

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

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.

DSOCWR is funded by the Ministry of Children, Community and Social Services and is administered by Sunbeam Community & Developmental Services.

# Summary of Intake and Eligibility

This past year we received a total of **1,203 new referrals**. **39%** were confirmed eligible for adult developmental services. **80% of new applicants** were between the ages of 16-24. **575** people registered for services with CWR through [dsontario.ca](https://dsontario.ca) online portal.

## Intake Summary Report - New Referrals

### Intakes By Eligibility Decision

Eligibility outcomes for new referral in 2025/26.

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



## Reasons For Contacting DSOCWR

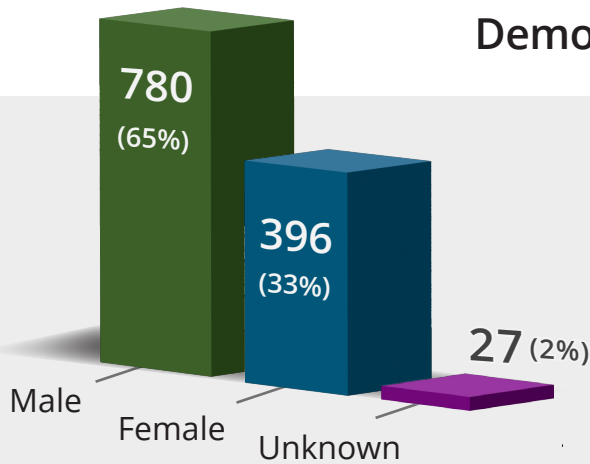
### Intakes by Current Situation

The current situation of people at Intake in each fiscal year.



In transition - current situation ending	483 (40%)
Need services now and have no Ministry-funded developmental services	401 (33%)
Want to find out what is available	187 (16%)
Inquiry for services in the future	131 (11%)
Need a change in current services	1 (0%)
<b>Total</b>	<b>1,203</b>

## Demographics of New Referrals



### Intakes by Gender

Gender identified at intake

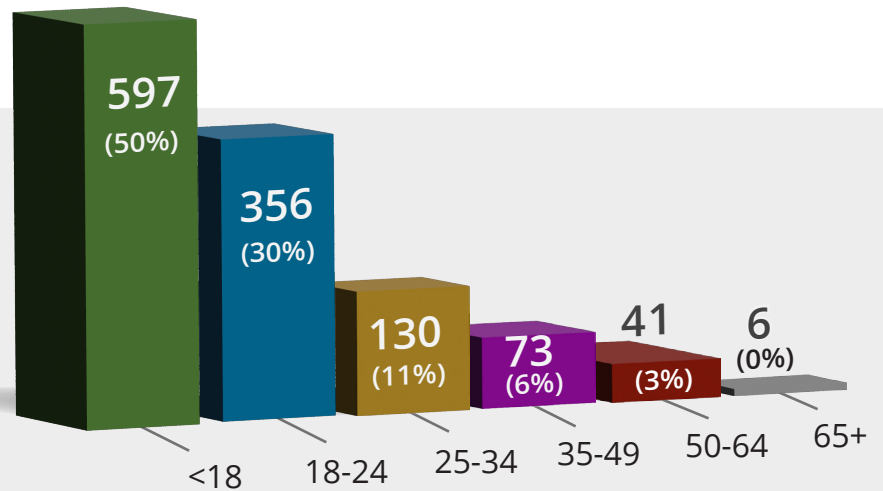
\* The MCCSS Developmental Services Consolidated Information System has limitations in how gender is currently captured and reported.



### Intakes By Age

Age identified at intake

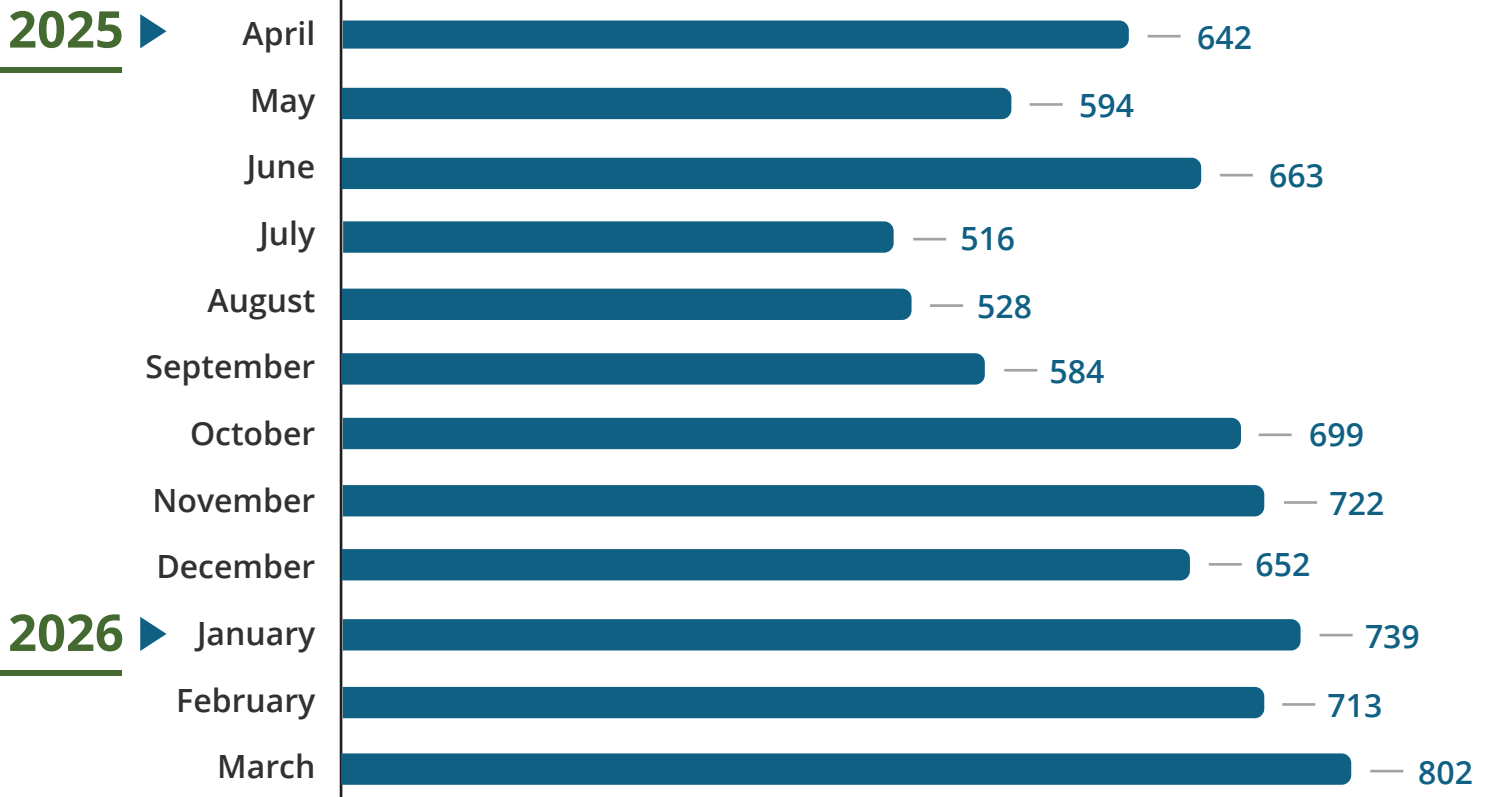
\* Applicants can apply at age 16.



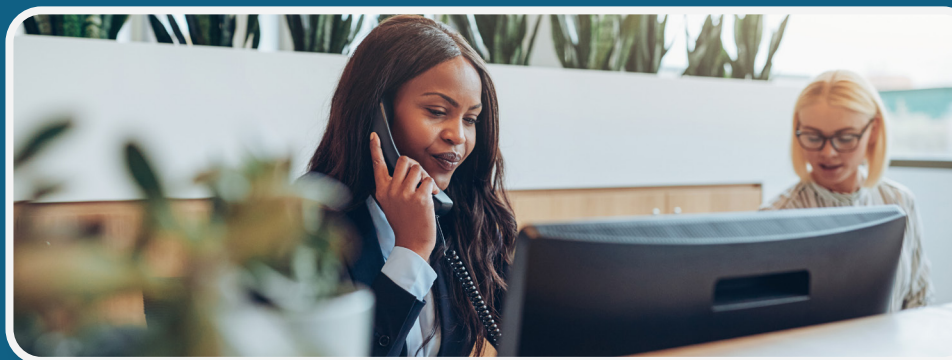
**DSO Central West Region** supports a diversity of people. Tracking the demographics of applicants helps provide valuable information to Service Agencies to assist with future planning and programming based on identified trends.

# DSO Phone Call Statistics (Total Calls 7,854)

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  
**March 2026**

**802**

Highest number  
of calls in one day  
**November 13, 2025**

**82**

A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2025 to March 31, 2026. Service requests are as of April 29, 2026.



## 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 25/26	Service Requests
Group Home	0	46
Supported Independent Living	0	46
Host Family	0	5
Community Participation Support	4	56
Respite	0	12

### Halton

Service Type	Resources Declared to DSO 25/26	Service Requests
Group Home	5	373
Supported Independent Living	1	281
Host Family	0	39
Community Participation Support	12	927
Respite	0	288

Peel

Service Type	Resources Declared to DSO 25/26	Service Requests
Group Home	8	886
Supported Independent Living	13	440
Host Family	0	56
Community Participation Support	70	3,044
Respite	0	1,390



Waterloo

Service Type	Resources Declared to DSO 25/26	Service Requests
Group Home	10	445
Supported Independent Living	3	470
Host Family	1	65
Community Participation Support	27	1,295
Respite	0	713

Service Type	Resources Declared to DSO 25/26	Service Requests
Group Home	0	186
Supported Independent Living	0	122
Host Family	0	21
Community Participation Support	31	237
Respite	0	169

\* A person can request more than one service in more than one geographic area. Resources declared are from April 1, 2025 to March 31, 2026. Service requests are as of April 17, 2026.

## The Application Package

Between April 1, 2025 and March 31, 2026, DSO Assessors completed **899 application packages**, which is an average of **74 assessments** per month.

There are currently (as of April 17, 2026) **14,169 people** eligible to receive adult developmental services in Central West Region. Since July 2011, DSOCWR has completed **12,250 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 2025/26	# of people waiting for for application packages (as of April 20, 2026)
Dufferin County	23	22
Halton Region	175	220
Peel Region	405	348
Waterloo Region	211	213
Wellington County	85	67
<b>Total</b>	<b>899</b>	<b>870</b>

# Service Navigation

Between April 1, 2025 and March 31, 2026 our Service Navigation Team sent **349 email campaigns** sharing information and resources on supports and services for adults with developmental disabilities across Central West Region.

Currently DSOCWR has **5,971 people registered** to receive automatic email updates with **426** new registrants in the past year.

Not yet registered to receive our emails?

Go to [www.dsocwr.ca](http://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 **229 individuals and families** and provided over **236 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 2025/26 DSOCWR had 268 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, to enhance service delivery DSOCWR has implemented some of the following:

- Promote provincial communication videos related to DSO process and next steps on DSOCWR social media
- Continue to expand on curated lists of community resources available to applicants and families



Your feedback helps us serve you better! Tell us how we're doing! To share feedback about your experience connecting with DSOCWR please take the survey!

**Survey: Tell us about your experience**

[www.dsontario.ca/feedback](http://www.dsontario.ca/feedback)

## Connect With Us

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