



Managing the Money: Direct Funding Simplified Guide

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Introduction

This guide explains the responsibilities for agents managing Direct Funding of \$10,000.00 or less during a twelve-month period. It describes the financial procedures and explains how money received through Direct Funding, including for Self-Directed Individual and Family Wellness, can be spent to support an individual.

The agent is the person who signs the *Direct Funding Simplified Agreement*, and who acts on behalf of an individual. An individual can also act as their own agent. Throughout this guide, you' refers to the agent.

Agents managing Direct Funding of more than \$10,000.00 annually for an individual should refer to the guide called [Managing the Money - Direct Funding Standard](#).

Getting Started

To access Direct Funding to pay for services, agents first need to work with Community Living BC (CLBC) to sign a *Direct Funding Simplified Agreement*.

The *Direct Funding Simplified Agreement* is a contract between CLBC and the agent who is responsible for managing the funding. This agreement identifies:

- The individual who is being supported,
- Amount of CLBC funding that the agent will be accessing,
- Type of service that is being funded (for example, Individual and Family Wellness, Community Inclusion, etc.),
- Term of the agreement (start and end dates), and
- Responsibilities of both the agent and CLBC.

Knowing Your Responsibilities

Complying with CLBC Policies

As stated in your *Direct Funding Simplified Agreement*, Section 4.1 (c), you are responsible, as the agent, to comply with the [CLBC policies and procedures](#) that are relevant to your funding agreement. This includes any policies specific to the type of service you are receiving funding for, as well as CLBC policies such as the [Service Provision by Family Members Policy](#) that apply to all services provided through CLBC funding.

It is particularly important that as an agent who is hiring or contracting support workers, you review and understand your responsibilities as outlined in the [Criminal Record Check Policy - Service Delivery](#), as well as all other applicable policies. The *Criminal Record Check Policy- Service Delivery*, and [related documents](#) and other CLBC policies are available on the CLBC website (www.communitylivingbc.ca) or ask your CLBC Analyst for a copy of the documents.

As the agent for a *Direct Funding Simplified Agreement* under the [Criminal Records Review Act](#), you are required to conduct criminal record checks on **all** employees or contractors working with individuals accessing CLBC funded services (including Individual and Family

Wellness Supports). This means that you are required to create your own Criminal Record Check organization account for employees through the [Ministry of Public Safety and Solicitor General's Criminal Records Review Program](#) and complete your criminal record checks through this account. For more information, contact:

- Ministry of Public Safety and Solicitor General's Criminal Records Review Program
phone: 1-855-587-0185 (Option 2),
web: [Provincial Criminal Records Review Program - Province of British Columbia](#)

Legal Responsibilities as an Employer

When you use funds to pay support workers, the workers are considered either “employees” or “contractors,” depending on the nature of the working relationship. This distinction is important to understand your legal responsibilities, as the Canada Revenue Agency (CRA), Employment Standards Branch (BC), and WorkSafe BC all have rules that define when someone is an employee or a contractor.

As the agent for a *Direct Funding Simplified Agreement*, you are responsible for determining the definitions that apply to the support workers you pay. If, for example, you are paying someone to provide Individual and Family Wellness Supports, how the supports are provided is a factor in determining whether the support worker is an employee or a contractor (for example, is the support provided in the Individual and Family Wellness provider's home or your home? Do you pay hourly for the support or by the day?).

For information about what government agencies you need to contact to determine if your support workers will be considered employees or contractors, please refer to [How to Find Out if your Support Workers are Employees or Contractors](#) on the CLBC website (www.communitylivingbc.ca) or ask your CLBC Analyst for a copy of this document.

If your support workers are employees, you are responsible for fulfilling all legal requirements associated with being an employer. To assist in determining what these responsibilities are, you may need to seek professional advice and/or contact:

- *Canada Revenue Agency* - phone: 1-800-959-5525, web: www.cra-arc.gc.ca
- *WorkSafeBC (Employer Service Centre)* - phone: 1-888-922-2768,
web: www.worksafebc.com/en/for-employers
- *BC Employment Standards Branch* - phone: 1-833-236-3700, web:
<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards- advice/employment-standards>
- *BC Employers' Advisers Office* - phone: 1-800-925-2233,
web: www2.gov.bc.ca/gov/content/employment-business/employers/employers-advisers-office
- *VELA Canada* - phone: 604-539-2488, web: www.velacanada.org

Administering the Money

CLBC will start making payments to you after both you and CLBC sign the *Direct Funding Simplified Agreement*. This section will help you prepare to receive and manage funding received through a *Direct Funding Simplified Agreement*.

Policy Framework

Bank Accounts

CLBC funds can be deposited into, and purchases paid directly from your personal bank account, or you can choose to use a separate bank account for all your Direct Funding transactions, so they are kept separate from your personal banking transactions. A separate bank account may make it easier for you to manage Direct Funding and keep track of how the money is spent.

The bank account used to manage the money must be in the name of the agent who signed the *Direct Funding Simplified Agreement*. If you use your personal account, including joint accounts, the account name must contain your name as the agent for the *Direct Funding Simplified Agreement*.

To help reduce administration costs you should ask your financial institution about your account options, as some banks and credit unions offer free services and/or may waive their typical fees for individuals with disabilities.

Receiving Funds from CLBC

CLBC requires agents to set up direct deposit.

CLBC will provide you with a *Direct Deposit Application form (FIN 312/CLBC)* for you to complete so that money can be transferred electronically to the bank account. Before you complete the *Direct Deposit Application form (FIN 312/CLBC)*, be sure to tell CLBC if you already receive payments or electronic transfers from the BC government so staff can make sure the setup of electronic transfers relating to your Direct Funding agreement goes smoothly. Instructions for completing the *Direct Deposit Application form (FIN 312/CLBC)* are outlined on page 2 of the form. If you have any concerns about direct deposit, please contact your CLBC Analyst.

Return the original completed *Direct Deposit Application form (FIN 312/CLBC)* in person or by mail to your CLBC Analyst as soon as possible. CLBC requires the original signed *Direct Deposit Application form (FIN 312/CLBC)* and original supporting documentation. To prevent the risk of fraudulent applications, please note that CLBC will be conducting a verification review to confirm the form is completed by the authorized person(s).

Once your agreement is signed and your *Direct Deposit Application form (FIN 312/CLBC)* is processed, you will receive your payments by direct deposit. Depending on the processing time, you may receive payment by cheque until direct deposits are made.

CLBC will make payments to you once each month, typically on or about the 15th calendar day.

Paying for Supports and Services

Wherever possible, you should pay for the services you purchase by cheque or e-transfer. Cash may only be used in circumstances where the cost is low, and you are paying for something that would typically be paid for by cash (for example, bus fare for a support worker). If you make cash withdrawals, obtain and keep receipts showing how you spent the money.

Occasionally, CLBC will review your financial records such as invoices, receipts, paid cheques and e-transfer documentation. Funding may be suspended and/or CLBC may require repayment if inappropriate expenditures or unsupported cash payments or withdrawals have been made. (For more information, see section titled [Allowable Expenses](#)).

Keeping Financial Records

You must keep these financial records (invoices, receipts, paid cheques, e-transfer records and any other supporting documents) for everything you spend CLBC funding on for at least **three years**. You will be required to submit copies of these financial records to CLBC if you are selected for audit. (For more information, see section titled [Audit by CLBC](#)).

It is important you obtain receipts and/or invoices from support workers when you pay them. Receipts must be provided by and/or signed by the person you paid to provide the service. A support worker may provide you with an invoice for the service they have provided. The invoice provides details of your purchases but does not confirm that you have paid for them. If you receive an invoice, you also need to show that you have paid the invoice. You can ask the support worker to provide you with a receipt or keep a copy of your paid cheque or e-transfer documentation with the invoice as proof that you have paid it.

For payments to support workers, a receipt, or an invoice with proof of payment must be obtained showing:

- The name and contact information of the support worker providing service (for example, phone number and address)
- A description of the services
- The dates that the service was provided
- The hourly or daily rate charged by the support worker(s)
- The number of hours or days provided by the support worker(s)
- The total amount paid for the services
- Any applicable taxes
- A statement that the services have been paid for

For other purchases you make, the supporting documentation must be itemized and include details of the nature of your purchases.

You may find it helpful to use the [Receipt Template](#) provided at the end of this document.

It is easier to remember what you used the money for if you write it down on the same day that you spend it. To assist you in keeping track of your financial documents, file invoices and receipts supporting each payment in an organized manner - filing by date is normally easiest.

Audit by CLBC

Every year, CLBC selects several Direct Funding agreements for audit. If you are selected for an audit, CLBC will ask you to submit copies of all financial records including invoices,

receipts, paid cheques and e-transfer documentation for a particular reporting period. CLBC will review these financial records to make sure that your purchases comply with your *Direct Funding Simplified Agreement*.

You may be considered ineligible to receive future direct funding if:

- Your purchases are not allowable,
- You have not complied with the terms of your agreement, and/or
- You have not kept adequate financial records.

CLBC may also require you to pay back money that you have already received if you are unable to satisfactorily show how you spent it.

It is important that you retain all financial records for at least **three years** because CLBC may select them for audit within that time.

Repaying Money to CLBC

CLBC may ask you to repay funding in the following circumstances:

- You did not spend or account for the funds you have received when the term of the agreement ends.
- You spent funding on purchases that were not agreed to in your *Direct Funding Simplified Agreement*.

Funds that you have not spent at the end of your agreement will not be carried forward for you to spend in a future agreement except in exceptional situations. If you feel that you are facing an exceptional situation that may require funds to be carried forward to the next agreement, you need to talk with your CLBC Analyst as far ahead of the contract renewal date as possible to request consideration for an exception.

After CLBC Accounting Services receives your final *Compliance Report* they may send you an invoice for any funds that were not spent. To pay the invoice, issue a cheque payable to "Community Living BC" and reference the CLBC invoice number on the bottom of the cheque. You can mail the cheque to CLBC at the address indicated on the invoice or drop it off at your local CLBC office.

Funding Shortfalls

It is your responsibility to set up and manage the support services within the amount of funding approved in your *Direct Funding Simplified Agreement*. There is no provision for over-expenditures. If you spend more than CLBC has agreed to provide, you will have to pay the additional costs from your other funds.

Purchasing Supports and Services

This section of the guide will help you understand what supports and services you can purchase with Direct Funding, including Individual and Family Wellness Supports.

Allowable Supports and Services

Direct Funding can be used to deliver the following supports and services:

1. Supports for My and My Family's Well-being
 - ✓ Homemaker
 - ✓ Individual and Family Wellness
 - ✓ Support Coordination
2. Supports to Participate in My Community
 - ✓ Employment (for a time-limited period only)
 - ✓ Learning (time-limited)
 - ✓ Community Inclusion (including Employment supports)
3. Supports to Live in My Home/Home Supports
 - ✓ Independent Living

Supports and Services that are Not Allowed

Direct Funding cannot be used to deliver the following services:

- × Shared Living, including Home Sharing and Live-in Support
- × Staffed Living
- × Communication and Behavioural Supports
- × Psychological, and
- × L.I.F.E

Allowable Expenses

CLBC provides funding to pay for some expenses identified in your *Direct Funding Standard Agreement*. Allowable expenses can include:

- Payments made to the support worker (for example, contractors or employees) for services provided, and
- Any associated employer costs, such as Criminal Record Checks, WorkSafe BC premiums, Employment Insurance, etc. when applicable.

You may use a small portion of your funding to pay expenses incurred by your support workers as part of their direct involvement in support activities. For example:

- Bus fares,
- Entrance fees, and
- Mileage costs for driving the individual to and from an activity.

These costs should be kept reasonable and itemized on receipts or invoices.

What CLBC considers an allowable expense in Direct Funding Agreements (in addition to the staffing and administrative-related costs noted above) differs depending on what service or support the funding is being used for. The chart below identifies expenses that are allowed and not allowed based on the service funded.

Policy Framework

Individual and Family Wellness Supports (Self-Directed)

Families are an important natural support for many individuals and need to be resilient to support their family members. Individual and Family Wellness Supports promote stability, reduces stress, and promotes the resilience of individuals and families. Many individuals and families with *Direct Funding Simplified Agreements* receive funding for Individual and Family Wellness Supports. This support provides opportunities for both an individual and their primary caregiver or supporter to have short breaks from their responsibilities and to strengthen their personal skills and capabilities.

If you receive Wellness funding, please refer to:

- the *Individual and Family Wellness Policy* in Appendix A of this guide and
- to the table below, *Direct Funding Expenses: What is Allowed?* to learn more about what you can purchase with your Individual and Family Wellness funding.

Direct Funding Expenses: What is Allowed?

Direct funding used for Individual and Family Wellness Supports (up to a maximum of \$10,000)		Direct Funding used to pay for other supports and services intended for the individual (such as Community Inclusion, Independent Living)	
Allowable expenses	Expenses that are not allowed	Allowable expenses	Expenses that are not allowed
<ul style="list-style-type: none"> • Payments made to the support worker (for example, contractors or employees for services provided) • Support workers to assist the individual to attend courses or activities in the community • Services or activities such as counselling or learning and connecting activities • Any associated employer costs, such as Criminal Record Checks, WorkSafeBC premiums, Canada Revenue Agency payroll costs (for example, Employment Insurance, Canada Pension Plan, etc. when applicable) • Reasonable expenses incurred by support workers as part of their direct involvement in support activities (for example, bus fares, entrance fees, mileage costs for driving an individual to and from an activity) • Banking fees, if a family chooses to open a separate bank account, including costs for ordering cheques • Recreational, social, or educational programs (for example, cooking class, drumming class, life skills workshop, swimming class) for the individual that is intended to promote well-being for the individual and family caregivers and is provided at times they would typically provide care or support 	<ul style="list-style-type: none"> • Assets (for example, personal items or equipment for the individual such as a computer or tablet) • Services or activities for the family caregiver such as a gym fee/ membership fee, haircut, etc. except for counselling or learning and connecting activities 	<ul style="list-style-type: none"> • Payments made to the support worker (for example, contractors or employees) for services provided • Support workers to assist the individual to attend courses or activities in the community • Any associated employer costs, such as, Criminal Record Checks, WorkSafe BC premiums, Canada Revenue Agency payroll costs (for example, Employment Insurance, Canada Pension Plan, etc. when applicable) • Reasonable expenses incurred by support workers as part of their direct involvement in support activities (for example, bus fares, entrance fees, mileage costs for driving an individual to and from an activity) <ul style="list-style-type: none"> • Banking fees, if a family chooses to open a separate bank account, including costs for ordering cheques. 	<ul style="list-style-type: none"> • Assets (for example, personal items or equipment for the individual, such as a computer or tablet) • Medical or non-medical therapies • An individual's expenses while involved in activities with a support worker - the individual is responsible for paying their own bus fare, entrances fees, meals, etc. • Enrolment or membership fees for the individual (for example, Direct Funding cannot be used to pay for the cost of art classes or gym membership but can be used to pay a support worker to support the individual to attend the class or go to the gym)

Direct Funding Expenses: What is Allowed?

Direct funding used for Individual and Family Wellness Supports (up to a maximum of \$10,000)	Direct Funding used to pay for other supports and services intended for the individual (such as Community Inclusion, Independent Living)
<ul style="list-style-type: none"> • Supports or services that assist in activities required to care for the individual due to their disability-related needs (for example, cleaning, laundry) • Learning and connecting opportunities (for example, workshops, support groups) for the family caregiver to learn new support strategies, access peer supports, and increase their ability to support the individual in their family home • Supports to assist the individual in meal planning and preparation • Occasional food service takeout (such as Skip the Dishes) • Professional counselling services for the family or individual • Other reasonable services that support family functioning and quality of life for the individual while allowing the family caregiver to achieve supportive relations in a way that provides cultural safety and honours the individual’s choices (for example, cultural bearer, elder, or extended family support) 	

Note: As an agent you cannot pay yourself to provide services to the individual. An individual’s spouse, parents or children (which CLBC defines as an immediate family member) cannot provide services unless CLBC has granted exceptional approval under the [Service Provision by Family Members Policy](#). An immediate family member who has been approved as a service provider under the *Service Provision by Family Members Policy* cannot act as the individual’s agent. If you have any questions about how your funding can be spent, talk to the CLBC Analyst who assisted with your agreement or call your local CLBC office and speak to an Analyst.

Reporting Back to CLBC

As a Direct Funding agent that receives provincial government funding on an individual's behalf, CLBC is required to confirm that the money you receive is being used for purchases that are in line with the types of support services identified in your agreement and allowable under policy. (For more information, see section titled [Allowable Expenses](#)). To help with this, you are required to complete *Compliance Reports* and submit them to CLBC. With a *Direct Funding Simplified Agreement*, CLBC prefers that you submit *Compliance Reports* through an online reporting system, however if this is not possible as you may not have a computer or internet access, you can send them by fax or mail.

Compliance Reports

The *Compliance Report* is your declaration to CLBC that the funds you received were spent within the guidelines of your agreement. It also identifies the amount of money you spent during the reporting period. If you do not submit your *Compliance Reports* on time, payments to you may be stopped and you may be asked to repay the funds that you have already received.

Compliance Reports must be submitted for each six-month period, or less, beginning at the start date and finishing at the end date of your *Direct Funding Simplified Agreement*. For example, an agreement with a term starting January 1, 2018, and ending fifteen months later on March 31, 2019 requires *Compliance Reports* for the following three periods:

- January 1, 2018 to June 30, 2018 (6 months),
- July 1, 2018 to December 31, 2018 (6 months),
- January 1, 2019 to March 31, 2019 (3 months).

Compliance Reports must be submitted to CLBC **no later than 30 days after the end date of the reporting period**. In the example above, the first report must be received by July 30 (30 days after June 30).

If an agreement does not start on the first of the month, the **first** reporting period is adjusted accordingly. For example, an agreement that starts on September 15, 2019, and ends on August 31, 2021 would have the following reporting periods:

- September 15, 2019 to February 29, 2020
- March 1, 2020 to August 31, 2020
- September 1, 2020 to February 28, 2021
- March 1, 2021 to August 31, 2021.

To make sure funding continues without any interruptions, you must submit *Compliance Reports* on time. You will be provided with reminders if you are behind in reporting. After three reminders, funding will be stopped until you have sent in all overdue reports. Your *Direct Funding Simplified Agreement* may not be renewed until CLBC has received any overdue *Compliance Reports*.

Submitting a Compliance Report Online

The online *Compliance Report* is an electronic financial reporting form submitted through a web portal called the *Direct Funding Financial Reporting System*. It can be found at <https://if.communitylivingbc.ca>.

The web-based form consists of four steps in which you enter and review information about the money you received and how you spent it. Once you submit the form, a final screen provides you with a confirmation number and the details of all the information that you submitted.

Steps to Submit a Compliance Report Online (with Screenshots)

Step #	Step Name	Action
1.	Start	Enter the Agreement Number, PRISM ID, and last name of person submitting the report (typically the <i>agent</i>)
2.	Report Details	Specify the reporting period dates and the total amount of expenses
3.	Review	Review the details of your report and agree to the terms and conditions
4.	Complete	Submission is complete A confirmation number is provided, and you can print the report for your records

Step 1 – Start

Enter the website address (<https://if.communitylivingbc.ca>) into a web browser and you will see the following screen. The progress bar highlights where you are in the process.

The screenshot shows the 'Direct Funding Financial Reporting System' interface. At the top left is the Community Living British Columbia logo. The title 'Direct Funding Financial Reporting System' is centered. Below the title is a progress bar with four steps: 1 (Start), 2 (Report Details), 3 (Review), and 4 (Complete). Step 1 is highlighted with a green circle and a red arrow points to it from a 'Progress Bar' label. A 'PREVIOUS STEP' button is on the left, and a 'NEXT STEP >' button is at the bottom. A blue banner reads 'Before you start' and lists required details: Agreement number, PARIS ID, Invoices and receipts, and Bank statement(s). A 'Getting Started' section contains three input fields: 'Agreement Number', 'PARIS ID', and 'Last Name of Reporter'. A 'Help Icon' (a yellow circle with 'HELP') is on the right, with a red arrow pointing to it from a 'Help Icon' label. The footer contains 'Copyright © 2019 Community Living British Columbia' and 'Privacy Policy | Terms of Use'.

Enter the “Agreement Number” and the “PRISM ID” for the individual for whom you are submitting the *Compliance Report*. This information is found in your *Direct Funding Simplified Agreement*.

Also enter the last name of the person preparing the *Compliance Report*. Typically, this would be the *agent* for the *Direct Funding Simplified Agreement*. Click the “Next Step” button.

If at any point before submitting this report you need to change the information you have entered, you can navigate back to previous pages by clicking on the “Previous Step” button located at the top left of your screen or by clicking on one of the prior steps on the Progress Bar located at the top of your screen.

Step 2 - Report Details



Direct Funding Financial Reporting System

[← PREVIOUS STEP](#)

1 Start — 2 **Report Details** — 3 Review — 4 Complete

Reporting Details

Agreement: **A00104**

Reporting Period

Start Date: End Date:

Total Amount Spent:

[NEXT STEP >](#) [Cancel](#)

Button becomes active when fields are completed.

For the Reporting Period, enter:

- The Start Date
- The End Date
- The Total Amount Spent for this reporting period.

Click the "Next Step" button to continue.

Step 3 – Review

Direct Funding Financial Reporting System

[← PREVIOUS STEP](#)

1 Start 2 Report Details 3 **Review** 4 Complete

Review

Agreement: **A00102**
Reporting Period: **1 Jul 2018 to 31 Dec 2018**

Pursuant to the Agreement referenced above, I certify that:

1. I have paid \$123.45 for eligible supports during the period covered by this report.
2. I have maintained financial records, invoices and receipts sufficient to demonstrate how the money received has been spent;
3. The Individual was eligible to receive CLBC support throughout the period covered by this report;
4. The money received has not been paid to the spouse, parents or children of the Individual unless an exception was approved under the Service Provision by Family Member Policy;
5. I am aware that failure to report in a complete, accurate and timely manner as prescribed by CLBC could result in the termination of the Agreement or the interruption of funding, and;
6. I am aware that I may be selected for audit and will submit financial records, invoices and receipts to CLBC if requested.

Note:
Keep original financial records, invoices and receipts for audit purposes.

I have read and agree to the above terms and conditions.

SUBMIT Cancel

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The review page summarizes the following details of your report:

- The information you have entered and that will be submitted as your *Compliance Report* for this reporting period; and,
- The terms and conditions applicable to the report.

Once you have reviewed the details of your *Compliance Report*, check the box confirming your agreement to the terms and conditions and click the “Submit” button. Click on the “Cancel” button to start again, or the “Previous Step” button to return to the previous page.

A pop-up box (below) is shown to confirm you are ready to submit. If you want to make changes, you can click the “Cancel” button and it will return you to the “Review” page for you to make changes. **Once you press “Confirm”, you will have submitted the report and you cannot modify the report.**

Submit Report Confirmation

You are about to submit your financial report for the reporting period 1 Jul 2018 to 16 Nov 2018. Once submitted, you will not be able to modify it.

Please confirm: you would like to submit now.

Confirm Cancel

Click to submit your financial report

The total of all expenses incurred for the reporting period

Step 4 – Complete

The screenshot shows the 'Complete' page of the Direct Funding Financial Reporting System. At the top left is the Community Living British Columbia logo. The page title is 'Direct Funding Financial Reporting System'. A progress bar at the top shows four steps: 1. Start, 2. Report Details, 3. Review, and 4. Complete. Below the progress bar, the text reads 'Complete!', 'Agreement: A00102', and 'Reporting Period: 1 Jul 2018 to 31 Dec 2018'. A 'HELP' button is visible on the right. A message states: 'Thank you for submitting your report for the reporting period covering 1 Jul 2018 to 31 Dec 2018. Your confirmation number is: 1000007'. A red arrow points from the 'Confirmation #' label to the number '1000007'. Below this is a 'PRINT' button with the text: 'Please print a copy of your submission for your records. You will not have the ability to print at a later time.' At the bottom, a 'NEW REPORT' button is shown with a red arrow pointing to it from a callout box that says: 'Click here to submit another report. Close the browser if you are now finished.' The footer contains 'Copyright © 2019 Community Living British Columbia' and 'Privacy Policy | Terms of Use'.

Your online *Compliance Report* submission is now complete. This page provides:

- The Agreement Number
- The Reporting Period
- A confirmation number for your report submission
- The option to print a copy of your report

To print or save a copy of your *Compliance Report* to file with the rest of your financial records for the reporting period, click the “Print” button.

If you would like to submit another report, click the “New Report” button.

If you are now finished, then just close the browser. The browser session will end automatically after 30 minutes of inactivity.

Important Note: You can only print the online **Compliance Report** submitted while you are on **this page**. As soon as you navigate away, close the browser or click “New Report”, as you will not be able to access the report just submitted.

Help While Submitting a Compliance Report Online



When using the *Direct Funding Financial Reporting System*, clicking the “Help” icon at any step provides links to the following resources for assistance:

- A Guided Video for Simplified Agreement Reports – this illustrates the detailed steps you need to follow to submit a *Compliance Report* for *Direct Funding Simplified Agreements*
- A search page to find your local CLBC Office (available on the CLBC website)
- A ‘Contact Us’ link that provides answers to Frequently Asked Questions, a Helpful Hints troubleshooting guide as well as CLBC contact information

Submitting a Manual Compliance Report

As an alternative to submitting an online report, manual *Compliance Reports* forms can be obtained from the CLBC website or your local CLBC office and mailed or faxed directly to CLBC.

On the report you need to provide:

- The Agreement Number and PRISM ID (both found at the top of your funding agreement);
- The last name of the individual supported by CLBC;
- The reporting period;
- The total amount of money you have spent on supports and services during the reporting period; and
- Your name, contact information and signature as the agent submitting the report.

After completing and signing the *Compliance Report*, send or fax it to CLBC at the address identified on the reporting form or drop it off at your local CLBC office.

Questions

This document is one of several supporting resources designed to provide information and answer questions about how to manage funding and report to CLBC on your *Direct Funding Simplified Agreement*. The other resources include:

- [Completing Reports for Individualized Funding video](#) (how to use the online system and report to CLBC),
- [Helpful System Hints for Direct Funding Simplified Agreements](#) (troubleshooting information when using the online reporting system), and
- [FAQ: Reporting on Simplified Agreements – Agents](#) (answers to common questions about reporting). All these resources can be found together at www.communitylivingbc.ca/IF under the “Learn more about Individualized Funding” section.

If you have any questions about the *Direct Funding Simplified Agreement* financial procedures or the *Direct Deposit Application* process outlined in this guide, please contact the CLBC Analyst who assisted with your agreement or call your local CLBC office.

Policy Framework

Receipt Template

RECEIPT No. _____

Instructions: If a receipt is not provided by the supplier of the service(s), use this receipt to document the services provided by and payments made to the supplier.

I _____ (name of supplier of the service(s)) acknowledge receipt of payment from _____ (full name of agent) for services described below that I have provided to _____ (name of individual).

I confirm that I am not the parent, child or spouse of the individual:

Date of service	Description of service provided	# of hours/ days	Unit Rate \$ (hr/day)	Total Amount (\$)	Cheque #
Total (\$)					

Service Provider Information	
Name:	
Address:	
Telephone #:	
Signature:	
Date:	

Appendix A: Individual and Family Wellness Policy



COMMUNITY LIVING
BRITISH COLUMBIA

Policy Number: SE4.383	Policy Section: Supports and Services	Effective: October 1, 2021 Amended: April 8, 2025
Title: Individual and Family Wellness Policy		Executive Sponsors: Vice President, Service Delivery and Innovation

Summary:

This policy explains Community Living BC's (CLBC) Individual and Family Wellness Supports for individuals and families. Wellness Supports help individuals and families to take breaks, recharge themselves, and help keep everyone strong and families together.

This policy explains the 2 types of Individual and Family Wellness Supports:

- Self-Directed Wellness Support is paid directly to the individual or family to organize their own support.
- Agency-Coordinated Wellness Support is paid to a service provider that helps the individual or family to hire support workers.

This policy also gives information on how individuals and families can and cannot use their Self-Directed Wellness Support funding.

1. PURPOSE

CLBC provides two types of individual and family wellness supports: Self-Directed Wellness Support through Direct Funding to individuals and families and Agency-Coordinated Wellness Support through contracts with service providers.

This policy provides guidance to individuals and families, as well as service providers and CLBC staff about the types of individual and family wellness support, what it can be used for, and how the funding is administered. It applies to individuals who receive support from family caregivers and to the individual's family and support network.

2. DEFINITIONS

Agency-coordinated: Services coordinated by a community-based agency.

Criminal Record Check: A criminal record check refers to the legislative requirement set out in the *Criminal Records Review Act* which involves a search of police records against a list of “specified or relevant offences.” This list is set out in Schedules (1 and 3) to the *Criminal Records Review Act* and is designed to capture offenses related to physical, sexual, or financial abuse of vulnerable adults. Criminal record checks are run through the Canadian Police Information Centre, Police Records Information Management Environment (the province’s local police database) and the BC Corrections database only returning records related to these listed offences. Checks are also informed by a search of law enforcement databases, in collaboration with the Royal Canadian Mounted Police’s (RCMP) Criminal Records Review Unit, which returns all information related to the Act’s listed offences, including non-conviction information (for example outstanding charges, convictions, criminal investigations as well as incidents that did not result in a charge or conviction) that the RCMP unit assesses as indicative of a likely public safety risk when working with vulnerable adults.

Cultural Safety: An outcome of respectful engagement based on recognition of the power imbalances inherent to service systems, and the work to address these imbalances. A culturally safe environment for Indigenous peoples is one that is physically, socially, emotionally, and spiritually safe without challenge, ignorance, or denial of an individual’s identity. Practicing cultural safety requires having knowledge of the colonial, sociopolitical, and historical events that trigger disparities encountered by Indigenous peoples and perpetuate and maintain ongoing racism and unequal treatment.

Direct Funding: An Individualized Funding payment option whereby funds allocated by CLBC are paid to an individual or their agent for the purchase of individualized supports and services.

First Aid Certificate: A qualification awarded upon successful completion of an 8-hour course covering primarily life-threatening emergencies (CPR, bleeding, choking, and other life-threatening medical emergencies).

Generic services: Publicly funded services that all citizens access, for example, libraries, colleges, or community recreation centres.

Immediate Family Member: A parent, child, or spouse.

Individual: A person 19 years of age or older who is eligible for CLBC services, as described in the Eligibility Policy.

Individual and Family Wellness Supports (Self-Directed): A flexible support service where individuals, families and support networks can identify, organize, and pay for services and supports to promote their well-being (formerly referred to as “respite”).

Natural Supports: Support provided on a voluntary basis by an individual’s support network, including family, friends, neighbours, co-workers and others. Additional support may come from participation in associations (for example, social clubs and groups) or community activities that have public participation (for example, sport teams, adult interest groups like garden clubs and community choirs, faith communities).

Support Network: Friends, family and/or community members who provide personal support, advocacy and/or help with monitoring services and who have reciprocal relationships with individuals.

3. POLICY

Individual and Family Wellness

3.1 Individual and Family Wellness is one of the CLBC-funded services that supports the resilience of individuals and families and/or support networks. Families are an important natural support for many individuals and all family members need to be resilient to support one another. It provides opportunities for both an individual and their primary caregiver or supporter to have short breaks from their responsibilities and to strengthen their personal skills and capabilities.

Core and Enhanced Funding

3.2 In addition to using natural supports and generic services in their communities, individuals and families may request either Self-Directed or Agency-Coordinated Wellness Supports. CLBC provides Core and Enhanced Funding for individuals who receive no other CLBC-funded services, which can be used for Individual and Family Wellness Supports in addition to other types of support.

Self-Directed Individual and Family Wellness

3.3 Individuals and families receiving Direct Funding for Self-Directed Wellness Supports may use it for:

- Support workers who provide care and/or support to the individual.
- Recreational, social, or educational programs for the individual that are intended to support individual well-being.
- Programs and activities for an individual that are provided at times when a family caregiver would typically provide care or support.
- Support workers to assist the individual to attend programs or activities in the community.
- Supports or services that assist in activities required to care for the individual due to their disability-related needs (for example, cleaning, laundry).
- Professional counselling services for the family or individual.
- Learning and connecting opportunities for the individual and family caregiver to learn self-advocacy skills, access peer supports, learn new support strategies, and increase their ability to support themselves and their family in their home.
- Supports to assist the individual in meal planning and preparation.
- Occasional access to take-out food services.
- Other reasonable services that support individual and family functioning and quality of life while allowing them to maintain supportive relations in ways that provide cultural safety and honour the individual's choices, such as access to an Elder, or cultural bearer, or extended family support.
- Banking fees for the CLBC-eligible person such as cost of ordering cheques.
- Any costs associated with contracting or hiring support workers such as WorkSafe BC costs, or costs associated with completing a criminal record check.

What Self-Directed Individual and Family Wellness Cannot Be Used For

3.4 Self-Directed Individual and Family Wellness **cannot** be used to purchase:

- Assets (for example, personal items or equipment for the individual, such as a computer or tablet).
- Services or activities for the family caregiver (for example, gym fees, haircuts, etc.), with the exception of counselling or learning and connecting activities as noted in Section 3.3.
- Medical services provided by the BC Medical Services Plan or available through an individual or family's third-party extended health benefits.

Self-Directed Wellness Requirements for Individuals and Families

3.5 Individuals and families with Self-Directed Wellness Supports are accountable for how these funds are spent and are required to retain and provide all receipts to comply with CLBC's reporting and accountability requirements.

3.6 Individuals and families contracting or hiring support workers, including extended family members, must comply with:

- CLBC's *Criminal Record Check Policy: Service Delivery*,
- First Aid requirements, and
- Other applicable CLBC policies and provincial and federal laws.

Agency-Coordinated Individual and Family Wellness

3.7 Individuals and families may choose to use Agency-Coordinated Individual and Family Wellness through a contracted service provider where one is available. Agency-Coordinated Individual and Family Wellness assists individuals and families by providing support workers. With the exception of Person Centred Societies, agency-coordinated individual and family wellness does not include other flexible supports outlined in section 3.3. Contracted service providers providing Agency-Coordinated Wellness:

- Screen support workers to provide Wellness Supports for individuals and families and coordinate all associated administrative details.
- Comply with CLBC's *Criminal Record Check Policy: Service Delivery*, First Aid requirements, and WorkSafe BC rules.
- Work with individuals and families to match and schedule support workers to provide Wellness Supports, ensuring culturally safe services for individuals and families.

Delivery of Individual and Family Wellness Supports

3.8 Persons providing Individual and Family Wellness will ideally have appropriate training based on the unique needs of the person they are supporting but, **at minimum, must:**

- Be at least 19 years of age or be age 16 or older if they are a sibling of the supported person.
- Be present and in charge during all hours that service is required.
- Be aware of and knowledgeable about the individual's needs and preferences.
- Be aware of and sensitive to the individual's culture.
- Be aware of and knowledgeable about the individual's health and support requirements.
- Know how to respond in an emergency and have a valid First Aid certificate.

3.9 Have no criminal record that would prohibit a person to support CLBC-eligible individuals as per CLBC's *Criminal Record Check Policy: Service Delivery*.

3.10 Immediate family members (as defined as a parent, spouse, or child of the supported person) may not be paid to provide Individual and Family Wellness Supports as outlined in the *Service Provision by Family Members Policy*.

Emergency Wellness Supports

3.11 Emergency, short-term Wellness Supports are available when an individual or their caregiver (s) experience a crisis. Requests for emergency Wellness Supports are made through the individual's CLBC facilitator.

3.12 Self-Directed Individual and Family Wellness Supports up to a maximum of \$10,000 annually which may be used flexibly by families within reasonable limits (see *Section 3.3* for eligible expenses).

3.13 Use of Self-Directed Wellness supports that exceeds the \$10,000 annual maximum is limited to funding:

- Support workers (for example, contractors or employees) who provide care and/or support to the individual
- Banking fees, if a family chooses to open a separate bank account, including costs for ordering cheques, and
- Any costs associated with contracting or hiring support workers for example, WorkSafe BC costs, criminal record checks, etc.

4. REFERENCES

[Community Supports Policy](#)

[Core and Enhanced Funding Policy](#)

[Criminal Record Check Policy: Service Delivery](#)

[Cultural Safety Policy](#)

[Direct Funding Policy](#)

[Eligibility Policy](#)

[Frequently Asked Questions: Individual and Family Wellness Policy](#)

[Individualized Funding Policy](#)

[Managing the Money: Direct Funding Simplified Guide](#)

[Managing the Money: Direct Funding Standard Guide](#)

[Managing the Money: Person Centred Societies Guide](#)

[Person Centred Societies Policy](#)

[Service Provision by Family Members Policy](#)

[Supports Funded by CLBC](#)