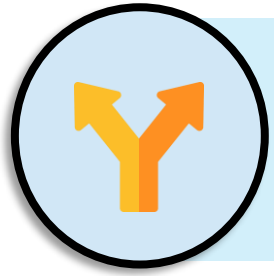
DSP Interim Intake Process

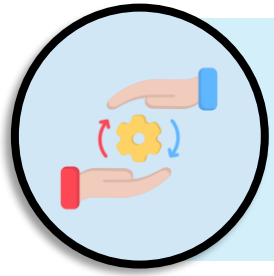
March 2024

Changes to the intake process for the Disability Support Program



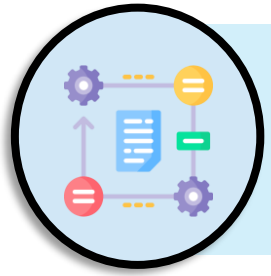
1. Different Paths for ESIA and DSP

- In December 2022, it was announced that the intake process for ESIA and DSP would take different paths, effective April 1, 2024.
- This means that the way applicants interact with DCS will vary based on whether they are applying for ESIA or DSP.



2. DSP Intake Transition

- The DSP intake function will transition from Consolidated Client Service Unit to the Disability Support Program.
- Due to the changes and priorities attached to the DSP Remedy, DSP will temporarily pause using CCM for intake applications, instead using ICM for now.



3. Deferred Implementation of Intake Process

- During the 6-8 month transition period, DSP Admins will record & register in ICM.
- The interim process calls for 3 Care Coordinators to focus exclusively on pre-screening applicants **before** assigning to regions for full assessment, cutting down on inappropriate referrals and unifying pre-screening for consistency.

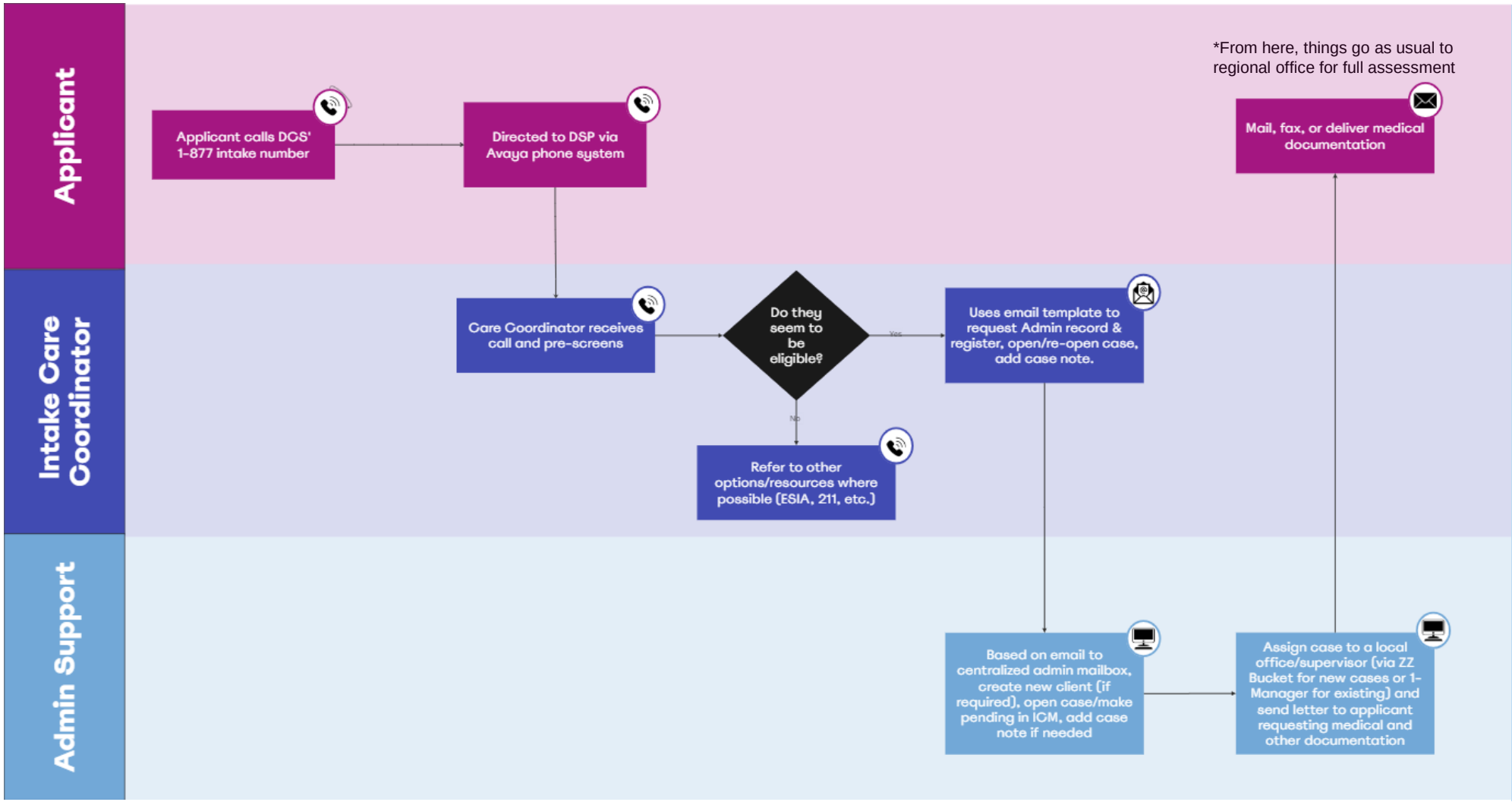
4. Future DSP-Specific Intake Process

- DSP is actively working on designing and developing a DSP-specific intake process as part of the Remedy roll-out.
- This new intake process, along with all new Remedy workflows, will be designed and implemented in CCM.
- Opportunities and mechanisms for feedback will be developed so this interim process can help inform DSP's future Remedy intake process.

DSP Interim Intake Process

As a viable short-term option for the DSP intake process, we have designed a streamlined process that gets DSP applicants on the phone with a care coordinator earlier in the process, using the ICM system they're most familiar with today.

The process map below is the **upfront screening process** before applicants are moved to local office for eligibility and assessment, after which the process remains the same as today.



Overview of Changes

- **The upfront pre-screen intake process will be centralized.** A small team of Care Coordinators dedicated to pre-screening will provide a more consistent experience. Ideally these CCs will share physical office space but they could be a virtual team.
- **A centralized Admin email** will let Care Coordinators request Admins record, register, open cases, and send letters via ICM.
- **Admin staff will monitor this inbox** and either create a new client, open case, or change status in ICM prior to assigning the case to a local office and sending a letter to the applicant requesting supporting documentation.

DSP Prescreen Process

What's Changing

- The biggest change is that instead of a central intake team sending a high volume of inappropriate referrals through to DSP, Care Coordinators who know DSP will talk with callers early in the process, setting the right expectations up-front or redirecting to more appropriate supports.
- The cases that do land in ICM will be pre-screened and much more likely to be eligible for DSP.
- Admin staff will use ICM to record and register in ICM according to Care Coordinators' requests. This happens after the pre-screen call, meaning fewer duplicate persons, fewer files to follow up on.
- The Avaya phone system will route callers to DSP offices. We will provide training and support in Avaya to those who need it.

What's Not Changing

- After the pre-screening call, applicants moving forward will be placed in the ICM bucket of their nearest DSP office where a supervisor will assign the case to a Care Coordinator for full assessment.

What's Needed

While we work to set up a team of Care Coordinators dedicated to pre-screening applicants, Care Coordinators in each region will need to answer calls and pre-screen applicants beginning April 2nd. Admin staff will need to record/register, re-open DSP cases, and send letters.

1. **Care Coordinators in each region pre-screen applicants starting April 2nd**

   Training for those Care Coordinators next week will include:

   - A brief overview of things to focus on during the pre-screen
   - The email template to request Admin staff record & register in ICM
   - The Avaya phone system, if necessary

2. **Admin staff will do the record & register in ICM**

   - ICM security will be granted to Admins to fulfill CC requests to create people and open cases.
   - We will provide step-by-step training in ICM.
   - Admins will also be responsible for sending letters to screened applicants requesting medical documentation.