



SHSS Service Provider Bulletin

Moving Forward Together: Program Update and What's Ahead



PRO Update

- ▶ Contract discussions have commenced with Vancouver Island Service Providers.
- ▶ Readiness activities with staff have kicked off with Interior East Kootenays and Vancouver Coastal SDAs, targeting contract discussions to begin starting in September
- ▶ SP Information sessions are scheduled for July 21 for Interior East Kootenays and July 28th for Vancouver Coastal



See Provincial Roll Out Dates below

Contract Discussion Starts by SDA & Month			2026										2027		
Service Delivery Area	Service Providers	Month # Wave #		1	2	3	4	5	6	7	8	9	10		
			May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Vancouver Island	21	1	Pre-work												
Interior East Kootenays	6	2	Pre-work												
Vancouver Costal	11	2	Pre-work												
East Fraser	13	3	Pre-work												
South Fraser	17	4	Pre-work												
Northern	6	5				Pre-work									
North Fraser	3	6							Pre-work						

HOT Tip

If you're using the [Service Provider Learning Site](#) (or any other website) and notice that content doesn't appear to have been updated, try refreshing the page first. In some cases, your browser may be displaying a previously saved version of the page (known as a cache) rather than the latest content. If a refresh doesn't resolve the issue, [clearing your browser's cache](#) can help ensure you're viewing the most current information. As a final step, switching to a different browser may also resolve the issue. These simple troubleshooting steps can often address situations where updates have been made but are not yet visible to all users.



SSP UPDATE

There was an update to the Specialized Services Portal over the weekend of July 18, 2026. Please watch for an email detailing the updates in your inbox July 20 and visit the [Specialized Service Portal](#) section of the [Service Provider Learning Site](#) for updated User Guides and an online copy of the overview of the updates.

Practice Pop-Ups

For questions related to the Specialized Services Portal, please contact the [Provincial Centralized Services Center](#) at 1-855-835-6233. OR [Join a drop-in session](#) held by the SHSS System Support team. Drop-In sessions occur every Wednesday from 11:00-11:30. [Download the calendar invite \(.ICS\) file](#). Open the .ICS file to import it to your calendar in Outlook. **Please note:** Drop-In Sessions are not held on [statutory holidays](#).



Find the Service Provider Learning Site & Contracts for Service Providers [here](#).

For more information, contact MCF.SHSSImplementation@gov.bc.ca



Ministry of Children and Family Development