

Dear Service Providers,

We would like to provide you with an update on the Program Negotiations – Global Uplifts (PN-GU) project. This project builds upon the recent PN-Program Budget Exchange (PN-PBE) initiative and streamlines the annual process for applying systemic rate updates, with the intention of flowing funding through to Service Providers in a more accurate and efficient manner. For your awareness and similar to PN-PBE, the PN-GU process only applies to Staffed Services contracts.

**CLBC has now received the Fiscal 2022/23 ratified collective agreements for both the CSSEA and HEABC employer associations; this was a key dependency that needed to be resolved before the PN-GU rollout could begin.** Now that this detail is available, **the project team would like to provide you with important rollout information:**

**1. Rollout Approach:**

As previously mentioned, PN-GU will be rolled out to Union Service Providers first, with Non-Union/Other Union (NUOU) and Hybrid Service Providers following soon after.

**2. Rollout Schedule:**

**Rollout will begin in a progressive manner for Union Service Providers during the week of April 11, 2023, with NUOU/Hybrid Service Providers following soon thereafter. This constitutes the start date for CLBC’s internal processing of Global Uplifts.** Service Providers should in turn receive their respective funding increases **prior** to the below deadlines:

| <b>Fiscal Year</b>           | <b><u>Latest Deadline for all PN-GU Contracts to be Paid to Service Providers</u></b> |
|------------------------------|---|
| 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  |

**The dates listed above are the latest dates that Service Providers should receive funding for Global Uplift increases.** Rollout of the Global Uplift process will be managed by each CLBC region, and we ask Service Providers to reach out to their respective CLBC Analyst(s) if they would like more specific information on the timing of their Global Uplift contract modifications.

**3. Contract Sequencing and Freeze Period:**

Service Providers can expect two separate sets of Global Uplift contract modifications, one for FY 22/23 and another for FY 23/24. Global Uplift contracts will be processed for FY 22/23 and once the FY 23/24 session is active in June 2023, Global Uplifts for FY 23/24 can be processed **for a given Service Provider** i.e., FY 22/23 modifications must be completed before modifications for FY 23/24 can commence. Negotiations and contracting will be fully paused in the PN system from the start of the Global Uplift process for FY 22/23 until the end of Global Uplift process for FY 23/24 *for a given Service Provider within their respective Quality Service Area.*

Once Global Uplift contract modifications for FY 23/24 are completed for an individual Service Provider, negotiations and contracting can resume for that Service Provider in the PN system. If required in the interim, negotiations can occur using an offline email-based process. Please reach out to your CLBC Analyst for further details.

*Note: To confirm, negotiations and contracting can continue for services that are not in scope for the PN process (i.e., Home Sharing, Individualized Funding Agreements, and some Person-Centred Societies) and are not affected by the Freeze Period mentioned above.*

**4. Training:**

- **Training:** While PN-GU mainly impacts internal CLBC processes, there are a handful of new screens that will be visible to Service Providers. In order to bring awareness to these updates, the project team has developed a [PN-GU e-learning module for Service Providers](#) (approximately 60 minutes in length), a job aid, and some sample templates, all of which are specifically tailored to Service Providers. It is recommended that all Service Provider staff that will participate in the Global Uplift process complete the training in advance of go-live.

**5. Funding Support:**

CLBC has established a process to assist Service Providers who may experience cash flow issues in connection with implementing increases to employee wages and benefits.

Service Providers can request a cash advance by sending an email to the CLBC Financial Planning mailbox at [clbc.financialplanning@gov.bc.ca](mailto:clbc.financialplanning@gov.bc.ca). Service Providers requiring assistance will be required to fill out a template that will be provided to them by the CLBC Financial Planning department. Please note the cash advance option applies exclusively to the increases in 2022/23 and is not being extended to 2023/24.

**6. Additional Information:**

- **Outstanding FY 22/23 Modifications:** Service Providers who are waiting for contract modifications that pertain to services in FY 22/23 should expect to receive these modifications in conjunction with Global Uplift increases for FY 22/23.

- **Benefit Rates:** A separate communication will be sent out in due course regarding funding increases for wages and benefits.

## 7. Support Model

The project will be using the same support model that proved successful during the rollout of PN-PBE, where [dedicated Implementation Leads](#) operate as the first point of contact during the early stages of the rollout.

Feel free to review the [PN-GU Frequently Asked Questions](#) for additional information relating to the PN-GU rollout.

If you have additional questions relating to any of the topics contained within the message, please contact your designated [Implementation Lead](#).

Thank you for your continued partnership and ongoing support. We look forward to working with you to ensure a successful rollout of the PN-GU project.

*Best regards,*

*Henry Chen  
VP, Finance & CFO*

***Communities of belonging, lives with connection***