

Year in **REVIEW**

April 1, 2019 to March 31, 2020



Central East Region

Summary of our intake and eligibility

This past year we completed a total of 891 new referrals, 48% 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 65% of our total new referrals were male.

Intake summary report - new referrals



891 Intakes



433 Applicants confirmed eligible



305 Applicants deemed ineligible (includes those who are not yet 18 but otherwise eligible)

Demographics of new referrals

Age	Male	Female	Unknown	Not Disclosed	Totals
16-17	279	132	0	1	412
18-24	150	71	1	0	222
25-34	54	39	0	0	93
35-44	39	22	0	0	61
45-54	24	21	0	0	45
55-64	25	20	0	0	45
65-74	9	2	0	0	11
75+	1	1	0	0	2
Totals	581	308	1	1	891

Reason why they contacted us

Need services now - no MCCSS funded services	33.22%
Inquiry for services in the future	25.93%
In transition - services are ending	19.53%
Want to find out what is available	20.88%
Need a change in current services	.44%

*Please note: Statistics presented are according to DSCIS as of April 1, 2020

Total contacts

April 1, 2019 - March 31, 2020

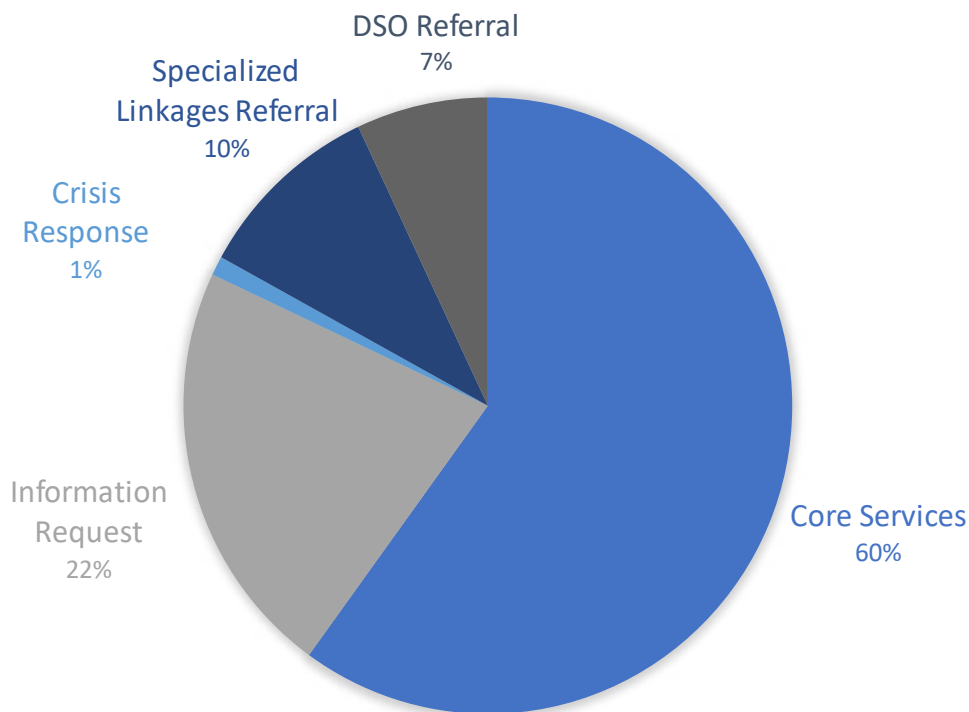
We answered 20,008 inquiries this past year; the majority of them came from larger populated areas such as York, Durham, and Simcoe, followed by HKPR.

Out of all the inquiries we received, 60% were questions related to our core services, followed by information requests 22% and specialized linkages and DSO referrals. Only 1% were from individuals in crisis.

Percentage of contacts by area

Total Contacts	York	Durham	Simcoe	HKPR	Other
20,008	28%	28%	25%	18%	1%

Caller Inquiries/Requests



Our highest total monthly calls were received in May 2019 with **1856** calls and in March 2020 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	5	594
Supported Independent Living	13	558
Associate Family	3	187
Individualized Residential Support	0	372
Community Participation Support	48	1681
Respite	16	1241

Simcoe

Service Type	Resources Declared	Service Requests
		Immediate readiness for service
Group home	18	491
Supported Independent Living	10	472
Associate Family	1	122
Individualized Residential Support	0	100
Community Participation Support	48	1565
Respite	1	1030

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2019 to March 31, 2020. Service requests are as of May 2020

Service registry

HKPR

Service Type	Resources Declared	Service Requests
		Immediate readiness for service
Group home	4	517
Supported Independent Living	14	560
Associate Family	2	243
Individualized Residential Support	0	93
Community Participation Support	19	1355
Respite	0	773

Haliburton

Service Type	Service Requests
	Immediate readiness for service
Group home	52
Supported Independent Living	34
Associate Family	24
Individualized Residential Support	5
Community Participation Support	74
Respite	40

Kawartha Lakes

Service Type	Service Requests
	Immediate readiness for service
Group home	86
Supported Independent Living	95
Associate Family	65
Individualized Residential Support	11
Community Participation Support	266
Respite	175

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2019 to March 31, 2020. Service requests are as of May 2020

Service registry

Peterborough

Service Type	Service Requests
	Immediate readiness for service
Group home	220
Supported Independent Living	260
Associate Family	91
Individualized Residential Support	59
Community Participation Support	575
Respite	304

Northumberland

Service Type	Service Requests
	Immediate readiness for service
Group home	159
Supported Independent Living	171
Associate Family	63
Individualized Residential Support	18
Community Participation Support	440
Respite	254

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2019 to March 31, 2020. Service requests are as of May 2020

Service registry

York

Service Type	Resources Declared	Service Requests
		Immediate readiness for service
Group home	6	781
Supported Independent Living	0	602
Associate Family	1	149
Individualized Residential Support	0	254
Community Participation Support	25	2426
Respite	25	1890

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.

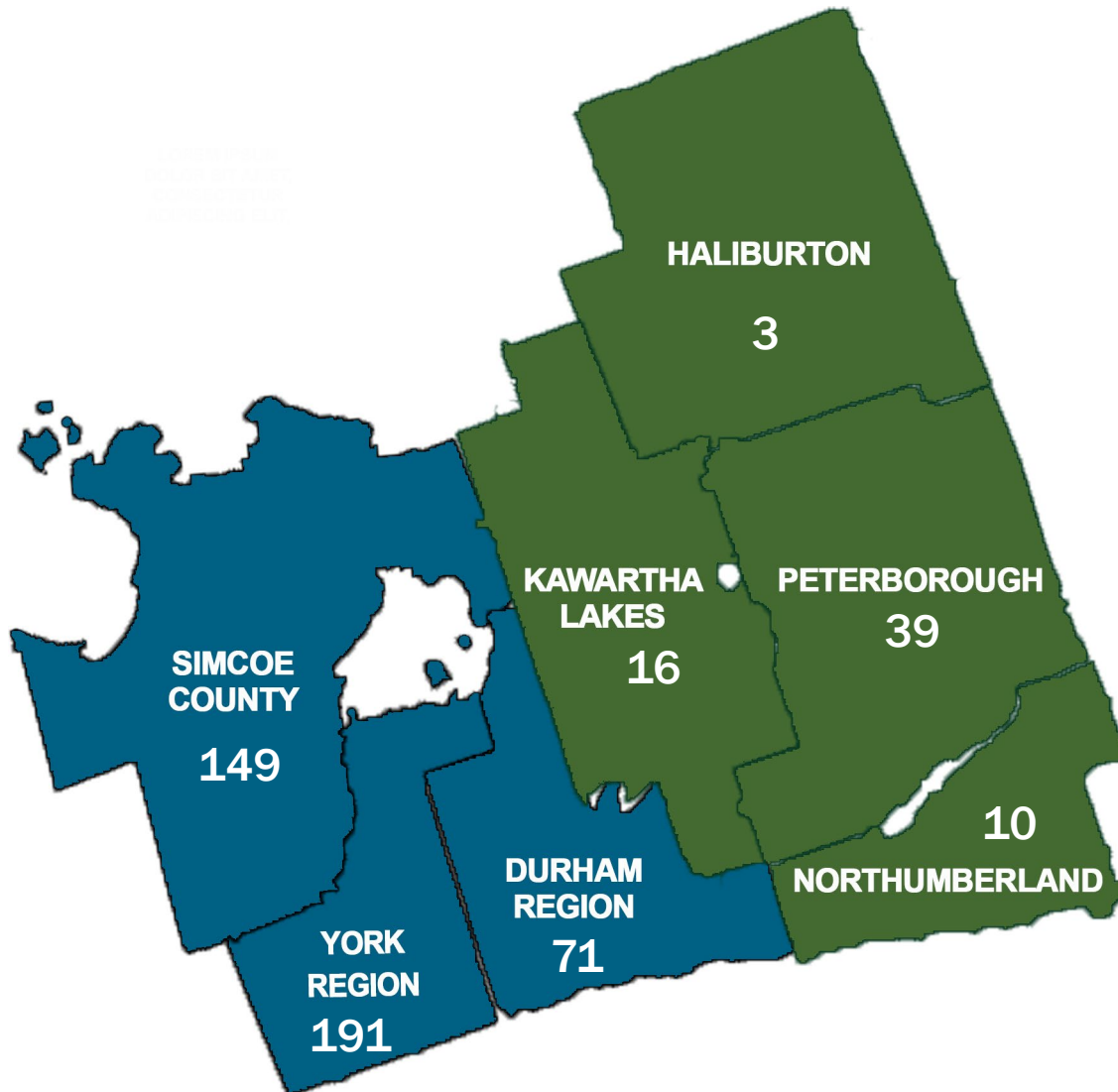
Anywhere in the CER catchment

Service Type	Service Requests
	Immediate readiness for service
Group home	644
Supported Independent Living	164
Associate Family	137
Individualized Residential Support	57
Community Participation Support	140
Respite	94

* a person can request more than one service in more than one geographic area. Resources declared are from April 1, 2019 to March 31, 2020. Service requests are as of May 2020

The application package

Number of people waiting for an application package as of May 2020



Between April 1, 2019 and March 31, 2020, assessors completed **1257** application packages.

There are currently **10,272** people eligible to receive adult developmental services in Central East Region. Since July 2011, we have completed **7568** application packages (DSCIS).

How are we doing?



We received 308 responses

24% from individuals who made self-referrals; 65% from families or community members and 11% 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

83% of people surveyed **Strongly Agree** that they were satisfied with the response time from DSO CER staff to any inquires made.

14% Agree
1% Disagree
1% Strongly Disagree
0% Declined

86% of people surveyed **Strongly Agree** that they were satisfied with the service they received from DSO CER staff.

11% Agree
1% Disagree
1% Strongly Disagree
1% Declined

What did we do well?

The trend in responses indicated our staff were:

- Thorough
- Friendly
- Accomodating
- Professional
- Patient

What could we do better?

- Overwhelmingly, feedback focused on decreasing assessment wait times.

What are we doing based on this feedback?

- Focusing Assessor resources across Central East Region to align and reduce wait times in all regions.

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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