
Program Negotiations – Global Uplifts (PN-GU)

Service Providers - Frequently Asked Questions (FAQs)

A. General

- 1. Q:** Will PN-GU bring about changes to the process for issuing Global Uplift contracts to Service Providers?
A: The overall process for receiving funds for Global Uplifts is the same as previous years. The only difference is that the internal tools used for applying these rate updates to programs have been improved upon (i.e., an integrated PN-GU module vs an offline Excel-based tool). After a given program has been modified using the PN-GU module to reflect the Global Uplift changes, the same contract template as before will be issued to Service Providers using the usual process.
- 2. Q:** Can Global Uplifts for both the 2022/23 and 2023/24 Fiscal Years (FYs) be processed at the same time?
A: No, the PN-GU process for the 2022/23 and 2023/24 FYs will need to be performed [separately](#).
- 3. Q:** Are Home Sharing programs still excluded from the PN process? Will Global Uplifts for these services continue to be applied manually?
A: Yes, Home Sharing programs are still outside the scope of the PN process and any applicable Global Uplifts will continue to be administered using the same methods as before.

B. Rollout and Support

- 1. Q:** What is the PN-GU rollout approach?
A: PN-GU rollout will begin with Union Service Providers and shortly thereafter, will be expanded to include Non-Union/Other Union (NUOU) and Hybrid Service Providers. For each of these cohorts, implementation will commence with a soft launch to one Quality Service Area (QSA). Once successfully completed, a measured rollout will follow for one Service Provider in each of the 10 remaining QSAs. When we receive confirmation that there are no issues, we will implement the process for all Service Providers.

C. Training

- 1. Q:** Do Service Providers have to complete the PN-GU training?
A: While PN-GU mainly impacts internal CLBC processes, there are a handful of new features that will be visible to Service Providers. In order to bring awareness to these updates, the project team has developed an independent, self-paced PN-GU eLearning module (approximately 60 minutes in length), a job aid, and some sample templates, all of which are specifically tailored to Service Providers.

Service Providers will need to complete the PN-GU training before participating in the process. The independent, self-paced training includes an eLearning module, additional resources, and a survey. The deadline to complete the Service Provider training is **May 1, 2023** or prior to the rollout of PN-GU for your organization. Service Providers are responsible for ensuring that any PN-GU users at their organisation complete the training before engaging in the process. It is recommended that all Service Provider staff that currently use the Program Budget Exchange (PN-PBE) process to negotiate with CLBC complete the PN-GU training. Training materials are available and will remain on the [PN-GU page](#) for quick access at any time.

2. **Q:** How can Service Providers access videos and templates without going through the eLearning module and retaking quizzes?

A: Access to the PN-GU resource materials, including videos and downloadable templates, can be found on the CLBC website under 'Additional Resources' at the following link:

- <https://www.communitylivingbc.ca/for-service-providers/service-provider-resources/program-negotiations/program-negotiations-global-uplifts/>

D. Process & Workflow

1. **Q:** What is the approval process for PN-GU Program Budgets for Service Providers?

A: The process for approving Global Uplifts via PN-GU has not changed. There is no additional action required as only the mechanism for receiving the related Program Budgets has been updated. As such, PN-GU Program Budgets **do not need to be approved by Service Providers or returned to CLBC for processing**. Instead, such budgets will appear on **the Service Provider Landing Page** for awareness in advance of the subsequent contracting cycle. This will coincide with the issuance of an automatically generated email to Service Providers, which will occur once all Program Budgets in a given Global Uplift batch have been reviewed internally by CLBC.

2. **Q:** When in the PN-GU process will Service Providers be notified that their Global Uplift Program Budgets have been generated?

A: After **all programs in a batch** have had their associated Global Uplift Program Budgets approved by CLBC, Service Providers will receive an automated e-mail with a link to their Landing Page. This page will contain a new Global Uplifts tab that includes a separate row for each Global Uplift Program Budget, covering the effective period of each uplifted program.

3. **Q:** How long will Global Uplift Program Budgets be available on the Service Provider Landing Page? Is the new link going to contain historic PN-PBE Program Budgets?

A: The link that is issued in connection with the PN-GU process will bring Service Providers to the same Landing Page that is used for the PN-PBE process; however, this screen will contain a new tab that is specific to Global Uplift Program Budgets.

As with PN-PBE, Global Uplift Program Budgets will remain on the Service Provider Landing Page for **90 days after the associated contract has been pay authorized**. Service Providers are strongly advised to export and save an Excel copy of all Program Budgets before the 90-day window elapses.

4. Q: Will CLBC be providing an offline budgeting tool for Service Providers that replicates the calculations used by the PN-GU system?

A: In June 2023, CLBC plans to issue a new **Budget Estimate Tool** to Service Providers, which is an Excel spreadsheet that closely resembles the structure of the Funding Guide Template (FGT). The tool will be released upon implementation of PN-GU for FY 23/24 and will mimic the same calculations applied in the PN-GU process. Service Providers can use this tool for their internal planning purposes.

Please note that the Budget Estimate Tool cannot be submitted to CLBC in lieu of participating in the PN process i.e., the **Budget Estimate Tool does not replace the official negotiation process in PN.**