

SHSS Process for Net New Contracts: Transitioning In

ONCE THE CONTRACT IS ENTERED INTO PCMS



A Net New contract is established through the process outlined in the SHSS Guidebook.

It refers to a new service contracted with a service provider who has been successful through the Call for Response (CFR) process and who is on the Provincial Qualified Service Providers List.

Purpose:

The Transition-In period ensures that SHSS Service Providers with new contracts are set up and prepared to accept placements and deliver SHSS Services to children, youth, and families within 90 days (or sooner) from the effective date of the contract.

Transition In effective date

0% compliance

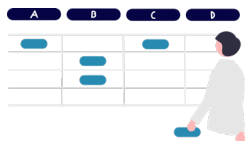
90 days

100%



Within 5 days

from the effective date of the contract



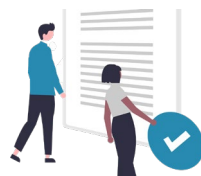
Service Provider

submits a final **Transition-In Plan (Appendix L)**.

Note that a transition plan would have been submitted as part of their CFR process.

Within 10 days

of receiving the final Transition-In plan



Resource Worker

Reviews the **Transition-In Plan** with CMTT and discusses feedback for the **Service Provider**.

Payments Begin



When the contract is active within PCMS, then Transition-In payments can be processed through ICM by Financial Support Services.

Payment timeframes for start-up costs during the Transition-In period are outlined in Appendix K1 of the SHSS contract and in the SHSS Transition-In Plan (Appendix L).

They will be paid by two options:

- **Option 1:** based on 90-day Transition-In period, instalments of a % of total payment maximum on the effective date, at the end of month 1 and 2, and then balance of actual unpaid costs; or
- **Option 2:** released upon completion of the Transition-In Plan.



Net New Contracts: Monitoring and Support

The Resource Team will support the Service Provider to meet their Transition-In timelines and will monitor progress by requesting reports and arranging meetings as needed.

The Service Provider will give the Resource Team 10 days' notice of the expected date that the Transition-In Services will be completed. They will provide the Resource Team with a signed copy of the **Transition-In Completion Certificate (Appendix K, SHSS Service Provider Operational Policy)**.

The Resource Team will schedule a site visit to the SHSS Care setting to:

- ✓ Confirm that the Transition-In activities are complete.
- ✓ Complete the **SHSS Environment of Care Checklist (Appendix B of the Staff Policy for SHSS)**

Concluding the Transition-In Period

When the Transition-In activities are complete, then the Resource Team will:

- ✓ Sign the **Transition-In Completion Certificate (Appendix K, Service Provider Operational Policy for SHSS)**,
- ✓ Advise the Service Provider that the Transition-In period is complete and document the completion.
- ✓ Indicate in the Place of Service Record in ICM that the Transition-In period has been completed.

See QRG-SHSS- Managing Payments for additional support

The Service Provider can now begin to receive placements.

If the Resource Team cannot sign off on the **SHSS (SP) Transition-In Completion Certificate - Net New**, then feedback should be given to the Service Provider and documented. The Resource Team will continue to monitor and support throughout the 90 days until the Service Provider can successfully complete the Transition-In.

If the Service Provider will not be able to complete the Transition-In within 90 days, the Resource Worker will consult with their Team Leader and/or Director of Operations (DOO), and with the [Contract Management Transition Team \(CMTT\)](#), to determine next steps.