



Community Care
Soins Communautaires **NB**

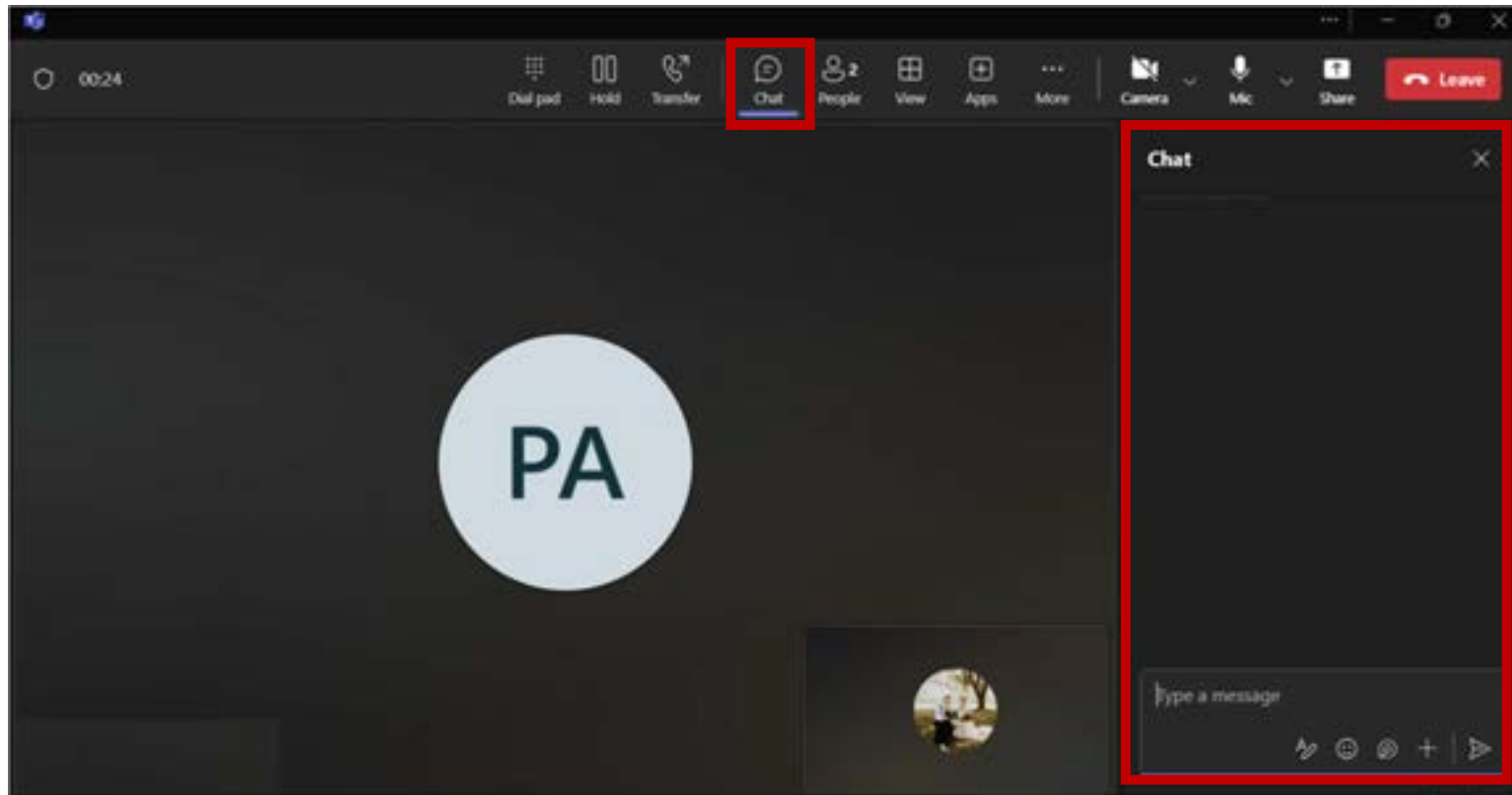
Welcome to CommunityCareNB

Partner Portal – Finance

August 2024

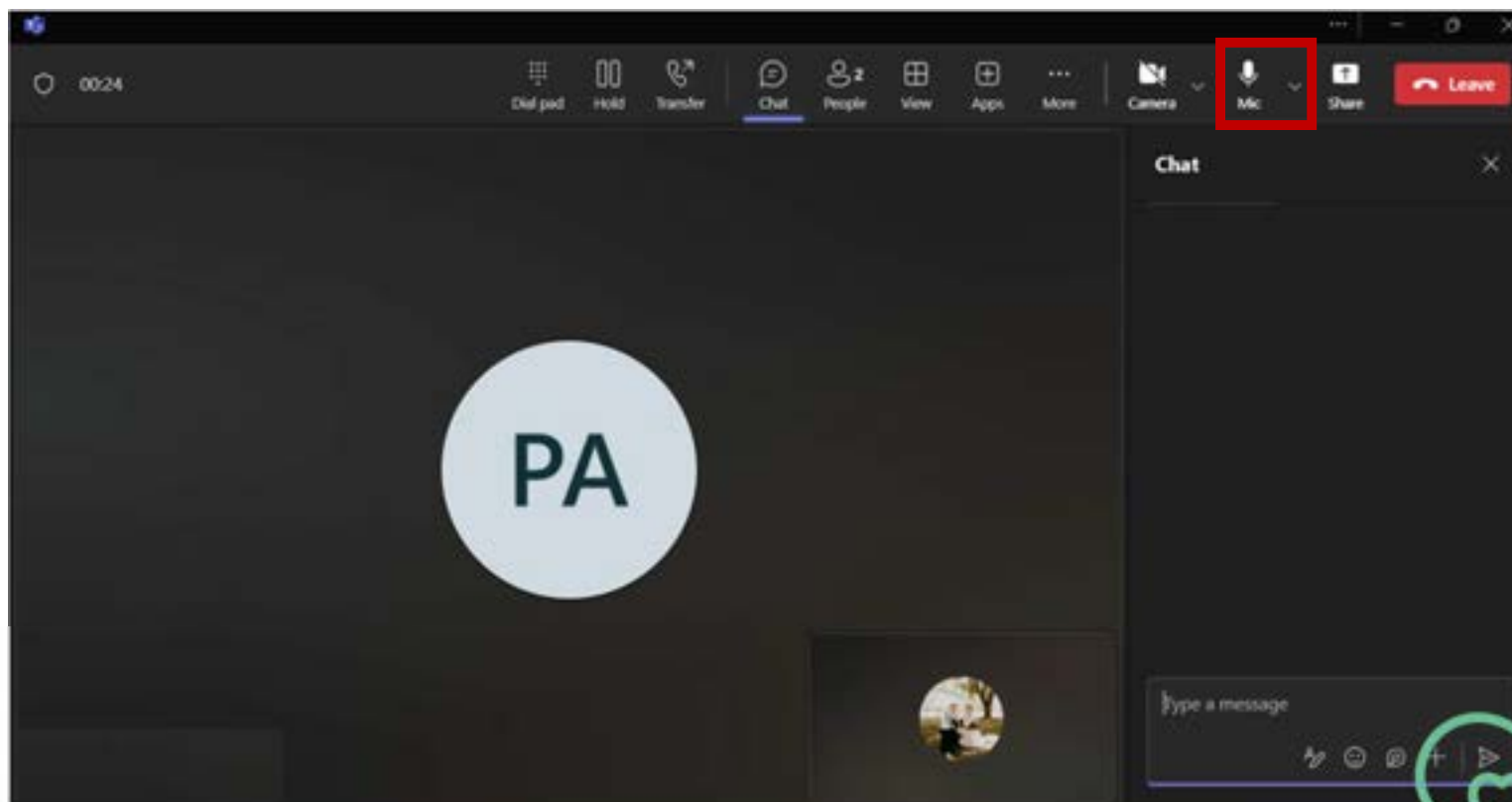


Teams Meeting: Open Chat



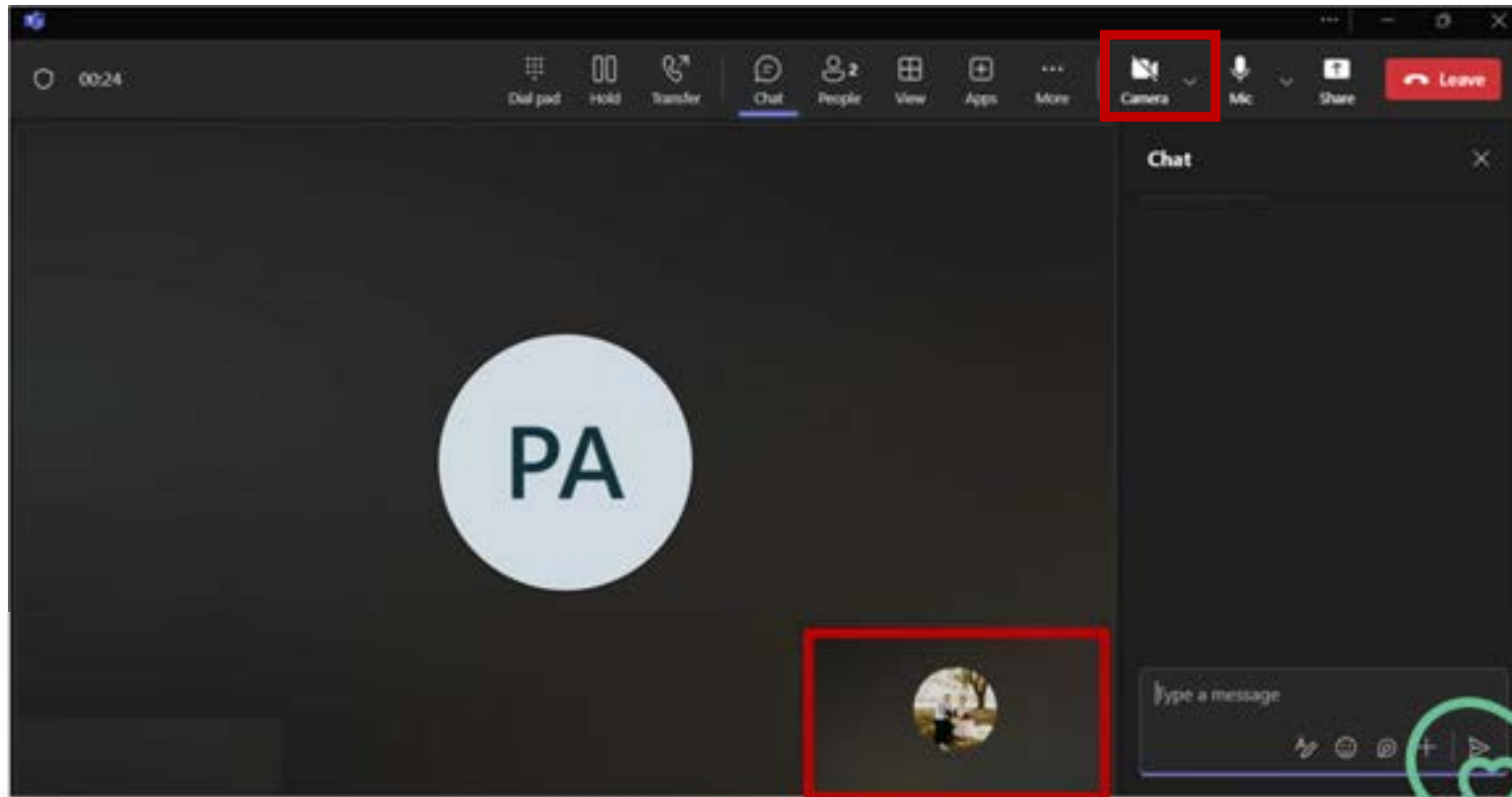


Teams Meeting: Turn Mic On & Off





Teams Meeting: Turn Camera On & Off






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Accessing the Partner Portal



Log In

 E000

Disability Support Services Partner Portal

Log in to your account to get started

[Log In](#)

[Forgot your password?](#)





Agenda

Introduction

- Welcome and introduction to the training session.
- Brief overview of the “why” for implementing a digital framework for Service Providers
- **(20 mins)**

Basic overview of Partner Portal

- Overview of CommunityCareNB fundamentals (**Slides & System**)
- Check-ins/Checking for Understanding
- Demonstrations
- **(120 mins)**

Q&A and Troubleshooting

- Open the floor for questions and discussion.
- Address common issues and provide troubleshooting tips.
- **(20 mins)**

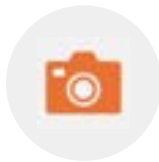
Conclusion and Next Steps

- Summary of key takeaways.
- Provide information on ongoing support and resources.
- **(15 mins)**





Virtual Housekeeping & Expectations



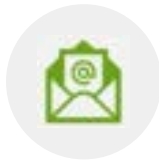
Please keep your camera on as much as possible



Please be respectful of everyone's time – we will start and finish on time



If you have any questions, you can use the chat or put up your Teams Hand



Please try your best to stay focused – shut off your email and other distractions



We will take breaks! Feel free to stand up, stretch, eat, drink, etc... turn off your camera as applicable



Contribute to the discussion – your experiences and perspectives are valued. Contribute to the activities – this is a safe space.





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Introduction



CommunityCareNB: Partner Portal

STAFF, PARTNERS, AND CLIENTS
Working together



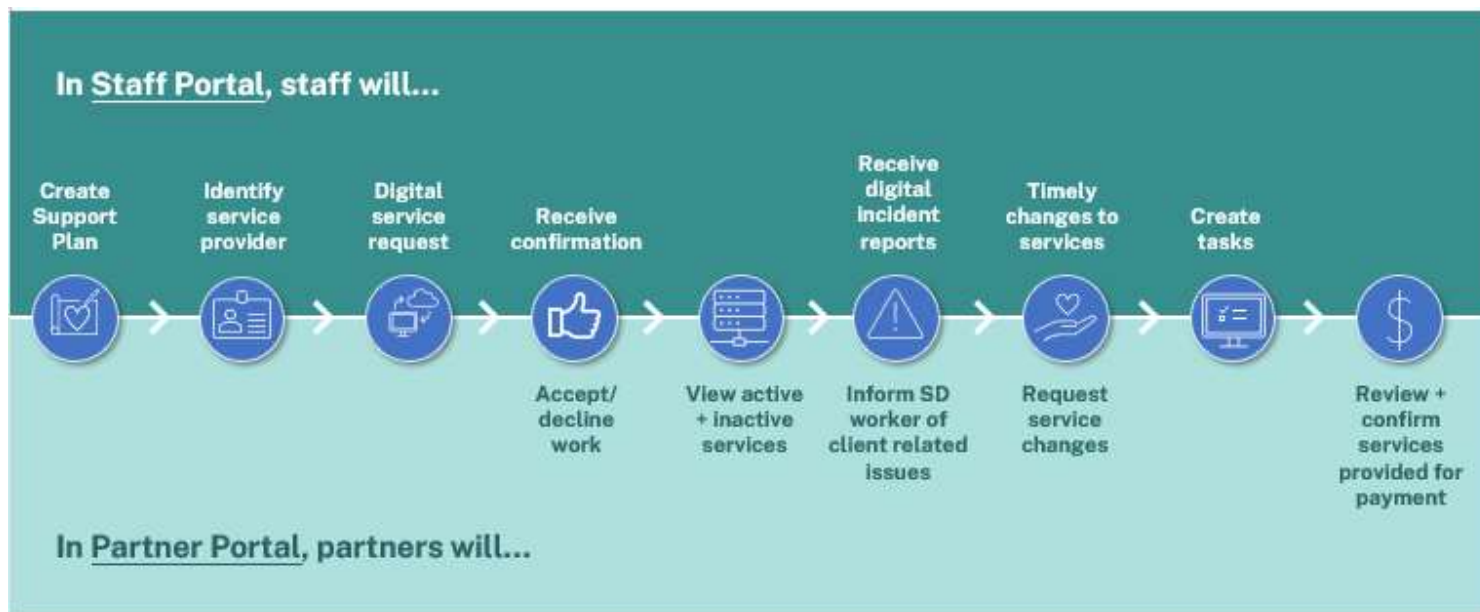
- Vision: To better support people in New Brunswick across departments
- Goals:
 - Promote and improve collaboration to enable better support
 - Prevent possible payment errors & delays
 - Reduce client duplication
 - Reduce administrative tasks
- Receive and Respond to service requests
- Submit service reports (incidents, observable changes, changes to services)



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CommunityCareNB: Partner Portal





Service Provider Personas



Care Coordinator

- Reviews Offered Service Requests
- Accepts or Denies Offered Service Requests
- Log Incident Reports
- Log Observable Changes
- Request changes to services



Finance Coordinator

- View accepted service requests
- View terminated service requests
- Create new Service Confirmation
- View Service Confirmation & Service Confirmation Item records
- Edit Service Confirmation & Service Confirmation Item records
- Submit a Service Confirmation



Care & Finance Coordinator

- Able to complete tasks of both the Care and Finance Coordinator personas.



Partner Portal Notable Features

In CCNB you will now:

- Receive and respond to service requests (approve or decline).
- Standardized Digital incident reports from the requisition sent directly to the right worker.
- Incident Reports and Observed Changes are logged separately.
- Ability to request a change in service (adjust pause, stop) connected to the client's service
- All information is stored and accessed in one place.
- Primary SD Worker is visible and updated when changed.
- Information will auto-populate, reducing errors and ensuring that the correct information is received by the appropriate person.
- Maintains a permanent record (current and historical) of all service requests, incident reports, or communications related to a client and their case.





Keeping New Brunswickers' Information Safe

Username and passwords are never to be shared



Device is password protected



Only access CCNB from a secure location



Computer and laptop screens should be locked when not in use





Keeping New Brunswickers' Information Safe



Information must never be stored on external devices



If printed, the document must be properly disposed of by shredding



Information must never be discussed in public locations





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Navigating Partner Portal



Homepage Overview: Care Coordinator





Homepage Overview: Finance Coordinator





Homepage Overview: Care & Finance Coordinator

Click to return to the Homepage

Click to Change the Language

A screenshot of a web application interface. At the top left is the 'Brunswick' logo. At the top right is a 'Français' language selection button. Below these is a dark green header with the text 'Disability Support Services'. Underneath the header are three blue rectangular buttons: 'SERVICE REQUESTS', 'SERVICE REPORTS', and 'SERVICE CONFIRMATIONS'. Below each button is a black circle containing a white number: '1', '2', and '3' respectively. The entire interface is enclosed in a black border.





How do we Log Out?



There is currently no log out button. The system automatically signs you out after 20 minutes.





Service Request Tab (List Views)

Active Details

Disability Support Services

ACTIVE **TERMINATED**

My Active Service Requests

Search this list...

| Order # | Account Name | Order # | Status | Zone | Service Center |
|---------|------------------------|---------|-----------|--------------|---------------------------|
| 0000440 | Isabelle Marie Boudry | 0110024 | Activated | Zone Central | Fredericton / Fredericton |
| 0000440 | Michael Alan Patterson | 0110024 | Activated | Zone Central | Fredericton / Fredericton |
| 0000471 | Rebecca Jane LeBlanc | 0110024 | Activated | Zone Central | Regina / Moncton |

Terminated Details

Disability Support Services

ACTIVE **TERMINATED**

My Terminated Services Requests

Search this list...

| Ord. # | Account Name | Order # | Order # | Status | Zone | Service Center |
|---------|--------------|---------|---------|------------|--------------|---------------------------|
| 0000470 | Peter Parker | 0110024 | 0110024 | Terminated | Zone Central | Fredericton / Fredericton |
| 0000470 | Peter Parker | 0110024 | 0110024 | Terminated | Zone Central | Fredericton / Fredericton |
| 0000474 | Peter Parker | 0110024 | 0110024 | Terminated | Zone Central | Fredericton / Fredericton |





Service Confirmations Tab (List Views)

Select this button to begin creating a new service confirmation.

Use refresh to ensure that the latest changes are displayed.

Select a hyperlink to open and view service confirmation details.

This column displays the state/status of a service confirmation.

| Service Confirmations | Vendor Confir. | Service Period St. | Service Period En. | State |
|----------------------------|----------------|--------------------|--------------------|----------|
| SC-0000041 | | 4/1/2024 | 4/12/2024 | Draft |
| SC-0000043 | | 4/8/2024 | 4/12/2024 | Ignored |
| SC-0000033 | | 3/1/2024 | 3/31/2024 | Unlocked |





Sort a List

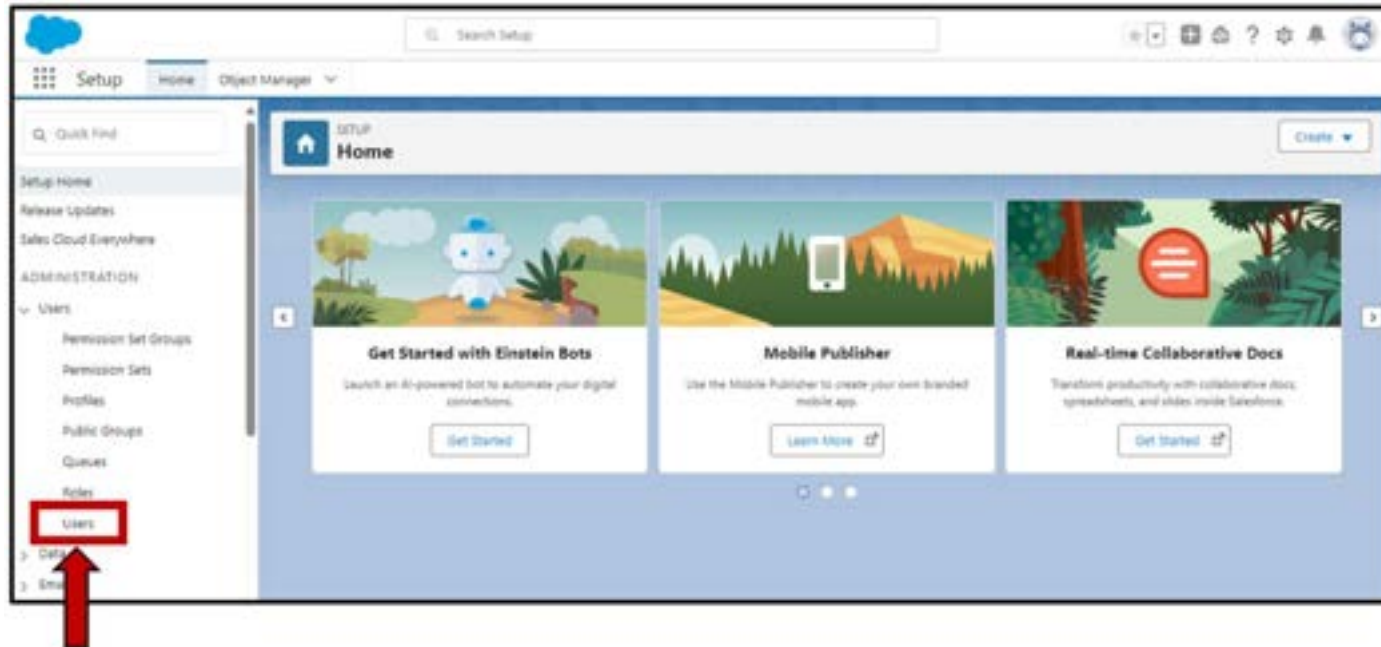
Select a column header to reorganize the list. In this example, the Order Number column was selected, and the list below is now from least to

| | Order No. ↑ | Account Name | Order Start | Status | Zone |
|---|-------------|------------------------|-------------|-----------|----------------|
| 1 | 0000445 | Isabelle Marie Boulay | 2024-03-01 | Activated | Zone Central |
| 2 | 0000446 | Polly Anne Wogg | 2024-03-01 | Accepted | Zone Southwest |
| 3 | 0000454 | Taylor Kelsey Swift | 2024-03-01 | Accepted | Zone Central |
| 4 | 0000465 | Michael Alan Patterson | 2024-03-01 | Activated | Zone Central |





Guided Walkthrough



* Status

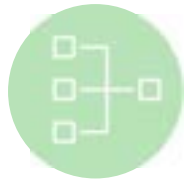
New



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System Components

| <input type="checkbox"/> | Name |
|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Grocery shopping |
| <input type="checkbox"/> | Transportation/le |



System Components: Mandatory Field

* Status
New

- Required fields are indicated with a red or grey Asterix: *





System Components: Mandatory Information Missing



- Displayed when mandatory information is missing in a required field. Complete the missing information and click save.





System Components: Help Text (information icon)

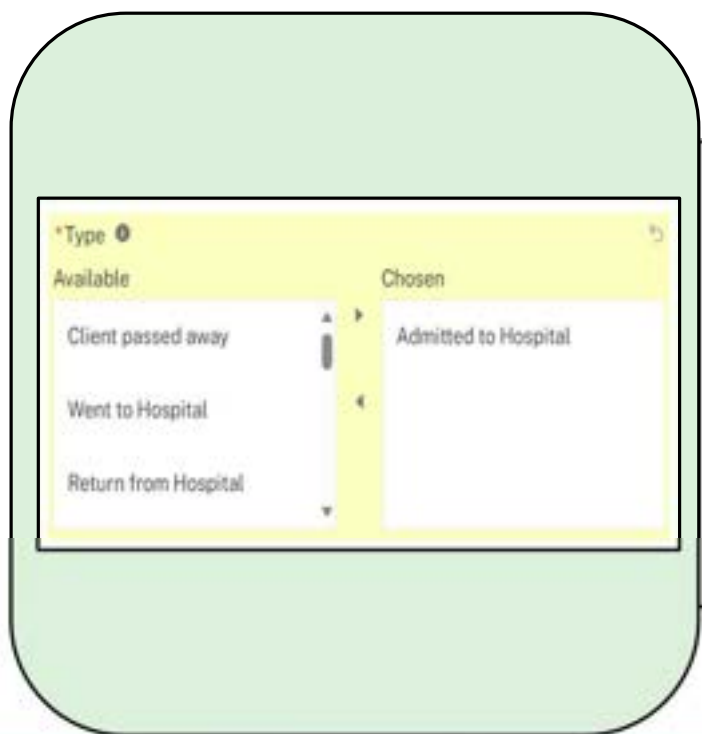


- Displays help text when you hover your mouse/cursor over top of it.



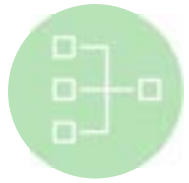


System Components: Multi-picklist field

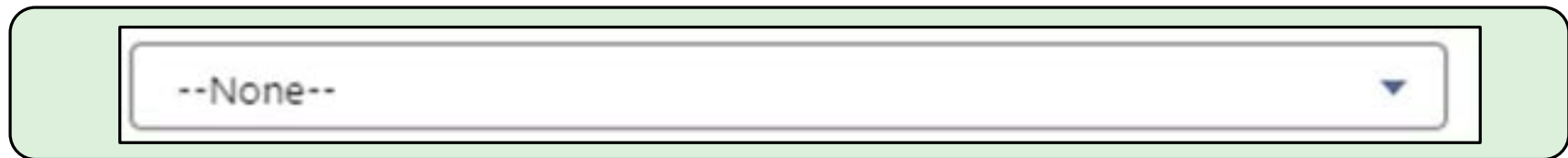


- Some fields allow the addition of more than one value. Under the Available column, select each value and click the arrow to add them to the Chosen column.





System Components: Dropdown Menu

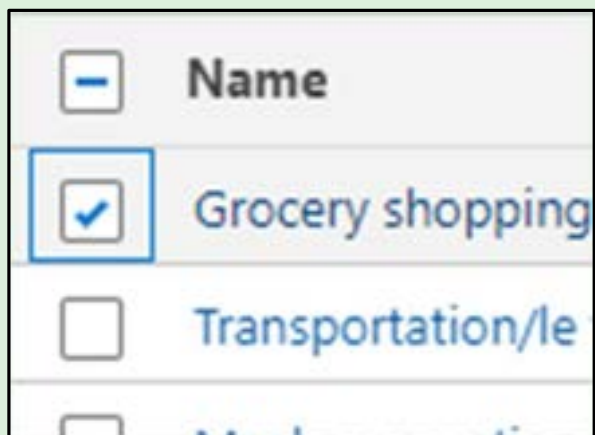


A dropdown menu field is indicated by a chevron. When selected, a menu is displayed where you are asked to select the relevant item.





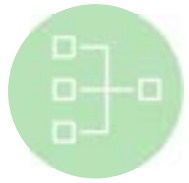
System Components: Checkbox



| <input type="checkbox"/> | Name |
|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Grocery shopping |
| <input type="checkbox"/> | Transportation/le |
| <input type="checkbox"/> | |

- Used to select or deselect an item related to the action being performed.





System Components: Text Field

A diagram of a text field component. It consists of a light green rounded rectangle containing a white rectangular text input field. Above the text field is a label "Description" with a red asterisk to its left, indicating it is a required field.

- In this field you are able to type in any relevant information without having to choose from a list of provided items.



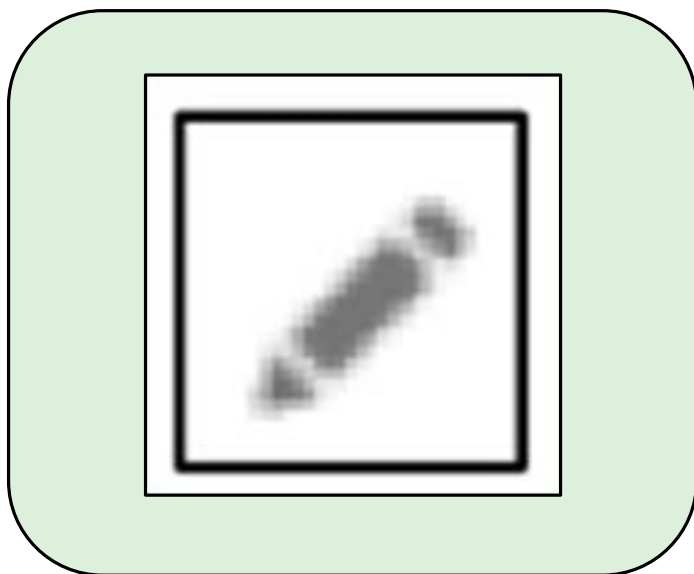


Icons:





Icons: Pencil

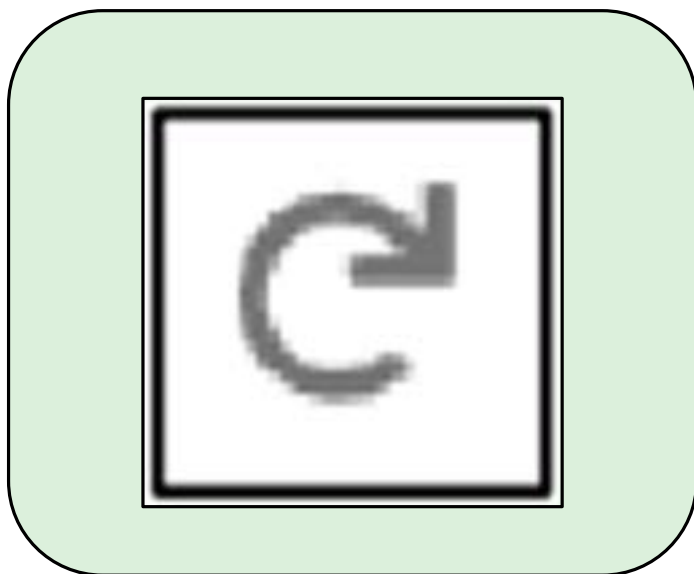


Allows you to make modifications to unrestricted fields.





Icons: Refresh



When selected, it will refresh the list view to display the most up-to-date content.





Questions & Discussion





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Finance



Finance



- Submit at any time
- Submit multiple service confirmations
- Request changes to service (Change Request)
- Hours/Units are calculated monthly (cannot cross months)
- Confirming services rendered, not those approved





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Service Confirmations



Navigate & Access Service Confirmations



1. Select **Service Confirmation** tab on Homepage
2. List of Draft, Validated and Submitted Service Confirmations is displayed.
3. To open, select the **Service Confirmation ID** hyperlink





Service Confirmations

Service Confirmation
SC: 40000012

Download Service Confirmation Items
[Download](#)

Upload Service Confirmation Items
[Upload Files](#) Or Drag Files

Validate Service Confirmation Items
[Validate](#)

Submit Service Confirmation Items
[Submit](#)

Service Confirmation Information

| | |
|---|---|
| State | State Reason |
| Web | |
| Service Period Start Date 2024-03-01 | Service Period End Date 2024-03-31 |
| Service Confirmation ID SC:40000012 | Charged Service Center Fredericton Fredericton |
| Vendor Confirmation Number | Service Provider Metropolitan Services |
| WST GST ID | Tax Indicator |
| Total Confirmation Amount \$0.00 | Tax Amount \$0.00 |

Service Confirmation Status History

| | |
|----------------------------|------------------------------|
| Validated Date | Submitted Date 2024-03-01 |
| Confirmed for Payment Date | Processed Date |

1. Download Service Confirmation Spreadsheet
2. Upload completed Spreadsheet
3. Validate Service Confirmation Items
4. Submit Service Confirmation





Step 1: Create New Service Confirmation

Create Service Confirmations

SERVICE CONFIRMATIONS

* Service Center
--None--

* Service Period Start Date

* Service Period End Date

Next

1. From Service Confirmation List View, select **Create Service Confirmation**
2. Select **Service Centre**
3. Enter **Service Period Start** and **End Date** (weekly, monthly, etc.) and click **Next**





Step 1: Create New Service Confirmation

Create Service Confirmations

SERVICE CONFIRMATIONS

My Service Requests

Showing 6 of 8 items

| <input type="checkbox"/> Service Request Number | Service Name | Account Name | Order Start Date | Order End Date |
|---|---|--------------------------|------------------|----------------|
| <input type="checkbox"/> 00000667 | DEPRECATED Home Support/Personal Care - Soutien à domicile/Soins personnels | Bucky Barnes | Apr 1, 2024 | Mar 31, 2025 |
| <input type="checkbox"/> 00000563 | DEPRECATED Home Support/Personal Care - Soutien à domicile/Soins personnels | Pierre Jacob Guitard | Mar 1, 2024 | Feb 28, 2025 |
| <input type="checkbox"/> 00000499 | DEPRECATED Meals On Wheels/Wheels To Meals - Livrai/repas domic/transp. pour se procurer un repas | Etienne Albert Lantaigne | Mar 1, 2024 | Apr 1, 2024 |
| <input type="checkbox"/> 00000484 | DEPRECATED Meals On Wheels/Wheels To Meals - Livrai/repas domic/transp. pour se procurer un repas | Michael Alan Patterson | Mar 1, 2024 | Feb 28, 2025 |

Next

- Select all service requests that apply for the previously identified Service Period





Step 2: Open New Service Confirmation

The screenshot shows a web application interface with a navigation bar at the top containing buttons for 'Download', 'Validate', and 'Submit'. Below the navigation bar, there is a section titled 'Service Confirmation' with a 'Status' dropdown menu. The main content area displays a 'Service Confirmation Status History' table. A red box highlights a table of service items, and a red arrow points to the 'Draft' status in the 'Status' column.

| Service Confirmation Item ID | Client Name | Service Name | Status |
|------------------------------|------------------|---|--------|
| 001-00000001 | Judith Boulay | SEPRECATED Home Support Personal Care Services à domicile Services personnels | Draft |
| 001-00000002 | Michael Peterson | SEPRECATED Home Support Personal Care Services à domicile Services personnels | Draft |
| 001-00000003 | Michael Peterson | SEPRECATED Home Support Personal Care Services à domicile Services personnels | Draft |
| 001-00000004 | Shirley Cummings | SEPRECATED Home Support Personal Care Services à domicile Services personnels | Draft |
| 001-00000005 | Flora Dubaud | SEPRECATED Home Support Personal Care Services à domicile Services personnels | Draft |
| 001-00000006 | Buffy Barnes | SEPRECATED Home Support Personal Care Services à domicile Services personnels | Draft |

1. Click **Refresh** if the **Draft** Service Confirmation does not appear
2. Open the Draft Service Confirmation
3. Service Confirmation Items displays state of **Draft**





Step 3:

Complete Service Confirmation Information

1. Select **Pencil** icon to edit
2. Enter **Vendor Confirmation Number** (*invoice#*)
3. Select **Tax Indicator** (e.g., full, no tax, etc.)
4. Click Save

The screenshot shows a web form titled "Service Confirmation Information" with a red border. The form contains the following fields:

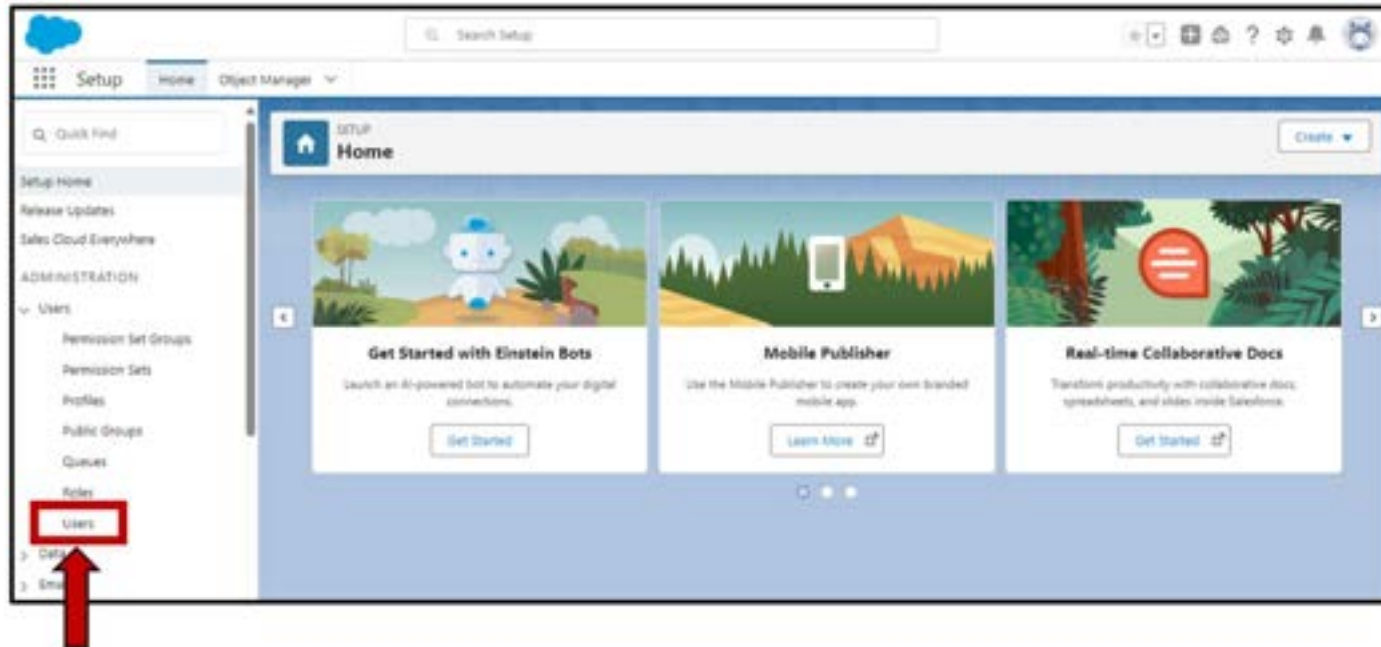
| Service Confirmation Information | |
|--|---|
| State | State Reason |
| DOB | |
| Service Period Start Date 4/22/2024 | Service Period End Date 4/26/2024 |
| Service Confirmation ID SC-00000001 | Charged Service Center Fredericton / Fredericton |
| Vendor Confirmation Number 5750 | Service Provider Mental Health Services |
| HST / GST ID | Tax Indicator |
| Total Confirmation Amount 0.00 | Tax Amount 0.00 |

Below the form is a section titled "Service Confirmation Status History".





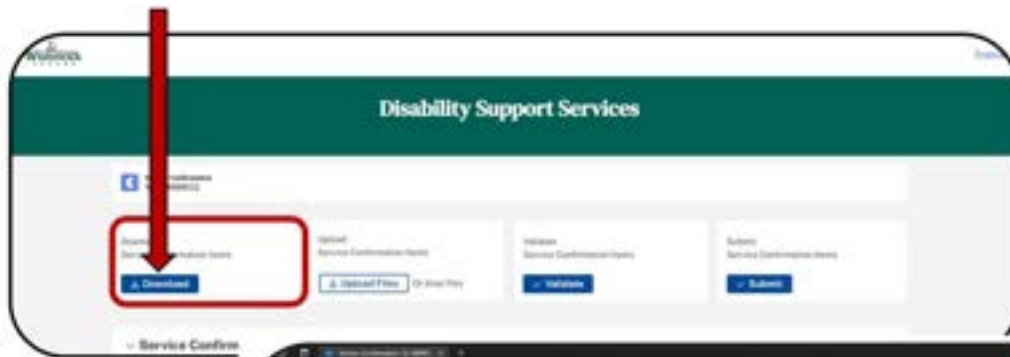
Guided Walkthrough



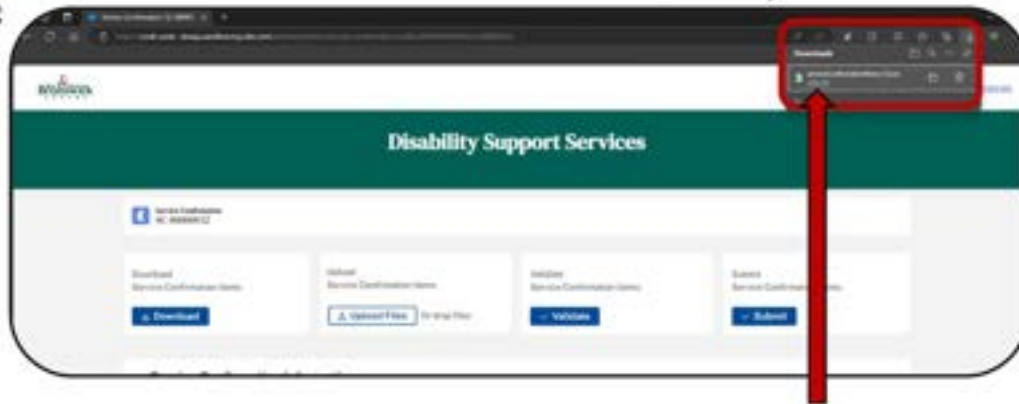


Step 4:

Download Service Confirmation Spreadsheet



1. Click **Download**
2. Select **Open File** from web browser download popup





Step 5: Complete Spreadsheet & Save

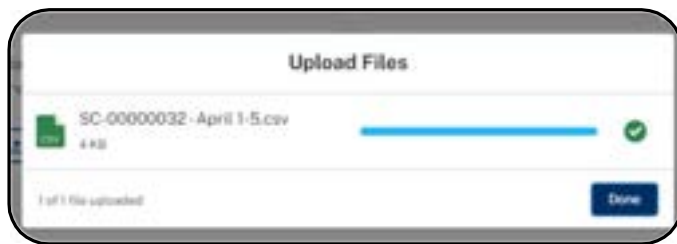
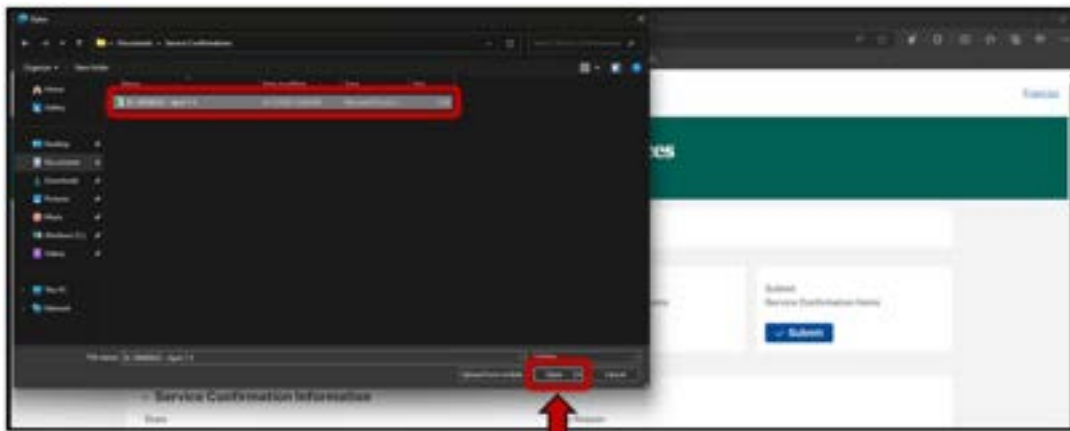
1. Spreadsheet opens with **Service Confirmation Item ID, Product Name, Service Request ID, Client Name, Unit Type** and **Rate** auto-filled
2. Enter **No. of Units** (e.g., hours, days, etc.)
3. Enter
 - Other costs (*if approved*)
 - Stat. Holidays (*if approved/included in service request*)
 - Client Contribution (*if approved/applicable*),
 - GST/Tax
- Once complete, **Save** the Spreadsheet

| | A | B | C | D | E | F | G | H |
|----|------------------------------|---------------------------------------|--------------------|-------------------------|--------------|-----------|-------|------------|
| | Service Confirmation Item ID | Product Name | Service Request ID | Client Name | No. of Units | Unit Type | Rate | Kilometers |
| 1 | SC-80000096 | DEPRECATED Meals On Wheels/Wheels To | 379 | Peter Parker | 2 | | 30.25 | |
| 2 | SC-80000097 | DEPRECATED Meals On Wheels/Wheels To | 412 | Peter Parker | 4 | | 30.25 | |
| 3 | SC-80000098 | DEPRECATED Meals On Wheels/Wheels To | 414 | Peter Parker | 5 | | 30.25 | |
| 4 | SC-80000099 | DEPRECATED Meals On Wheels/Wheels To | 415 | Peter Parker | 2 | | 30.25 | |
| 5 | SC-80000100 | DEPRECATED Home Support/Personal Care | 445 | Isabelle Marie Boulay | 2 | Day | 29.47 | |
| 6 | SC-80000101 | DEPRECATED Meals On Wheels/Wheels To | 430 | Isabelle Marie Boulay | 2 | | 30.25 | |
| 7 | SC-80000102 | DEPRECATED Home Support/Personal Care | 474 | Etienne Albert Lefebvre | 3 | Day | 29.47 | |
| 8 | SC-80000103 | DEPRECATED Home Support/Personal Care | 460 | Michael Alan Fotherston | 3 | Day | 29.47 | |
| 9 | SC-80000104 | DEPRECATED Home Support/Personal Care | 472 | Jack Peter Ryan | 3 | Day | 29.47 | |
| 10 | SC-80000105 | DEPRECATED Home Support/Personal Care | 470 | Angela Tracy Steeves | 3 | Day | 29.47 | |
| 11 | SC-80000106 | DEPRECATED Home Support/Personal Care | 467 | Susan Barbara Smith | 3 | Day | 29.47 | |
| 12 | SC-80000107 | DEPRECATED Home Support/Personal Care | 469 | Joshua Evan Sommers | 3 | Day | 29.47 | |
| 13 | SC-80000108 | DEPRECATED Home Support/Personal Care | 475 | Eric Joseph Miron | 3 | Day | 29.47 | |
| 14 | SC-80000109 | DEPRECATED Home Support/Personal Care | 475 | Kath Alexander McLeod | 5 | Day | 29.47 | |
| 15 | SC-80000110 | DEPRECATED Meals On Wheels/Wheels To | 494 | Michael Alan Fotherston | 2 | | 30.25 | |
| 16 | SC-80000111 | DEPRECATED Home Support/Personal Care | 480 | Shelly Ann Cummings | 3 | Day | 29.47 | |
| 17 | SC-80000112 | DEPRECATED Home Support/Personal Care | 482 | Tiffany Allison Corbett | 2 | Day | 29.47 | |
| 18 | SC-80000113 | DEPRECATED Meals On Wheels/Wheels To | 485 | Angela Tracy Steeves | 3 | | 30.25 | |
| 19 | SC-80000114 | DEPRECATED Meals On Wheels/Wheels To | 497 | Eric Joseph Miron | 4 | | 30.25 | |
| 20 | SC-80000115 | DEPRECATED Meals On Wheels/Wheels To | 501 | Jack Peter Ryan | 2 | | 30.25 | |





Step 6: Upload Spreadsheet



1. From applicable Service Confirmation (*draft*), select **Upload**
2. Locate, select and open the spreadsheet (*should have the same Service Confirmation ID*)
3. Wait for **Green Checkmark**
4. Click **Done**
5. Scroll to verify that the State of each Service Confirmation Item ID displays **Uploaded**





Step 7: Validate Service Confirmation Items

1. Click **Validate**
2. The page refreshes
3. Scroll to confirmation **Validated State** for each Service Confirmation Item
 - If not all items are displayed, select **View All**

Service Confirmations • SC-00000032

Service Confirmation Items

23 items • Updated 8 minutes ago

| | Service Co... | Client N... | Service Name | State | Clie... | D... | Total Co... |
|---|---------------|-------------|--------------------------|-------------------|---------|--------|-------------|
| 1 | SCI-00000086 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 2 | SCI-00000087 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 3 | SCI-00000086 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 4 | SCI-00000086 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 5 | SCI-00000100 | | DEPRECATED Home Supp... | Failed Validation | \$0.00 | \$58. | \$58.04 |
| 6 | SCI-00000101 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 7 | SCI-00000102 | | DEPRECATED Home Supp... | Validated | \$0.00 | \$88. | \$88.41 |
| 8 | SCI-00000103 | | DEPRECATED Home Supp... | Validated | \$0.00 | \$88. | \$88.41 |





Step 7: Validate Service Confirmation Items

1. Click **Validate**
2. The page refreshes
3. Scroll to confirmation **Validated State** for each Service Confirmation Item
 - If not all items are displayed, select **View All**

Service Confirmations • SC-00000032

Service Confirmation Items

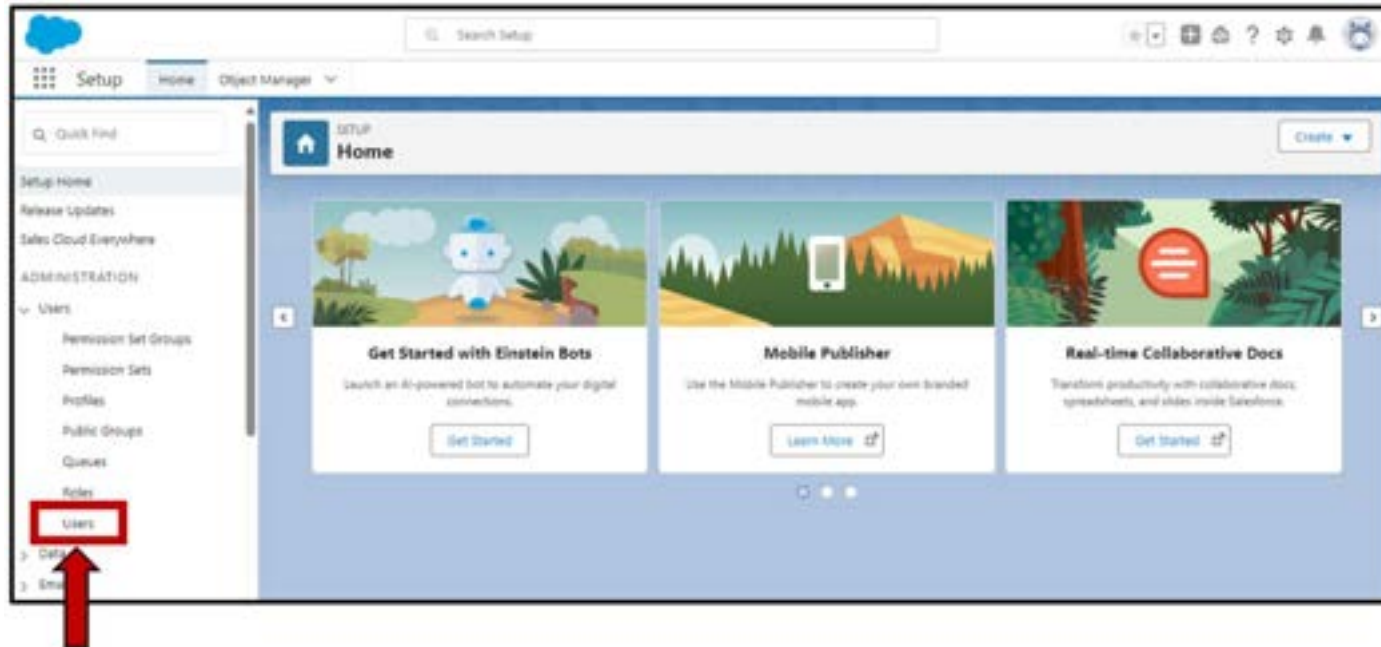
23 items • Updated 8 minutes ago

| | Service Co... | Client N... | Service Name | State | Clie... | D... | Total Co... |
|---|---------------|-------------|--------------------------|-------------------|---------|--------|-------------|
| 1 | SCI-00000086 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 2 | SCI-00000087 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 3 | SCI-00000086 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 4 | SCI-00000086 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 5 | SCI-00000100 | | DEPRECATED Home Supp... | Failed Validation | \$0.00 | \$58. | \$58.04 |
| 6 | SCI-00000101 | | DEPRECATED Meals On W... | Validated | \$0.00 | \$0.00 | \$0.00 |
| 7 | SCI-00000102 | | DEPRECATED Home Supp... | Validated | \$0.00 | \$88. | \$88.41 |
| 8 | SCI-00000103 | | DEPRECATED Home Supp... | Validated | \$0.00 | \$88. | \$88.41 |





Guided Walkthrough





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Failed Validations & Modifying



Failed Validations

Service Confirmation Item
SC-0000000

Service Confirmation Item

| | |
|---|--|
| State Failed Validation | State Reason Client Contribution must be equal to Basic Cost |
| Service Confirmation Item ID SC-0000000 | Service Confirmation ID SC-0000000 |
| Client Name | Service Request 10000445 |
| Service Name DEPRECATED Home Support/Personal Care- Support & Service/Some personnel | Payment Type Accounting |

Basic Cost

1. Open the Failed Service Confirmation Item by select its **Blue Hyperlink**
2. The **State** and **State Reason** display a reason for failed validation
3. Take the necessary actions to correct the failed validation.

IMPORTANT: Different action will be taken depending on the failed validation.





Modify Service Confirmation Items

1. Open the Service Confirmation Item
2. Click a **Pencil Icon**
3. Make the necessary adjustments
4. Click **Save**

Note: This process is also used when manually entering Service Confirmation Item details.

The screenshot displays the 'Service Confirmations' interface. The top section shows a table of 'Service Confirmation Items' with columns for Service Co., Client N., Service, Service Name, and State. A red box highlights the first row (Service Co.: SC1-00000131) and a red arrow points to the pencil icon in the 'State' column. Below the table, a detailed view of the selected item is shown, with a red arrow pointing to a pencil icon in the bottom right corner of the form.

| Service Co. | Client N. | Service | Service Name | State | State |
|--------------|----------------|----------|--------------------------|----------|-------------|
| SC1-00000131 | Isabelle Bo... | 00000445 | DEPRECATED Home Supp... | Uploaded | Upload S... |
| SC1-00000132 | Michael Pat... | 00000465 | DEPRECATED Home Supp... | Uploaded | Upload S... |
| SC1-00000133 | Michael Pat... | 00000484 | DEPRECATED Meals On W... | Uploaded | Upload S... |





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Submit



Housekeeping

Before Submitting, you have the following options:

1. All items validated, submit Service Confirmation
2. Failed Validation Items, you can:
 - Make immediate changes or adjustments (re-validate)
 - Make changes or adjustments later and repeat the entire process by **only** selecting the service confirmations that failed and resubmitting after validation
 - Log a Change Request – only if the item failed validation due to discrepancies
3. Submit the Service Confirmation and include any outstanding items in the next Service Confirmation Batch.

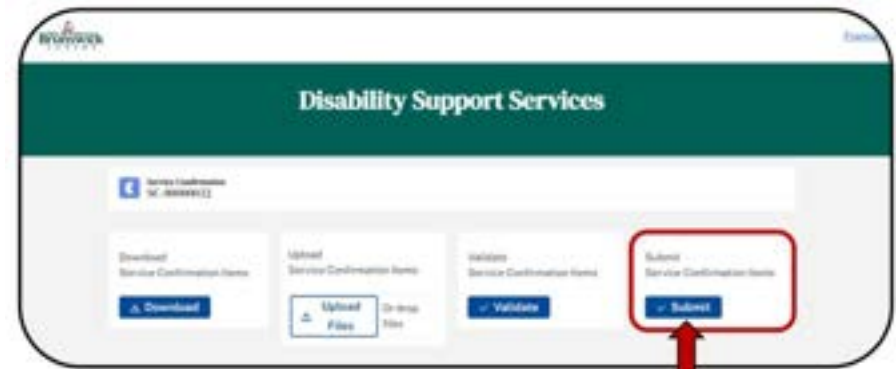




Submit Service Confirmation (With & Without Failed Validations)

1. Click **Submit**
2. Click **Confirm**
3. Scroll to Service Confirmation Item list
4. Confirm **Submitted** State

Note: Once submitted, **no** changes can be made. All fields become restricted.



The screenshot shows a table of 'Service Confirmation Items'. The 'State' column for all items is 'Submitted', which is highlighted with a red box. A red arrow points to this box from the 'Submit' button in the screenshot above.

| Service Con. | Client Name | Service R. | Service Name | State |
|--------------|-------------------|------------|----------------------------------|-----------|
| SC-00000131 | Isabelle Boulay | 00000445 | DEPRECATED Home Support/Personal | Submitted |
| SC-00000132 | Michael Patterson | 00000465 | DEPRECATED Home Support/Personal | Submitted |
| SC-00000133 | Michael Patterson | 00000484 | DEPRECATED Meals On Wheels/Wheel | Submitted |
| SC-00000134 | Shelly Cummings | 00000485 | DEPRECATED Home Support/Personal | Submitted |
| SC-00000135 | Pierre Guillard | 00000503 | DEPRECATED Home Support/Personal | Submitted |
| SC-00000136 | Bucky Barnes | 00000667 | DEPRECATED Home Support/Personal | Submitted |





Correcting & Resubmitting Failed Validations

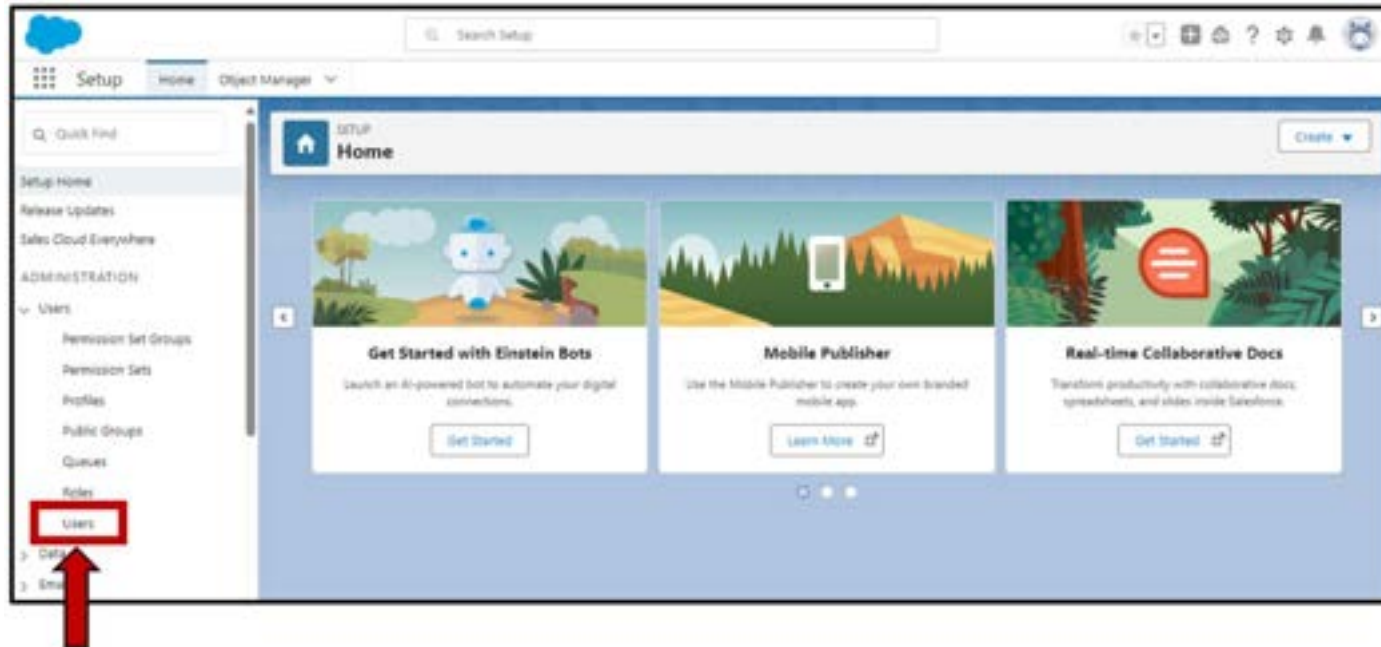
The image displays two screenshots of the Brunswick website interface. The top screenshot shows a 'Service Confirmation Item' with a red box around the 'Service Confirmation ID' field and a red arrow pointing to it. The bottom screenshot shows the 'Disability Support Services' page with a red box around the 'Validate' button and a red arrow pointing to it.

1. Open **Failed Validation Service Confirmation** item
2. Verify **State Reason**
3. Make the corrections (i.e., modify using pencil icon)
4. Click **Service Confirmation ID** hyperlink (re: image step 2)
5. **Validate**
6. Confirm Validate State
7. **Submit**
8. Confirm Submitted State





Guided Walkthrough





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Log Change Request



Change Requests

- Request Adjustment of Services
- Request Pause of Services
- Request End of Services

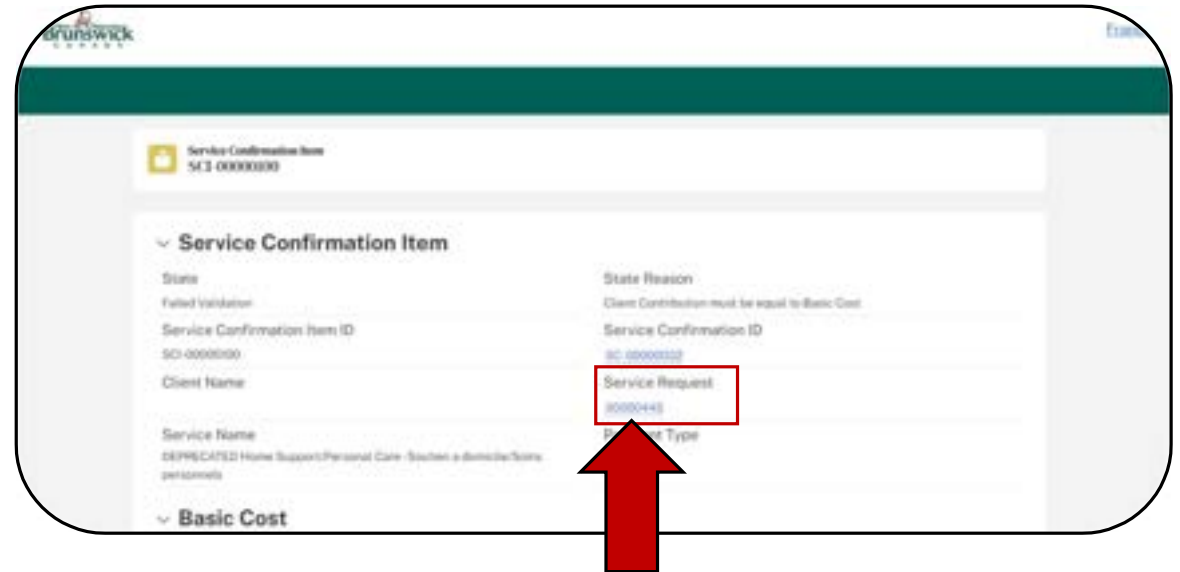
All of these can be done directly from with CommunityCareNB by accessing a client's Service Request.





Open Client's Service Request

1. Open Service Confirmation Item
2. Locate **Service Request**
3. Click the hyperlink
4. Client's Service Request details are displayed





Log a Change Request

Service Report Create

Category *
--None--

Type *

Available

Closed

Description *

Next

1. Open Active or Terminated Service Request
2. Select **Log an Incident**
3. Mandatory fields are indicated by a red Asterix *





Log a Change Request

4. Select the **Category** (adjust, pause, end)
5. Select the **Type** (e.g., Agency Requesting Decrease Service)
6. Provide Description of the change and rationale.
7. Click **Next** and then **Finish**

The image displays two screenshots of a web form titled "Service Report Create".

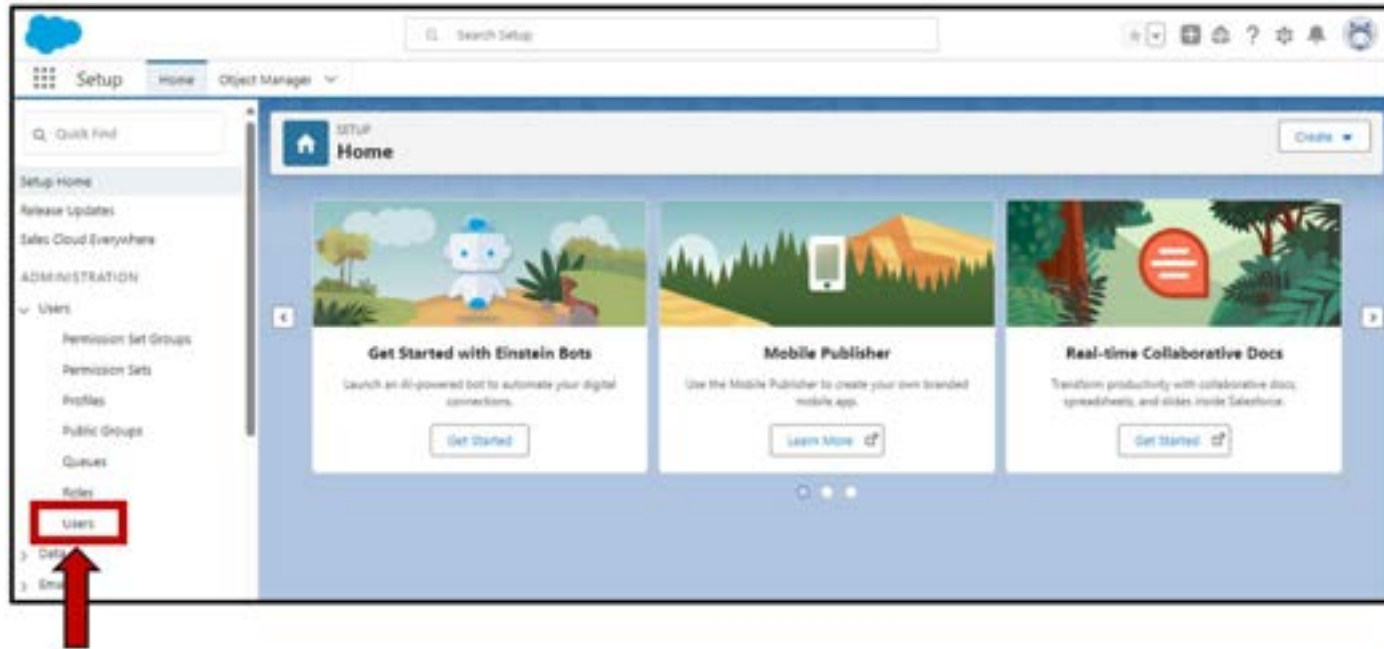
The top screenshot shows the "Category" dropdown menu set to "Adjust Service". Below it, the "Type" dropdown menu is open, showing options: "Person Requesting Decrease Service", "Agency Requesting Decrease Service", and "Person Requesting Increase Service". A red arrow points to the "Type" dropdown menu.

The bottom screenshot shows the "Category" dropdown menu set to "Pause Service". Below it, the "Type" dropdown menu is open, showing options: "Person Requesting Pause Service" and "Agency Requesting Pause Service". A red arrow points to the "Type" dropdown menu.





Guided Walkthrough





Questions & Discussion





HYPERCARE & SUPPORT

Urgent issues; something is not working 1st 3-5 weeks

Email: communitycaresupports@gnb.ca

IMPORTANT: please be as specific as possible when you report an issue, it will help resolve any issues more quickly

Issues after 3-5 weeks

- **Phone:** 1-888-487-5050
- **Email:** ITServiceDesk@snb.ca

IMPORTANT: When requesting help by call or email, mention CommunityCareNB (phone) and include CommunityCareNB in the email subject line.

Feedback and input

Weekly Huddle:

Resources

www.socialsupportsnb.ca/partnerresources



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Conclusion *Summary*

Summary:

- What is CommunityCareNB Partner Portal
- Personas and Permission
- Navigating the Partner Portal
- Service Confirmations
 - Download
 - Upload
 - Validate
 - Submit & Resubmitting
- Failed Validations
- Modifying Service Confirmation Items
- Logging Change Requests

