

Social Assistance COVID-19 Recovery Plan: Centralized and Automated Intake

Components of Centralized and Automated Intake

Social Assistance Digital Application (SADA)

- All Ontarians will apply for Ontario Works through the new, user-friendly online Social Assistance Digital Application (SADA)
- Applications received through SADA will be redirected to the central intake or municipalities (if not in the prototype launch)
- SADA will enable online identity verification (eID) and consent
- Municipalities will continue to process in-person and phone applications, or applications through Online Application for Social Assistance (OASA).

Risk-Based Eligibility Determination (RBED)

- For prototype municipalities, applications received through SADA will go through a risk-based eligibility determination (RBED) framework.
- RBED is being built in partnership with Equifax and will validate the applicant's eligibility.
- RBED will give each application a risk level based on eligibility*:
 - No risk, low risk and medium risk will be auto-granted.
 - High risk cases will require caseworker intervention.
- RBED will be released iteratively. Some complex cases (e.g. trustees, applicants under 18) will not go through RBED for launch.

*Risk levels do not reflect case management needs

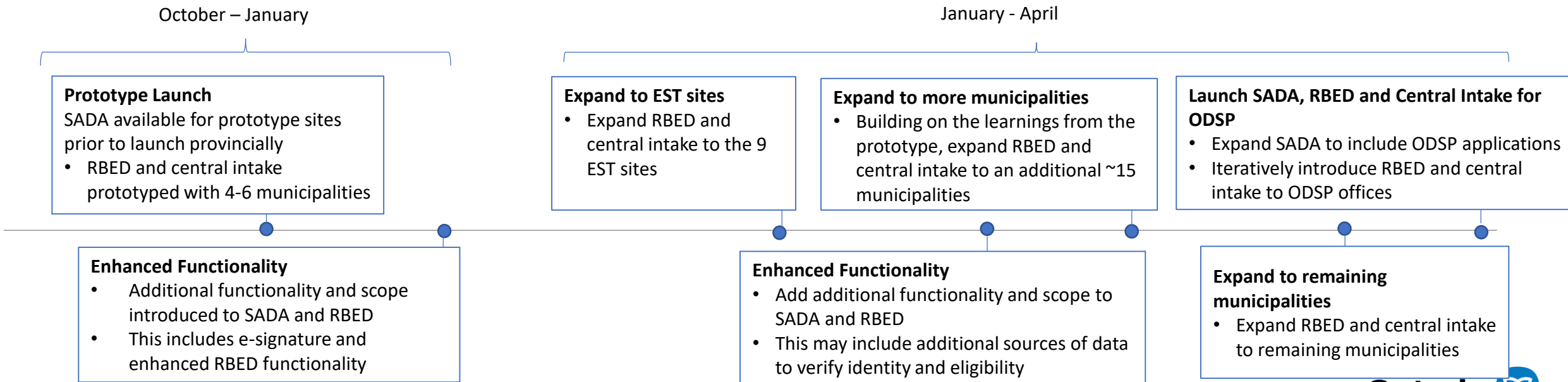
Provincial Central Intake Unit

- A Provincial central unit will manage applications that come through SADA and RBED.
- For municipalities in the prototype, the Province will:
 - Review applications, resolve duplicates and merge applications in SAMS
 - Fill missing data fields for in-scope applications if required
 - Redirect cases that are not eligible for central intake and RBED to municipalities
 - Assess and grant new applications
 - Assess and assist with granting reapplications and applicants "known to SAMS"
 - Redirect cases that are high risk to municipalities for a decision

Success means that clients find it easier and faster to access social assistance and municipalities have more time for life stabilization activities

Rollout Strategy

- The centralized and automated intake process will roll out as a prototype over the next few months.
- By starting small, the prototype will allow us to learn and iterate on the centralized and automated intake process.
- For the prototype launch:
 - SADA will be available for Ontario Works cases in prototype municipalities and rolled out provincially over next few months
 - RBED and central intake will be available to a small number of prototype municipalities which represent a mix of urban and rural, small and large application volumes, as well as different intake models
 - RBED will be applied to new Ontario Works applications
- Province and municipalities will work toward onboarding all OW Service Delivery Agents
 - Throughout the rollout, feedback from applicants and municipalities will guide improvements and new releases



Intake Prototype Launch: Proposed Roles and Responsibilities



Client

- Apply online through SADA
- Receive decision from province or municipality
- With municipal caseworker, participate in case management and life stabilization activities

Province

The Province will, for municipalities in the prototype:

- Provide phone support
- Receive SADA applications
- Review applications, resolve duplicates and merge applications in SAMS
- Redirect out of scope applications to municipalities (e.g., trustees, under 18, joint ODSP and OW)
- Manually assess and assist with granting reinstatements and reapplications
- Apply RBED to new applications
- Transfer cases to municipality after applying RBED or manually reviewing

Prototype centralized administration of ODSP benefits

Municipalities in Intake Prototype

- Continue to process applicants with trustees, applicants under 18 and joint ODSP/OW cases
- Manage follow-up actions after central intake processes applied:
 - Review and make a decision on high risk cases
 - Verify specific information, if required
- Manage all appeals
- Support with case management and life stabilization

Municipalities Not in Intake Prototype

- Provide phone support for SADA
- Receive cases via SADA
- Continue to review and grant cases following existing processes

Collaborative Approach to Implementation

- The Ministry is seeking to launch a joint project team to implement centralized and automated intake beginning September 28
- Prior to launch, the project team will:
 - Validate the risk based eligibility determination (RBED) framework
 - Review, test and iterate the proposed business processes and flows for both clients and caseworkers
 - Establish and report on key performance indicators
 - Support change management and training activities at the provincial and municipal levels
 - Support communication to staff, clients and future clients
- After launch, the project team will:
 - Track the impact of centralized and automated intake on all clients, including clients who are highly vulnerable or have complex needs
 - Using the established key performance indicators, provided analysis and feedback on the prototype
 - Building on feedback from prototype launch, help inform the roadmap for future functionality for RBED and intake, process improvement and technology releases
 - Provide advice on the rollout strategy from now until March 2021
- The joint project team will be comprised of representatives from:
 - Each prototype municipality
 - Additional municipal members
 - MCCSS
- The project team will be in place from September 2020 till March 2021.
- Prior to launch, municipalities should expect to dedicate up to 2 days per week.