

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!

In this issue:

The Spring/Summer Review 1

Vacancy Management & Service Request Information 2

DSO CER Call Centre Activity 3

Intake, Eligibility and Assessment Activity 3

The Spring/Summer Review

Welcome to the Spring/Summer edition of the DSO Central East Region Bulletin.

The past few months have continued to be full of activity both as a program and organizationally.

As one of their planned audits, the office of the Auditor General of Ontario is conducting an audit on Residential Services for adults with Developmental Disabilities. DSO CER was one of three DSOs that hosted two Auditor General staff for seven business days as part of the audit process and continues to field follow up inquiries. The DSO CER provided materials on intake, eligibility confirmation, the appeals process, needs assessment, vacancy matching, the interim prioritization protocol, urgent needs process, and waitlist management.



As identified in our action plan to address feedback received from our satisfaction survey, the DSO CER has engaged in education events to enhance our communities understanding of our role, tools and processes. From April 1 to the end of June, we have participated in eighteen education events which have included education to partner agencies on the Supports Intensity Scale assessment to assist with greater understanding of the tool with plans for more training in the fall.

As part of the regular review of standards related to the Supports Intensity Scale Assessment, four of our DSO Assessors have successfully completed their Interviewer Reliability and Qualification Review. This review qualifies each Assessor to conduct Supports Intensity Scale assessments for the next 18 months. Congratulations to you all!

We are pleased to announce that York Support Services Network, our host agency, was awarded a three year accreditation status with CARF International. This achievement included meeting international best practice standards related to processes guiding intake, referral and assessment within the DSO CER. We are very proud of this recognition of the quality of services we provide.

Through all of this activity, our central offices have moved! DSO CER central as part of York Support Services Network, moved to 240 Edward Street in Aurora on June 23. Due to delays in renovations, the DSO was located in a temporary space within the 240 Edward St. building and will be moving again to our permanent space on July 25. The move to the temporary space created unanticipated disruptions to our phone system which impacted our ability and desire to be as responsive as possible to callers. Please continue to be patient with us and continue calling in to provide us with information and updates as this phone interruption is temporary. We apologize for the distress and inconvenience these issues has caused but are assured that our move to our permanent space will rectify the disruption.

Marie Lauzier
Executive Director

Kim Thorn
Director,

Julie Graham-Thirgood
DSO CER Supervisor

Cindie Evans
DSO CER Supervisor

Vacancy Management and Service Request Information by Quadrant

Service	Quadrant		# of Service Requests (*)	# of Vacancies Processed in April-June 2014
Residential	Durham	Group Home	613	3
		Supported Independent Living	327	2
		Associate Family	135	0
		Durham Total	1,075	5
	HKPR	Group Home	439	2
		Supported Independent Living	201	2
		Associate Family	102	1
		HKPR Total	742	5
	Simcoe	Group Home	525	4
		Supported Independent Living	254	8
		Associate Family	97	0
		Simcoe Total	876	12
	York	Group Home	1,121	4
		Supported Independent Living	598	4
		Associate Family	172	2
		York Total	1,891	10
Central East Region Residential Total			4,584	32

Service	Quadrant		# of Service Requests (*)	# of Vacancies Processed in April-June 2014
Day Program	Durham		402	4
	HKPR		266	1
	Simcoe		344	10
	York		860	2
Central East Region Day Program Total			1,872	17

Service	Quadrant		# of Service Requests (*)	# of Vacancies Processed in April-June 2014
Respite	Durham		359	5
	HKPR		225	1
	Simcoe		299	13(*)
	York		787	1
Central East Region Respite Total			1,670	20

data according to DSO CER database as of June 30, 2014

(*) respite funding

DSO Central East Region Call Centre Activity

Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Special Resources	Info
1,354	373	298	271	236	176	288	188	519	463	1,119

Figure 1 — # of Contacts by Month

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

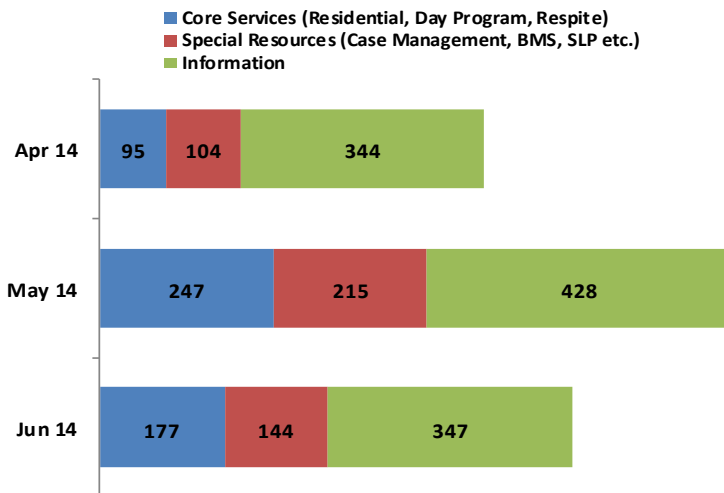
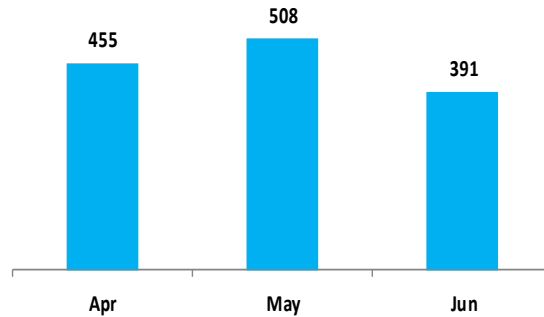


Figure 2 — # of Contacts by Supports Needed

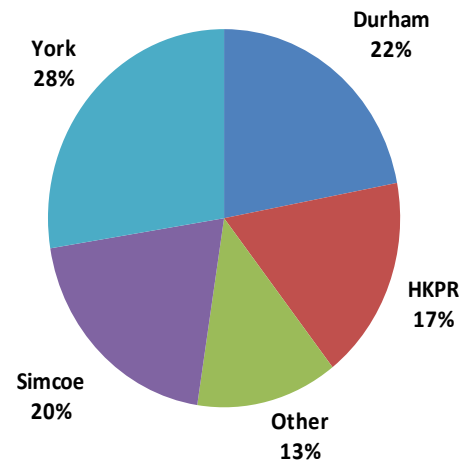
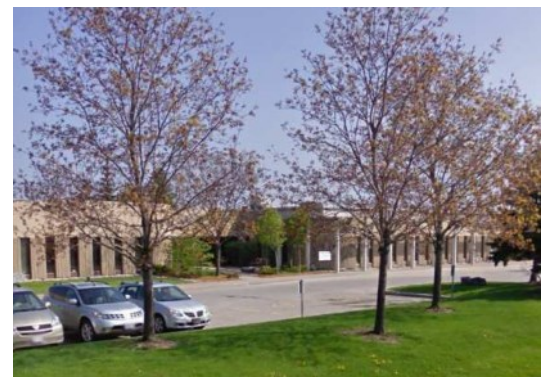


Figure 3 — Contacts by Caller Origin

Intake, Eligibility and Assessment Activity

DSO Central East Region	YTD Total
Intake	
No. of Intakes	188
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	60
No. of Applicants Deemed Ineligible	39
Assessments	
No. of Assessments	138

data according to DSCIS as of June 30, 2014



Our new home in Aurora