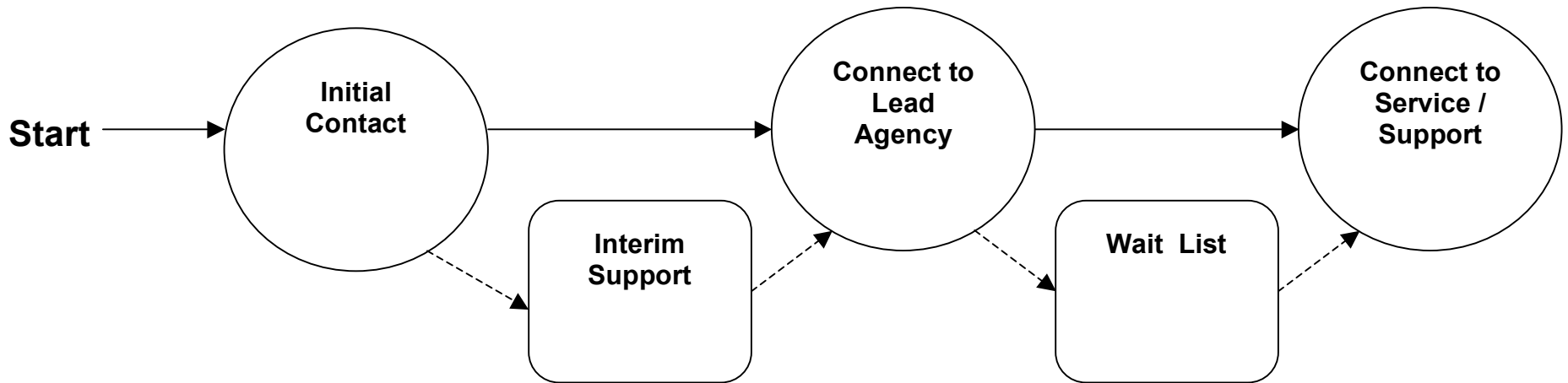


## Developmental Services Toronto (dsto)

### Access Process



#### **Start**

Individuals 16+, living in Toronto, having a suspected or confirmed developmental disability (and/or their families), wanting information on developmental services and/or requesting services for the first time

#### **Initial Contact**

Contact any of the 30+ dsto agencies for information about developmental services in Toronto, and/or to request services. Some services can be approached directly (e.g. Crisis, Respite, Passport)

#### **Interim Support**

At end of initial contact, caller chooses between being connected to Lead Agency or receiving Interim Support, including assistance in developing a personal plan, connecting to community programs and services, and applying for government programs

#### **Lead Agency**

The Lead Agency ensures the request for service is registered and acts on the person's behalf when the requested service or support becomes available. It also keeps the person/family informed & provides a point of contact within the sector should the person's circumstances change

#### **Wait List**

It may be that once a request for service is registered, the applicant will have to wait until a space or service becomes available. In most instances the Lead Agency is responsible for putting forward the applicant's name when an appropriate space or service becomes available

#### **Begin Service**

Once a service or support becomes available, the Lead Agency transfers case responsibility to the new agency, and the latter now becomes the Lead Agency