

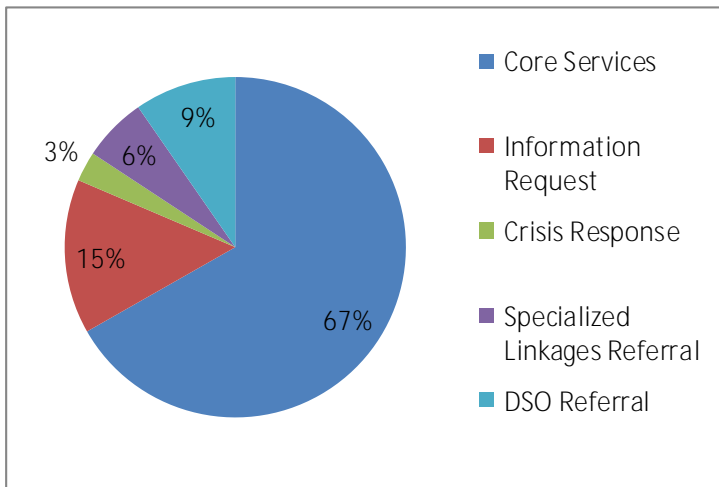
# Developmental Services Ontario Central East Region Fall Edition

**DSO Central East Region  
Main Office**

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## Call Centre Activity April 1, 2017 - September 30, 2017

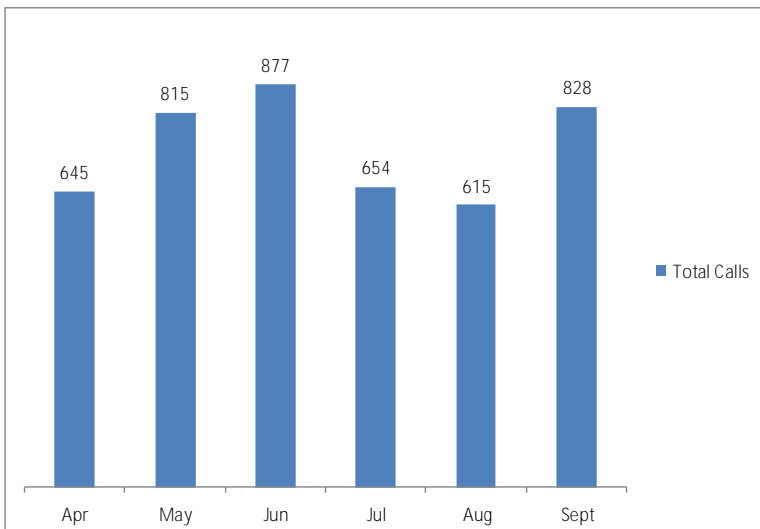
Total Contacts	Percentage of Contacts by Area				
	York	Durham	Simcoe	HKPR	Other
4434	29%	28%	23%	19%	1%



**Caller Inquiries/Requests**

Intake and Eligibility Activity	Total
<b>Intake</b>	
No. of Intakes	<b>190</b>
<b>Eligibility Confirmation</b>	
No. of Applicants Confirmed Eligible	<b>78</b>
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	<b>63</b>

**NOTE: Statistics presented are according to DSCIS as of Oct 10 2017**



**Contacts by Month**

### Looking for resources?

**Check out:**

- \* [Connectability.ca](http://Connectability.ca)
- \* [Planningnetwork.ca](http://Planningnetwork.ca)
- \* [211ontario.ca](http://211ontario.ca)
- \* [Respiteservices.com](http://Respiteservices.com)
- \* [www.yssn.ca/DSO-Resource](http://www.yssn.ca/DSO-Resource)

# Resource Management Information

Area	Service Type	Number of Resources Declared July 1-September 30, 2017
<b>Durham</b>	Group Home	4
	Supported Independent Living	0
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	24
	Respite	9
<b>HKPR</b>	Group Home	2
	Supported Independent Living	0
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	4
	Respite	0
<b>Simcoe</b>	Group Home	4
	Supported Independent Living	3
	Associate Family	1
	Individualized Residential Support	0
	Community Participation Support	13
	Respite	23
<b>York</b>	Group Home	2
	Supported Independent Living	0
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	3
	Respite	0

## We value your feedback

If you have comments you think would be helpful for the DSO to hear regarding your experience or about the information that we are sharing, please let us know by completing the DSO CER Satisfaction Survey at:

[www.yssn.ca/DSO-Ontario-Central-East-Region](http://www.yssn.ca/DSO-Ontario-Central-East-Region) Click on :“Send us your Feedback”

Thank you!

## Geographic Information - Durham

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	<b>411</b>	<b>154</b>
Supported Independent Living	<b>369</b>	<b>197</b>
Associate Family	<b>134</b>	<b>84</b>
Individualized Residential Support	<b>296</b>	<b>121</b>

Service Type	Service Requests*
Community Participation Support	<b>1210</b>
Respite	<b>913</b>

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>17</b>
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<b>Number of people waiting for an Application package</b>	<b>424</b>
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## Geographic Information - Simcoe

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	<b>319</b>	<b>246</b>
Supported Independent Living	<b>325</b>	<b>203</b>
Associate Family	<b>80</b>	<b>79</b>
Individualized Residential Support	<b>78</b>	<b>77</b>

Service Type	Service Requests*
Community Participation Support	<b>1094</b>
Respite	<b>796</b>

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>17</b>
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<b>Number of people waiting for an Application package</b>	<b>387</b>
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(\* ) a person can request more than one service in more than one geographic area

## Geographic Information - Haliburton

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	20	8
Supported Independent Living	19	12
Associate Family	8	4
Individualized Residential Support	2	4

Service Type	Service Requests*
Community Participation Support	59
Respite	29

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>15 (HKPR)</b>
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<b>Number of people waiting for an Application package</b>	<b>16</b>
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## Geographic Information - Kawartha Lakes

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	35	30
Supported Independent Living	44	29
Associate Family	21	18
Individualized Residential Support	5	10

Service Type	Service Requests
Community Participation Support	157
Respite	114

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>15 (HKPR)</b>
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<b>Number of people waiting for an Application package</b>	<b>49</b>
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(\* ) a person can request more than one service in more than one geographic area

## Geographic Information - Peterborough

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	<b>131</b>	<b>81</b>
Supported Independent Living	<b>155</b>	<b>82</b>
Associate Family	<b>52</b>	<b>29</b>
Individualized Residential Support	<b>35</b>	<b>26</b>

Service Type	Service Requests
Community Participation Support	<b>408</b>
Respite	<b>221</b>

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>15 (HKPR)</b>
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<b>Number of people waiting for an Application package</b>	<b>135</b>
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## Geographic Information - Northumberland

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	<b>100</b>	<b>38</b>
Supported Independent Living	<b>105</b>	<b>41</b>
Associate Family	<b>34</b>	<b>9</b>
Individualized Residential Support	<b>14</b>	<b>8</b>

Service Type	Service Requests
Community Participation Support	<b>294</b>
Respite	<b>209</b>

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>15 (HKPR)</b>
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<b>Number of people waiting for an Application package</b>	<b>102</b>
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(\*) a person can request more than one service in more than one geographic area

## Geographic Information - York

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	<b>607</b>	<b>743</b>
Supported Independent Living	<b>467</b>	<b>499</b>
Associate Family	<b>118</b>	<b>131</b>
Individualized Residential Support	<b>215</b>	<b>280</b>

(\*) a person can request more than one service in more than one geographic area

Service Type	Service Requests
Community Participation Support	<b>1976</b>
Respite	<b>1587</b>

<b>Urgent Responses Initiated July 1/17-September 30/17</b>	<b>13</b>
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<b>Number of people waiting for an Application package</b>	<b>373</b>
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## Geographic Information - Anywhere in the DSO CER catchment

Service Type	Service Requests	
	Immediate readiness for service	Future/long-term need
Group Home	<b>523</b>	<b>66</b>
Supported Independent Living	<b>109</b>	<b>23</b>
Associate Family	<b>111</b>	<b>39</b>
Individualized Residential Support	<b>49</b>	<b>12</b>

Service Type	Service Requests
Community Participation Support	<b>120</b>
Respite	<b>79</b>

Some people have indicated an interest in being considered for resources anywhere in our catchment area, the breakdown could include more than one service request per person.