



Disability Support Program

Intake Flip & Connector
Go-Live Proposed
Communications Plan

November 2025



Intake Flip – Background

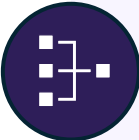
A key focus of the Remedy is transitioning the Intake Process to DSP and fully enacting the new planning roles. The shift of Intake will ensure that all new participants are connected to the appropriate planning support, and that those who are not eligible for funding are able to access community-based planning and navigation support.

Central to this transition are the **Connectors**. A new role designed to be the initial contact for those contacting DSP and a guide through the intake process. While the Connectors have been hired, they have been operating within the existing DSP processes.

Over the past several months, the Connector Go Live project has explored options to transition these roles to their intended functions. Caseload data analysis and modelling demonstrated that a **full transition of the Intake process** is both feasible and timely.

The following slide outlines the **communications plan** developed to support and guide this change.

Proposed Comms Plan – Intake Flip



TIMELINE / SEQUENCING

Below is the proposed sequencing of change management and communications activities to support intake flipping to the new system. All activities can be shifted and adapted as required.

Oct 2025	Nov 2025	Dec 2025	Jan 2025
Audience: Regional Hub Managers, Team Leads, and Casework Supervisors Topics: Approach to Intake Flip / Preparation for Go-Live of Change Mechanism: Ongoing Meetings with Slide Decks & Draft Process Flows to Collaboratively Plan for Go-Live of Change	Audience: DSP Connectors Topics: Refresher Training on Intake Process Flow Mechanism: Virtual Meeting	Audience: Each Regional Hub Topics: Intake Flip (Regional Nuances Addressed) Mechanism: Regional Webinar Session with Each Hub	Audience: DSP Staff (LACs, EFACs, IPSCs, Care Coordinators, etc.) Topics: Intake Flip Mechanism: Ongoing Follow-Up Connects with TLs, CWSs, and RHMs
	Audience: NSH, SLTC, AP, CFW, etc. Topics: FYI on Intake Flipping Mechanism: Email(s) as an FYI with Key Messages	Audience: DSP Staff (LACs, EFACs, IPSCs, Care Coordinators, etc.) Topics: Intake Flip Mechanism: Webinar with Follow-Up Resources	
	<i>Initial conversations regarding this flip also took place during training (with more to come).</i>		Audience: Service Providers Topics: FYI of Intake Change (i.e., bullet during General Updates) Mechanism: Either the December or January SP Webinar

Please note that tentative timing of the proposed activities above can be adjusted to fit the technical realities of implementation (e.g., intake flipping in the new year).