

# Disability Support Program (DSP) Intake Update



April 2024

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## Overview

Considering new roles, policies, procedures, and processes to support the Human Rights Remedy coming into effect in Fall 2024, an interim and temporary DSP intake process will be established to address acute concerns and improve the intake experience for applicants and staff. This document outlines these upcoming changes to the DSP intake process, effective April 2nd.

## Key changes

- The DSP intake function will transition from the Consolidated Client Service Unit to the Disability Support Program. When callers call the 1-877 number, they will be connected to an ESIA telephone caseworker and transferred to DSP as needed.
- DSP Care Coordinators will answer client calls and conduct a pre-screen before clients are directed to their DSP local office for full intake.
- During this interim period, DSP Administrative Staff will record and register in ICM after the pre-screen call by Care Coordinators. They will assign clients to their local office via ICM.
- Care Coordinators and Admin staff responsible for pre-screening callers will be notified and supported with training.

While the timing and volume of phone calls can be difficult to manage, allowing callers to reach someone who knows DSP's programs and eligibility criteria will be a much better experience for applicants. Our hope is that it is also more consistent, minimizes inappropriate referrals to DSP, minimizes duplicate persons in ICM, and minimizes cases to follow up on. There will also be support along the way and we welcome your suggestions and feedback to further inform DSP's future Remedy intake process.

**If you have any questions, comments, or concerns, please reach out to your manager or supervisor.**