

Developmental Services Ontario

Central East Region

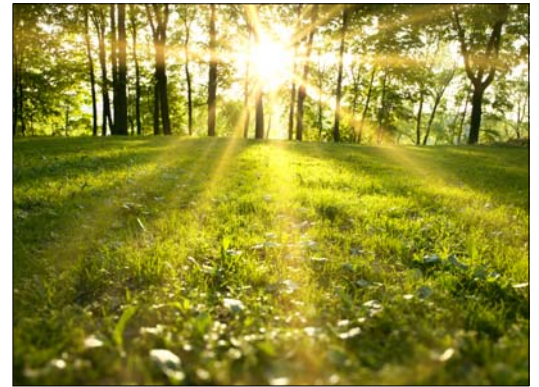
NEWS

Year in Review Spring Edition – June 2017

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Welcome to our Annual Year in Review Edition of the DSO CER Bulletin. Included in this edition is our information related to caller volume, resource management and resource registries. In addition, we have included information that is compiled over the course of the year to support service planning as well as data related to our satisfaction survey.



These past few months have proven to be extraordinarily busy with the move from DSCIS V5.2 to DSCIS V6. Data migrated to the upgraded system was cleansed in preparation of the move and is in the process of ongoing validation and updating. This move also signaled a shift in the utilization of DSCIS as the mechanism to support resource management in the Developmental Services system. A small group of agencies have been piloting the Service Connections module of the data system since March with all agencies moving to this process in our area by August.

Upon review and analysis of our Satisfaction Survey results, we are re-aligning some of our staffing resources to enhance our customer service. By October 1, there will be assigned Service Navigators to support agencies in specific geographic areas, acting as a Developmental Services agency liaison. These staff hope to be able to attend a quadrant planning meeting in September to explain their role, the proposed interface with agencies and provide their contact information. In addition, we are hoping that our Service Connections lead, Nicole Truong, is able to participate at Urgent Response meetings across all geographic areas to support the resource management process. Through direct engagement with providers at those tables, we believe this will support a streamlined and efficient service connection for individuals when resources are declared to the DSO.

DSO CER staff have now offered three sessions on “Understanding the SIS for Planning” to agencies. These sessions have been very well received and we intend to provide these workshops across our entire catchment area.

Stay tuned for updates!

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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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

Click on :

“Send us your Feedback”

Thank-you!

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Resource Management Information

Area	Service Type	Number of Resources Declared
		April 1, 2016-March 31, 2017
Durham	Group Home	6
	Supported Independent Living	7
	Associate Family	2
	Individualized Residential Support	0
	Community Participation Support	18
	Respite	4
HKPR	Group Home	7
	Supported Independent Living	19
	Associate Family	3
	Individualized Residential Support	3
	Community Participation Support	13
	Respite	1
Simcoe	Group Home	29
	Supported Independent Living	16
	Associate Family	1
	Individualized Residential Support	0
	Community Participation Support	24
	Respite	30
York	Group Home	8
	Supported Independent Living	3
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	27
	Respite	2

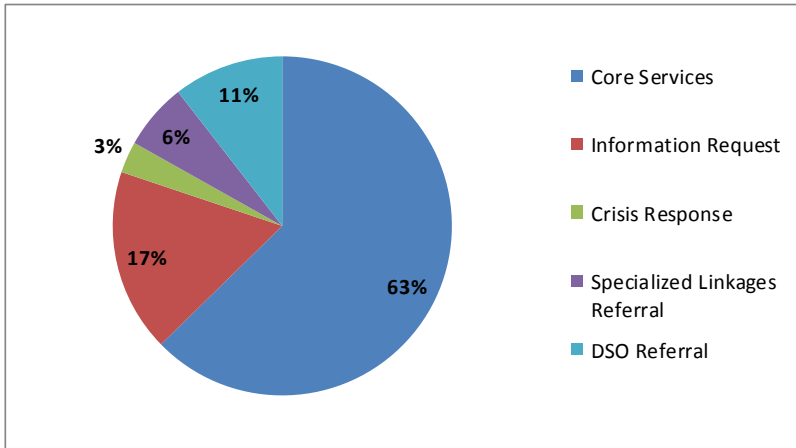
We understand that life happens. Please provide us with as much notice possible if you need to cancel your appointment so that this time can be used to support someone else who is waiting.

Thank-you!

Call Centre Activity

April 1, 2016-March 31, 2017

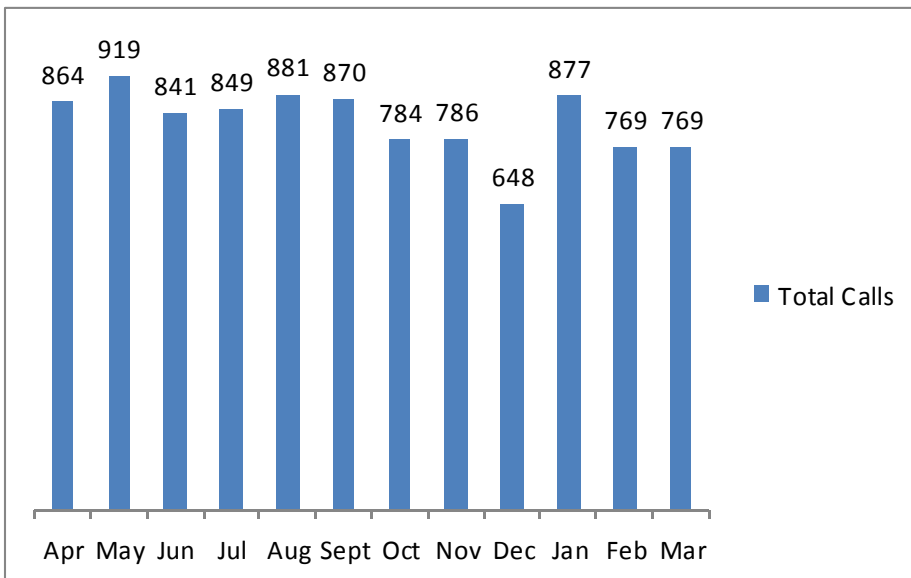
Total Contacts	Percentage of Contacts by Area				
	York	Durham	Simcoe	HKPR	Other
9857	29%	26%	24%	20%	1%



Caller Inquiries/Requests

Intake and Eligibility Activity	Total
Intake	
No. of Intakes	879
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	362
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	292

NOTE: Statistics presented are according to DSCIS as of April 18, 2017



Contacts by Month

Looking for resources? Check out:

- Connectability.ca
- Planningnetwork.ca
- 211ontario.ca
- Respiteservices.com
- www.yssn.ca/DSO-Resources

Check out our DSO CER Resources Page!

www.yssn.ca/DSO-Resources

Geographic Information

Geographic Area	Service Type	Service requests*	Service Requests*	Service requests	No. of people waiting for an Application Package
		Immediate readiness for service	Future/long-term need		
Durham	(*) a person can request more than one service in more than one geographic area.				
	Group Home	395	142	1345 763	426
	Supported Independent Living	348	187		
	Associate Family	123	128		
	Individual Residential Support	282	154		
Community Participation Support Respite					
Haliburton	Group Home	19	6	78 24	15
	Supported Independent Living	17	12		
	Associate Family	7	4		
	Individual Residential Support	1	4		
	Community Participation Support Respite				
Kawartha Lakes	Group Home	33	28	192 91	58
	Supported Independent Living	40	25		
	Associate Family	22	17		
	Individual Residential Support	4	8		
	Community Participation Support Respite				
Northumberland	Group Home	93	34	362 143	153
	Supported Independent Living	106	35		
	Associate Family	34	9		
	Individual Residential Support	13	10		
	Community Participation Support Respite				
Peterborough	Group Home	137	74	471 189	176
	Supported Independent Living	146	76		
	Associate Family	47	24		
	Individual Residential Support	32	27		
	Community Participation Support Respite				
Simcoe	Group Home	301	236	1336 613	393
	Supported Independent Living	296	189		
	Associate Family	74	85		
	Individual Residential Support	74	78		
	Community Participation Support Respite				
York	Group Home	590	713	2356 1256	377
	Supported Independent Living	456	478		
	Associate Family	123	128		
	Individual Residential Support	208	281		
	Community Participation Support Respite				
** Anywhere in the DSO CER catchment	(**) Some people have indicated in being considered for resources anywhere in our catchment area, the breakdown could include more than one service request per person.				
	Group Home	503	62	112 69	
Supported Independent Living	103	20			
Associate Family	112	34			
Individual Residential Support	46	12			
Community Participation Support Respite					

Satisfaction Survey Results

Of the 428 responses we received, 15% were from individuals who made self referrals, 68% were from families or community members and 17% were from service providers.

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

- ◆ Strongly agree (88%)
- ◆ Agree (11%)
- ◆ Disagree (0%)
- ◆ Strongly disagree (1%)
- ◆ Decline (0%)

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

- ◆ Strongly agree (81%)
- ◆ Agree (17%)
- ◆ Disagree (1%)
- ◆ Strongly disagree (1%)
- ◆ Decline (0%)

What could we do better? 222 Responses

- ◆ Improve the central line phone system
- ◆ Reduce wait times for Assessments
- ◆ Shorten wait times for services
- ◆ Communicate via email around resources
- ◆ Need to better explain what happens after the Application Package
- ◆ Clarify and simplify DSO CER processes
- ◆ Regular communication with applicants while waiting for the application package and for services

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

- ◆ Strongly agree (80%)
- ◆ Agree (16%)
- ◆ Disagree (2%)
- ◆ Strongly disagree (1%)
- ◆ Decline (1%)

What did we do well? 368 Responses

Overwhelmingly the trend in responses indicated our staff continue to be:

- ◆ Respectful of people’s time
- ◆ Flexible and inclusive
- ◆ Helpful and informative
- ◆ Thorough in their explanations
- ◆ Kind, caring and personable

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

- ◆ Provide information on local events/connections/ resources at the application package appointment
- ◆ Ongoing family education sessions on transition to adult services, community resources and how to use the Application package for planning
- ◆ Explore email programs to support ongoing communications with applicants
- ◆ Review functionality of central line phone system
- ◆ Enhance service navigation support to applicants

According to DSCIS, since our launch on July 4, 2011 the DSO CER Central Navigation team has completed **5732 Intakes!**

As of May 29, 2017 there were 9745 open case files in the DSO CER catchment area as per DSCIS.

INTAKE SUMMARY REPORT

NEW REFERRALS

Age Groups	Male	Female	Total
16-17	272	150	422
18-24	175	88	263
25-34	46	29	75
35-44	26	21	47
45-54	22	14	36
55-64	23	10	33
65-74	2	0	2
75+	1	0	1
Total	567	312	879

As of March 31, 2017,

4523

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

According to DSCIS, the provincial database, 48 male applicants over 18 and 23 female applicants over 18 were deemed ineligible for Adult Developmental Services in 2016/17

Reason for contact stated at intake	# people	%
Want to find out what is available	162	18.43%
Inquiry for services in the future	257	29.24%
Need services now - no MCSS-funded services	297	33.79%
Need a change in current services	85	9.67%
In Transition - services are ending	78	8.87%
Total	879	100.00%

Meet the DSO CER Team!

We do have staff on leave but as of today...

Durham Assessors

Carolyn Shaw
Sue Pereira
Stacey Martin

HKPR Assessors

Toni Hill
Amy Spencer
Jewel Green

Simcoe Assessors

Jo-Anne Mitton
Mallory Holmes
Alexandra Deneault
JoAnn Lewis

York Assessors

Anita Leung
Tim Savage
Katherine Pickard
Norma McClinton
Berdiann Czerwinski

Service Navigation

Barbara Redvers
Tania Pollard
Maria Cammisuli
Jennifer Betterton
Nicole Truong

Administrative Support Team

Gwen McGenerty
Sabrina Lang

Management

Dianne Hope –Supervisor, York Simcoe Assessor Team
Susan Van Elswyk — Supervisor, HKPR Durham Assessor Team
Julie Graham-Thirgood — Supervisor, Service Navigation and Admin. Team
Kimberly Thorn — Director, Developmental Services
Marie Lauzier — Executive Director