



COMMUNITY LIVING  
BRITISH COLUMBIA

# **Managing the Money: Direct Funding Standard Guide**

Amended June 2025

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## Introduction

This guide explains the responsibilities for agents managing Direct Funding of more than \$10,000.00 during a twelve-month period. It describes the financial procedures and explains how money received through Direct Funding can be spent to support an individual.

The agent is the person who signs the *Direct Funding Standard 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 \$10,000.00 or less annually for an individual should refer to the guide called [Managing the Money - Direct Funding Simplified](#).

## Getting Started

To receive Direct Funding dollars to pay for services, agents will first need to work with Community Living British Columbia (CLBC) to sign a *Direct Funding Standard Agreement*. The *Direct Funding Standard Agreement* is a contract between CLBC and the agent who will manage the funding. This agreement identifies:

- The individual who is being supported
- Amount of funding the agent will receive from CLBC
- Types of service that are being funded, the 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 Standard Agreement, Schedule A – Services and Supports*, 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*, [related documents](#) and other CLBC policies are available on the CLBC website ([www.communitylivingbc.ca](http://www.communitylivingbc.ca)) or ask your CLBC Analyst for a copy of these documents.

As the agent for a *Direct Funding Standard 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 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 Canada Revenue Agency (CRA), Employment Standards Branch (BC), and WorkSafeBC all have rules that define when someone is an employee or a contractor. As the agent for a *Direct Funding Standard Agreement*, you are responsible for determining the definitions that apply to the support workers you pay.

For information about what government agencies you need to contact to find out 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](http://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, which may include:

- Making deductions and adjustments from the payments you make to your employees for income tax, statutory holidays, vacation pay, workers compensation premiums, Employment Insurance (EI) and the Canada Pension Plan (CPP),
- Remitting deductions and employer contributions for taxes, EI and CPP to the government,
- Complying with the [Employment Standards Act](#) and regulations governing employment in British Columbia and,
- Complying with the [Workers Compensation Act](#) and other regulations issued by WorkSafeBC.

You can use some of your funds, up to the amount agreed to with CLBC, to pay for accounting or bookkeeping services to help fulfill these responsibilities.

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](http://www.cra-arc.gc.ca)
- WorksafeBC (*Employer Service Centre*) - phone: 1-888-922-2768, web: [www.worksafebc.com/en/for-employers](http://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](http://www2.gov.bc.ca/gov/content/employment-business/employers/employers-advisers-office)
- VELA Canada - phone: 604-539-2488, web: [www.velacanada.org](http://www.velacanada.org)

## **Administering the Money**

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

### **Bank Accounts**

As stated in Section 4.1 (g) of your *Direct Funding Standard Agreement*, a separate account at a bank or credit union is required to administer the funds you receive from CLBC. By separating Direct Funding receipts and payments from personal finances, it will help you manage the funds and make it easier to meet CLBC's administrative and reporting requirements.

The bank account used to manage the funds must be in the name of the person signing the Direct Funding Standard Agreement. For most, a standard bank account in the agent's name is appropriate. If a legal trust for the individual is in place, however, the account should be opened in the agent's name in trust for the individual. For example, "Paul Smith in trust for Jane Smith", where Jane is the individual and Paul is the person acting as the agent. This will require specific documentation about the trust supporting the legal relationship between you and the individual. In either case, if you receive other support payments from the BC government, contact your CLBC Analyst before opening your account as this will affect your options on naming your account.

If the individual is identified as their own agent in the *Direct Funding Standard Agreement*, a separate bank account must still be opened in the individual's name.

To help reduce administration costs you should ask your financial institution about your account options. Internet banking tools (for example, online bank statements) may help reduce banking costs and some banks and credit unions offer free services and/or may waive their typical fees for individuals with developmental disabilities.

### **Receiving Funds from CLBC**

CLBC requires agents to be set up to receive direct deposits.

CLBC will provide you with a *Direct Deposit Application form (FIN 312/CLBC)* for you to complete so that funds can be transferred electronically to your bank account. Before you complete the *Direct Deposit Application form*, 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* are outlined on page 2 of the form. If you have concerns with the direct deposit process, please contact your local CLBC Analyst.

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

Once your agreement is signed and your *Direct Deposit Application* 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.

Payments will be made by CLBC to you once each month, typically on or about the 15th calendar day.

## **Purchasing Supports and Services**

Except for Individual and Family Wellness Support funding, funds you receive from CLBC may only be spent to hire support workers or to pay for other allowable expenses as outlined for each service listed on your *Schedule A – Supports and Services*. You are expected to spend the funds in the amounts allocated for each type of service. If you think that there is a need to change how the funds are allocated for the different types of funded services, you need to review your *Personal Summary* and the *Direct Funding Standard Addendum* with your CLBC Analyst and update your *Schedule A – Supports and Services* and funding agreement, as required.

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 in 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**

To meet CLBC's reporting requirements, you will need to have access to monthly bank statements from your financial institution as well as copies of invoices, receipts, paid cheques, e-transfer records and any other documents supporting the transactions on your bank statement. For more information, see section titled "Reporting back to CLBC".

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](#)).

You will also need to keep these records so that government organizations like the Canada Revenue Agency or WorkSafe BC can verify that you have made the correct employment-related payments and deductions.

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 deliver the service. A support worker may provide you with an invoice for the service they have delivered. 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 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 paid it.

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

- The name and contact information of the support worker providing the service (for example, phone number and address)
- A description of the service(s)
- 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 service(s)
- 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.

The opening and closing dates on the bank statement should correspond with the first and last day of each calendar month. This will make it easier for you to complete the financial reports that CLBC requires. If you have access to online electronic bank statements, you can often view, print or save them per calendar month. However, if your financial institution is unable to provide you with statements by calendar month, CLBC's online financial reporting system will still work for you.

It is easier to remember what you used the funds for by updating the financial records on the same day that you spent the funding. 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 audit, CLBC will ask you to submit copies of all financial records including invoices, receipts, paid cheques and e-transfer documentation for a particular period. CLBC reviews these financial records to make sure that your purchases comply with your *Direct Funding Standard 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, or
- You have not kept adequate financial records.

CLBC may also require you to pay back funds 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 timeframe.

## **Repaying Money to CLBC**

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

- You did not spend or account for all the funds you have received when the term of the agreement ends, or
- You spent the funding on purchases that were not agreed to in your *Direct Funding Standard 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 *Financial 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 manage the delivery of supports and services within the amount of funding provided by your agreement. There is no provision for over- expenditures. If you spend more money than CLBC has agreed to fund, you will need to cover additional costs with your personal funds.

Occasionally, due to the timing of CLBC's payments, you may not have sufficient funds in your bank account at the time you need to pay for the supports you require. In these situations, you may use your own personal funds and reimburse yourself from the Direct Funding bank account when CLBC has made subsequent deposits. If you do this, be careful to ensure that you have all the financial records, receipts, and invoices to show how the funds were spent.

Do not deposit your personal funds in the Direct Funding bank account unless you have insufficient funds to cover automatic withdrawals (for example, employee payroll).

## **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 Support.

## Allowable Supports and Services

CLBC provides funding to pay for the supports and services identified in your *Direct Funding Standard Agreement*. 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 services (for example, contractors or employees) provided, and
- Any associated employer costs, such as criminal record checks, WorkSafeBC premiums, or Employment Insurance 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 fare
- 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 funding.

### **Individual and Family Wellness Support (Self-Directed)**

Families are an important natural support for many individuals and need to be resilient to support their family members. Wellness Supports promote stability, reduce stress, and promote the resilience of individuals and families. Many individuals and families with Direct Funding Standard Agreements receive funding for Individual and Family Wellness Supports. Wellness Supports 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 Individual and Family Wellness funding, please refer to the [\*Individual and Family Wellness Policy in Appendix A\*](#) of this guide and to the chart below – “*Direct Funding Expenses: What is Allowed?*” – to learn more about what you can purchase with your Individual and Family Wellness funding.

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

**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 supports and services intended for the individual (for example, Community Inclusion or Independent Living)	
their disability-related needs (for example, cleaning or laundry) <ul style="list-style-type: none"> <li>• Learning and connecting opportunities (for example, workshops or 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</li> <li>• Supports to assist the individual in meal planning and preparation</li> <li>• Occasional food service takeout (such as Skip the Dishes)</li> <li>• Professional counselling services for the family or individual</li> <li>• 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).</li> </ul>			

**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 immediate family members) cannot provide services unless CLBC has granted exceptional approval under the [Service Provision by Family Members Policy](#). An immediate family member (which is an individual’s parent, spouse, or child) 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 to speak to an Analyst.

## Managing Exceptional Needs

Some agreements may provide “Variable” funding for events or situations that are expected to occur over the term of the agreement, but the extent, frequency and timing of their occurrence cannot be accurately predicted. This Variable funding is used to pay for extra supports/services required by the individual during these times as outlined in the *Schedule A – Supports and Services* of the agreement.

Variable funding will be paid to you when an event occurs. For payment to be made, you need to issue an invoice to CLBC detailing the services and/or goods that have been purchased. The invoice can be submitted to your CLBC Analyst. The receipt and expenditure of these funds will be included in your *Financial Report* to CLBC. Variable funds will only be paid up to the maximum variable amount as indicated in your *Direct Funding Standard Agreement*.

## Reporting Back to CLBC

As an agency that receives provincial government funding, CLBC is required to confirm that you use the funds for their intended purpose which is outlined in your agreement. To help us with this, you need to prepare and submit an electronic *Financial Report* each month to CLBC identifying how the funds have been spent.

## Financial Reports

It is easiest to complete the *Financial Report* if the reporting period covered by the report is the same as your monthly bank statement. Ideally, the account statement and the *Direct Funding Standard Agreement* are both based on calendar months. In this case, each reporting period will commence on the first day of the month and end on the last day. If the bank statement is not based on calendar months, you can still prepare your *Financial Report* using the bank statement dates for the reporting period.

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 October 15, 2019 and ends on September 30, 2021 would have the following first reporting period:

- October 15, 2019 to October 31, 2019

All subsequent reporting periods would be by calendar month.

To make sure funding continues without any interruptions, you must submit *Financial Reports* on time. Reports are due **no later than 30 days after the end of the reporting period**. CLBC will provide 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 Standard Agreement* may not be renewed until CLBC has received any outstanding *Financial Reports*.

## Submitting a Financial Report

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

The web-based form consists of five steps in which you enter 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 Financial Report (with Screenshots)

Step #	Step Name	Action
1.	Start	Enter the Agreement Number, PRISM ID, and last name of person submitting the report (typically the agent)
2.	Report Details	Specify the reporting period dates, the bank statement balances, and the bank statement transactions (deposits and expenses)
3.	Expense Details	Provide a detailed breakdown of all the Expense transactions
4.	Review	Review the details of your report and agree to the terms and conditions
5.	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 along the process.

The screenshot shows the 'Direct Funding Financial Reporting System' interface. At the top, there is a logo for 'COMMUNITY LIVING BRITISH COLUMBIA' and the title 'Direct Funding Financial Reporting System'. Below this is a progress bar with four steps: 1. Start (highlighted in green), 2. Report Details, 3. Review, and 4. Complete. A 'Progress Bar' label is positioned to the right of the progress bar. To the left of the progress bar is a button labeled '< PREVIOUS STEP'. Below the progress bar is a blue box with the heading 'Before you start' and the text 'You will need the following details to complete your financial reporting to Community Living BC:'. The list of required details includes: Agreement number, PARIS ID, Invoices and receipts, and Bank statement(s) if your agreement reporting is monthly. Below this is a note: '\* All fields are required unless otherwise stated'. The main section is titled 'Getting Started' and contains three input fields: 'Agreement Number' (with the placeholder 'Enter Agreement Number'), 'PARIS ID' (with the placeholder 'Enter PARIS ID'), and 'Last Name of Reporter' (with the placeholder 'Enter your last name'). To the right of the input fields is a 'Help Icon' button and a 'HELP' button. Below the input fields is a button labeled 'NEXT STEP >'. At the bottom of the page, there is a footer with 'Copyright © 2019 Community Living British Columbia' on the left and 'Privacy Policy | Terms of Use' on the right.

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

Also enter the last name of the person preparing the *Financial Report*. Typically, this would be the agent for the *Direct Funding Standard 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 Expenses
4 Review
5 Complete

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### Reporting Details

Agreement: B00101

**Reporting Period**

Start Date:  End Date:

**Bank Balances**

Opening Balance:  Closing Balance:

**Bank Statement Details**

Date	Transaction Type	Deposit Type	Amount
<input type="text" value="07 Apr 2019"/>	<input type="text" value="Deposit"/>	<input type="text" value="CLBC Deposit"/>	<input type="text" value="\$ 700.00"/>
<input type="text" value="15 Apr 2019"/>	<input type="text" value="Expense"/>	<input type="text" value="Select One"/>	<input type="text" value="\$ 600.00"/>
<input type="text" value="03 MBM YYYY"/>	<input type="text" value="Select One"/>	<input type="text" value="Select One"/>	<input type="text" value="\$ 0.00"/>

Total Deposits:

Total Expenses:

Calculated Closing Balance:

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For the Reporting Period, enter:

- The Start and End dates – these should match your bank statement’s start and end dates.
- Bank Balances – enter the opening balance and closing balance as they appear on your bank statement for the reporting period.
- Bank Statement Details – capture the transactions exactly as they are presented in your bank statement. You can use the button “Add More” to add additional rows, or the “x” icon next to the row on the right-hand side to remove a row.
- Date – enter or select the date of each transaction. This date is the same date reflected on your bank statement.
- Transaction Type – enter either an Expense or a Deposit.
- Deposit Type – If the transaction was a Deposit, choose the appropriate description from the Deposit drop-down menu. The choices are:
  - Bank Error Deposit (deposit made by the bank to correct a bank error)
  - CLBC Deposit
  - Corrective Deposit (deposit made by the agent at the request of CLBC)
  - Interest Received
- Amount – the amount of the transaction as reflected on your bank statement

All the entered deposits and expenses will be totaled automatically. If the Calculated Closing Balance is different than the closing balance from your bank statement entered previously on this screen, the “Calculated Closing Balance” box will be highlighted yellow, and you will not be able to progress to the next step.

Click the “Next Step” button to continue.

### Step 3 – Expense Details

Note: If you have expenses, it will take you to the Step 3 - “Expense Details” page. If you do not have expenses, it will take you directly to Step 4 - “Review” page.

Direct Funding Financial Reporting System

1 2 3 4 5  
Start Report Details Expenses Review Complete

EXPENSE DETAILS

Agreement: B00101  
Reporting Period: 1 Apr 2019 to 30 Apr 2019

STATEMENT DETAILS 1

Expense Type	Description	Amount
Home Sharing	Enter Description	\$ 400.00
Outreach Support	Enter Description	\$ 150.00
Other	Description of Admin Other expense	\$ 50.00

Detail Total: \$600.00

Next Step > Cancel

HELP

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On this page you will be asked to provide the details for each expense you entered in Step 2, “Report Details”. The date and amount of each expense transaction will be automatically brought forward from the previous screen.

If the expense transaction (cheque or cash withdrawal) was used to pay for more than one service category or type of purchase (for example Individual and Family Wellness, Community Inclusion), you will need to break down the payment to show how much was paid for each type of purchase.

For each Statement Detail, enter the following:

- Choose an “Expense Type” from the drop-down menu. Note that the service types listed in the drop-down menu use older terminology for services. For more information, see section “Expense Type Drop-Down Menu Options” below.
- Specify the amount for that “Expense Type.” If you choose “Other” you are required to enter a description of the expense as well.
- If another row is required, click the “Add More” button. The button will only show if the cumulative total of the expense type amounts, referred to as the “Detail Total”, does not yet match the Amount value for this Statement Detail Expense. Use the “x” icon next to the row on the right-hand side to remove a row.

When you have completed the expense detail for each bank statement expense item listed, click the “Next Step” button to continue. The system will automatically calculate the amounts

and will alert you if the amounts do not equal the amount(s) entered in Step 2.

### **Expense Type Drop-Down Menu Options**

Expense Type: Individual Supports

This is selected from a drop-down list. From the list select the appropriate service category(ies) for each service listed on the *Schedule A – Supports and Services* of your funding agreement. Many agreements only have one service (for example, Service #1), but if there is more than one service on your agreement you must report how much you spent providing supports under each service.

Expense Type: *Administrative*

From the list you can also select from the following to indicate if the detail amount was used to pay for:

- Accounting Fees – fees you paid to a third-party for book-keeping or accountant services
- Administration Costs - costs you incur administering your agreement for example, long-distance charges, bookkeeping/accounting supplies, etc. Costs must fit within the allowable administrative costs agreed to with CLBC as indicated in the *Schedule B – Payments Summary* of your funding agreement and be supported by receipts or invoices.
- Bank Charges – charges from the bank for banking services
- Repayment to CLBC - you have been asked to repay money to CLBC Accounting Services

Expense Type: *Other*

The selection of “Other” is available on the drop-down list under both “Individual Supports” and “Administrative” categories but should only be used for expenses that do not relate to the deliverables listed under the services on the *Schedule A – Supports and Services* of your agreement or administration costs.

For example, looking at the “Expense” drop-down menu, WorkSafe BC premiums can be categorized as Expense Type: “Other” under “Individual Supports”. Eligible expenses that do not relate to “Individual Supports” or any of the listed “Administrative” expense types can be categorized as Expense Type: “Other” under “Administrative”. If “Other” is selected, a “Description” box becomes available where you are required to describe what the payment was for.

## Step 4 – Review

**Review**  
Agreement: **B00101**  
Reporting Period: 30 Mar 2019 to 30 Apr 2019

Opening Balance	\$300.00
Add: Total Deposits	\$700.00
Less: Total Expenses	\$600.00
Closing Balance	\$400.00

Date	Transaction	Expense	Deposit
1 2 Apr 2019	CLBC Deposit		\$700.00
2 15 Apr 2019	Expense	\$600.00	

Expense Type	Expense Amount
1 Home Sharing	\$400.00
2 Outreach Support	\$150.00
3 Other	\$50.00
Totals	\$600.00

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

**Note:**  
You must maintain and keep records of all expenditures, including financial records, receipts and invoices identifying who was paid and what support services were purchased. CLBC conducts post-payment audits on the Direct Funding Program. You may be selected for audit and required to submit financial records, invoices and receipts to CLBC as additional confirmation that the money has been spent in accordance with your agreement.

**SUBMIT** Cancel

The review page summarizes the following details of your report:

- Your account balance, including your opening balance, total deposits, total expenses and closing balance;
- A list of all the bank statement transactions you captured in Step 2 “Report Details”. For each expense, it shows the associated expense details.

Once you have reviewed the details of your *Financial Report*, check the acknowledgement box and click the “Submit” button. Use 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.

**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 30 Mar 2019 to 30 Apr 2019. Once submitted, you will not be able to modify it.

Please confirm you would like to submit now.

Confirm
Cancel

	Expense	Deposit
CLBC De		\$700.00
Expense	\$600.00	

	Expense Type	Expense Amount
1	Home Sharing	\$400.00
2	Outreach Support	\$150.00
3	Other	\$50.00
		\$600.00
		\$700.00

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

**Note:**  
 You must maintain and keep records of all expenditures, including financial records, receipts and invoices identifying who was paid and what support services were purchased. CLBC conducts post payment audits on the Direct Funding Program. You may be selected for audit and required to submit financial records, invoices and receipts to CLBC as additional confirmation that the money has been spent in accordance with your agreement.

SUBMIT
Cancel

## Step 5 – Complete

### Direct Funding Financial Reporting System

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← PREVIOUS STEP

1  
Start

2  
Report Details

3  
Expenses

4  
Review

5  
Complete

## Complete!

Agreement: **GL3042CG01**

Reporting Period: **1 Apr 2019 to 30 Apr 2019**

Thank you for submitting your report for the reporting period covering 1 Apr 2019 to 30 Apr 2019.

Your confirmation number is: 5000004 Confirmation #

Please print a copy of your submission for your records. You will not have the ability to print at a later time.

PRINT

NEW REPORT
Click here to submit another report. Close the browser if you are now finished.

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Your online Financial 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 *Financial 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 Financial 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 Financial Report



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 Standard Agreement Reports - this illustrates the detailed steps you need to follow to submit a *Financial Report* for *Direct Funding Standard 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

## 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 Standard Agreement*. The other resources include:

- The Standard Agreement training video (how to use the online system and report to CLBC),
- *Helpful System Hints for Direct Funding Standard Agreements* (troubleshooting information when using the online reporting system), and
- *FAQ: Reporting on Standard Agreements – Agents* (answers to common questions about reporting).

All these resources can be found together at [www.communitylivingbc.ca/IF](http://www.communitylivingbc.ca/IF) under the “Learn more about Individualized Funding” section.

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

# Appendix A: Individual and Family Wellness Policy



COMMUNITY LIVING  
BRITISH COLUMBIA

<b>Policy Number:</b> SE4.383	<b>Policy Section:</b> Supports and Services	<b>Effective:</b> October 1, 2021 <b>Amended:</b> April 8, 2025
<b>Title:</b> Individual and Family Wellness Policy		<b>Executive Sponsors:</b> 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.

## **Policy Framework**

### **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](#)