

Date: Aug 18, 2023

To: Service Providers

Subject: Program Negotiations – Global Uplifts (PN-GU): Transition of Support to CLBC Service Centre & Survey Completion

Message sent on behalf of Henry Chen, CLBC VP Finance and CFO

Dear Service Providers,

We hope you have had a chance to enjoy your summer. Further to our last communication in June, we would like to provide you with an update on the Program Negotiations - Global Uplifts (PN-GU) process, as well as other important project updates.

Before doing so, I'd like to offer a sincere **thank you** for your collaboration in working with CLBC staff on this project. With your contribution, PN-GU rollout continues to progress in line with the previously communicated timeframes.

The previously distributed June 19th [PN-GU communications](#) contain important information, much of which remains applicable today. New developments and other key updates have been summarized below:

- 1. Transition of Support (and Key Contacts):** Now that it has been three months since rollout commenced and as support requests begin to stabilize, we will soon be moving to the permanent support model for the PN-GU process for Service Providers. **Starting August 28th**, all users should **contact the CLBC Service Centre directly** for any questions related to the PN-GU process, rather than the Implementation Leads who have acted as first point of contact to date.

Before contacting the CLBC Service Centre with PN-GU queries, please follow the process listed below:

- Review the 'Training and Additional Resources' sections of the [PN-GU internet page](#)
 - If it is a PN-GU **workflow** or **navigation** question, contact your CLBC Liaison Analyst for their assistance.
 - If your Liaison Analyst is **unavailable**, the resolution is **unknown**, or if you have an access issue, contact the CLBC Service Centre:
 - Via phone at 604-733-2655, toll free at 1-866-780-2655, press 1 to be directed to the PN Support queue, or
 - Via e-mail at CLBCServiceCentre@gov.bc.ca
- 2. Survey Completion (Action Required):** Kindly provide your thoughts on your PN-GU Rollout experience **by completing a short survey**, ensuring to include as much detail as you'd like to share. Your feedback is extremely valuable in informing the PN team, as well as future CLBC project teams, on what worked well and what could be improved upon.

Please complete the PN-GU survey as soon as conveniently possible as there is a short turnaround time to compile and summarize the results. We will accept completed surveys up to **Friday, September 8th**.

Link to survey: https://www.surveymonkey.com/r/PN_GU_Service_Provider_rollout_survey

- 3. Rollout Progress Update:** We are pleased to share that PN-GU rollout for Union, NUOU (Non-Union/Other Union) and Hybrid Service Providers has progressed very well. The table below shows the current status for both Fiscal Years (FYs), incorporating metrics for programs that have been contracted, as well as Service Provider/Quality Service Area (QSA) combinations that are now fully complete from a PN-GU perspective.

Fiscal Year	PN-GU Contract Pay Authorization	
	By Program	By Service Provider/QSA
2022/23	90% (3403)	71% (400)
2023/24	20% (763)	18% (102)

Although the above table encompasses rollout data for all agency types, on average, Union Service Providers are advancing at a slightly more accelerated pace given that the PN-GU process for FY 2022/23 was implemented for such organizations at an earlier date.

- 4. Timelines for Service Providers:** As a reminder, Service Providers should receive their Global Uplift increases prior to the deadlines below, which constitute the **latest dates** that the respective funding will be issued. Global Uplifts will be processed by each QSA progressively. We ask Service Providers to reach out to their CLBC Analyst if they would like more information on the timing of their Global Uplift contract modifications.

Fiscal Year	<u>Latest Deadline for all PN-GU Contracts to be Paid to Service Providers</u>
PN-GU FY 22/23 – Union	Aug 31, 2023
PN-GU FY 22/23 – NUOU/Hybrid	Sep 30, 2023
PN-GU FY 23/24 – Union	Nov 30, 2023
PN-GU FY 23/24 – NUOU/Hybrid	Nov 30, 2023

- 5. Freeze Period:** As mentioned in the [May 5 PN-GU – Now Live for Union Service Providers communication](#), the freeze on new system-based negotiations and contracting will last until the associated contracts for a given Service Provider within a QSA for both FYs 22/23 and 23/24 have been completed.
- 6. Budget Estimation Tool (BET):** Further to [past communications](#) and as a reminder, this tool has been developed to supply Service Providers with an offline Excel spreadsheet for internal planning purposes. It is similar to the structure of the Funding Guide Template (FGT) and simulates the same calculations used in the Program Budget. Please note that the Budget Estimation Tool is not a

contractual negotiation document and cannot be submitted to CLBC in lieu of the budget developed through the PN process. If there is a desire to use the tool, then Service Providers can contact their local CLBC Liaison Analyst to request access to the tool.

Please continue to visit the [PN-GU project page](#) for useful information relating to the following: Project Overview, Training, Communications, Additional Resources, FAQs, and Key Contacts.

If you have questions relating to any of the topics contained within this communication, please contact your designated [Implementation Lead](#) until **August 25th**.

We appreciate the time and effort you have put into this project; we could not have gotten to where we are without you. We are looking forward to hearing about your experience with the new PN-GU process.

Best regards,

*Henry Chen
VP, Finance & CFO*

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I acknowledge with gratitude that the lands on which I live, work, and play are the traditional and unceded territories of the Coast Salish Peoples of the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ (Tseil-Waututh) Nations

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