

**** This guidance is valid only for the interim period as part of the COVID-19 Emergency Response ****

Purpose:

The BC Government provided temporary emergency funding to sustain vital residential services for CLBC-eligible individuals during COVID-19. CLBC allocated this funding to service provider agencies, direct contracted home sharing providers, direct funding standard agents and person centred societies to manage the support needs of the individuals and families in receipt of their services during COVID-19 as per the *Interim Guidance – Emergency Advance Funding* documents.

CLBC is accountable to the BC Government for the use of this temporary emergency funding as a condition of their approval of the Emergency Advance Funding program. This accountability includes the requirement for CLBC to provide a final accounting of actual expenditures compared to the distribution of Emergency Advance Funding. Accordingly, CLBC requires recipients of Emergency Advance Funding to report their actual expenditures of the Emergency Advance Funding.

This guidance document identifies the parameters and process for emergency expense reporting. It is intended for service providers agencies, direct contracted home sharing (DCHS) providers, direct funding (DF) standard agents, person centred societies (PCS) and CLBC staff, and should be used together with:

- *Emergency Expense Reporting Form;*
- *Emergency Expense Reporting – Frequently Asked Questions;*
- *The Emergency Expense Reporting – Review Guide (for CLBC staff only);* and
- *Emergency Expense Reporting – Workflows (for CLBC staff only).*

Provisions:

Recipients of Emergency Advance Funding must demonstrate accountability for emergency funding allocated to them by reporting on expenditures in a manner consistent with their approved requisitions and in accordance with their *COVID-19 Emergency Agreement*.

This requirement does not apply to emergency supports for shared living for home sharing providers, defined in *CLBC Emergency Advance Funding – Foundations* as:

- a) The flat rate funding amount based on GSA provided to home sharing providers that are delivering more services or supports to individual(s) as a result of COVID-19 emergency, and

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- b) The \$375/month provided to home sharing providers between April – August 2020 to replace lost shelter amount when an individual temporarily left the home share to live with family.

Recipients of Emergency Advance Funding report their expenditures using the *Emergency Expense Reporting (EER) Form*. **Completed EER Forms must be submitted to CLBC by November 20th, 2020.**

Funding that was allocated through Emergency Advance Funding that was not spent will be recovered by CLBC.

CLBC may reimburse actual GST costs incurred by recipients of Emergency Advance Funding, either by allowing them to retain a portion of unspent advances or by additional payment, depending on circumstances of the actual funding expenditures.

As per the *Interim Guidance – Emergency Advance Funding* documents recipients of Emergency Advance Funding must maintain and retain financial records, invoices and/or receipts that substantiate how emergency funding was spent and provide these records to CLBC only upon request.

Procedures:

Service Provider Agencies and Direct Contracted Home Sharing Providers

For the emergency expense reporting process, this includes only:

- Service provider agencies that received Emergency Advance Funding, and
- DCHS providers that received Emergency Advance Funding for additional supplies and other reasonable and necessary costs incurred in the delivery of additional services to support the emergency funding process (defined in *CLBC Emergency Advance Funding – Foundations*).

CLBC has emailed the following information to service provider agencies and DCHS providers:

- *Interim Guidance: COVID-19 Emergency Expense Reporting* (this document),
- *Emergency Expense Report Form* including instructions, and
- *Emergency Expense Reporting – Frequently Asked Questions*

If additional copies are required, please contact CLBC.COVID19Reports@gov.bc.ca.

When service provider agencies and DCHS providers receive the above information from CLBC they must:

- Complete the *EER Form* as explained in the included instructions.
- Email completed *EER Form* to CLBC Finance at CLBC.COVID19Reports@gov.bc.ca **no later than November 20th, 2020.**

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Liaison analysts will review submitted *EER Forms*. If liaison analysts identify any apparent inconsistencies or issues with completed *EER Forms*, they will contact service provider agencies and DCHS providers who must:

- Explain and/or resolve the identified issues.
- Where revision is required to resolve identified issue, email revised *EER Form* to their liaison analyst.

If *EER Forms* completed by service provider agencies and DCHS providers indicate spending less than the amount allocated for Emergency Advance Funding, they will receive an invoice from CLBC to recover the unspent amount.

If *EER Forms* completed by service provider agencies and DCHS providers indicate the requirement for GST reimbursement, they will receive payment from CLBC.

For help completing the form or for any questions service provider agencies and DCHS providers contact CLBC at CLBC.COVID19Reports@gov.bc.ca.

Direct Funding Standard Agents and Person Centred Societies

For the emergency expense reporting process, this includes only DF standard agents and PCSs that received Emergency Advance Funding **other than** emergency supports for shared living for home sharing providers (defined above).

CLBC has emailed the following information package to DF standard agents and PCSs:

- *Interim Guidance: COVID-19 Emergency Expense Reporting* (this document)
- *Emergency Expense Report Form* including instructions, and
- *Emergency Expense Reporting – Frequently Asked Questions*

When DF standard agents and PCSs receive the above information from CLBC they must:

- Complete the *EER Form* as explained in the included instructions.
- Email completed *EER Form* to CLBC at CLBC.COVID19Reports@gov.bc.ca for review by the CLBC Central Emergency Funding Team **by November 20th, 2020**.

If the CLBC Central Emergency Funding Team identifies any apparent inconsistencies or issues with completed *EER Forms*, they will contact DF standard agents and PCSs who must:

- Explain or resolve the identified issues.
- Where revision is required to resolve identified issue, email revised *EER Form* to the CLBC Central Emergency Funding Team at CLBC.IFPCSFunding@gov.bc.ca.

If *EER Forms* completed by DF standard agents and PCSs indicate spending less than the amount allocated for Emergency Advance Funding, they will receive an invoice from CLBC to recover the unspent amount.

If *EER Forms* completed by DF standard agents and PCSs indicate the requirement for GST reimbursement, they will receive payment from CLBC.

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For help completing the *EER Form* or for any questions:

- DF standard agents contact CLBC Accounts at CLBCAccounts@gov.bc.ca
- PCSs contact either CLBC at CLBC.COVID19Reports@gov.bc.ca or Vela at info@velacanada.org

CLBC

Finance:

When a recipient of Emergency Advance Funding submits a completed *EER Form* to CLBC.COVID19Reports@gov.bc.ca Finance forwards the *EER Form* for review to either:

- the liaison analyst identified in the form, for *EER Forms* from service provider agencies and DCHS providers, **or**
- the CLBC Central Emergency Funding Team at CLBC.IFPCSFunding@gov.bc.ca for *EER Forms* from DF standard agents and PCSs.

If there is no response from a reviewer within **two weeks** from when they received the *EER Form*, Finance will consider the review to have been completed with no issues identified, and will proceed with processing.

If Finance receives notification from a reviewer that they are following up with the service provider agency, DCHS provider, DF standard agent or PCS, Finance suspends processing pending receipt of either a revised *EER Form* from the reviewer or an email notification from the reviewer that matters have been resolved without the need for a revised *EER Form*.

All reviews and required follow-up must be completed no later than December 4th, 2020.

Finance supports service provider agencies, DCHS providers and PCSs to complete the *EER Form* when requested.

Analysts:

When a **service provider agency** or a **DCHS provider** submits an *EER Form* to CLBC Finance, their liaison analyst will receive the form from Finance via email and will review it to identify any apparent inconsistencies or issues.

Analysts have **two weeks** from when they receive the *EER Form* to complete their review and any follow-up required. **All analyst reviews and follow-up must be completed and any revised *EER Forms* sent to Finance no later than December 4th, 2020.**

If liaison analysts do not identify any inconsistencies or issues with the *EER Forms*, they take no further action.

If they do identify inconsistencies or issues with the *EER Forms* that need to be followed up on, liaison analysts:

- Notify Finance at CLBC.COVID19Reports@gov.bc.ca, who will suspend processing pending receipt of either a revised *EER Form* or an email notification from the reviewer that matters have been resolved without the need for a revised *EER Form*.

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- Contact the service provider agency or DCHS provider to discuss identified issue and ensure they either provide a satisfactory explanation or resolve the issue and revise the *EER Form* as necessary.
- Where revision is required to resolve identified issue, receive the revised *EER Form* from the service provider agency or DCHS provider and confirm that the identified issue has been resolved.
- Send either the revised *EER Form* **or** a notification that matters have been resolved without the need for a revised *EER Form* to Finance at CLBC.COVID19Reports@gov.bc.ca **by no later than December 4th, 2020.**

Liaison analysts maintain and retain a record of the *EER Forms* they have reviewed including records of any follow-up conversations.

See *Emergency Expense Reporting – Review Guide* for more detailed guidance on review requirements and follow-up.

CLBC Central Emergency Funding Team:

When a **DF standard agent** or a **PCS** submits an *EER Form* to CLBC Finance, the CLBC Central Emergency Funding Team will receive the form from Finance via email and will review it to identify any apparent inconsistencies or issues.

The CLBC Central Emergency Funding Team have **two weeks** from when they receive the *EER Form* to complete their review and any follow-up required. **All reviews and follow-up must be completed and any revised *EER Forms* sent to Finance no later than December 4th, 2020.**

If the CLBC Central Emergency Funding Team do not identify any inconsistencies or issues with the *EER Forms*:

- For PCSs, they take no further action.
- For DF standard agents, they send the completed *EER Form* and a confirmation of their review to CLBCAccounts@gov.bc.ca.

If they do identify any inconsistencies or issues with the *EER Forms* that need to be followed up on the CLBC Central Emergency Funding Team:

- Notify Finance at CLBC.COVID19Reports@gov.bc.ca, who will suspend processing pending receipt of either a revised *EER Form* or an email notification from the reviewer that matters have been resolved without the need for a revised *EER Form*.
- Contact the DF standard agent or PCS to discuss identified issue and ensure they either provide a satisfactory explanation or resolve the issue and revise the *EER Form* as necessary.
- Where revision is required to resolve identified issue, receive the completed *EER Form* from the DF standard agent or PCS and confirm that the identified issue has been resolved.

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- Send either the revised *EER Form* **or** a notification that matters have been resolved without the need for a revised *EER Form* to Finance at CLBC.COVID19Reports@gov.bc.ca **by no later than December 4th, 2020**.
- For DF standard agents, send the completed *EER Form* and a confirmation of the review to CLBCAccounts@gov.bc.ca.

The CLBC Central Emergency Funding Team maintain and retain a record of the *EER Forms* they have reviewed including records of any follow-up conversations.

See *Emergency Expense Reporting – Review Guide* for more detailed guidance on review requirements and follow-up.

References and Tools:

CLBC Emergency Advance Funding – Foundations
COVID-19 Emergency Agreement
Emergency Expense Reporting Form
Emergency Expense Reporting – Review Guide
Emergency Expense Reporting – Frequently Asked Questions
Emergency Expense Reporting – Workflows