

DSO Central East Region

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We value your feedback!

If you have comments you think would be helpful for the DSO to hear, regarding your experience with the DSO or about the information that we are sharing, please let us know by completing the DSO CER Satisfaction Survey link on <https://www.yssn.ca/dso/>.

Your input is appreciated as it will help ensure our information is current and will also help us identify ways to improve our processes.

Thank-you!

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The Year in Review

Welcome to the year in review publication of the DSO quarterly newsletter, with our theme as *DSO by the numbers!* Within this edition is data related to our intake, application package and education activities for the 2013-2014 fiscal year along with other information that we find interesting and want to share.



This last quarter continued to be busy with high caller volume at our Central Navigation line and adverse weather conditions that our Assessors and applicants had to contend with while coordinating Application Package meetings. The number of vacancies announced in this last quarter was higher than previous quarters and we have been managing many day and respite vacancies as well as residential options. Our heartfelt thanks to the local Prioritization Committees for their role in the interim vacancy management process as they have also found themselves quite busy over the past few months.

Meetings regarding the Business Architecture to enable a provincial linking and matching process supported by the provincial database continue. We anticipate additional meetings to occur over the course of the new fiscal year to finalize the processes.

In addition to our regular activity, DSO CER was also involved in a provincial data cleanup project in the provincial database, DSCIS, which resulted in us reviewing over 3800 individual electronic files in an effort to remove duplicates or unreliable data from the system. This activity is another step in enabling the provincial database to produce valid and reliable data for both individuals and for planning purposes.

Finally, just a reminder that we rely on applicants and their families to keep us updated on their current situation so that we can match people to resources as they become available. Additionally, we are also interested in hearing from our partner agencies so that we can update information on resources within our local communities. This information is vital to us in our work together and we want to hear from you!

Kind regards,

Marie Lauzier
Executive Director

Kim Thorn
Director,
Developmental Services

Julie Graham-Thirgood
DSO CER Supervisor

Cindie Evans
DSO CER Supervisor

Vacancy Management and Waitlist Information by Quadrant

Service	Quadrant		# of People on Waitlist (*)	# of Vacancies Processed in Fiscal Year 2013-14
Residential	Durham	Group Home	547	7
		Supported Independent Living	312	9
		Associate Family	120	4
		Durham Total	979	20
	HKPR	Group Home	406	11
		Supported Independent Living	189	27
		Associate Family	88	1
		HKPR Total	683	39
	Simcoe	Group Home	479	21
		Supported Independent Living	248	14
		Associate Family	84	0
		Simcoe Total	811	35
	York	Group Home	1062	12
		Supported Independent Living	584	7
		Associate Family	160	1
		York Total	1,806	20
Central East Region Residential Total			4,279	114

Service	Quadrant	# of People on Waitlist (*)
Day Program	Durham	373
	HKPR	238
	Simcoe	331
	York	822
Central East Region Day Program Total		1,764

Service	Quadrant	# of People on Waitlist (*)
Respite	Durham	297
	HKPR	168
	Simcoe	226
	York	660
Central East Region Respite Total		1,351

data according to DSO CER database as of March 31, 2014

(*) a person can be on more than one waitlist

DSO Central East Region Call Centre Activity— Fiscal Year 2013-2014

Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Special Resources	Info
4,724	1,351	986	1,079	634	674	1,522	881	993	1,059	3,909

Figure 1 — # of Contacts by Month

Contacts refer to caller, walk-in and receipt of Initial Contact Forms (Warm Transfers)

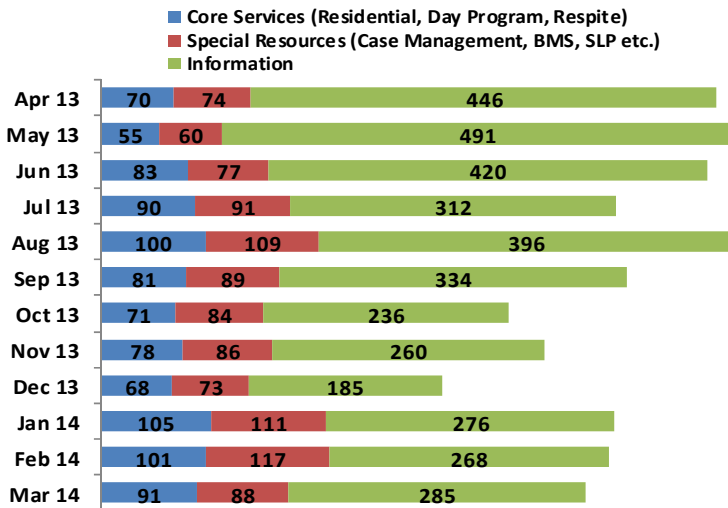
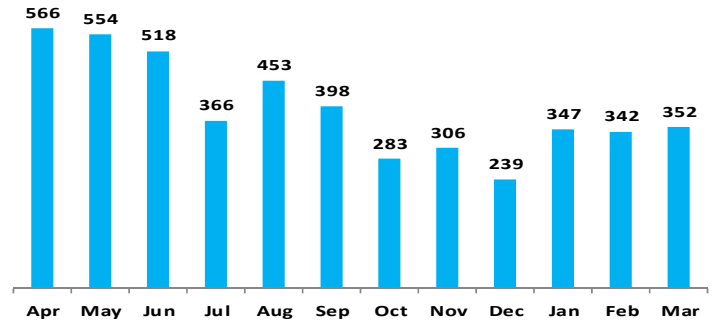


Figure 2 — # of Contacts by Supports Needed

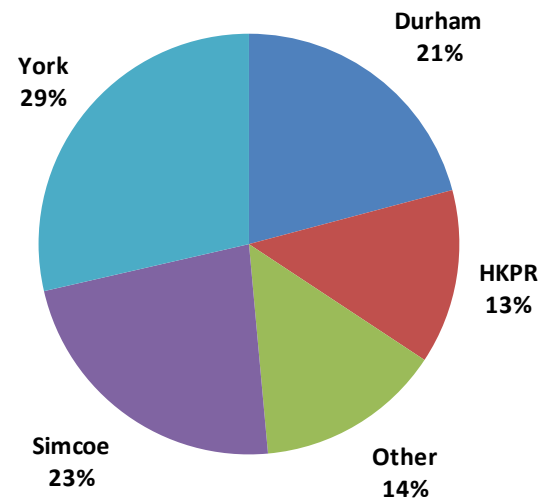


Figure 3 — Contacts by Caller Origin

Intake, Eligibility and Assessment Activity

DSO Central East Region	2013-14 Total
Intake	
No. of Intakes	762
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	545
No. of Applicants Deemed Ineligible	233
Assessments	
No. of Assessments	656

data according to DSCIS as of March 31, 2014



DSO CER by the Numbers

We had a quick look at our case notes we logged In January—

We had **444** contacts with clients/families (telephone call, email, in person) - intake, situation update, service request, status enquiry, information request, vacancy prioritization result

We had **371** contacts with agencies/school boards (telephone call, email) - referral, situation update, service request, status enquiry, vacancy prioritization result

We had **223** contacts with clients/families/agencies (telephone call, email) - to set up application package meeting

We received **136** pieces of mail— proof of age/citizenship/residency, psychological assessment, consent

We sent out **225** pieces of mail—follow-up letter, eligibility confirmation letter, ineligibility confirmation letter, letter to school board/psychiatrist requesting assessment report, resource package, etc.

We received **108** Change of Status Forms from agencies— status update, service request

The Assessor team has participated in **29** presentations in 2013/14:

14 presentations to a variety of parent groups (school transition nights, information fairs, parent groups)

13 presentations to professionals (SEAC, social work teams—school boards, children’s services, hospitals, community partners)

2 presentations en français

According to DSCIS, **151** male applicants and **82** female applicants were deemed ineligible - a total of **233** applicants deemed ineligible in 2013/14.

In 2013/14, we had **7** Stage 1 Eligibility Decision Reviews and **0** Stage 2 Eligibility Decision Reviews.

Of the 7 Stage 1 Reviews, **6** were upheld (ineligible) and **1** was overturned (eligible) due to new information was received.

Between April 1, 2013 to Mar 31, 2014, there were **110** contacts with the Office of Ombudsman regarding **47** unique individuals.

According to DSCIS, of the **762** Intakes in 2013/14:

447 were male and **315** were female.

330 of the male were in the age group of 16-24 and **117** were over 25+.

219 of the female were in the age group of 16-24 and **96** were over 25+.

According to our DSO database, as of April 28, 2014, there were **1,353** individuals waiting for the completion of the application package in Central East Region.



DSO CER Satisfaction Survey Results



We posted 6 questions in our satisfaction survey and we received 36 responses from Sep 23, 2013 to Mar 31, 2014.

Based on this feedback, our focus on the 2014-2015 year is to increase our participation in public education events and to continue to refine processes to streamline the experience for applicants.

Stay tuned for updates!

Question 1

I am

- ◆ Individual making a self referral (6.1%)
- ◆ Family/Community member (57.6%)
- ◆ Service provider (36.4%)

Question 3

I am/was satisfied with the response time from Developmental Services Ontario Central East Region staff to any inquiries I made.

- ◆ Strongly agree (45.7%)
- ◆ Agree (34.3%)
- ◆ Disagree (14.3%)
- ◆ Strongly disagree (2.9%)
- ◆ Decline (2.9%)

Question 5

What did we do well?

Overwhelmingly, the trend in responses indicated how professional, knowledgeable, kind, patient and sensitive our staff were to callers and respondents.

Question 2

Developmental Services Ontario Central East Region staff members were knowledgeable and professional in their interactions with me.

- ◆ Strongly agree (68.6%)
- ◆ Agree (22.9%)
- ◆ Disagree (5.7%)
- ◆ Strongly disagree (2.9%)
- ◆ Decline (0.0%)

Question 4

Overall, I am satisfied with the service I received from Developmental Services Ontario Central East Region staff.

- ◆ Strongly agree (55.9%)
- ◆ Agree (20.6%)
- ◆ Disagree (8.8%)
- ◆ Strongly disagree (11.8%)
- ◆ Decline (2.9%)

Question 6

What could we do better?

The summary of responses included:

- ◆ Enhanced telephone response
- ◆ Increased communication regarding updates to situations
- ◆ Processes are time consuming and need clarity
- ◆ Advocate to government for increased funding and more resources
- ◆ Transition to 18 is leaving people without services