23.



Service Level Detail Report

A *Service Level Detail Report* is required whenever it is flagged as such in the *Service Level Summary Report* due to a 5% variance between contracted and delivered service levels. This report is separated into two parts.

In the first section you enter basic information about the agency, contract reference number and reporting periods. This information can be found on the *Service Level Summary Report*.

PART 1: SERVICE PROVIDER AND CONTRACT INFORMATION							
1. SERVICE PROVIDER:		Various Community Services Inc.			2. CONTRACT NUMBER:		123456
3. REPORTING PERIOD:		START DATE:	1-Apr-2011	END DATE:	31-Mar-2012		
4. PERSON SUBMITTING REPORT:		NAME: Fred Various		POSITION:			CEO
5. DATE OF REPORT SUBMISSION:		5-Apr-2012		6. PHONE NUMBER:		(250) 664-0972	7. EMAIL: fred@various.ca

The second part of the report requires that for each Program that has been flagged as requiring a *Service Level Detail Report*, you identify the Program, contracted and delivered service levels, and provide your comments explaining the variance between the two. You may expand the number of rows to accommodate the number of Programs on which you must report.

PART 2: EXPLANATION OF VARIANCES				
PROGRAM	CONTRACTED SERVICE LEVEL (HOURS OR DAYS)	DELIVERED SERVICE LEVEL (HOURS OR DAYS)	SERVICE PROVIDER COMMENTS (explanation of over/under delivery)	
Program A	800	1,000	An Individual in Program A required additional staffing to cover a period of illness.	+
Program D	1,500	1,150	Program D Individual was away for several months so SLs were lower.	-
Program F	1,000	800	Program F Individual was absent from the Program on a number of occasions due to illness.	-



Sample Service Level Summary Report

APPENDIX B

SERVICE LEVEL SUMMARY REPORT

Legend	Service Provider to Complete	CLBC to Complete / Formulas
<p><i>Acknowledgement by Service Provider:</i> By submitting this Service Level Summary report and the associated Service Level Detail report, I acknowledge that I have examined all of the information being provided and that to the best of my knowledge, information, and belief all of the information supplied is accurate and complete.</p>		
1. Agency Name:	Various Community Services Inc.	
2. Contact Name:	Fred Various, CEO	3. CLBC Contract Reference # 123456
4. Contact Phone #:	250-664-0972	5. CLBC Central QS office: Central & Upper Island
6. Reporting Period:	DD-MMM-YYYY	Start Date: 1-Apr-2011 End Date: 31-Mar-2012
<p>Instruction: Where a Program has service levels expressed as both service hours and service days, these should be entered as two separate lines in the appropriate sections below.</p>		

7. Program <small>(A Program may be a Location of Service or Activity Name or Service Line as specified in the Contract)</small>	8. FGT Funding Gap in \$ <small>(for the reporting period)</small>	Service Levels for Reporting Period				For CLBC use only	
		9. Contracted Hours/Days	10. Delivered Hours/Days	11. Variance (Over) Under Delivered	12. Detail Report Required ?	13. Recovery Rate \$	14. Amount (\$) Under (Over) Delivery
Service Levels = HOURS							
Program A		800	1,000	(200)	YES	21.51	(4,302)
Program B		1,200	1,175	25		21.51	538
Program C		98	100	(2)		21.51	(43)
Program D	1,982	1,500	1,150	350	YES	21.51	7,529
Program E		800	820	(20)		21.51	(430)
Program F	2,545	1,000	800	200	YES	21.51	4,302
Program G		180	175	5		21.51	108
				-			-
				-			-
				-			-
				-			-
	4,527	5,578	5,220	358	15. Subtotal Hours		7,701
Service Levels = DAYS							
				-			-
				-			-
				-			-
	-	-	-	-	16. Subtotal Days		-

17. Service Provider Signed Agreement:		19. <i>Other - Describe</i>	-
		20. <i>Other - Describe</i>	-
		21. <i>Agreed upon potential over-delivery offset</i>	-
		22. <i>Agreed upon potential funding adjustment</i>	-
		23. Final Under (Over) Delivered Amount:	7,701

18. **Reviewing Analyst:**

Name: Jonathan Analyst

Date: 03-May-2012

24. **Over-delivery offset amount agreed upon (YES/NO):**

Agreed upon potential over-delivery offset amounts must be entered in box 21

25. Analyst's Comments (on variance or	Service Level Detail Reports have been reviewed and explanations for variances are satisfactory. An individual in Program A required additional staffing to cover a period of illness. Program D individual was away for several months so SLs were lower. Program F individual missed part of the program through illness.
26. Analyst's Actions and Recommendations:	Variances are not expected to be ongoing so no contract changes are required.

27. Reviewed and Approved By CLBC:	SCC Name: John senio	Signed:		Date: 10-May-2012
	QSM Name:	Signed:		

Sample Service Level Detail Report

APPENDIX C



Print Form

SERVICE LEVEL DETAIL REPORT

Note: The Service Level Summary Report is the primary report required for service level reporting. This report, the Service Level Detail Report, is to be used when variances reported on individual programs are greater than 5%. Please provide an explanation of the variance between contracted and delivered service levels.

ENTER DETAILS/NAMES AS SPECIFIED IN THE CONTRACT
 DEPENDING ON YOUR VERSION OF ADOBE, IT MAY NOT BE POSSIBLE TO SAVE THIS DOCUMENT. THEREFORE YOU MAY NEED TO COMPLETE AND PRINT THIS DOCUMENT ON THE SAME DAY.

NOTE - THE REPORTING PERIOD IS BASED ON THE START AND END DATES IN THE 'CONTRACT TOTALS' TABLE AT THE END OF TABLE 1 OF THE CONTRACT.

PART 1: SERVICE PROVIDER AND CONTRACT INFORMATION						
1. SERVICE PROVIDER:	Various Community Services Inc.		2. CONTRACT NUMBER:	123456		
3. REPORTING PERIOD:	START DATE:	1-Apr-2011	END DATE:	31-Mar-2012		
4. PERSON SUBMITTING REPORT:	NAME:	Fred Various		POSITION:	CEO	
5. DATE OF REPORT SUBMISSION:	5-Apr-2012	6. PHONE NUMBER:	(250) 664-0972		7. EMAIL:	fred@various.ca

PART 2: EXPLANATION OF VARIANCES				
PROGRAM	CONTRACTED SERVICE LEVEL (HOURS OR DAYS)	DELIVERED SERVICE LEVEL (HOURS OR DAYS)	SERVICE PROVIDER COMMENTS (explanation of over/under delivery)	
Program A	800	1,000	An Individual in Program A required additional staffing to cover a period of illness.	-
Program D	1,500	1,150	Program D Individual was away for several months so SLs were lower.	-
Program F	1,000	800	Program F Individual was absent from the Program on a number of occasions due to illness.	-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-

PLEASE SEND COMPLETED FORM BY MAIL OR FAX TO THE CLBC CENTRAL QUALITY SERVICE OFFICE FOR YOUR REGION.