

DSOER BULLETIN

October, 2011

As we complete our 4th month of operation, Developmental Services Ontario Eastern Region (DSOER) wishes to share the following information:

Developmental Services Ontario Eastern Region (DSOER)

Contact numbers are:

Toll free- 1-855-376-3737 (1-855-DSO-ERDS)

Fax- 1-855-858-3737

TTY 1-855-777-5787

E-mail: admin@dsoer.ca

Website: dsontario.ca

DSOER brochure (available in all offices and electronically)

Developmental Services Ontario Eastern Region (DSOER) office locations and staff:

Since August, 2 bilingual staff were hired for the Ottawa office which bring us to a full staffing complement of 10. The Project coordinator position has been extended till early December.

<p>Stormont, Dundas & Glengarry(SD&G) 280 Ninth St W, <u>Cornwall</u></p> <p><u>Assessors/Service Navigators:</u> Carol Séguin Marie-Josée Gagnon</p>	<p>Prescott-Russell (2 offices) 411 Stanley Street, <u>Hawkesbury</u></p> <p><u>Assessor/Service Navigator</u> Danielle Lachance</p> <p>415 Lemay Street, <u>Clarence Creek</u></p> <p><u>Assessor/Service Navigator</u> Hélène Dubois</p>	<p>Ottawa 200-150 Montreal Rd <u>Ottawa</u></p> <p><u>Assessors/Service Navigators</u> Nandeesh Kumar Aminata Diallo Philip Brindle Pierre Gravel</p>	<p>Renfrew County 77 Mary Street, 3rd floor <u>Pembroke</u></p> <p><u>Assessors/Service Navigators</u> Kim Covell-Hammell Mary Lee Weirmeir</p>
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Certification

Three (3) Developmental Services Ontario Eastern Region (DSOER) staff (Kim, Philip and Pierre) will receive training in September and October to complete their ADSS/SIS certification.

All DSOER staff assessors/service navigators will be certified by late October early November.

Training

Developmental Services Ontario Eastern Region (DSOER) staffs have/been receiving training on Quality Assurance Measures (QAM), Eligibility, DSO Information Privacy & Security for data systems, Developmental Services Consolidated Information System (DSCIS-provincial data system), and Ministry directives. Training is ongoing.

Community partners

Meetings and teleconferences have been held with our partners in each county to develop protocols regarding Urgent Need for Support response and access to specialized funded services such as psychological assessments. Information sessions are being scheduled across the region upon invitation from different community partners or stakeholders to better understand the work of Developmental Services Ontario Eastern Region (DSOER).

Developmental Services Ontario Eastern Region (DSOER) Transitional Advisory committee

The committee has representation from self-advocates, families, service providers, Ministry of Community and Social Services and DSOER and has decided to reconvene in November, 2011 to provide feedback on the implementation process of this provincial initiative.

DSOER team work

We are pleased to share that the intake and drop-in schedule is well established and working well. As we try to be consistent in our messaging, here is a list of most frequently asked Questions & Answers.

MOST FREQUENTLY ASKED QUESTIONS & ANSWERS:

Q: Can I apply directly to Developmental Services Ontario Eastern Region (DSOER) or can only agencies or professionals?

A: Anyone can contact Developmental Services Ontario Eastern Region (DSOER) for information, to refer someone, and to ask for help.

Q: Do I need to send an assessment before I can refer to Developmental Services Ontario Eastern Region (DSOER)?

A: No, just call and the assessor/service navigator will help you with the referral process.

Q: If I am already involved with Developmental Services can I still call?

A: Yes, anyone can call for information or if you need a new or enhanced service and supports.

Q: Do I need to have an Application for Developmental Service and Supports (ADSS) and a Support Intensity Scale (SIS) done before I can apply to Passport?

A: Yes, Passport is an application for adult funding that involves planning for the future which is a part of the ADSS and SIS process.

Q: If I am already receiving a service like respite but I need more supports and services, do I need to go through the Developmental Services Ontario Eastern Region (DSOER)?

A: Yes, if you require more respite hours or more community options or daily living skills or other supports, you go through the Developmental Services Ontario Eastern Region (DSOER) who will complete the Application for Developmental Service and Supports (ADSS) and a Support Intensity Scale (SIS) assessment which will help identify the level of support required. If you already have an ADSS/SIS completed previously the assessor will review with you the assessment and update it to reflect your current situation and needs.

Q: What are some of the other reasons to call the Developmental Services Ontario Eastern Region (DSOER)?

A: To request information, and to be referred to Ministry-funded agencies who provide residential services and support, day program, respite, specialized and clinical services like case management, behavioural, assessments and/or person-directed planning.

Q: What if I am not receiving any services and need supports?

A: The Developmental Services Ontario Eastern Region (DSOER) can help you with finding out if you are eligible for developmental services, complete the Application for Developmental Service and Supports (ADSS) and Support Intensity Scale (SIS) assessment, direct you to Ministry-funded programs and agencies for services and supports.

Q: Whose eligibility is grandparented under the new Act (SIPDDA)?

A: An adult is considered to have had their eligibility grandparented under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act* (SIPDDA) if, on July 1, 2011, they met the following criteria:

- Were 18 years of age or older; and
- Were receiving, or had applied and had been determine eligible and Were waiting for, adult developmental services and supports formerly funded under the *Developmental Services Act*

If you were NOT receiving adult Developmental Services prior to July 1st 2011 but were 18 years old, you will need to have a confirmation of eligibility and a Application for Developmental Service and Supports (ADSS) and Support Intensity Scale (SIS) assessment prior to be referred to ministry-funded agencies/programs.

Q: Is Developmental Services Ontario Eastern Region (DSOER) involved in the application for Ministry-funded program Ontario Disability Support Program (ODSP) or Special Services at Home (SSAH)?

A: No, Developmental Services Ontario Eastern Region (DSOER) does not currently provide service to access these 2 Ministry funded programs. The person needs to access their local Developmental Service Agency for information and to complete the application. In April 2012, DSOER will be the central point of access for Special Services at Home (SSAH).

Q Is Developmental Services Ontario Eastern Region (DSOER) responsible to manage individuals in urgent need of supports?

A No, Developmental Services Ontario Eastern Region (DSOER) has established, as per Ministry directive, a process in each county for a local agency to respond to a person's urgent need request.

Q What guides Developmental Services Ontario Eastern Region (DSOER)'s work?

A Legislations, Regulations and Ministry Directives. For more details visit: www.mcass.gov.on.ca