



Memorandum

To: Central East Region Developmental Services Transfer Payment Agencies
From: Marie Lauzier
Date: June 27, 2011
Re: **LAUNCH OF DSO CENTRAL EAST REGION**

With the July 1, 2011 designation of Developmental Services Ontario (DSO) organizations fast approaching, I am providing you with some information that may be useful, particularly in your work with service users and their families who currently are waiting for services, or in the future will need to access adult developmental services.

Enclosed with this memo you will find a one-page Information Bulletin we have prepared to address some general questions about DSO, and YSSN as the designated administrator for the future DSO Central East Region. Also included is a very detailed Q & A document that the Ministry of Community and Social Services has provided which provides answers to a broad range of questions.

Please feel free to share these documents with your staff and to use them in your work with clients and families wherever you feel they may be helpful.

Thank-you for your ongoing support as we prepare for the launch of Developmental Services Ontario.

Marie Lauzier
Executive Director

*“Together, we have the power to break barriers and realize dreams.
Everyone belongs.”*

Central East Region

Beginning on July 4th, 2011, access to adult developmental services will be managed by **Developmental Services Ontario (DSO)**, a new service that will be administered by nine designated DSO organizations across the province. Upon designation, in the Central East Region the DSO will be administered by York Support Services Network (YSSN). Recognizing that this will mean changes in the way that adults with developmental disabilities and their families access the supports and services they need, we have prepared this information bulletin to help familiarize you with the upcoming changes and to provide some answers to questions you may have.

What is Developmental Services Ontario?

Developmental Services Ontario is a network of nine DSO organizations located across the province (one for each region), who have been designated to provide a single point of contact within each region for adults with developmental disabilities and their families to apply for and receive Ministry of Community and Social Services-funded services and supports. With a shared mandate to develop a system that is simpler to navigate, with a single point of contact and clear and consistent rules for everyone, DSOs will:

- Provide information about available services and supports
- Confirm eligibility for those applying for adult services and supports for the first time
- Complete the new Application Package to determine each individual's services and support needs; and
- Link prioritized people to available services and supports

Who is York Support Services Network?

York Support Services Network (YSSN) is a not-for-profit organization which has been in existence since 1982. It is funded to provide a variety of services within the Developmental Services Sector, the Children's Sector and the Community Mental Health Sector (please visit www.yssn.ca for more information). For the past 10 years, YSSN has provided support to the Developmental Services Sector in York Region as the Access Mechanism for developmental services, which included maintenance of the Community Needs Waitlist, managing the Vacancy Management Process, supporting the Local Case Resolution Process, and administering direct funding agreements.

What does this mean for our region?

In the Central East Region, the DSO will be called Developmental Services Ontario Central East Region and, upon designation on July 1, 2011, will be administered by York Support Services Network. DSO Central East Region will serve the Regional Municipalities of York and Durham, the Counties of Simcoe, Peterborough, Northumberland and Haliburton, and the City of Kawartha Lakes.

What happens after July 1st?

Beginning on July 4, 2011, people seeking information or access to services for adults (18+) with developmental disabilities will go through the new DSO Central East Region. They and their families will be able to call 1-855-277-2121 to apply for services and get information. Local DSO staff in offices throughout the region will work directly with individuals and families assisting with such things as: filling out the application form, answering questions, helping them deal with changes to their situation and generally supporting them over time.

If I am already wait-listed for services will I have to apply all over again?

No. It is important that people currently enrolled with a local agency have an opportunity to have their information transferred from their local agency to the DSO Central East Region. This will help to reduce the number of times people have to retell their information and it will also be helpful to provide DSO Central East Region information on the work that has been done to date so that they can work as effectively as possible.

People who have already applied for supports through their local agency will be contacted by that agency to ask for their consent to transfer their information to DSO Central East Region. By law and to protect your right to privacy, we must have informed consent prior to sharing your information. We will do our best to ensure our information is transferred in a secure and timely way so that there is no interruption in services or supports. Once consent has been confirmed, information collected when you applied for services will be shared with the DSO Central East Region and you will automatically be included in processes for filling vacancies when they become available.

For further information, please visit the MCSS website

http://www.mcass.gov.on.ca/documents/en/mcass/publications/developmental/ds_policy_directive.pdf for the policy directives for Application Entities under the authority of the *Social Inclusion Act for Adult Developmental Services*

Questions and Answers

Ontario’s Developmental Services Transformation & Developmental Services Ontario Organizations

External – For Distribution

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1.0 DS Transformation Overview: What is changing?

Q1.1: What is changing in Ontario's community-based developmental services system this year?

A: As of July 1, 2011, nine (9) new regional Developmental Services Ontario (DSO) organizations will become the primary contact for information about developmental services and supports, and the single point of access to apply for Ministry-funded adult developmental services and supports, under the new *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

One (1) DSO organization will become the single access point in each of the Ministry's nine (9) geographic regions throughout Ontario, and each regional Developmental Services Ontario organization can be accessed by people throughout the entire region, regardless of where they live.

These new regional DSO organizations will be responsible for supporting adults with developmental disabilities through a new application process for Ministry-funded adult developmental services and supports, under the new Act.

Each regional Developmental Services Ontario (DSO) organization will be responsible for:

- providing information about available services and supports;
- confirming eligibility for those applying for Ministry-funded adult developmental services and supports for the first time;
- completing the new Application Package to assess each individual's service and support needs; and
- linking eligible and prioritized people to available services and supports.

The nine organizations that have been identified to become the regional Developmental Services Ontario organizations are listed on the Ministry's website: www.ontario.ca/community

Q1.2: Why are these changes happening in Ontario's community-based adult developmental services system?

A: Persons with developmental disabilities and their families have told us that the current developmental services system is confusing and difficult to navigate. They have also told us that decisions about who receives services and support and how much is received are inconsistent across the province, and applying for service at multiple places is frustrating.

The new application process, and the new regional DSO organizations will help to make Ontario's community-based adult developmental services system easier to access, fairer and more consistent, by:

- acting as the single window in each region to avoid confusion about where people should go or how to apply for Ministry-funded adult developmental services and supports;
- using clear, and consistent eligibility criteria;
- ensuring everyone's service and support needs are assessed in the same way, across the province; and
- making sure that people do not have to repeat their stories or provide their information over and over again, if they move to a new community.

Q1.3: When are these changes happening?

A: The new regional Developmental Services Ontario organizations will introduce the new application process and will open on July 4, 2011. This is an important part of Ontario's plan to transform the community-based developmental services system, and will improve fairness and consistency across the province.

There are additional parts of Ontario's plan to transform the community-based developmental services system, as included in the new *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*, 2008, that **will not** be implemented in July 2011, but will be introduced at a later date. These future parts include the introduction of:

- funding entity(ies);
- a new provincial prioritization process, to determine who gets services and supports first (part of the funding entity(ies));
- a new provincial funding allocation model, to determine how much available funding each person will receive for services and supports (part of the funding entity(ies)); and
- new options for direct funding, which will be administered through the regional Developmental Services Ontario organization.

The timeframe for these future parts of the plan to transform Ontario's developmental services system has not yet been determined.

Q1.4: How will these changes affect adults who need services and supports, or are receiving services and supports?

A: The opening of the DSO organizations is an important step in transforming Ontario's developmental services system, to make it fairer, more consistent, and financially sustainable for the future. Additional funding for new services and supports will not automatically be available on July 1, 2011, when new regional Developmental Services Ontario organizations open.

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Adults with developmental disabilities who are currently receiving services and supports, or who are waiting for services and supports, funded under the new Act:

- **will not** experience any significant changes on July 1, 2011, when the new application process and regional Developmental Services Ontario organizations are introduced;
- **will not** need to reapply, or reconfirm their eligibility. These individuals will be “grandparented” into the new system. This means that **they will continue to be eligible for Ministry-funded adult developmental services and supports**, and if they are currently waiting for services and supports, **they will continue to be considered through the community prioritization process** for any appropriate services and supports that may become available;
- **will not** need to do anything to maintain their current status with respect to receiving or waiting for services and supports in July, 2011, when the new regional Developmental Services Ontario organizations open; and
- **will** have the benefit of completing ongoing assessments of their service and support needs in a provincially consistent manner through the use of the new Application Package. It is estimated that everyone will complete the Application Package within 5 years, and will complete a reassessment at least every five years after.

Adults with developmental disabilities who are applying for Ministry-funded adult developmental services and supports for the first time will:

- apply through the new regional DSO organizations, which includes having their eligibility confirmed according to the new eligibility criteria, and completing the new province-wide Application Package, to assess their service and support needs; and
- if they are eligible for Ministry-funded adult developmental services and supports, they will have their service and support needs assessed by completing the Application Package, and will be considered for appropriate services and supports, as they become available.

Q1.5: How can I find out more information about the changes that are happening in Ontario’s community-based adult developmental services system?

A: There are many ways that you can keep up to date, and find out information about what is happening in the transformation of Ontario’s community-based developmental services system. You can:

- Watch for upcoming issues of Spotlight, which is available on the ministry's website at:
<http://www.mcsc.gov.on.ca/en/mcsc/publications/spotlight.aspx> (English) OR
<http://www.mcsc.gov.on.ca/fr/mcsc/publications/spotlight.aspx> (French)
- Check the Ministry of Community and Social Services' website at:
www.ontario.ca/community
- Contact your local Ministry of Community and Social Services Regional Office

2.0 What WILL and WILL NOT change on July 1, 2011?

Q2.1: Will the process for applying for Ministry-funded adult developmental services and supports change on July 1, 2011?

A: Yes. Effective July 1, 2011, the new regional Developmental Services Ontario (DSO) organizations will be the single point of access to apply for Ministry-funded adult developmental services and supports, under the new *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

All adults who have already applied, and are currently receiving services and supports, or who are currently waiting for services and supports, will not have to reapply, or reconfirm their eligibility – they will be “grandparented” into the new system.

When persons are applying for Ministry-funded adult developmental services and supports for the first time, they will contact their regional DSO organization, who will confirm their eligibility using the new eligibility criteria, and assess their service and support needs using the new Application Package.

Effective July 1, 2011, service agencies will no longer receive applications, or confirm eligibility, for services and supports funded under the new Act.

Q2.2: Will the process for assessing a person’s service and support needs change on July 1, 2011?

A: Yes. Effective July 1, 2011, the DSO organizations will assess adults’ service and support needs by completing the new Application Package.

All persons who are applying for Ministry-funded adult developmental services and supports for the first time will contact their regional DSO to confirm their eligibility, and will then complete an Application Package.

Within the next five (5) years, the DSO organizations will also complete the Application Package with all adults who are currently receiving, or who are currently on a waiting list for Ministry-funded adult developmental services and supports.

Q2.3: Will the process for deciding who gets priority for access to Ministry-funded adult developmental services and supports change when the DSO organizations open in July, 2011?

A: Under the new Act, the DSO organizations are not responsible for deciding who gets priority for service, or how much. Until the introduction of the funding entity (at a timeframe to be determined), each adult's priority for service and support will continue to be determined through community-based processes, based on the level of need of everyone on the waiting list, and balanced against available resources.

The Ministry will work with existing community-based prioritization processes, to improve their level of consistency and transparency across each region. This will help to better prepare communities for the introduction of the new provincial prioritization process in the future, and ensure that existing community-based prioritization processes reflect the principles of the transformation of Ontario's developmental services system.

Adults who are currently waiting for Ministry-funded adult developmental services and supports, who will be "grandparented" into the new system, will continue to be considered for services and supports that may become available when the DSO organizations open in July 2011.

Q2.4: Will new resources and new services and supports be available when the DSO organizations open in July, 2011?

A: The opening of the DSO organizations in July 2011 is an important step in transforming Ontario's developmental services system, to make it fairer, more consistent, and financially sustainable for the future. However, the opening of the DSO organizations in July 2011 does NOT mean that new resources will be available, at that time.

The DSO organizations will work within existing resources to link eligible and prioritized adults to appropriate Ministry-funded developmental services and supports that may become available.

Q2.5: Will new options for direct funding be available when the DSO organizations open in July, 2011?

A: No. New options for direct funding, beyond currently existing programs, will not be available when the DSO organizations open in July 2011.

Details about more options for direct funding will be available as this work progresses.

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Section 2.6: Chart

What WILL change in July, 2011?

<p>Applying and eligibility for services and supports</p>	<ul style="list-style-type: none"> • Adults with a developmental disability and their families will go to Developmental Services Ontario to get information and apply for Ministry-funded adult developmental services and supports. • Service agencies will not confirm a person's eligibility for services and supports, or complete the Application Package to assess an individual's needs. • Developmental Services Ontario will confirm eligibility and assess the service and support needs for adults who are applying for Ministry-funded developmental services and supports for the first time using the new eligibility criteria and Application Package.
<p>Priority for services and supports</p>	<ul style="list-style-type: none"> • Currently, there are a variety of ways that priority for services and supports is decided. The Ministry will work with communities to find ways to improve the consistency and transparency of how they decide who gets priority for services and supports. • In the future, a new provincial process for determining who gets priority for services and supports will be introduced.
<p>Assessing service and support needs</p>	<ul style="list-style-type: none"> • Developmental Services Ontario will complete all assessments using the new Application Package, which will identify the service and support needs of all adults with developmental disabilities. • The Application Package will be used with all new applicants. • Developmental Services Ontario will use the new Application Package to assess the service and support needs of all adults receiving or waiting for service within five years. During this time, adults waiting for services and supports will continue to be considered for services and supports as they become available.

What WILL NOT change in July, 2011?

Services and supports	<ul style="list-style-type: none"> • Service agencies will continue to support people with a developmental disability through the delivery of Ministry-funded adult developmental services and supports.
Eligibility for services and supports	<ul style="list-style-type: none"> • Adults who are already receiving services and supports, or who have applied and are waiting for services and supports will not need to re-confirm their eligibility. They will continue to be eligible, and will be “grandparented” into the new system.
Funding for services and supports	<ul style="list-style-type: none"> • Developmental Services Ontario will work within available funding and resources in each region. As resources become available, Developmental Services Ontario will link eligible and prioritized individuals to available Ministry-funded adult developmental services and supports.
Direct funding options for services and supports	<ul style="list-style-type: none"> • New options for direct funding will not be available when Developmental Services Ontario opens in July 2011. Details about more options for direct funding will be available as this work progresses.

3.0 What will these changes mean to *me*?

3.1 For individuals currently receiving service:

Q3.1.1: If I have already applied, and am currently receiving Ministry-funded adult developmental services and supports, do I have to reapply, or reconfirm my eligibility when the DSO organizations open in July 2011?

A: No. Adults who have already applied, and who are currently receiving Ministry-funded adult developmental services and supports will NOT have to reapply, or reconfirm their eligibility when the DSO organizations open in July 2011 – they will maintain their current status, and be “grandparented” into the new system.

Once a person is in the new system, they will not have to reconfirm their eligibility.

The DSO organizations will complete an Application Package with all persons who are currently receiving services and supports, within five (5) years, to assess their service and support needs, and to ensure that the services and supports that people are receiving are appropriate for their individual, and changing needs, within available resources.

Q3.1.2: If I am currently receiving Ministry-funded adult developmental services and supports, will my level of services and supports change as a result of the DSO organizations opening in July 2011?

A: No. When the DSO organizations open in July 2011, adults who are currently receiving Ministry-funded adult developmental services and supports will maintain their current status, and their level of services and supports.

The DSO organizations will complete an Application Package with all adults who are currently receiving Ministry-funded services and supports, within five (5) years, to assess their service and support needs, and to ensure that the services and supports that they are receiving are appropriate for their individual, and changing needs, within available resources.

The reassessment of the service and support needs of adults with developmental disabilities every five (5) years is reflective of a best practice within the current developmental services system, and will ensure that people’s changing needs are understood, and that available services and supports can be adjusted to meet their individual circumstances.

Q3.1.3: If I am currently receiving Ministry-funded adult developmental services and supports, do I need to contact my regional DSO organization when they open in July 2011, to provide them with any information, or to arrange for the completion of an assessment of my service and support needs with the Application Package?

A: No. Basic contact information for all adults who are currently receiving Ministry-funded adult developmental services and supports will be confidentially and securely provided to the regional DSO organizations, from service agencies throughout each region.

The DSO organizations will complete an Application Package with all persons who are currently receiving services and supports, within five (5) years, to assess their service and support needs.

Q3.1.4: If I am receiving Ministry-funded adult developmental services and supports, how often will I complete an Application Package to reassess my level of service and support needs?

A: All individuals who are receiving Ministry-funded adult developmental services and supports will complete an Application Package to reassess their service and support needs every five (5) years, or earlier if their support needs or personal circumstances change significantly.

Q3.1.5: If I am receiving Ministry-funded adult developmental services and supports, who do I contact if I have questions about the services and supports that I am receiving?

A: If a person has questions about the services and supports that they are receiving, they should contact the service agency that is providing the services and supports.

3.2 For adults currently waiting for services and supports:

Q3.2.1: If I have already applied for Ministry-funded adult developmental services and supports, and am currently waiting for services and supports to become available, do I have to reapply, or reconfirm my eligibility when the DSO organizations open in July 2011?

A: No. Adults who have already applied, and who are currently waiting for Ministry-funded adult developmental services and supports to become available will NOT have to reapply, or reconfirm their eligibility when the DSO organizations open in

July 2011 – they will maintain their current status, and be “grandparented” into the new system.

Once an adult is in the new system, they will not have to reconfirm their eligibility.

The DSO organizations will complete an Application Package with all adults who are waiting for services and supports, within five (5) years, to assess their service and support needs. The information provided by completing the Application Package will help to determine each person’s service and support needs, and will help to inform decisions that are made about linking people to any appropriate services and supports that may become available.

Q3.2.2: If I am currently waiting for Ministry-funded adult developmental services and supports to become available, will my priority status on the waiting list change when the DSO organizations open in July 2011?

A: No. The priority status of adults who are waiting for Ministry-funded adult developmental services and supports will not change as a result of the DSO organizations opening in July 2011.

Under the new Act, the DSO organizations are not responsible for deciding who gets priority for services and supports. Until the funding entity(ies) is introduced (at a timeframe to be determined), each adult’s priority for service and support will continue to be determined through community-based processes, based on the level of need of everyone on the waiting list, and balanced against available resources.

The Ministry will work with community-based prioritization processes, to improve their level of consistency and transparency across the region. This will ensure that communities are well positioned for the introduction of the new provincial prioritization process in the future, and that current community-based prioritization processes are reflective of the principles of the transformation of Ontario’s developmental services system.

Q3.2.3: If I am currently waiting for Ministry-funded adult developmental services and supports, do I need to contact my regional DSO organization when they open in July 2011, to provide any information, or to arrange for the completion of an assessment of my service and support needs with the Application Package?

A: No. Basic contact information for all adults who have already applied and have had their eligibility confirmed under the Developmental Services Act, who are currently waiting for Ministry-funded adult developmental services and supports,

will be confidentially and securely provided to the regional DSO organizations, from service agencies throughout each region.

The DSO organizations will complete an Application Package with all adults who are waiting for services and supports, within five (5) years, to assess their service and support needs.

Q3.2.4: If I am currently waiting for Ministry-funded adult developmental services and supports, will I continue to be considered for appropriate services and supports that may become available, even if I have not yet completed an Application Package to have my level of service and support needs assessed?

A: Yes. Adults who are currently waiting for services and supports, but who have not yet completed an Application Package, will continue to be considered for any appropriate Ministry-funded adult developmental services and supports that may become available.

Until the funding entity(ies) is introduced (at a timeframe to be determined), each adult's priority for service and support will continue to be determined through community-based processes, based on the level of need of everyone on the waiting list, and balanced against available resources.

Q3.2.5: If I am currently waiting for Ministry-funded adult developmental services and supports, will my priority status on the waiting list change when I complete an Application Package?

A: The information provided by persons with developmental disabilities when completing the Application Package will help to determine their service and support needs, and will help to inform the process of linking adults to appropriate services and supports as they become available.

Until the funding entity(ies) is introduced (at a timeframe to be determined), each adult's priority for service and support will continue to be determined through community-based processes, based on the level of need of everyone on the waiting list, and balanced against available resources.

Q3.2.6: When the DSO organizations open in July 2011, will new resources and new services and supports be available for adults who are currently waiting for services and supports?

A: The opening of the DSO organizations is an important step in transforming Ontario's developmental services system, to make it fairer, more consistent, and

financially sustainable for the future. It does not mean that new resources for Ministry-funded adult developmental services and supports will be available, at that time.

The DSO organizations will work within existing resources to link eligible and prioritized people to appropriate services and supports as they become available.

3.3 For adults applying for services and support for the first time:

Q3.3.1: Who do I contact to find out information about services and supports that may be helpful for me?

A: Effective July 1, 2011, the new regional DSO organizations will become the primary contact for information about services and supports that may be helpful for adults with developmental disabilities.

The DSO organizations will have information about available community-based programs and services and supports.

Q3.3.2: If I am applying for services and supports for the first time, who do I contact to complete the application process?

A: Effective July 1, 2011, the new regional DSO organizations will become the single point of access to apply for Ministry-funded adult developmental services and supports, under the new Act.

One (1) DSO organization has been identified for each of the Ministry's nine (9) regional catchment areas. People will be able to contact the DSO in their region to apply for Ministry-funded adult developmental services and supports, regardless of where they live.

Q3.3.3: How do I contact my regional DSO organization?

A: Effective July 1, 2011, people can contact their regional DSO organization by phone, e-mail, or by going to one of the regional DSO offices in-person.

Contact information for each regional DSO organization will be listed on the provincial DSO website, which will be available on-line by July 1, 2011. The internet address for the future DSO website will be: www.DSOntario.ca

The nine organizations that have been identified to become the regional DSO organizations are listed on the Ministry's website at: www.ontario.ca/community.

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Q3.3.4: How can I find out more information about Ontario's new legislation for developmental services and supports, including a list of the types of services and supports that are funded under the new Act?

A: For more information about Ontario's new legislation, please go to the Ministry's website, at: www.ontario.ca/community.

4.0 Overview of Developmental Services Ontario: *who, what, where, when and why?*

Q4.1: Why are we implementing regional Developmental Services Ontario organizations?

A: Individuals and families have indicated that the current developmental services system is confusing and difficult to navigate. Decisions about who receives support and how much are inconsistent, and applying for service at multiple places is frustrating.

The Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act received Royal Assent on October 8, 2008. This Act provides the legislative framework for the implementation of a new provincial application process for Ministry-funded adult developmental services and supports.

The Act provides for the new application process to be administered through separate application and funding entities with discrete areas of responsibility.

One application entity organization will be designated in each of the Ministry's nine (9) regions, effective July 1, 2011. These organizations will officially be known as Developmental Services Ontario (DSO).

The funding entity(ies) will be introduced as part of the next phase of the transformation of Ontario's developmental services system, at a date that is to be determined.

The application entity, or regional DSO organization, will be the single point of access to apply for Ministry-funded adult developmental services and supports within each region.

DSO organizations are an important part of the Ministry's long-term plan for the transformation of Ontario's developmental services system. They will help make Ontario's developmental services system fairer, easier to access, more consistent and financially sustainable across the province.

Regional DSO organizations will embody the principles upon which our transformed developmental services system is being built, according to the new Act, including:

- citizenship;
- fairness and equity;
- accessibility and portability;
- safety and security;
- accountability; and
- sustainability.

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Q4.2: What will regional Developmental Services Ontario organizations do?

A: Regional Developmental Services Ontario organizations are an important part of transforming Ontario's developmental services system. These organizations will help to create a system that is easier to access, and in which the process for applying for services and supports is fairer and more consistent.

Each regional Developmental Services Ontario organization will:

- serve as a single point of access to apply for Ministry-funded adult developmental services and supports;
- maintain current and comprehensive information on community-based services and supports that are available for adults with a developmental disability and their families to support people's participation in community life;
- confirm eligibility in accordance with the new Act and legislated policy directives set by the Ministry;
- complete the new developmental services Application Package for each individual to assess their service and support needs, which includes a Ministry-prescribed assessment tool;
- link prioritized adults to Ministry-funded adult developmental services and supports, when available;
- administer direct funding, when available, in accordance with Ministry requirements;
- provide information and assistance to adults who are waiting for Ministry-funded adult developmental services and supports;
- help people understand how the adult developmental service system works in their communities, and across the province;
- link adults to, and help in the development of, urgent response support for individuals, when appropriate;
- work collaboratively with community organizations;
- establish linkages with other sectors (e.g. health, education, mental health, etc.) to inform those sectors on how individuals can apply for and receive Ministry-funded adult developmental services and supports, as they become available; and
- analyze data and develop reports to support forecasting and systems planning.

Q4.3: Who will be designated as regional Developmental Services Ontario organizations?

A: The organizations that have been approved by the Minister for future designation as application entities, or regional contact points, will be known as "Developmental Services Ontario".

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The organizations that have been identified by the Minister to receive future designation and become regional Developmental Services Ontario organizations are:

Region	Organization to be Designated as Regional Developmental Services Ontario
Central East Region	York Support Services Network
Central West Region	Sunbeam Residential Development Centre
Eastern Region	Service Coordination des services
Hamilton-Niagara Region	Contact Hamilton for Children's and Developmental Services
North East Region	Hands TheFamilyHelpNetwork.ca
Northern Region	Lutheran Community Care Centre of Thunder Bay
South East Region	Extend-A-Family
South West Region	Community Services Coordination Network
Toronto Region	Surrey Place Centre

Q4.4: When will regional Developmental Services Ontario organizations open for business?

A: The Minister will designate each regional Developmental Services Ontario organization on July 1, 2011.

The first business day after the statutory holiday, when the regional Developmental Services Ontario organizations will open for business, is July 4, 2011.

Q4.5: Where will the regional Developmental Services Ontario organizations be located?

A: While one (1) organization has been identified as the Developmental Services Ontario organization for Ministry-funded adult developmental services and supports in each of Ontario's nine regions, this does not mean that each regional Developmental Services Ontario organization will only have a single physical location for service, or a single way of delivering their access services.

Each regional Developmental Services Ontario organization is required to provide service throughout its entire geographic region, and will work with the Ministry and with community partners to ensure services are accessible to adults with developmental disabilities and their families, regardless of where they live.

Q4.6: How were these organizations chosen?

A: Each of the nine Ministry of Community and Social Services' regions issued an Expression of Interest in 2010. It was through this formal competitive process that organizations were identified for recommendation as the regional Developmental Services Ontario organization.

Based on the Expression of Interest process and the associated results, the Minister of Community and Social Services indicated which organizations will be designated as regional Developmental Services Ontario organizations (or application entities) for the provision of access to Ministry-funded adult developmental services.

What is changing, and why?

New Regional Developmental Services Ontario Organizations: Why change?	
We are moving from:	We are moving to:
Different ways to get access to services, and people having to repeat their story each time they move to a new community, or apply for different services and supports	Developmental Services Ontario: single regional points of contact to apply for services and supports Benefit: people can follow the same steps to apply for services and supports and will only need to tell their story once, through a consistent process; no confusion on where or how to access services and supports
Different ways of confirming eligibility across the province	New legislation and eligibility criteria: clear eligibility criteria defined in legislation and regulations used by the Developmental Services Ontario organizations across the province Benefit: consistent approach for those applying for Ministry-funded adult developmental services and supports across the province
Different ways to assess an individual's service and support needs	Application Package: a standard provincial application form and assessment process used by the Developmental Services Ontario organizations across the province Benefit: consistent approach that is fairer and more transparent for those applying for Ministry-funded adult developmental services and supports across the province
Non-standardized information on the developmental services sector future service and support needs for planning and forecasting purposes	A new electronic information system for the Developmental Services Ontario organizations: a provincial information system to support planning and forecasting Benefit: allows for better system planning and forecasting across the developmental services sector

5.0 Application Package Overview

Q5.1: Why was a new Application Package developed to assess service and support needs, as part of the transformation of Ontario's adult developmental services system?

A: In 2004, the government announced a process to transform developmental services for adults with a developmental disability to create a fairer, more accessible and sustainable system of community-based supports.

Currently, application processes and tools vary widely across Ontario's adult developmental services system. Individuals, families and service agencies have identified the need for more equitable access to services and supports, so that people with similar needs receive the same levels of services and supports across the province, within available resources. Adults with developmental disabilities and their families have also requested more tailoring of services and supports to meet their individual needs and priorities.

The new, common Application Package includes an application form and a needs assessment tool.

The Application Package was tested and was found to be valid for measuring a person's service and support needs in Ontario, and is also beneficial for:

- individualized service and support planning;
- prioritization of adults with developmental disabilities who are waiting for service;
- system planning and forecasting;
- resource allocation; and
- tracking individual outcomes.

The implementation of the common Application Package reflects the principles of the transformation of Ontario's developmental services system, by:

- reducing the burden on individuals and families who often have to repeat their stories when they move to new communities (a single, standard Application Package is used for all services, funded under the new Act, through one point of contact);
- enhancing the quality and fairness of services by using consistent and accurate information about individual needs and priorities for service planning, service tailoring, and for more equitable and consistent service decisions; and
- improving the quality of information for community planning and forecasting.

Q5.2: What is the new Application Package?

A: The new, common Application Package includes an application form and a needs assessment tool.

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The application form is called the Application for Developmental Services and Supports (ADSS) form.

The needs assessment tool is called the Supports Intensity Scale® (SIS®).

Q5.3: What does the new Application Package assess?

A: The Application Package is used to assess service and support needs.

The application form complements the needs assessment and captures additional information about the individual's background, support networks, services received, support needs, and personal goals, likes, dislikes and priorities. The Application Package provides comprehensive information about the individual and a new set of tools to help understand persons' support needs.

Q5.4: Who will be assessed using the new Application Package?

A: The Application Package will be completed with all adults who are applying for, waiting for, or receiving Ministry-funded adult developmental services and supports, to assess their service and support needs.

Persons who are completing an Application Package may include an individual of their choice who knows them well to help them respond to questions in the assessment process.

Q5.5: Is the completion of the Application Package mandatory?

A: Yes. The new Act outlines all of the elements of the developmental services system that are being implemented through transformation, including a common method of assessment to identify the service and support needs of all adults with a developmental disabilities in Ontario.

Q5.6: Who will administer the Application Package?

A: Effective July 1, 2011, qualified staff from the regional DSO organizations will complete the new Application Package with all persons in the adult developmental services system.

Q5.7: When will persons complete an Application Package to have their service and support needs assessed?

A: The Application Package will be completed with all persons who are applying for services and supports for the first time, at the time of their application, to assess their service and support needs.

All adults who are currently receiving, or waiting for services and supports, will have their services and supports needs assessed within five (5) years. They will be reassessed every five (5) years thereafter, or earlier, if their support needs or personal circumstances change significantly.

Q5.8: Who do persons contact to complete an Application Package?

A: Persons who are applying for Ministry-funded adult developmental services and supports for the first time will contact their regional DSO organization to have their eligibility confirmed, and to complete an Application Package to assess their service and support needs.

Adults who are currently receiving, or waiting for services and supports, do not need to contact their regional DSO organization to complete an Application Package. They will be contacted by the DSO at the time they are to complete an Application Package to assess their service and support needs.

The regional DSO organizations will complete an Application Package with all adults who are currently receiving, or are currently waiting for services and supports, within the next five (5) years, to assess their service and support needs.

Q5.9: How long will it take to complete the Application Package?

A: The Application Package is a comprehensive tool that has been developed to ensure persons' service and support needs are assessed appropriately. The amount of time that it may take to complete the Application Package will vary, based on individual circumstances, but may take approximately four (4) hours.

Q5.10: Where will Application Package information be stored?

A: Information from completed Application Packages will be stored confidentially, and securely, on a new provincial electronic information technology system that is being developed for the DSO organizations.

Q5.11: How often will a person's service and support needs be reassessed, using the Application Package?

A: All persons will have their service and support needs reassessed by completing the Application Package every five (5) years (from the time of their first assessment), or earlier if their support needs or personal circumstances change significantly.

6.0 Eligibility for Ministry-funded Adult Developmental Services and Supports: For Persons Applying for Services and Supports for the First Time

Q6.1: Who can apply for Ministry-funded adult developmental services and supports?

A: The DSOs will serve as the single point of access to Ministry-funded adult developmental services and supports, for adults age 18 and over, who have a developmental disability.

DSOs will also assess the service and support needs of individuals between the ages of 16 and 18 who, except for the age requirement, are eligible to receive adult developmental services and supports. Once these individuals turn 18, they will be considered for appropriate services and supports, when they become available.

Q6.2: What information do people have to provide to find out if they are eligible to receive Ministry-funded adult developmental services and supports, when applying for the first time?

A: Under the new Act, and applicable policy directives, persons who are applying for Ministry-funded adult developmental services and supports for the first time will have to show the following information to DSOs to confirm if they are eligible:

- a psychological assessment or report signed by a psychologist or psychological associate registered with the College of Psychologists of Ontario, that states that the person has a developmental disability as described by the new Act and Regulation; and
- proof that they are over the age of 18; and
- proof that they live in Ontario.

Q6.3: If the DSO confirms that I am not eligible to receive Ministry-funded adult developmental services and supports, is there an opportunity to review this decision, or to provide more information?

A: The policy directives for DSOs provide instructions around the review process for decisions on eligibility. The review process has three stages. This means that people who disagree with the DSO's decision about their eligibility have three opportunities to have their request reviewed. They will also be able to provide additional information in any of the stages that they would like the DSO to look at during the review process. The decision that is made at the end of the third review stage is final.