

Donna Kinapen

From: Donna Kinapen
Sent: April 13, 2017 2:22 PM
To: 'Melo, Michael (MCSS)'
Subject: RE: Question re MCSS Intake and Incorrect Applications

Yes.

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Melo, Michael (MCSS) [<mailto:Michael.Melo@ontario.ca>]
Sent: April-13-17 2:10 PM
To: Donna Kinapen
Subject: RE: Question re MCSS Intake and Incorrect Applications

Its ok – so if the application isn't complete – ICF redirects to the client

From: Donna Kinapen [<mailto:Donna.Kinapen@oeb.ca>]
Sent: April 13, 2017 1:57 PM
To: Melo, Michael (MCSS)
Subject: RE: Question re MCSS Intake and Incorrect Applications

Sorry. I know the answers aren't often what you'd hope them to be.

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Melo, Michael (MCSS) [<mailto:Michael.Melo@ontario.ca>]
Sent: April-13-17 1:57 PM
To: Donna Kinapen
Cc: Devadason, Jonathan (MCSS); Woodard, David (MCSS)
Subject: RE: Question re MCSS Intake and Incorrect Applications

Ok – thx

From: Donna Kinapen [<mailto:Donna.Kinapen@oeb.ca>]
Sent: April 13, 2017 1:56 PM
To: Melo, Michael (MCSS)
Subject: RE: Question re MCSS Intake and Incorrect Applications

Yes. The intake agency is only the conduit to verify the income and get the application into the system. Once in the system it follows the same automated workflows with the exception of

skipping sending to MOF.

Thanks, Donna

Please note that my email address has now changed to donna.kinapen@oeb.ca please update your address book accordingly

From: Melo, Michael (MCSS) [<mailto:Michael.Melo@ontario.ca>]
Sent: April-13-17 1:52 PM
To: Donna Kinapen; Woodard, David (MCSS)
Subject: RE: Question re MCSS Intake and Incorrect Applications

Even in an intake agency situation?

From: Donna Kinapen [<mailto:Donna.Kinapen@oeb.ca>]
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 please update your address book accordingly

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?

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