

The Summer/Fall 2014 Review

Welcome to the Summer/Fall Edition.

While many had the opportunity to have some rest and relaxation over the summer months, activity continued at a quick pace at DSO CER. Though our YSSN offices moved in June, the DSO space was still under construction and the call centre and York Assessors moved for a second time in a month to their permanent location within 240 Edward Street at the end of July. We continue to work through the growing pains of our current location, adapting to a change in the phone system and the physical space itself.



The launch of the provincial Urgent Response Protocol in July has formalized for the DSO CER catchment area responses and practices that have long been in place for those in an urgent or crisis situation, particularly through our joint work with Crisis Response Coordinators. Internally, we continue to review and refine the administration of the Urgent Response Protocol and look forward to future opportunities to work with our community partners and the Ministry of Community and Social Services (MCSS) around local implementation.

In August, DSO CER was informed of additional Assessor resources to assist with addressing the waitlist for Application Packages. Through a staged approach, MCSS enabled recruitment of two additional Assessors for October 1, with one based in Durham and the other in Simcoe. As part of proactive planning, we have recruited an additional Assessor in anticipation of an upcoming maternity leave so that we can access the Provincial training for Assessors this October to minimize further backlogs in the completion of Applications. Additionally, we received resources to hire one clinical supervisor within the DSO effective October 1 and will receive additional funding effective March 1, 2015 for an additional 4.5 Assessors. This is wonderful news in helping to work through the high demand for both new Application Packages and re-assessments.

In September, we obtained funding enhancements to support the purchase of additional psychological assessments for those who have not had them completed prior to their application to the DSO. This enhancement has enabled us to send an additional 80 people for assessments this fall, and we are planning for more psychological assessments to be completed in January, based on psychologist availability.

Beginning in October, we are engaging in a data verification project to consolidate information contained within our two database systems. Staff members will be contacting people for whom information was migrated from agency waitlists that have not made contact with us in some time to obtain an update and confirm service requests. This is a provincial project that will enable the collection of consistent and accurate service requests that can be tracked for resource planning.

Marie Lauzier
Executive Director

Kim Thorn
Director,
Developmental Services

Julie Graham-Thirgood
DSO CER Supervisor

Cindie Evans
DSO CER Supervisor

DSO Central East Region

240 Edward St, Unit 3
Aurora, ON L4G 3S9
Phone: (905) 953-0796
Fax: (905) 952-2077
TTY: (905) 898-1609

dsocentraleast@yssn.ca

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 Summer/Fall Review	1
Vacancy Management & Service Request Information	2
DSO CER Call Centre Activity	3
Staff News	3
Intake, Eligibility and Assessment Activity	3

Vacancy Management and Service Request Information by Quadrant

Service	Quadrant		# of People on Service Registry (*)	# of Vacancies Processed in April-September 2014
Residential	Durham	Group Home	654	3
		Supported Independent Living	338	2
		Associate Family	158	0
		Durham Total	1,150	5
	HKPR	Group Home	475	3
		Supported Independent Living	213	4
		Associate Family	116	1
		HKPR Total	804	8
	Simcoe	Group Home	567	10
		Supported Independent Living	282	13
		Associate Family	110	0
		Simcoe Total	959	23
	York	Group Home	1,167	6
		Supported Independent Living	618	6
		Associate Family	186	2
		York Total	1,971	14
Central East Region Residential Total			4,884	50

Service	Quadrant		# of People on Service Registry (*)	# of Vacancies Processed in April-September 2014
Day Program	Durham		444	7
	HKPR		294	2
	Simcoe		380	10
	York		895	8
Central East Region Day Program Total			2,013	27

Service	Quadrant		# of People on Service Registry (*)	# of Vacancies Processed in April-September 2014
Respite	Durham		378	6
	HKPR		224	1
	Simcoe		296	14(**)
	York		742	2
Central East Region Respite Total			1,640	23

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

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

(**) vacancies include funding for respite

DSO Central East Region Call Centre Activity—Apr to Sep 2014

Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Special Resources	Info
2,733	794	612	524	467	336	556	381	990	942	2,334

Figure 1 — # of Contacts by Month

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

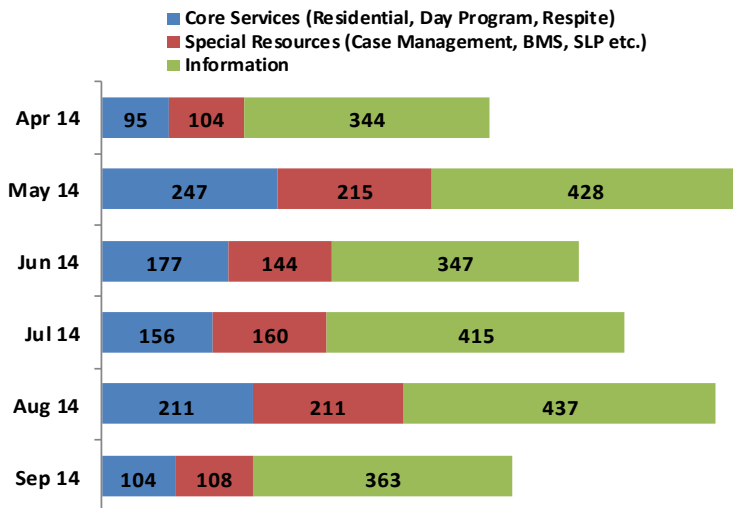
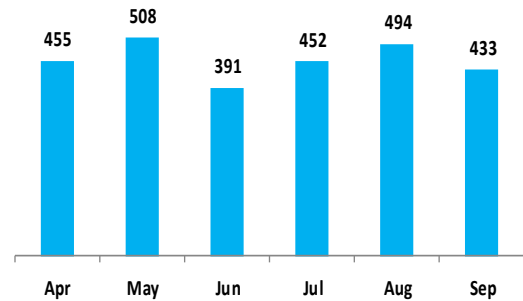


Figure 2 — # of Contacts by Supports Needed

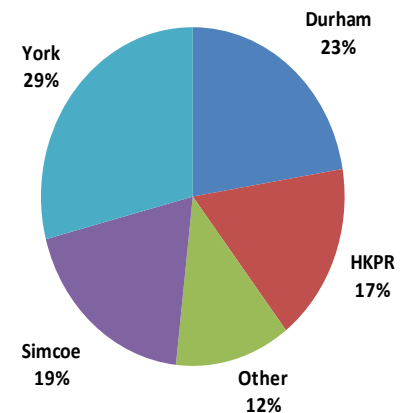


Figure 3 — Contacts by Caller Origin

Staff News

We welcome Tania Pollard back from Maternity Leave to Service Navigation at our Central Offices.

We said a temporary farewell to Maria Cammisuli who is on education leave but has been made permanent within the role of Service Navigation.

We say goodbye to Denise Jerome who has taken on another opportunity within YSSN.

We say thank you to Nancy Stead for continuing on as a contract staff within Service Navigation.

We welcome Aysha Qureshi on for a short term contract with a focus on data verification.

We welcome Susan Van Elswyk to DSO CER as clinical Supervisor for the York and Simcoe Assessor teams.

We also welcome Mallory Holmes and Jo-Anne Mitton to the Simcoe Assessor team and Lisa Neill to the Durham Assessor team effective October 27.

Intake, Eligibility and Assessment Activity

DSO Central East Region	YTD Total
Intake	
No. of Intakes	337
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	146
No. of Applicants Deemed Ineligible	109
Assessments	
No. of Assessments	295

data according to DSCIS as of September 30, 2014