

# Disability Support Program

New placement policy helps us improve wait times

## Introducing our new Service Request List and Future Planning Registry

Our wait list has been divided into two, based on when services are needed:

- a Service Request List for those who need a service now or soon – within two years
- a Future Planning Registry for those who will need a service in the future – in two years or more

This change shortens the time it takes for us to match individuals with services as they become available and helps us serve you better.

## Service Request List – when you need a service now or soon – within 2 years

This list keeps track of those who are ready to accept the requested service now or soon – within the next two years. When you need a service that is not immediately available, you submit a Service Request. This gets your name on our new Service Request List.

## Future Planning Registry – when you will need a service in 2 years or more

The registry keeps track of those who expect to need a service in two years or more. When you are ready for placement, or will be soon, you contact your Care Coordinator to get moved to the Service Request List.

## What does this mean for me?

Our new placement policy makes our system more efficient and effective. This means you should get what you need sooner. The Service Request List allows us to fill placements more quickly. The Future Planning Registry helps us decide where to add capacity to the system.

## Questions about the new Service Request List?

Contact your Care Coordinator. Your Care Coordinator can answer questions about the Service Request List, Future Planning Registry, and our Disability Support Program Policies.





## Frequently Asked Questions about the Service Request List

### **How long will I have to wait for DSP service?**

That depends on several factors:

- your preferred support option
- your preferred location
- your assessed level of support
- your accessibility requirements and whether the current opening could work for you
- how many others are also waiting for that service

We expect to improve wait times for services with the new Service Request List and Future Planning Registry.

### **I'm now ready to move from the Future Planning Registry to the Service Request List – what are my next steps?**

Contact your Care Coordinator. They will work with you to submit a Service Request.

### **I want to be on the Service Request List now because I'm unsure how long it will take to be offered my preferred support option. Can I be added even if I'm not ready?**

No. Only those ready to accept placement within two years can be included on the Service Request List. When we have to offer a placement to those who are not ready, this creates significant delay in placing participants and adds to overall wait times.

### **Why does the province want a Future Planning Registry?**

The registry helps us better understand the demand for particular services and support options. When you add your name to the Future Planning Registry for a future placement in a particular support option, you help the Province of Nova Scotia plan ahead to serve that need.

## Background

The Disability Support Program implemented the new Placement Policy on January 14th, 2019. The new policy improves how Nova Scotians with disabilities access services. The updated policy changes our wait list into two separate lists, depending on when services are needed. Those who need services now or soon – within 2 years – get added to a Service Request List. This list improves how participants are prioritized for service around the province. A new Future Planning Registry tracks services that are expected to be needed in two years or more. This allows us to adequately plan to increase capacity to meet the future needs of Nova Scotians with disabilities.