

Year in **REVIEW**

April 1, 2018 to March 31, 2019

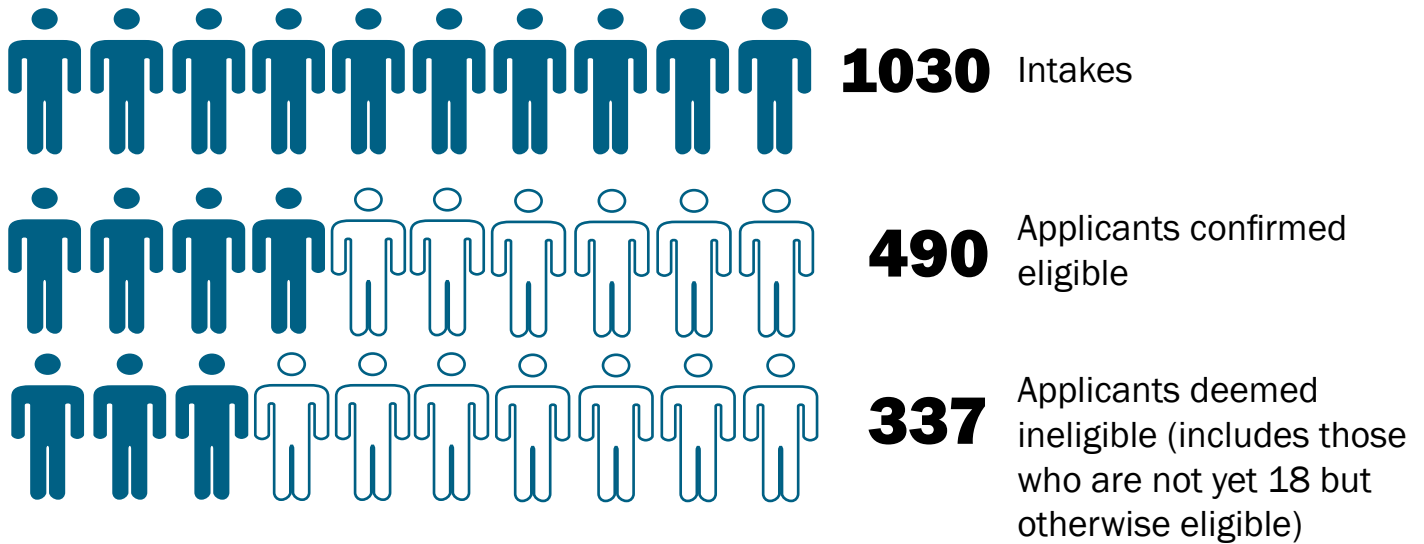


Central East Region

Summary of our intake and eligibility

This past year we completed a total of 1,030 new referrals, 47% of them were confirmed eligible to complete the application package. In regards to demographic information that was collected, a large proportion of the new referrals were between the ages of 16 to 24, and 63% of our total new referrals were male.

Intake summary report - new referrals



Demographics of new referrals

Age	Male	Female	Unknown	Not Disclosed	Totals
16-17	283	155	0	0	438
18-24	188	108	0	0	296
25-34	61	36	0	0	97
35-44	37	24	0	0	61
45-54	41	24	0	0	65
55-64	33	23	0	0	56
65-74	8	6	0	0	14
75+	1	2	0	0	3
Totals	652	378	0	0	1,030

Reason why they contacted us

Need services now - no MCCSS funded services	52.53%
Inquiry for services in the future	24.27%
In transition - services are ending	17.38%
Want to find out what is available	3.30%
Need a change in current services	2.52%

*Please note: Statistics presented are according to DSCIS as of April 1, 2019

Total contacts

April 1, 2018 - March 31, 2019

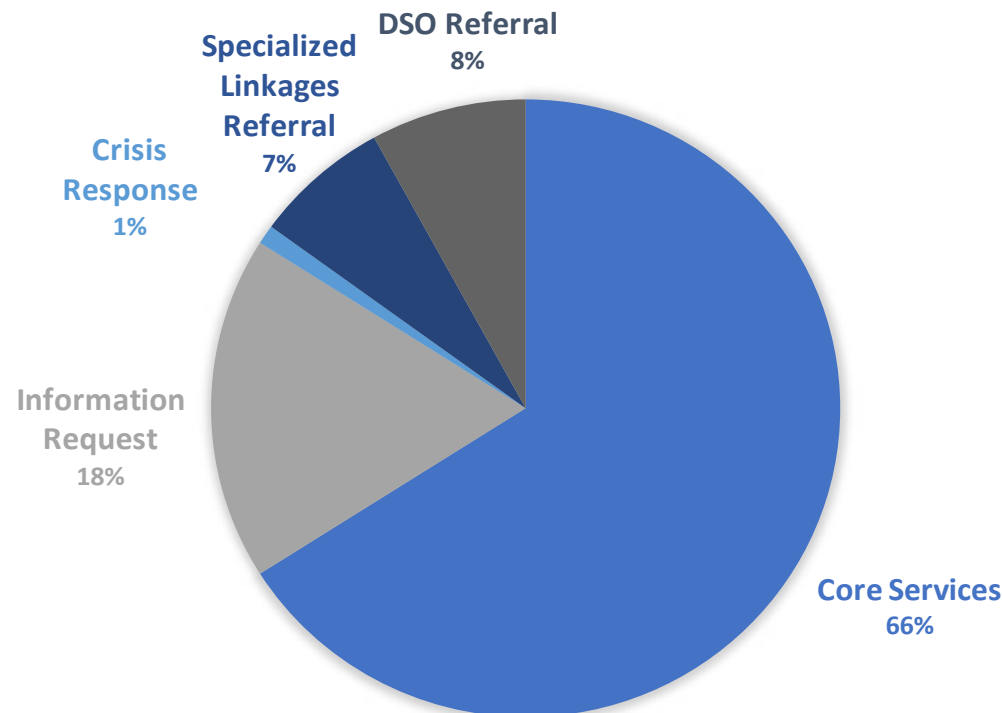
We answered 18,085 inquiries this past year; majority of them came from larger populated areas such as York, Durham, and Simcoe, followed by HKPR.

Out of all the inquiries we received 66% were questions related to our core services, followed by information requests 18% and referrals from DSO and specialized linkages. Only 1% were from individuals in crisis.

Percentage of contacts by area

Total Contacts	York	Durham	Simcoe	HKPR	Other
18,085	27%	27%	27%	18%	1%

Caller Inquiries/Requests



Our highest total monthly calls were received in May 2018 with **1856** calls and in March 2019 with **1804**.

Service registry

The service registry information below, listed by geographical area, compares the resources declared by service agencies “what is available,” to the services that are requested by adults with developmental disabilities.

Durham

Service Type	Resources Declared	Service Requests
		Immediate readiness for service
Group home	11	543
Supported Independent Living	4	526
Associate Family	4	169
Individualized Residential Support	0	357
Community Participation Support	23	1601
Respite	36	1171

Simcoe

Service Type	Resources Declared	Service Requests
		Immediate readiness for service
Group home	15	453
Supported Independent Living	7	450
Associate Family	0	112
Individualized Residential Support	0	92
Community Participation Support	63	1497
Respite	7	977

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2018 to March 31, 2019. Service requests are as of Nov. 2019

Service registry

HKPR

Service Type	Resources Declared
Group home	15
Supported Independent Living	15
Associate Family	1
Individualized Residential Support	0
Community Participation Support	32
Respite	3

Haliburton

Service Type	Service Requests Immediate readiness for service
Group home	41
Supported Independent Living	24
Associate Family	18
Individualized Residential Support	5
Community Participation Support	72
Respite	38

Kawartha Lakes

Service Type	Service Requests Immediate readiness for service
Group home	65
Supported Independent Living	81
Associate Family	49
Individualized Residential Support	11
Community Participation Support	242
Respite	158

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2018 to March 31, 2019. Service requests are as of Nov. 2019

Service registry

Peterborough

Service Type	Service Requests
	Immediate readiness for service
Group home	195
Supported Independent Living	236
Associate Family	82
Individualized Residential Support	57
Community Participation Support	545
Respite	288

Northumberland

Service Type	Service Requests
	Immediate readiness for service
Group home	142
Supported Independent Living	157
Associate Family	55
Individualized Residential Support	18
Community Participation Support	414
Respite	238

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2018 to March 31, 2019. Service requests are as of Nov. 2019

Service registry

York

Service Type	Resources Declared	Service Requests
		Immediate readiness for service
Group home	3	736
Supported Independent Living	5	572
Associate Family	0	144
Individualized Residential Support	0	249
Community Participation Support	19	2329
Respite	47	1822

The table below lists people who have indicated an interest in being considered for resources anywhere in our catchment area. These numbers could include more than one service request per person.

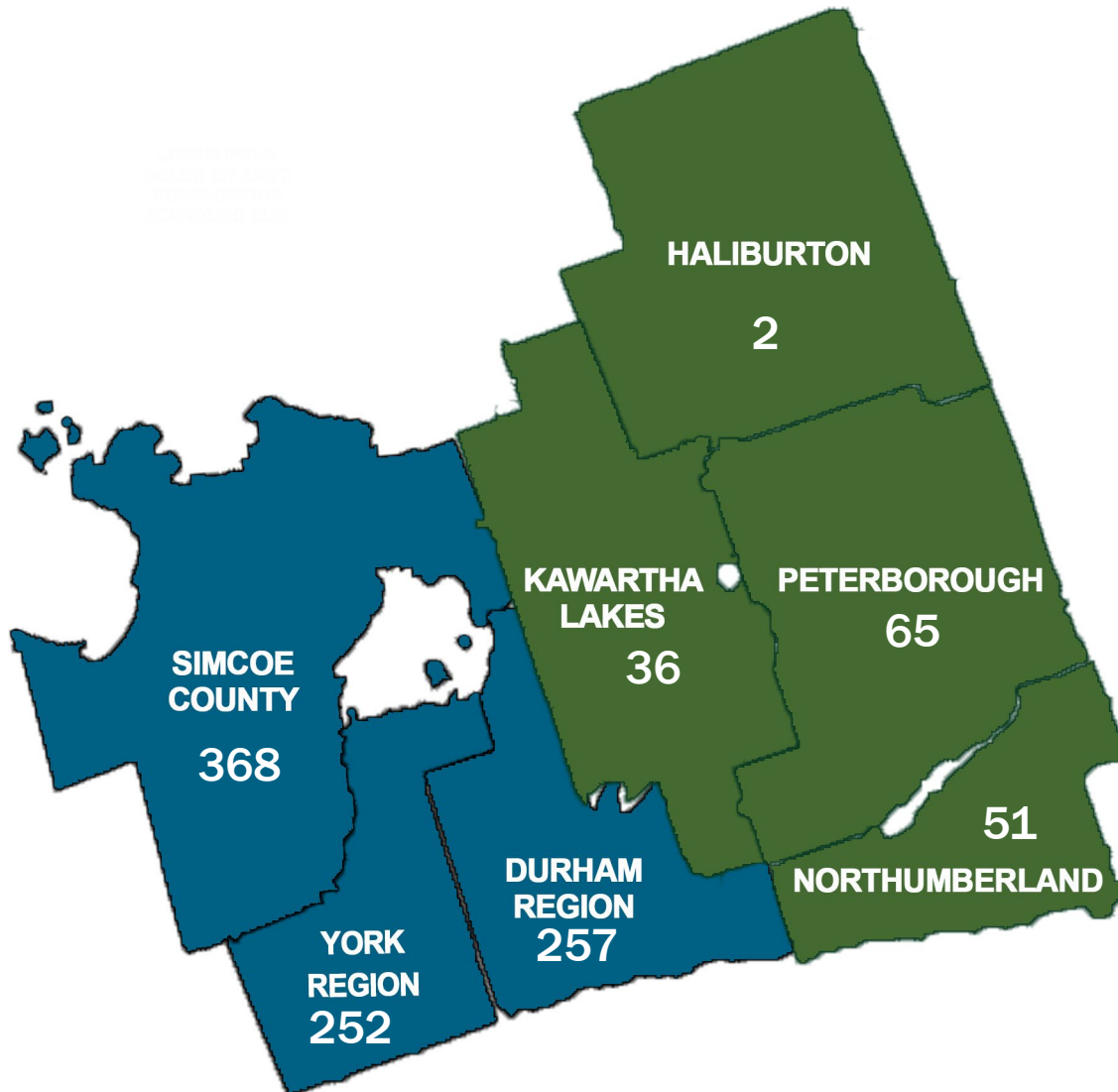
Anywhere in the CER catchment

Service Type	Service Requests
	Immediate readiness for service
Group home	638
Supported Independent Living	162
Associate Family	138
Individualized Residential Support	57
Community Participation Support	140
Respite	91

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The application package

Number of people waiting for an application package as of November 2019



Between April 1, 2018 and March 31, 2019, assessors completed **1209** application packages.

Since July 2011, we have confirmed **11,076** people eligible to complete the application package. Out of those individuals we have completed **6351** application packages (DSCIS).

How are we doing?



We received 271 responses

24% from individuals who made self-referrals; 64% from families or community members and 12% from service providers.

91% of people surveyed **Strongly Agree** that DSO CER staff members were knowledgeable and professional in their interactions with them.

9% Agree
0% Disagree
0% Strongly Disagree
0% Declined

81% of people surveyed **Strongly Agree** were satisfied with the service they received from DSO CER staff.

18% Agree
1% Disagree
0% Strongly Disagree
0% Declined

77% of people surveyed **Strongly Agree** that they were satisfied with the response time from DSO CER staff to any inquires made.

20% Agree
1% Disagree
1% Strongly Disagree
1% Declined

What did we do well?

Overwhelminly the trend in responses indicated our staff were:

- Knowledgeable
- Respectful
- Informative
- Personable
- Helpful

What could we do better?

- Improve the central line phone system
- Reduce wait times for assessments
- Shorten wait times for services
- Shorten assessment time by completing portions online or ahead of time

What are we doing based on this feedback?

- Exploring phone systems to assist central navigation
- Focusing resources on assessment completion to decrease wait times across Central East Region
- Providing opportunities to complete portions of the application package ahead of the assessment

We value your feedback

If you have comments you think would be helpful for us to hear regarding your experience or about the information that we are sharing, please let us know by completing the DSO CER satisfaction survey [here](#).

Or visit www.yssn.ca/DSO-Ontario-Central-East-Region and click on “send us your feedback”

Thank you!

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