

# Developmental Services Ontario

## Central East Region

### NEWS

**Winter Edition – February 2018**

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**DSOs** have participated in data validation over the past few months, with more review anticipated, as files are migrated and confirmed by service agencies across Central East Region.

DSO CER has developed a new communication process for agencies. Each geographic region has a lead Service Navigator assigned to collect updates from agencies on their services and people supported. The central call lines will then be

dedicated to urgent or immediate referral requests from agencies, and calls from individuals and families. Agencies will have the opportunity to provide feedback on this process in the new fiscal year.

As of January 1, 2018, service navigators are scheduled to be available by phone or email on designated days, during regular business hours, to help with some of the following requests:

- ◆ updating client contact information (e.g. address changes) and providing assistance to answer client questions
- ◆ addressing process-related questions and concerns
- ◆ scheduling an intake with a client/family
- ◆ updating new and existing resources for funded and fee-for-service options



### 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](http://www.yssn.ca/DSO-Ontario-Central-East-Region)

Click on :

*“Send us your Feedback”*

**Thank you!**

Lead Service Navigators:

SIMCOE COUNTY: Valerie Brigstocke, ext. 2438

YORK REGION: Kyla Dover, ext. 2215

DURHAM REGION: Jennifer Betterton, ext. 2437

HKPR: Tania Pollard, ext. 2333

#### DSO Central East Region

##### Main Office

240 Edward St West  
Aurora, ON L4G 3S9  
Phone: 1-855-277-2121  
Fax: (905) 952-2077  
TTY: (905) 898-1609  
[dsocentraleast@yssn.ca](mailto:dsocentraleast@yssn.ca)

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

# Resource Management Information

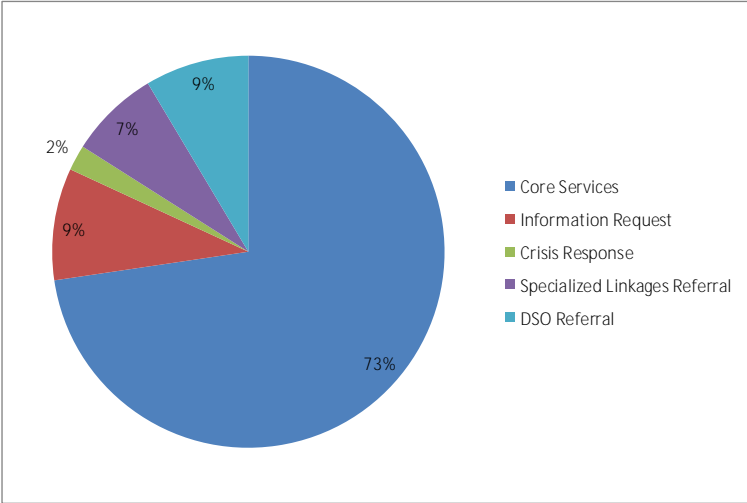
Area	Service Type	Number of Resources Declared April 1 - December 31, 2017
<b>Durham</b>	Group Home	5
	Supported Independent Living	2
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	1
	Respite	0
<b>HKPR</b>	Group Home	2
	Supported Independent Living	0
	Associate Family	1
	Individualized Residential Support	0
	Community Participation Support	0
	Respite	0
<b>Simcoe</b>	Group Home	6
	Supported Independent Living	2
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	10
	Respite	0
<b>York</b>	Group Home	6
	Supported Independent Living	2
	Associate Family	0
	Individualized Residential Support	0
	Community Participation Support	15
	Respite	0

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, 2017 - December 31, 2017

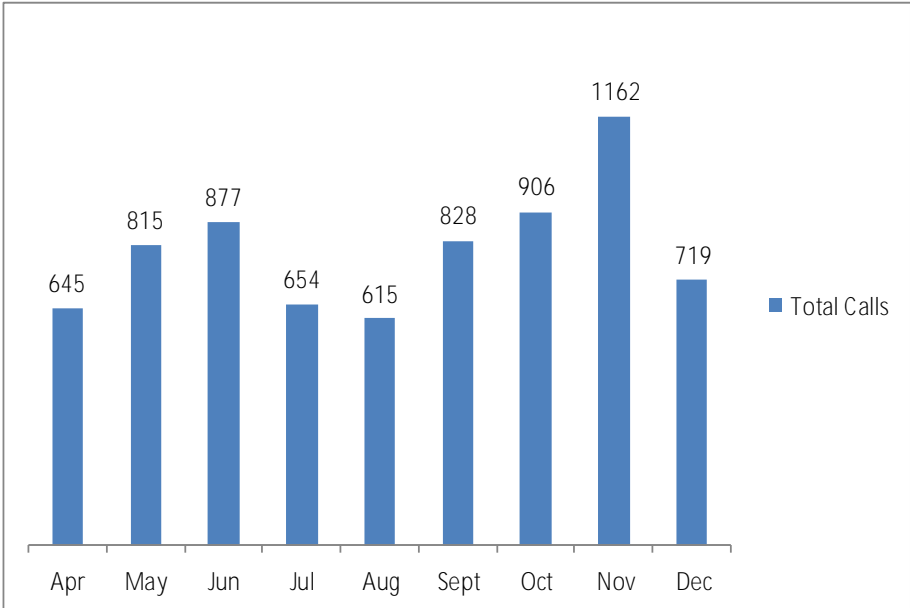
Total Contacts	Percentage of Contacts by Area				
	York	Durham	Simcoe	HKPR	Other
7220	30%	27%	24%	19%	0%



**Caller Inquiries/Requests**

Intake and Eligibility Activity	Total
<b>Intake</b>	
No. of Intakes	<b>643</b>
<b>Eligibility Confirmation</b>	
No. of Applicants Confirmed Eligible	<b>264</b>
No. of Applicants Deemed Ineligible (includes those who are not yet 18 but otherwise eligible)	<b>240</b>

**NOTE:** Statistics presented are according to DSCIS as of January 24, 2018.



**Contacts by Month**

Looking for resources?  
 Check out:  
[Connectability.ca](http://Connectability.ca)  
[Planningnetwork.ca](http://Planningnetwork.ca)  
[211ontario.ca](http://211ontario.ca)  
[Respiteservices.com](http://Respiteservices.com)

Check out our DSO CER Resources Page!  
[www.yssn.ca/DSO-Resources](http://www.yssn.ca/DSO-Resources)

## Geographic Information - Durham

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	<b>428</b>	<b>160</b>
Supported Independent Living	<b>382</b>	<b>202</b>
Associate Family	<b>139</b>	<b>84</b>
Individualized Residential Support	<b>299</b>	<b>124</b>

Service Type	Service Requests*
Community Participation Support	<b>1254</b>
Respite	<b>951</b>

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>58</b>
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<b>Number of people waiting for an Application Package</b>	<b>372</b>
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## Geographic Information - Simcoe

Service Type	Service Requests* Immediate readiness for service	Service Requests* Future/long-term need
Group Home	<b>332</b>	<b>256</b>
Supported Independent Living	<b>342</b>	<b>211</b>
Associate Family	<b>83</b>	<b>76</b>
Individualized Residential Support	<b>80</b>	<b>79</b>

Service Type	Service Requests*
Community Participation Support	<b>1154</b>
Respite	<b>858</b>

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>46</b>
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<b>Number of people waiting for an Application Package</b>	<b>350</b>
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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	20	8
Supported Independent Living	20	12
Associate Family	8	4
Individualized Residential Support	2	5

Service Type	Service Requests*
Community Participation Support	62
Respite	31

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>51 (HKPR)</b>
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<b>Number of people waiting for an Application Package</b>	<b>10</b>
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## Geographic Information - Kawartha Lakes

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	36	32
Supported Independent Living	48	28
Associate Family	25	42
Individualized Residential Support	6	10

Service Type	Service Requests
Community Participation Support	168
Respite	119

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>51 (HKPR)</b>
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<b>Number of people waiting for an Application Package</b>	<b>43</b>
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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	<b>139</b>	<b>83</b>
Supported Independent Living	<b>158</b>	<b>83</b>
Associate Family	<b>56</b>	<b>30</b>
Individualized Residential Support	<b>37</b>	<b>27</b>

Service Type	Service Requests
Community Participation Support	<b>422</b>
Respite	<b>229</b>

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>51 (HKPR)</b>
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<b>Number of people waiting for an Application Package</b>	<b>105</b>
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## Geographic Information - Northumberland

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	<b>104</b>	<b>35</b>
Supported Independent Living	<b>112</b>	<b>39</b>
Associate Family	<b>37</b>	<b>6</b>
Individualized Residential Support	<b>15</b>	<b>8</b>

Service Type	Service Requests
Community Participation Support	<b>304</b>
Respite	<b>219</b>

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>51 (HKPR)</b>
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<b>Number of people waiting for an Application Package</b>	<b>94</b>
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(\* ) a person can request more than one service in more than one geographic

## Geographic Information - York

Service Type	Service Requests*	
	Immediate readiness for service	Future/long-term need
Group Home	<b>618</b>	<b>752</b>
Supported Independent Living	<b>474</b>	<b>515</b>
Associate Family	<b>118</b>	<b>135</b>
Individualized Residential Support	<b>220</b>	<b>294</b>

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

Service Type	Service Requests
Community Participation Support	<b>2020</b>
Respite	<b>1619</b>

<b>Urgent Responses Initiated April 1/17-Dec. 31/17</b>	<b>53</b>
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<b>Number of people waiting for an Application Package</b>	<b>308</b>
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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	<b>537</b>	<b>63</b>
Supported Independent Living	<b>117</b>	<b>24</b>
Associate Family	<b>115</b>	<b>38</b>
Individualized Residential Support	<b>51</b>	<b>12</b>

Service Type	Service Requests
Community Participation Support	<b>115</b>
Respite	<b>78</b>

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.