



Dear Service Provider:

In the coming months, the Community Safety and Crime Prevention Branch will be launching COAST, a new case management and contract management system that will streamline branch processes for our clients and contracted service providers. We would like to take this opportunity to share some information with you about the new system and how it will improve the way we work through our annual contracting cycle with our contracted service providers, including our victim service and violence against women programs, crime prevention programs, restorative justice programs and provincial associations.

What is COAST?



COAST stands for the *Client Operational Access System*. This new integrated system will replace the branch's current case management and contract management systems and will provide an improved experience and create efficiencies for clients, contractors and branch staff.

COAST will help to transform and modernize our business processes and, specifically for contracted service providers, introduces a secure, authenticated service provider portal which will provide comprehensive and timely information for contract renewals, payments and the submission of reports and statistics.

How can I learn more about COAST?

To help you become familiar with COAST, the branch will host two webinars to demonstrate the features of the new system to you and your staff. More detailed training will be scheduled prior to implementation to support the use of the COAST service provider portal to complete various contract management tasks including submitting contract applications, signing contracts, as well as submitting reports and statistics to the branch.

SAVE THE DATE: COAST Information Sessions:

Session #1: COAST Information Session Webinar - Thursday September 17th, 2020 from 9 am to 12pm via virtual meeting (calendar invitation to follow).

Session #2: COAST Information Session Webinar - Tuesday September 22nd, 2020 from 9 am to 12pm via virtual meeting (calendar invitation to follow).

If you are unable to attend either of these sessions, a recorded version of the webinar will be posted on the branch's website following the 2nd session for you and your staff to access at any time. A Q&A providing additional information about COAST will also be developed for service providers.

When will I receive an invitation to the COAST information sessions?

Please look for an invitation to these upcoming COAST information sessions in the days ahead.

What topics will be covered in the COAST information sessions?

The information sessions will introduce you to the new service provider portal and provide a demonstration of how service providers will be able to navigate through the portal and complete various tasks related to the contract management process.

We will provide information about the detailed training and support plan for all contracted service providers at the information sessions.

Who should attend the COAST information sessions in September?

We strongly encourage attendance of any and all staff within your organization who are involved in completing tasks related to the contracting process and who may submit program reports or statistics to the branch. This could include those staff that are responsible for submitting the contract application form, program budgets and quarterly scheduled reports (e.g. Schedule G and H reports) as well as contract signing authorities. Staff in your organization who are currently responsible for submitting statistics through the OPRA and STVDES systems should also attend.

We look forward to the upcoming opportunity to demonstrate COAST, including the new service provider portal, to you. We hope you and your staff can join us during one of the scheduled information sessions!

Sincerely,



Rosalind Currie
Director, Community Programs Unit
Community Safety and Crime Prevention Branch