

UPDATED – JANUARY 4, 2023

BACKGROUND

In January 2023, Community Living BC (CLBC) released the *Interim Guidance - COVID-19 Service Level Offset Process – Period 3 Information for Service Providers* to prepare service providers who are required to complete Service Level Reports, to complete (as appropriate) a *Service Level Offset Report* form for April 1, 2022 – March 31, 2023 (“Period 3”). The form for Period 3 will be sent out in March 2023.

You can find Service Level Offset materials [here](#) on CLBC’s website under the heading “COVID-19 Service Level Offset Process”. If you have questions, please contact CLBC’s Finance department at CLBC.Covid19Reports@gov.bc.ca

What is the purpose of the COVID-19 Service Level Offset (SLO) Process?

The *COVID-19 Service Level Offset Process* provides service providers with an interim funding mechanism. The Service Level Offset Process is a reflection of CLBC’s commitment to a flexible funding approach at the service level.

CLBC has now extended this process for April 1, 2022, to March 31, 2023, because of the continued pressures service providers are experiencing due to COVID-19.

When does the Service Level Offset Process apply?

If you answer “Yes” to both questions below, the Service Level Offset Process applies:

1. Are you required to report service levels to CLBC under the terms of at least one of your contracts with CLBC?
2. During the period from April 1, 2022 to March 31, 2023, did you incur any additional SLO eligible Period 3 expenses because of COVID-19 to support CLBC individuals that could not be funded from savings in your existing contracts, other than savings due to undelivered services?

Is the Service Level Offset Reporting form required to be filled out by all agencies?

No, completing the form is optional, not required, and should only be completed by your agency if your services/supports were impacted by Queen Elizabeth’s funeral holiday, paid time off for vaccinations, or overtime due to recruitment and retention challenges that exceed existing overtime funding.

What costs are eligible under the COVID-19 Service Level Offset Process for Period 3?

The *COVID-19 Service Level Offset Process* enables the redirection of existing otherwise unused funds to:

- “Category I: Queen Elizabeth’s funeral holiday staff costs - 19th September 2022”
- “Category J: Paid time off for vaccinations (up to three hours)”
- “Category G: Overtime (due to recruitment & retention).” This category is used to capture Overtime costs due to recruitment and retention challenges that exceed existing Overtime funding in contracts.

All other expenditure categories (except for the above three) are no longer eligible.

Please refer to [Interim Guidance COVID-19 Service Level Offset Process Extension Addendum – Information for Service Providers](#) for details.

What is the deadline for submission of the COVID-19 Service Level Offset Report form?

The COVID-19 Service Level Offset Report deadline for Period 3 is August 31, 2023.

Which report should I complete first? The Service Level Report or the Service Level Offset Period 3 Report?

There is no order for completion. Please complete the service level report and service level offset forms based on their respective timelines. The service level offset report should be completed by August 31, 2023, and service level reports should be completed 30 days after issuance from CLBC.

Why is this the last year you're providing SLO?

We expect this to be the last year we are offering Service Level Offsets because of how the Province has been recovering from the impacts of the pandemic. That being said, CLBC remains committed to being both flexible and fair in supporting service providers. Should anything unexpected come up in the next year, we may offer new offsets to help manage unforeseen expenses.