

Persons with Developmental  
Disabilities Family Managed  
Services (FMS):

# FMS Administrator Guide for Financial Record-Keeping

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Community and Social Services, Government of Alberta

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Guide for Record-Keeping

For more information regarding this content visit: <https://open.alberta.ca/dataset/3e4bccf4-6758-4e4a-bfb9-f7f063b83962/resource/d3739e94-9dd4-4514-8ba3-67ca1ebff81b/download/GoA-Publications-Guideline.pdf>

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# Persons with Developmental Disabilities Family Managed Services: FMS Administrator Guide for Financial Record-Keeping

## Purpose

The purpose of this guide is to help Family Managed Services (FMS) Administrators create, gather and keep the right documents and records to show the Persons with Developmental Disabilities (PDD) program they have met the terms of their PDD-FMS agreement, and supports and services were received and paid for as intended. FMS Administrators are required to keep this information and provide all documents and records if requested by PDD (under the *Persons with Developmental Disabilities Act* and the *Financial Administration Act*).

If you have any questions about this guide or are experiencing challenges, you are encouraged to reach out to a financial administration worker with the PDD program for help.

## Background

The PDD program provides an option for the delivery of services through an FMS agreement. Administrative expenses that are eligible for reimbursement require the prior approval of PDD and must be identified in the agreement. PDD-FMS is a reimbursement program regionally administered by the Government of Alberta. **Section 12** of all PDD FMS agreements and amendments refers to the requirement for FMS Administrators to maintain financial records to support their reimbursed claims submitted to the department for ten (10) years. However, to ease the record keeping burden for families and FMS administrators and to align with Canada Revenue Agency financial record keeping requirements, financial records for PDD-FMS agreements are now required to be kept for seven (7) years. The PDD-FMS agreement will be formally revised through legal channels in the near future to reflect the seven (7) year requirement.

*"Records" means any documents, information, records or materials, regardless of form, which are made, generated, produced or acquired as a result of this Agreement by the FMS Administrator,*

*the Staff, Service Providers and any other of the FMS Administrator's employees, contractors, subcontractors or agents, and includes invoices.*

FMS Administrators must use a separate bank account to manage funds from PDD.

## Required records to support reimbursement

For each reimbursement claim submitted, it is important to have the following documentation:

- A. Proof of claim submission;
- B. Proof of good or service received; and
- C. Proof of payment.

This guide explains, with examples, what qualifies as proof of good or service received and payment.

Often, a receipt can serve as both proof of goods or services received and payment. More information is available on page 9.

### A. Proof of claim submission

To be reimbursed for services outlined in their FMS agreement, FMS Administrators must submit a monthly invoice or submit a monthly claim of expenses after the end of the month electronically through the Online Claims Reimbursement (OCR) site. FMS Administrators must keep a copy of the invoice and/or the invoice generated by the OCR site for each claim they submit to the PDD program.



## PDD Online Claims Reimbursement Invoice

POA	Description of Service	Amount
201509	Support Home	\$1,300.00
201509	Agency Administration	\$133.00
201509	Service Delivery	\$100.00
<b>Claim Total:</b>		<b>\$1,533.00</b>

I declare that the information in this claim is true and accurate, and represents actual costs for the services in my approved and signed agreement.  
I understand I am responsible for paying privately hired individuals and agencies directly and complying with all relevant legislation, employment standards and Canada Revenue Agency requirements.  
I understand that I am responsible for keeping original receipts for all expenses submitted on this claim, and that I will be asked to provide original receipts and records of services provided by individuals I hire for verification and audit purposes.  
Please Note: All amounts claimed are subject to review and approval by PDD prior to payment.

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### B. Proof of goods or services received

The supports and services FMS Administrators may access are detailed in their agreement and fall within two categories: 'goods' (Service Delivery and Administrative) and 'direct services'.

**Goods** are objects or things that FMS Administrators may purchase, such as paper, which may be included in the FMS agreement as part of Administrative funding.

**Direct Services** involve paying people to work directly with an individual to provide supports and services as documented in the FMS agreement. Services you receive may be provided by an agency or business, or by individuals you hire yourself.

Proof of goods or services received may come in different formats, such as a receipt, an invoice from an agency or business or payroll records, such as a timesheet. Regardless of the format, valid proof that goods or services were received must include the following information:

- name of business, agency or staff providing the services;
- the date and times of services provided;
- the type of goods or services provided; and
- the rate or cost of the goods or services.

**Examples of valid proof of goods or services received:**

**1. Receipt**

When you buy something, you will get a point-of-sale business receipt, which is proof that **goods** were received (for example, paper). It includes:

- name of business – *e.g. name of store*
- the date the goods or services were purchased
- the type of goods or services provided – *e.g. name of paper product*
- the rate or cost of the goods or services – *cost of item*

Retail receipts also serve as proof of payment as they contain the payment method (*e.g. type of credit card*). More information on proof of payment is on page 9.

**2. Invoice**

An invoice is best when receiving **services** from a **business or agency**. It should include:

- the agency name – *e.g. Agency [name]*
- the date and times of services provided
- the type of services provided – *e.g. respite*
- the rate of the services – *e.g. cost per day or month*

<p><b>Respite Agency [name]</b></p> <p>Agency's Street Address, City, Province, Postal Code Phone</p> <p><b>TO:</b> Your Name Your Address Your City, Province, Postal Code Your Phone</p>	<p><b>INVOICE</b></p> <p>INVOICE # 000 DATE: DATE</p> <p><b>SHIP TO:</b> Your Name Your Address Your City, Province, Postal Code Your Phone</p>
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QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
<b>SUBTOTAL</b>			
<b>TAX</b>			
<b>TOTAL DUE</b>			

Invoices with a confirmation of payment indicated on the invoice also serve as proof of payment. Confirmation of payment could be a paid stamp and the signature or initial of the provider. More information on proof of payment is on pages 10 and 11.



### 3. Timesheets

Timesheets are required for documenting **services** when FMS Administrators are hiring **private service providers**.

A timesheet documenting the delivery of services should contain the following information (see sample below):

- name of the person providing services
- contact information of the person providing services
- name of the services provided
- the date and times of services provided
- rate of service—hourly rate or daily rate
- timesheets should be signed by the person providing the services and the Funds Administrator

## Sample Hourly Time Sheet

Name: \_\_\_\_\_ Phone # or email: \_\_\_\_\_  
(Person providing service)

Date (e.g., Wed Jan 24)	Start Time	End Time	Total Hours	Service Provided
Total Hours of Service provided				Rate per/hour
Total cost of service provided			\$	\$

\_\_\_\_\_  
 Signature (of person providing service)

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Signature (of PDD FMS Administrator)

\_\_\_\_\_  
 PDD Agreement #

## C. Proof of payment for goods or services

A proof of payment is a document that supports the exchange of money for goods or services.

Proof of payment must contain the following information:

- name of business, agency or staff providing the goods or services;
- the date the goods or services were paid for; and
- the amount paid.

FMS Administrators must use a separate bank account to manage funds from PDD. The bank monthly statements from the account are evidence of proof of payment. Some transactions from the bank statements may not include the information listed above. If this is the case, further evidence is required. The following examples are other common types of proof of payment.

### 1. Receipt

A point of sale business receipt format is best when the items being reimbursed for are goods. It includes:

- name of business;
- the date the goods or services were provided or purchased;
- the type of goods or services provided; and
- confirmation of payment.

### 2. Electronic payments

Electronic payments include payments made by debit card, credit card and e-transfer.

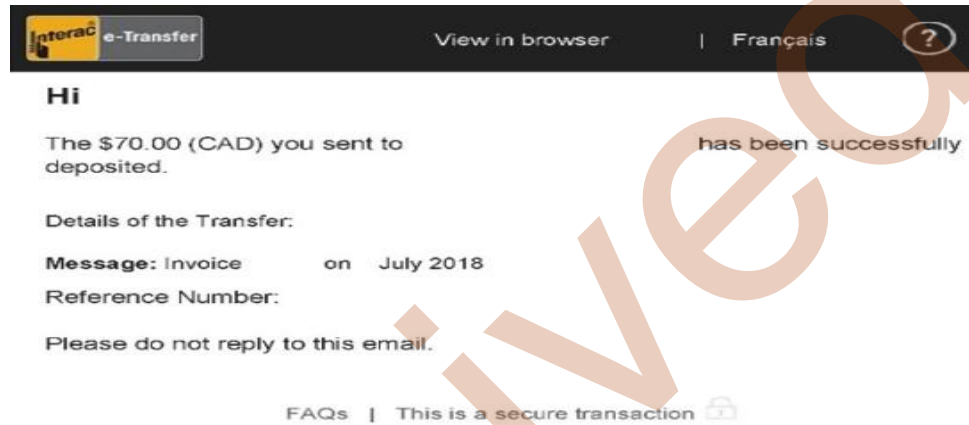
These payment methods provide a high level of accountability since they are generated from automated processes and contain information specific to the claim submitted.

For electronic payments, one of the examples below would be appropriate to satisfy the proof of payment requirement. A screenshot of the information is below.

#### a) E-Transfer:

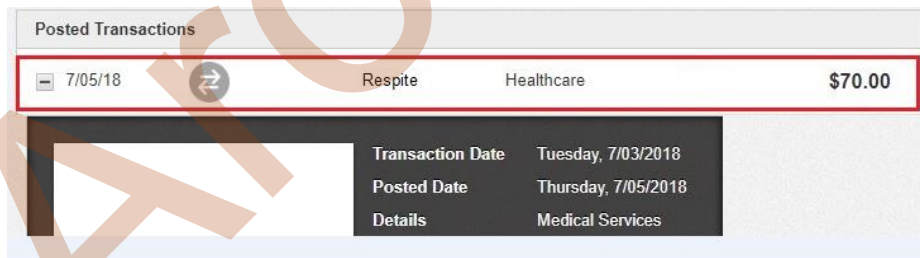
- FMS Administrator's name should match name on e-transfer receipt;
- name of the services provider should match the timesheet or agency invoice;

- the payment date and payment amount should align with the invoice or OCR invoice period of assistance (month/year);
- the confirmation provided should indicate “successfully deposited;” and
- the message (entered by the FMS Administrator) should align with the invoice or OCR invoice information and should clearly link the receipt to the payment as a matter of best practice.



b) **Credit or debit card payment screenshot**

- name of the services provider should match the timesheet or agency invoice
- the payment date and amount should align with the invoice or OCR invoice details.



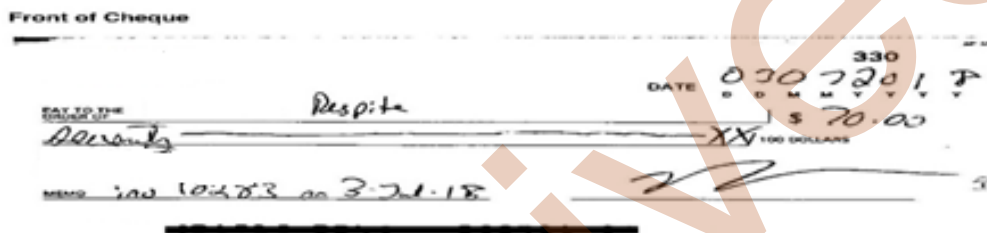
3. **Cheque payments**

A cancelled cheque is the only valid proof of payment for this payment type.

- FMS Administrator’s name and contact information should match
- the name of the provider being paid should match the timesheet or agency invoice

- payment date and amount should align with invoice or OCR invoice period of assistance (month/year)
- it is best to clearly reference the agreement number and invoice number or OCR invoice number to the payment
- the back of the cheque must also be provided because this is evidence it was processed

It is good practice to print or save a copy of your cancelled cheque as soon as it is available online, or to check with your bank to find out how long online copies are available. Your bank may allow only a limited amount of time for you to have online access to a copy of a cancelled cheque.



#### 4. Cash payments

Cash payments are the most difficult in terms of demonstrating eligible and accountable payments. The source and timing of cash payments are not recorded or linked to a specific invoice. For this reason, it is recommended that cash should not be used to pay a single person or provider an amount more than \$100 in a given month. ***It is preferable to use e-transfers or cheques instead of cash payments.***

If cash payments are used you will require a receipt of payment. When paying for services provided by a private provider the receipt must contain the following information:

- name of FMS Administrator
- agreement number
- name of the service provider
- contact information of the service provider (e-mail or phone number)
- the date of payment



## Privacy

FMS Administrators can remove text or images and certain personal information from their documents, similar to the examples in this guide for privacy and security reasons. Information that will affect the ability to determine that the reimbursement is valid should not be removed.

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