

## 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 Fall/Winter Review

Welcome to the fall/winter edition of the DSO Central East Region bulletin.

Just a few updates ...

We would like to thank agencies across Central East Region for their responsiveness to input requested by MCSS in October around the need for the provincial database, DSCIS, to generate advanced reporting based on data entered to inform resource management and community planning processes.



Resource management processes in the areas of residential, day and respite services continued to evolve over the fall, with revisions made to both the MCSS Interim Prioritization Protocol and the related Vacancy Identification Forms. We ask that forms dated November 12, 2013 to be used to support the declaration of resources and if you have any questions on how to identify specific resources, such as respite, to please contact us.

In December, a provincial meeting occurred in Toronto where the DSOs met the new Assistant Deputy Minister, Karen Chan, and had the opportunity to discuss provincial directives.

Staff participated in a series of business architecture groups to provide feedback at a provincial level specific to the DSO's role in matching and linking to supports and services.

DSO CER is in the process of preparing for agency accreditation through CARF International. CARF is an international non-profit organization whose mission is to promote the quality, value and optimal outcomes of services through a consultative accreditation process. The site visit will occur on February 19, 20 and 21.

We are also interested in your feedback around the customer service that we provide and so we have launched our satisfaction survey on our website.

Please follow the survey link on <https://www.yssn.ca/dso/> to share your thoughts with us.

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 April-December 2013
Residential	Durham	Group Home	515	6
		Supported Independent Living	283	4
		Associate Family	113	4
		<b>Durham Total</b>	<b>911</b>	<b>14</b>
	HKPR	Group Home	359	3
		Supported Independent Living	169	20
		Associate Family	74	0
		<b>HKPR Total</b>	<b>602</b>	<b>23</b>
	Simcoe	Group Home	433	9
		Supported Independent Living	217	8
		Associate Family	70	0
		<b>Simcoe Total</b>	<b>720</b>	<b>17</b>
	York	Group Home	1023	5
Supported Independent Living		560	4	
Associate Family		150	1	
<b>York Total</b>		<b>1,733</b>	<b>10</b>	
<b>Central East Region Residential Total</b>			<b>3,966</b>	<b>64</b>

Service	Quadrant	# of People on Waitlist (*)
Day Program	Durham	331
	HKPR	196
	Simcoe	284
	York	780
<b>Central East Region Day Program Total</b>		<b>1,591</b>

Service	Quadrant	# of People on Waitlist (*)
Respite	Durham	267
	HKPR	134
	Simcoe	195
	York	610
<b>Central East Region Respite Total</b>		<b>1,206</b>

data according to DSO CER database as of December 31, 2013

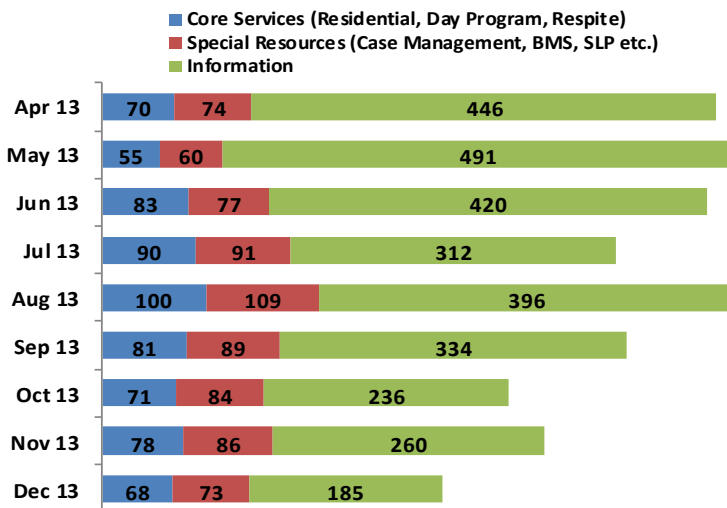
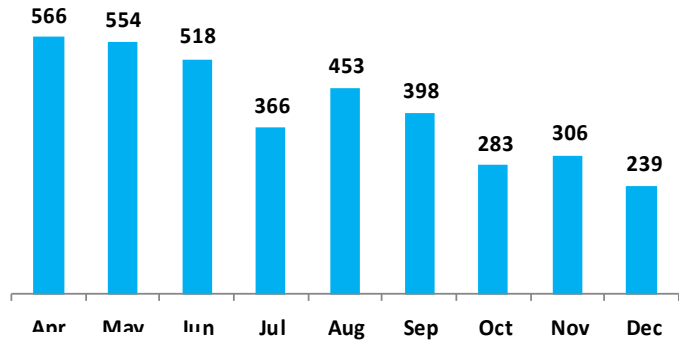
(\*) a person can be on more than one waitlist

## DSO Central East Region Call Centre Activity

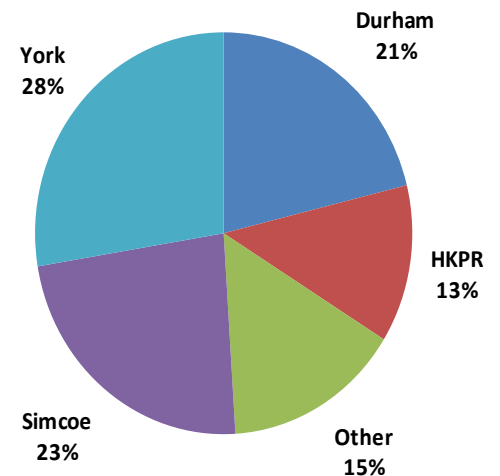
Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Special Resources	Info
<b>3,683</b>	<b>1,018</b>	<b>779</b>	<b>860</b>	<b>468</b>	<b>558</b>	<b>1,308</b>	<b>687</b>	<b>696</b>	<b>743</b>	<b>3,080</b>

**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
<b>Intake</b>	
No. of Intakes	<b>568</b>
<b>Eligibility Confirmation</b>	
No. of Applicants Confirmed Eligible	<b>401</b>
No. of Applicants Deemed Ineligible	<b>183</b>
<b>Assessments</b>	
No. of Assessments	<b>484</b>

data according to DSCIS as of December 31, 2013

