



# ANNUAL REPORT

2010 - 2011

Preparing For A Year of  
Growth

ONE COMMUNITY MANY OPPORTUNITIES



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### Members of Staff during the year of 2010 - 2011

Uma Bucha  
Chantal Leblanc  
Stephen Novosedlik  
Sue Olthof



## helping people with developmental disabilities and/or autism in Ottawa

Service Coordination des services (SCS) is a non-profit, bilingual agency in the Ottawa developmental disabilities and/or autism since 1995.

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

We take 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

It is with great pleasure that we present the Annual General Report for the year 2010-2011. Service Coordination des services (SCS) faced several significant challenges last year and managed to meet them successfully. First, the Board had to find a new Executive Director. After several months of research and interviews, the Board hired Anna Lacelle as the Executive Director of SCS. On behalf of the members of the Board of Directors, I would like to thank Jean Tanguay, Karen Niman and Chantal Leblanc, who served as Interim Executive Directors at various times throughout the year until the new executive director was hired.

The second challenge came about when the Board decided that SCS would answer the Ministry of Community and Social Services' call to put forward a proposal to become the central access point for all adult developmental services in Ontario Eastern Region. Both staff and Board members worked collaboratively and invested significant time in developing the proposal. SCS is very proud to have met this challenge and to have been chosen by the Ministry of Community and Social Services as the Developmental Services Ontario Eastern Region (DSOER).

And then came the third challenge, the actual implementation of this new and important part of our mandate while continuing to deliver high quality services and meet all of the expectations of our funders. Two key issues had to be addressed. First, the regional focus of DSOER required that SCS expand its operations from Ottawa to Prescott Russell, Stormont Dundas and Glengary, and Renfrew County. Second, we were challenged with communicating upcoming changes to our individuals, partners and other stakeholders. As of the end of March 2011, work is progressing as planned and we are confident that we will meet our target date to open this new service by July 1st.

We are looking forward to a very exciting and challenging year in 2011-2012 and the Board would like to recognize the hard work and dedication of all employees and in particular the work of our new Executive Director who played a key role in supporting the Board of Directors in meeting all these challenges. The Board is committed and determined to improve its operations and how it contributes to the overall success of SCS, particularly in a regional context.

Service Coordination des services is a dynamic and progressive organization that remains optimistic about the future and committed to continue to lead and "...support people through inclusion, choice and partnerships."

**Louise Holmes**  
**Chair of the Board of Directors**

# MESSAGE FROM THE EXECUTIVE DIRECTOR



As the new Executive Director of Service Coordination des services, I am pleased to have accepted a position within an organization that is governed and staffed by people committed to provide quality service. From the onset of my work I was challenged with the opportunity to implement the Developmental Services Ontario Eastern Region and to learn about a new community and a new organization. I am pleased to say that everyone I have met has offered me their support. Indeed, my predecessors have built a healthy foundation of collaboration for Service Coordination des services. This is a foundation that I will continue to build upon in our region.

Service Coordination des service was the last of the nine organizations within the province to be told that we were successful at becoming the future Developmental Services Ontario Eastern Region. Since we did not have the same amount of time as our provincial partners to set up this regional service, we established a solid Transition Advisory Committee to help us do our work. This committee had regional representation including family members, agency partners, people who use our service and the Ministry of Community and Social Services. This committee helped us prepare for growth by providing invaluable advice on how we needed to operate, inform people about the service and where we needed to be located.

Case Management Services continues to evolve its model of support for both children and adults who have a developmental disability and/or autism. Service Coordination des services along with some community partners used this model to establish a training module for case management that will be used across the province. This is one example of how Renée Bélanger, Director of Case Management Services has collaborated with our community partners.

The implementation of Residential Community Services that manages contracts with private residential operators to provide services to individuals. This work included streamlining service agreements with private operators as well as the quality of care provided in these homes.

Service Coordination des services is regulated by the Child and Family Services Act, 1990 and the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008. The first act regulates the work we do for children and the other regulates the work we do for adults. The primary change that occurred this year was the need to implement Ontario Regulation 299/10 Quality Assurance Measures for our adult services. This regulation clarified the roles of organizations in reporting abuse, safety around buildings and requirements for the use of behaviour interventions. Additionally it outlined what application entities will do to ensure people get treated in a fair and consistent manner.

As you read through this report you will read highlights about the quality services we provide. Over the next year we will be preparing ourselves for the future by building upon the strength of our foundation.

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



# MESSAGE FROM THE FRENCH LANGUAGE SERVICES COMMITTEE

The French Language Services Act guarantees the right to receive provincial government services in French from the head office of any ministry, agency, board and commission of the Government and its offices are located in 25 designated areas of the province.

Agencies that are provincially-funded such as hospitals, children's aid societies and homes for seniors, are not automatically covered by the Act. However, Cabinet may designate them as providers of services in French through a regulation. Once designated, these agencies must provide services in French to the same standards as ministries. Service Coordination is a designated Agency under the Act.

The Self-Assessment of French Language Services Delivery that Service Coordination completed for the Ministries of Children and Youth Service and Community and Social Services covers the following areas:

**Permanency and quality of service.** Permanency is reflected in the goals/objectives of the agency's service plan/agreement with the ministry. Quality of service is based on perceived qualities of practices and standards of competence, as recognized by the regional office. Three elements crucial to quality of service are: service providers must be professionally competent, the service must be linguistically and culturally appropriate, and the service must be based on an understanding of French-speaking individuals' needs.

**Adequacy of access to services** is considered from two perspectives: availability of the service itself, and physical aspects of service delivery (e.g., location, signage). The results of the self-assessment indicate that Service Coordination is highly compliant in all areas.

Service provided is linguistically appropriate and based on an understanding of French-speaking individuals' needs; Francophones are well represented on the Board of Directors and its committees, and at management levels. Accountability for French language services is stated in the by-laws and administrative policies and procedures, and is reflected in its management practices. The Committee continues to ensure that SCS reaches out to the Francophone Community.

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

# Individual Success Story

(Individual's name has been changed to protect their identity)

Johnny is a 19 year old who has a diagnosis of Asperger's Syndrome. Currently, Johnny lives in a residence with 24 hour support and supervision. Prior to this residence, Johnny lived in a variety of CAS foster homes.

Johnny participates in planning for his supports and goals. He has benefitted from resources provided by his residence to cope with obstacles he faces living with Asperger's. He was able to attend High School and graduated with his Ontario Secondary School Diploma in June of 2011. Johnny is currently enrolled in the Police Foundations program at Algonquin College. His current residential care provider is modifying Johnny's current residence to create a semi-independent living environment which would consist of a separate apartment for Johnny with limited staff involvement.

Service Coordination's role is to facilitate planning, provide information, and organize services that empowers individuals to look at options and make choices to meet their changing needs.



**Administrative team**

# WHAT WE DO

## HELPING CHILDREN AND ADULTS

### Did You Know?

- 1605 individuals received case management support:
  - 713 were adults and
  - 892 were children
- 171 individuals received support in our resource room
- There are 125 individuals accessing residential resources from 15 providers
- 36 adults and 36 children were allocated Flex Funding
- 84 children were allocated Autism Spectrum Disorder Funds
- 858 calls were responded to for information requests
- New registrations to [Respiteservices.com](http://Respiteservices.com) for this year:
  - 257 English families
  - 24 French families
  - 66 workers

Taking a person-centered approach, we work together with other agencies to address the special needs of each individual.

For adults, we are the “central point of access” in Ottawa. Adults with developmental disabilities and autism and their families come to us initially to access services and programs funded by the Ministry of Community and Social Services.

For children, we help their parents and caregivers navigate the system of programs and services funded by Ministry of Children and Youth Services. Parents and caregivers don’t have to come to us to access these services and programs. But if they do, we can assist the family and child to have access to the program or services that best suits their needs.

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

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**Case Management Team**



## **SERVICES AND PROGRAMS**

### **Responding to Requests**

We respond to telephone requests for such things as general information concerning services in the community, services and supports provided directly by us, or intake into the adult developmental services system or other SCS services. Each telephone request is responded to by our staff and recorded. This is both an information management and routing function.

### **Intake and Case Management**

Our case managers work with child and adult people and their families to determine what services and programs they already have, what they currently need and what they may need in the future. To improve on our client service, we developed and use an urgent response guide that we have shared as a resource with many of our partner agencies. It is also posted on our website for public use. Our plan of service, completed with families and individuals, which is a cornerstone of our case management process, was streamlined and simplified. The case management team's Transition Aged Group organized and held monthly presentations for families on a variety of topics including; Special Services at Home, Passport program, Public Guardian and Trustee, Transportation-Para-Transpo, Planning with Citizen Advocacy, Community Care Access Centre and the new federal Registered Disability Saving Plan program.

### **Respiteservices.com**

Respiteservices.com successfully completed its first full year as a secure network for families that need respite and access to services. Respiteservices.com is part of a provincial online resource that connects families to special needs workers and provides information on respite services. Respiteservices.com is now on Facebook.

### **Community Services Planning Table**

As part of our person-centered approach, we facilitate a collaborative process with all service providers funded by the Ministry of Community and Social Services, to ensure that the individual needs of our people are met.

### **Vacancy Management**

For adult people, we manage a registry system that matches people with residential options and day support programs.

### **Fund Management**

We are responsible for administering funds to assist people in getting immediate support (for example, ASD respite).

### **Outside Paid Resources**

We work with individuals who are living in what are referred to as "outside paid resources". This work involves 3 primary activities 1) administering and monitoring funds, ensuring the provision of quality case management services to individuals receiving purchased residential services and supports and developing a strength-based person-centered plan which is maintained for each individual supported by SCS in a purchased residential service.



# 2010-2011 HIGHLIGHTS

## ACCESS TO SERVICES

### Autism Spectrum Disorder Respite Funding

2010 - 2011 was our fourth year of managing the allocation of Autism Spectrum Disorder respite funding. We responded to suggestions and implemented a guide to assist families to complete the application. To improve the service, each applicant received a call to verify and complete their information. Once again, over 90 families in need of funding for respite were assisted.

### Partnership Development

Service Coordination des services participated on a regional committee to create a 'Standards of case management' e-course which will be launched in the fall of 2011. We continue to participate in various local and regional committees: Champlain Eastern Region Dual Diagnosis Advisory Committee (CERDDAC) Coordinated Access, Le Regroupement des Partenaires Francophone. We worked with Coordinated Access and Christian Horizons at developing children's respite options.

### Website - 211 Partnering

**2010 - 2011** has been another year of development for our website which is becoming an increasingly useful tool for families and other agencies seeking resources. We continued an ambitious project to catalogue children's resources by diagnosis, age group, category of service, language of service and fee or no-fee.

### Supports Intensity Scale (SIS)

A unique tool for assessing and planning support needs for adults with intellectual and developmental disabilities.

The pilot project was continued throughout 2010/2011 and the trained Support Intensity Scale assessors updated their qualifications. Service Coordination also participated in the testing of the provincial data base to enter the Application for Developmental Services and Supports (ADSS) and Support Intensity Scale (SIS) data.

## SUPPORTING COMMUNITY PROCESSES

### Community Service Planning Table (CSPT)

This year the Community Services Planning Table/ has had a variety of reports created to support it in the work it has to accomplish and to assist the table in monitoring its effectiveness.

### Transition Aged Youth (TAY) Project

In 2010 – 2011 the transfer of individuals in residential placement under the care of the Children's Aid Society who are now adults successfully transferred to the adult developmental sector.

For each individual a person centered plan was created to identify the best resources to meet their support needs. This project is now ongoing work which is completed annually in the Residential and Community Services. A revised protocol between the Children's Aid Society and Service Coordination was established in the fall of 2010 to continue to ensure a seamless transfer of children to the adult developmental sector and a planning process that begins at sixteen years of age, two years prior to transfer.

### Multiple Complex Special Needs Process (MCSN)

The Multiple Complex Special Needs process is managed by Coordinated access. The MCSN case manager was hired and that position is at Service Coordination des services. The entire children's case management team was trained in CANS-MCSN (Child and Adolescent Needs Scale—version devised for the Multiple Complex Special Needs process) to assist with triage of children who could be served by that process.



**Residential Community Services Team**

# UTILIZATION INFORMATION for the 2010 - 2011 Year

The information (data) to follow is high level in nature and reflective of the main service functions of managing requests for information, obtaining sufficient information to identify necessary supports (intake), facilitating connections to supports (case management) and managing the worker bank. In addition, data is presented regarding the Resource Room and the Registry. While SCS staff carry out other work, these functions are most central to the mandate and purpose of the organization. It is meant to provide only a general sense of the level of activity SCS staff had with individuals over the 2010 - 2011 year. Accordingly, it has been organized into the following main groups: Children's Services; Adult Services; [respiteservices.com](http://respiteservices.com); Information/Resource Room; and, Registry.

## Understanding the Information: **Some Basics**

In order to understand the utilization data presented it is important to provide a basic description of the approach used by SCS. Like many organizations, SCS has implemented an information system that is based on the individual. Generally referred to as a client record system, for each person that is served a single 'master' record is created. Regardless of how many times that individual may connect with SCS or for how many different types of services / functions, 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.

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## Information **Services**

SCS provides information to families/individuals in several ways:

- by telephone or drop in our case managers can provide general information
- on the SCS Website where families/individuals can acquire pertinent information about SCS
- on the SCS/Community Information Ottawa partnered database Website where families/individuals can search for pertinent information about community resources.

## Children's & Adult **Services**

The information presented for Children's and Adult services is based on the extent of 'service activity' related to the 1240 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's SERVICES

## Intake Activity

Over the course of the 2010 - 2011 fiscal year, SCS staff completed 381 intakes for children's services. 64% (242) of these intakes were on behalf of new individuals. The intakes have returned to pre ASD levels as expected after two years of large increases.

**Table 1: Intake Activity**

	English		French		TOTAL		Variance	
	09/10	10/11	09/10	10/11	09/10	10/11	09/10 - 10/11	
New Individuals	227	212	29	30	256	242	(14)	(5)%
Existing Individuals	114	126	17	13	131	139	8	6%
<b>TOTAL Intakes</b>	<b>341</b>	<b>338</b>	<b>46</b>	<b>43</b>	<b>387</b>	<b>381</b>	<b>(6)</b>	<b>(1)%</b>

## Case Management

Case Management continues to be a great resource for families.

**Table 2: Case Management: Ongoing**

	English		French		TOTAL		Variance	
	09/10	10/11	09/10	10/11	09/10	10/11	09/10 - 10/11	
Open at Start	283	413	56	68	339	481	142	41%
New Individuals	354	409	41	52	395	461	66	16%
<b>TOTAL Active during Year</b>	<b>637</b>	<b>822</b>	<b>97</b>	<b>120</b>	<b>734</b>	<b>942</b>	<b>208</b>	<b>28%</b>

# Adult SERVICES

## Intake Activity

Through the 2010 - 2011 year, SCS staff completed 232 intakes for adult services. Approximately 39% (91) of these intakes were on behalf of new individuals.

**Table 3: Intake Activity**

	English		French		TOTAL		Variance	
	09/10	10/11	09/10	10/11	09/10	10/11	09/10 - 10/11	
New Individuals	116	78	26	13	142	91	(51)	(35)%
Existing Individuals	90	123	16	18	106	141	35	33%
<b>TOTAL Intakes</b>	<b>206</b>	<b>201</b>	<b>42</b>	<b>31</b>	<b>248</b>	<b>232</b>	<b>(16)</b>	<b>(6)%</b>

## Case Management: Ongoing

The total number of individuals served through ongoing case management support by the adult services team increased by approximately 1% in 2010 - 2011 as compared to 2009 - 2010.

**Table 4: Case Management: Ongoing**

	English		French		TOTAL		Variance	
	09/10	10/11	09/10	10/11	09/10	10/11	09/10 - 08/09	
<b>Open at Start</b>	407	472	74	83	481	555	74	15%
<b>New Individuals</b>	185	135	36	21	221	156	(65)	(29)%
<b>TOTAL Active during Year</b>	592	607	110	104	702	711	9	1%

## Respite services.com

Respite services.com has 2 major components. Information on respite services and the Special Services Worker Bank. (SSWB)

The (SSWB) is designed to assist families who are receiving funding from Special Services at Home (SSAH), Assistance for Children with Severe Disabilities (ACSD), the Autism Spectrum Disorder (ASD) Respite Initiative and/or the Passport Initiative by providing potential workers for families to hire and carry out family relief and / or developmental programming.

The SSWB is based on a 'broker model'. It is parent driven. The parent / family is the employer while the SSWB program is the broker, linking potential workers with special needs families.

## Resource ROOM

Available Monday to Friday from 8:30 a.m. to 3:30 p.m. on a drop-in basis, the Resource Room provides assistance to families/individuals in several ways:

- Workers on site can assist families in completing application forms such as Assistance for Children with Severe Disability and Special Services at Home;
- It is a venue where families/individuals can be guided by a worker to acquire pertinent information about community resources;
- It is also a point of access for families/individuals who would like to register with SCS;

## Registry: RESIDENTIAL /HOUSING & DAY SUPPORTS

### Community Registry

It is important to provide some background as to how the registry organizes its information. It begins with two very broad groups:

- individuals who are seeking supports at present
- individuals who will, at some future point, require supports

When a vacancy becomes available in the MCSS funded system, SCS is notified, the registry is searched for all appropriate individuals based on need and the general characteristics of the vacancy, and a list of potential candidates is compiled. This information is then presented to the Community Services Planning Table (CSPT) for review and consideration. It is important to note that waiting time is not necessarily a factor.

## Residential/Housing Registry

Beginning with Table 5, the data is organized firstly into the two broad groups of 'immediate' and 'future' registrations. The next level down within 'immediate' are two further groups, simply noted as '1' and '2'. Those in Group 1 are generally understood to have relatively risk in one or more of the areas of safety, housing, financial, health and other extenuating circumstances. On these same domains, Group 2 would be determined to be at a somewhat lower risk and characterized generally as relatively stable.

**Table 5: Residential/Housing Registry**

Category	Immediate					Future			GRAND TOTAL
	Group 1		Group 2		TOTAL	ENG	FR	TOTAL	
	ENG	FR	ENG	FR					
24 hour	69	4	79	18	170	175	26	201	371
15 – 20 hours	17	2	43	11	73	54	9	63	136
8 – 14 hours	9	1	58	5	73	44	8	52	125
Up to 8 hours	4	1	31	9	45	21	5	26	71
TOTAL	99	8	211	43	361	294	48	342	703

## Day Support Registry

By way of overview, there are a total of 732 people who have identified one or more day support requests. 669 have one request, 61 have 2 requests and 2 individuals have identified 3 requests bringing the total number of requests to 797. The vast majority of requests within the 'immediate' category rest in Group 2. At 422 requests, these constitute approximately 85% of the total. Also within this same category, 48% or 238 of the total number of requests are for some type of work arrangement with 52% representing a non-work setting.

When reviewing 'future' requests, the percentages are almost equal. Requests related to work settings sits at 147 and for non-work related settings is at 121 which brings the total to 168 people.

**Table 6: Day Support Registry**

Category	Immediate					Future			GRAND TOTAL
	Group 1		Group 2		TOTAL	ENG	FR	TOTAL	
	ENG	FR	ENG	FR					
Supported Employment	6	1	125	28	160	96	12	108	268
Work Options	10	0	65	3	78	34	5	39	117
Other than Work	48	10	178	23	259	104	17	121	380
TOTAL	64	11	368	54	497	234	34	268	765



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