

## **Single-Entry System Overview**

The City is consolidating application and assessment for subsidized programs into a single entry process.

### **Phased Implementation**

To ensure timely introduction of the single entry system, a phased approach is recommended. The phase one launch will occur in 2014 December with the introduction of an IT database (Subsidy Assistance Management System). The IT database will facilitate information sharing between programs to make possible a single income approval through application to any program.

Phase two will move forward with the centralization of application processing within a single business unit. This will allow for the introduction of more strategic, neighbourhood targeting of face-to-face service counters for the customer. In addition, phase two will introduce an enhanced service model leveraging existing CNS services and providing additional support for customers accessing subsidized services.

Both phases will improve customer service and increase effectiveness in service delivery, including:

- Customer benefits:
  - Telling their story only once;
  - One application to apply for all programs;
  - Income eligibility approved once for all eligible programs;
  - Increased choice in submitting application; and
  - Increased awareness of subsidy programs.
- Organizational effectiveness:
  - Seamless information sharing;
  - Elimination of duplicate application processing; and
  - Enhanced working relationships and collaboration across impacted programs.

## Single Entry Overview of Phasing

