

## DSO Central East Region

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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 link on:

<https://www.yssn.ca/dso/>

Your input is appreciated as it will help ensure our information is current and will also help us identify ways to improve our processes.

Thank-you!

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## The Year in Review

Welcome to the second annual year in review publication of the DSO quarterly newsletter, with our theme **DSO by the numbers!** This edition provides an overview of data related to our intake, application package and resource management for the 2014-2015 fiscal year along with other information that we find interesting and want to share.



The past few months have proven quite busy with recruitment, orientation and training of new Assessors. Our qualified Assessors spent time providing support and mentorship to our newly hired staff, with great results as four new Assessors were certified in May with one last certification session scheduled for June. This increase in Assessor capacity will enable us to address the waitlist for Application Packages as we will increase our staffing from 10 Assessors to 17 in total for Central East Region.

Meetings regarding the Business Architecture to support a provincial linking and matching process coordinated through the provincial database continue at regular intervals. DSOs have been kept informed and have provided feedback regarding proposed changes to the data information system with the anticipated release date for DSO use scheduled for the fall of 2015. Resource declaration to DSOs from Transfer Payment Agencies will subsequently roll out upon the provision of training to agencies on the DSCIS data system.

Just a reminder that we rely on applicants and their families to keep us updated on their current situation so that we can match people to resources as they become available. Please call us or leave a message outlining what has changed, letting us know if you require a call back.

Additionally, we are also interested in hearing from our partner agencies so that we can update information on resources available within our local communities. This information is vital to us in our work together and we want to hear from you! We are also in the midst of preparing our resource material to be posted online for ease of access to applicants. We will keep you updated on these developments and more in future editions.

Marie Lauzier  
Executive Director

Kimberly Thorn  
Director,  
Developmental Services

Julie Graham-Thirgood  
DSO CER Supervisor

Susan Van Elswyk  
DSO CER Supervisor

## Vacancy Management and Service Request Information by Quadrant

Over the winter months we spent considerable time updating applicants service requests, which resulted in the numbers looking quite different from prior editions of the Bulletin. For residential requests, we have further broken down the information into those who indicated acceptance of a service if offered today from those who are planning for services in the future.

Service	Quadrant		# of Service Requests indicating an immediate readiness for service (*)	# of Service Requests indicating a future/ longer term need (*)	# of Vacancies Processed in Fiscal Year 2014-15
Residential	Durham	Group Home	310	236	5
		Supported Independent Living	233	130	4
		Associate Family	97	87	1
		<b>Durham Total</b>			<b>10</b>
	HKPR	Group Home	239	97	12
		Supported Independent Living	180	79	11
		Associate Family	88	42	3
		<b>HKPR Total</b>			<b>26</b>
	Simcoe	Group Home	234	204	13
		Supported Independent Living	168	119	20
		Associate Family	46	103	0
		<b>Simcoe Total</b>			<b>33</b>
	York	Group Home	432	889	15
		Supported Independent Living	256	416	7
		Associate Family	64	150	2
		<b>York Total</b>			<b>24</b>
					<b>93</b>

Service	Quadrant	# of Service Requests (*)
Community Participation	Durham	724
	HKPR	512
	Simcoe	651
	York	1329

Service	Quadrant	# of Service Requests (*)
Respite	Durham	464
	HKPR	303
	Simcoe	374
	York	885

data according to DSO CER database as of May 27, 2015

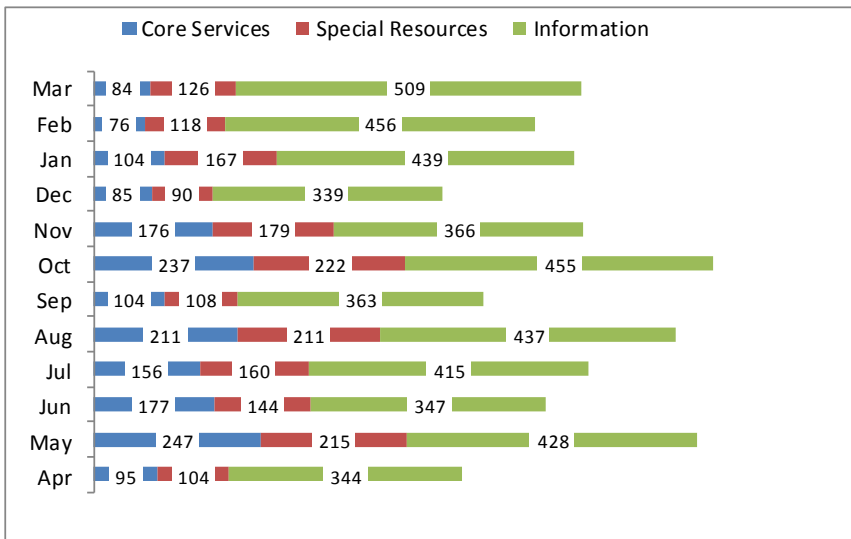
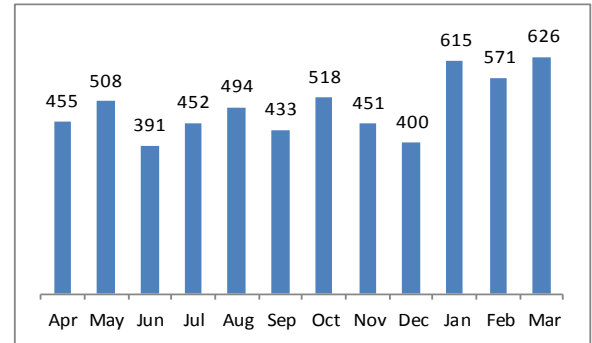
(\*) a person can request more than one service in more than one quadrant

## DSO Central East Region Call Centre Activity— Fiscal Year 2014-2015

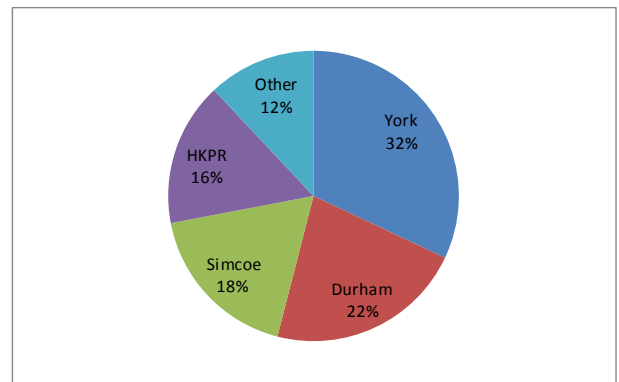
Total Contacts	Area					Caller Status		Supports Needed		
	York	Durham	Simcoe	HKPR	Other	New Referral	Grand Parented	Core Services	Special Resources	Info
<b>5914</b>	<b>1836</b>	<b>1358</b>	<b>1091</b>	<b>978</b>	<b>651</b>	<b>1045</b>	<b>702</b>	<b>1752</b>	<b>1944</b>	<b>4898</b>

**Figure 1 — # of Contacts by Month**

Contacts refer to callers, walk-ins and receipt of Initial Contact Forms (Warm Transfers)



**Figure 2 — # of Contacts by Support Indicated**



**Figure 3 — Contacts by Caller Origin**

### Intake, Eligibility and Assessment Activity

DSO Central East Region	2014-15 Total
<b>Intake</b>	
No. of Intakes	<b>773</b>
<b>Eligibility Confirmation</b>	
No. of Applicants Confirmed Eligible	<b>364</b>
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	<b>169</b>
<b>Assessments</b>	
No. of Assessments	<b>780</b>

data according to DSCIS as of March 31, 2015

### Staff News!

In March 2015, DSO CER welcomed the following Assessors to the team:

Berdiann Czerwinski and Lindsey Gold in York

Sue Pereira and Stacey Martin in Durham

Jewel Green in HKPR

DSO CER said goodbye to Cindie Evans at the end of April. We also said goodbye to Tammy Pollock-Smith, who took on another role within YSSN. We also said farewell to Georgie Lai who retired. We wish them all the best!

We welcomed Aysha Qureshi in the role of DSO administrative staff

Effective May 1, Susan Van Elswyk will assume the role of Assessor Supervisor in Durham and HKPR

We welcome Dianne Hope to the team as Assessor Supervisor in York and Simcoe effective mid June.

# DSO CER by the Numbers

## INTAKE SUMMARY REPORT

### NEW REFERRALS

Age Groups	Male	Female	Total
16-17	208	121	329
18-24	135	97	232
25-34	51	32	83
35-44	31	32	63
45-54	12	22	34
55-64	19	6	25
65-74	3	3	6
75+	1	0	1
<b>Total</b>	<b>460</b>	<b>313</b>	<b>773</b>

As of March 31, 2015 there were **2501** Application Packages registered as completed in DSCIS in the DSO CER catchment area

According to DSCIS, **30** male applicants over 18 and **23** female applicants over 18 were deemed ineligible for Adult Developmental Services in 2014/15

Between July 19, 2014 to Mar 31, 2015, there were **168** individuals who were supported at DSO CER through the Provincial Urgent Response Protocol

According to DSCIS, since our launch on July 4, 2011 the DSO CER

Central Navigation team has completed **4083** Intakes

DSO CER participated in **46** presentations to a variety of parent groups (school transition nights, information fairs) and professionals (school boards, children's services, hospitals, community partners)

As of May 28, 2015, there were **1985** individuals waiting for the completion of the application package in Central East Region.

According to DSCIS, the reason new applicants called DSO CER:

### Number of Assessors at DSO CER:

York Region	6
Durham	4
Simcoe	4
HKPR	3

Want to find out what is available	8
Inquiry for services in the future	236
Need services now and have no MCSS-funded developmental services	384
Need a change in current services	71
In Transition - current services are ending	74
<b>Total</b>	<b>773</b>



## DSO CER Satisfaction Survey Results

We posted 6 questions in our satisfaction survey and we received 31 responses from April 1, 2014 to March 31, 2015.

### Question 1

I am:

- ◆ Individual making a self referral (3.5%)
- ◆ Family/Community member (62%)
- ◆ Service provider (34.5%)

### Question 3

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

- ◆ Strongly agree (54.8%)
- ◆ Agree (32.3%)
- ◆ Disagree (3.2%)
- ◆ Strongly disagree (3.2%)
- ◆ Decline (6.5%)

### Question 5

What did we do well?

25 Responses

Again this year overwhelmingly, the trend in responses indicated how professional, knowledgeable, kind, patient, caring and sensitive our staff were to applicants, callers and respondents.

### Question 2

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

- ◆ Strongly agree (77.4%)
- ◆ Agree (16%)
- ◆ Disagree (0%)
- ◆ Strongly disagree (3.3%)
- ◆ Decline (3.3%)

### Question 4

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

- ◆ Strongly agree (51.6%)
- ◆ Agree (35.4%)
- ◆ Disagree (6.5%)
- ◆ Strongly disagree (6.5%)
- ◆ Decline (0%)

### Question 6

What could we do better?

17 Responses

The summary of responses included:

- ◆ Enhance timeliness of telephone response
- ◆ Reduce wait times
- ◆ Processes are time consuming and need to be streamlined
- ◆ Increase response time of mailed information

Based on this feedback, our focus for the 2015-2016 year is to decrease wait times and to continue to refine processes to streamline the experience for applicants.

Stay tuned for updates!

