

Training Session # 2: February 17 & 23, 2021

General:

1. Can you provide the link to log into the COAST service provider portal?

Please use the following link to log into the COAST service provider portal:

<https://justice.gov.bc.ca/coastcontracts/>

We suggest you bookmark this link into your internet browser for easy access.

2. Is there any way to upload a real signature into the COAST service provider portal that we have saved on our computers?

No. The contractor contact (signing authority) will be required to log into the COAST service provider portal to sign-off on any contract documents which include applications, contracts and program budgets.

Applications:

3. Was I supposed to find my program application on my dashboard? Or, was it emailed to me?

All program applications have now been uploaded to your specific COAST portal page dashboard. If you haven't done so already, please log into the COAST service provider portal with your Business BCeID. Once you are in, your application will be located in the "To Do" tab. Click on the application, where you will be prompted to complete the application and submit it with the appropriate signature from the authorized signing authority.

4. When are program applications due?

Program applications for our Violence Against Women, Victim Services and Provincial Associations were to be completed and submitted by January 29th, 2021. CAP program applications are due March 5, 2021. Please complete your program application if you have not done so already.

Contracts:

5. What if we don't see our contract in the portal?

Currently contracts are not available for viewing in the COAST service provider portal. Program applications are currently being processed and once complete contracts will be pushed to the COAST service provider portal. A notification email will be sent to the contractor contact (signing authority) once contracts have been pushed to the portal.

6. Will we be signing the contract before we have provided the budget?

Yes. A contract will be signed by your agency in March on the COAST service provider portal. The budget proposal will be completed in the COAST service provider portal and due in May 2021 as the budget is a deliverable in your schedule A of the contract.

7. Why are service providers signing the contract prior to finalized budget that is agreed upon? Can you please explain why?

The contract provided for signing in the COAST service provider portal will include the final contract component value in Schedule B for each of your branch programs. Once the contracts are signed in early April confirming your agreement with the contract terms and contract value in Schedule B we require a detailed budget setting out how the overall component value will be allocated to expenditures including salary and benefits for staff, program delivery and administrative costs for fiscal year 2021-2022. The program budgets are due at the end of May 2021 for review by the program manager assigned to your region.

8. If we make a mistake in the contract, can we go back and correct it after submission?

No. Please review your contract in full before pressing the submit button. If there is an error in your contract, please contact your program manager who will work with the contract administration team to correct it.

Community Accountability Programs (CAPS):

9. Are the Community Accountability Program (CAP) applications on the COAST service provider portal? When are they due?

Yes. The Community Accountability Program applications were uploaded during the week of February 7, 2021. They are now ready to be inputted. The applications are due March 5, 2021.

10. CAP Programs used to report annually, not monthly. Has that changed?

No. CAP contractors will continue to provide annual reporting, not monthly, following the submission of the application.

11. I have signed in and I am a CAP program. I can't see the CAP application.

Please contact your program manager to confirm you have the proper permissions to view the CAP program application. If you continue to have troubles, we encourage you to join our Thursday morning virtual office hours help sessions.

The virtual office hours are every Thursday from 10-11:30am PST through skype listed at the end of this document.

Other:

12. Are service providers required to upload budget templates into the portal or do they get completed online in the COAST service provider portal?

Budget proposals for each program will be available to complete on the COAST service provider portal. Training on how to complete the budget proposals will be presented at the end of March/beginning of April.

13. Can documents be easily deleted by the service provider from the COAST service provider portal in case something is uploaded in error?

So far, we have not identified a business solution to deleting documents that may contain the wrong information. We will inform you once we have a solution in place where you can delete documents from the COAST portal side. It is however possible to delete documents from the COAST system from our side. All you need to do is send a short email to your program manager or contract administrator requesting which document needs to be deleted, and they can delete it on the system.

14. Where can I find the previous training sessions and resources on the COAST service provider portal?

Please click on the following link to view the training sessions to date.

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/service-providers/training/coast-training>. You will also find several different resources such as tip sheets, Q & A Document, Trouble Shooting Guide.