

Ministry of Community
and Social Services

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SEP 19 2013

SEP 26 2013

Mr. Frank Klees, MPP
Newmarket-Aurora
201-14845 Yonge Street
Aurora, Ontario
L4G 6H8

Dear Mr. Klees:

Thank you for your letter regarding my ministry's Disability Adjudication Unit. I appreciate the time you have taken to write to me and I welcome the opportunity to respond.

My ministry is dedicated to providing strong customer service to Ontario's most vulnerable citizens.

In January 2013, my predecessor reviewed and signed off on the current ministry adjudication standard for Ontario Disability Support Program (ODSP) applications. The standard is an average wait time of less than 90 business days from the receipt of a complete application.

Please note that applications received by my ministry are initially reviewed within 10 business days from the date the application is received. Within this timeframe, approximately 25 per cent are determined to be a person with a disability. The remaining 75 per cent, requiring additional medical information or deemed more complex, are placed in queue for regular adjudication.

Over the last several years, the ministry has undertaken a number of activities to streamline business processes, strengthen the ODSP disability adjudication process and ensure the integrity of decision-making. We have introduced:

- better tools and training for adjudicators;
- new technologies;
- regular audits of decisions; and
- training sessions with staff on key medical areas, such as chronic pain.

Our efforts are working. We are currently meeting our adjudication standard. The average adjudication wait time for fiscal year 2012-13 was 63 business days.

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You may be interested to know that while awaiting confirmation of eligibility for ODSP, individuals can apply for Ontario Works financial assistance to help cover the costs of basic needs, such as food and housing. If eligible, financial support may be provided immediately. Individuals applying to ODSP from Ontario Works will receive ODSP benefits on the first day of the month following the month their ODSP application was complete.

Please note that individuals who are eligible and apply directly to ODSP will receive financial help from the date they submitted a completed application.

I want to assure you that we are committed to providing excellent customer service and meeting our adjudication timelines.

Once again, thank you for writing.

Kindest regards,

A handwritten signature in black ink, appearing to read "Ted McMeekin", written over the typed name below.

Ted McMeekin
Minister