

**NAVIGATING DEVELOPMENTAL  
SERVICES FOR INDIVIDUALS WITH A  
DUAL DIAGNOSIS AND COMPLEX CARE  
NEEDS**

# DSO Toronto Region

A decorative horizontal bar spanning the width of the slide. The left portion is a solid blue rectangle. The right portion features a white curved line that separates the blue area from a green area below it, which is shaped like a rolling hill.

## 9 DSO's across the Province:

- 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](http://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

## DSO Toronto Region

- **The single point of access for adults with a developmental disability to access available Ministry funded adult developmental services and supports**

## **Ministry funded services include:**

- **residential services and supports;**
- **community participation services and supports;**
- **caregiver respite services and supports;**
- **professional and specialized services; and**
- **person-directed planning services and supports.**

## The DSO's are responsible for:

- **Confirming eligibility for services**
- **Providing information about Adult Developmental Services**
- **Completing an Application Package (ADSS/SIS)**
- **Matching adults to available Services and Supports (this is resource dependant)**

## Eligibility is Legislated

- DSO's confirm an individual's eligibility to receive services
- *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*
- Must have an assessment by a Psychologist (DSO can help facilitate a referral to a psychologist if this information is not available.)

# Eligibility Criteria

- **Significant Limitations in Cognitive Functioning**
- **Significant Limitations in Adaptive Functioning**
  - **affect areas of major life activity, such as personal care, language skills, learning abilities, the capacity to live independently as an adult or any other prescribed activity**
- **History of these limitations prior to age 18**
- **Resident of Toronto**
- **Can register at 16 years old but cannot access services until 18 years old**

## **You Will Be Asked For:**

- **Psychological assessment report**
- **Proof of Address - health card  
- ODSP stub**
- **Proof of Age - birth certificate**

## Application Package

- **Application for Developmental Services and Supports (ADSS)**
- **Supports Intensity Scale (SIS)**

## Completing the Application Package:

- **Assessors are trained and certified to complete the package in a standardized way across the province**
- **Participants include the individual who is eligible to receive services and (if possible) two other people who know that person well**
- **At the end the individual will have a Service and Support Profile**

## CONNECTING WITH A SERVICE NAVIGATOR

- The Community Liaison can help update the individuals profile.
- Answer questions about the Developmental Services and Supports available in Toronto
- The primary role is to support front line and direct care community service staff in working with their clients and families to help better understand the DSO TR , the community supports and developmental supports that maybe available.

## MATCHING AND LINKING TO DS SUPPORTS

- The client profile informs how the DSO TR matches support services by creating priority.
- Those highest in need are matched first based on our Legislation and directives by the Ministry of community and social services.
- We match to available resources.- as declared by the agencies that make up Toronto's Developmental Sector

# CRISIS SUPPORTS

## Griffin Community Support Network

### DS Urgent Response

- • The person's unpaid primary caregiver (e.g. family member) is unable to continue providing care that is essential to the individual's health and wellbeing;
- OR,
- • The individual has no residence or is at risk of having no residence in the very near future;
- OR,
- • The individual's support needs have changed to such an extent that their current support arrangement may soon become untenable and their wellbeing is likely to be at risk;
- AND,
- • The formal and informal supports are not available to reduce the risk of harm or address the need.

## Griffin Community Support Network

### **Must:**

- Support, maintain and sustain the individual's living situations
- Be directed to situations requiring short-term supports (i.e., less than 90 days) and up to a maximum of \$5,000 per request;
- Address the risks for the individual with a developmental disability and his / her family

# TORONTO NETWORK OF SPECIALIZED CARE



**Jennifer Altosaar**  
Coordinator

# COMMUNITY NETWORKS OF SPECIALIZED CARE VISION IS THAT.....

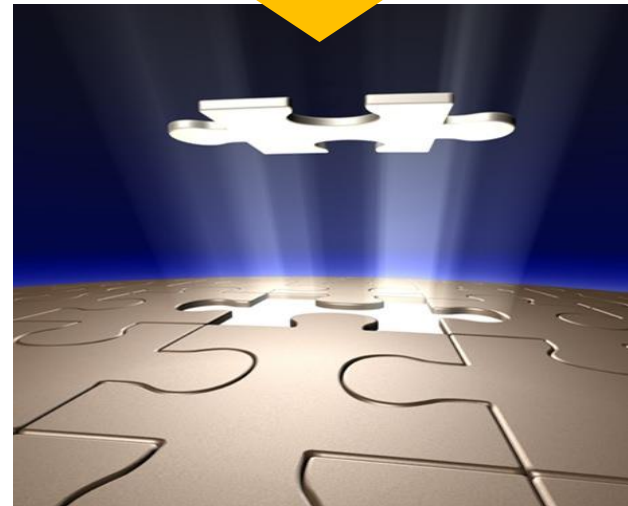
**Mental Health and  
Developmental Services are:**

 **INTEGRATED**

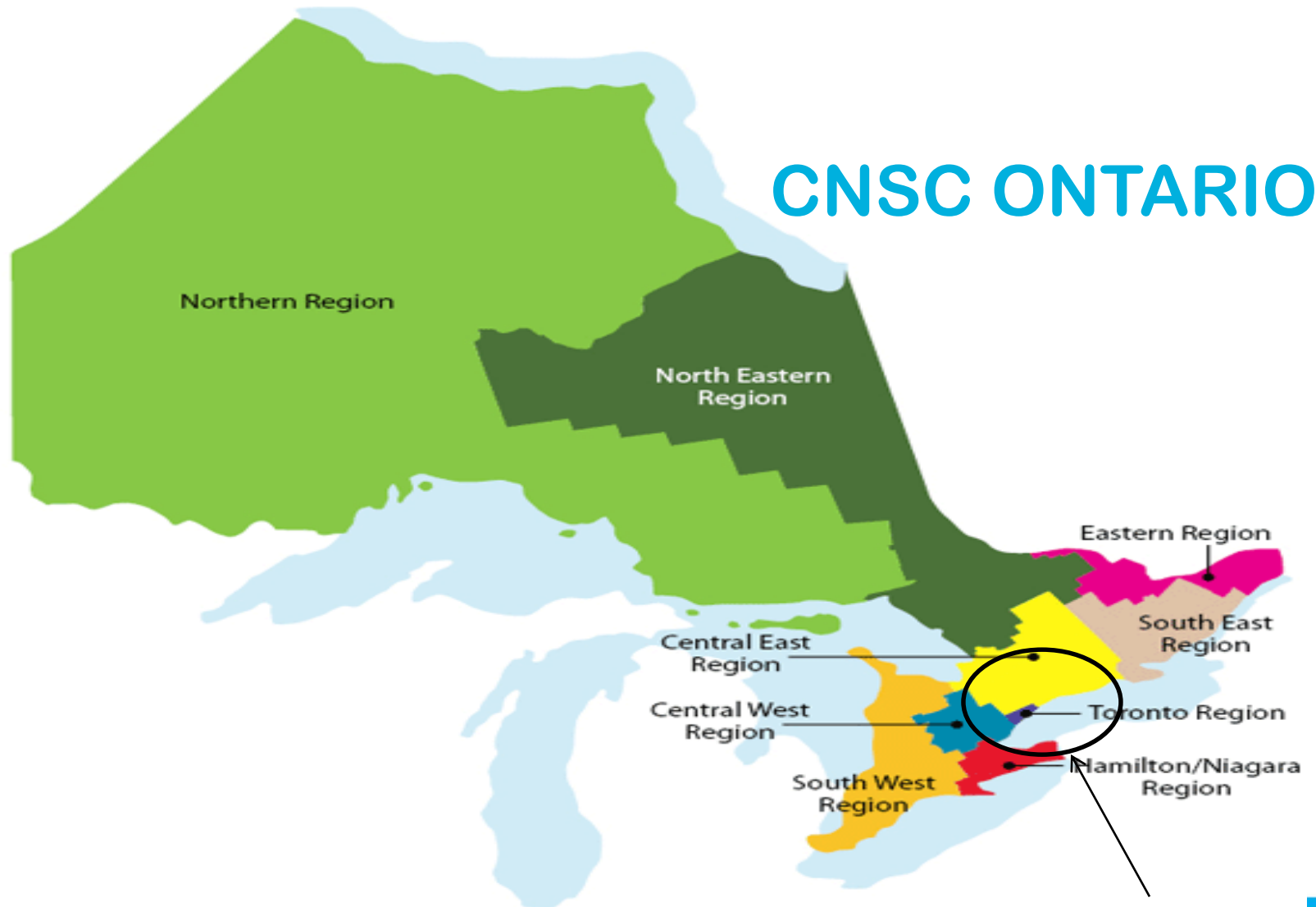
 **COORDINATED**

 **RESPONSIVE**

**What we want:**  
Intentional, coordinated,  
strategic






# CNSC ONTARIO



**Central Region**





# THE ROLE OF THE NETWORKS IS .....






-  To help services to work together.
-  To help staff and families learn how to help through education and training.
-  To promote research.

# TORONTO NETWORK COMPONENTS

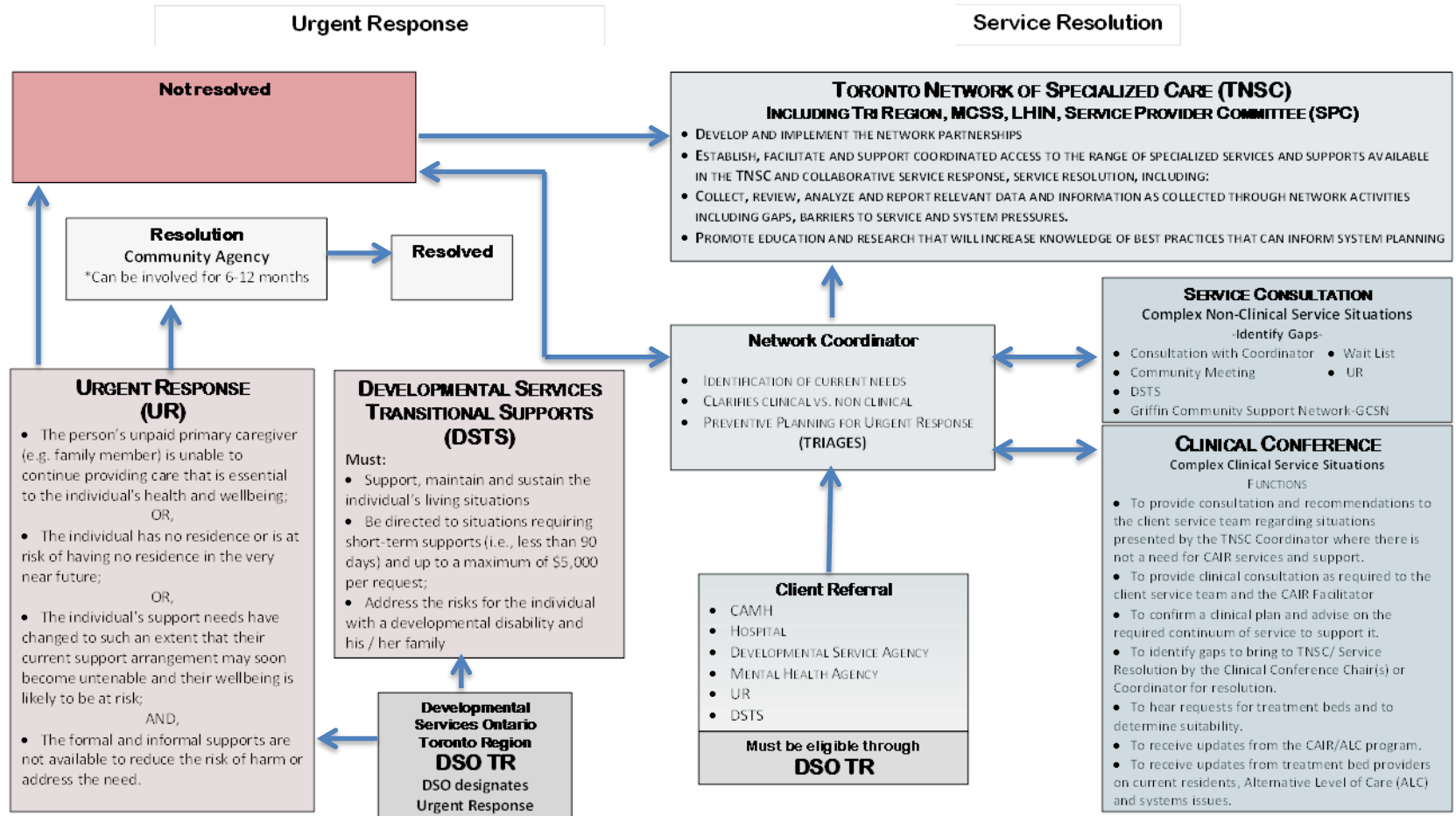
## **Specialized**

-  Clinical Services/Supports
-  Case Management
-  Crisis Response and Transitional Community Support
-  Respite Services
-  Residential Treatment
-  Day Treatment
-  Inpatient and Outpatient Hospital Treatment

# MEMORANDUMS OF UNDERSTANDING ARE....

-  Agreements from TNSC partners to provide a variety of specialized services.
-  Based on the ability/capacity to provide at the time requested.
-  Goodwill agreements.

## PATHWAYS FOR CLIENTS PRESENTING WITH URGENT AND / OR COMPLEX NEEDS



# TREATMENT BEDS

 29 in total (one bed offline)

 16 funded in Specialized Accommodation Initiative

<b>Christian Horizons 4 Beds</b>	<b>Griffin Centre 11 beds</b>	<b>Kerry's Place 4 Beds</b>	<b>Vita CLS 10 Beds</b>
17-25 years of age Male Justice involved	18+ Dual diagnosis	18+ Autism Spectrum	18+ 5 – Step down 5 – Sex offending behaviour

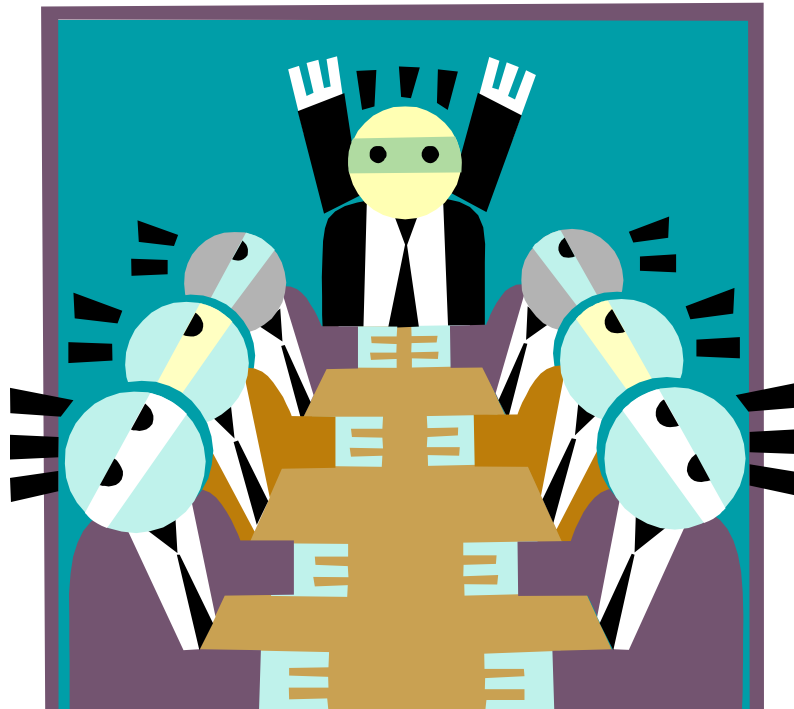
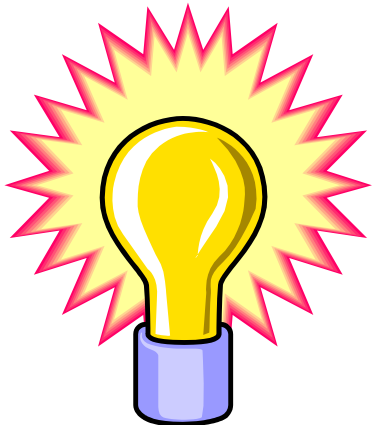
## SERVICE CONSULTATION

- **Complex Non-Clinical Service Situations**
- **-Identify Gaps-**
  - Consultation with Coordinator
  - Wait List
  - Community Meeting
  - DS Urgent Response
  - DS Temporary Supports
  - Griffin Community Support Network-GCSN





# OTHER FEATURES OF THE TNSC

1. Clinical Conferences
2. CAIR – Collaborative And Individualized Resource
3. ALC (Alternative Level of Care) – Dual Diagnosis Program
4. Health Care Facilitator
5. Education and Training Events-**DD and Justice Project**

# 1. CLINICAL CONFERENCES



## PEOPLE REFER TO CLINICAL CONFERENCE BECAUSE.....

-  Individuals or families are experiencing difficulties accessing services due to complexity of situation.
-  The individual has complex needs and requires multiple services.
-  Service coordination strategies at the local level have been exhausted.
-  Agency or Ministry mandates are barriers.

# THE EXPECTATION OF THE SERVICE PROVIDER IS TO.....

- ☀️ Use internal agency processes and resources.
- ☀️ Investigate medical, psychological and social concerns.
- ☀️ Consult with the TNSC coordinator.
- ☀️ Submit a referral form if there are still barriers/problems.

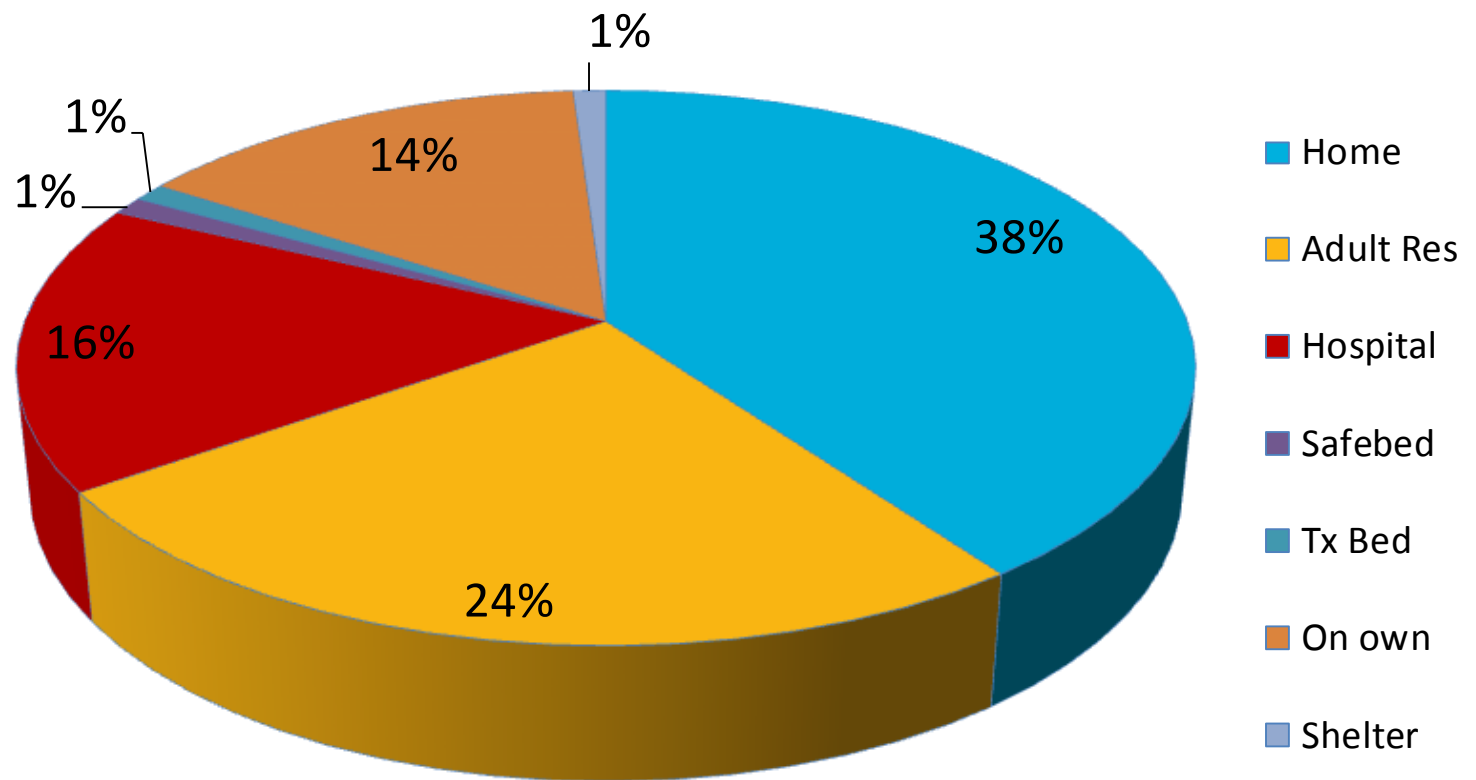


# STRUCTURE OF CLINICAL CONFERENCES

- ☀️ Monthly, all-day meetings
- ☀️ Referral forms are reviewed
- ☀️ Presentation by referral source
- ☀️ Recommendations generated
- ☀️ Written recommendations sent to referral source within one week



# REFERRALS TO CLINICAL CONFERENCE CAME FROM....



# CLINICAL CONFERENCE RECOMMENDATIONS.....

- ✓ Update Community Needs List
- ✓ Case Management
- ✓ Crisis Plan
- ✓ CAIR
- ✓ Crisis Referral
- ✓ Funding - Passport

- ✓ Health Related
- ✓ Community Experience
- ✓ Family Support
- ✓ Legal
- ✓ Clinical
- ✓ Various Community Resources
- ✓ Other

## WHAT IS CAIR?





- A time-limited comprehensive intervention and clinical support for adults with a developmental disability and complex needs, who require flexible, innovative, and individualized response to be maintained in the community.



# Elements of Service








## 4. HEALTH CARE FACILITATOR

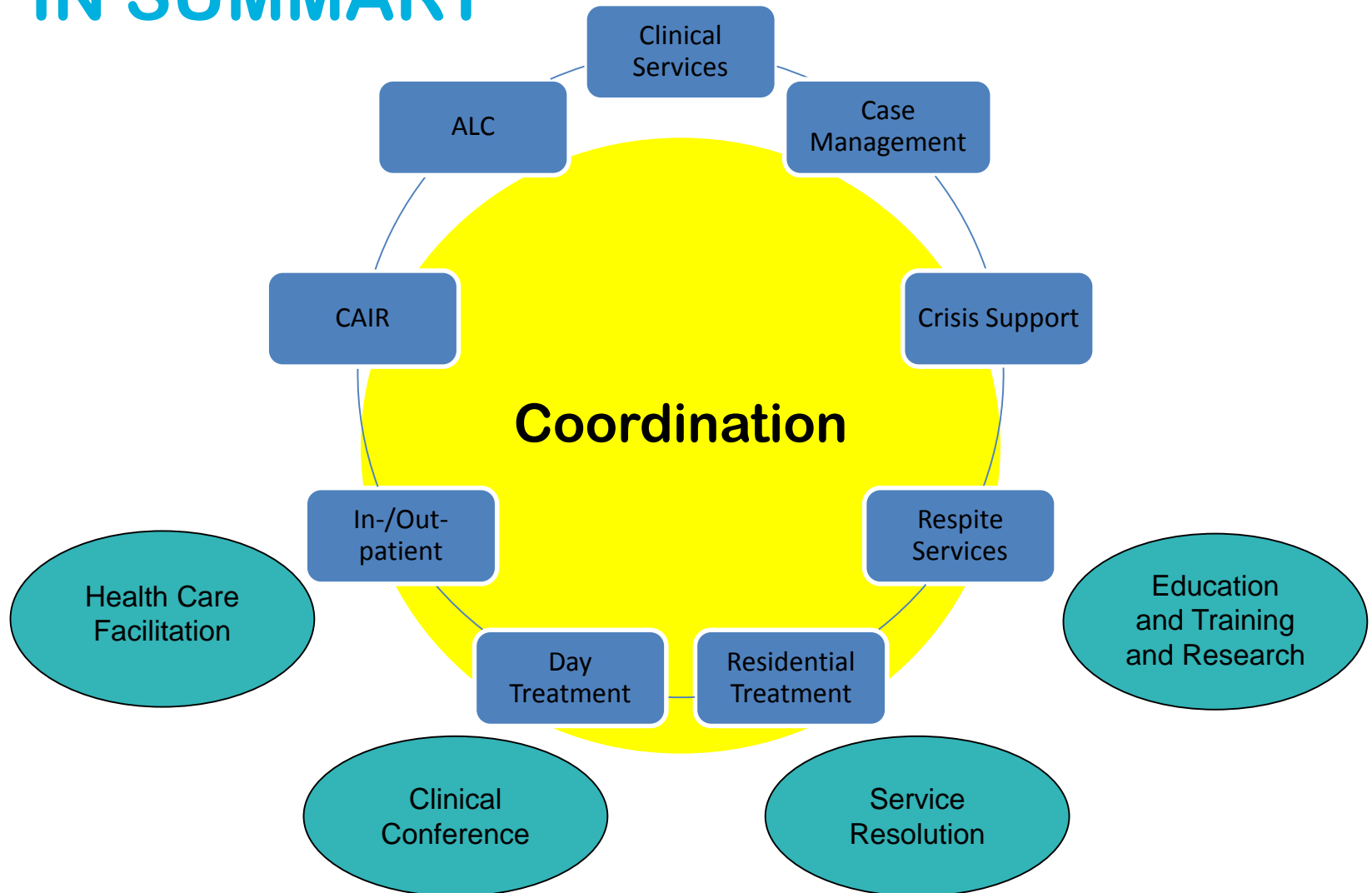
-  **Providing linkages to health care supports** to individuals with DD, dual diagnosis and complex medical needs.
-  **Identifying and implementing strategies** at a community and individual level to respond to health care needs.
-  **Supporting system linkages and effective integration** of individuals with other support systems within the community, e.g., CNSC, LHINs, FHTs, CHCs, the CCAC and LTC system.
-  **Health care education and advocacy** to develop knowledge of existing generic health interventions, services and gaps/disparities to support future system planning/navigation.

# SERVICE RESOLUTION AT THE TNSC

It may be determined that the situation needs Service Resolution.

-  Everything has been tried.
-  A situation is so complex and goes beyond.
-  Needs cannot be met with usual strategies.
-  If multi-ministry assistance is required.
-  If there are gaps in service.

## IN SUMMARY



# RESOURCES



- <http://www.dsontario.ca/agencies/dso-toronto>
- <http://www.community-networks.ca>
- <http://www.surreyplace.on.ca/primary-care>
- <https://www.porticonetwork.ca/web/hcardd>

## TNSC

Jennifer Altosaar [jennifer.altosaar@surreyplace.on.ca](mailto:jennifer.altosaar@surreyplace.on.ca)

Angela Gonzales [angela.gonzales@surreyplace.on.ca](mailto:angela.gonzales@surreyplace.on.ca)

## DSO-TR

Melanie Randall [melanie\\_randall@surreyplace.on.ca](mailto:melanie_randall@surreyplace.on.ca)

416-925-2169 x2421

1-855-DS-ADULT (1-855-372-3858)

Local number: 416-925-4930