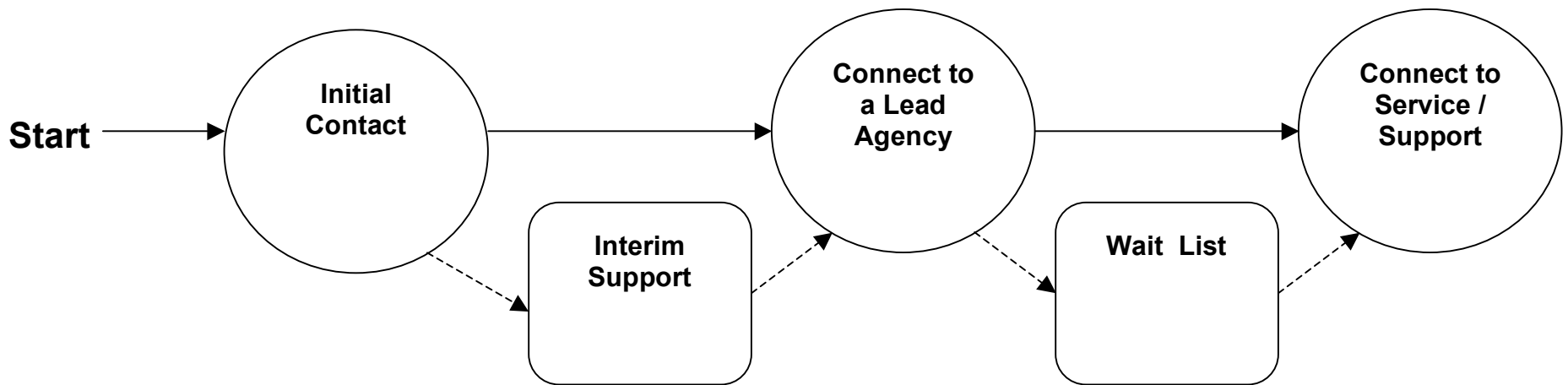


**Developmental Services Toronto (dsto)
Access Process**



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 an agency to act as their Lead Agency, or receiving Interim Support. Interim Support may include developing a personal plan, connecting to community programs and services, and applying for government programs

Lead Agency
A 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 a 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, a Lead Agency transfers case responsibility to the new agency, and the latter now becomes the Lead Agency