

Year in REVIEW

April 1, 2025 to March 31, 2026



DSO

Developmental Services Ontario

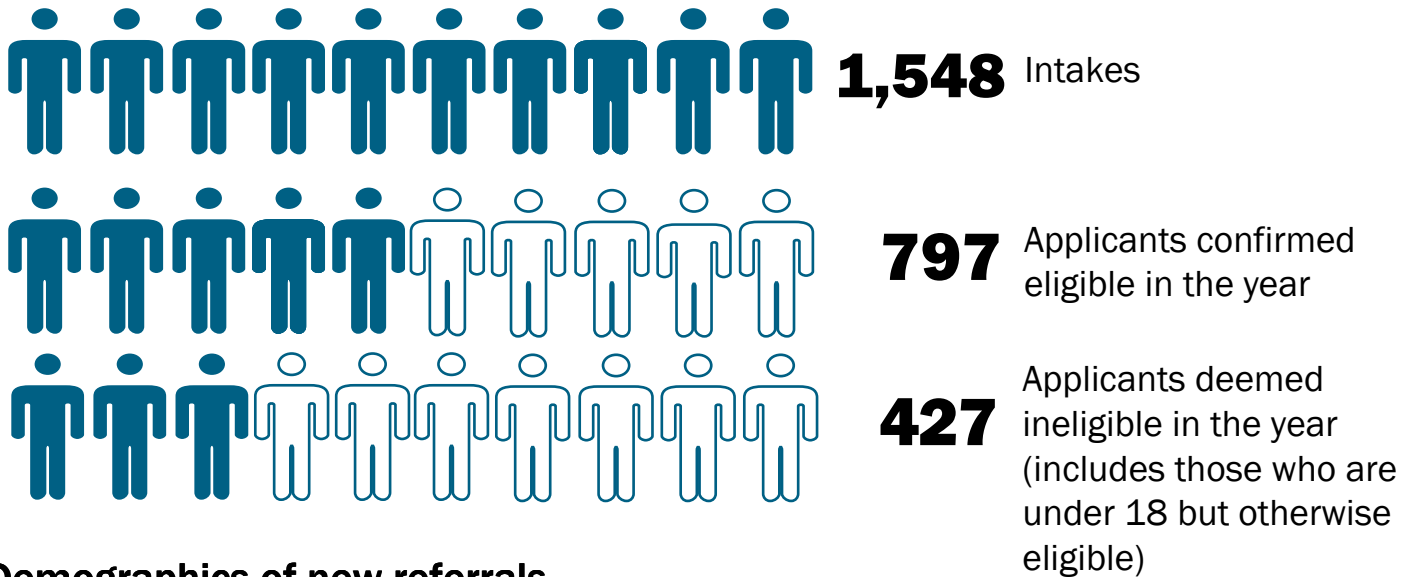
Central East Region

Summary of our intake and eligibility

This past year we received a total of **1548** new referrals. 70% of new referrals were applicants between the ages of 16 to 24.

1276 people registered for service through dsontario.ca

Intake summary report - new referrals



Demographics of new referrals

Age at Intake	Number	%
<18	622	40
18-24	458	30
25-34	197	13
35-49	176	11
50-64	85	5
65+	10	1

Gender of Applicants	
Female	498
Male	642
Unknown/Other	408

Reason why they contacted us:	
Need services now - no MCCSS-funded services	76.02%
Inquiry for services in the future	21.53%
Want to find out what is available	1.03%
In transition - current services are ending	1.42%
Need a change in current services	0.00%
*Note: Statistics presented are according to DSCIS as of April 2026	

*Please note: Statistics presented are according to the ministry's Developmental Services Consolidated Information System (DSCIS) as of April 2026

Total Contacts

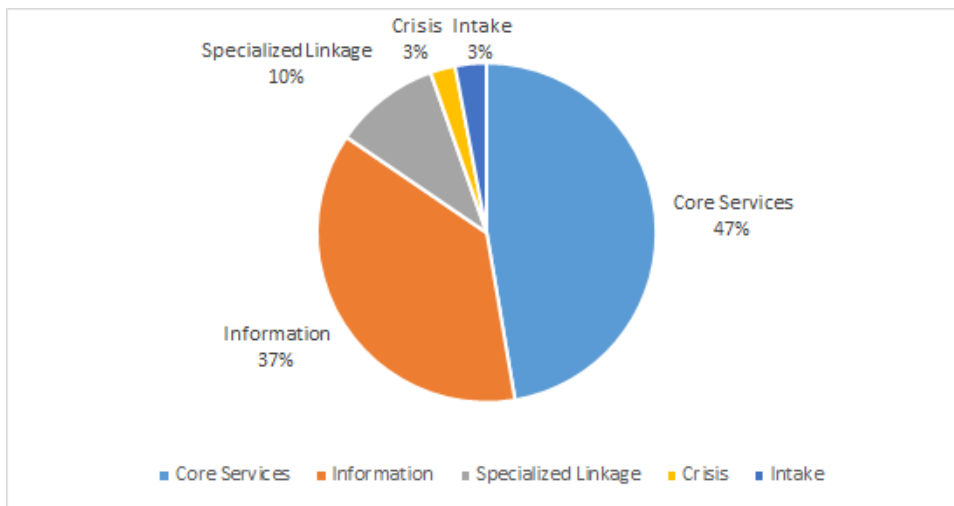
April 1, 2025 - March 31, 2026

We answered 29,553 inquiries this past year related to 8176 unique people. The majority of the contacts were for people who reside in Durham (7330), Simcoe (7203) and York (7170) followed by HKPR (4207). The remaining contacts were for people whose location was unknown or outside of Central East Region (3643).

Percentage of overall inquiries by area

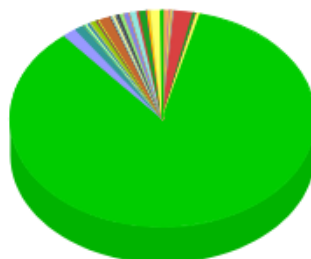
Durham	Simcoe	York	HKPR	Other/Unknown
24.8%	24.4%	24.3%	14.2%	12.3%

Primary Reason for Contact



The ten most popular spoken languages for people seeking services are (in order):

- English
- Cantonese
- Farsi
- Mandarin
- Urdu
- French
- Tamil
- Spanish
- Arabic
- Russian



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. This data is pulled from the provincial DSCIS dashboard.

Durham

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	9	1325
Supported Independent Living	9	949
Associate Family	1	307
Individualized Housing Support	0	586
Community Participation/Employment	30	2056
Respite	44	1636

Simcoe

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	10	1003
Supported Independent Living	20	743
Associate Family	0	170
Individualized Housing Support	0	199
Community Participation Support	80	1945
Respite	0	1386

*A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2025 to March 31, 2026. Service requests are as of April 1, 2026.

Service registry

HKPR

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	15	2044
Supported Independent Living	33	1211
Associate Family	6	639
Individualized Housing Support	0	362
Community Participation Support	47	1856
Respite	3	1098

Haliburton

Service Type	Service Requests
	Immediate readiness for service
Group home	323
Supported Independent Living	117
Associate Family	90
Individualized Housing Support	63
Community Participation Support	113
Respite	79

Kawartha Lakes

Service Type	Service Requests
	Immediate readiness for service
Group home	421
Supported Independent Living	221
Associate Family	135
Individualized Housing Support	77
Community Participation Support	338
Respite	219

*A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2025 to March 31, 2026. Service requests are as of April 1, 2026.

Service registry

Peterborough

Service Type	Service Requests
	Immediate readiness for service
Group home	871
Supported Independent Living	584
Associate Family	275
Individualized Housing Support	132
Community Participation Support	921
Respite	526

Northumberland

Service Type	Service Requests
	Immediate readiness for service
Group home	483
Supported Independent Living	189
Associate Family	139
Individualized Housing Support	90
Community Participation Support	484
Respite	274

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, 2025 to March 31, 2026. Service requests are as of April 1, 2026.*

Service registry

York

Service Type	Resources Declared to DSO	Service Requests
		Immediate readiness for service
Group home	8	1632
Supported Independent Living	3	950
Associate Family	0	234
Individualized Housing Support	0	498
Community Participation Support	24	2217
Respite	22	2258

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.

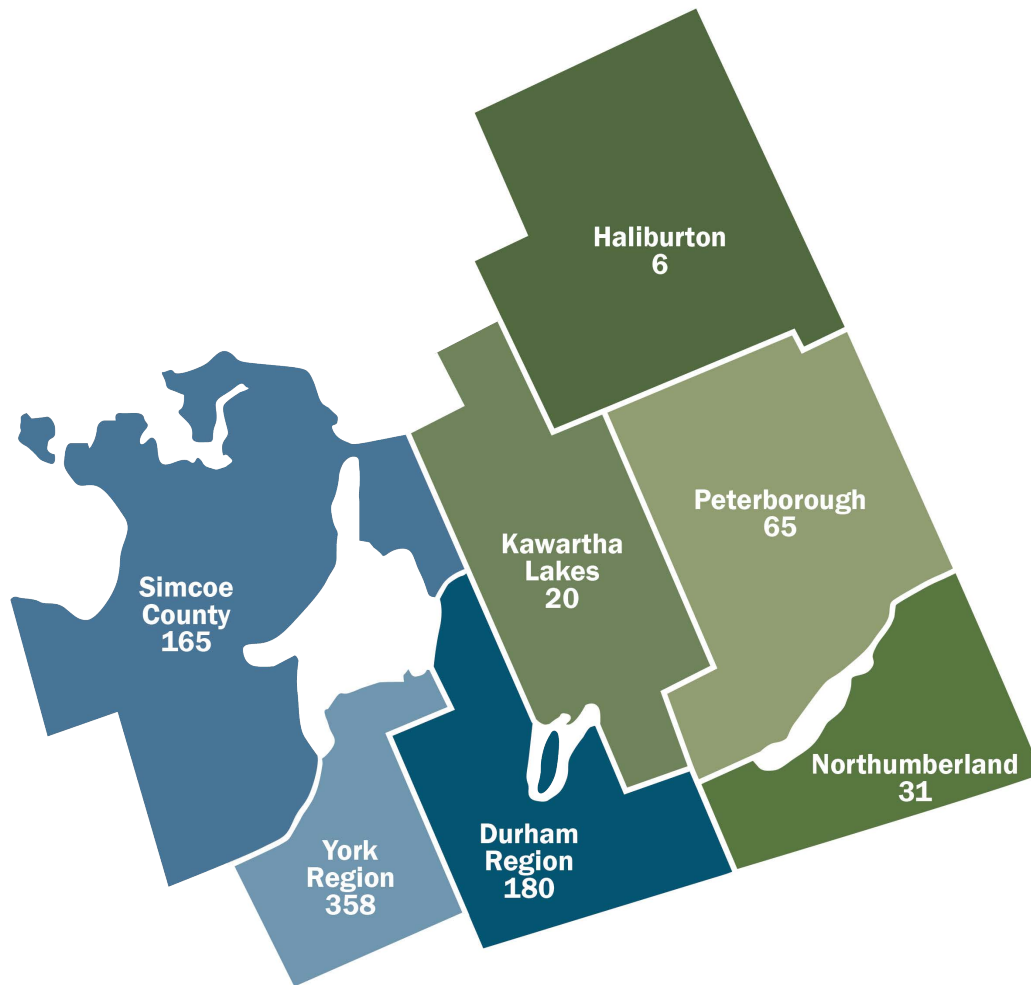
Anywhere in the CER catchment

Service Type	Service Requests
	Immediate readiness for service
Group home	730
Supported Independent Living	397
Associate Family	140
Individualized Housing Support	53
Community Participation Support	797
Respite	451

**A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2025 to March 31, 2026. Service requests are as of April 1, 2026.*

The application package

Number of people waiting for their initial application package as of April 2026



Between April 1, 2025 and March 31, 2026, DSO Assessors completed **1,291** application packages, which is an average of **108** assessments per month.

There are currently **14,688** people eligible to receive adult developmental services in Central East Region. Since July 2011, we have completed **14,388** application packages (DSCIS).

How are we doing?

2025-2026 At-A-Glance

DSO-CER Survey Feedback

72% of respondents selected "yes" or "somewhat" when asked if they were happy with the support they received.

67% of people selected "yes" or "somewhat" when asked if they were happy with how long it took to get an answer to their questions.

This year we focused efforts on reducing callback times on our mainline. We continue to experience high call volumes and in the coming year, DSO Central East Region will be looking at ways to use technology to better serve people across our communities. This includes work with the Ministry on a “MyDS” client portal and the use of scheduling technology to enable easier contact with the DSO. We recognize that people want a timely response to their inquiries and are working diligently to improve this experience.

We continue to receive many calls related to Passport funding allocations and invoicing. DSO refers people to the Passport program and does not have access to funding levels, therefore these callers need to be redirected to Passport agencies. This chart helps outline which program to call for support:

Contact your DSO if you...	Contact your Passport agency if you...
<ul style="list-style-type: none">change your address or phone number	<ul style="list-style-type: none">change your address or phone number
<ul style="list-style-type: none">finish school	<ul style="list-style-type: none">don't understand what services or items are eligible for Passport funding
<ul style="list-style-type: none">have a different primary caregiver	<ul style="list-style-type: none">need help planning how to use your funding
<ul style="list-style-type: none">have a change in the adult services you are receiving or adult services you are requesting	<ul style="list-style-type: none">want to know how much funds you have available to use
<ul style="list-style-type: none">have a significant change in your support needs (for example, serious illness or death of caregiver)	<ul style="list-style-type: none">need help filing a claim for reimbursement
<ul style="list-style-type: none">need information on local community services or supports	<ul style="list-style-type: none">want to change how the funds are being administered (for example, change to Person Managing Funds)

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”

Keep in touch with DSO Central East Region by signing up for our mailing list [here](#).

Thank you!

DSO Central East Region Main Office

240 Edward Street, Unit 3

Aurora, Ontario L4G 3S9

Toll Free: 1-855-277-2121

TTY: 905-898-1609

Fax: 905-952-2077

Email: dsocentraleast@yssn.ca

CONNECT WITH US!
dsontario.ca

