

Year in Review

April 1, 2024 - March 31, 2025

Our annual review of services
and trends throughout
Central West Region.

www.dsocwr.ca



Dufferin / Peel

Waterloo / Wellington

Halton Region

As the access point for adult developmental services DSO Central West Region is proud to offer services to our five growing communities.

dso@sunbeamcommunity.ca

Summary of Intake and Eligibility

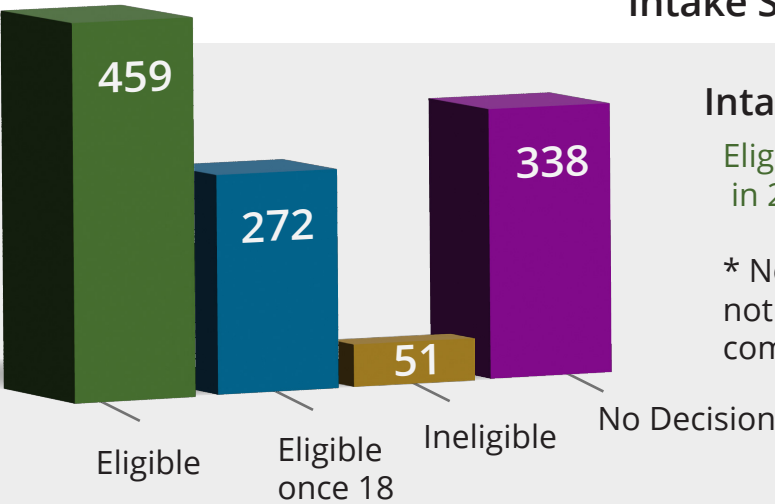
This past year we received a total of **1,120** new referrals. **41%** were confirmed eligible for adult developmental services. **80%** of new applicants were between the ages of 16-24. **747** people registered for services with CWR through dsontario.ca online portal.

Intake Summary Report - New Referrals

Intakes By Eligibility Decision

Eligibility outcomes for new referral in 2024/25.

* No decision identifies applicants who have not yet provided all required documentation to complete an eligibility decision.



Reasons For Contacting DSOCWR

Intakes by Current Situation

What is the current situation of people at Intake in each fiscal year?

Need services now and have no Ministry-funded developmental services	394 (35%)
In transition - current situation ending	347 (31%)
Want to find out what is available	210 (19%)
Inquiry for services in the future	165 (15%)
Need a change in current situation	4 (0%)
Total	1120

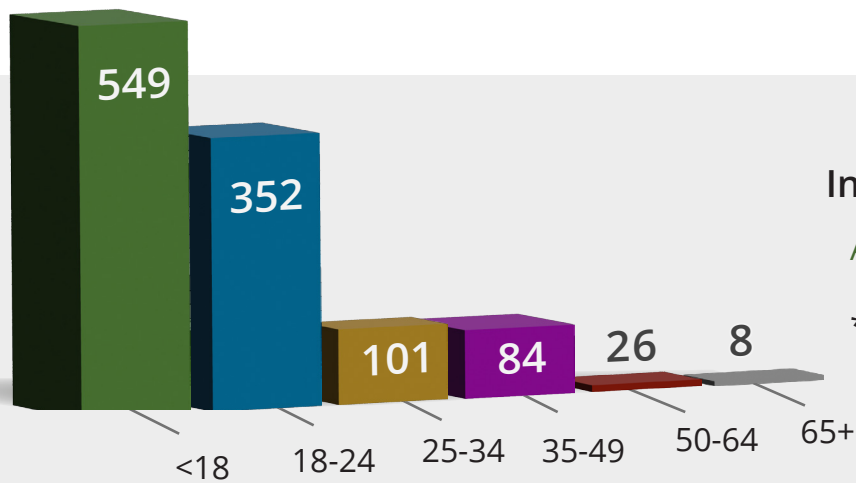
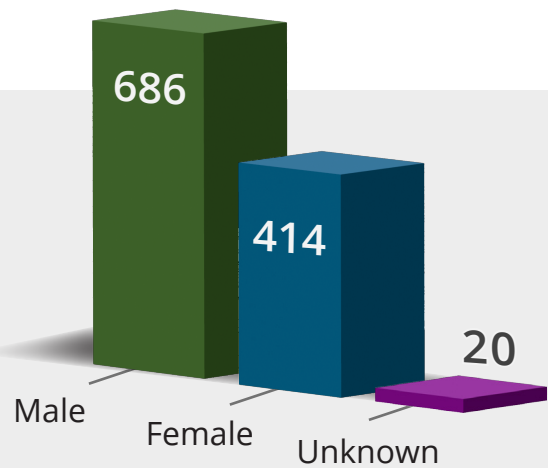


Demographics of New Referrals

Intakes by Gender

Gender identified at intake

* The MCCSS Developmental Services Consolidated Information System has limitations in how gender is currently captured and reported.



Intakes By Age

Age identified at intake

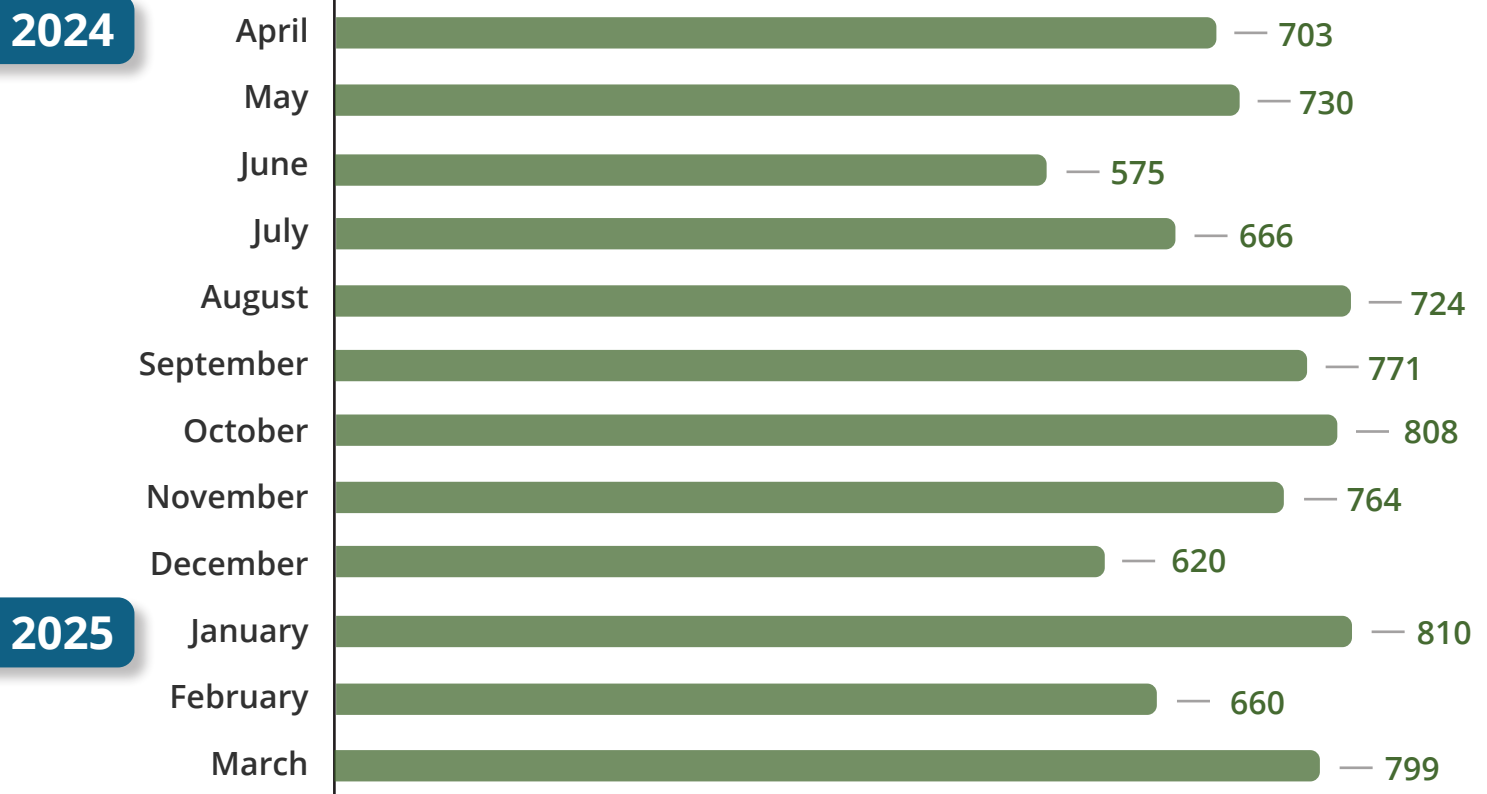
* Applicants can apply at age 16.

DSO Central West Region supports a diversity of people. Tracking the demographics of applicants helps provide valuable information to Service Agencies to assist with future planning and programming based on identified trends.



DSO Phone Call Statistics (Total Calls 8630)

DSO receives phone calls daily from not only applicants and their families but also Service Agencies (both Ministry Funded and Private) as well as the general public seeking information. All incoming calls are triaged and directed to the appropriate staff to support the call.



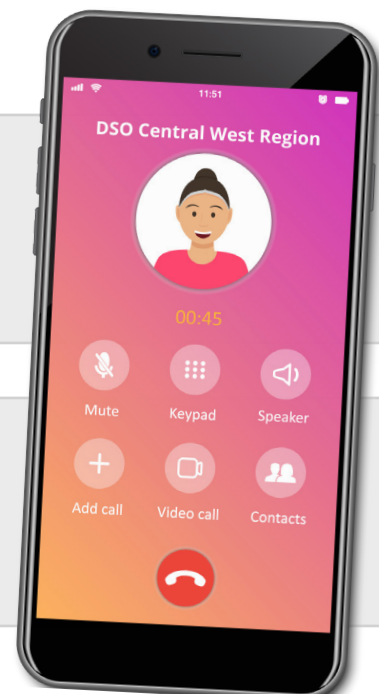
Always Ready To Serve Our Community

Highest monthly calls
January 2025

810

Highest number
of calls in one day
September 25, 2024

68



A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2024 to March 31, 2025. Service requests are as of April 29, 2025.

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.



Dufferin

Service Type	Resources Declared to DSO 24/25	Service Requests
Group Home	0	41
Supported Independent Living	0	40
Host Family	0	5
Community Participation Support	1	48
Respite	1	27

Halton

Service Type	Resources Declared to DSO 24/25	Service Requests
Group Home	6	334
Supported Independent Living	5	251
Host Family	1	35
Community Participation Support	8	929
Respite	0	250

Peel

Service Type	Resources Declared to DSO 24/25	Service Requests
Group Home	3	823
Supported Independent Living	0	429
Host Family	0	51
Community Participation Support	20	2872
Respite	0	1166



Waterloo

Service Type	Resources Declared to DSO 24/25	Service Requests
Group Home	3	406
Supported Independent Living	1	443
Host Family	0	62
Community Participation Support	24	1081
Respite	0	593

Wellington

Service Type	Resources Declared to DSO 24/25	Service Requests
Group Home	0	176
Supported Independent Living	0	109
Host Family	0	15
Community Participation Support	4	191
Respite	0	171

* one Community Participation Resource declared may include multiple placements with numerous people accessing the service

The Application Package

Between April 1, 2024 and March 31, 2025, DSO Assessors completed **942** application packages, which is an average of **78** assessments per month.

There are currently (as of April 29, 2025) **12,618** people eligible to receive adult developmental services in Central West Region. Since July 2011, DSOCWR has completed **11,351** application packages.

Note: Not all eligible applicants wish to proceed with an application package

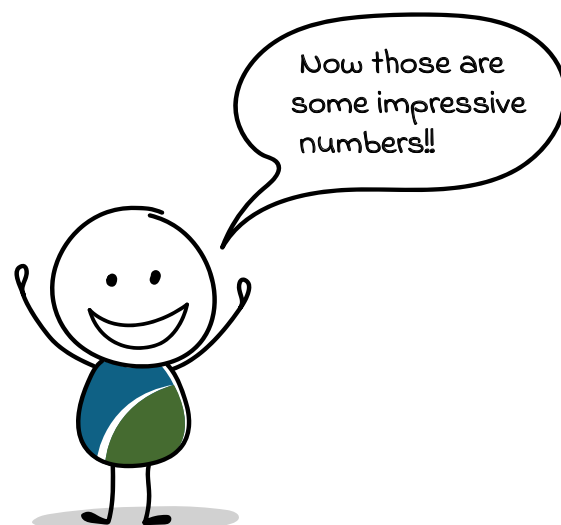
Application packages completed and actively waiting by community:

Region	# of Application Packages Complete 2024/25	# of people waiting for application packages (as of April 22, 2025)
Dufferin County	28	17
Halton Region	149	151
Peel Region	435	317
Waterloo Region	253	123
Wellington County	77	45
Total	942	653

Service Navigation

Between April 1, 2024 and March 31, 2025 our Service Navigation Team sent **362** email campaigns sharing information and resources on supports and services for adults with developmental disabilities across Central West Region.

Currently DSOCWR has **7,253** people registered to receive automatic email updates with **387** new registrants in the past year.



Not yet registered to receive our emails?

Go to www.dsocwr.ca and click on “[Join Our Mailing List](#)” or call our toll free line to begin receiving our emails.

1 (888) 941-1121

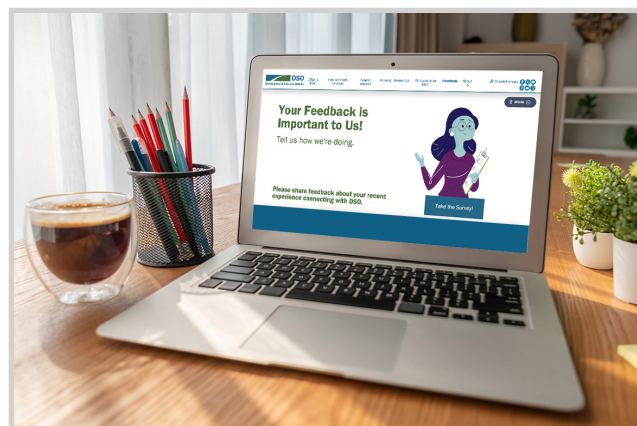
Housing

Our DSO Housing Navigator met with **178** individuals and families and provided over **200** resources to people seeking information on housing. These resources included but were not limited to housing toolkits, resource guides, housing applications and webinar information.



Feedback

The Developmental Services Ontario (DSO) Experience Survey is provided to anyone who had a user experience with a DSO across the province of Ontario. In 2024/25, DSOCWR had over **280** responses from applicants, caregivers, support staff and the general public.



Survey feedback noted two areas for DSOCWR to improve which included learning about clear next steps and learning about community resources.

Customer service is always a top priority and our goal this year is to:

- Promote subscribing to DSOCWR email lists and social media outlets in order for users to have easier access to learn about community resources
- Deliver regularly scheduled webinars explaining the role and functions of the DSO and provide clear next steps along the pathway of support

Your feedback helps us serve you better!

Survey: Tell us about your experience

<http://www.dsontario.ca/feedback>

Connect With Us

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 **DSO**
Developmental Services Ontario

Central West Region

Soooo many
ways to connect!
Let's chat!!

