

IN THIS ISSUE

Updates 1
 Vacancy Management & Service Registry Information 2
 DSO CER Call Centre Activity ... 3
 DSO CER Intake, Eligibility & Assessment Activity 4

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:

<https://www.yssn.ca/dso>

Click on "Send us your Feedback"

Thank-you!

DSO Central East Region

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From January to March of this year, the DSOs and the Ministry of Community and Social Services are working together with HSC Vision Group to review our current communications and stakeholder engagement practices, as well as review the DSO website.



There are four main goals for this project:

- Develop a plan for creative and sustainable stakeholder relationships, based on a solid understanding of the DSO's roles and responsibilities;
- Develop consistent methodologies and process for communicating and sharing information with stakeholders;
- Develop processes for collecting, sharing, and maintaining information regarding informal and other supports; and,
- Develop a governance system for managing and maintaining the DSO website.

Thank you to all stakeholders who attended our focus groups on January 8th, 2016. We will update you on the progress and outcomes of this work over the next few months.

We continue to be interested in hearing from our partner agencies regarding services and supports available within our local communities. Details about any programs, information sessions or drop-in events agencies are hosting that we can share with applicants for services are greatly appreciated. Please email us this information at dsocentraleast@yssn.ca.

Starting this this month, the DSO CER is piloting across all quadrants a centralized booking system for Application Packages. One administrative staff has taken on the responsibility for booking all Application Package assessments in an effort to address chronic cancellation concerns and maximize Assessor time. The next phase of this pilot will include managing a centralized cancellation list. We ask, should an appointment cancellation be necessary, that as much notice as possible is provided so that we can attempt to re-book the time to interview another applicant waiting for assessment.

Kind regards,



Marie Lauzier Executive Director	Kimberly Thorn Director Developmental Services	Julie Graham-Thirgood Supervisor, Central Navigation	Susan Van Elswyk Assessor Supervisor Durham, HKPR	Dianne Hope Assessor Supervisor Simcoe, York
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Vacancy Management & Service Request Information by Quadrant

Quadrant		Service Requests Immediate readiness for service*	Service Requests Future/long-term need*	Vacancies Declared Apr 1-Dec 31, 2015
RESIDENTIAL		<i>*For residential requests, we have further broken down the information into those who indicated acceptance of a service if offered today from those who are planning for services in the future.</i>		
Durham	Group Home	356	211	7
	Supported Independent Living	244	154	2
	Associate Family	107	82	3
	Durham Total:			12
HKPR	Group Home	294	78	5
	Supported Independent Living	237	85	6
	Associate Family	107	33	3
	HKPR Total:			14
Simcoe	Group Home	283	193	8
	Supported Independent Living	209	122	12
	Associate Family	66	93	1
	Simcoe Total:			21
York	Group Home	501	715	8
	Supported Independent Living	308	344	6
	Associate Family	81	125	2
	York Total:			16

Quadrant	Service Requests [±]
COMMUNITY PARTICIPATION	
Durham	828
HKPR	605
Simcoe	746
York	1,322
[±] a person can request more than one service in more than one quadrant	

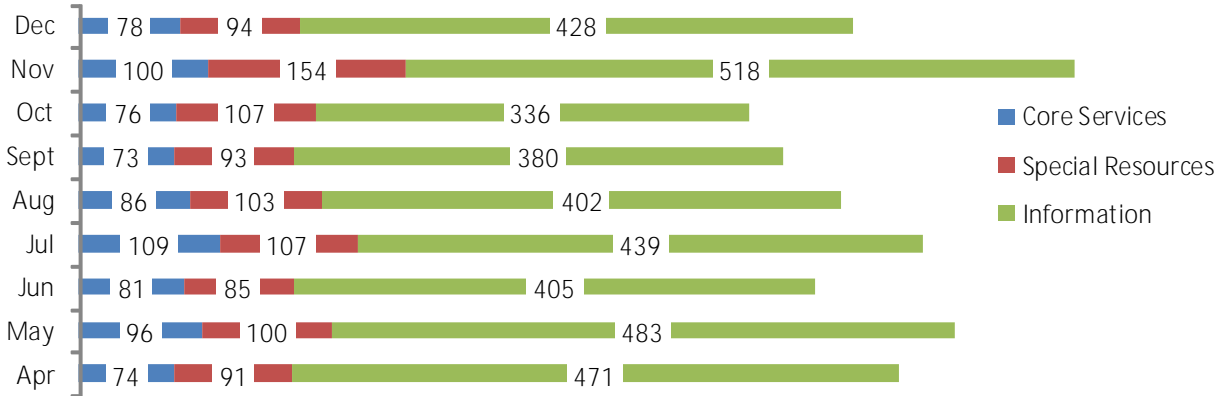
Quadrant	Service Requests [±]
RESPITE	
Durham	570
HKPR	374
Simcoe	460
York	951
[±] a person can request more than one service in more than one quadrant	

NOTE: Statistics presented above are according to DSO CER database data consolidation February 9, 2016

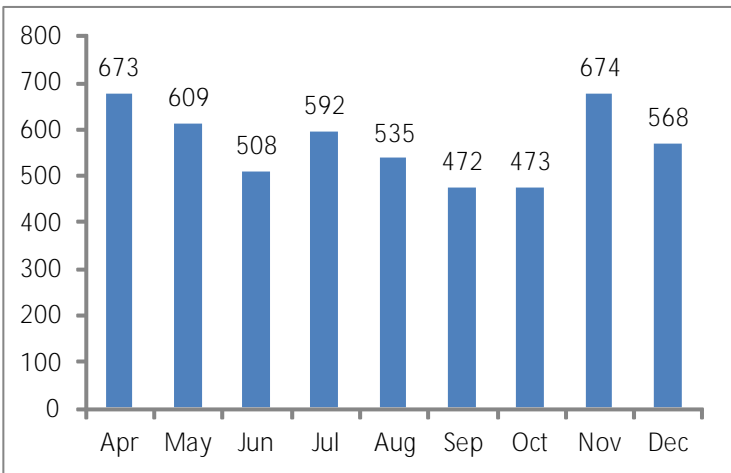
Check out our new DSO CER Resources Page!
www.yssn.ca/DSO-Resources

DSO Central East Region Call Centre Activity April 2015-December 2015

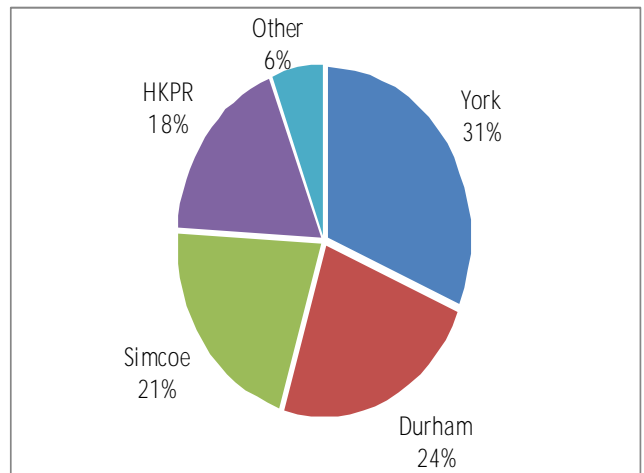
Total Contacts	Area					Supports Needed		
	York	Durham	Simcoe	HKPR	Other	Core Services	Specialized Resources	Info
5,108	1,596	1,196	1,085	935	296	803	962	3,946



Contacts by Support Indicated



Contacts by Month



Contacts by Caller Origin

NOTE: Statistics presented on this page are according to DSCIS as of January 7, 2016

Have an upcoming information session, program or drop in event?
Please send the event details to dsocentraleast@yssn.ca so that we
can share with our clients.

Intake, Eligibility, Assessment & Urgent Response Activity April 2015-December 2015

DSO Central East Region	YTD Total
Intake	
No. of Intakes	551
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	378
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	228
Assessments	
No. of Assessments	812

Contacts by Caller Origin

NOTE: Statistics presented on this page are according to DSCIS as of January 7, 2016

Centralized booking of Application Package appointments allows Assessors to focus on clients and not calendars.

We understand that life happens. Please provide us with as much notice possible if you need to cancel your appointment so that this time can be used to support another client who is waiting.

Thank-you!

Quadrant	Urgent Responses Initiated Apr 1—Dec 31, 2015
Durham	46
HKPR	35
Simcoe	38
York	70

Urgent Response Activity