

## ***Developmental Services Ontario South West Region What's New Information Bulletin***

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### **New Approach: Ontario Government Directions for "One Window"**

Beginning July 2011, adults with a developmental disability will access services and supports using a new approach. A network of nine (9) Developmental Services Ontario contact points will replace a variety of application processes across the province. The new Developmental Services Ontario contact points will:

- provide information;
- confirm eligibility for services and supports;
- determine service and support needs;
- link people to services and supports, and
- administer direct funding agreements in the future.

Developmental Services Ontario contact points are part of the provincial government's overall transformation of supports for adults with a developmental disability.

The contact points are a key service being addressed in new government legislation. The ***Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*** is being implemented in three stages. The first two stages started on July 1, 2010 and January 1, 2011, with the third stage being effective on July 1, 2011.

The legislation provides the framework for this new approach to accessing services, person-directed planning, a new definition for a developmental disability, direct funding, and the right to collect new information. If you would like more information on the Ontario government's transformation plan and/or the new legislation visit:  
<http://www.mcass.gov.on.ca>.

### **Developmental Services Ontario South West Region Lead Agency Announced**

In November 2010, the Honourable Madeleine Meilleur, Minister of Community and Social Services announced that the Community Services Coordination Network (CSCN) was selected to set up and operate the Developmental Services Ontario agency for the South West Region. The geographic area of service for this contact point will be:

- Bruce County
- Chatham-Kent
- Elgin County
- Grey County
- Huron County
- London-Middlesex

- Oxford County
- Perth County
- Sarnia-Lambton
- Windsor-Essex

## CSCN: New Role and New Opportunity

The appointment of CSCN as Developmental Services Ontario South West Region is a natural extension of the agency's current mandate. CSCN is a not-for-profit charitable organization funded by the Ontario Ministry of Community and Social Services and the Ministry of Children and Youth Services. The agency's current key functions are to coordinate access to various services and supports for adults with a developmental disability and for children and adolescents with complex needs that require a coordinated community response. CSCN is well positioned to fill the role as the central contact point for South West Region.

The work of CSCN is directed by a set of fundamental beliefs or "guiding principles". These guiding principles are the motivating force behind all decision making at the agency. The guiding principles of the Community Services Coordination Network are as follows:

- Access to services, supports and resources should be based on a fair and equitable process;
- the process should simplify access for individuals and families and lead to rational decisions;
- feedback from individuals and families is central to ensuring quality and effectiveness;
- access to internal review and an appeals mechanism is a fundamental right of individuals and families;
- an individual with complex needs requires a broadly based approach and should be viewed as a shared responsibility of the entire community;
- integration of services within a continuum of services should be achieved through complementary linkages and coordination;
- the CSCN process should perform an advocacy role with respect to needs, on an individual and global basis; and
- residential and specialized care resources are limited and should be used effectively and efficiently.

## First Steps: Leadership and Learning

Since its 1994 inception, CSCN has strived to create an organizational culture of competence and high performance rooted in the values of fairness, equity, accessibility and excellence. We have made a concerted effort to select the best leaders, employees and partners who are committed to achieving positive outcomes for the people served, and who daily "walk the talk" with respect to the values that guide the organization.

In anticipation of what the impact of transformation might be on CSCN, the Board of Directors did not fill the Board vacancies created in 2010. This strategy will enable CSCN to recruit new Board members from communities in the expanded Developmental Services Ontario South West Region geographic area of service.

An advertisement for potential candidates for the Board of Directors has now been featured in community newspapers. Board recruitment details were also posted on the CSCN website ([www.cscn.on.ca](http://www.cscn.on.ca)). The deadline for applications for potential board members was April 15, 2011.

The Board of Directors of CSCN created an Implementation Advisory Team to help ensure that the work to establish the Developmental Services Ontario South West Region progresses as smoothly as possible. This group of volunteers includes adults with a developmental disability, family members, service providers and community partners. The Advisory Team will provide advice to the Board as we work toward launching the Developmental Services Ontario initiative. Bringing together the expertise and viewpoints of the Implementation Advisory Team will greatly assist our efforts.

## Staff Team

We are very pleased to be in a position to make the following Developmental Services Ontario South West Region staffing announcements:

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

**Beth George-Watson**, Assessor/Service Navigator (Sarnia-Lambton Team)

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

**Julie Kuik**, Assessor/Service Navigator (Grey/Bruce, Huron/Perth Team)

**Heather Masse**, Assessor/Service Navigator (Windsor-Essex Team)

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

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

**Dorothy Verkaik**, Assessor/Service Navigator (Windsor-Essex Team)

**Pat Weir**, Assessor/Service Navigator (Grey/Bruce, Huron/Perth Team)

**Sara Woolnough**, Assessor/Service Navigator (London-Middlesex, Oxford-Elgin Team)

As further staff appointments are confirmed we will include announcements in future issues of the *What's New Update Bulletin*.

## Community Presentations

We are looking for opportunities to present information describing the new Developmental Services Ontario access to services model to interested community partners. A very important step in our communication strategy is to share information with as many people as we can, and to answer as many questions as possible. We are most interested in meeting with individuals, families, and community members who are likely to feel the direct impact of these changes.

We will customize our presentation in order to be sure that we provide the information that is most important to the group that has requested the presentation.

Any group that is interested in scheduling a presentation should contact Kim Erskine at CSCN. Kim's contact information is provided later in this information bulletin.

## Keeping You Up-To-Date

As the Developmental Services Ontario South West Region develops, there will be more key information to share with our community partners. To help keep individuals, families, service providers and communities up-to-date, the ***What's New Information Bulletin*** will be circulated regularly. The next update bulletin will highlight the evolving new application process to access developmental services in the South West Region and across Ontario.

We will be sending future bulletins electronically or by regular mail (if requested). We are using an e-subscription format as an effective way of sharing information with as broad an audience as possible. The e-subscription approach allows readers to share the bulletin with friends and colleagues via e-mail. Individuals who are interested in automatically receiving future bulletins by e-mail can do so by joining our e-subscription mailing list. If you received this issue of the bulletin by e-mail directly from the Community Services Coordination Network you have already been added to our e-subscription mailing list and there is no need to join again.

If you would like to have your e-mail address added to our e-subscription mailing list please send an e-mail message to [DSOSWRegion@cscn.on.ca](mailto:DSOSWRegion@cscn.on.ca).

If you require additional information in advance of receiving our next ***What's New Information Bulletin*** please direct your inquiry to:

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