



SERVICE  
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Eastern Region



Région de l'Est

# Adult Developmental Services Information Session

DSOER Overview

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October, 2020

# DSOER Overview Topics

- Background of DSOER in Developmental Services (DS)
- Who can apply to DSOER
- DSOER Main Functions
- The individual's pathway to DS services & supports
- DSOER is not Case Management



# DSOER Background

- **DSO** is the access point for Adult developmental services funded by the Ministry of Children, Community and Social Services (**MCCSS**)
- **2008**: The Services and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act (**SIPDDA**) was established
- **2011**: 9 Application Entities called Developmental Service Ontario (DSOs) are launched and Service Coordination Support (**SCS**) incorporates **DSOER (Eastern Region)** into the agency
- As a department of **SCS**; **DSOER** adheres to our agency Vision, Values, policies and procedures but along with some additional unique aspects:
  - **DSOER** extends across the entire **Eastern Region** and represents a provincially standardized process
  - The communities of DSO **Eastern region**: Stormont Dundas and Glengarry (SDG), Prescott-Russell, Renfrew County, the City of Ottawa
  - DSO Assessors must be certified to complete the DSO assessment (ADSS, SIS-A®, ASR)



# Who can apply to DSOER



- Individuals 16yrs+ who
- Have a developmental disability
- Live in an eastern Ontario community
- Want to request MCCSS funded Adult Services and Supports
- Want information about Community Resources and the DSO process

# What DSOER does

- Work with clients and communities across Eastern Ontario
- Gather information on Support Needs and Service Requests
- Share this information on client's behalf where appropriate within the DS system
- Refer to funded services offered by Transfer Payment Resources (TPRs):
  - Community Participation (day programs)
  - Residential
  - Respite
  - Person Centered Planning
  - Specialized Services
- Participate in Community presentations and events
- Connect and Collaborate with local, regional and provincial community groups

**Note: All DSOER client information is confidential and only shared with client consent**



# DSOER Main Functions

SERVICE NAVIGATION			
<b>Intake and Triage</b> <ul style="list-style-type: none"><li>- File registration / updates</li><li>- Eligibility confirmation</li><li>- Pre-assessment referrals (Passport Basic, urgent, etc..)</li><li>- Prep files for assessment</li><li>- Screen for reassessments</li></ul>	<b>Information Provision</b> <ul style="list-style-type: none"><li>- Provide general resource information</li><li>- File status updates</li><li>- May include general review of DSO package</li></ul>	<b>Service Navigation</b> <ul style="list-style-type: none"><li>- Provide a more customized list of private and community resources</li><li>- Involves discussions to see what types of services to research</li></ul>	<b>Community Engagement</b> <ul style="list-style-type: none"><li>- Participate in community presentations, events such as:<ul style="list-style-type: none"><li>- Information fairs</li><li>- Family groups</li><li>- Professional info sessions (social workers, DS agencies, etc..)</li></ul></li></ul>



# Answers to FAQ: Service Navigation

- **Passport** is an MCCSS **direct** funding program to help families purchase private support for Self-Development and Respite.
- Passport is the only funding program that DSOER refers to and we do this twice:
  1. **Pre-Assessment:** once confirmed eligible for Passport Basic \$5,000.00
  2. **Post-Assessment:** for any possible additional funds (determined by Passport program)
- **Ontario Disability Supports Program (ODSP)** is an MCCSS fund that Adults with a developmental disability are entitled to request. DSOER **does not** work with this application. We simply direct individuals to MCCSS to apply.
- **Note:** The DSO **eligibility confirmation letter** can be used in your application for ODSP

# DSOER Main Functions

## SCHEDULING

- Book up to 180 DSOER assessment meetings per month across the eastern region
- Provide introduction packages and verification emails to clients and respondents
- Manage cancelations (find replacement assessors and/or reschedule asap)
- Book various meetings (management, team, training, community and provincial meetings, etc...)



# DSOER Main Functions

## DSO ASSESSMENT

### Certification

- Provincial certification process
- Regular mandatory training (internal and provincial)
- 18 month Re-certification

### Assessment

- Facilitate group interviews:
  - Application for Developmental Services and Supports ( **ADSS** )
  - Supports Intensity Scale ( **SIS-A**® )
- Describe key outcomes:
  - Assessor Summary Report ( **ASR** )
- Refer to Service Registry and Specialized Services

### Mentor/Coach

- Support to new assessor trainees (shadowing, observation/coaching)
- Report to Clinical supervisor on training progress



# DSO Assessment

**“Successful engagement” in an activity entails a level of performance, involvement, and participation that is comparable to that of any Adult in the community**

- With the help of the assessor, the individual and their support network explore all aspects of daily living. They answer the question; “ What supports are needed to give you the best opportunity for success in your life and in your community”
- They will look at what type of support is needed, how often that support is needed, and how much time is needed to provide the support to achieve success

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# Answers to FAQ: DSO Assessment

- Consists of 2 person centered meetings (ADSS and SIS-A®) where all participate
- Is the individual's profile of support needs, requests and current life situation
- Requests for **all** MCCSS funded services for Adults with a developmental disability (**exception of ODSP**)
- Reduces the need to recount one's story repeatedly (meant to inform services that work with the individual)
- Ministry accesses statistical information for planning purposes

**Note:** DSO Package is considered valid for several years unless there are significant changes to the one's support needs and/or life situation; **DSOER determines need for update or re-assessment**



# DSOER Main Functions

## MATCHING & LINKING

- Receive vacancy declarations from Community TPRs
- Coordinate connection between matched client/caregivers and the service provider
- Assist Urgent Mechanisms by providing information on service vacancies
- Update community planning tables across eastern region on vacancy information



# Answers to FAQ: Matching & Linking

- Prioritization Process:
  - Priority level is based on information in DSO Assessment package
  - Priority scores are calculated automatically by the DSCIS program
- Matching Process:
  1. Transfer Payment Resource (TPR )sends vacancy declaration to DSOER
  2. DSCIS program sorts lists potential candidates based on vacancy criteria in order of priority
  3. DSOER provides TPR with DSO package of matched candidate with highest priority level
  4. TPR and individual/caregiver decide if the match works
    - If yes then vacancy is filled
    - If no then search continues for this individual and DSOER returns to step 3 above with next candidate on list
- While waiting for MCCSS funded service availability:
  - Service Navigation may be able to provide information on private community options
  - Passport funds can be used to purchase private options

## Note:

- Those who match program description best and who are in greater need (higher priority) are offered options first
- Urgent mechanisms pull from same pool of options and these individuals have first consideration

# Pathway to DS Services and Supports

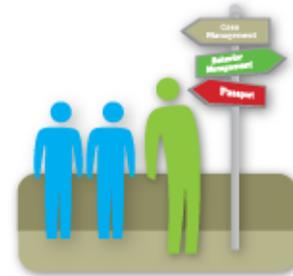
1 → → 2 → → 3 → → 4



**Intake and  
Service Navigation**



**DSO Assessment  
(Getting to Know You)**



**Referrals / Registry  
(waitlist)**



**Matching & Linking**



# Pathway to DS Services and Supports

1



## Intake and Service Navigation

- Opens a file for you and/or updates your basic information
- Helps you find out if you are eligible to ask for these services with the help of :
  - Psychological report
  - Proof of age
  - Proof of Ontario residency
- Provides you with information on the DSO process and prepares you for the assessment step
- Provides you with general information on community resources



# Pathway to DS Services and Supports

2

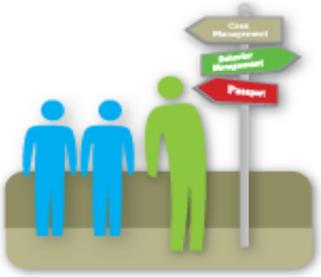


## DSO Assessment (Getting to Know You)

- A DSOER assessor will meet with you and your support network (others who know you well)
- Together you will complete the application to ask for MCCSS funded services
- The assessor will send you a copy of all the information you gathered together
- The assessor will share your information with the groups you want to connect with (Referrals and Service Registry)

# Pathway to DS Services and Supports

3



Your Information Package will be shared in **3 ways**:

- **Service Registry** (waitlist) : A list of all requests for housing, day programs, and respite
- **Specialized Services**: case management, behaviour supports, speech therapy, etc.... (they manage the requests themselves )
- **Passport**: Run by March of Dimes and provide funds for you to hire supports privately...(they manage requests themselves)

**Referrals / Registry**  
(waitlist)

# Pathway to DS Services and Supports

4



**Matching & Linking**

DSOER will connect you to an available funded service from the service registry based on:

- Appropriateness: the service is a good fit
- Priority level (those who are in greater need are offered the option first)



# DSOER & SCS Case Management

**DSOER** services are sometimes confused with **SCS Adult Case Management**.

Some reasons:

- **DSOER refers** clients to Adult Case Management programs across Easter Ontario:
  - If you live in Ottawa we refer you to SCS's Adult Case Management (within our own agency)
  - case management agencies in our satellite communities do not experience this confusion
- **INTAKE:**
  - SCS Children's Case Management has INTAKE for individuals under 18
  - DSOER has INTAKE for Individuals at 16+ (but can only be referred to funded services at 18+).
  - SCS Adult Case Management does not have INTAKE. They manage all referrals from DSOER
- DSOER Service Navigation and Adult Case Management do have some comparable tasks (the main differences are detailed in the next slide)



# Main Differences from Adult Case Management

Information Provision	Service Navigation (at DSOER)	Case Management (referred to by DSOER)
Is expected to be completed by all agency departments of SCS (includes DSOER)	Interview required regarding requests	More elaborate support needed to navigate system and community options
Simple requests	Research into options	Longer relationship may be required
Basic information provided (websites, contact info, etc..)	Resources options provided	More elaborate support is provided
Self-advocates or support network follows up	Self-advocate or support network follows up	Beyond SN protocol and process





“If you want to be a true professional, you will do something outside yourself, something to repair tears in your community, something to make life a little better for people less fortunate than you. That's what I think a meaningful life is--living not for oneself, but for one's community.”

~ *Justice Ruth Bader Ginsburg*



**Thank you for your time!**

