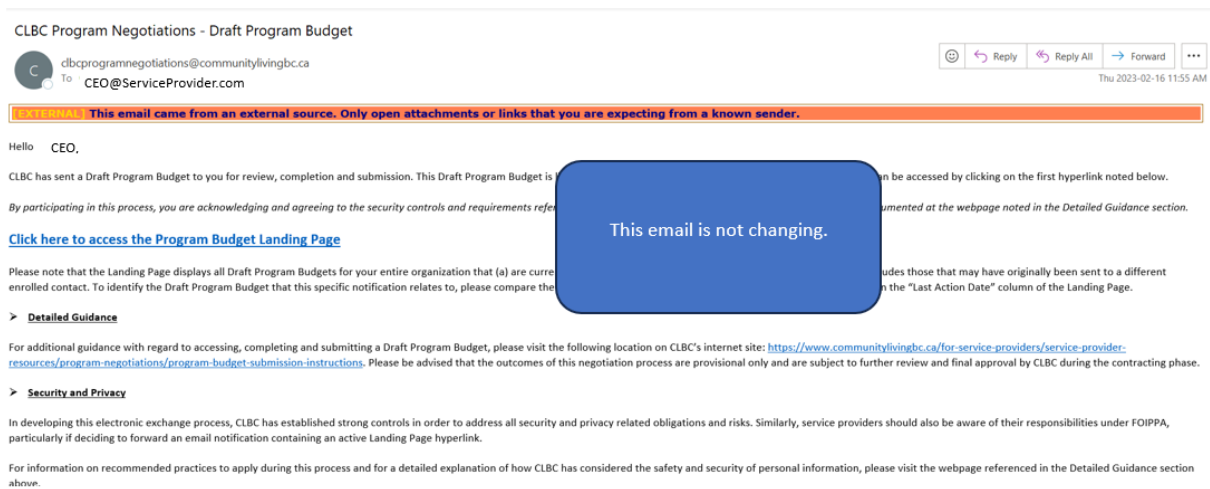


## Service Provider Landing Page – New Features

### Background

In response to user feedback, CLBC has deployed new features to the Service Provider Landing Page in connection with the Program Negotiations (PN) process. These new features will support you in finding the information you need in a more timely and efficient manner and will improve your user experience.

To confirm, the way in which you are granted access to the Landing Page will not change. You will still receive an email with a link when a CLBC Liaison Analyst sends a Program Budget to you for your consideration. You will continue to access the Landing Page by clicking on the link embedded within the email.



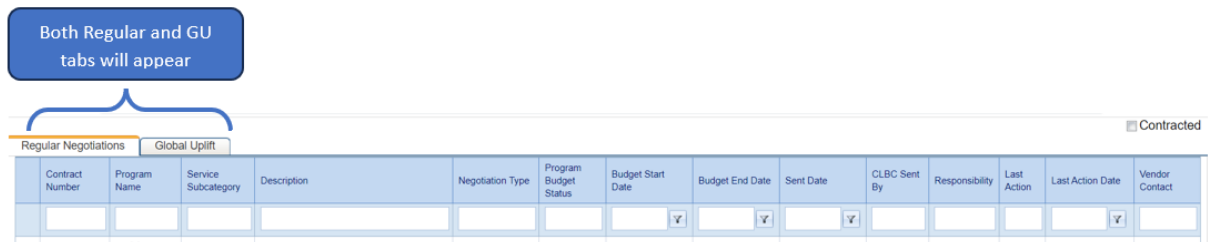
### New Landing Page Features

Once the Landing Page opens, you will see some new features that have been deployed since Program Negotiations – Program Budget Exchange (PN-PBE) was initially released:

1. Global Uplift Tab

Firstly, when you open the link, you will notice that the tabs at the top of the screen look a little different. Where applicable, Program Budgets associated

with **both** Regular Negotiations and Global Uplifts (GU) are now available via separate views. This means that the Service Provider Landing Page provides one real-time, central location for all in-progress Program Budgets, including those generated as part of the GU process.



## 2. Default View: In Progress Negotiations

The negotiations that automatically appear when the Landing Page is accessed has changed slightly. When you first open the page, only those Program Budgets that are yet to be contracted will display i.e., those that are *In Progress* or *Approved*.



Negotiation Type	Program Budget Status	Budget Start Date
New Program	Approved	01-Apr-2023
New Program	Approved	01-Apr-2023
Incremental Program Change	Approved	01-May-2023
Incremental Program Change	Approved	01-Sep-2023
Renegotiation	Approved	01-Apr-2023
New Program	Approved	23-May-2023
Incremental Program Change	In Progress	21-Aug-2023
Incremental Program Change	In Progress	21-Aug-2023
Incremental Program Change	In Progress	21-Sep-2023

Only In Progress and Approved Negotiations by default

This result is that the Landing Page is less cluttered, allowing you to find specific Program Budgets more easily.

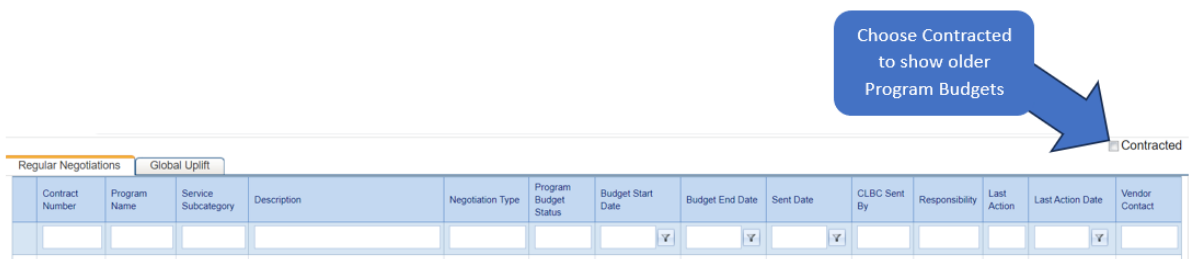
More information regarding Program Budget statuses can be accessed via the *Additional Resources* section of the PN-PBE project page [here](#), or by clicking on the following link to open the relevant guidance document directly:

<https://www.communitylivingbc.ca/wp-content/uploads/Service-Providers-Communication-Program-Negotiations-Program-Budget-Status-added-to-Landing-Page.pdf>

### 3. Expanded View: Contracted Negotiations

If you would like to see older negotiations for which the contracting process has concluded (i.e., the contract is currently in pay), you can click the *Contracted* checkbox to display such Program Budgets. This will expand the list to display relevant negotiations that are both in progress and completed.

*As a reminder, for security and privacy reasons, **Program Budgets will disappear from all Landing Page views 90 days after the associated contract has been pay-authorized.** As such, please ensure to export an Excel copy of all Program Budgets from the Landing Page in advance of this timeline.*



The screenshot shows a table with columns: Contract Number, Program Name, Service Subcategory, Description, Negotiation Type, Program Budget Status, Budget Start Date, Budget End Date, Sent Date, CLBC Sent By, Responsibility, Last Action, Last Action Date, and Vendor Contact. A blue callout box with an arrow points to a checkbox labeled 'Contracted' in the top right corner of the table area. The text inside the callout box reads: 'Choose Contracted to show older Program Budgets'.

### 4. Sort Feature

Each of the columns on the Landing Page can now be sorted as required by Service Provider staff. To activate the Sort feature, click on the header/text title of the column you would like to sort. When you click it, the header will turn orange and a sort arrow will appear to the right of the header. To illustrate this feature, we will sort by Contract Number in the below example:

Regular Negotiations		Global Uplift												
Contract Number	Program Name	Service Subcategory	Description	Negotiation Type	Program Budget Status	Budget Start Date	Budget End Date	Sent Date	CLBC Sent By	Responsibility	Last Action	Last Action Date	Vendor Contact	

Click here to Sort

The Sort feature works in the following manner:

- a) First click = Sort *Ascending* (i.e., smallest to largest, 0 to 9, and/or A to Z)

Regular Negotiations		Global Uplift												
Contract Number	Program Name	Service Subcategory	Description	Negotiation Type	Program Budget Status	Budget Start Date	Budget End Date	Sent Date	CLBC Sent By	Responsibility	Last Action	Last Action Date	Vendor Contact	

Sort Ascending

- b) Second click = Sort *Descending* (i.e., largest to smallest, 9 to 0, and/or Z to A)

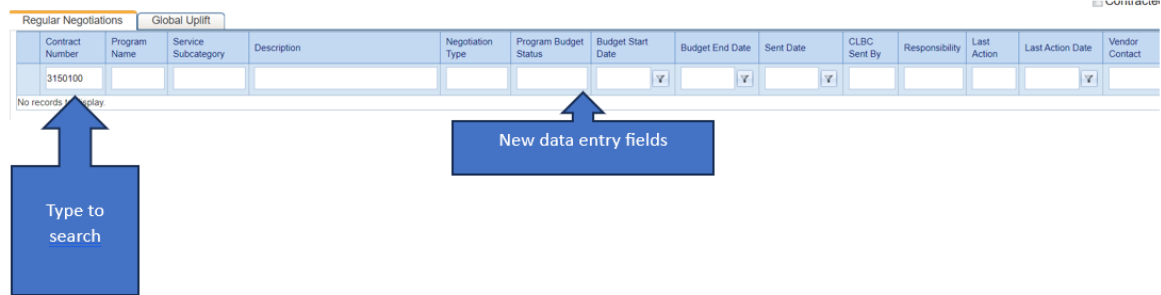
Regular Negotiations		Global												
Contract Number	Program Name	Service Subcategory	Description	Negotiation Type	Program Budget Status	Budget Start Date	Budget End Date	Sent Date	CLBC Sent By	Responsibility	Last Action	Last Action Date	Vendor Contact	

Sort Descending

- c) Third click = Clear Sort (i.e., remove all sorting and revert to the default order)

5. Filter / Search by Text or Number:

While the same column headers are visible, a search field has been added for each column. These data entry bars will allow you to find specific negotiations more quickly and easily.



Contract Number	Program Name	Service Subcategory	Description	Negotiation Type	Program Budget Status	Budget Start Date	Budget End Date	Sent Date	CLBC Sent By	Responsibility	Last Action	Last Action Date	Vendor Contact
3150100													

No records to display

In the above case, we have searched by Contract Number. You can also use the data entry field to search by Program Name, Description, etc. This will help narrow down the results that appear in the Landing Page view.

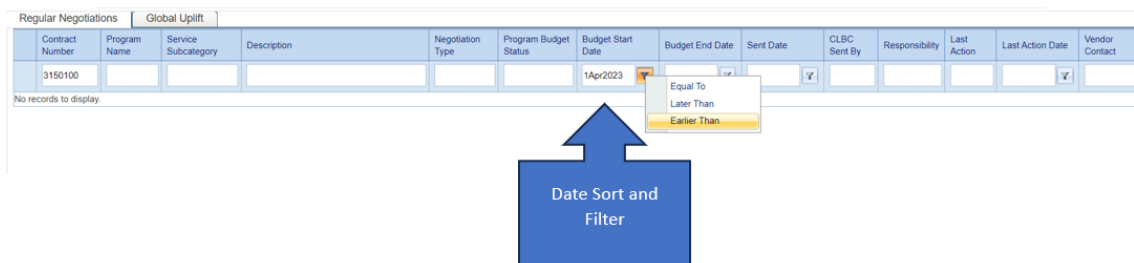
To clear the data entry field, simply remove the text and hit Enter to refresh. This will return the full list without any search filters applied.

#### 6. Filter by Date:

Finally, we have added a date filter for the following columns:

- Budget Start Date
- Budget End Date
- Sent Date
- Last Action Date

You can enter a specific date into the search field for any of these columns. You can also use the filter icon to search based on additional parameters i.e., Earlier Than, Later Than, or Equal To. Adding these criteria will allow you to further refine your search.



Contract Number	Program Name	Service Subcategory	Description	Negotiation Type	Program Budget Status	Budget Start Date	Budget End Date	Sent Date	CLBC Sent By	Responsibility	Last Action	Last Action Date	Vendor Contact
3150100						1Apr2023							

No records to display

We hope that these additional features will improve your experience and allow you to find specific Program Budgets in a quick and efficient manner.

## Questions, Support and Key Contacts

When Service Providers have a Program Negotiations (PN) question, the following process should be followed in a progressive manner:

1. Consult the relevant PN project page on the CLBC internet to determine if your question has already been addressed via existing guidance:
  - [Program Budget Exchange](#)
  - [Global Uplifts](#)
2. If your issue remains unresolved, and if it is a **workflow** or **navigation** question, contact your CLBC Liaison Analyst for their assistance.
3. If your Liaison Analyst is **unavailable** or the resolution is **unknown**, contact the CLBC Service Centre, who will triage the request to the relevant support group:
  - 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](mailto:CLBCServiceCentre@gov.bc.ca)
4. For **access** issues, please contact the CLBC Service Centre directly (using the contact information listed above).