

Year in REVIEW

April 1, 2023 to March 31, 2024



Developmental Services Ontario

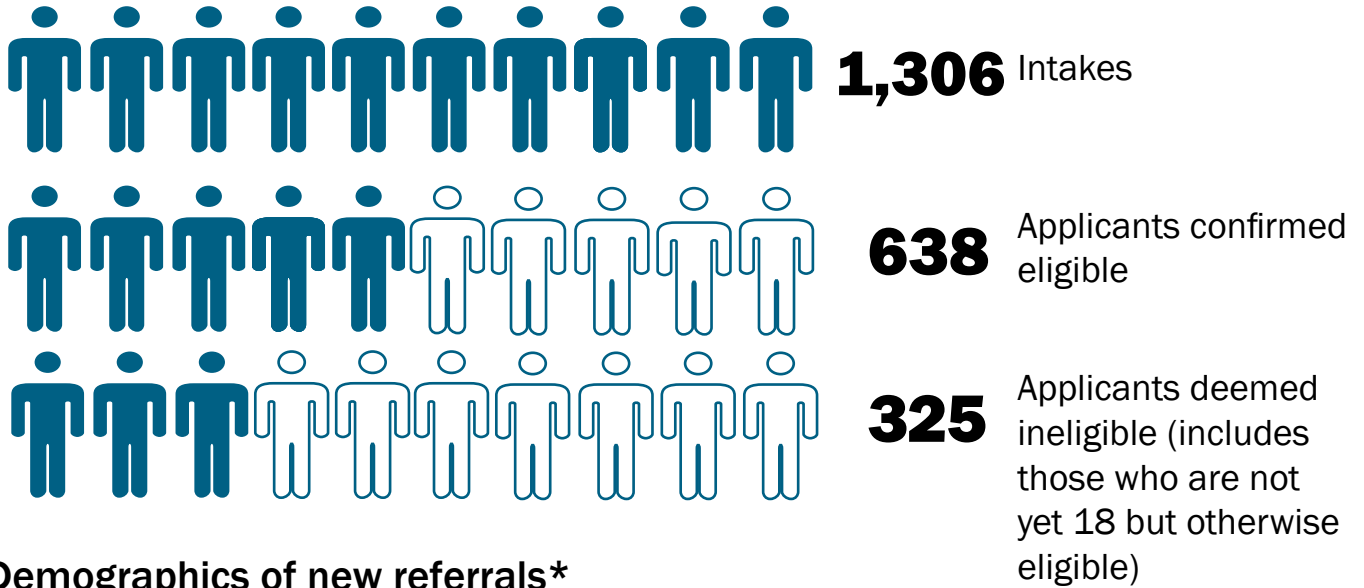
Central East Region

Summary of our intake and eligibility

This past year we received a total of **1306** new referrals. Over **48%** were confirmed eligible for adult developmental services. **66%** of new referrals were applicants between the ages of **16 to 24**.

880 people registered for service through dsontario.ca

Intake summary report - new referrals



Demographics of new referrals*

Age	Male	Female	Unknown	Not Disclosed	Totals
16-17	237	116	102	61	516
18-24	134	79	83	54	350
25-34	70	41	40	25	176
35-44	36	41	23	12	112
45-54	43	28	5	8	84
55-64	23	21	9	4	57
65-74	7	3	0	0	10
75+	0	0	0	1	1
Totals	550	329	262	165	1,306

*Applications made through dsontario.ca do not require identification of gender

Reason why they contacted us:

Need services now - no MCCSS funded services	56.13%
Inquiry for services in the future	34.38%
Want to find out what is available	6.66%
In Transition - current services are ending	2.53%
Need a change in current services	0.31%

*Please note: Statistics presented are according to DSCIS as of April 4, 2024

Total Contacts

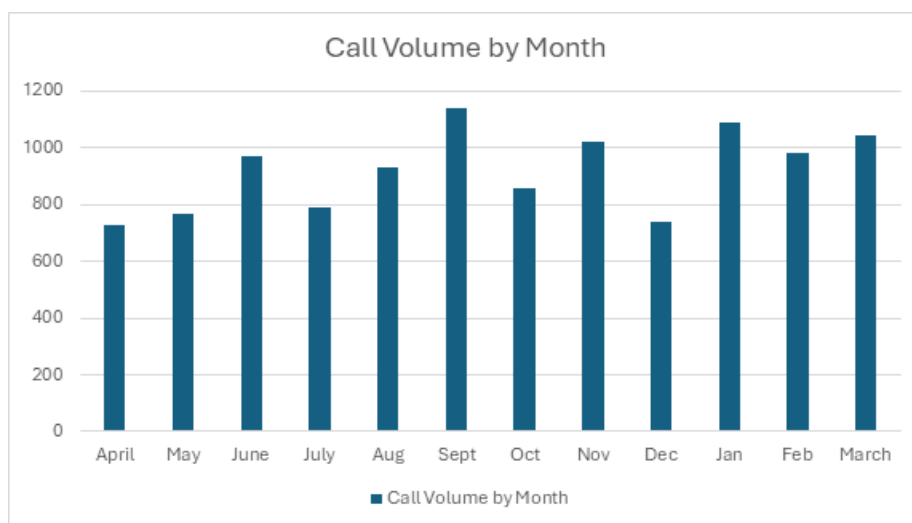
April 1, 2023 - March 31, 2024

We answered 25,482 inquiries this past year related to 6,248 unique people known to DSO CER. The majority of these people reside in York (1802), Simcoe (1597) and Durham (1585) followed by HKPR (1092). The remaining contacts were for people whose location was unknown or outside of Central East Region.

Percentage of overall inquiries by area

York	Simcoe	Durham	HKPR	Other/Unknown
25%	24%	23%	16%	12%

DSO Call Volume By Month



DSO CER connected with **214** people to offer Housing Navigation support between April 1, 2023 and March 31, 2024.

Our highest total monthly calls on the Service Navigation Line were received in Sept 2023 with **1139** calls and in January 2024 with **1092**.

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 to DSO	Service Requests
		Immediate readiness for service
Group home	17	1507
Supported Independent Living	17	893
Associate Family	2	342
Individualized Housing Support	0	509
Community Participation Support	37	2405
Respite	34	1757

Simcoe

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	14	1370
Supported Independent Living	19	822
Associate Family	0	258
Individualized Housing Support	0	175
Community Participation Support	67	2253
Respite	2	1659

**A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2023 to March 31, 2024. Service requests are as of April 23, 2024.*

Service registry

HKPR

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	10	3541
Supported Independent Living	45	1311
Associate Family	7	878
Individualized Housing Support	0	341
Community Participation Support	38	1935
Respite	9	1384

Haliburton

Service Type	Service Requests
	Immediate readiness for service
Group home	767
Supported Independent Living	194
Associate Family	160
Individualized Housing Support	62
Community Participation Support	182
Respite	141

Kawartha Lakes

Service Type	Service Requests
	Immediate readiness for service
Group home	849
Supported Independent Living	283
Associate Family	231
Individualized Housing Support	74
Community Participation Support	409
Respite	328

*A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2023 to March 31, 2024. Service requests are as of April 23, 2024.

Service registry

Peterborough

Service Type	Service Requests
	Immediate readiness for service
Group home	1030
Supported Independent Living	472
Associate Family	281
Individualized Housing Support	125
Community Participation Support	768
Respite	516

Northumberland

Service Type	Service Requests
	Immediate readiness for service
Group home	895
Supported Independent Living	362
Associate Family	206
Individualized Housing Support	80
Community Participation Support	576
Respite	399

Note: HKPR service registry data includes the communities of Haliburton, Kawartha Lakes, Peterborough and Northumberland.

**A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2023 to March 31, 2024. Service requests are as of April 23, 2024.*

Service registry

York

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	6	1716
Supported Independent Living	1	903
Associate Family	0	283
Individualized Housing Support	0	175
Community Participation Support	30	2253
Respite	9	1659

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.

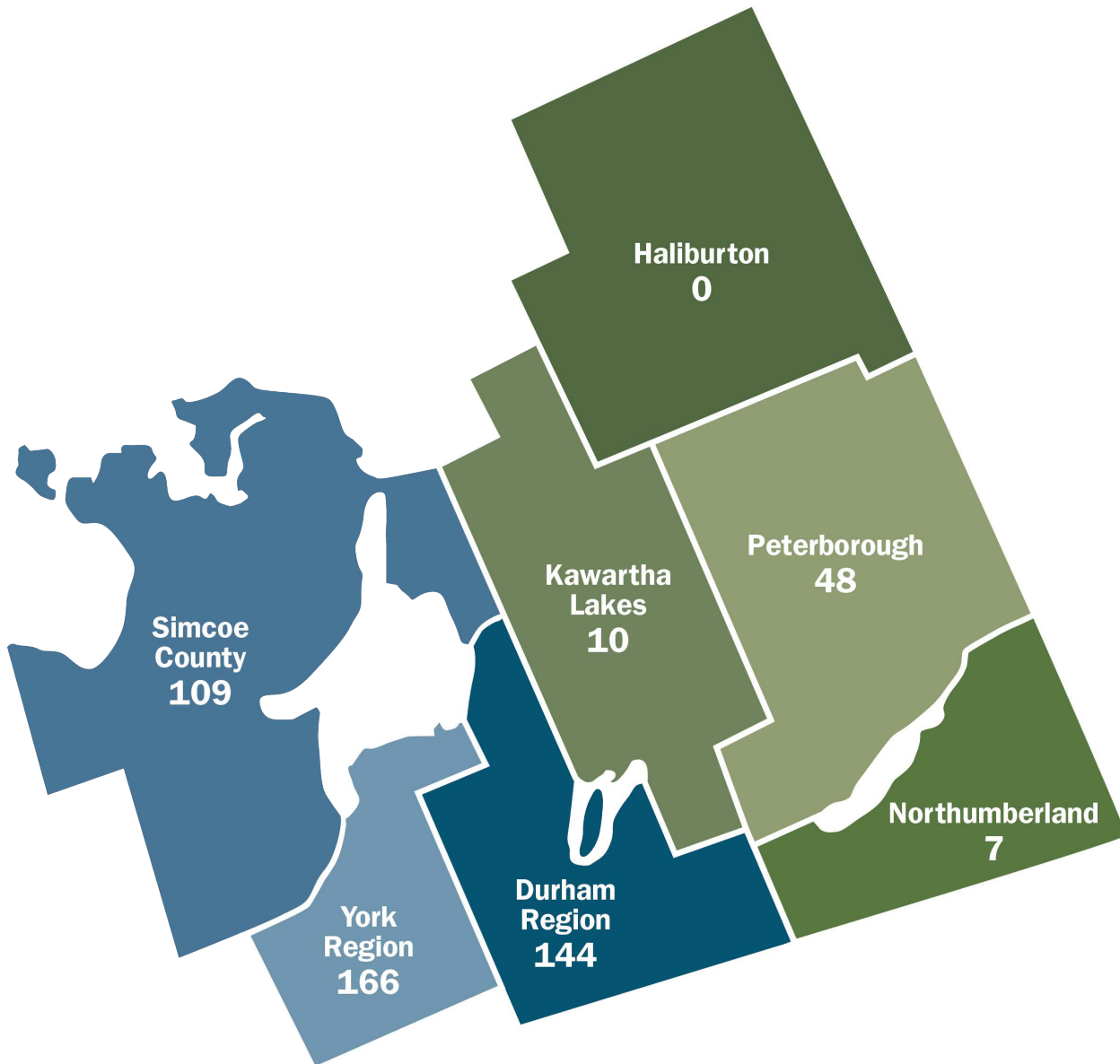
Anywhere in the CER catchment

Service Type	Service Requests
	Immediate readiness for service
Group home	1107
Supported Independent Living	342
Associate Family	275
Individualized Housing Support	68
Community Participation Support	212
Respite	172

**A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2023 to March 31, 2024. Service requests are as of April 23, 2024.*

The application package

Number of people waiting for their initial application package as of April 2024



Between April 1, 2023 and March 31, 2024, DSO Assessors completed **1,027** application packages, which is an average of **85** assessments per month.



There are currently **12,869** people eligible to receive adult developmental services in Central East Region. Since July 2011, we have completed **12,069** application packages (DSCIS).

How are we doing?

2023-2024 At-A-Glance

DSO-CER Survey Feedback

Call volume continues to be high and survey feedback noted dissatisfaction with response times when calling DSO-CER. There was also confusion about the role of DSO and frustration with wait times and accessing funded services.

What are we doing based on your feedback?

Customer Service is always our top priority and our goals this year include:

- decreasing the time waiting for a response to messages and website submissions
- clarifying the role of Developmental Services Ontario through education events and information sharing

What Developmental Services Ontario (DSO) does... and does not do?



DSO does...

- serve as the access point for Ministry of Children, Community and Social Services (MCCSS) funded adult developmental services
- help you understand and complete the process to apply for services and supports
- confirm your eligibility to access Ministry-funded developmental services, which may also include Passport funding
- help you determine the best services and supports for your unique needs
- work with you to navigate and understand housing options
- connect you to other community resources



Call 2-1-1 or visit dsontario.ca



DSO does not...

- provide emergency services
- provide funding, funding assistance or initiate funding increases
- provide direct supports and services
- provide housing
- provide direct case management
- refer to non-Ministry funded services which may be available at a cost
- ensure the continuity of day or respite supports beyond age 18
- oversee other service providers funded by MCCSS



Did You Know?

If you want information about the Passport funding program, you can find program guidelines, helpful resources and contact information for your local Passport agency here:

passportfunding.ca



DSO's role with other Ministry of Children, Community and Social Services (MCCSS) programs and services



When a youth turns 18, children's services such as Special Services at Home, Assistance for Children with Severe Disabilities, or services through the Ontario Autism Program end. Youth must apply through DSO to confirm they are eligible to receive MCCSS-funded adult developmental services and supports.

DSO is the access point for MCCSS-funded adult developmental services and supports. DSO does not provide the services and supports but it connects you to Ministry-funded services and supports that are available to you after the age of 18.

DSO is the access point for MCCSS-funded services and supports, including the Passport Program. The Passport Program is funded by MCCSS and is separate from DSO. DSO cannot answer any questions related to funding or invoicing.

DSO and Ontario Disability Support Program (ODSP) are independent offices supported by MCCSS. DSO Assessors and Navigators are not like ODSP Case Workers; they can only assess eligibility and level of supports required and connect you to available services.

If you have a disability and are in financial need, you can apply for financial and employment assistance through Ontario Works. DSO can only assess eligibility and the level of supports required and connect you to available services.

When to apply → Apply at 16.

Learn more → dsontario.ca

Eligible at 18.

Learn more → passportfunding.ca

Apply at 17 1/2.

Learn more about ODSP

Apply at 16.

Learn more about Ontario Works

For more information, call 2-1-1 or visit dsontario.ca

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-CER and click on “Feedback”

Thank you!

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