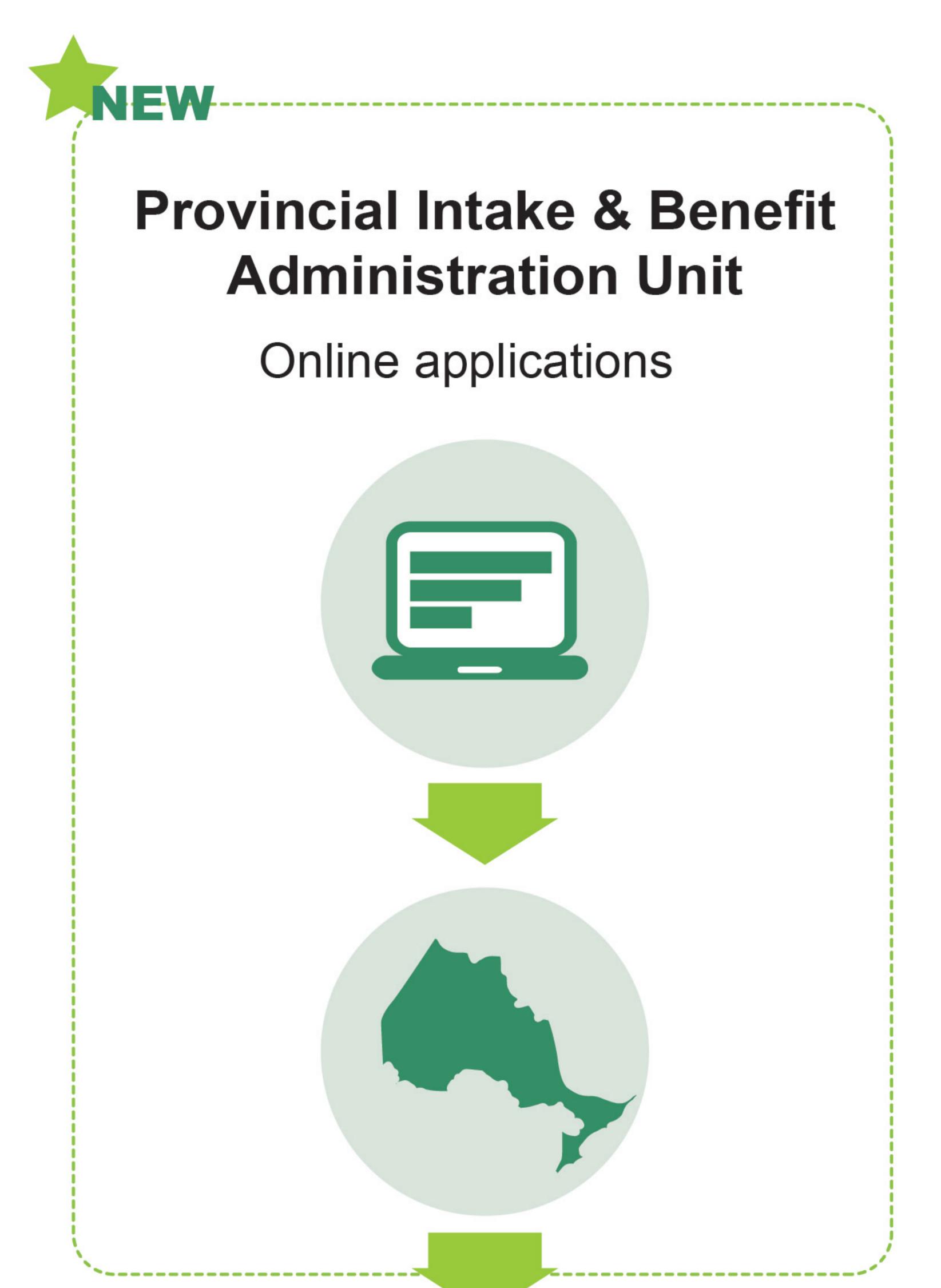
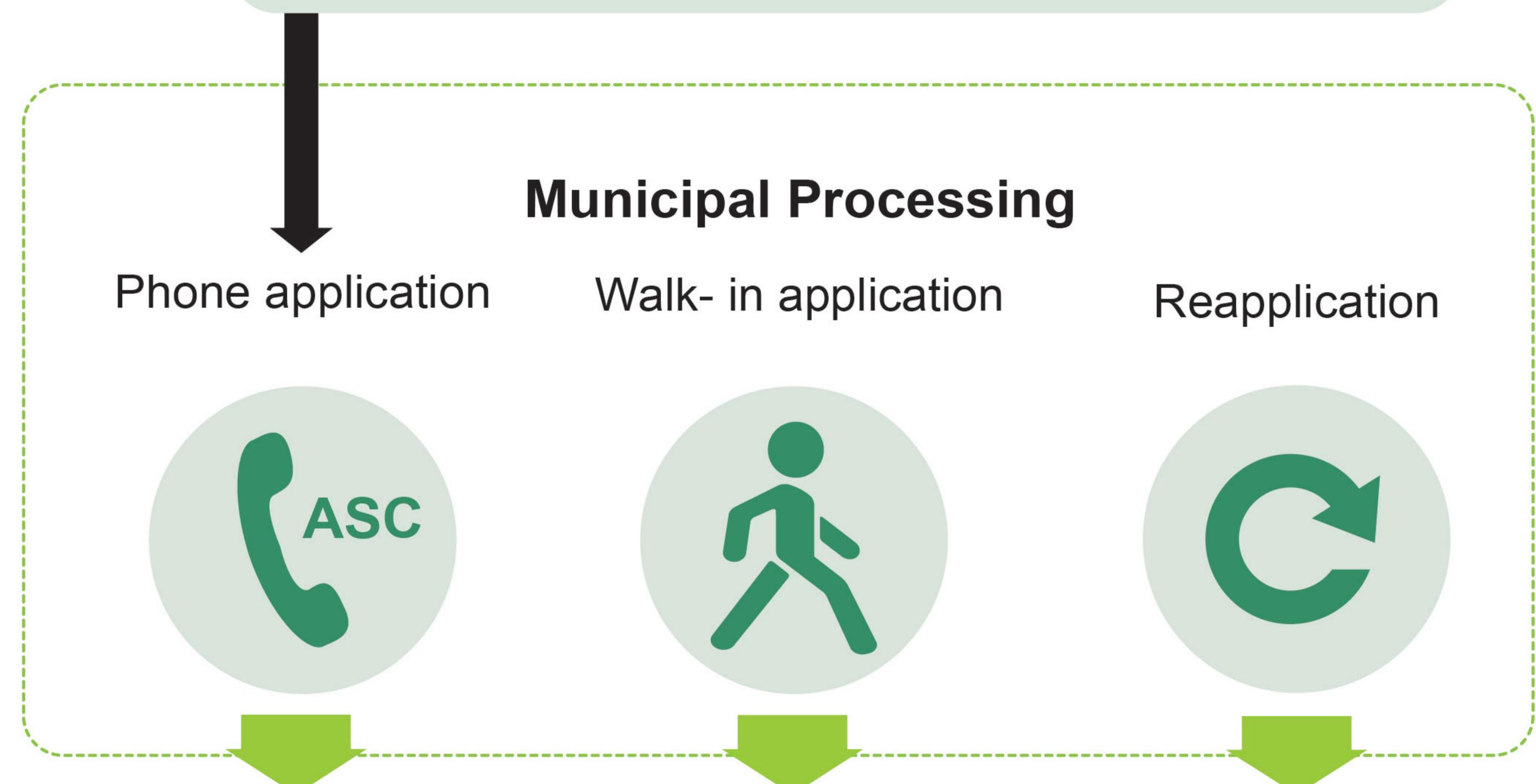
Toronto's Centralized Intake Prototype Model



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



TESS - Ongoing Case management