

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 Winter Review

Welcome to the Winter Edition!

The past few months have continued to be busy on multiple fronts, from staffing news to data projects to provincial meetings.

Since the fall, we continue to engage with our funder and provincial counterparts at focus groups on enhancements to the provincial database DSCIS to further support the matching and linking process to resources. Additionally, in support of the data contained within the provincial database, we are working on a verification project for those people whose information migrated from agency waiting lists to the provincial database to ensure that information contained within is current. The process is proving to be slower than anticipated but is resulting in up to date information on people's current situation and service requests.

Unfortunately, due to recent water damage, our Durham DSO CER office continues to remain closed for renovations with the re-opening date unknown at this time. Should you need to connect with a DSO CER Durham staff, email communication is preferred. Please redirect any enquiries or faxes to our DSO CER Central office located in Aurora.

DSO CER is currently in the process of recruiting additional Assessors in York, Durham and HKPR, with Assessors successfully recruited and trained in the Simcoe area this past fall.

Our Executive Director, Marie Lauzier, has recently taken on the role of Chair of the DSO Provincial Network for the next two years, which supports the DSOs collective work and profile across the province. Congratulations Marie!



Marie Lauzier
Executive Director

Kim Thorn
Director,
Developmental Services

Julie Graham-Thirgood
DSO CER Supervisor

Cindie Evans
DSO CER Supervisor

Susan Van Elswyk
DSO CER Supervisor

Vacancy Management and Service Request Information by Quadrant

Service	Quadrant		# of People on Service Registry (*)	# of Vacancies Processed in April-December 2014
Residential	Durham	Group Home	670	4
		Supported Independent Living	350	4
		Associate Family	180	0
		Durham Total	1,200	8
	HKPR	Group Home	504	6
		Supported Independent Living	238	10
		Associate Family	143	2
		HKPR Total	885	18
	Simcoe	Group Home	586	11
		Supported Independent Living	281	20
		Associate Family	130	0
		Simcoe Total	997	31
	York	Group Home	1,152	7
		Supported Independent Living	611	7
		Associate Family	214	2
		York Total	1,977	16
Central East Region Residential Total			5,059	73

Service	Quadrant		# of People on Service Registry (*)	# of Vacancies Processed in April-December 2014
Day Program	Durham		496	12
	HKPR		343	6
	Simcoe		417	11
	York		915	12
Central East Region Day Program Total			2,171	41

Service	Quadrant		# of People on Service Registry (*)	# of Vacancies Processed in April-December 2014
Respite	Durham		417	6
	HKPR		250	1
	Simcoe		338	14(**)
	York		803	4
Central East Region Respite Total			1,808	25

data according to DSO CER database as of December 31, 2014

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

(**) vacancies include funding for respite

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

Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Special Resources	Info
4,102	1,201	938	774	686	503	822	606	1,487	1,432	3,494

Figure 1 — # of Contacts by Month

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

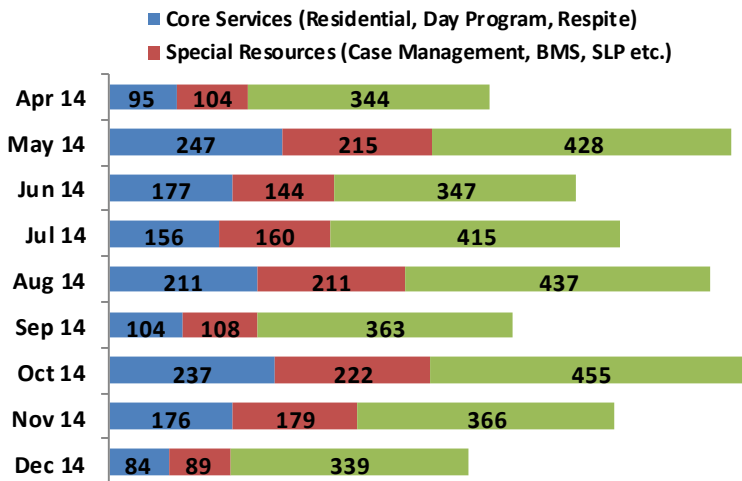
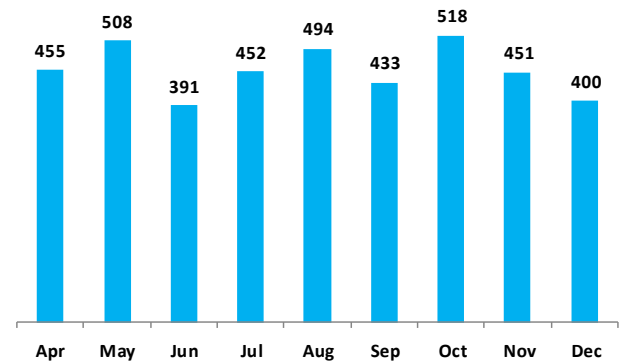


Figure 2 — # of Contacts by Supports Needed

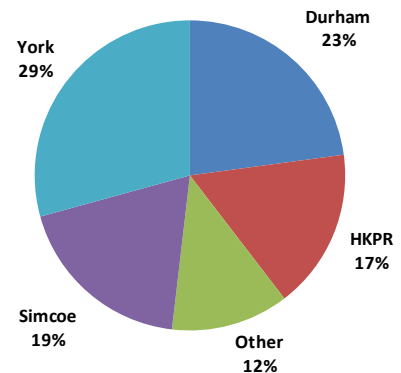


Figure 3 — Contacts by Caller Origin

Staff News

- ★ Best wishes to Maria Cammisuli and Nazia Hoque on the birth of their new baby girls!
- ★ Congratulations to Samantha McFarlane and Jennifer Korman who joined the Service Navigation team on contract and to Aysha Qureshi who will continue working on data verification until March 31/15.
- ★ Congratulations to Mallory Holmes, Jo-Anne Mitton and Lisa Neill on their certification as Assessors.
- ★ Congratulations to Carolyn Shaw, Toni Hill and Amy Spencer who successfully completed their Assessor re-certification with advanced standing.

Intake, Eligibility and Assessment Activity

DSO Central East Region	YTD Total
Intake	
No. of Intakes	535
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	227
No. of Applicants Deemed Ineligible (*)	131
Assessments	
No. of Assessments	451

data according to DSCIS as of December 31, 2014

(*) includes applicants who are not yet 18 years old