

**Donna Kinapen**

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**From:** Donna Kinapen  
**Sent:** April 13, 2017 12:08 PM  
**To:** 'Woodard, David (MCSS)'  
**Cc:** Melo, Michael (MCSS)  
**Subject:** RE: Question re MCSS Intake and Incorrect Applications

Right now the system sends an automated message to the client when the file comes back with an error from the utility (or MOF but that wouldn't be the case here) for the applicant to fix the error.

*Thanks, Donna*

*Please note that my email address has now changed to [donna.kinapen@oeb.ca](mailto:donna.kinapen@oeb.ca) please update your address book accordingly*

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**From:** Woodard, David (MCSS) [mailto:David.Woodard@ontario.ca]  
**Sent:** April-13-17 11:50 AM  
**To:** Donna Kinapen  
**Cc:** Melo, Michael (MCSS)  
**Subject:** Question re MCSS Intake and Incorrect Applications

Hi Donna,

Jonathan who's making the application map for legal had a good question. If ICF finds an error in an OESP application that an MCSS caseworker completed on behalf of an SA client, does ICF reach out to the caseworker or the client?

**David Woodard | Senior Program Management Advisor**

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