

What's New Information Bulletin Issue 2 - June 2011



We are very pleased to share the second issue of our "**What's New Information Bulletin**" with you.

We have used a question and answer format as a way of presenting much of the information contained in this issue. As the July 4, 2011, Developmental Services Ontario implementation date rapidly approaches, we hope that the information contained in this issue of our information bulletin is informative.

Developmental Services Ontario - South West Region

The Community Services Coordination Network (CSCN) has been selected by the Ontario Ministry of Community and Social Services to develop and operate **Developmental Services Ontario (DSO) - South West Region**. CSCN is one of nine new Developmental Services Ontario agencies in the province. The first day of business for all DSO agencies will be **July 4, 2011**.

Developmental Services Ontario - South West Region will:

- provide information about available services and supports and link people to them
- confirm eligibility for anyone who applies for services and supports for the first time, and
- complete assessments using the new application package to help determine an individual's service and support needs.

Why the change?

Today, the way people with a developmental disability apply for and access services and support is not the same across the province of Ontario. Often people with similar needs receive different levels of support depending on how they were assessed, what agency they used and where they live. Developmental Services Ontario is meant to introduce a more streamlined and fair way for people with a developmental disability to access services.

What will change when the DSO agency opens?

The following detailed information outlines the changes that can be expected when Developmental Services Ontario - South West Region is open for business on July 4, 2011.

Provision of Information

- Developmental Services Ontario - South West Region (DSO - SWR) will provide information on the services and supports that may be available to people with a developmental disability in their community

Applying for Services

- People with a developmental disability and/or the representative of their choice will connect with DSO - SWR to apply for developmental services and supports that are funded by the Ministry of Community and Social Services
- Service provider agencies will no longer be responsible for confirming a person's eligibility for service or for completing an application to assess an individual's needs
- DSO - SWR will confirm eligibility for adults who are applying for Ministry-funded developmental services and supports for the first time, using new eligibility criteria

Identifying Service and Support Needs

- DSO - SWR will complete the Application for Developmental Services and Supports and administer the Supports Intensity Scale ©. This new "application package" will be used to identify the service and supports needs of adults with a developmental disability
- The application package will be completed with all new applicants
- Over the next five years, DSO - SWR will use the new application package to assess each person in the south west region that is currently waiting for and/or receiving a developmental service. During this time, people waiting to access services and supports will continue to be considered for services and supports as they become available

Service Navigation

- DSO - SWR will provide information to people with a developmental disability (and/or the representative of their choice) describing Ministry-funded services and supports, and various unfunded services and supports that are available in their community
- The DSO will refer individuals to urgent response mechanisms as appropriate
- The DSO - SWR will be responsible for identifying people from the prioritized waiting list who are likely to benefit from available Ministry-funded adult developmental services
- At a minimum, the DSO - SWR will contact every individual waiting for service at least once each year to discuss and document any changes in circumstances that could impact their level of need and/or level of priority

What will not change when DSO agencies open?

- Service providing agencies will continue to support people who have a developmental disability
- People who are already receiving services, or who have applied through current processes and are waiting for services, will not need to reconfirm their eligibility. These individuals will continue to be eligible, and will be "grandparented" into the new system

Who will confirm eligibility for Developmental Services in Ontario?

DSO staff will be required to **confirm** eligibility with people who are applying for developmental services and supports (that are funded by the Ministry of Community and Social Services) for the first time. Effective July 1, 2011, applicants will be required to provide the following documentation:

- a psychological assessment or report that confirms the person has a developmental disability in accordance with the new legislation
- proof that the person is eighteen years of age or older (such as a passport or birth certificate)
- proof that they live in Ontario (such as a bank account statement, utility bill, or rental agreement)

DSO staff can provide additional information and answer questions regarding the eligibility criteria as outlined in the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act.

What services and supports can be accessed through Developmental Services Ontario?

Developmental Services Ontario - South West Region is the single point of access to adult developmental services funded by the Ministry of Community and Social Services under the ***Services and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act, 2008***. These developmental services and supports include:

- residential services and supports;
- activities of daily living services and supports;
- community participation services and supports;
- caregiver respite services and supports;
- professional and specialized services; and
- person-directed planning and supports

Will the DSO decide who gets services and how much service they get?

Developmental Services Ontario will **not** be responsible for determining funding levels or for prioritizing who will access services first.

In the future, decisions about service priority and funding levels will be the responsibility of a separate "funding entity". This future funding entity will be part of a process for determining who will be the priority for access to available services and supports. We anticipate that further details can be expected from the Ministry of Community and Social Services as this work progresses.

What will happen when a person contacts the DSO to apply for Developmental Services or Supports?

When a person contacts Developmental Services Ontario - South West Region:

- One of the DSO staff will begin the process by collecting basic information regarding the person wishing to apply for adult developmental services (for example, name, contact information, information describing the services the individual is hoping to access, etc.)
- As quickly as possible following the initial contact, the Assessor/Service Navigator serving the community in which the person lives will contact the person to schedule the first face-to-face discussion
- The service provided by the DSO - SWR is a "portable" service. Our staff person will meet with the person applying for service (and/or a representative(s) of their choice) at a place and time that is convenient to the person
- The DSO Assessor/Service Navigator will first confirm that the individual is eligible to access developmental services in Ontario
- Once eligibility has been confirmed the DSO staff person will complete the Application for Developmental Services and Supports, and administer the Supports Intensity Scale®
- the Assessor/Service Navigator will also provide information about all relevant community-based services that may be available to the person in the community in which the person lives

Will the DSO have offices around the region?

Developmental Services Ontario - South West Region is committed to developing and maintaining a local presence in each of the communities in which our staff will work effective July 4, 2011.

Every effort has been made to recruit the best staff team possible. Our staff will remain up-to-date and informed on the various services and supports, both informal and formal, funded and unfunded that exist in each community.

Although the work that our Assessor/Service Navigators will do is portable, we will be opening small satellite offices across the south west region on July 4, 2011. The following office locations have now been established:

Owen Sound

The Professional Centre
945 3rd Avenue East, Suite 12
Owen Sound, ON
N4K 2K8

Telephone: 519-371-8428

Fax: 519-371-4119

Office Hours

Monday 8:30 - Noon

Wednesday 8:30 - 4:30

Friday 8:30 - noon

Sarnia

The Chris Dawson Centre
420 East Street North, Suite 14
Sarnia, ON
N7T 6Y5

Telephone: 519-344-2629

Fax: 519-344-0153

Office Hours

Monday 8:30am - Noon

Wednesday 8:30am - 4:30pm

Friday 8:30am - noon

Windsor

Greenwood Centre Business Complex
3200 Deziel Drive, Suite 212
Windsor, ON
N6A 5N6

Telephone: 519-945-3797

Fax: 519-945-4291

Office Hours

Monday 8:30am - Noon

Wednesday 8:30am - 4:30pm

Friday 8:30am - noon

Our satellite offices will not be open five days a week, however, the telephone will be answered Monday through Friday between the hours of 8:30am and 4:30pm.

Our staff will spend the majority of their time outside the office providing the services of the DSO. Every effort will be made to ensure that our Assessor/Service Navigators return telephone calls in a timely fashion.

Our London office is open Monday through Friday from 8:30am until 4:30pm.

London Office

171 Queens Avenue, Suite 750
London, ON
N6A 5J7

Telephone: 519-963-1891

Fax: 519-673-1509

Toll Free Fax: 1-877-462-1509

The toll free telephone number for the DSO - South West Region is:

1-855-437-6797 (1-855-4-DSOSWR)

The toll free number will be activated on **July 4, 2011**.

Will there be a provincial DSO website?

A provincial DSO website has been developed. The website will be launched on July 1, 2011.

The site will provide information describing the key (common) functions of the nine DSO agencies across Ontario, including:

- a description of the key functions of Developmental Services Ontario
- information about developmental services in Ontario
- detail describing eligibility for developmental services
- information describing how to apply for services and supports
- detail regarding the Transformation of Developmental Services in Ontario
- tips for people applying for service regarding preparation for the first meeting
- information describing the Application for Developmental Services and Supports, and the Supports Intensity Scale ©

Visitors to the site will be able to locate the DSO agency in their region using their own postal code. This will take people to a page on the site that contains information specific to the DSO in the region in which he or she lives. Each of the nine DSO agencies will manage the unique content on this DSO specific page.

The DSO provincial webpage is located at: www.dsOntario.ca

Developmental Services Ontario - South West Region Staff Team

Liz Prendergast - Executive Director

Chris Symons - Director of Operations

Kim Erskine - Manager of Adult Services

Mary Regan - Team Support

Karen Baldwin - Assessor/Service Navigator (Grey-Bruce/Huron-Perth)

Laura Binks - Assessor/Service Navigator (Elgin-Oxford/London-Middlesex)

Beth George-Watson - Assessor/Navigator (Chatham-Kent/Sarnia-Lambton)

Karen Golem - Assessor/Service Navigator (Elgin-Oxford/London-Middlesex)

Julie Kuik - Assessor/Service Navigator (Grey-Bruce/Huron-Perth)

Heather Masse - Assessor/Service Navigator (Windsor-Essex)

Shawna Molinaro - Assessor/Service Navigator (Elgin-Oxford/London-Middlesex)

Nicole Vergeer - Assessor/Service Navigator (Elgin-Oxford/London-Middlesex)

Dorothy Verkaik - Assessor/Service Navigator (Windsor-Essex)

Pat Weir - Assessor/Service Navigator (Grey-Bruce/Huron-Perth)

Heather Wice - Assessor/Service Navigator (Chatham-Kent/Sarnia-Lambton)

Sara Woolnough-Thayer - Assessor/Service Navigator (Elgin-Oxford/London-Middlesex)

Community Services Coordination Network (CSCN)

It is important to clarify that on July 1, 2011, **Developmental Services Ontario - South West Region** will become a division of the Community Services Coordination Network (CSCN). The work currently carried out by CSCN in the children's services program area will continue. CSCN continues to act as the single point of access to residential based services for children that are funded by the Ministry of Children and Youth Services. The catchment area for the work done by CSCN staff in the children's program area includes: **London-Middlesex and the counties of Elgin, Huron, Oxford and Perth.**

For additional information regarding the **Community Services Coordination Network** please visit the CSCN website at: www.cscn.on.ca

Join our mailing list

If you would like to be added to our electronic newsletter mailing list please send an e-mail message to dsoswregion@cscn.on.ca

If you have questions and/or require further clarification regarding Developmental Services Ontario - South West Region, or the process for applying for developmental services or supports in Ontario effective July 4, 2011, please visit the DSO provincial website at: www.dsOntario.ca

You can also contact the DSO - South West Region directly at: **1-855-437-6797 (1-855-4-DSOSWR)** effective July 4, 2011.