

Donna Kinapen

From: Donna Kinapen
Sent: November 20, 2017 9:44 AM
To: Knowles Chapeskie, Kathy (MOF)
Subject: RE: question

Hi Kathy. No, our contact centre is not affiliated with Service Ontario at all so no idea where they are coming from. Odd.

MCSS has recently set up a contact centre in North Bay to on-board Ontario Works and ODSP clients on to the OESP – perhaps something is happening there?

Thanks, Donna

From: Knowles Chapeskie, Kathy (MOF) [mailto:Kathy.KnowlesChapeskie@ontario.ca]
Sent: Friday, November 17, 2017 2:48 PM
To: Donna Kinapen <Donna.Kinapen@oeb.ca>
Subject: question

Hey there. We've had another call come to us from a client via Service Ontario. We're redirecting them based on the info you gave me last time, but still confused how this call even landed here.

Just wondering, is your 1-855 # service offered through ServiceOntario? We're wondering if the calls are getting bumped to another area. They're actually creating a follow up for another program (because they can't see OESP. Which gets really confusing.

Kathy

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