

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 Fall Review 1

Vacancy Management & Waitlist Information 2

DSO CER Call Centre Activity 3

Staffing News 3

The Fall Review

Welcome to the fall edition of the Developmental Services Ontario Central East Region newsletter. In review, our summer proved to be busy once again; our volume and activity level continued to be high with many callers to the central line and a number of application packages completed.

| DSO Central East Region | YTD Total |
|--------------------------------------|------------|
| Intake | |
| No. of Intakes | 395 |
| Eligibility Confirmation | |
| No. of Applicants Confirmed Eligible | 285 |
| No. of Applicants Deemed Ineligible | 176 |
| Assessments | |
| No. of Assessments | 334 |

data according to DSCIS as of September 30, 2013

In an effort to maximize our staffing resources as much as possible, a vacancy in one of our positions led to a decision to change our internal structure. The Local Coordinator position was invaluable in our launch phase, providing a direct link out in quadrants to the central DSO office. As we began to move out of the implementation stage, we recognized different needs both internally and externally and we have opted to close the Local Coordinator position as a formal role. Julie Graham-Thirgood is responsible for supervision of the central navigation team and its related functions and Cindie Evans is now Supervisor for the Assessors across Central East Region.

Our commitment to be visible in the community remains and we will continue to represent DSO CER at planning tables, training events and information sessions. Should you have any questions or requests around DSO CER representation at the above and are unclear who to connect with, call our central navigation line at 1-855-277-2121 or email us at dsocentraleast@yssn.ca and we will direct the request to the appropriate person.

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 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 Clients on Waitlist (*) | # of Vacancies Processed in April-September, 2013 |
|--|----------|------------------------------|------------------------------|---|
| Residential | Durham | Group Home | 479 | 4 |
| | | Supported Independent Living | 252 | 3 |
| | | Associate Family | 104 | 2 |
| | | Durham Total | 835 | 9 |
| | HKPR | Group Home | 323 | 3 |
| | | Supported Independent Living | 148 | 16 |
| | | Associate Family | 68 | 0 |
| | | HKPR Total | 539 | 19 |
| | Simcoe | Group Home | 387 | 6 |
| | | Supported Independent Living | 196 | 5 |
| | | Associate Family | 67 | 0 |
| | | Simcoe Total | 650 | 11 |
| | York | Group Home | 970 | 3 |
| Supported Independent Living | | 532 | 4 | |
| Associate Family | | 151 | 0 | |
| York Total | | 1653 | 7 | |
| Central East Region Residential Total | | | 3,677 | 46 |

| Service | Quadrant | # of Clients on Waitlist (*) |
|-------------|--|------------------------------|
| Day Program | Durham | 290 |
| | HKPR | 185 |
| | Simcoe | 236 |
| | York | 739 |
| | Central East Region Day Program Total | 1,450 |

| Service | Quadrant | # of Clients on Waitlist (*) |
|---------|--|------------------------------|
| Respite | Durham | 247 |
| | HKPR | 118 |
| | Simcoe | 175 |
| | York | 563 |
| | Central East Region Respite Total | 1,103 |

data according to DSO CER database as of September 30, 2013

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

DSO Central East Region Call Centre Activity

DSO CER has continued to experience a high volume of contacts.

| Total Contacts | Area | | | | | Caller Status | | Supports Needed | | |
|----------------|------|--------|--------|------|-------|---------------|----------------|-----------------|----------------|-------|
| | York | Durham | Simcoe | HKPR | Other | New Referral | Grand Parented | Core Services | Spec Resources | Info |
| 2,855 | 754 | 599 | 677 | 345 | 480 | 1,114 | 489 | 479 | 500 | 2,399 |

Figure 1 — # of Contacts by Month

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

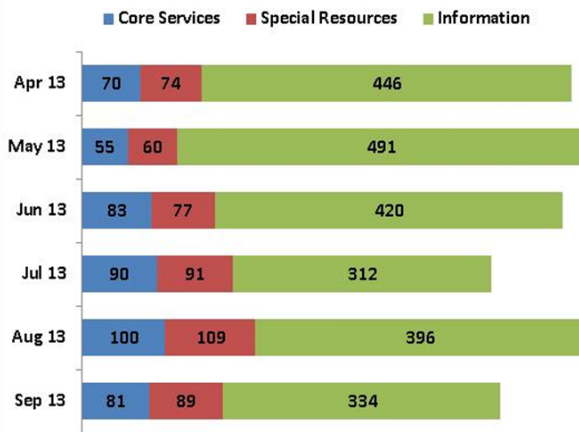
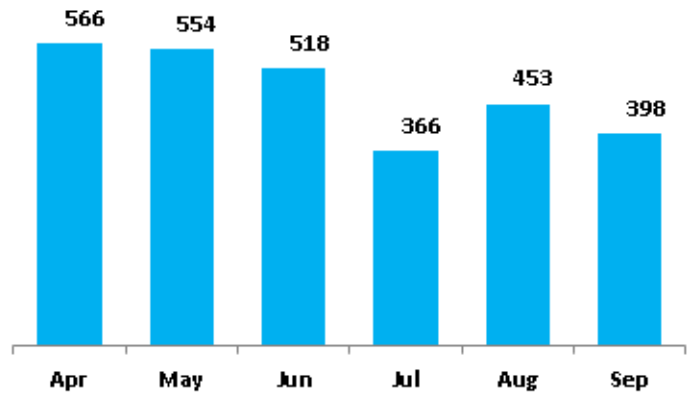


Figure 2 — # of Contacts by Supports Needed

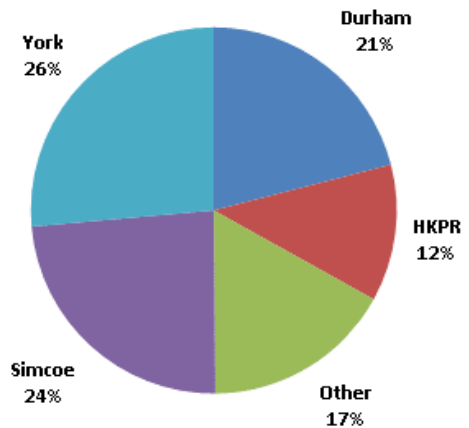


Figure 3 — Contacts by Caller Origin

Staffing News

★ Congratulations to all our Assessors, who have either successfully completed their training to become certified assessors or those who have been re-certified. We now have a roster of ten fully trained Supports Intensity Scale Assessors in Central East Region.

★ Congratulations to Tania Pollard, Service Navigator, on the birth of her baby boy, Eli. We welcome Maria Cammisuli who has extended her contract with us as a Service Navigator for another year and Nancy Stead, who continues with us part time as a Service Navigator until March 2014.

