

SERVICE LEVEL REPORTING: GUIDANCE FOR SERVICE PROVIDERS



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1. Introduction

Service Providers are required to report Service Levels to Community Living British Columbia (CLBC) as set out in Schedule D: Reporting (Schedule D) of the [Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers](#) (*Terms and Conditions*). This guide explains the requirements for reporting Service Levels.

“Service Levels” describe the quantity of services and are defined as the hours or days directly expended in the delivery of services. For a more comprehensive definition with included activities and exclusions refer to Schedule D in the *Term and Conditions* and Section 2 of this document.

Note: Screenshots and examples contain fictional data.

2. Service Levels

Service Providers are required to deliver services in accordance with the requirements set out in the *Terms and Conditions* and in a contract between CLBC and the Service Provider. Amongst other things, the requirements ensure the quantity of services (Service Levels) that has been planned is, in fact, made available and delivered to individuals. If those services are not delivered, the Service Provider must repay a portion of the funding associated with the undelivered service.

The “contracted Service Levels” are in *Table 1: Services and Payment* (Table 1) of the contract.

Example of a My Workspace (MWS) contract (MWS - CLBC’s contract management system)

Table 1:

Line #	Program Name	Program #	Community or Place of Service	Service Subcategory or Add-on	Service Dates		Pmt type	Monthly Amount	Lump Sum Amount	Payment Line Total	GST	Yr 1 Service Level Hrs / Days	Yr 2 Service Level Hrs / Days
					Start	End						01-Dec-2019 - 30-Nov-2020	01-Dec-2020 - 30-Nov-2021
1	Program 1	1	Vancouver, BC	Community-Based	01-Dec-2019	30-Nov-2021	F	24,224.31		581,383.44	Yes	2974h / 0d	2974h / 0d
2	Program 2	2	N. Vancouver, BC	Community-Based	01-Dec-2020	30-Nov-2021	F	25,000.00		300,000.00	Yes	2990h / 0d	2990h / 0d

Example of a Manual contract (not in CLBC’s contract management system) Table 1:

Pmt Line	Program Name	Community or Place of Service	O T O	Service Date		Service Subcategory or Add-on	Pmt Type	\$				GST	Service Levels	
				Start	End			Fixed Monthly Amount	Variable Amount	Lump Sum Amount	Payment Line Total		Year 1 Service Level Hours (01Dec2019 – 30Nov2020)	Year 2 Service Level Hours (01Dec2020 – 30Nov2021)
1.0	Program 1	Vancouver, BC	N	01Dec2019	30Nov2021	61201 – Community Based	F	\$24,224.31	-	-	\$581,384.44	Y	2974	2974
2.0	Program 2	N. Vancouver, BC	N	01Dec2019	30Nov2021	61201 – Community Based	F	\$25,000.00	-	-	\$300,000.00	Y	2990	2990

The actual Service Levels delivered are known as the “delivered Service Levels”.

Delivered Service Levels are based on Service Providers providing an actual measurable quantity of services to individuals. Service Levels are measured as either “Service Hours” or “Service Days” and are defined in Schedule D of the *Terms and Conditions* as follows:

- **Service Day** means between 8 and 24 continuous Service Hours during which either the service must be delivered or be available for delivery and delivered as required
- **Service Hours** are the hours directly expended in the delivery of service; and

Include	Exclude*
<p>i. The incidental hours used for administrative and/or service coordination activities such as:</p> <ul style="list-style-type: none"> ➤ Planning/goal setting meetings ➤ Maintaining log notes ➤ Staff meetings ➤ Gathering of information related to the individual/family being supported ➤ Organizing activities for the Individual/family ➤ Preparing documentation, writing reports ➤ Transportation ➤ Community connections ➤ Support at appointments ➤ Phone calls ➤ Documentation 	<p>i. The associated vacation, sick leave, education/training (e.g., First Aid, food safety training, any training not related to services an individual, etc.) and statutory holiday time; and</p> <p>ii. Hours expended in the supervision or dedicated coordination of the service, and on general management or administration; and</p> <p>iii. Hours contributed by volunteers; and</p> <p>iv. Hours delivered by foreign workers without necessary work permits; and</p> <p>v. Hours for fee-for-service</p> <p>*The above is not an exhaustive list of exclusions.</p>

Service Hour Examples:

Example 1: Paid time of an employee who is not at work due to sickness or vacation is not included in Service Hours. However, Service Hours include the time of a casual employee who is backfilling for an absent employee.

Example 2: Where a supervisor works both direct service shifts and supervisory shifts, only the scheduled direct service shifts worked are reportable Service Hours. Any direct service provided during a scheduled supervisory shift are not reportable Service Hours.

Example 3: A staff is paid for four hours to provide supports to a group of three individuals for an activity. The Service Hours that should be reported to CLBC is four hours, **NOT** the twelve Service Hours experienced by individuals – (3 individuals at 4 hours each).

Note: For each program specified in Table 1 of the contract, Service Providers must track and report the delivered Service Levels.

3. Reporting Periods and Due Dates

Reporting periods are based on the start and end-dates of the contract. The reporting periods are listed in the right-hand headers in Table 1 and/or in the Contract Totals table at the end of Table 1.

Example of MWS contract reporting periods:

Line #	Program Name	Program #	Community or Place of Service	Service Subcategory or Add-on	Service Dates		Pmt type	Monthly Amount	Lump Sum Amount	Payment Line Total	GST	Yr 1 Service Level Hrs / Days	Yr 2 Service Level Hrs / Days
					Start	End						01-Dec-2019 - 30-Nov-2020	01-Dec-2020 - 30-Nov-2021
Contract Totals													
Payment												Yr 1 Service Level Hrs	Yr 2 Service Level Hrs
												01-Dec-2019 - 30-Nov-2020	01-Dec-2020 - 30-Nov-2021
												5964	0
												881,383.44	0

Example of Manual contract reporting periods:

Pmt Line	Program Name	Community or Place of Service	O T O	Service Date		Service Subcategory or Add-on	Pmt Type	\$				GST	Service Levels	
				Start	End			Fixed Monthly Amount	Variable Amount	Lump Sum Amount	Payment Line Total		Year 1 Service Level Hours	Year 2 Service Level Hours
													01Dec2019 – 30Nov2020	01Dec2020 – 30Nov2021

Each 12-month period of a contract represents a separate reporting period *except for contracts of less than one year*.

Example 1: Start-date of a contract is December 1, 2019 and the end-date is November 30, 2021 then:

- The first reporting period is for December 1, 2019 to November 30, 2020; and
- The second reporting period is for December 1, 2020 to November 30, 2021

Example 2: Start-date of a contract is May 1, 2021 and the end-date is February 28, 2022 (less than 12 months) then:

- The reporting period is May 1, 2021 to February 28, 2022

CLBC emails Service Level Reports thirty (30) days after the end of a reporting period and reports are due back to CLBC no later than 30 days after the email has been sent.

Note: Contract modifications that involve adjustments to funding and / or Service Levels do not change the contract reporting periods as the term of the contract is not altered.

4. Data Required for Reporting

A Service Provider must have a process to capture the data required for reporting.

Data can be collected using a payroll system, a time and attendance system or any other type of tracking database. Typically, timesheets and/or scheduling documents are the original source records used for Service Hours and Days.

The process must be able to link employees' Service Hours or Days (including those worked by casual employees and part-time employees who work at more than one program) to a specific program as reporting is required at a program level. For multiple programs, typically this is achieved using a simple coding system.

Although the original source records, such as staff schedules, timesheets, and payroll records, must be retained for audit purposes, they do not need to be submitted to CLBC with Service Level Reports.

5. Service Level Report

A Service Level Report (SLR) is used to report delivered [Service Levels](#) to CLBC. A Service Level Report is to be completed for every contract reporting period that contains Service Levels in Table 1 of the contract, excluding payment lines for Home Sharing, and Live-in-Support.

➤ Issuance of Service Level Reports

Thirty days after the reporting period end date:

- For My Workspace contracts, My Workspace automatically generates and emails the Service Provider a link to the Service Level Report containing detailed instructions on how to complete the report.
- For manual contracts, the Service Level Reporting team creates and emails the Service Provider the Service Level Report containing detailed instructions on how to complete the report.

If there are Service Level changes backdated to a previous reporting period on a contract modification or renewal after the issuance of the Service Level Report, My Workspace will automatically email a link to the updated Service Level Report for My Workspace contracts, and the Service Level Reporting team will email the updated Service Level Report to the Service Provider to complete.

Service Level Reports are issued for all contracts containing Service Levels including terminated and expired contracts. A Service Level Report will not be emailed when Service Level hours for a reporting period are ten hours or less; or two days or less.

If there are changes to funding gaps, contracted Service Levels, delivered Service Levels or recovery rates by CLBC after the report has been received and/or submitted by the Service Provider, a new Service Level Report will be emailed to the Service Provider to complete and re-submit to CLBC.

➤ Service Level Report Submission Due Date

Each Service Level Report is due to CLBC no later than 30 days after it is first sent to the Service Provider.

If the Service Level Report has not been submitted after 30 days:

- For My Workspace contracts, My Workspace automatically emails a reminder notice to the Service Provider and if the report is not submitted 30 days after the reminder, another

reminder notice is emailed.

- For manual contracts, the Service Level Reporting Team emails a reminder notice to the Service Provider and if the report is not submitted 30 days after the reminder, another reminder notice is emailed.
- Reminder notices will continue to be emailed to the Service Providers on overdue Service Level Reports until the report has been submitted.
- If the Service Provider has a Service Level Report from a My Workspace contract and a manual contract that are both overdue, they will receive a reminder notice from My Workspace and one from the Service Level Reporting Team.

The failure to submit or the late submission of Service Level Reports violates the Terms and Conditions. It can result in a Notice of Deficiency to the Service Provider and potentially termination of the contract.

It is the Service Providers' responsibility to ensure that CLBC has **at least one valid email** address (enrolled contact) at all times, Service Providers are required to email any changes to CLBC's [Service Level Reporting Helpdesk](#) to ensure compliance with CLBC's Service Level reporting requirements.

To complete a Service Level Report for a:

- **My Workspace contract** refer to [Appendix A: Completing the My Workspace Contract Service Level Report](#).
- **Manual contract** refer to [Appendix B: Completing the Manual Contract Service Level Report](#).

The data from each Service Level Report is carried forward to the Service Provider's Service Level reconciliation process through which all of the Service Provider's reports will be taken into account to determine a net position.

6. Under-Delivery of Service Levels

Under-deliveries can occur during the reporting period. **CLBC staff will work with the Service Provider to address the under-delivery before the end of the reporting period.** [Occurrence Based Reporting](#) may be used to indicate that there will be under-delivery of service.

When notified during a reporting period of a potential under-delivery, CLBC's response could be one or more of the following:

- A) Modify the contract to reduce Service Levels and/or funding for the balance of the reporting period.
- B) Advise the Service Provider to increase their delivery of service for the remainder of the reporting period to align with contracted Service Levels.
- C) Acknowledge in writing the potential under-delivery and come to an agreement to address some or all of it during the reconciliation process by allowing the offsetting of the under-delivery against over-delivery on other contracts.

Note: Any agreement to address a potential under-delivery as outlined in Section 6C must be documented in writing. Otherwise, CLBC will not offset under-delivery against over-delivery on other contracts.

7. Over-Delivery of Service Levels

In cases where, due to changes in circumstances, a Service Provider anticipates they will have an over-delivery of Service Levels, **the Service Provider is expected to alert CLBC staff as soon as possible during the course of the reporting period and** advise CLBC of the reasons for the anticipated difference. **CLBC staff will work with the Service Provider and endeavour to come to an agreement on corrective actions before the end of the reporting period.**

When notified during a reporting period of a potential over-delivery CLBC's response could be one or more of the following:

- A) Modify the contract to add Service Levels and/or funding for the balance of the reporting period.
- B) Advise the Service Provider that CLBC does not approve of the anticipated over-delivery and encourage the Service Provider to reduce service delivery to align with the contracted Service Levels.
- C) Acknowledge in writing the potential over-delivery and come to an agreement to address some or all of it during the reconciliation process by allowing:
 - The offsetting of the over-delivery against under-delivery on other contracts, or
 - **If** the over-delivery occurs as anticipated by the Service Provider at the end of the reporting period, and the over-delivery is unable to be offset by under-delivery on other contracts, CLBC may provide additional funding.

Note: Any agreement to address a potential over-delivery outlined in Section 7C must be documented in writing; Otherwise, CLBC will only fund Service Levels up to the contracted amounts.

Any over-delivery of Service Levels on a contract not discussed with and approved by CLBC as described above, will not be available for offset with under-delivery on other contracts.

Note: CLBC requires Service Providers to complete and submit Service Level Reports for L.I.F.E.-based contracts. However, Service Level variances on these contracts are excluded from offsets at the time.

Finally, CLBC may offset Service Level variances on a Home-Based Community Inclusion program against variances on the related Staffed Residential program with the same Place of Service (and vice-versa) without notification to the Service Provider, provided that there is not a net over-delivery on the combined programs.

8. Service Level Recovery Rate

The Service Level recovery rate is an hourly rate used for under-and over-delivery calculations. The recovery rate includes funding provided for direct and backfill wages and benefits, and excludes funding provided for direct program, facilities, supervision, and administration costs. The recovery rate can be found in the Program Budget.

9. Service Level Reconciliation Process

CLBC brings together Service Provider's contracts from across all regions into a provincial reconciliation process. The reconciliation is conducted at the Service Provider's contract-reporting period end date, or if there is more than one reporting period end date, then the reconciliation will be performed once the final contract's reporting period is submitted.

The determination of whether a contract has under- or over-delivered Service Levels for the reporting period is made on a net basis for the entire contract. That means that under- and over-delivered Service Levels for each program within a contract are offset against each other to determine if there is a net under- or over-delivery of Service Levels for the entire contract.

In situations where a contract has a net over-delivery of Service Levels and CLBC has agreed to **this potential over-delivery has been agreed in writing prior to the end of the reporting period**, the over-delivery may be offset against under-delivery on other contracts and similarly, potential funding adjustments that have been agreed upon (refer to [Section 7 Over-Delivery of Service Levels](#) for details).

It is important to note that an under- or over-delivery of Service Levels and funding gaps in one reporting period of a contract cannot be offset against another reporting period of the same

Annually, once all of a Service Provider's contracts have been reported, a net under-/over-delivered position will be calculated as follows:

- Under-delivered Service Level amounts on contracts will be reduced in the following order by:
 1. Agreed upon over-delivered amounts on contracts
 2. All funding gaps for the reporting period as identified in the Program Budget(s)
- If the above calculation results in a net under-delivered amount, the amount will be recoverable by CLBC.
- If the above calculation results in a net over-delivered amount, CLBC may provide a funding adjustment to the Service Provider, up to the previously documented agreed upon funding adjustment amount, to bring the over-delivery to zero. If there is not a previously documented agreed upon funding adjustment, CLBC will not make a payment to the Service Provider.

Note: CLBC requires Service Providers to complete and submit Service Level Reports for L.I.F.E.-based contracts. However, Service Level variances on these contracts are excluded from the Service Level reconciliation at this time.

CLBC reconciles in cycles, i.e., reconciliation cycle 11 covers reporting periods ending between March 31, 2022 until March 30, 2023.

When a Service Provider's Service Level reconciliation is complete for a given reconciliation cycle, CLBC will email a statement ([Service Level Statement](#)) across all their contracts itemizing the components of the reconciliation to the Service Provider. An invoice to repay CLBC will be emailed along with the *Service Level Statement* if the statement shows a net undelivered Service Level amount of \$500 or more.

The invoice will be settled by the Service Provider by cheque within the payment terms stated on the invoice. CLBC will waive any recovery of funding that is less than \$500 for that reconciliation cycle.

10. Document Retention

Service Providers must keep and maintain source documents subject to CLBC audit for a minimum of seven years and are responsible for identifying and complying with any legal or other documentation requirements that may apply. Refer to CLBC's [Terms and Conditions](#) under the "Retention of Documents" section.

11. Support

The CLBC Service Level Reporting Helpdesk is available for support for the Service Level reporting process and procedures. Staff members are available by phone (604-664-0824 / toll-free 1-877-660-2522) or via email (CLBC_SLR@gov.bc.ca).

12. Appendix A: Completing the My Workspace Contract Service Level Report

Service Providers are required to report on Service Levels through the submission of Service Level Reports. Following are requirements and instructions on how to complete and submit the My Workspace (MWS) contract Service Level Report.

Thirty days after the reporting period ends, system generated emails containing unique and secure links to access and submit a Service Level Report will be sent to all enrolled contacts within your organization. Service Level Report are issued for all contracts containing Service Levels including terminated and expired contracts. Each report is due to CLBC no later than 30 days after it is first sent.

The Service Level Report contains a button that allows submission of delivered Service Levels to CLBC without having to send a separate email response. The key considerations associated with the process is outlined within each email that is issued in connection with the submission of Service Level Reports. Each report is accessible in Microsoft Excel (Excel) format.

12.1 Valid Email Address

It is the Service Providers' responsibility to ensure that CLBC has **at least one valid email** address (enrolled contact) at all times. Service Providers are required to email any changes to CLBC's [Service Level Reporting Helpdesk](#). This ensures compliance with Service Level Reporting requirements.

12.2 Service Provider Applications / Program Requirements

Service Providers need to have the versions or later versions of the applications and programs listed below to access and directly submit Service Level Reports to CLBC. If you do not, accessing Service Level Reports using other applications or programs may result in a loss of functionality and is not advised. Mobile applications are not supported.

Category	Supported by CLBC	Sections for Examples
Spreadsheet Application	Microsoft Excel 2010 or newer.	Completing the My Workspace Service Level Report
Email Application	Microsoft Outlook 2010 or newer. Other email applications may work but have not been tested.	Email Template
Browser	Microsoft Edge, Mozilla Firefox, or Google Chrome. Other browsers may work but have not been tested.	Supported Browsers
Operating System	Microsoft Windows 7 or newer. Mac is not supported.	N/A

Refer to the sections/hyperlinks for illustrative examples of CLBC supported applications and programs listed in the table above.

12.3 Receiving a Service Level Report

12.3.1 Email Transmission

Emails containing links to Service Level Reports are system-generated and are sent to all enrolled contacts within your organization. When an email is sent to multiple enrolled contacts, each contact receives a separate email containing unique links to access the Service Level Reports. This ensures any downloads and subsequent submissions of each report is associated with the relevant contact.

If you request the Service Level Report (s) to be re-sent to your organization, the email can be sent to a specific contact and not all enrolled contacts.

CLBC uses clbcservicelevelreports@communitylivingbc.ca to send organizations the link to their Service Level Report (s)

CLBC does not have control over the spam filters applied by the email server used by another organization. If you are expecting an email from CLBC for Service Level Reporting, please check the junk/spam folder and move it from the junk/spam folder to your inbox. Moving the email to your inbox will restore the functionality to access and submit your Service Level Reports. Please make sure this CLBC email address is not classified as a “blocked” sender by your email account to prevent this issue from arising in the future.

12.3.2 Email Template

If one Service Level Report is being issued, details of the report will be included in the subject line of the email. If more than one report is being issued, the subject line will say ‘Consolidated’. The email subject line will also indicate if the email is related to the resending of Service Level Reports or if the Service Level Report being issued replaces the Service Level Report that was previously issued to an organization.

The body of each email will contain the link(s) to access each relevant Service Level Report and detailed instructions for the download, completion, and submission of each report. Each link will be underlined and displayed in bold, blue font so it is clearly distinguishable from the other text in the email.

Example of a My Workspace contract Service Level Report email template:

The below example extract was taken from Microsoft Outlook 2010 (other email applications may work but have not been tested by CLBC).

In this scenario, one Service Level Report is being issued to one enrolled contact (CLBC_SLR) and no other Service Level Reports for the period in question have been issued to the Service Provider in the past (i.e., it is not a replacement or a resend). The SLR will be accessed by clicking the blue, bold, and underlined link that starts with the text 'SLR'. The remainder of the template will outline the detailed instructions for the download, completion, and submission of the Service Level Report.

From: CLBC Service Level Reports CLBC:EX <clbcservicelevelreports@communitylivingbc.ca>
Sent: Thursday, August 17, 2023 4:35 PM
To: CLBC_SLR CLBC:EX <CLBC_SLR@gov.bc.ca>
Subject: Service Level Report – 314XXXX.0.0 - 30Jun23 - P1

Hello XXXX,

According to our records, one or more of your organization's Community Living British Columbia (CLBC) contracts contain a reporting period which ends on July 31, 2023. As a result, a partially populated *Service Level Report (SLR)* in respect of each applicable reporting period can be found at the link(s) below for your completion and submission. Submission of your SLR is due no later than 30 days after this email.

Refer to the *Service Level Reporting: Guidance for Service Providers*, on the [Service Level Reporting](#) page of our website.

Please click on the link(s) below to download your SLR(s):

[SLR – 314XXXX.0.0 - 30Jun23- P1](#)

1. Service Provider Requirements

In order to access and directly submit your SLRs to CLBC, the below applications and programs or any later versions thereof are required. Accessing SLRs using any other application or program may result in a loss of functionality and is not advised. Mobile applications are not supported.

Category	Supported by CLBC
Spreadsheet Application	Microsoft Excel 2010 or newer.
Email Application	Microsoft Outlook 2010 or newer. Other email applications may work but have not been tested.
Browser	Microsoft Edge, Mozilla Firefox or Google Chrome. Other browsers may work but have not been tested.
Operating System	Microsoft Windows 7 or newer

12.4 Downloading the Service Level Report

Once you click the relevant link, you will be prompted to open or save the Service Level Report. The [Supported Browsers](#) section outlines details of the dialog box which is displayed when a Service Level Report is downloaded. It is recommended you save the Service Level Report to allow you to retain details of any changes you make prior to submitting it to CLBC. Once you download the Service Level Report, you will need click the **'Enable Editing'** button followed by the **'Enable Content'** button at the top of the Excel spreadsheet for it to function correctly.

For privacy purposes, each link in a given email will expire automatically if the related Service Level Report is not downloaded after 30 days. If the link is expired, please contact the [Service Level Reporting Helpdesk](#) to receive another link to download the Service Level Report.

If the link is active but the Service Level Report has already been received from your organization, a message will appear when downloading the Service Level Report warning that any information you submit will overwrite the information that was previously submitted to CLBC. If the link is active but the Service Level Report has been exempted, abandoned, cancelled, replaced, or reconciled subsequent to the issuance of the relevant email, you will be directed to a webpage and no action is required on your part. The table below outlines the Service Level Report statuses you may encounter.

SLR Status	Description
Received	A completed Service Level Report has already been received from your organization. It does not need to be re-submitted unless you wish to provide updated information. If you do re-submit, the information you enter will overwrite the previously submitted information.
Exempted	The Service Level Report and all others for the same contract and reporting period have been exempted and no longer need to be submitted.
Abandoned	The start date of the Service Level Report has changed since the Service Level Report was issued. This can be caused by a subsequent contract that changes the end date of the first Service Level reporting period which forces the start date of the second Service Level reporting period to change also. The Service Level Report does not need to be submitted.
Cancelled	The Service Level Report has been cancelled. Unlike 'Exempted', this applies to an Individual Service Level Report and not all Service Level Reports for that contract and reporting period. The Service Level Report does not need to be submitted.
Replaced	The Service Level Report has been replaced by another Service Level Report for the same contract and reporting period due to a more recent contract modification. The Service Level Report does not need to be submitted.
Reconciled	The contract and reporting period to which the Service Level Report relates has been considered as part of a completed Service Level reconciliation for the relevant reconciliation cycle. The Service Level Report does not need to be submitted.

You can forward the email to other staff members in your organization. If you are delegating the completion of the Service Level Report(s), any submission of information to CLBC via the link(s) contained within that email will continue to be associated with your email address.

12.5 Completing the My Workspace Service Level Report

Please review the information contained in each report to ensure that it is correct. If there are discrepancies, please contact the [Service Level Reporting Helpdesk](#) with your concerns.

Each Service Level Report should be submitted by filling in the following information:

- Contact Name (box 2 on the Service Level Report)
- Contact Phone Number (box 4)
- Delivered Service Level Hours/Days (box 10) for all programs listed on the report
- Service Provider's Comments (on each variance > 5%) (box 19) if box 12 returns a **YES** for one or more programs (The 5% threshold is for explanation purposes only and is not a waiver of funding if there is a recovery. Refer to [Section 9 Service Level Reconciliation Process](#) section for information on the recovery of funding waiver.)

The Service Level Report will automatically calculate the Service Level variance for each program (box 11) and identify any programs where an explanation is required for the variance (box 12). When prompted, explanations for variances should be provided within box 19 of the Service Level Report. Funding gap and recovery rate information is available in your Program Budget(s). The funding gap and recovery rate columns (boxes 13 and 15 respectively) on the Service Level Report can be used as a tool for estimating the financial impact of any under-/over-delivery of Service Levels. Using these columns will not impact CLBC’s calculation of Service Level recoveries or the recognition of funding gaps in cases where contracted Service Levels have not been fully delivered.

Example of a My Workspace Contract Service Level Report:

The example below used Microsoft Excel 2010. Please note that no other spreadsheet applications are supported for the purposes of accessing and submitting Service Level Reports. Once boxes 2, 4, 10 and 19 (where applicable) are correctly populated, clicking the ‘Submit’ button at the bottom of the file will transmit the relevant data to CLBC.

SERVICE LEVEL REPORT							
Legend		Service Provider to Complete		SLR Date:	27-Jun-2017	SLR Number:	100521
1. Service Provider Name:		Acme123 Services		3. Contract Number:		3143945.0.0	
2. Contact Name:				5. CLBC Managing QS Area:		Vancouver Coastal	
4. Contact Phone Number:				6. Reporting Period		Start Date:	End Date:
		01-Apr-2016		31-Mar-2017		Period:	Version:
				1		1	
7. Program Name	8. Updated?	Service Levels for Reporting Period				For Service Provider's Optional Use	
		9. Contracted Hours / Days	10. Delivered Hours / Days	11. Variance: (Over) / Under Delivered Hours / Days	12. Variance > 5%? (If YES, complete box 19)	13. Recovery Rate (\$)	14. (Over) / Under Delivered Amount (\$)
Service Level HOURS							
ACME123 APRIL		2,613		2,613	YES		
16. Subtotal Hours		2,613	-	2,613			
Service Level DAYS							
ACME123 APRIL		180		180	YES		
17. Subtotal Days		180	-	180			
18. Estimation by Service Provider of (Over) / Under Delivered Amount (\$):							
19. Service Provider's Comments (on each variance > 5%):							
Submit							
<small>Please complete the highlighted cells (where applicable) and click the Submit button above. The due date for SLRs is 30 days after receipt of the SLR from CLBC.</small>							

12.6 Submitting the My Workspace Service Level Report

Once you have entered the required information, click the ‘Submit’ button located at the bottom of the Service Level Report. You will then be notified via pop-up message if the Service Level Report has already been received from your organization and will be warned that any information you submit will overwrite the information that was previously transmitted to CLBC. You will also be notified via pop-up message if the Service Level Report has been exempted, abandoned, cancelled, replaced, or reconciled since you downloaded the Service Level Report, and no further action will be required on your part. A description of each relevant Service Level Report status can be found in section 4 above.

You will be asked to confirm and acknowledge that the information you have entered is accurate and complete. Following your confirmation, the information you submit will be automatically

transmitted to CLBC and you will be prompted to save a copy of the completed Service Level Report for your records.

Please note that the ability to submit a Service Level Report will expire automatically if the Service Level Report is not submitted within 60 to 90 days (the actual number of days is dependant on when the download was made) following its download. If this occurs, please contact the [Service Level Reporting Helpdesk](#) to receive another link to download and submit the Service Level Report.

Service Providers are not required to submit supporting documentation (i.e., timesheets) with the reports but they must retain them (refer to [Section 10 Document Retention](#) for details).

12.7 Service Level Reports Submission Due Date

Each Service Level Report is due to CLBC no later than 30 days after it is first sent.

If the Service Level Report has not been submitted after 30 days:

- My Workspace will automatically email a reminder notice to the Service Provider and if the Service Level Report is not submitted 30 days after the reminder, another reminder notice will be emailed.
- Reminder notices will continue to be emailed to the Service Provider on overdue Service Level Reports until the Service Level Report has been submitted.

The failure to submit or the late submission of Service Level Reports violates the Terms and Conditions. It can result in a Notice of Deficiency of the Service Provider and potentially termination of the contract.

12.8 Service Level Reconciliation

CLBC will review your submitted Service Level Reports and contact you if there are questions or items that need follow up. An assessment will be completed for all your contracts with reporting periods ending from the start date and to the end date of each relevant reconciliation cycle (i.e., reconciliation cycle 11 covers reporting period end dates between March 31, 2022 to March 30, 2023).

When the Service Level reconciliation is complete for that given reconciliation cycle, CLBC will email you a [Service Level Statement](#). An invoice for repayment to CLBC will be emailed along with *the Service Level Statement* if the statement shows a net undelivered Service Level amount of \$500 or more.

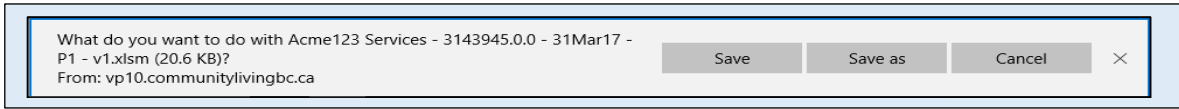
The invoice will be settled by you by cheque within the payment terms stated on the invoice. CLBC will waive any recovery of funding that is less than \$500 for that reconciliation cycle (refer to [Section 9 Service Level Reconciliation Process](#) for details).

12.9 Support Browsers

Browsers other than those noted below may work but have not been tested by CLBC. In all cases, it is recommended you save the Service Level Report to allow you to retain any changes you make prior to its submission. The location and format of each dialog box may vary if a different version of the relevant browser is used.

12.9.1 Microsoft Edge

This example uses version 38 of Microsoft Edge. When you click the link to access the relevant Service Level Report, the dialog box below will appear at the bottom of the screen and will be aligned to the centre.



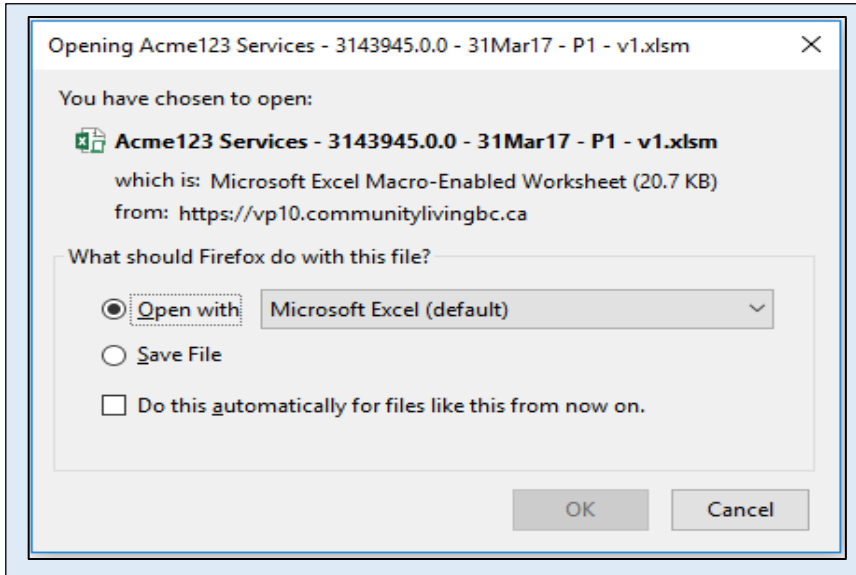
12.9.2 Google Chrome

This example uses version 58 of Google Chrome. When you click the link to access the relevant Service Level Report, the dialog box below will appear at the bottom of the screen and will be aligned to the left. In order to open the Service Level Report, select the ^ icon to the right of the dialog box and select 'Open'.



12.9.3 Mozilla Firefox

This example uses version 53 of Mozilla Firefox. When you click the link to access the relevant Service Level Report, the dialog box below will appear in the middle of the screen and will be aligned to the centre.



13. Appendix B: Completing the Manual Contract Service Level Report

Service Providers are required to report on Service Levels through submission of Service Level Reports (SLR). Following are instructions on how to complete and submit the Manual contract Service Level Report.

13.1 Receiving Service Level Reports and the Email Template

Thirty days after the reporting period, emails with Service Level Report(s) (in Excel format) for each applicable contract will be sent to a contact(s) within your organization. Service Level Reports are issued for all contracts containing Service Levels including terminated and expired contracts. Each Service Level Report is due to CLBC no later than 30 days after it is first sent.

You will receive emails from clbcservicelevelreports@gov.bc.ca. If one Service Level Report is being issued, the details for that Service Level Report will be included in the subject line of the email. If more than one Service Level Report is being issued, the term 'Consolidated' will be noted in the subject line.

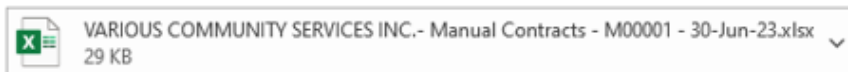
CLBC cannot control over the spam filters applied by the email server used by another organization. If you are expecting an email from CLBC for Service Level Reporting, please check the junk/spam folder and move it from the junk/spam folder to your inbox. Moving the email to your inbox will restore the functionality to access and submit your Service Level Reports. Please make sure this CLBC email address is not classified as a "blocked" sender by your email account to prevent this issue from arising in the future.

The body of the email will have detailed instructions for the completion and submission of the Service Level Report.

Example of a Manual contract Service Level Report email template:

In this scenario, one Service Level Report is being issued to one enrolled contact (CLBC_SLR).

From: CLBC Service Level Reports CLBC:FX <clbcservicelevelreports@gov.bc.ca>
Sent: Thursday, August 17, 2023 4:35 PM
To: CLBC_SLR CLBC:FX <CLBC_SLR@gov.bc.ca>
Subject: VARIOUS COMMUNITY SERVICES INC. - Manual SLR - 30-Jun-23



Dear Service Provider,

Based on our records, one or more of your organization's Community Living British Columbia's (CLBC) contracts contain a reporting period which ended on June 30, 2023. As required, attached is a partially populated *Service Level Report* (SLR) for your completion and submission. Submission is due no later than 30 days after this email.

Please review and ensure that the information contained in the SLR is correct. If there are any discrepancies, contact the Service Level Reporting Helpdesk (see below), indicating your areas of concern.

Complete the SLR by filling in the following information electronically:

- Contact Name (box 2 on the SLR)
- Contact Phone Number (box 4)
- Delivered Service Level Hours/Days (box 10) for all programs listed on the report
- Service Provider's Comments (on each variance > 5%) (box 19) if box 12 returns a **YES** for one or more programs.

For help, you can refer to the [Service Level Reporting: Guidance for Service Providers on the Service Level Reporting page on CLBC's website.](#)

The SLR will automatically calculate the service level variance for each program (box 11). It will also automatically

13.2 Completing and Submitting the Manual Contract Service Level Report

Please review the information in each Service Level Report to ensure that it is correct. If there are discrepancies, contact the [Service Level Reporting Helpdesk](#) with your concerns.

The Service Level Report will be pre-populated with:

- Service Provider
- CLBC Contract Number
- CLBC Managing Quality Service Area
- Reporting Period Start Date and End Date
- Listing of all programs in the contract requiring Service Level reporting for the reporting period
- Contracted Service Level Hours / Days for each program on the contract

Service Providers are required to fill in the following information:

- Contact Name (box 2 on the Service Level Report)
- Contact Phone Number (box 4)
- Delivered Service Level Hours/Days (box 10) for all programs listed on the report

The form automatically calculates the variance between the contracted and delivered Service Levels. Service Provider's Comments (on each variance > 5%) (box 19) if box 12 (Variance >5%?) returns a **YES** for one or more programs. (The 5% threshold is for explanation purposes only and is not a waiver of funding if there is a recovery. Refer to [Section 9 Service Level Reconciliation Process](#) for information on the recovery of funding waiver.)

Funding gap and recovery rate information is available in your Program Budget(s). The funding gap and recovery rate columns (boxes 13 and 15 respectively) on the Service Level Report can be used as a tool to estimate the financial impact of any under-/over-delivery of Service Levels. Using these columns will not impact CLBC's calculation of Service Level recoveries or the recognition of funding gaps in cases where contracted Service Levels have not been fully delivered.

Service Providers submit the completed Service Level Report for Manual contracts (by email) to clbcservicelevelreports@gov.bc.ca. As the Service Level Report does not contain any Individual identifying data, it can be emailed as an Excel file to CLBC.

Service Providers are not required to submit supporting documentation (i.e., timesheets) with the reports but they must retain them (refer to [Section 10 Document Retention](#) for details).

Example of a completed Manual contract Service Level Reports:

SERVICE LEVEL REPORT							
Legend		Service Provider to Complete		SLR Date:	30-Jan-2021	SLR Number:	M00001
<i>Acknowledgement by Service Provider:</i> By submitting this Service Level Report (SLR), I acknowledge that I have examined all of the information being provided and that to the best of my knowledge, information and belief, all of the information supplied is accurate and complete.							
1. Service Provider Name:		Various Community Services Inc		3. Contract Number:		123456	
2. Contact Name:		Fred Various, CEO		5. CLBC Managing QS Area:		Vancouver Coastal West	
4. Contact Phone Number:		250-664-0972		6. Reporting Period		Start Date: 01-Dec-2019 End Date: 31-Dec-2020 Period: 9 Version: 1	
Instruction: Where a Program has service levels expressed as both service hours and service days, these should be entered as two separate lines in the appropriate sections below.							
7. Program Name	8. Updated?	Service Levels for Reporting Period				For Service Provider's Optional Use	
		9. Contracted Hours / Days	10. Delivered Hours / Days	11. Variance: (Over) / Under Delivered Hours / Days	12. Variance > 5%? (If YES, complete box 19)	13. Recovery Rate (\$)	14. (Over) / Under Delivered Amount (\$)
Service Level HOURS							
Program 1		2,974	2,500	474	YES	-	-
Program 2		2,990	2,900	90		-	-
16. Subtotal Hours		5,964	5,400	564		-	-
Service Level DAYS							
				-		-	-
17. Subtotal Days		-	-	-		-	-
18. Estimation by Service Provider of (Over) / Under Delivered Amount (\$):						-	
Instruction: Please do not include personal identifying information, such as names of individuals, in box 19. Use of an individual's initials is permitted.							
19. Service Provider's Comments (on each variance > 5%):		Individual in Program 1 was a away for several months so SLs were lower.					
20. CLBC Reviewing Analyst		Name:		Date:			
Version 3.0 June 2016							
Please complete the highlighted cells (where applicable) and return this SLR to clbcservicelevelreports@gov.bc.ca . The due date for SLRs is 30 days after receipt of the SLR from CLBC.							

13.3 Service Level Report Submission Due Date

Each Service Level Report is due to CLBC no later than 30 days after it is first sent.

If the Service Level Report has not been submitted after 30 days:

- The Service Level Reporting Team will email a reminder notice to the Service Provider and if the Service Level Report is not submitted 30 days after the reminder, another reminder notice will be emailed.
- Reminder notices will continue to be emailed to the Service Providers on overdue Service Level Reports until the Service Level Report has been submitted.

The failure to submit or the late submission of Service Level Reports violates the Terms and Conditions. It can result in a Notice of Deficiency to the Service Provider and potentially termination of the contract.

13.4 Service Level Reconciliation

CLBC will review your submitted Service Level Reports and contact you if there are questions or items that need follow up. An assessment will be completed for all your contracts with reporting periods ending from the start date and to the end date of each relevant reconciliation cycle (i.e., reconciliation cycle 11 covers reporting period end dates between March 31, 2022 to March 30, 2023).

When the Service Level reconciliation is complete for that given reconciliation cycle, CLBC will email you a [Service Level Statement](#). An invoice for repayment to CLBC will be emailed along with *the Service Level Statement* if the statement shows a net undelivered Service Level amount of \$500 or more.

The invoice will be settled by you by cheque within the payment terms stated on the invoice. CLBC will waive any recovery of funding that is less than \$500 for that reconciliation cycle (refer to [Section 9 Service Level Reconciliation Process](#) for details).

14. Appendix C: Service Level Statement

When a Service Provider's Service Level reconciliation is complete for a given reconciliation cycle, CLBC will email a *Service Level Statement* the Service Provider.

The *Service Level Statement* summarizes all Service Level Reports received from a Service Provider for the specified reconciliation cycle, across all applicable Quality Service Areas.

Below is an example of a *Service Level Statement*:

Service Level Statement													Date:	July 28, 2023			
													Reconciliation Cycle:	10			
													Reconciliation Period End Date(s) Between March 31, 2021 and March 30, 2022				
Service Provider Name: ABC Service Provider																	
SERVICE LEVEL REPORT													RECONCILIATION				
Managing Q5 Area	Contract Number	Reporting Period Start Date	Reporting Period End Date	Program Name	Contracted Program Hours/Days	Delivered Hours/Days	Under / (Over) Delivered Hours / Days	Calculated Recovery Rate	Amount: Under / (Over) Delivered Hours	Amount: Under / (Over) Delivered Days	Amount Related HBCI / Staffed Residential Offsets (Note 3)	Approved Offsets (Note 4)	Under Delivery Amount per Contract Net of Offsets	GST	Funding Gap / (Premium)	Notes	
<i>North Okanagan-Shuswap</i>																	
	3000001.0	01-Jun-2020	31-May-2021	Program 1	500	480	20	\$ 27.10	\$ 541.99		A \$ (100.00)		\$ 441.99	N \$ -			
	3000002.0	01-Aug-2020	31-Jul-2021	Program 1	850	975	(125)	\$ 26.57	\$ (3,321.61)		A \$ 100.00		\$ -	N \$ -			
<i>South-Central Okanagan</i>																	
	3000003.0.0	01-Feb-2021	31-Jan-2022	Program 1	14,000	13,800	200	\$ 33.19	\$ 6,637.28			\$ (500.00)	Y \$ 306.86	\$ 1,200.00			
				Program 2	6,500	6,100	400	\$ 33.06	\$ 13,222.33				Y \$ 661.12	\$ 300.00			
				Program 3	300	250	50	\$ 213.11	\$ 10,655.66				N \$ -				
				Program 4	2,900	3,200	(300)	\$ 27.11	\$ (8,131.85)				N \$ -				
	Total for Contract 3000003.0.0				23,700	23,350	350		\$ 11,727.77	\$ 10,655.66	\$ -	\$ (500.00)	\$ 21,883.42				
<i>Vancouver Coastal</i>																	
	3000004.0.0	01-Dec-2020	30-Nov-2021	Program 1	7,000	7,200	(200)	\$ 31.72	\$ (6,343.96)					N \$ -	\$ (600.00)		
				Program 2	3,000	2,850	150	\$ 32.74	\$ 4,910.50			\$ 500.00		N \$ -			
				Program 3	4,000	4,100	(100)	\$ 28.09	\$ (2,809.21)					N \$ -			
	Total for Contract 3000004.0.0				14,000	14,150	(150)		\$ (4,242.67)				\$ -				
	3000005.0	01-Nov-2020	31-Oct-2021	Program 1	2,500	2,550	(50)	\$ 23.77	\$ (1,188.33)					N \$ -		#9	
												Subtotal	\$ 22,325.41	\$ 967.98	\$ 900.00		
												GST on Subtotal	967.98				
												Funding Gap	(900.00)				
												Funding Gap GST (if applicable)	(45.00)				
												Payable to CLBC	\$ 22,348.39				

Notes:
1. This statement is based on delivered service levels as reported by your organization. The delivered service levels in this statement are subject to verification by CLBC.
2. The under-delivery amounts on this statement are calculated based on recovery rates in the Program Budget. Place the cursor on the corresponding cells to see the calculations.

The *Service Level Statement* has four sections (1) Header; (2) Service Level Report; (3) Reconciliation; and (4) Notes.

- The Header contains the Service Provider name, the date of the statement, the reconciliation cycle, and the reconciliation period end date.
- Service Level Report section is populated using the Service Level Reports completed by the Service Provider for all contracts with end dates within the reconciliation period. This section summarizes each program by contract within a Quality Service Area, its reporting start and end date(s), the contracted program hours/days, the delivered hours/days, and calculates the under- or over- delivery in hours/days.
- The Reconciliation Section includes:
 - The calculated recovery rates, and the amount of under- or over-delivered service is calculated using the calculated recovery rate for each applicable program budget, with the over-delivery appearing in brackets.
 - Home-Based Community Inclusion (HBCI) to Staff Residential program offsets. If there are no net over-delivery on the combined programs, Home-Based Community Inclusion program variances can offset against variances on the related Staffed Residential program with the same Place of Service (and vice-versa) without prior CLBC approval.
 - Approved offsets. These offsets can only be granted for Service Level over-deliveries. Service Level over-delivery offsets must be approved in writing prior to the reporting period end date by CLBC to offset under-delivery on other contracts with the exception of

- the above 3(ii).
- iv. The funding gap (if any) will reduce the under-delivery amount to get to the amount payable to CLBC.
 - v. If there is an amount payable to CLBC and the amount is \$500 or more, the Service Provider will be invoiced. CLBC will waive amounts payable to CLBC of less than \$500.
 - vi. A Notes column is used to provide additional information about the Service Level Report or to the calculation of the amounts. The numbers listed in this column correspond to the associated numbers listed under the Notes section at the bottom of the *Service Level Statement*.
4. The Notes section at the bottom of the statement outlines important information for the Service Providers and additional information about the contents within *Service Level Statement*.