
Program Negotiations – Global Uplifts (PN-GU)

Service Providers - Frequently Asked Questions (FAQs) – May 5, 2023

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. Service Providers will receive two sets of Global Uplift contract modifications, one for FY 22/23 and then another for FY 23/24. PN-GU for FY 22/23 must be completed first, and once the overarching session for FY 23/24 is activated, PN-GU for FY 23/24 can commence. Although this overall sequence will remain the same, the timelines will differ for Union Service Providers when compared with Non-Union/Other Union (NUOU) and Hybrid Service Providers.

B. Rollout

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 (both Union and NUOU) 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.

2. **Q:** Why were all new negotiations and contracting frozen as of April 1, 2023?

A: New system-based negotiations and contracting were frozen as of April 1, 2023 to avoid additional contracting cycles and to expedite the distribution of GU funding to Service Providers. This freeze will remain in effect until the completion of the FY 23/24 PN-GU contract modifications. In the interim, offline workaround processes for new negotiations and contracting have been established to ensure that the delivery of service to individuals is not impacted.

3. **Q:** When does the Freeze Period end? Does one Service Provider need to wait until **all** Service Providers across the region or province have completed the PN-GU process before they are unfrozen and can resume negotiations and contracting?

A: No, each Service Provider within a CLBC Quality Service Area (QSA) will be uplifted separately and will be unfrozen as soon as their respective PN-GU contracts for FY 23/24 have been completed.

4. **Q:** Does a Service Provider that operates in multiple Quality Service Areas (QSAs) need to wait until the PN-GU process is complete for all of their programs and contracts in **all QSAs** before being unfrozen? Or can negotiations and contracting resume for programs and contracts in an individual QSA if PN-GU has been completed for that QSA?

A: PN-GU will be processed and contracted separately based on the QSA in which the relevant programs and contracts operate. Once PN-GU is complete in a given QSA for both FY 22/23 and 23/24, then negotiations and contracting can resume for that Service Provider in that QSA. This means that each QSA that the Service Provider operates in will be unfrozen separately once PN-GU for FY 23/24 has been completed.

5. **Q:** Why does the freeze need to be maintained for the time period between the PN-GU process for FY 22/23 and FY 23/24?

A: This freeze must be maintained between PN-GU for FY 22/23 and FY 23/24 to avoid creating an additional contracting cycle that would in turn delay the distribution of GU funding to Service Providers for FY 23/24.

6. **Q:** Which types of services can continue to be negotiated and contracted during the PN-GU Freeze Period?

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

7. **Q:** How will Global Uplifts be processed for services that are outside the scope of the PN process?

A: For services that are outside the scope of the PN process (i.e., Home Sharing programs, some Individualized Funding Agreements, and some Person-Centred Societies), any applicable Global Uplifts will continue to be administered manually using the same methods as before.

8. **Q:** Are offline processes available in cases where urgent negotiations or contracting need to take place during the PN-GU Freeze Period?

A: Yes, interim workarounds have been developed as following:

- Negotiations → Please contact your relevant CLBC Liaison Analyst(s) for further details regarding an offline email negotiation process that has been developed.
- Contracting → Service Providers can request a cash advance by sending an email to the CLBC Financial Planning mailbox at 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.

C. Support

1. **Q:** What is the PN-GU Support Model for Service Providers?

A: [An Implementation Lead](#) has been assigned to provide dedicated support to each Service Provider before, during, and after rollout.

D. 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/>

E. 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:** Is a Service Provider signature required for contract modifications that contain changes relating to Global Uplifts only?

A: GU contract modifications do not typically require Service Provider signature as the process usually results in an increase in funding with no change to service level hours. However, the GU process may result in service level hour changes for the following reasons:

- a) Fiscal Year 22/23: The introduction of new provincial statutory holiday (i.e., the National Day for Truth & Reconciliation) reduces service level hours for non-residential programs as these programs do not operate on statutory holidays
- b) All Fiscal Years: Any change to vacation, education, and sick days could impact service level hours if the staffing schedule contains staff who are not backfilled at 100%

Contract modifications containing service level changes usually require Service Provider signature in order to obtain approval for negotiated costs related to service delivery; this requirement was not designed to apply to changes relating to systemic rate updates.

As such, and in line with the precedent established when the Family Day statutory holiday was introduced, **an exemption process has been developed which removes the Service Provider signature requirement for contracts where the service level change results solely from the GU process.** This exemption does not apply in cases where any other non-GU changes are processed via a GU contract e.g., business-as-usual Program Budget negotiations etc.

3. **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.

4. **Q:** How will Service Providers know when the PN-GU process is complete for their entire organization for a given FY?

A: CLBC is currently in the process of creating a process for communicating with Service Providers when all PN-GU contract modifications for a given FY have been completed. Further information will be distributed in due course.

5. **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.

6. **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.**