

Donna Kinapen

From: Donna Kinapen
Sent: November 20, 2017 9:49 AM
To: Knowles Chapeskie, Kathy (MOF)
Subject: RE: question

No kidding. Let me know if there is anything I can do on my end.

Thanks, Donna

From: Knowles Chapeskie, Kathy (MOF) [<mailto:Kathy.KnowlesChapeskie@ontario.ca>]
Sent: Monday, November 20, 2017 9:46 AM
To: Donna Kinapen <Donna.Kinapen@oeb.ca>
Subject: RE: question

Agreed. Very weird. I think we will just notify the SO contact centre that if they get calls they should redirect. They are actually creating work items for the staff under another program because there are no work items for OESP given we don't administer, just do the AIV. So it gets super confusing for the staff as well.

From: Donna Kinapen [<mailto:Donna.Kinapen@oeb.ca>]
Sent: November-20-17 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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