

Donna Kinapen

From: Donna Kinapen
Sent: June 16, 2017 3:25 PM
To: 'Woodard, David (MCSS)'; Annette Altounian
Cc: Melo, Michael (MCSS)
Subject: RE: Edited OESP Training Material

Hi David. A few comments on the slides (below). There will still need to be some work done on them but I think this is a good start.

I will get you comments on the manual on Monday.

General

- Need to amend language for “SWAT team” to “centralized team / dedicated team”

Module 1

- Page 9 – will need to change the numbering under #5 and make them MIV exercise #1 and #2

Module 2

- Page 15 – last bullet of the page, would remove “and per kilowatt hour electricity charge” as it is no longer relevant and could cause confusion
- Page 15 – agree to edit to reflect Fair Hydro Plan
- Page 21 – note in red at the bottom – during phase 2 the dedicated team will provide ~~initial~~ enrolment – will there not be cases where the team would be doing another application if the recipient moves?

Module 3

- Page 26 – remove “(after tax)” from the bullet under Social Assistance Benefit Unit Members and move to end of first bullet under Household Income
- Page 26 – should the Household Income bullet be revised to reflect benefit unit income?

Module 4

- Page 42 note – yes, I think it will be good to walk them through the site as it will be what they use to enter the applications
- Pages 59/60 – somewhere around here we will need to add a slide giving them guidance on what income range to choose if it falls outside of the regular eligibility
- Page 5 – MIV Electronic Application: Review and Submit – remove this slide
- Page 14 – remove this slide

Module 5

- Slide 17 - renumber exercises
- Slide 19 – 21 – delete
- We will need to update the exercises to be more SA friendly

Module 7

- Slide 33 – we will need to note for training that MCSS will not appear on the list of agencies
- Slide 35 – delete unless you want the staff to know how to refer a recipient to an intake

agency if they want to go the regular route

Module 8

- Pages 43 to 50 – may only need this training for the chosen agency administrator

Module 9 - delete

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: June-09-17 10:18 AM
To: Campbell, Dave W (MCSS); Fredette, Helene (MCSS); Mulhall, Catherine (MCSS); Annette Altounian; Donna Kinapen
Cc: Antoniadis, Effie (MCSS); Hardie, Colleen (MCSS); Melo, Michael (MCSS); Gerritse, Shannon (MCSS); Devadason, Jonathan (MCSS)
Subject: RE: Edited OESP Training Material

Here's the other half of the deck. I had trouble getting the slides to re-number, but we can deal with that later.

From: Woodard, David (MCSS)
Sent: June 09, 2017 10:16 AM
To: Campbell, Dave W (MCSS); Fredette, Helene (MCSS); Mulhall, Catherine (MCSS); Annette Altounian (Annette.Altounian@oeb.ca); Donna Kinapen (Donna.Kinapen@oeb.ca)
Cc: Antoniadis, Effie (MCSS); Hardie, Colleen (MCSS); Melo, Michael (MCSS); Gerritse, Shannon (MCSS); Devadason, Jonathan (MCSS)
Subject: Edited OESP Training Material

Hi everyone,

I reduced and edited the following ICF training documents made for Intake Agencies as a start toward finalizing supports for the SWAT Team:

- OESP-LEAP Program Manual (in tracked changes)
- OESP Intake Agency Training Slides (slides 1-60. I'll have to send the rest in another email b/c the whole deck is too large for outlook)

I left place holders for things still in development like work flows, scripts for phoning applicants, and new OESP credit matrix.

- Dave, Helene, Catherine can you review with an eye towards SA SWAT Team needs?
- Annette, Donna can you review with an eye towards ensuring relevant OESP items are captured (or delete anything irrelevant)?

Edits/comments for the Program Manual can be done in tracked changes. You can include comments in the slide deck as well, but can you make edits in a coloured font?

Thanks,
David

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