

Winter Edition – February 2017

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DSOs have continued to participate in intensive data validation over the past few months, with our DSO reviewing over 4000 individual records in anticipation of the data being migrated into the upgraded version of the provincial database. We anticipate an even busier winter season with continued data validation, testing of the new system, training, changing business processes and the phased launch of the database with service providers. Staff are working diligently to address all required tasks while still trying to balance the daily expectations of their roles. We are fortunate to have such dedicated people working with us and committed to working through all of these changes and requirements.



Knowing that people are seeking up to date and readily accessible information on processes and services, the DSO pages within our host agency’s website have been updated! A screenshot of one webpage is included within this edition and we encourage you to share the links with agency staff, other professionals and families. We have outlined details around eligibility processes, descriptions of funded resources, frequently asked questions, resources lists and more. Please also continue to provide us with information on events or new services and we will include these on our enhanced site.

We are also at the beginning stages of being able to offer training on the Supports Intensity Scale (SIS) Assessment. The Understanding the SIS workshop is appropriate for agency staff who are responsible for planning on behalf of individuals receiving services. The objective of the workshop is to provide a better understanding of how the SIS can be used as a planning tool to support individuals as well as support the development of agency program goals. Participants will have the opportunity to learn directly from Assessors how to read and develop goals based on what supports are required for success for each client. Stay tuned for more details and dates!

Kind regards,



Marie Lauzier	Kimberly Thorn	Julie Graham-Thirgood	Susan Van Elswyk	Dianne Hope
Executive Director	Director Developmental Services	Supervisor, Central Navigation	Assessor Supervisor Durham, HKPR	Assessor Supervisor Simcoe, York

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”

DSO Central East Region

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Our webpages now include the ability to translate information into multiple languages, change font sizes and has embedded browse aloud support.

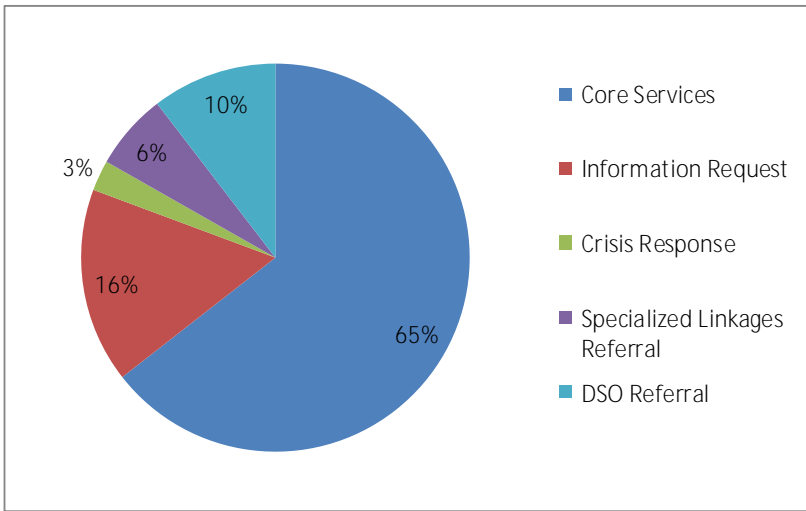
Area	Service Type	Number of Resources Declared
		April 1-December 31, 2016
Durham	Group Home	4
	Supported Independent Living	3
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	17
	Respite	2
HKPR	Group Home	4
	Supported Independent Living	12
	Associate Family	3
	Individualized Residential Support	3
	Community Participation Support	12
	Respite	0
Simcoe	Group Home	27
	Supported Independent Living	15
	Associate Family	1
	Individualized Residential Support	0
	Community Participation Support	22
	Respite	30
York	Group Home	4
	Supported Independent Living	1
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	18
	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.

Call Centre Activity

April 1, 2016-December 31, 2016

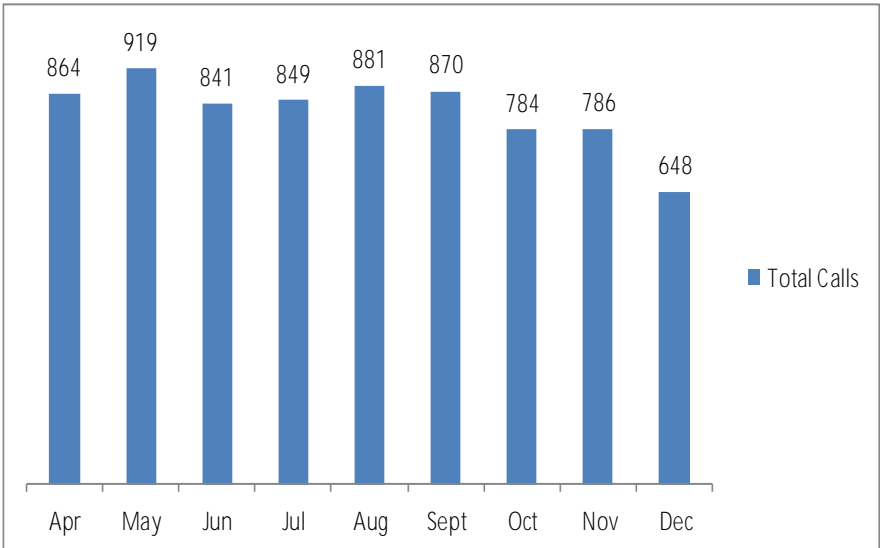
Total Contacts	Percentage of Contacts by Area				
	York	Durham	Simcoe	HKPR	Other
7431	29%	26%	25%	19%	1%



Caller Inquiries/Requests

Intake and Eligibility Activity	Total
Intake	
No. of Intakes	668
Eligibility Confirmation	
No. of Applicants Confirmed Eligible	270
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	262

NOTE: Statistics presented are according to DSCIS as of January 10, 2017



Contacts by Month

Looking for resources?
Check out:
Connectability.ca
Planningnetwork.ca
211ontario.ca
Respiteservices.com

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

Geographic Information-Durham

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	375	124
Supported Independent Living	319	175
Associate Family	119	102
Individualized Residential Support	258	150

Service Type	Service Requests*
Community Participation Support	1073
Respite	671

Urgent Responses Initiated April 1/16-Dec. 31/16	35
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Number of people waiting for an Application Package	434
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Geographic Information-Simcoe

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	289	210
Supported Independent Living	285	159
Associate Family	71	88
Individualized Residential Support	67	75

Service Type	Service Requests*
Community Participation Support	965
Respite	554

Urgent Responses Initiated April 1/16-Dec. 31/16	40
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Number of people waiting for an Application Package	426
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(*) 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	Future/long-term need
Group Home	18	6
Supported Independent Living	14	10
Associate Family	5	4
Individualized Residential Support	1	3

Service Type	Service Requests*
Community Participation Support	47
Respite	26

Urgent Responses Initiated April 1/16-Dec. 31/16	32 (HKPR)
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Number of people waiting for an Application Package	13
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Geographic Information-Kawartha Lakes

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	31	27
Supported Independent Living	38	22
Associate Family	21	41
Individualized Residential Support	3	7

Service Type	Service Requests
Community Participation Support	136
Respite	92

Urgent Responses Initiated April 1/16-Dec. 31/16	32 (HKPR)
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Number of people waiting for an Application Package	47
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(*) 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	Future/long-term need
Group Home	129	64
Supported Independent Living	140	65
Associate Family	42	55
Individualized Residential Support	31	24

Service Type	Service Requests
Community Participation Support	360
Respite	186

Urgent Responses Initiated April 1/16-Dec. 31/16	32 (HKPR)
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Number of people waiting for an Application Package	149
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Geographic Information-Northumberland

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	89	28
Supported Independent Living	98	28
Associate Family	35	45
Individualized Residential Support	11	9

Service Type	Service Requests
Community Participation Support	253
Respite	131

Urgent Responses Initiated April 1/16-Dec. 31/16	32 (HKPR)
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Number of people waiting for an Application Package	110
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(*) 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	Future/long-term need
Group Home	585	657
Supported Independent Living	449	457
Associate Family	117	147
Individualized Residential Support	197	273

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

Service Type	Service Requests
Community Participation Support	2007
Respite	1157

Urgent Responses Initiated April 1/16-Dec. 31/16	60
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Number of people waiting for an Application Package	398
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Geographic Information-Anywhere in the DSO CER catchment

Service Type	Service Requests	
	Immediate readiness for service	Future/long-term need
Group Home	472	36
Supported Independent Living	89	10
Associate Family	98	36
Individualized Residential Support	44	12

Service Type	Service Requests
Community Participation Support	91
Respite	0

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.