
From: Bent James, Shelley
Sent: December 13, 2023 12:37 PM
To: Bent James, Shelley
Subject: Changes to Intake

Hi everyone,

I'm writing to provide an update on our response to the [Human Rights Remedy](#), specifically with regards to our intake function used by Nova Scotians seeking support. As you are aware, the Remedy will have significant impacts on the lives of Nova Scotians. Due to the legally binding order from the Human Rights Board of Inquiry, the DSP model of service will change. This change means the DSP application intake function will move out of our centralized intake unit.

Since implementing the centralized intake function in 2021, the team has worked hard to meet the needs of people seeking support through not only DSP but also ESIA. We have had tremendous learnings, provided great service and also navigated some challenges. Throughout this time we have listened to feedback from staff working in Intake, teams in the regions, service providers and clients. With the DSP intake function moving, and based on the significant testing and feedback that has occurred over the past two years, we will move Intake staff back to offices in the regions. This will allow us to provide office-based intake to ESIA while the work related to the ESIA Case Management Framework continues.

A transition plan that includes next steps and timelines is being developed and will be shared early in the new year.

I want to sincerely thank everyone who has been involved with this work. Significant effort was made to support and test this idea, and that work is much appreciated.

You will continue to receive updates from the Executive team on this as the transition plan becomes clearer. Please don't hesitate to reach out to your manager, director or email SDFoundations@novascotia.ca with any questions. As questions come in, we will have an FAQ document posted for your review.

Thank you,
Shelley



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*We are in Mi'kma'ki, the traditional
and unceded territory of the Mi'kmaq.*