

Toronto's Centralized Intake Prototype Model

NEW

Provincial Intake & Benefit Administration Unit

Online applications



Unique to the Toronto Prototype - In all other prototype sites the online and phone application channels have been simultaneously uploaded to the province. Toronto will retain the phone channel until the Ministry's IBAU achieves the maximum resource and process readiness to effectively take on Toronto's call volumes



Municipal Processing

Phone application

Walk- in application

Reapplication



TESS - Ongoing Case management