



# ANNUAL REPORT

2011 - 2012

A Year of Transition

ONE COMMUNITY MANY OPPORTUNITIES



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## Helping people with developmental disabilities and/or autism in Ottawa.

Service Coordination des services (SCS) is a non-profit, bilingual agency in the Ottawa region that has been helping people with developmental disabilities and/or autism since 1995.

We empower individuals and families so they can make informed choices about the support and services they need.

We have a person-centered approach that means we help figure out how the system can work best for that person, rather than how that person fits into the system. We work together with other agencies to address the special needs of each individual. If there are no existing resources within the community to address an individual's special needs, then we will make every effort to find a solution.

### MISSION STATEMENT

Service Coordination des services is a central point of access for individuals with developmental disabilities and autism spectrum disorder living in Ottawa.

- We facilitate planning for individuals in collaboration with their families and community
- We provide knowledge and information to people, general public and 'system'
- We refer people to resources

### OUR VISION

Service Coordination des services is entrusted to strive for excellence in:

- *Leadership* for developmental services
- *Planning* for choices throughout life's transitions
- *Community development* through collaboration and partnerships with the broader community



## MESSAGE FROM THE CHAIR OF THE BOARD

On behalf of the Board of Directors, I am very pleased to present the Service Coordination des services (SCS) Annual Report for the year 2011-2012. This last year has been extremely busy for SCS and it is with great pride that I would like to highlight SCS's major accomplishments. After several months of intense preparation, SCS successfully launched the Developmental Services Ontario Eastern Region (DSOER) on July 1<sup>st</sup> 2011. The regional focus of DSOER means that SCS expanded its operations from Ottawa to Renfrew County, Prescott Russell, and Stormont Dundas and Glengarry.

Given the expansion of SCS's operations and the importance of fulfilling its new responsibilities, the Board of Directors recruited new members from outside Ottawa and adopted an ambitious work plan. The first step is the review of our mission and vision, which will establish the basis for our strategic planning process. The Board of Directors also intends to adopt a more comprehensive policy framework that will facilitate the accountability of both the Board of Directors and the Executive Director. The review of SCS by-laws will also be addressed in 2012-13, as we have to make sure that our by-laws are consistent with the new federal legislation on not-for-profit organizations.

Despite regional expansion and on-going growth of the needs of our clients and of the community, SCS strived to offer services of the highest quality and to communicate effectively with the Ministries of the Government of Ontario, its clients, its partners and its stakeholders. The Board of Directors is determined to ensure that SCS maintains and improve every aspect of its operations and services.

On behalf of the Board of Directors, I also wish to thank our employees, and essential partners in achieving our objectives, whose dedication and constant hard work allow SCS to successfully meet all its challenges.

**Gilles Vézina**  
**Chair of the Board of Directors**

# MESSAGE FROM THE EXECUTIVE DIRECTOR



The year 2011-2012 was a year of significant transition for Service Coordination des services (SCS). We successfully launched the first central point of access for services for adults with developmental disabilities in the eastern region. This continues to change some of the ways the developmental service providers in Ontario operate, including Service Coordination des services. At the same time, it is exciting to participate in designing standards that treat people fairly and equitably. Our continued success at implementing this new way of doing our work is due to the extensive commitment of our board, community partners, families, individuals and the incredible amount of work of the SCS team.

SCS had a strong year in 2011-2012 and as a result, we supported 2150 people. On the front-line our dedicated Case Managers, Coordinators and Assessors/Service Navigators continue to be challenged with finding the services people need. Our many successes are due to our perseverance and pride in what we do and by collaborating with community partners.

SCS's Residential and Community Services program continues to build upon its best practice of monitoring and planning for individuals in residential and community supports. This work includes reviewing the compliance of quality assurance measures with the private vendors. Through our continuing commitment and the commitment of the vendors, we are always striving to improve our services.

We are always looking at creative ways to positively enhance people's awareness of available services in the community. We endeavour to ensure that our processes are user friendly and of value for the individuals and families we serve. The most important aspect of our work at SCS is the people we work with and the people we work for. We are committed to leading the implementation of quality service that treats people fairly and equitably and establishing a process to show how this can be done.

**Anna Lacelle**  
**Executive Director**

# MESSAGE FROM THE FRENCH LANGUAGE SERVICES COMMITTEE

Since 1997, Service Coordination des services (SCS) has been designated as an organization that is required, under provincial legislation, to ensure that all services are provided in French and English.

Every year, SCS completes a self-assessment to preserve the adequacy and quality of its ability to provide services in French. In 2011, SCS was designated as Developmental Services Ontario Eastern Region (DSOER), the central point of access for adults seeking Ministry funded services. SCS has made a request to be recognized under the French Language Services Act.

The Board of Directors of SCS have at least 20% of members who use French as their principal language. The current Board has 10 members who speak and understand French. The Board is committed to maintaining and enlarging francophone representation at the Board level.

SCS communicates in both the official languages. The agency recognizes its responsibilities to providing quality services in both English and French.

**Mark Shelston**  
**Chair of French Language Committee**



# Individual Success Story

To whom it may concern

Any parent of a special needs child knows how hard it can be to find help. Help is there, but navigating through the bureaucracy of different government departments, support agencies and funding agencies is both confusing and intimidating.

The paperwork – a constant and seemingly endless supply of forms and applications – can be as exhausting as the job of parenting.

As a single dad raising two girls on my own, one of whom has autism as well as physical and developmental delays, I am grateful for the help I've received with these tasks from Service Coordination.

In the past year or so, my case manager has sat with me to make four presentations to the committee overseeing the funding for my daughter's services. She's helped me write applications, kept me informed about camps and seminars for special needs children and their families, and helped me to understand the services available and how to access them.

Whether it's through our face-to-face meetings, or by her regular emails, she's helped keep me on track and up-to-date with my daughter's care.

I can't thank her enough.

Sincerely  
Blair Crawford  
Ottawa



### Did You Know?

- 1469 individuals received case management support:
  - 576 were adults and
  - 893 were children
- There are 156 individuals accessing residential resources from 15 providers
- 26 adults and 28 children were allocated Flex Funding
- 93 children were allocated Autism Spectrum Disorder Funds
- 1517 calls were responded to for information requests
- New registrations to [Respiteservices.com](http://Respiteservices.com) for this year:
  - 221 families
  - 46 workers
  - Resulted in 95 matches

**“Your pathway to developmental services and supports in your community.”**

**“For adults and children with a developmental disability and children with autism spectrum disorder.”**

### Our Approach

At Service Coordination des services, we take a person-centered approach that focuses on the individuals making the decisions and being included in the community. Our team helps develop plans that fit their unique goals and explore options for putting their plans into action. We do this in partnership with the individual, their family and other community partners.

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**“We are a team of dedicated professionals who support people through inclusion, choice and partnerships”**

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**SCS staff**



## Case Management - Ottawa

Children's Case Management Services continues to help children, parents and caregivers to access and navigate the available services in Ottawa. Part of this work includes supporting people through life's transitions. This year we were involved with the Ministry of Children and Youth Services (MCYS) and other partners to establish a preliminary plan on how we can collaborate with the education system to plan for youth who are transitioning out of school.

The Children's Case Management team is looking to implement the "Child and Adolescent Needs Assessment". This tool will help us better prioritize and assess a child's needs.



The function of the central point of access was transferred from Adult Case Management to the Developmental Services Ontario Eastern Region (DSOER) when it opened its doors on July 1, 2011. Service Coordination des services through its Adult Case Management program provides support to individuals by connecting them to resources in the community. A plan of service is developed to assist individuals in identifying goals based on their needs. The Adult Case Management team is currently the urgent response mechanism in Ottawa relying on our community partners to assist individuals in urgent need of services.

## Respiteservices.com

Respiteservices.com successfully completed its second full year as part of a network that operates a secure website that families and individuals can use to find workers. In 2011-2012 Respiteservices.com registered 221 families and 46 workers and it matched 95 families and individuals to workers. One way we connect to and recruit workers is by conducting many presentations and participating in job fairs. As a result of these presentations and in particular the presentations that we have had at Algonquin College, Service Coordination is now on the Developmental Service Worker Advisory Committee where our role includes providing direct input into the program's curriculum.

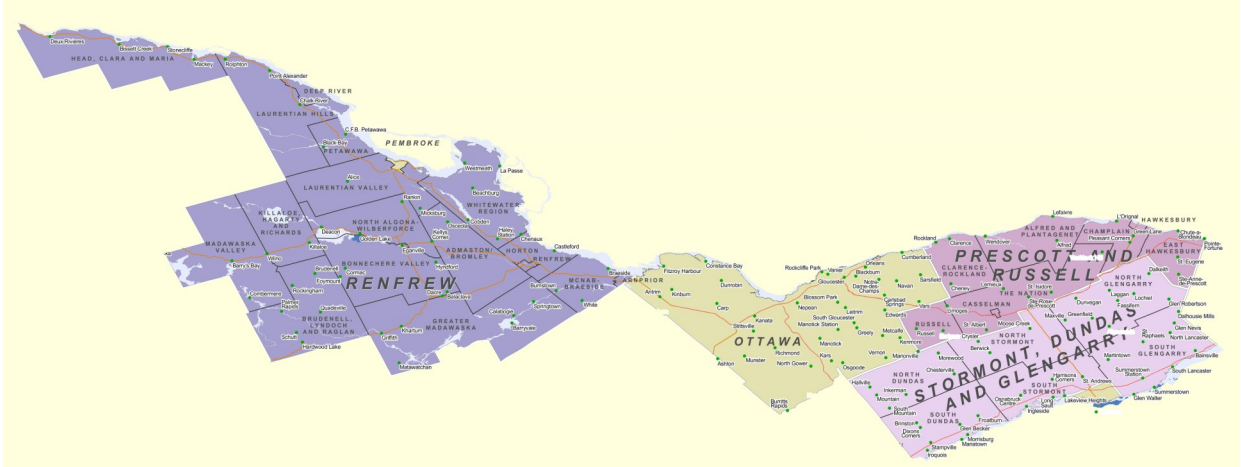


# A Year of Transition

## Developmental Services Ontario Eastern Region (DSOER)

- One of nine Application Entities in Ontario
- Your access point for adult developmental services - Consistency, fairness and choice

**Eastern Region:** Renfrew County, United Counties of Stormont, Dundas and Glengarry, United Counties of Prescott-Russell and the City of Ottawa



In 2010, Service Coordination des services (SCS) participated in a competitive process to operate one of the nine regional application entities in Ontario. As the successful organization in the Eastern Region, SCS added Developmental Services Ontario Eastern Region (DSOER) to its services. DSOER is the first regional service offered by SCS.

Our official opening was held on July 1, 2011 and we welcomed the Honourable Madeleine Meilleur, Minister of Community and Social Services to launch our own Developmental Services Ontario (DSO) as well as a provincial launch of all DSO's.

These application entities known as DSO's and in our case Developmental Services Ontario Eastern Region (DSOER), are an integral part of transforming services for adults with a developmental disability and their families. They were created due to the passing of the new law governing services for adults with developmental disabilities (SIPDA), and their core function is to be a single contact point to access adult services. The new application process includes a standardized application package and evaluation tool, the Support Intensity Scale.



Official opening July 1 2011  
Honourable Madeleine Meilleur, MCSS  
Pauline Beaudry LeBlanc, DSOER  
Anna Lacelle, SCS

The DSOER team members were certified to effectively deliver this new service. The training to be qualified to complete the Support Intensity Scale assessment is rigorous and requires annual recertification to maintain the provincial consistency required for this work.



DSOER has the equipment and capacity to video conference. This added feature benefits DSOER, SCS and our community partners.

We are looking forward to 2012-2013 and continuing our work on the transformation of adult developmental services. The DSOER follows these guiding principles to provide efficient, accurate and person-centered service:

- |                               |   |
|-------------------------------|---|
| Citizenship                   | – inclusion in community life;  |
| Fairness and equity           | – to access services;   |
| Accessibility and portability | – of services;  |
| Safety and security           | – putting high quality supports and safety first;   |
| Accountability                | – to adults with a developmental disability, their families, agencies, workers and government |
| Sustainability                | – responsible use of resources today and for tomorrow   |



**DSOER Staff**

**Community Partner**



# Residential and Community Services

Residential and Community Services (RCS) program was established two years ago to provide a clear understanding of Service Coordination des services's role as it relates to the third party contracts it manages within private residential and community services. The service includes collaborating with the Children's Aid Society to transition youth who are crown wards to adult services at the age of eighteen. This structure efficiently promotes a person-centered approach through the work of our resource coordinators. The Quality Assurance function of RCS determines if the vendors are in compliance with the service agreement and as legislated in the new act for adult services called the "Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008."

## Understanding the Information: **Some Basics 2011-2012**

To understand the data presented it is important to have a basic description of the approach used by Service Coordination des services (SCS). Like many organizations, SCS has implemented an information system that is based on the individual and is generally referred to as a record system. Each person that is served has a single 'master' record created. Regardless of how many times that individual may connect with SCS or for how many different types of services, the record originally created would house all of these interactions. Viewed another way, the system is capable of telling us that one person has had a variety of interactions or services for the duration of their involvement. What this allows us to do is to identify the actual number of 'people' (referred to as 'unique individuals') we have worked with over a period of time as well as the number of services they have received. Both types of information are important to collect for purposes of managing the resources SCS has available to assist individuals.

## Children & Adult Services

The information presented for Children's and Adult services is based on the extent of 'service activity' related to the 2150 unique individuals served. If an individual had an intake completed and then proceeded to benefit from case management, he would be counted once in each of these two categories.

## Children Intake Activity

Over the course of the 2011 - 2012 fiscal year, SCS staff completed 364 intakes for children's services. 70% (255) of these intakes were on behalf of new individuals.

### Intake Activity (Children)

	English		French		TOTAL		Variance	
	10/11	11/12	10/11	11/12	10/11	11/12	10/11 - 11/12	
New Individuals	212	224	30	31	242	255	13	1%
Existing Individuals	126	96	13	13	139	109	-30	-20%
<b>TOTAL Intakes</b>	<b>338</b>	<b>320</b>	<b>43</b>	<b>44</b>	<b>381</b>	<b>364</b>	<b>-17</b>	<b>-6%</b>



# Children's Case Management

Case Management continues to be a great resource for families.

Case Management								
	English		French		TOTAL		Variance	
	10/11	11/12	10/11	11/12	10/11	11/12	10/11 - 11/12	
Open at Start	413	219	68	21	481	240	-241	-50%
New Individuals	409	557	52	96	461	653	192	42%
<b>TOTAL Active during Year</b>	<b>822</b>	<b>776</b>	<b>120</b>	<b>117</b>	<b>942</b>	<b>893</b>	<b>-49</b>	<b>-5%</b>

## Adult SERVICES

### Adult Intake Activity- DSOER

Through the 2011 - 2012 year, Case Management staff completed 128 intakes for adult services. There was a 45% decrease in Case Management intakes, which is a direct result of the transition to the DSOER process.

Intake Activity (Adult)								
	10/11	11/12	10/11	11/12	10/11	11/12	10/11 - 11/12	
Case Management New	78	28	13	6	91	34	-57	-63%
Case Management Existing	123	84	18	10	141	94	-47	-33%
DSOER						1553		
<b>TOTAL C.M. Intakes</b>	<b>201</b>	<b>786</b>	<b>31</b>	<b>124</b>	<b>232</b>	<b>128</b>	<b>-104</b>	<b>-45%</b>

## Adult Case Management

The total number of individuals served through ongoing case management support by the adult services team decreased by approximately 19% in 2011 - 2012 as compared to 2010 - 2011.

Case Management								
	English		French		TOTAL		Variance	
	10/11	11/12	10/11	11/12	10/11	11/12	09/10 - 08/09	
Open at Start	472	315	83	41	555	356	-199	-36%
New Individuals	135	192	21	28	156	220	64	41%
<b>TOTAL Active during Year</b>	<b>607</b>	<b>507</b>	<b>104</b>	<b>69</b>	<b>711</b>	<b>576</b>	<b>-135</b>	<b>-19%</b>



# Registry: RESIDENTIAL /RESPITE & DAY

On July 1 2011, due to the addition of Developmental Services Ontario Eastern Region (DSOER) to the range of services provided by Service Coordination des services (SCS), the management of the registry underwent some fundamental changes.

The Community Registry, prior to July 1, 2011 was a compilation of the requests of individuals who resided in the City of Ottawa who were seeking support at present and in the future; these supports could be residential or day services funded by the Ministry of Community and Social Services (MCSS).

After July 1, 2011 the implementation of DSOER created three fundamental changes: a new application process which includes a standardized assessment tool; an expansion of the area served, the Eastern Region: counties of Renfrew, Stormont, Dundas and Glengarry and Prescott Russell and the City of Ottawa; a requirement that all services funded by MCSS be accessed through DSOER.

The new 'Registry' is now comprised of the four separate registries/wait lists. In this initial phase, this information has not been merged into one Registry. Each area has maintained it's wait lists and as new applications for services now come to DSOER, following the assessment, these new requests are prioritized by local planning tables, returned to DSOER and added to the local Registry or wait lists. All vacancies in the region are declared to DSOER who then refers candidates to the agencies from these wait lists or registries. The wait list/registries will now contain respite services. What is considered specialized services such as case management, behaviour management services, requiring a DSOER referral, is not part of the registry.

Below is a summary of each area's wait list/registry. Please note that these lists and registries are still in a transition stage.

## Day Support Registry - Ottawa

Category	Immediate					Future			GRAND TOTAL
	Group 1		Group 2		TOTAL	ENG	FR	TOTAL	
	ENG	FR	ENG	FR					
Supported Employment	6	0	117	28	151	91	11	102	253
Work Options	8	0	65	3	76	32	5	37	113
Other than Work	43	7	156	22	228	97	17	114	342
TOTAL	57	7	333	53	455	220	33	253	708

## Residential/Housing Registry - Ottawa Region

Category	Immediate					Future			GRAND TOTAL
	Group 1		Group 2		TOTAL	ENG	FR	TOTAL	
	ENG	FR	ENG	FR					
24 hour	62	7	71	17	157	165	26	191	348
15 – 20 hours	21	2	43	11	77	58	7	65	142
8 – 14 hours	13	2	60	4	79	45	7	52	131
Up to 8 hours	1	1	35	10	47	24	5	29	76
TOTAL	97	12	209	42	360	292	45	337	697

# Residential/Housing Day Registry

## United Counties of Prescott Russell

### Initial wait list

Residential	SIL	Day
8	2	7

Note: In addition to the list above 12 individuals are in the process of having their requests reviewed and entered on the list

## United Counties of Stormont, Dundas and Glengarry

### Initial wait list

Residential	Respite	Day
111	58	111
Additions since July 01, 2011		
22		16

## Renfrew County

### Initial wait list

Residential	Respite	Day
118	76	50



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