

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.

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 2012/13

It has been another busy year for DSO Central East Region. In December 2012 the DSO's were advised by MCSS that they would be undergoing a Compliance Inspection. This process is a systemic review which is designed to identify, monitor and manage compliance with legislation and policy directives of all MCSS-funded supports and services for adults with developmental disabilities. The purpose of the inspection is to provide consistent expectations and practices and ensure high quality standards. All 9 DSO's in the province had their compliance inspections completed by March 31, 2013 and had to meet the requirements within 60 days.



At a regional level, we have appreciated the ongoing collaboration with community partners in addressing the systemic changes required in the transformation of developmental services. Ongoing representation by the DSO at community planning tables has provided opportunities to communicate relevant functions of the DSO and receive feedback about the challenges of implementation.

Provincially we have been actively involved with the DSO Network to engage in discussions related to program development and implementation of the policy directives. We have had the opportunity to build partnerships with DSO's across the province, develop best practices, identify key objectives, develop provincially consistent processes, and communicate with MCSS regarding our challenges and future direction.

In April 2013, the DSO Network presented to David Zuccato, the ADM for the Operations Division of MCSS. The presentation outlined the experiences of the DSO to date which included key successes and challenges, working with local systems partners, and identifying the proposed next steps.

The Implementation committee, comprised of system's partners in Central East Region, has continued to provide the DSO with imperative feedback. The committee members have acknowledged that although the expectation was to advise the DSO for a period of 18 months, there are still pieces of work that are not fully implemented and so the members have generously agreed to continue to meet.

The DSO's have been working with MCSS on the Business Architecture work groups in Toronto. DSO's will be recommending for approval, a common and consistent provincial process for matching and linking individuals to available services and supports across all regions of Ontario.

Marie Lauzier
Executive Director

Kim Thorn
Developmental Services Manager

Julie Graham-Thirgood
DSO CER Supervisor

Vacancy Management

The DSO CER managed a significant number of vacancies over the last fiscal year. We anticipate this trend to continue with the addition of managing the day program vacancies as of June 2013.

		# of Clients on Waitlist as of Jun 11, 2013 (*)	# of Vacancies Processed in 2012-13 Fiscal Year
Durham	Group Home	443	7
	Supported Independent Living	99	7
	Associate Family	226	0
	Durham Total	766	14
HKPR	Group Home	284	16
	Supported Independent Living	61	11
	Associate Family	124	5
	HKPR Total	469	32
Simcoe	Group Home	341	21
	Supported Independent Living	56	49
	Associate Family	157	0
	Simcoe Total	554	70
York	Group Home	920	20
	Supported Independent Living	142	19
	Associate Family	498	1
	York Total	1,560	40
Central East Region Total		3,349	156

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

Intake, Eligibility and Assessment Activity - 2012-13 Fiscal Year

There continued to be challenges regarding delays in training for the Assessors across Central East Region. These delays impact the DSO's ability to assess individuals in a timely manner.

DSO Central East Region	Total
Intake	
No. of Intakes	401
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	1,088
No. of Applicants Deemed Ineligible	142
Assessments	
No. of Assessments	510



DSO Central East Region Call Centre Activity - 2012-13 Fiscal Year

DSO CER has continued to experience high volume in the last year. We continue to modify and implement structures related to work processes to address the workload pressures to ensure optimal customer service.

Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Spec Resources	Info
4,217	1,422	856	932	497	510	885	570	1,008	956	3,060

Figure 1 — # of Contacts by Month

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

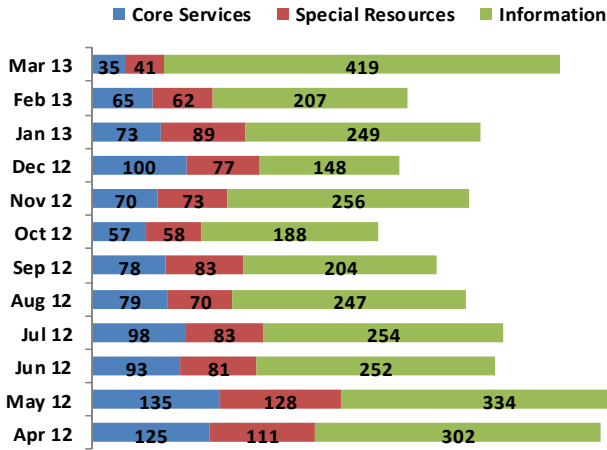
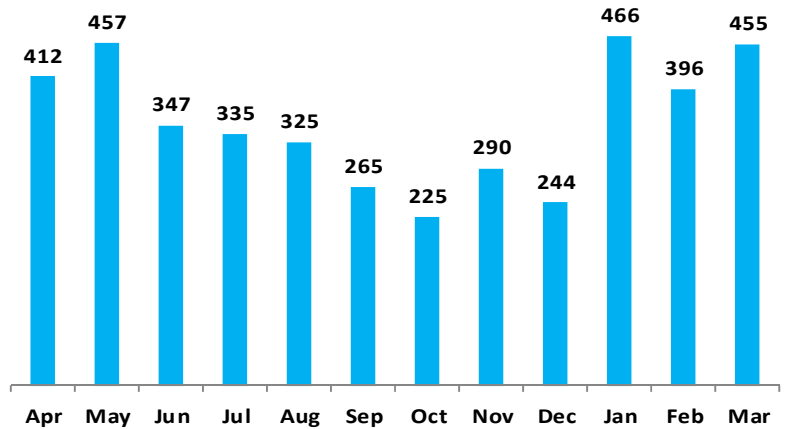


Figure 2 — # of Contacts by Supports Needed

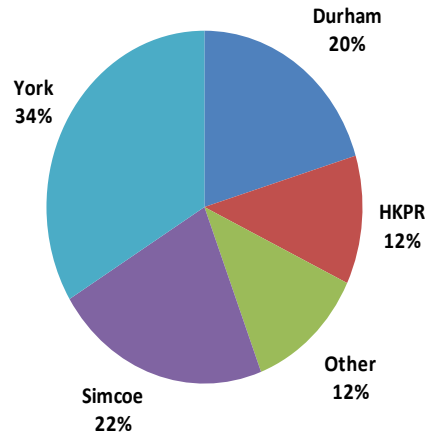


Figure 3 — Contacts by Caller Origin

Staff Changes

The York/Simcoe Coordinator, Andrew Walker, has accepted a new position as the Mental Health Access Supervisor with York Support Services. We would like to thank Andrew for his dedication to the individuals, families and agencies in Central East Region and wish him the best in his future endeavors.



Have a Happy & Safe Summer!