

Attachment 1: Purpose and Key Features of Centralized Intake

Centralized Intake leverages modern technology and employs risk-based approaches to determining eligibility for social assistance. It represents the first step in realizing the provincial vision of SAR. In particular, streamlining and automating the approval of OW applications will:

- optimize the user experience for applicants;
- enable more accurate and dependable risk-based eligibility determinations; and
- reduce the administrative burden on municipalities, allowing staff to focus on service planning with clients and connecting them to life stabilization supports.

The end vision is that the majority of OW applications will be processed online through the provincial automated risk based process resulting in faster payments for eligible clients. Clients will find it easier to apply for and receive social assistance, and caseworkers will have more time to dedicate to service planning.

CI consists of the following key features:

(a): Social Assistance Digital Application (SADA) is a new online application for social assistance, designed to be user-friendly, web-responsive and mobile compatible. It allows improved data mapping to accurately match known applicants and populate the Social Assistance Management System (SAMS). It also allows real-time, electronic verification of client ID (eID) and E-signatures.

(b): Risk-Based Eligibility Determination (RBED) establishes a new, automated risk assessment process which validates clients' self-declared information against information available in proprietary or other government data sources. This approach determines the risk level associated with an application and the timeline for verification based on the extent the applicant's information is corroborated. Low and medium risk applications are automatically granted, with verifications due within one or three months. High risk applications are re-directed to municipalities for processing, with verifications due immediately.

(c): The Province has established an Intake and Benefit Administration Unit (IBAU) as a new, centralized unit to manage and review online and phone applications. As part of this work, the unit will verify applicant ID and obtain verbal consent in instances where the eID or e-signature is not completed online. The unit will also grant and deny new applications and reapplications; transfer cases to municipalities for local follow up as appropriate and direct out of scope applications to municipalities.

(d): Post Grant Activities: After a case is granted by the IBAU the case is transferred to the applicable municipality. The municipality is responsible for completing post-grant activities within the time frame established by the Province and determined through the RBED assessment. When the RBED assessment determines an application to be high risk or when an exception applies, the application is redirected to the municipality to determine eligibility. After a case is denied (found ineligible) by the IBAU the case is transferred to the applicable municipality. At this time, the municipality maintains responsibility for receiving and processing appeals.