

BACKGROUND

The Workforce Development Agreement (WDA) is the new agreement between the province and the federal government for employment funding. It replaces the current federal and provincial funding agreement for employment services.

Employment service providers are required to collect mandatory information about how employment funding is being used and to send it to CLBC four times a year via the Periodic Report for Employment (PRE) template. The WDA agreement has new mandatory data categories that include Social Insurance Number, first and last name, birth date and address. CLBC has developed a Secure File Transfer Service (SFTS) for employment service providers to use to send in their PRE reports so personal and identifying information is safeguarded and secure.

These FAQs are for employment service providers to use in concert with the SFTS Practice Guidance and training video posted to the CLBC website here - www.communitylivingbc.ca/for-service-providers/service-provider-resources/

Q: How do I access the Secure File Transfer Service (SFTS)?

A: CLBC will be sending a link each quarter to your organization's dedicated employment email (this new email address was required to be submitted to CLBC by November 30th). This link will give your organization access to the SFTS for 7 days. If you do not access the link within 7 days, you will need to request a new link by emailing CLBC.EmploymentHELP@gov.bc.ca

Q: Why did my organization need to create a dedicated employment email address?

A: Staff come and go in organizations. For CLBC to manage the submission of periodic reports for employment through SFTS, we need one consistent, reliable email address that is not linked to a specific person in your organization. The dedicated employment email address for your organization ensures you will receive the link each quarter for the SFTS.

Q: Why are we required to use the SFTS?

A: We are implementing the SFTS to protect the personal and identifying information employment providers will be required to send in with their PRE reports as part of the April 2020 Workforce Development Agreement (WDA).

Q: When our organization gets an invitation to the SFTS, can we use it anytime during the quarter?

A: Once you receive the link (invitation) to the SFTS, you will have 7 days to log in to activate your account and then 35 day access your account (*note: the 35 days are not about the PRE submission deadline but the amount of time you can get into the SFTS to submit your report before your access for the quarter expires*).

Note that your organization will need to be invited to the SFTS each quarter, and you will use the following process each time:

- your organization will receive a new invitation (link) to access the SFTS to your dedicated employment email
- you will have 7 days to log into the SFTS
- you will need to create a new password, and
- then you will have 35 days to access your SFTS account for the quarter.

This process cannot be changed as it is part of the SFTS security features.

Q: Why do we need to change our SFTS password every quarter?

A: Passwords for the SFTS expire every 80 days, so your organization will need to choose a new password for each quarter. The requirement to renew password every 80 days is part of the SFTS security features.

Q: Do I need to send my PRE report separately to my liaison analyst?

A: No. Liaison analysts will be provided with a copy of the PRE reports for providers they work with. You do not need to send it separately.

Please note that with the WDA requirements, you will be sending people's personal and identifying information in your PRE report. Email is not a secure way to send this information. In no circumstances should PRE reports be emailed (e.g. to your CLBC liaison analyst) as email is not secure for transferring this type of personal and identifying information.



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Secure File Transfer Service FAQs

- Q: Our organization has multiple employment contracts? Do we need to send our PRE reports separately?**
- A:** The SFTS is set up to make report submission as easy as possible for your organization. If you have more than one employment contract, you can attach multiple reports to one “package” (this is like an email in the SFTS) and send them in all at once. Refer to the SFTS Instruction Guide and SFTS video, located on the CLBC website, for more detailed instructions.
- Q: What if I need help with the SFTS?**
- A:** You can refer to the SFTS Instruction Guide and SFTS video for instruction and helpful hints. If you still need help, please email CLBC.EmploymentHELP@gov.bc.ca (note: this email address cannot accept attachments).