COMMUNITY LIVING
BRITISH COLUMBIA

PREPARING TO USE THE PRL

PREPARE YOUR ORGANIZATION FOR COMPLETING THE L.I.F.E. PERIODIC REPORT (PRL)

As part of your a L.I.F.E. service contract, you are required to provide Community Living BC (CLBC) with a periodic report for each L.I.F.E. service contract your organization holds. This L.I.F.E. periodic report, or reports, must be submitted to CLBC four times a year.

Below are key steps new L.I.F.E. service providers need to take to prepare their organization to use the PRL. Please refer the L.I.F.E. Service Practice Guidance document on the CLBC website for more detail (see #3 for web link). If you still have questions, please email LIFEReportHelp@gov.bc.ca.

1. CREATE A DEDICATED L.I.F.E. EMAIL(S) FOR YOUR ORGANIZATION

- Your organization needs a dedicated email for your L.I.F.E. services so you can submit your PRL every quarter. *For organizations that deliver services in more than one CLBC region, you will need to develop a dedicated L.I.F.E. email address for each region you provide the L.I.F.E. service.*
- **Please do not use acronyms in the email address you create.** The required format for an agency's dedicated L.I.F.E. email is: *FullNameofAgency_PRLReport@agencyaddress* (for example, InclusionCommunity_PRLReport@Community.org)
- The requested format for agencies who need to create a dedicated email address for services provided in different regions is: *CLBCRegionFullNameofAgency_PRLReport@agencyaddress* (for example, NTCInclusionCommunity_PRLReport@Community.org). *Note: you can use the CLBC regional acronym for your email address. These acronyms are: North Thompson-Cariboo (NTC); Vancouver Island (VI); Vancouver Coastal (VC); South Fraser (SF); South Interior (SI).*
- Once you have your dedicated email or regional emails set up, please send an email from the inbox for each new email address to CLBC at LIFEReportHelp@gov.bc.ca. *This will provide CLBC a record of your organization's new dedicated L.I.F.E. service email(s).*

2. MAKE SURE DOCUMENT STORAGE IS IN CANADA

- Everyone who collects personal information is bound to protect people's privacy under BC's Freedom of Information and Protection of Privacy Act (FOIPPA) and federal privacy laws.

- With the L.I.F.E. periodic reports, service providers are storing data that includes individuals' names. Schedule E in CLBC contracts regarding storage and internet providers, as used by service providers, needs to comply with FOIPPA S30.1 which states **all data must be stored in Canada**. Proof is required that cloud-based storage meets the requirements of FOIPPA S30.1.

- See CLBC's Service Provider Privacy and Information Management course for more information about privacy requirements - www.communitylivingbc.ca/for-service-providers/privacy-and-information-management/

3. FIND OUT ABOUT RESPONSIBILITIES & HOW TO USE THE PRL

- CLBC has created a PRL Resource Page to support the completion of PRL reports and to help service providers understand their role, responsibilities and the PRL reporting process.
- The PRL Resource page has practice guidance that supports you to understand how to complete your report, how to submit your report and how to password protect your report for sending to CLBC (this will ensure individuals' information remains secure). There are also materials to support conversations with individuals about the L.I.F.E. service, including factsheets, stories, and videos.

4. GET READY TO COMPLETE THE DATA REQUIREMENTS IN THE PRL TEMPLATE

- The data captured in the PRL reports demonstrates the flexibility of the service and the difference it is making in individuals' lives.

- The collection of this data is important as it helps service providers understand what is working for the service and where it might need to be strengthened. For CLBC it helps us understand if the service is working as intended and for continuous quality improvements.

- You will need to make sure all individuals receiving L.I.F.E. services from your organization understand their information is collected in the PRL, why it is collected and how it is being used.

- **It is important to let individuals know that CLBC does not use the data with any identifying or personal information; we only use consolidated data from the reports so we can understand how the service is working for people and whether individuals are getting jobs.**

- The collection of this information is important for all individuals accessing L.I.F.E. services and helps inform planning, quality improvements and funding decisions.

Note: page 4 has a list of data you will report out on in the PRL to help you prepare to collect it.

5. PUT REPORTING DEADLINES IN YOUR CALENDAR

- Reporting timelines are based on CLBC fiscal calendar and are quarterly.
- Use the PRL Report Due Dates Table to plan your PRL report submissions for each quarter. For example, you can put them into your organizational or personal calendar as a reminder.

Quarter	Reporting period	Report due date
Q1	Apr 1-Jun 30	July 15
Q2	July 1-Sep 30	Oct 15
Q3	Oct 1- Dec 31	Jan 15
Q4	Jan 1-Mar 31	Apr 15

6. COMPLETE YOUR PRL TEMPLATE

- Once you have submitted your dedicated email address and sent an email to LIFEReportHelp@gov.bc.ca and you will receive a blank PRL template (see #1).
- Save this template (using the required report name naming convention for these reports – see page 7 in the PRL Practice Guidance) using the new reporting date to a folder on your organization's system where you know you and others can find it.
- Complete the template with everyone's information you have collected, L.I.F.E. service information, employment information and all other service/data categories.
- Reports are submitted to CLBC via email using the password protect function. Passwords are submitted in a separate email for security purposes. **Under no circumstances should PRL reports ever be sent by email without password protection as it can put individuals' personal information at risk**. Review the Guide to Password Protect here for details on how to password protect your PRL.
- Once you have submitted your first PRL report, you will use that same report as a template for all future reporting. When a PRL report is due, you will open the saved PRL report from the previous quarter and update it with new information and outcomes collected during the quarter you are reporting on.
- **Knowing how and where you will store your report is important to make sure you do not have to start from scratch and will help your organization meet the reporting deadlines.**

APPENDIX: DATA TO COLLECT FOR THE PERIODIC REPORT FOR L.I.F.E. (PRL)

In the development phase when your organization is getting ready to deliver the L.I.F.E. service, you will need to consider how you will collect the following information to use to complete the PRL each quarter.

HEADER INFORMATION	INDIVIDUAL'S INFORMATION	INDIVIDUAL'S EMPLOYMENT INFORMATION
• Contract number • Eligibility Stream • Number of FTEs	• Individual's name • Paris # (provided by the analyst in referral) • Date of birth • Is individual employed before entering the L.I.F.E. service? • Does the individual identify as Indigenous? • Start date of L.I.F.E. service • Intended Differences the individual states for: Learning, Inclusion, Friendship, Employment • Intended Differences achieved for: Learning, Inclusion, Friendship, Employment • Intended Differences in progress for: Learning, Inclusion, Friendship, Employment • Number of Direct A hours • Number of Direct B hours • Number of Check ins • Number of Tune ups • Changes in confidence and natural supports reported by the individual and their natural supports/family • Amount of flexible funding used in the quarter • Number of Group Reflections in the quarter • Number of individual reports provided to people served	• Start date/ end date of job • Job title • Weekly hours employed • Hourly wage • Type of employment • How job aligns with career goals • Industry • Enhancements that took place in the report quarter