



Service Coordination for People  
with Developmental Disabilities

Coordination des services pour les  
personnes ayant une déficience intellectuelle

# ANNUAL REPORT

## 2012 - 2013



Your pathway to developmental services and supports in your community

Votre voie d'accès aux services et soutiens pour les personnes ayant une déficience intellectuelle dans votre communauté

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## Your pathway to developmental services and supports in your community

Service Coordination for People with Developmental Disabilities is a non-profit organisation, provincially funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services that helps individuals and their families plan for and connect with community resources. We serve adults and children with a Developmental Disability and children with Autism Spectrum Disorder - some services are provided in Ottawa and in the Eastern Ontario region.

Offering services in English and French. We will help you plan and access available developmental services and community supports.

### MISSION STATEMENT

“SCS helps individuals of all ages with developmental disabilities and their families connect with community resources that meet their individual needs.”

### OUR VISION

“SCS is an innovative knowledge-based organization, recognized as a leader, by working in collaboration with our community to deliver high quality services to individuals with a developmental disability in our region.”



## MESSAGE FROM THE CHAIR OF THE BOARD

On behalf of the Board of Directors, I am pleased to present the 2012-2013 Annual Report for Service Coordination des services for People with Developmental Disabilities (SCS). The year end was very productive for SCS, which continued to improve the services offered by Developmental Services Ontario Eastern Region (DSOER) and all services offered to the community.

Strengthened by the recruitment of new members, the Board of Directors has experienced a year of intense activity and stability and was able to make considerable progress in the execution of its ambitious work plan. The Board has reviewed in depth its work methods and performance and has undertaken measures for continuous improvement.

Our mission and vision statements have been renewed and new strategic directions have been formulated. These relate to significant strengthening of the ability of SCS to communicate, manage and use the information and measure the effectiveness of operations. The Board is expecting SCS management to develop strategies to make rapid progress in each of these fields. The objective is to strengthen the infrastructure and the management of SCS resources in order to improve the services that SCS provides to people with a Developmental Disability and the whole community. The revision of the organization's by-laws has begun and the Board is confident to meet the prescribed deadlines for updating our regulations to comply with the requirements of the new federal legislation on not-for profit organizations.

Despite regional expansion and continual growth in the needs of our clients and the community, SCS continues to offer the highest quality services and communicates effectively with Ontario government ministries, its clients, partners and all other stakeholders. The Board of Directors is determined for SCS to maintain and improve all aspects of its operations and services.

On behalf of the Board of Directors, I would also like to thank our employees, who are essential partners in achieving our objectives. Their dedication and tireless efforts ensures that SCS will successfully meet all the challenges it faces.

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

# MESSAGE FROM THE EXECUTIVE DIRECTOR



The pace of work in 2012-2013 at Service Coordination des services for People with Developmental Disabilities (SCS) continues to increase. We helped over 3300 people in our various services and this is up from 3000 the previous year. We are constantly collaborating with our partners to meet the needs of adults and children with a developmental disability, and children with Autism Spectrum Disorder in the community.

Developmental Services Ontario Eastern Region (DSOER) has been challenged to connect what appears to be an increasing number of adults in urgent situations, to services they need. To achieve results the DSOER connected with Case Management Developmental Services in Renfrew County, Prescott Russell, Stormont Dundas and Glengary, and Ottawa. Service Coordination's Case Management service leads the urgent response system for the adult developmental service system in the city of Ottawa.

The work we do with the people we serve is supported through our administrative supports. In 2012-2013, SCS operated the organization at 6 percent of our budget which is 4 per cent less than the provincial benchmark. To compensate for this pressure we have started to plan ways to automate and this year we automated our payroll system.

In this time of austerity, SCS recognizes the need to collaborate with our community partners and to adapt our services to try to meet the needs of people. As part of a larger system, we chair a number of committees in the adult developmental system, participate on committees within the children's system and chair a committee that includes services in both adult and children's developmental services in the eastern region.

Next year we anticipate that the pace of the work we do will continue to increase. We are embarking on a new strategic plan that will focus on the board's new strategic directions and we will continue to collaborate with our community partners to plan ways to meet the needs of the people we work to serve.

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



# Testimonials

“You couldn’t possibly imagine my joy as I write this email to you! [My son’s] application for funding for summer camp has been approved by Max Keeping Foundation. So, for the first time ever in his sixteen year life, he will have the opportunity to attend a summer camp! We are all so thrilled and excited, and as we relish in this sweet delight we are thinking there is no better person to share it with but you! You have been a wonderful case manager for us; your counsel and direction have simply been phenomenal! We thank you most sincerely.”

With great appreciation from myself and our entire family.

M.K.

If you were to ask [L] about the moments he most remembered about working with his case manager, he might talk about going to employment services appointments together, or how comfortable he was talking on the phone together, or perhaps the day he learn he was able to get a yearlong pass to the Kanata Leisure Centre and a personal bus pass. [L] might tell you about one meeting when we used an impact technique in his living room where we took cover behind furniture and ‘shot’ words at each other to remind us that we are all on the same side. He might even tell you about the time he accidentally said “love you” to his case manager then rallied from the briefest moment of embarrassment to announce, “What? It’s ok if I love him.”

T.M.

I just wanted to let you know that [our assessor/navigator] came out to meet with us on Monday. “It was a pleasure working with him. He answered all of my questions (which were many) and he conducted the interview/assessment with respect for [my son] and for us. He was very caring and kind and good at explaining everything.”

Thank you

J.E.

Just a quick update; [my son] has really enjoyed his first year at St. Stephen’s day program, on Braeside Ave. “Thank you very much for putting us in contact with this program. Thank you very much for all of your help with transitioning him from High School to day program. Your support has been a huge blessing for us.”

Sincerely

R.T.F.



## Testimonials (con't)

"My experience with Service Coordination has been nothing short of extraordinary. The staff at Service Coordination work tirelessly to provide an essential service to families and children, all the while maintaining an atmosphere of acceptance, compassion and respect.

[Our Coordinator] makes the liaising process between workers and clients simple, comfortable, and efficient. Service Coordination is a family of dedicated workers who appreciate how multiple oppressions intersect and affect families. The staff are committed to the cause and to their clients, and these dedications are reflected in their rapport with clients, workers, and families. It is a pleasure to be associated with this organization."

All the best

N.M.

"You have been a fantastic help right from the start!! You deserve a day off because you work for two people and you end up with results every time and always get the ball rolling."

We think the world of you.

B.P.

### Did You Know ?

- **2483 individuals contacted our Case Management teams at one point or another through the year:**
  - 1344 were adults
  - 1139 were children
- **There are 151 individuals accessing residential resources from 17 providers**
- **96 children were allocated Autism Spectrum Disorder funds**
- **New registrations to [respiteservices.com](http://respiteservices.com) for this year:**
  - 235 families
  - 55 workers
  - 102 matches
- **There was 1023 new registrations to DSOER**

**SCS in support of Celebration of People, marking the annual United Nations International Day of Persons with Disabilities.**



**SCS sponsored the Employer Award that went to The Lone Star Group of Companies. This group has supported the success of several employees with disabilities across its restaurants in Ottawa.**

## Case Management - Ottawa

Case Management services for both children and adults are finding it increasingly difficult to connect people to services in Ottawa. Services are saturated and increasingly rare as the complexity of needs and the number of individuals who require service is increasing. In an effort to increase available services in 2012-2013, Case Management has been engaged and initiated several Community Development Projects. This has involved our partners in many service streams, not only the developmental service stream. It is our intention to increase community awareness about the needs of people who have a developmental disability and children with autism and to create opportunities for the people we serve.

## Children's Case Management

The Supervisor of the Children's Case Management team has obtained consent from Dr. John S. Lyon's, Chair of Child and Youth Mental Health Research, University of Ottawa/Children's Hospital of Eastern Ontario, to customize and implement the "Child and Adolescent Needs Assessment" (CANS) tool. This tool will be automated and assist SCS to assess a child's needs.

Children's Case Management is the only children's developmental service in Ottawa that does not have a wait list. We offered an on going case management services to 855 children and their families through this service in 2012-2013.

## Adult Case Management

The Adult Case Management service is the first respondent for people with a developmental disability who are experiencing an urgency. We are not a crisis service however we offer support to people to help prevent a crisis. To guide us with doing this work, SCS has led the development of the "Urgent Response Guide" which was supported by our partners in the developmental system.

Fifty one (51) adults were offered Urgent Response services in 2012-2013. Adult Case Management provided ongoing support to 564 people in 2012-2013.

## Respiteservices.com

Respiteservices.com is part of a network that operates a secure website that families and individuals can use to find special needs workers. In 2012-2013 Respiteservices.com registered 235 families and 55 workers which resulted in 102 families being matched which is a 6% increase. One way we reach families and recruit workers is by conducting many presentations, information sessions and participating in job fairs. We have reviewed and translated into French the Parent Guide Manual to support families in creating their profile and accessing the respiteservices.com. We are planning to develop a similar guide for Special Needs Workers.



respiteservices.com



# Residential Community Services

The Residential and Community Services (RCS) program manages all third party contracts and service agreements within private residential, day and community services. This 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. We engage our community partners in the developmental services sector to plan for options for youth in transition.

The Quality Assurance function of RCS evaluates services 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." For the 2012-2013 fiscal year Service Agreements were reviewed and revised to incorporate quality assurance measures.

An individual support plan reviews progress and facilitates short and long term planning for the resident. It is an individualized planning tool, based primarily on the individual's particular needs, in which we outline the objectives for services for the individual. It is a plan to secure, within specified time frames and where applicable, specialized consultation, treatment and supports that have been recommended on the basis of the individual's needs. It is focused on the strengths and needs of the individual and supported by the SCS person-centered planning approach. The Individual Support Plan identifies desired outcomes from which progress can be measured.

## 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 February 2013, DSOER underwent a compliance review conducted by the Provincial Audit Unit of the Ministry of Community and Social Services. The purpose of the review was to ensure that the DSOER was following the directives set out by MCSS and in the new provincial act which ensures **fairness, equity and accessibility** are adhered to by your DSO. We were pleased with the results because we were 98% compliant and we are now at 100%.

The DSOER team have attended provincial videoconferences to maintain their knowledge and skill level at conducting assessments so the high quality of the assessments completed is maintained. The DSOER assessors also participated in committees to improve the assessment tools and assessment process throughout the province. Our commitment and support to provide quality services was recognized by Ruth Pellman the provincial trainer.

## DSOER (con't)

“Support of assessors is essential to maintain the quality of standard required for good, reliable results for our Ontario Developmental Services Application Package. The local supervisory support system that the DSO Eastern Region has provided, for their assessors, has complemented our provincial Assessor Training and Data Quality Assurance Program. The result is a strong team of reliable assessors in the Eastern Region of the province”.

Since DSOER streamlined its intake function, this increased the number of assessments that were completed throughout 2012-2013. The following table identifies the increase of assessments from last year to 2012-2013.

We look forward to continuing to improve our work in 2013-2014 and to continue receiving feedback on how we can improve the efficiency and effectiveness of the service.

DSOER	Intake	Confirmed Eligible	Deemed Ineligible	Application Package Completed
2011 – 2012	886	256	10	151
2012 - 2013	1023	1084	157	374

- Individuals Served (Intake) – Persons who requested services and completed the registration process with DSOER
- Confirmed Eligible – Persons who meet the eligibility criteria and completed the eligibility determination to adult developmental services.
- Deemed Ineligible – Persons who did not meet the eligibility criteria to adult developmental services
- Application Package Completed – Persons who completed the ADSS\* and SIS\*\* with a DSOER assessor.

\*ADSS: Application for Developmental Services and Supports

\*\*SIS: Support Intensity Scale

## The Registry

One of DSOER's functions is to manage how people are linked to a service when an adult developmental service system identifies a vacancy. For example, a person who needs a supported independent living program or group home is matched to an agency that has a vacancy. We anticipate receiving MCSS directives that will standardize this process.

The following table identifies the people who are waiting for service in the Eastern Region including Dundas and Glengarry, United Counties of Prescott-Russell and the City of Ottawa.

## Regional Residential / Housing Day Registry

	Group Home	Host Family	Supported Independent Living (SIL)	Respite	Day
United Counties of Prescott Russell	16	3	4	8	13
United Counties of Stormont, Dundas and Glengarry	88	14	41	75	156
Renfrew County	85	9	94	92	76

## Day Support Registry - Ottawa Region \*

Category	Immediate			Future	
	Level 1	Level 2	TOTAL	TOTAL	GRAND TOTAL
Supported Employment	17	166	183	103	286
Work Options	14	87	101	37	138
Other than Work	88	246	334	110	444
<b>TOTAL</b>	119	499	618	250	868

## Residential/Housing Registry - Ottawa Region \*

Category	Immediate			Future	
	Level 1	Level 2	TOTAL	TOTAL	GRAND TOTAL
24 hours	100	121	221	187	408
15 – 20 hours	24	58	82	64	146
8 – 14 hours	18	78	96	53	149
Up to 8 hours	6	56	62	28	90
Respite	146	65	211	N/A	211
<b>TOTAL</b>	294	378	672	332	1004

### \* Level I – Most In Need

An individual is considered *Level 1 – Most in Need* where there is a high risk of harm to the individual and/or to others and where no other services and supports are involved and all other resources have been exhausted.

### \* Level II – Immediate Need

Individual and/or caregiver's health and safety could be compromised in the short term. There may be some services involved but at imminent breakdown.

As defined by the Regional Prioritization Work Group

**Future:** An individual is considered future when she/he and or caregiver's health is not at risk. The individual is living at home and wants to engage in long range planning.



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### **SCS Staff**



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

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