

# 2022-2023 Corporate Updates



YOUR SUPPORT  
SERVICES NETWORK

*It's your journey, it's your way.*



people served

**28,572**



contacts/visits

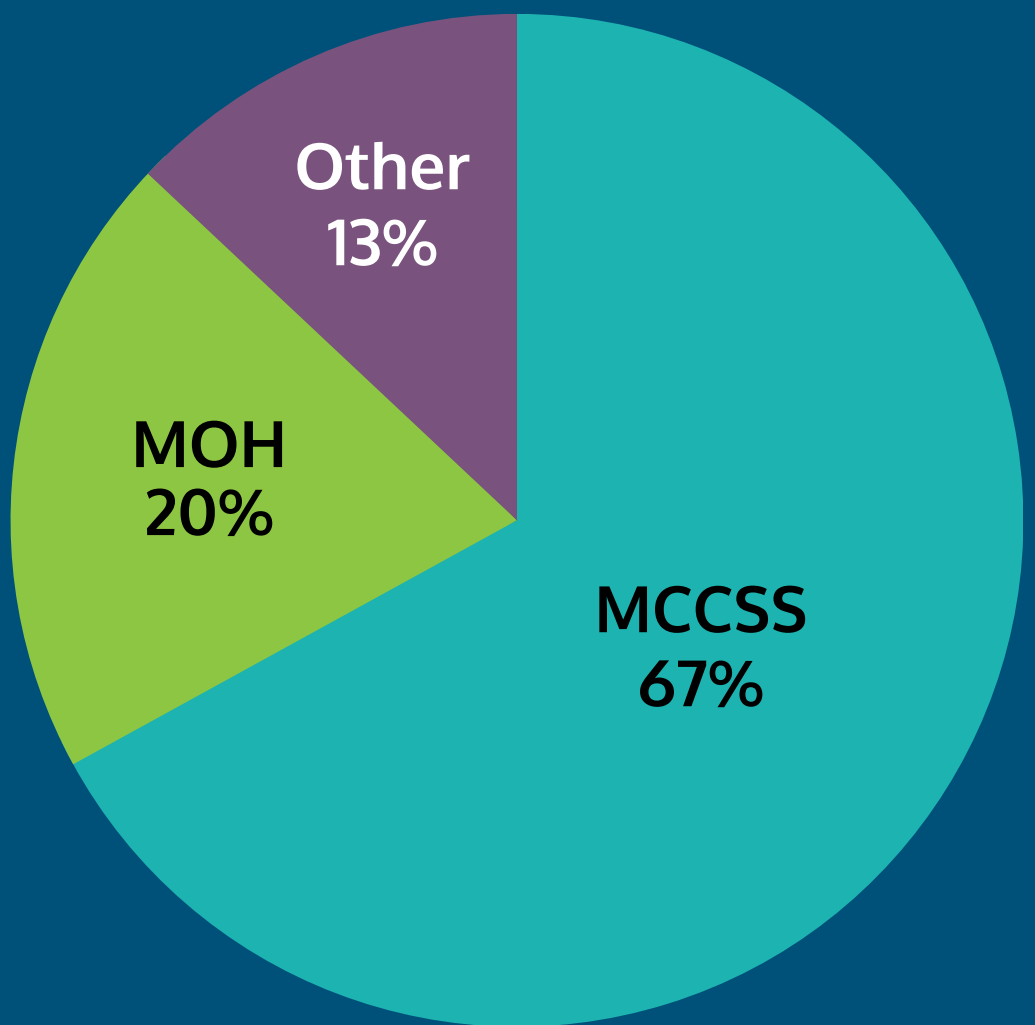
**95,629**

## Budget

**\$33,284,050**

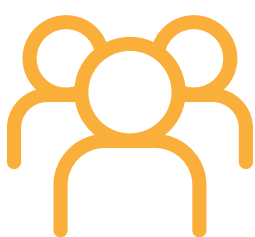


**+22%**



## Human Resources

**228** staff



**+12%**

**37**  
new hires



**+93%**  
staff retention rate



**+54%**

# 2022-2023 Highlights



YOUR SUPPORT  
SERVICES NETWORK

*It's your journey, it's your way.*



## Access Services

Navigating people to supports and services—includes Streamlined Access, DSO CER



**8,072** people served

### Streamlined Access

people      contacts/visits  
**2,514**      **5,416**



referrals received  
**1,934**

---

### DSO Central East



people      contacts/visits  
**5,558**      **26,991**



**1,075** intakes completed  
**1,140** applications completed

# 2022-2023 Highlights



YOUR SUPPORT SERVICES NETWORK

*It's your journey, it's your way.*



## Crisis Services

Responding to people's urgent needs; includes 310-COPE, Crisis Beds, Safe Beds, Mental Health Support Teams and Call Diversion Unit



**19,912** people served



**5.8%**



**32,242** contacts/  
visits

**Mobile Crisis Response Teams**

people  
**2,998**

contacts/visits  
**3,148**

**Call Diversion Unit**

contacts  
**1,173**

calls diverted  
**858**

### Crisis and safe beds

people served **83**

resident days **623**



Note: opened August 2022

\*people can be supported by more than one program

# 2022-2023 Highlights



YOUR SUPPORT SERVICES NETWORK

*It's your journey, it's your way.*



## Coordination Services

Supporting people to build connections; includes case management, Ontario Autism Program Family Foundation Services, Family Support Workers, Developmental Services Access, Children's Case Coordination, Passport program



**3,256**  
people served



**8%**

## Mental Health



people  
**1,470**

contacts/visits  
**29,465**

## Developmental Services

people  
**1,786**

contacts/visits  
**7,510**

Ontario Autism Program  
Urgent Response **162**

Children's Case  
Coordination **71**



## Passport Program



people  
**3,220**



**4.9%**

\*people can be supported by more than one program