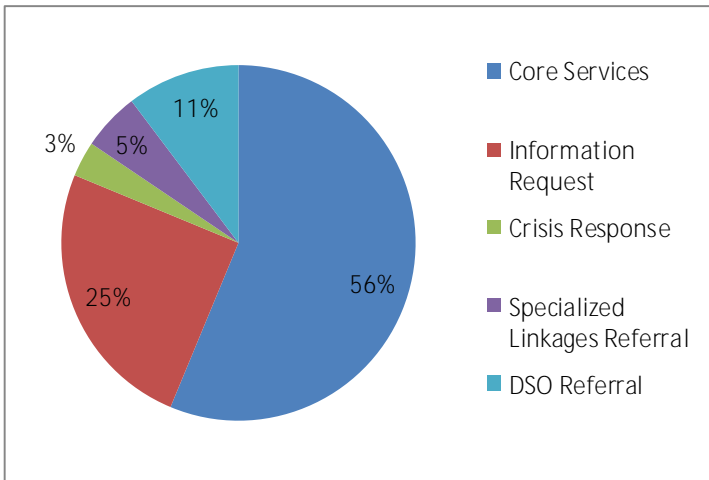


Developmental Services Ontario Central East Region Spring/Summer Edition

Call Centre Activity April 1, 2017 - June 30, 2017

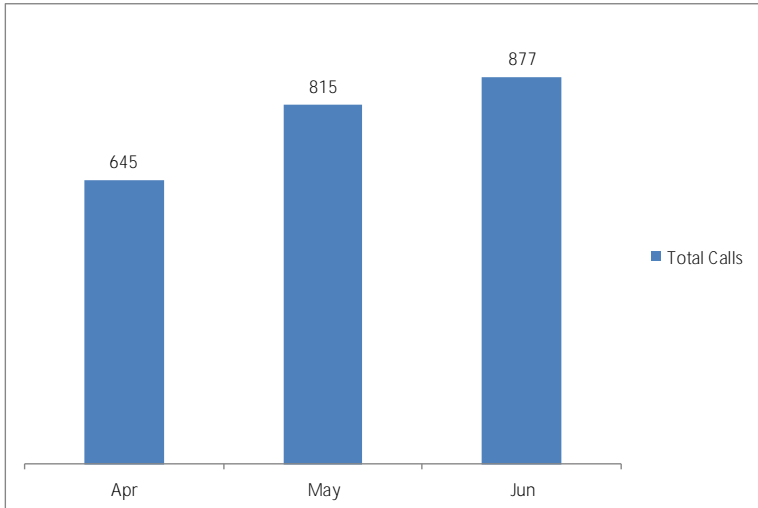
| Total Contacts | Percentage of Contacts by Area | | | | |
|----------------|--------------------------------|--------|--------|------|-------|
| | York | Durham | Simcoe | HKPR | Other |
| 2337 | 28% | 29% | 23% | 19% | 1% |



Caller Inquiries/Requests

| Intake and Eligibility Activity | Total |
|--|------------|
| Intake | |
| No. of Intakes | 243 |
| Eligibility Confirmation | |
| No. of Applicants Confirmed Eligible | 68 |
| No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible) | 110 |

NOTE: Statistics presented are according to DSCIS as of July 5 2017



Contacts by Month

Looking for resources?

Check out:

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

Resource Management Information

| Area | Service Type | Number of Resources Declared April 1-June 30, 2017 |
|---------------|------------------------------------|---|
| Durham | Group Home | 2 |
| | Supported Independent Living | 1 |
| | Associate Family | 0 |
| | Individualized Residential Support | 0 |
| | Community Participation Support | 3 |
| | Respite | 9 |
| HKPR | Group Home | 2 |
| | Supported Independent Living | 4 |
| | Associate Family | 1 |
| | Individualized Residential Support | 0 |
| | Community Participation Support | 3 |
| | Respite | 0 |
| Simcoe | Group Home | 7 |
| | Supported Independent Living | 4 |
| | Associate Family | 1 |
| | Individualized Residential Support | 0 |
| | Community Participation Support | 17 |
| | Respite | 0 |
| York | Group Home | 1 |
| | Supported Independent Living | 0 |
| | Associate Family | 0 |
| | Individualized Residential Support | 0 |
| | Community Participation Support | 4 |
| | Respite | 1 |

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!

Geographic Information - Durham

| Service Type | Service Requests* | |
|------------------------------------|---------------------------------|-----------------------|
| | Immediate readiness for service | Future/long-term need |
| Group Home | 408 | 144 |
| Supported Independent Living | 357 | 190 |
| Associate Family | 132 | 84 |
| Individualized Residential Support | 291 | 118 |

| Service Type | Service Requests* |
|---------------------------------|-------------------|
| Community Participation Support | 1178 |
| Respite | 824 |

| | |
|---|-----------|
| Urgent Responses Initiated April 1/17-June 30/17 | 13 |
|---|-----------|

Geographic Information - Simcoe

| Service Type | Service Requests* | |
|------------------------------------|---------------------------------|-----------------------|
| | Immediate readiness for service | Future/long-term need |
| Group Home | 313 | 239 |
| Supported Independent Living | 312 | 198 |
| Associate Family | 80 | 79 |
| Individualized Residential Support | 77 | 77 |

| Service Type | Service Requests* |
|---------------------------------|-------------------|
| Community Participation Support | 1053 |
| Respite | 673 |

| | |
|---|-----------|
| Urgent Responses Initiated April 1/17-June 30/17 | 13 |
|---|-----------|

(*) 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 | 19 | 8 |
| Supported Independent Living | 17 | 11 |
| Associate Family | 8 | 4 |
| Individualized Residential Support | 2 | 4 |

| Service Type | Service Requests* |
|---------------------------------|-------------------|
| Community Participation Support | 56 |
| Respite | 28 |

| | |
|--|-----------------------|
| Urgent Responses Initiated April 1/17– June 30/17 | 17 (HKPR) |
|--|-----------------------|

Geographic Information - Kawartha Lakes

| Service Type | Service Requests* Immediate readiness for service | Service Requests* Future/long-term need |
|------------------------------------|--|--|
| Group Home | 33 | 30 |
| Supported Independent Living | 41 | 27 |
| Associate Family | 21 | 18 |
| Individualized Residential Support | 5 | 10 |

| Service Type | Service Requests |
|---------------------------------|------------------|
| Community Participation Support | 154 |
| Respite | 104 |

| | |
|--|-----------------------|
| Urgent Responses Initiated April 1/17– June 30/17 | 17 (HKPR) |
|--|-----------------------|

(*) 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 | 131 | 78 |
| Supported Independent Living | 147 | 80 |
| Associate Family | 51 | 28 |
| Individualized Residential Support | 33 | 24 |

| Service Type | Service Requests |
|---------------------------------|------------------|
| Community Participation Support | 393 |
| Respite | 204 |

| | |
|--|-----------------------|
| Urgent Responses Initiated April 1/17– June 30/17 | 17 (HKPR) |
|--|-----------------------|

Geographic Information - Northumberland

| Service Type | Service Requests* Immediate readiness for service | Service Requests* Future/long-term need |
|------------------------------------|--|--|
| Group Home | 94 | 38 |
| Supported Independent Living | 105 | 39 |
| Associate Family | 31 | 12 |
| Individualized Residential Support | 13 | 8 |

| Service Type | Service Requests |
|---------------------------------|------------------|
| Community Participation Support | 284 |
| Respite | 166 |

| | |
|--|-----------------------|
| Urgent Responses Initiated April 1/17– June 30/17 | 17 (HKPR) |
|--|-----------------------|

(*) 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 | Service Requests* Future/long-term need |
|------------------------------------|--|--|
| Group Home | 597 | 728 |
| Supported Independent Living | 461 | 489 |
| Associate Family | 120 | 130 |
| Individualized Residential Support | 211 | 275 |

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

| Service Type | Service Requests |
|---------------------------------|------------------|
| Community Participation Support | 1941 |
| Respite | 1450 |

| | |
|--|-----------|
| Urgent Responses Initiated April 1/17– June 30/17 | 11 |
|--|-----------|

Geographic Information - Anywhere in the DSO CER catchment

| Service Type | Service Requests Immediate readiness for service | Service Requests Future/long-term need |
|------------------------------------|---|---|
| Group Home | 511 | 63 |
| Supported Independent Living | 107 | 21 |
| Associate Family | 107 | 38 |
| Individualized Residential Support | 49 | 12 |

| Service Type | Service Requests |
|---------------------------------|------------------|
| Community Participation Support | 107 |
| Respite | 78 |

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.