



Service Coordination for People
with Developmental Disabilities

Coordination des services pour les
personnes ayant une déficience intellectuelle

ANNUAL REPORT 2018-2019

Providing Valuable Services



Volunteers from SCS joined the Caring and Sharing Exchange in packing backpacks with school supplies for families with students in need.



Participants at
Coming Together 2018:
My Home, My Community.



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Abbreviations

ACM: Adult Case Management

ADSS: Application for Developmental Services and Supports

ASD: Autism Spectrum Disorder

CCM: Children's Case Management

DSO: Developmental Services Ontario

DSOER: Developmental Services Ontario Eastern Region

DSP: Direct Service Provider

MCCSS: Ministry of Children, Community and Social Services

ODSP: Ontario Disability Support Program

RCS: Residential and Community Services

RDSP: Registered Disability Savings Plan

SCS: Service Coordination for People with Developmental Disabilities

SIS: Supports Intensity Scale

TAG: Transition Awareness Group

UR: Urgent Response

Message from the Chair of the Board of Directors



I am very proud to say that people with developmental disabilities and children with autism always come first at Service Coordination for People with Developmental Disabilities (SCS). In 2018-2019, my second year as Chair of the Board of Directors, my goal was to position the organization to continue to successfully serve our clients in a year of political transformation. Together with my Board colleagues, as well as with SCS senior leadership and staff, we have made necessary adjustments in response to the modernization agenda of the new Ontario government. In doing so, I believe that we have ensured the stability of the organization while keeping the best interests of the people we serve in the forefront.

High-performing Board committees continued to enhance the effectiveness of the Board as a whole. Specifically, the Governance Committee undertook a comprehensive evaluation of Board functioning, the findings of which were very encouraging. Flowing from this evaluation, a fall Board mini-retreat focused on gaining a better understanding of both SCS finances and the risks for directors. As well, under the leadership of the Governance Committee, the January 2019 retreat resulted in the development of an action plan to align the organization with evolving government priorities. The Audit and Finance Committee oversaw the efficient utilization of SCS resources and closely monitored the second phase of the Information Management Strategy. The Quality and Risk Management Committee provided oversight on the internal risk assessment process and the development of a Results-Based Accountability system. The External Relations Committee ensured that the deployment of the SCS communications plan, including the rebranding of the organization, was on track. The committee also focused on early engagement with the new government, resulting in productive meetings with the Honourable Lisa MacLeod, Minister of Children, Community and Social Services and with Jeremy Roberts, MPP for Ottawa West-Nepean.

I would like to take this opportunity to sincerely thank my Board colleagues, who are all volunteers, for their full support over the past year. They are devoted individuals from diverse backgrounds, who bring independent thinking to the Board. Every one of them has clearly demonstrated a keen interest in enhancing tolerance and respect for people with developmental disabilities and children with autism. Over the past year, three Board members - Dawn Kelly-Bertrand, Christiane Cyr and Robert Jussup - stepped aside, but their contribution to the success of the organization did not go unnoticed. I also want to welcome three new members: Andrei Nye, Chantale Pambrun and André Lagacé. Thanks to their talents and enthusiasm, these individuals have quickly integrated themselves into the work of the Board and its committees.

The SCS Executive Director, the senior leadership team and staff also deserve kudos for sustaining a healthy organization where their passion, talents and energy can be brought to bear. Their dedication and hard work have gone a long way to providing the individuals and families a sense of belonging to their community. Going forward, I am confident that their support and involvement will be critical to the establishment and delivery of new strategies and creative approaches to address both current and anticipated needs of the organization and those it serves. As a Board, in the coming year our main goal will be to develop a strategic plan for 2020 and beyond, working closely with SCS senior leadership and staff. This plan will be key to achieving the new vision of the organization, which states that “the people we support belong and are empowered.”

I firmly believe that the last year has been transformative and, as a result, we are now stronger as an organization. I look forward to our continued success in dealing with the challenges and opportunities in the year ahead.

André Dulude

Chair of the Board,
Service Coordination for People with Developmental Disabilities (SCS)

Message from the Executive Director



Service Coordination for People with Developmental Disabilities (SCS) is committed to providing valuable services for the people we support. In today's climate of limited resources, we deliver these services through digitization, looking at alternative opportunities in the community, negotiating for services from our many service partners, and ensuring you are informed of what is going on in the community. Indeed, these approaches align with SCS's mission:

"SCS supports people with developmental disabilities and children with autism in finding available resources and planning for the future of their choice."

Digitization offers opportunities for agencies such as SCS to operate with greater efficiency by reducing the administrative burden for the people we serve. We have digitized reports to free up time to focus on the service we provide. This year we introduced a direct deposit option, making it possible for families to receive payments directly into their bank account. In the coming year we hope to make it easier for families and individuals to access information about services on our website.

We are developing our capacity to report on the value of our services. This is being done through a framework we adopted several years back called "Results-Based Accountability (RBA)." This framework not only measures how much work we do, it also measures how well we do it. Several staff in our organization have received certification for RBA, and our next step is to improve how we report on key elements of our work.

The Transition Awareness Group (TAG) of SCS aims to stimulate community participation and inspire new opportunities to support people in the community. TAG continued to hold evening sessions on various topics, including learning programs for people who want to prepare for competitive employment or volunteer work. Our annual conference, Coming Together 2018, looked at innovative housing alternatives. The conference also included a series of hands-

on activities where youth co-designed a blueprint of home and lifestyle. Later, the blueprints were shared with the audience. Over 200 people registered for the conference, and of these, 51 people participated by webcast.

Emails and social media are major tools we use to keep you informed about what is happening in our community. The number of subscribers to our monthly e-newsletter SCS EXPRESS continues to grow, and the March 2019 issue was sent to some 1,700 contacts in English and French. People also follow SCS on Facebook and Twitter, to receive updates on opportunities in our community.

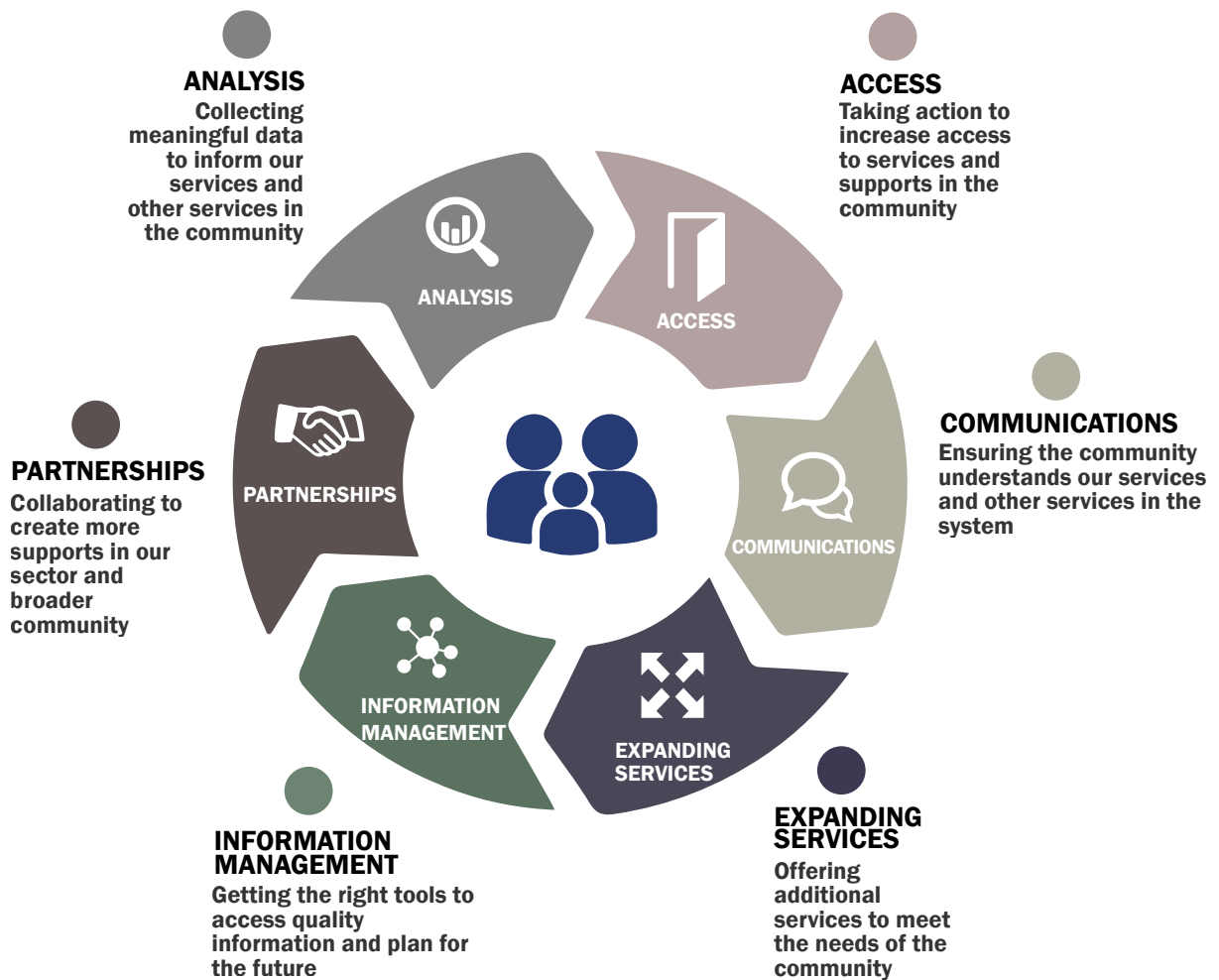
I am pleased to say SCS could not do what it does well without the full commitment of our volunteer Board of Directors and our staff. We are all very committed to working with our partners and other community members to look for alternative service solutions.

Anna Lacelle

Executive Director,
Service Coordination for People with Developmental Disabilities (SCS)

Strategic Directions of SCS

The strategic directions of SCS establish the priorities of the agency by guiding day-to-day decisions and evaluating progress on new approaches when moving forward.



Services Offered at SCS

Support Services

Children's and Adult Case Management

SCS Children's and Adult Case Management supports people with developmental disabilities, children with autism, and their caregivers by:

- Providing information on community resources
- Helping them to be active in their community
- Supporting them in their choices

Numbers:

In 2018-2019, 1,628 children received support from the Children's Case Management Team and 948 adults received support from the Adult Case Management Team, an increase of 20% from the previous year.

Residential and Community Services

Residential and Community Services supports Transition-Aged Youth (TAY) in extended care and receiving residential services from private operators by monitoring the quality of the services they are receiving and by planning for options that meet their goals.

Numbers:

In 2018-2019, Residential and Community Services supported 26 children and 209 adults.

Support Services' Initiatives and Projects

Case Management Transformation

Support Services is transforming case management at SCS to have a consistent approach throughout the agency, which will take in consideration the following approaches:

- Family-Centred - Caregivers must have a valued role in supporting their family members. Each family has its own strengths.
- Strength-Based - Everyone has strengths. It is important to build on a person's strengths as part of their plan.
- Person-Centred - People must be at the centre of decisions that support their goals regarding important life decisions.

Children’s Case Management (CCM) Eligibility Change

Eligibility to receive developmental services is determined in part by the American Psychiatric Association’s standard classification (called DSM-IV) of a developmental disability. To streamline the transition from children to adult services within SCS, CCM’s eligibility criteria have been changed to include children below the 2nd percentile, as per the updated DSM-V definition of a developmental disability.

Autism Spectrum Disorder (ASD) Initiative 2019-2020

The Autism Spectrum Disorder (ASD) Initiative provides direct funding to families to purchase respite for children under the age of 18 with autism spectrum disorder.

Families were invited to submit an application for the 2019-2020 ASD Initiative between February 18 and March 15, 2019.

The 2019-2020 Initiative received 566 eligible applications and will be able to support 233 families. In comparison, the 2018-2019 Initiative received 515 applications and provided funding to 206 families. SCS was extremely pleased to be able to help more families this year with the same resources.

Expansion of respiteservices.com/Ottawa

SCS studied the possible expansion of respiteservices.com/Ottawa to support Renfrew County; the United Counties of Stormont, Dundas and Glengarry; and the United Counties of Prescott and Russell. More information on respiteservices.com/Ottawa appears later in this report.

Coordinated Service Planning (CSP) for Children and Youth

Launched in 2018, Coordinated Service Planning (CSP) supports families with children or youth who have multiple or complex special needs. CSP aims to ensure that the services involved with a child or youth are working as a team, toward the family’s goal, and that the child or youth is kept informed through the process. Families must contact the Children’s Hospital of Eastern Ontario (CHEO) to apply for this service. SCS is one of the service providers offering CSP in Ottawa.

Testimonials on Support Services

A mother called SCS expressing confusion regarding ODSP and March of Dimes workers. Mother was very concerned about navigating DSO and process of registering for Passport. After the call, mother expressed gratitude for my description of process that provided her an understanding she described as clear. She also expressed gratitude for being able to call case management with her questions, describing the service as approachable, empathetic and experienced.

"Your program reimburses people for what they spend. What if you don't have the money to spend in the first place? You can't get reimbursed for money you don't have. People with low to no income can't benefit from this at all. Her grandparents help us to pay extra for activities thankfully. Perhaps you should mention this to people before they sign up. It is just frustrating to receive it. I'll just ignore the envelope next time. I don't want this to upset people and somehow affect any useful program that may come about in the future for our daughter. She deserves not to miss out."

SCS helps families who are facing financial difficulties by identifying solutions in order to get the services they need. Indeed, many camps and programs require payment up front, which can be a challenge to many families. However, a few programs/camps can directly bill the funding program. Also, some special-needs respite workers can be flexible regarding payment (they can accommodate being paid once the family is reimbursed).

Developmental Services Ontario Eastern Region (DSOER)

Developmental Services Ontario Eastern Region (DSOER), offered by SCS, is the access point for adult services funded by the Ministry of Children, Community and Social Services (MCCSS). DSOER provides information on services for adults on waiting lists. DSOER serves Ottawa; the United Counties of Stormont, Dundas and Glengarry; the United Counties of Prescott and Russell; and Renfrew. DSOER works cooperatively with all developmental services across the Eastern Region.

Numbers:

- 587 people completed intake with DSOER
- 319 people were confirmed eligible
- 12.6 days (average) elapsed between the day DSOER received documents and the day DSOER decided if the individual was eligible
- 686 people completed their application (assessments) with DSOER
 - 580 people completed first-time assessment with DSOER
 - 106 people were re-assessed by DSOER

DSOER's Initiatives and Projects

Housing Navigator

Local DSO housing navigators explain housing options by connecting people to resources and organizations to create a housing plan, provide a toolkit of resources to help with a housing plan, find family support networks to share information, and support innovative approaches and planning for housing beyond the traditional models.

Passport Program

Since 2018, people confirmed by DSO as eligible for adult developmental services are automatically approved to receive \$5,000 annually in direct funding through the Passport program.

DSO Eligibility and Application Process

The DSO communication team has created materials to help applicants understand the eligibility and application process.

Testimonials on DSOER

"I wanted you to know that my first two students to apply for ODSP assistance have been approved - in less than a month! This can only be attributed to the streamlined eligibility process with Developmental Services Ontario (DSO). Thank you so much for helping engage our students with DSO services! I wanted you to know for other clients who are ODSP age-appropriate. It was SO straightforward."

"I am a family doctor and I want to raise a concern about a patient that I referred to Developmental Services Ontario at SCS. In wanting to better support my patient, I wanted to discuss the patient's situation with an intake worker at SCS. I was informed that, because of privacy laws, SCS could not share any information without the person's written consent to do so."

In response to this concern, SCS was happy to provide a consent form to the person and caregiver in order for the intake worker to speak with the doctor. Privacy is always a priority at SCS: the only way it can share information with anyone, including doctors who complete referrals, is to obtain a written consent from the people SCS supports. By following this practice, SCS protects confidentiality while being able to share information with third parties.

respiteservices.com/Ottawa

respiteservices.com is a secure, user-friendly, accessible portal that helps to match families with Direct Service Providers (DSPs) or resources for respite, community participation activities, and developmental programming. The site, available 24 hours a day, supports children and adults in the Ottawa region.

Numbers:

In 2018–2019, 183 families and 137 DSPs registered to respiteservices.com/Ottawa. A total of 2,007 families and 1,286 DSPs have joined this service since 2009.

respiteservices.com/Ottawa's Initiatives and Projects

In 2018–2019, respiteservices.com focused on creating a Recruitment Strategy work plan to identify, recruit and activate high-quality candidates. Its goal is to increase the number of DSPs in the worker bank.

Here are some of the actions completed as part of the Recruitment Strategy work plan:

- Posted jobs online on Indeed, Glassdoor, Kijiji, CharityVillage and Jobboom, and with these colleges: La Cité Collégiale, Algonquin College, Algonquin College Pembroke Campus, and St. Lawrence College
- Communicated with community colleges and resource centres to sign up respiteservices.com to numerous job fairs, information tables, and classroom presentations
- Participated in SCS Case Management monthly team meeting regarding newly activated providers to improve the matching process with families
- Reconnected with pending provider applications from 2017–2018 to see if they wished to proceed with their application
- Revamped the Workers' Manual and Family/Individual Information Package
- Created the Communications Plan: Developing Person Centred Thinking job posting and a promotional video on the SCS Newsletter and SCS Facebook
- Connected with numerous community respite partners, community centres, resources, colleges and employment services to promote awareness of respiteservices.com, share recruitment strategies, post ads, and receive resumes from potential workers

Testimonial on respiteservices.com/Ottawa

"Thank you!!! I love this service so much! I just went back into our profile and called a few people, and found two potential very good workers. I will be meeting them this week and will let you know if we are successful. Thank you for your help, you have no idea how much this site helps our family!"

SCS PROJECTS AND INITIATIVES

Projects

Person-Centred Thinking

SCS is implementing person-centred practices throughout its organization. Through this approach, SCS can make sure that its staff truly listen to people, keep them at the heart of all decision-making, and remain focused on what matters to those people. Employees that are well supported are happier at work, produce better outcomes and provide better client service.

Digitization of SCS

In 2018-2019, SCS introduced payments by direct deposit, which allow families to receive payments for their invoices directly in their bank accounts. Previous digitization improvements included a new client information management system in 2016-2017 and a new financial portal in 2017-2018. All digitization projects at SCS aim to reduce the administrative burden of caring for the people it serves.

Results-Based Accountability

Results-Based Accountability (RBA) is an approach to evaluate an organization's performance. SCS adopted RBA in the past as part of its performance management framework. The RBA framework answers questions such as: How much did we do? How well did we do it? Is anyone better off? The framework ensures that the services provided by SCS are valuable to the people who receive it. In 2018-2019, SCS hosted a refresher "RBA 101" training, open to all interested staff in the agency.

SCS Rebranding

SCS is rebranding in order to make the community more aware of how the agency helps people with developmental disabilities to find existing resources and plan for their chosen future. SCS has consulted with various groups to review the messages and visual elements (images) that it currently uses to explain its role. Based on this research, SCS will launch a new suite of communications and promotional products (website, brochures, presentations) in 2019.

Feedback Framework Development

The objective of the feedback framework is to increase feedback from our stakeholders and to be able to apply what we learned from it on all of SCS's services.

A number of customer surveys have been created to receive feedback on services such as Intake, Service Navigation, Case Management and DSOER Assessments.

Initiatives

Transition Awareness Group (TAG) Conference and Information Sessions

The Transition Awareness Group (TAG) aims to stimulate community participation, inspire new opportunities, and raise the profile of developmental services in our community for transitional-age youth. TAG helps people and families gain knowledge, tools and awareness of resources in the Ottawa area.

The annual Coming Together conference focuses on a topic relevant to young people 14 years of age and older who are experiencing life transitions. The theme in 2018, "My Home, My Community," explored ideas for innovative and supportive housing beyond the group-home model.

TAG continued to organize evening information sessions for people between the ages of 16 and 21, as well as for adults in life transition. Participants received information on learning programs for people who want to prepare for competitive employment or volunteer work. Participants also met with Direct Service Workers during a meet-and-greet to make connections with workers who may be able to support their respite needs.

Volunteer Internship Program in Partnership with Volunteer Ottawa

Volunteer Ottawa (VO) has partnered with SCS for the first time to link people with developmental disabilities in volunteer internship positions with Ottawa's non-profits to learn new skills, demonstrate employment-related experience, and give to their community.

SCS 6th Annual Thanksgiving Food Drive Challenge

SCS's Social Committee organizes this charity event to raise money and food for those in need.

For this challenge, SCS employees were divided in teams - RCS, Adults, Children, Operations & Corporate Services, and DSOER - to collect points by donating money and food. For example, one dollar or one bag of spaghetti equalled two points. At the end of the challenge, the social committee calculated the total number of points for each team.

The winner this year was the Adult Team. Altogether, SCS raised \$2,517 and a mountain of food items.

Sharing in Student Success Program

Volunteers from SCS joined the Caring and Sharing Exchange in packing backpacks with school supplies for families with students in need.

This initiative is part of the Sharing in Student Success Program from the Caring and Sharing Exchange that helps children who require assistance obtaining school supplies. Participants at SCS greatly benefit from this program.

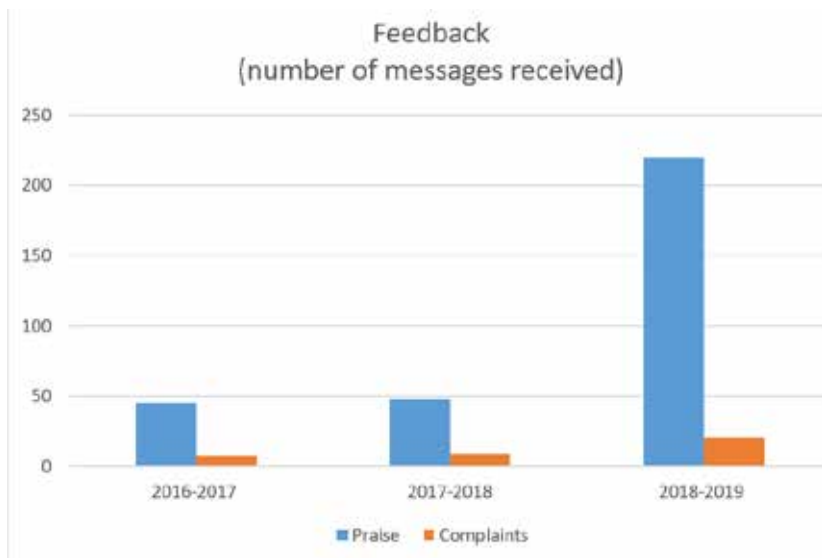
Purse Project

The Purse Project supports women and youth in the community who are in need by offering them purses and toiletries.

The Purse Project 2018, which ended in December, brought in donations of 127 purses and 4 boxes of toiletries. These were delivered to Pinecrest-Queensway Community Health Centre for distribution to shelters and in support of youth in their Pathways to Education program.

SERVICE QUALITY

SCS measures the quality of its services by requesting feedback from the people it serves. This chart shows the number of praise and complaint messages received by fiscal year (2016-2019).



During the 2018-2019 fiscal year, SCS received feedback from among the 4,498 people served. These people received or participated in:

- Core SCS services
- Initiatives such as ASD funding
- SCS info sessions, presentations and the Coming Together conference

Results indicated 220 counts of praise, 21 complaints, 6 concerns, and 5 suggestions.

SCS welcomes feedback on its online form at scsottawa.on.ca/feedback, by email at feedback@scsottawa.on.ca, or by phone to its Quality Assurance Officer at 613-748-1788 extension 227.

2018-2019 BOARD OF DIRECTORS AND COMMITTEES

Established in 1995, our Board of Directors consists of volunteers from our community. The Board governs our agency by providing leadership and direction to our Executive Director.

AUDIT AND FINANCE COMMITTEE

Stevens, Gregory	Treasurer
Murphy-Walsh, Elizabeth	Vice-Chair
Dulude, André	Chair of the Board
Lagacé, André	Director
Nye, Andrei CPA, CA	Director
Pambrun, Chantale	Director
Lacelle, Anna	Ex-Officio
Babalola, Janet	Ex-Officio

EXECUTIVE COMMITTEE

Dulude, André	Chair
Siegel, Shirley	Vice-Chair
Stevens, Gregory	Treasurer
Roberts, Alan	Secretary
Sheppard, Carole	Chair, Governance Committee
Lacelle, Anna	Ex-Officio

FRENCH LANGUAGE SERVICES COMMITTEE

Dulude, André	Chair
Pambrun, Chantale	Director
Stevens, Gregory	Treasurer
Lacelle, Anna	Ex-Officio

GOVERNANCE COMMITTEE

Sheppard, Carole Chair

Dulude, André Chair of the Board
Anderson, Ian Director
Benjamin, Tamra Director
Lagacé, André Director
Pambrun, Chantale Director
Stevens, Gregory Treasurer
Strelbisky, Walter Ex-Officio
Lacelle, Anna Ex-Officio

EXTERNAL RELATIONS COMMITTEE

Roberts, Alan Chair

Dulude, André Chair of the Board
Benjamin, Tamra Director
Murphy-Walsh, Elizabeth Director
Pambrun, Chantale Director
Siegel, Shirley Vice-Chair of the Board
Stevens, Gregory Treasurer
Yan, Toby Director
Lacelle, Anna Ex-Officio

QUALITY AND RISK MANAGEMENT COMMITTEE

Zipes, Helen Chair

Dulude, André Chair of the Board
Lagacé, André Director
Nye, Andrei CPA, CA Director
Pambrun, Chantale Director
Yan, Toby Director
Lacelle, Anna Ex-Officio
Pepe, Jolyne Ex-Officio

FINANCIAL OVERVIEW

Summarized financial information for the year ended March 31, 2019.

Statement of Operations: March 31, 2019	
Revenue	\$38,352,206
Expenditures	
Individual Program Expenses	\$31,872,803
Salaries & Benefits	\$5,224,051
Other Expenses	\$1,319,574
Total Expenditures	\$38,416,428
Excess (Deficiency) of Revenue over Expenses	- \$64,222

Statement of Financial Position: March 31, 2019	
Assets	
Current Assets	\$4,748,050
Net Capital Assets	\$138,047
Net Intangible Assets	\$27,865
Total Assets	\$4,913,962
Liabilities	
Current Liabilities	\$4,979,392
Net Assets	(\$65,430)
Total Liabilities & Net Assets	\$4,913,962

CAMILA'S STORY

by SCS

Many families will tell you, taking care of a relative with a developmental disability is often comparable to working a full-time job. Families want what is best for their relatives, including the support they receive. By doing so, they tend to involve themselves without counting, but they must also recognize their limits to avoid exhaustion.

People with developmental disabilities and their families approach SCS for many reasons.

In certain situations, people need support from SCS for a short period of time. It's often the case soon after a person has received the diagnosis. At that time, the person and the family typically know very little about the system, and that's normal, since they didn't really have any reason to educate themselves before the diagnosis.

Families must then confront a steep learning curve and SCS supports them on this journey. Although SCS does not offer residential services or day programs, we do provide people and families information about the opportunities, resources or services that meet their needs. In this way, we help to alleviate the heavy burden on their shoulders.

In other situations, the needs can be more complex and can intensify over time. SCS adapts its support to each person, who is at the heart of the planning.

This has been the case for Camila and her family. Camila has been diagnosed with Angelman syndrome. She is non-verbal, epileptic, has a serious developmental disability and has numerous support needs.

Her first contacts with SCS date back to 1995, when Camila's family returned to Canada from an assignment abroad. Since then, they have needed the support of SCS given Camila's situation.

Visit SCS website at scscottawa.on.ca to continue reading Camila's story.



CONTACT US

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Developmental Services Ontario Eastern Region

200 - 150 Montreal Rd., Ottawa, ON K1L 8H2

Email: admin@dsoer.ca

Telephone: 1-855-376-3737 TTY: 1-855-777-5787 Fax: 1-855-858-3737

Hours of operation: 8:30 to 4:30, Monday to Friday

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