

## IN THIS ISSUE

Updates .....	1
Vacancy Management & Service Registry Information .....	2
Call Centre Activity .....	3
Intake, Eligibility, Urgent Response & Assessment Activity.....	4
Satisfaction Survey Results.....	5
By the Numbers data .....	6

## 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!**

Welcome to the third annual "Year In Review" publication of the DSO CER's quarterly newsletter, with our theme **DSO by the Numbers!** This edition provides an overview of data related to our intake, application package and resource management for the 2015-2016 fiscal year along with other information that we find interesting and want to share.



We are one step closer in supporting families with a more streamlined transition from children's to adult services in York Region and Simcoe County. DSO CER partnered with Children's Treatment Network to support our access into their data system to retrieve information to streamline the intake and eligibility processes for families. DSO CER Central Navigation staff have received training on entry into the CTN system that would, with decision-maker consent, enable them to confirm demographic information and obtain psychological assessments through the children's system database, reducing the need for families to repeat their full story. Once we have gained experience with this process, we will approach Children's Treatment Centres in Durham and HKPR to determine if this process can be replicated.

The most recent provincial budget included a statement that the Ministry of Community and Social Services would, "remove the current requirement for persons already determined to be eligible for adult developmental services to be re-adjudicated for eligibility under ODSP." The Ministry has connected with DSOs to inquire how eligibility decisions are currently communicated to identify potential methods of combining the two eligibility processes and has requested feedback on possible next steps. We hope to have more information in the coming months to launch the process.

DSO representatives from across the province met with the Ministry of Community and Social Services and the communications consultants in March to review interim findings resulting from province-wide, DSO-hosted stakeholder focus groups. Additional meetings are planned to discuss the final report that is meant to inform the development and refinement of a provincial DSO communications strategy.

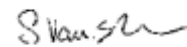
Kind regards,




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

## DSO Central East Region

### Main Office

240 Edward St West  
Aurora, ON L4G 3S9  
Phone: 1-855-277-2121  
Fax: (905) 952-2077  
TTY: (905) 898-1609  
[dsocentraleast@yssn.ca](mailto:dsocentraleast@yssn.ca)

Area	Service Type	Service Requests Immediate readiness for service*	Service Requests Future/long-term need*	# of Resources Declared April 1-March 31, 2016
<b>RESIDENTIAL</b>				
<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>				
<b>Durham</b>	Group Home	384	230	<b>7</b>
	Supported Independent Living	259	163	<b>3</b>
	Associate Family	116	82	<b>3</b>
	Individualized Residential Support	236	90	<b>4</b>
<b>HKPR</b>	Group Home	311	65	<b>6</b>
	Supported Independent Living	245	98	<b>18</b>
	Associate Family	118	25	<b>3</b>
	Individualized Residential Support	45	30	<b>4</b>
<b>Simcoe</b>	Group Home	305	204	<b>12</b>
	Supported Independent Living	220	137	<b>12</b>
	Associate Family	93	66	<b>3</b>
	Individualized Residential Support	69	68	<b>0</b>
<b>York</b>	Group Home	531	709	<b>12</b>
	Supported Independent Living	323	339	<b>8</b>
	Associate Family	91	104	<b>4</b>
	Individualized Residential Support	134	214	<b>0</b>

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

### What is Individualized Residential Support?

*Developed to help someone meet their goal of living more independently (or more interdependently) in the community, this model is often less structured than other residential supports, is designed specifically for the particular individual and relies on both family/natural supports and community based services.*

Area	Service Requests <sup>±</sup>
<b>COMMUNITY PARTICIPATION</b>	
<b>Durham</b>	<b>664</b>
<b>HKPR</b>	<b>450</b>
<b>Simcoe</b>	<b>550</b>
<b>York</b>	<b>1,080</b>

<sup>±</sup> a person can request more than one service in more than one area

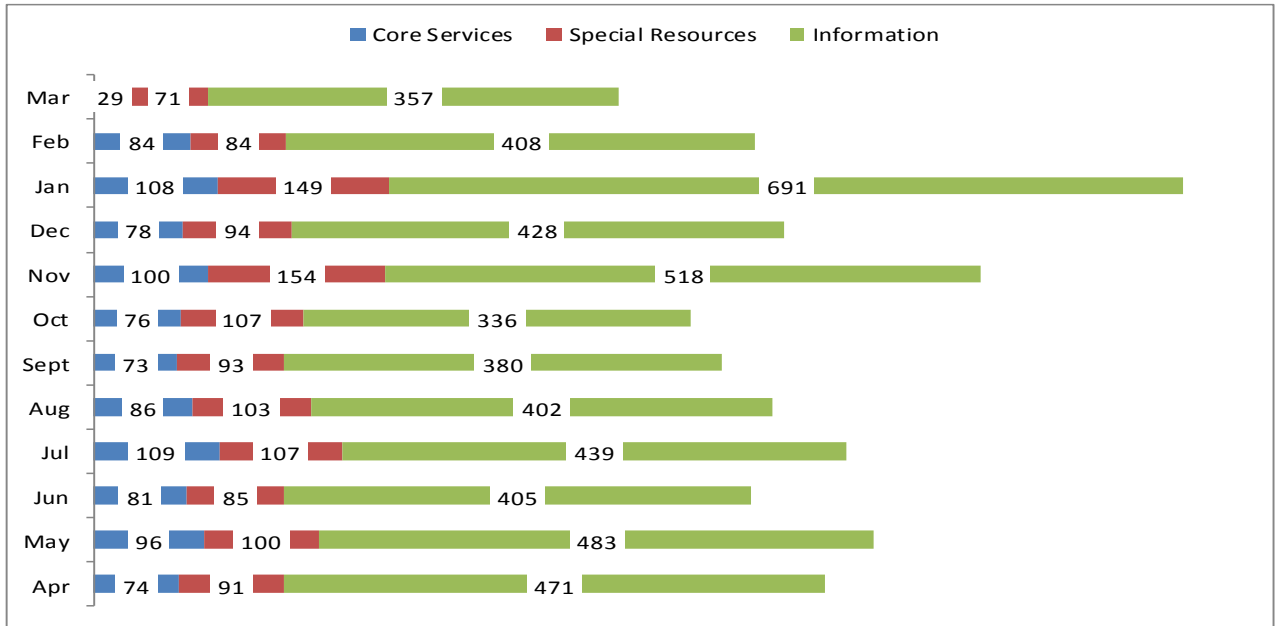
Area	Service Requests <sup>±</sup>
<b>RESPITE</b>	
<b>Durham</b>	<b>643</b>
<b>HKPR</b>	<b>405</b>
<b>Simcoe</b>	<b>529</b>
<b>York</b>	<b>1,049</b>

<sup>±</sup> a person can request more than one service in more than one area

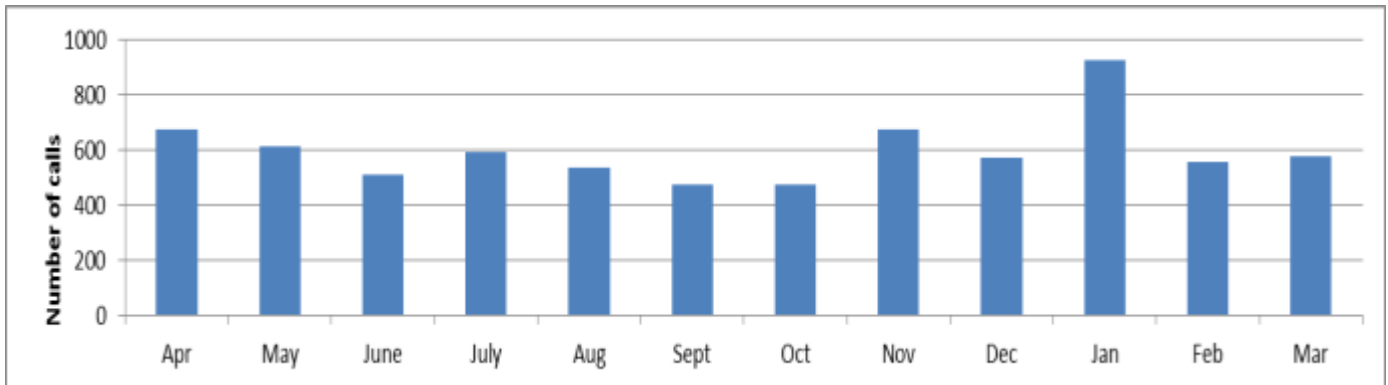
# Call Centre Activity

## April 1, 2015 - March 31, 2016

Total Contacts	Area				
	York	Durham	Simcoe	HKPR	Other
<b>7,156</b>	<b>2,101</b>	<b>1,631</b>	<b>1,480</b>	<b>1,304</b>	<b>640</b>



**Caller Inquiries/Requests**



**Contacts by Month**

Check out our DSO CER Resources Page!  
[www.yssn.ca/DSO-Resources](http://www.yssn.ca/DSO-Resources)

# Intake, Eligibility, Assessment & Urgent Response Activity April 1, 2015-March 31, 2016

Activity	Total
<b>Intake</b>	
No. of Intakes	768
<b>Eligibility Confirmation</b>	
No. of Applicants Confirmed Eligible	515
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	284
<b>Assessments</b>	
No. of Assessments	1,120

Have an upcoming information session, program or drop in event? Please send the event details to [dsocentraleast@yssn.ca](mailto:dsocentraleast@yssn.ca) so that we can share with applicants.

NOTE: Statistics presented are according to DSCIS as of April 27, 2016

According to DSCIS, since our launch on July 4, 2011 the DSO CER Central Navigation team has completed **4,853** Intakes!

## Urgent Response Activity

Area	Urgent Responses Initiated Apr 1, 2015—Mar 31, 2016
Durham	60
HKPR	47
Simcoe	58
York	95

As of March 31, 2016,

**3,611**

Application Packages were registered in the provincial database (DSCIS) for the DSO CER area

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

Thank-you!

**Of the 57 responses we received, 21% were from individuals who made self referrals, 73% were from families or community members and 6% were from service providers.**

Developmental Services Ontario Central East Region staff members were knowledgeable and professional in their interactions with me.

- ◆ Strongly agree (79%)
- ◆ Agree (19%)
- ◆ Disagree (0%)
- ◆ Strongly disagree (2%)
- ◆ Decline (0%)

Overall, I am satisfied with the service I received from Developmental Services Ontario Central East Region staff.

- ◆ Strongly agree (57%)
- ◆ Agree (39%)
- ◆ Disagree (2%)
- ◆ Strongly disagree (2%)
- ◆ Decline (0%)

What could we do better? 36 Responses

- ◆ Increased connections to Passport program and local community agencies
- ◆ Reduce wait times
- ◆ Processes are time consuming and need to be streamlined
- ◆ Highlight the positives in having Application Package completed
- ◆ Need to better explain what happens after the Application Package

I am/was satisfied with the response time from Developmental Services Ontario Central East Region staff to any inquiries I made.

- ◆ Strongly agree (40%)
- ◆ Agree (44%)
- ◆ Disagree (5%)
- ◆ Strongly disagree (2%)
- ◆ Decline (9%)

What did we do well? 52 Responses

Again this year overwhelmingly the trend in responses indicated our staff continue to be:

- ◆ Professional
- ◆ Knowledgeable
- ◆ Flexible
- ◆ Kind
- ◆ Considerate

So what do we plan to do based on this feedback?

- ◆ Provide information on local events/connections/resources at the application package appointment
- ◆ Provide education to agencies on the Supports Intensity Scale assessment and how it can inform goal planning and skill development activities
- ◆ Provide family education sessions on how to use the Application package for planning
- ◆ Provide information on next steps post Application Package to families/respondents in a written format
- ◆ Identify areas where we can further refine our processes to streamline the experience for applicants and their families

# DSO CER By The Numbers 2015-2016

Of people initiating referrals over the age of 18:  
**67** male applicants and  
**35** female applicants were deemed ineligible for Adult Developmental Services

The total number of people referred for the completion of the application package:

York Region	501
Durham	518
Simcoe	404
HKPR	304

As of May 2016

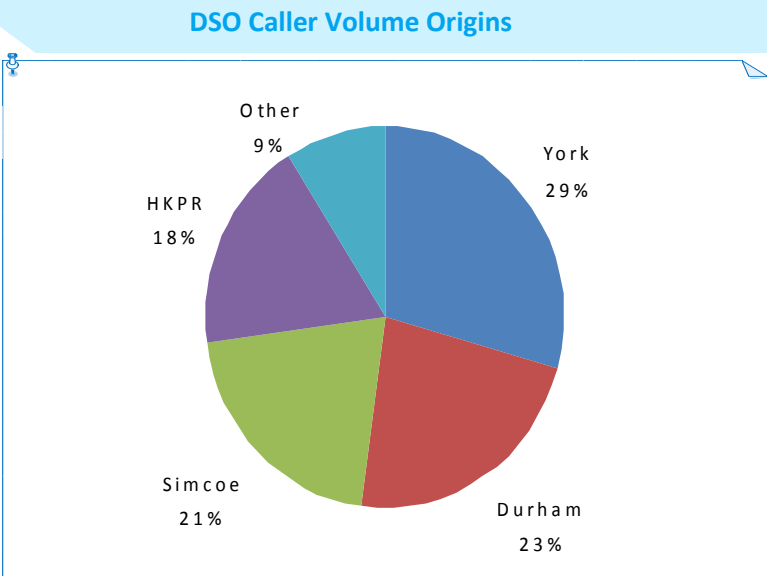
The reasons new applicants called DSO CER:

Want to find out what is available	68
Inquiry for services in the future	195
Need services now and have no MCSS funded developmental services	320
Need a change in current services	102
In Transition - current services are ending	83
<b>Total</b>	<b>768</b>

*Looking for other resources?  
 Check out:  
[Connectability.ca](http://Connectability.ca)  
[Planningnetwork.ca](http://Planningnetwork.ca)  
[211ontario.ca](http://211ontario.ca)  
[Respiteservices.com](http://Respiteservices.com)*

INTAKE SUMMARY REPORT

Age Groups	Male	Female	Total
16-17	202	111	313
18-24	167	99	266
25-34	46	18	64
35-44	22	21	43
45-54	24	15	39
55-64	20	13	33
65-74	4	5	9
75+	1	0	1
<b>Total</b>	<b>486</b>	<b>282</b>	<b>768</b>



**NOTE: Statistics presented are according to DSCIS as of April 27, 2016**

**NOTE: Statistics are according to caller data collection**