

**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 or about the information that we are sharing, please let us know by completing the DSO CER Satisfaction Survey on our website:

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

Click on "Send us your Feedback"

Thank-you!

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## Spring/Summer Review

Welcome to the Spring/Summer edition of the DSO CER Bulletin.

The past few months have felt incredibly busy and so we decided to compare our data for this fiscal quarter to last year's information. The number of new referrals is 13% higher, caller volume is up by 33% and we have almost doubled the number of applications packages completed in the first few months of this fiscal year as compared to last year.



In addition, we have received a number of calls in these last three months requiring an urgent response, which led us to review our processes to ensure as streamlined a response as possible from our DSO. We recognize in many instances that agencies initiate these calls on behalf of individuals and their families as a support to them. We are requesting that when an urgent concern arises, agencies initiate a joint referral with the individual and/or family by telephone to the DSO CER in order to assist with expediting the consent process. Again, we recognize that it may be necessary to leave a message but if this voicemail outlines the nature of the issue along with the individual and/or family's expressed consent, it enables us to be more responsive in our next steps for support.

As mentioned in the last edition of the Bulletin, we have begun to post information on our website related to resources available within communities. Please have a look, the information for the link is listed on the bottom left of this page and we are adding to the list every month. Additionally, we are also interested in hearing from our partner agencies so that we can update information on resources available within our local communities. This information is vital to us in our work together and we want to hear from you! Please email us at dsocentraleast@yssn.ca regarding new programs that we can include within our resources.

Lastly, we continue to experience a high number of cancellations of Application Package interview times. This past quarter we had 26 cancellations, the highest number to date, and this time is often very difficult to re-book based on the coordination required to ensure an appropriate number of respondents. We ask that should a cancellation be necessary, that as much notice as possible is provided so that we can use that time to interview someone else.

Kind regards,

Marie Lauzier  
Executive Director

Kimberly Thorn  
Director,  
Developmental Services

Julie Graham-Thirgood  
DSO CER Supervisor

Dianne Hope  
DSO CER Supervisor

Susan Van Elswyk  
DSO CER Supervisor

Check out our new DSO CER Resource Page!

[www.yssn.ca/DSO-Resources](http://www.yssn.ca/DSO-Resources)

## Vacancy Management and Service Request Information by Quadrant

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.

Service	Quadrant		# of Service Requests indicating an immediate readiness for service (*)	# of Service Requests indicating a future/ longer term need (*)	# of Vacancies Declared April 1-June 30, 2015
Residential	Durham	Group Home	319	212	3
		Supported Independent Living	215	140	0
		Associate Family	96	81	1
		<b>Durham Total</b>			<b>4</b>
	HKPR	Group Home	254	77	1
		Supported Independent Living	197	60	2
		Associate Family	89	29	2
		<b>HKPR Total</b>			<b>5</b>
	Simcoe	Group Home	247	180	5
		Supported Independent Living	176	106	2
		Associate Family	47	89	0
		<b>Simcoe Total</b>			<b>7</b>
	York	Group Home	434	747	2
		Supported Independent Living	263	347	5
		Associate Family	67	148	0
		<b>York Total</b>			<b>7</b>

Service	Quadrant	# of Service Requests (*)
Community Participation	Durham	727
	HKPR	509
	Simcoe	651
	York	1218

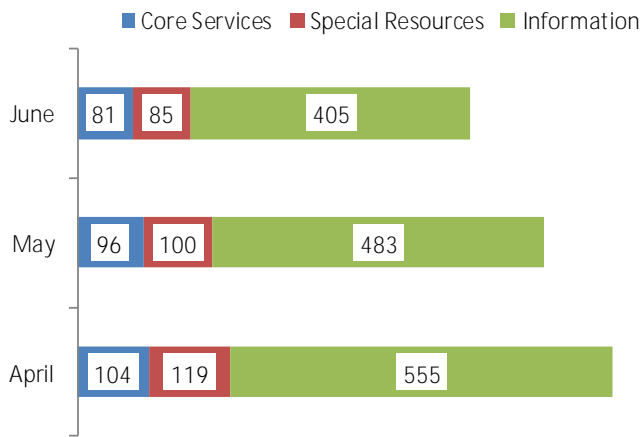
Service	Quadrant	# of Service Requests (*)
Respite	Durham	473
	HKPR	307
	Simcoe	385
	York	846

data according to DSO CER database as of July 7, 2015

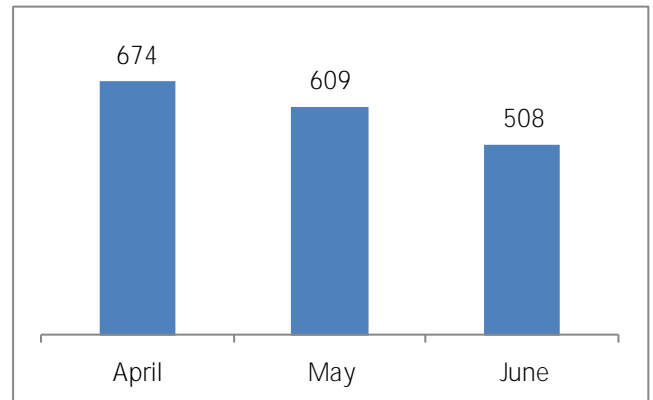
(\*) a person can request more than one service in more than one quadrant

## DSO Central East Region Call Centre Activity: April–June 2015

Total Contacts	Area					Supports Needed		
	York	Durham	Simcoe	HKPR	Other	Core Services	Spec Resources	Info
1,791	594	397	359	332	109	281	304	1,443



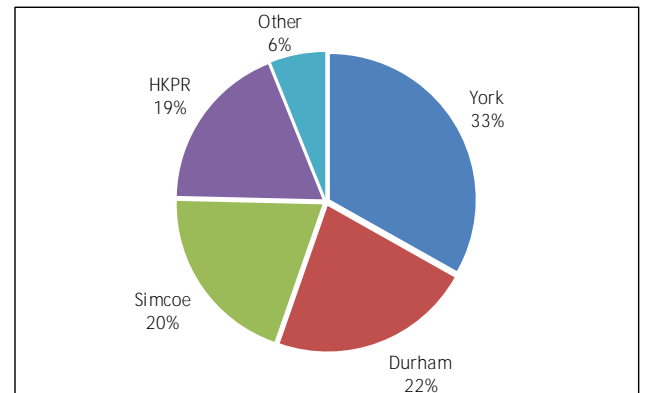
# of Contacts by Support Indicated



# of Contacts by Month

### Intake, Eligibility and Assessment Activity April –June 2015

DSO Central East Region	YTD Total
<b>Intake</b>	
No. of Intakes	214
<b>Eligibility Confirmation</b>	
No. of Applicants Confirmed Eligible	139
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	61
<b>Assessments</b>	
No. of Assessments	243



Contacts by Caller Origin

	# of Urgent Responses Initiated April 1–June 30, 2015
Durham	9
HKPR	13
Simcoe	14
York	23

data according to DSCIS as of July 8, 2015