

## FAQs: Reporting on DF Standard Agreements (Agents)

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This document provides Agents with *Direct Funding Standard Agreements* (Agreement) answers to common questions asked about submitting a monthly *Financial Report* (Report).

### Q1. How can I submit my Reports?

**A1.** Reports must be submitted on-line through the Direct Funding Financial Reporting System at <https://if.communitylivingbc.ca>.

### Q2. Where can I find my Agreement Number and PRISM ID?

**A2.** Your Agreement Number and PRISM ID can be found on Page 1 of your *Direct Funding Standard Agreement*.

### Q3. I entered my Agreement Number and PRISM ID in the Direct Funding Financial Reporting System, but I got a message saying my Agreement Number or PRISM ID could not be found. What can I do?

**A3.** Double-check your Agreement to ensure the information you entered in the reporting website matches the information in your Agreement. If the information matches and you continue to get the error message, contact your CLBC Quality Service Analyst (Analyst).

### Q4. Who is my CLBC Analyst?

**A4.** The name and contact information of your CLBC Analyst is listed on page 4 (signature page) of your *Direct Funding Standard Agreement*.

### Q5. How often do I need to submit my Reports?

**A5.** Reports must be submitted monthly. You are required to submit a Report for all months covered by your Agreement. If there is no activity during the month, you are still required to submit a Report reflecting no deposits and no expenses.

### Q6. When are my Reports due?

**A6.** Reports must be submitted to CLBC no later than 30 days after the end date of the month for which you must submit a Report (known as your reporting period).

#### Example

If the end date of your reporting period is June 30, 2019, the Report must be received by July 30, 2019 (30 days after June 30).

**Q7. How do I show the money I receive and the money I spend in the Report?**

**A7.** Your monthly Reports should match your monthly bank statements. Deposits must be reported using the same date the deposit goes into your account. Expenses must be reported using the same date as the money goes out of your account.

**Example**

If you write a cheque on June 28 and it clears your bank account on July 5, you will report the expense using July 5 as the transaction date.

**Q8. How do I confirm CLBC received my Report?**

**A8.** When you submit your Report online, you will receive a confirmation number and a message indicating your Report has been submitted. This is your confirmation the Report was received by CLBC.

You will need to save or print a copy of your Report; the Report includes your confirmation number.

**Q9. Am I required to print a copy of my submission?**

**A9.** Once you submit your Report, you will be prompted to print your submission to keep with your financial records.

Your submission report will provide the Agreement Number, reporting period, amount reported and the confirmation number. If you don't have access to a printer, clicking on the 'Print' button will also provide you with the option of "printing" to a PDF file and then you can save the file to your computer.

If you are unable to print or save, make sure you write down the confirmation number and keep it with your financial records.

**Q10. How can I correct an error in a previously submitted Report?**

**A10.** You can submit another Report using the same reporting period dates. The system will recognize the new Report is being submitted for the same reporting period and will allow you to resubmit the Report.

**Q11. Why did I receive a reminder letter about an overdue Report when I already sent the Report?**

**A11.** It is likely the reminder letter list was prepared before CLBC received your Report. If you have a confirmation number for your submission, it confirms CLBC received your Report. If you submitted the Report well before the date of your reminder letter, please follow up with your CLBC analyst and they will investigate it for you.

**Q12. My Agreement expired and will not be renewed. How do I report expenses that do not show up on my bank statement until after the expiry date?**

**A12.** It is common for expenses to appear on your bank statement after the calendar month they were incurred. These expenses can still be reported. For example, if your Agreement expires on June 30, 2019, you can still submit a Report for July 2019 to account for any charges on the bank statement that pertain to expenses incurred while your Agreement was active. Such charges may include cheques written in June that didn't clear until July as well as payroll remittances, WorkSafeBC premiums or accounting fees that got paid later.

**Q13. What resources are available if I need further help using the Direct Funding Financial Reporting System?**

**A13.** There is a 'Help' button on each page of the reporting system. Clicking the button will lead to a link to a step-by-step video of how to complete a Report for Standard Agreements. You can also refer to the *Managing the Money: Direct Funding Standard Guide* and the *Helpful System Hints for Direct Funding Agreements* document located at [www.communitylivingbc.ca/IF](http://www.communitylivingbc.ca/IF) under the "Learn more about Individualized Funding" section. Otherwise, contact a Vela Canada facilitator at [info@velacanada.org](mailto:info@velacanada.org) or 604-539-2488 or your CLBC analyst for further assistance.