Service Provider Huddle

CommunityCare NB (CCNB) Huddle Date August 14, 2025:

Topic	Updates / Decisions/Take Aways August 14, 2025
Tips	For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#) (Save this link as a favorite in your internet browser). • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)

CCNB Updates	• Planning, design and scheduling of the migration in Q4 2025 for Adult Residential Facilities (ARF) in the southwest zone continues.
	
	    ○ The scope is for Adults who are residing in ARFs.
	
	    ○ Validation is now in progress for some of the Service Providers who have previously migrated to CCNB and are showing on the ARF list. This is a quick check to see if any of the information has changed since they were migrated.
	
	• Planning, design and scheduling of the Migration in Q4 2025 for Children and Adults < 65 years with disabilities in the southeast zone continues. The Service Provider validation is in progress.
	
	Take aways from previous huddles:
	
	1. **Intermittently, when the Service Coordinator signs into CCNB there are no tiles; just the heading Disability Support Program (or whatever the title is). Refreshing and hitting the re-load button does not always work; also clicking on the provincial logo does not always work .** In progress, the investigation continues to reproduce the error, diagnose the issue and determine a solution.

	2. **Intermittently the language changes to French when switching between screens.** – In progress; the investigation continues to reproduce the error like #1 above. diagnose and the issue and determine a solution.
	
	    o New scenario to help diagnose the issue:
	           Complete a Service Confirmation; when hit the back arrow it goes back to the previous screen but it's in French, and then when refresh the screen it's in English.
	
	3. **If a client refuses a caregiver that we offer, do we bill Client? What is the business protocol?** In progress. The question has been asked and we're pending a response.

Issues/ Feedback/ Suggestions	Challenges working with modifications? Any pain points, or general feedback on using CCNB? *I love Katelyn because she's answered more questions for me over the past couple of years... if I could just work with her all the time I'd be a happy camper* 😊 *Awesome Katelyn. She helped me and I was able to do the billing for foot care for July.* 1. Brenda H. continues to experience an issue with one case; can't bill for one item as it's not on the SO. 2. Judy L. As more clients get moved over to CCNB, will each one need to be invoiced one at a time? And will I need to search and see in CCNB when new SOs are started? 3. Janet – 3 clients in the Sussex area, when Go to the service confirmation in the spreadsheet that downloads, enter in the number of meals that have been delivered to them for the month and when I upload that the status is showing not validated. Then I must go into each client and put the dollar amount that they're billed for. Does that spreadsheet not automatically? a. There's a reason field that shows up to explain why a status is not valid. It could say something like not validate because the service.... Additionally, the intention is that calculations are automatic.

	4. Janet - Are you able to enter lines manually (add rows) into the spreadsheet that is downloaded? Sometimes my clients will have two lines because they don't take the same number of meals and the same number of sides. So I have 2 lines that I must bill for it. Are you able to insert manually? For instance, if they took 30 main meals and they only took 20 sides, so because it's different pricing.
Actions (Target completion for next meeting)	1. **Katelyn** to connect with Brenda H. to help resolve being unable to bill for the one item. (Target completion Aug 15) 2. **Nath** to confirm invoice requirements for when multiple clients i.e. 90 are ultimately moved over to CCNB (Target completion Aug 28) 3. **Nath** to confirm if it's possible to add rows to the downloaded spreadsheet.

CommunityCare NB (CCNB) Huddle Date July 31, 2025:

Topic	Updates / Decisions/Take Aways July 31, 2025
Tips	For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#) (Save this link as a favorite in your internet browser). • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)
CCNB Updates	• Planning, design and scheduling of the migration in Q4 2025 for Adult Residential Services (ARF) in the southwest zone continues. 　○ It's anticipated the list of Service Providers providing those services will be available as early as next week for the team to start contacting the Service Providers to validate their information. 　○ It's also anticipated some of the Service Providers were previously validated as part of the June migration for Children and Adults < 65 years with disabilities, and in that case, they will hear from the Validation Team again just for a quick check to see if any of the information has changed in the meantime. • Planning, design and scheduling of the Migration in Q4 2025 for Children and Adults < 65 years with disabilities in the southeast zone continues. The Service Provider validation is in progress. • POST MEETING: CCNB Target training has been recorded to help with kilometers, other costs, how to read the lines when there's modifications, and how to review Social Worker notes. This is included in the recording of today's meeting. Take aways from previous huddles: 1. **Intermittently, when the Service Coordinator signs into CCNB there are no tiles; just the heading Disability Support Program (or whatever the title is). Refreshing and hitting the re-load button does not always work; also clicking on the provincial logo does not always work.** In progress, the investigation continues to reproduce the error, diagnose the issue and determine a solution.

	2. **Intermittently the language changes to French when switching between screens.** – In progress; the investigation continues to reproduce the error, diagnose and the issue and determine a solution. 3. **If a client refuses a caregiver that we offer, do we bill Client? What is the business protocol?** In progress. In the process of following up with the appropriate contact to confirm the protocol. Annette V. confirmed it's common to introduce a support worker to a client, and the client refuses the support worker.
Issues/ **Feedback/** **Suggestions**	Challenges working with modifications? Any pain points, or general feedback on using CCNB? As CCNB expands, it would be more efficient if the finance team had the functionality to invoice multiple regions on the one (1) invoice. • Nath confirmed this is in development now, and was able to share show a preview of what will be coming in a future release. *Things are going smoothly, and it seems to be mitigating any rejections that we used to see when uploading to NBFamily. The portal is helpful, and the finance team are still getting used to it and seem to be grasping it quite well.* *It's exciting that things are going well; have some new staff getting training and going into the portal, so there may be additional questions; right now, we're good.* *Excited to see new functionality ahead of being released.*
Actions (Target completion for next meeting)	No specific additional actions were identified for the next meeting.

CommunityCare NB (CCNB) Huddle Date July 17, 2025:

Topic	Updates / Decisions/Take Aways July 17, 2025
Tips	For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#) (Save this link as a favorite in your internet browser). • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization For support email [communitycaresupports@gnb.ca](#) for any issues you run into with the system. [SoinsCommunautaires@gnb.ca](#) (French inbox)
CCNB Updates	• Scheduling of the design and development is in progress to show the Postal code when an Order is pending. (Currently the full address details are visible only once the order is accepted). • CCNB Target training is being prepared for the next Huddle to help with kilometers, other costs, how to read the lines when there's modifications, how to review Social Worker notes. Take aways from Jun 20 Huddle: 1. **Intermittently, when the Service Coordinator signs into CCNB there are no tiles; just the heading Disability Support Program (or whatever the title is). Refreshing and hitting the re-load button does not always work; also clicking on the provincial logo does not always work.** In progress, the investigation continues to reproduce the error, diagnose the issue and determine a solution. Brenda H., encountering slow performance in the past week; seems worse. 2. **Intermittently the language changes to French when switching between screens.** – In progress; the investigation continues to reproduce the error, diagnose and the issue and determine a solution. Brenda H. seems worse in the past week. Brenda providing Nath I. with her email address to further assist with diagnosing both issues. 3. **If a client refuses a caregiver that we offer, do we bill Client? What is the business protocol?** In progress. In the process of following up with the appropriate contact to confirm the protocol. Annette V. confirmed it's common to introduce a support worker to a client, and the client refuses the support worker. Take aways from Jul 10 Huddle: 1. **Resend post migration email to Julia Lewis Health Services.** (Janice) – Closed; email was sent. 2. **Have a member from the CommunityCare NB Support Team contact Julia to help alleviate the confusion around the invoicing and follow up on the related concerns about lack of response to previous queries for assistance** (Nathalie) – Closed. Confirmed the team has reached out to Julia and is pending a response to provide support as needed.
Issues/ Feedback/ Suggestions	Challenges working with modifications? Any pain points, or general feedback on using CCNB? 1. Love attending these meetings. They are short, useful and like the "Huddle" name.

	2. **Nicole H. Is there a way to view the permissions of people in CCNB and what their access is? This can't be seen from the CCNB Access Requst form?** Correct. There is no way currently to proactively view who has access and what their CCNB Role is from the request form. The current way to access this information is A) Review the email sent prior to data migration with the contact names (not ideal as contacts may have changed in the meantime) or B) Email a request to CommunityCare Support to provide that information. 3. **Brenda H. Still experiencing the same issues since the case was migrated to CCNB where the per km amount is missing so unable to bill to transportation other.** Have not received a response from the email request for help from CCNB Support on Jul 03.
Actions (Target completion for next meeting)	1. **Nathalie:** Have a member of her team contact Brenda to help resolve the missing km information for the transportation other services to be invoiced.

CommunityCare NB (CCNB) Huddle Date July 3, 2025:

Topic	Updates / Decisions July 3, 2025
Tips	For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#) (Save this link as a favorite in your internet browser). • Training resources (user guides, training videos, Q&As) • Form to request changes to users (new, change, remove) or information about your organization For support email [communitycaresupports@gnb.ca](#) for any issues you run into with the system. [SoinsCommunautaires@gnb.ca](#) (French inbox)
CCNB Updates	Take aways from Jun 20th Huddle: 1. **Intermittently, when the Service Coordinator signs into CCNB there are no tiles; just the heading Disability Support Program (or whatever the title is).** Refreshing and hitting the re-load button does not always work; also clicking on the provincial logo does not always work. – In progress, investigation is underway. 2. **Only one active client migrated, when there are ~70 active clients so not certain how to do her invoicing.** – Closed. Migration to CCNB is a phased approach; only services for adults younger than 65 and children with disabilities have been migrated to CCNB and need to be invoiced in CCNB. Other services for Clients continue to be serviced and invoiced in where you've always done it. 3. **Only 3 clients migrated to the new portal when there are ~300 clients so not certain how to do her invoicing.** – Closed. Same as #2 above. 4. **What is the correct process to follow if the kilometers are not in .5 increments? Should they be rounded up?** – Closed. Confirmed it should be rounded up. 5. **If a client refuses a caregiver that we offer, do we bill the client? What is the business protocol?** In progress. In the process of following up with the appropriate business people to confirm the protocol. 6. **Getting Oh Snap! error trying to login to CCNB, then reloads. Unable to get logged in**. Closed. This was related to Stacy and the Brenda's and confirmed to be resolved. ○
Issues/ Feedback/ Suggestions	• How are orders showing up for you? • Any issues with 'new' clients being received in CCNB? • Any confusion, suggestions for enhancements or improvements?

Clarification for confusion on what's been migrated, and where to do invoicing:
- Services are being migrated to CCNB in a phased approach.
- Currently, the services which have been migrated to CCNB are Clients who are adults (younger than 65) and children with disabilities.
- Billing for Services in CCNB, is only applicable for those Service Providers and Clients whose services have been migrated to CCNB.
- All other Services for Clients which have not been migrated to CCNB and the process to invoice for those services has not changed.
- Service Providers transitioned to CCNB who do not have active requisitions for Clients with services migrated ((adults younger than 65) and children with disabilities), will be notified via email when a client is active in CCNB in the future.

Issue / Take aways for Support follow up:
1. Janice - Resend Julia Lewis post migration information specific to her Julia Lewis Health Services migration.
2. Nathalie – Have a member from the CommunityCare NB Support Team contact Julia to help alleviate the confusion around the invoicing and also follow up on the related concerns about lack of response to previous queries for assistance.

CommunityCare NB (CCNB) Huddle Date June 20, 2025:

Topic	Updates / Decisions June 20, 2025

Tips	For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#) (Save this link as a favorite in your internet browser).
	    • Training resources (user guides, training videos, Q&As)
	    • Form to request changes to users (new, change, remove) or information about your organization
	For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)

CCNB Updates	Upcoming changes.
	    • Adult Residential Facility Client migration planning has begun; targeted for release in September.
	
	Training Takeaways Updates (follow up from the CCNB training sessions held the week of Jun 02)
	• **Is there a section showing who the Supervisor is, or what unit the Social Worker is in?**
	    ○ Evaluation of a new feature is being considered to include the program name. For example, in addition to the Social Worker name, you would maybe see the Program area such as FSCD or DSP.
	• **Is it possible to provide alerts for changes to the order summary?**
	    ○ A new feature for notifications is planned to be designed as a high priority. The intent is the new feature will provide notifications of changes such as rate changes, or address changes, etc.
	• **Is there a privacy concern to display the address prior to accepting the request?**
	    ○ In the process of checking with the Privacy Team. An update will be provided in a future Huddle meeting.

Issues/ Feedback/ Suggestions	• First impressions? ○ User Guides and videos were helpful. • Onboarding insights? • Areas of opportunity? **Issue / Take aways for Support follow up**: 1. Intermittently, when the Service Coordinator signs into CCNB there are no tiles; just the heading Disability Support Program (or whatever the title is). Refreshing and hitting the re-load button does not always work; also clicking on the provincial logo does not always work. 2. Only one active client migrated, when there are ~70 active clients so not certain how to do her invoicing. – Urgency to be responded with Jun 30 coming up quickly.

3. Only 3 clients migrated to the new portal when there are ~300 clients so not certain how to do her invoicing. – Urgency to be responded with Jun 30 coming up quickly.
4. What is the correct process to follow if the kilometers are not in .5 increments? Should they be rounded up?
5. If a client refuses a caregiver that we offer, do we bill the client? What is the business protocol?
6. Getting Oh Snap! error trying to login to CCNB, then reloads. Unable to get logged in.

CommunityCare NB (CCNB) Huddle Date March 26, 2025:

Tips	**For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#)** • **Training resources (user guides, training videos, Q&As)** • **Form to request changes to users (new, change, remove) or information about your organization** **For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)**
CCNB Updates	Upcoming changes. • Changes to service requisitions. Mostly behind the scenes set up to reduce issues of payments not going through, will change how SRs are presented (for example, we are introducing the concept of 'order summary'; packaging changes to service requisitions together for easier reference. TENTATIVE demo of changes April 14, will go live April 15. A meeting invite will go to all relevant users. If you cannot make it, the session will be recorded and posted to www.socialsupportsnb.ca/partnerresources. The following huddle (April 23rd) will focus on feedback about the changes. You will receive invite from Amy by end of today. • More clients: Working towards May 1st will migrate more clients. For these clients, your NBFamilies will be terminated with new order in CommunityCare. Will notify April 23 if change in timeline. • Like last time, you will charge for hours to end of April in old way and service deliver from May 1 will be billed via CommunityCare. For home support agencies, KMs will be included in the order. Travel with client will be migrated, terminated within 3 months and from then on travel with client will be included in orders under 'other costs-transportation'.
Issues/ Suggestions	How are you finding the dashboards?

CommunityCare NB (CCNB) Huddle Date February 26, 2025:

Tips	**For all up to date information about Community Care NB visit [CommunityCareNB Resource Centre](#)** • **Training resources (user guides, training videos, Q&As)** • **Form to request changes to users (new, change, remove) or information about your organization** **For support email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)**
CCNB Updates	• We are working on changes that will affect the Financial persona and will go live in a few months; to simplify changes to service requests. **Please let me know if you would be willing/interested in the next week to provide input on potential changes**. When these are ready, we will provide training to go over the changes. • **The following changes have been made recently;** • When selecting the drop down list for Service Request Types, "Cancelled" is now appearing as a search option • Connected Tab in Partner Portal has had the text above it updated Support: • Client email error resolved, will show email if available • Dashboard improvements: specific dashboards to persona, thank you to those who provided input into what you would like to see in dashboards. These revisions make it easier for you to filter the information to pull what you are most interested in, in the ways you need the information. **Demo: Getting the most from your Dashboards**
Issues/ Suggestions	

CommunityCare NB (CCNB) Huddle Date December 18, 2024:

Tips	**For all up to date information about Community Care NB visit www.socialsupportsnb.ca/partnerresources and email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)**
CCNB Updates	- Demo of new changes; - log a change request on terminated/cancelled request, - search by client or SR, - called caregiver added to incident report, - vendor confirmation number is now editable. - Support: - Email support is useful. We are working on support embedded in the system - Move to monthly huddles in the new year
Issues/ Suggestions	- Is the vendor number from VEIS the same in CCNB. Yes. - Email about Stat holidays maxes; was that for the agency or for a client; For a client. - I submit mileage separately and it failed validation. We'll investigate. I'd like to be able to sort list of clients by client name. Next Huddle, we'll demo on how to get the most out of dashboard.

CommunityCare NB (CCNB) Huddle Date December 4, 2024:

Tips	**For all up to date information about Community Care NB visit www.socialsupportsnb.ca/partnerresources and email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)**
CCNB Updates	• The **demo video** and a new **'tip sheet'** have been added to the resource page. The tips provide description of how to deal with scenarios that you have raised and may be relevant for others. Some tips are temporary solutions while better solutions are being developed, others are simply tips to prevent issues. As always, thank you for your patience and support as we introduce CommunityCareNB. • Do you want to continue with bi-weekly huddles? How is support going?
Questions	

CommunityCare NB (CCNB) Huddle Date October 23, 2024:

Tips	**For all up to date information about Community Care NB visit www.socialsupportsnb.ca/partnerresources and email communitycaresupports@gnb.ca for any issues you run into with the system. SoinsCommunautaires@gnb.ca (French inbox)**
CCNB Updates	• **More clients/service requisitions will be added by the end of the first full week of November**. (253 across 18 providers, range of 76 – 1 new) We will send you a list of the new clients who will be added the first week of November. *Please review and let us know if there are any issues.* Begin billing for services in November and beyond in the new system. • **Changes coming end of Nov** a) log out option, b) Dashboard (new SRs, expiring SRs, all active SRs, all terminated SRs), c) rescinded SR (if rescind will receive an email notifying and no longer visible in pending), d) cancelled SR, email notification and will still see in SR listing, e) new connected tab (to show original and 'new), f) service name added to SR list view, f) service confirmations with a total value of 0 dollar displays an error, g) goal and needs visible in SR, translations • **Nov 20 Huddle will review the above changes and resource videos will be added to** www.socialsupportsnb.ca/partnerresources • **Changes we're working on likely go live in early 2025**: a) Name on offered service requests, b) search by name and order number, c) way to send note to SD worker on terminated SR, edit vendor confirmation number • New users have 7 days to set up password (rather than 24 hours) **Support, if you would like someone to call you, it might be easiest to send email, provide phone number and ask for a callback. If you call 1 888 487 5050 (**note this is ServiceNB, reference CommunityCareNB.
Questions	• Does system update changes to rates and if there are changes in SR: when you create your service confirmation and select the time period, the active service requisition (and their associated rates) for that time period will be included. • Can you delete a Service Confirmation (before submission). Can you add a service confirmation item after you have created a service confirmation. Not at this time. You can delete a service confirmation, but not add one. • Outstanding support issue (Wendy following up). Please let me know if you are not receiving adequate/timely support. • What can we do when two SRs in 1 month, both with client contribution/co-pay? We are aware of this issue and working on a solution. For now, submit and send a request to communitycaresupports@gnb.ca and they will create a correction. Why are some KMs weekly and others monthly? Mileage is connected to the base service (e.g, home support) if home support is weekly KMs will be weekly if its monthly, KMs monthly.

CommunityCare NB (CCNB) Huddle Date September 4, 2024:

Welcome	www.socialsupportsnb.ca/partnerresources. 52 people have visited the site a total of 302 times already! This is the one stop shop for resources to support your use of Community Care. These updates will be posted to the website on Thursdays.
Access to Community Care	Did everyone receive email? Able to login?
CCNB Updates	• Training and Director confirmation required for access to Community Care. i. If you were not able to attend training in person, please view the recorded sessions at the link above and let Lisa Little know once complete. • Community Care is for services from September 1st on, do not bill for August. For services provided prior to September 1, please use the process you usually use. • All service providers received a list of clients who will be served in CommunityCareNB last Friday. Clients not on this list will be communicated and billed with via your usual process. • You will be notified within the system and via email of any changes or new service requests. • **A few agencies found issues which are being resolved - Thank you!!** • *#1 there was an issue with **service requisitions not having the client information in the top section.** This will be fixed by end of day tomorrow. You will not need to do anything. When you log in later tomorrow or Monday the proper information should be visible.* • *#2 there was an issue in the data migration **with stat holidays**. This will also be resolved by Monday. If you already submitted hours for September, you will need to submit again. The next time your stat holiday hours should go through. If you have NOT already submitted for payment of services in SEPTEMBER, it should work for you when you submit your service confirmation.* • Alerts: if there's something related to safety (e.g, dangerous dog, allergy) that is important for SD to know, use observable change to notify SD. It is not really meant for this purpose, but this is how you can let us know in the system, for now. •
What's working well?	• Most users able to login and seeing what should. Huddle is helpful
What could be improved	There is no ability to communicate with worker about a terminated service request. Is it possible to download active service requisitions. • Add called caregiver to actions taken in Incident Report

CommunityCare NB (CCNB) Huddle Date September 11, 2024:

Welcome	www.socialsupportsnb.ca/partnerresources. These updates will be posted to the website on Thursdays.
CCNB Updates	• **A few agencies found issues which are being resolved - Thank you!!** • ***service requisitions not having the client information in the top section.*** *Resolved. You should be able to see all information in the requisition.* • ***stat holidays****. Resolved. Submitting service confirmation allows stat holidays (if approved in requisition).* • *We will continue to gather suggestions before we make improvements to make sure we create the best solution for example we're gathering suggestions for incident report before making change suggested last week.* • *Coming up: We're working on dashboards to provide a 'birds eye view', download will be incorporated. Will include a view of service requisitions to expire within* 30 days. • *We anticipate, in about 6-8 weeks we plan to add more SD staff and clients to CommunityCareNB. We will alert you in advance.*
What's working well?	Validation was slick, it was clear what failed. Email notification when there's a request or a change is convenient
What could be improved	Service confirmation: • Having to create a service confirmation for each service centre is more work. Perhaps allow by zone or a 'select all'. We will be looking for feedback as others submit service confirmations. • When you enter reference number you cannot change. Would be helpful for field to be editable before final submission From 3 numbers to 1: • There is no more 'individual ID. Each Client and their service requisition has a unique number, there will not be any duplicate numbers. Finding Clients • It would be helpful to be able to see all requisitions and reports / client • It is not currently possible to search by client name. This can be explored. Here are some alternatives in the meantime: • You can SORT by client name in the list • You can select 'active' service requisitions, select the information, copy, and paste into excel