



SERVICE COORDINATION SUPPORT
FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

SERVICE COORDINATION SOUTIEN
POUR LES PERSONNES AYANT UNE DÉFICIENCE INTELLECTUELLE

ANNUAL REPORT 2019-2020

RESPONDING TO THE COMMUNITY

- ROLE OF SCS
- STRATEGIC PLAN
- PERSON-CENTRED APPROACH
- 25th ANNIVERSARY
- PROJECTS AND INITIATIVES
- SERVICES OFFERED
- LEARNING THROUGH FEEDBACK



Copyright © 2020
by Service Coordination Support (SCS)

All rights reserved. No part of this report can be reproduced in any form including sound photocopies and recordings without the permission of the authors.



SCS

CONTENTS

Mission, Vision and Values of SCS.....	1
Role of SCS.....	2
Message from the Chair of the Board of Directors.....	3
Message from the Executive Director.....	5
SCS's Strategic Plan (2020–2023).....	7
SCS's Person-Centred Approach	8
25th Anniversary & Success Stories.....	9
Transition Awareness Group (TAG).....	10
Projects and Initiatives.....	11
Services Offered at SCS.....	15
Support Services.....	15
Developmental Services Ontario Eastern Region.....	17
respiteservices.com in Ottawa.....	18
Service Quality: Learning Through Feedback.....	19
2019–2020 Board of Directors and Committees.....	21
Financial Overview.....	23
Contact Us.....	24



ABBREVIATIONS

ASD: Autism Spectrum Disorder


DSO: Developmental Services Ontario

DSOER: Developmental Services Ontario Eastern Region

DSP: Direct Service Provider

SCS: Service Coordination Support

TAG: Transition Awareness Group





MISSION

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

VISION

People we support belong and are empowered.

VALUES

Advocacy — We believe in acting on behalf of the persons we serve for the development of services in the community.

Empowerment — We believe in the potential of individuals to achieve their goals and build their support networks.

Partnerships — We believe in collaborating with individuals, families and the community to develop relationships to achieve our vision.

Equity — We believe in fair opportunities to access supports and services in our community.

Transparency — We believe in acting in an open and transparent manner.

Diversity — We believe in sensitivity to and respect for the differences and cultural needs within our community.

ROLE OF SERVICE COORDINATION SUPPORT

In 2019–2020, we were pleased to announce our new name: Service Coordination Support (SCS).

We learned that “Service Coordination” and “SCS” are well known to the groups who participated in our consultation. By adding “Support” to “Service Coordination” we get our new name. It includes three important aspects that help a person grow, and this describes our work at SCS:

- **Service:** We empower you to make informed choices and plan for the future of your choice.
- **Coordination:** We work with you, your family, service providers and community resources to coordinate your supports.
- **Support:** We strive to understand your unique situation before exploring options to put your plan into action.

In addition to our new name, we launched a new logo that features the SCS abbreviation. We also launched stepping stones that represent the work we do with individuals and their caregivers in finding their path to informed choices and opportunities in their community.

We then created new materials (primarily a brochure and website) to communicate who we are and what we do.

Please visit scsonline.ca to see the results.

OUR SERVICES

- Children’s and Adult Case Management
- Developmental Services Ontario Eastern Region
- Residential and Community Services
- respiteservices.com in Ottawa

Our services are described in this report.

MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS



Year after year, the SCS Board of Directors is called upon to help the organization navigate through uncertainty. The past year, which ended with the global pandemic, proved to be most challenging. Compassionate leadership from the Board is what the times demanded.

Over the past year, the Board focused on one of its two key functions, setting the organization's direction, the other being the provision of financial oversight. In the summer of 2019, the Board made the development and implementation of a new SCS strategic plan its main priority for 2019–2020. Early on, it made the right

decision in creating a small Strategic Planning Committee within its ranks to spearhead the development of a three-year plan. With a strong environmental scan in hand to identify trends and opportunities, the Board and SCS senior management met in the fall of 2019 for a one-day retreat that resulted in the identification of clear strategic imperatives and supporting priorities for the 2020–2023 period.

This strategic planning process provided a discipline that enabled the Board and senior management to take a step back from the day-to-day operations to think about the future of the organization. The resulting Strategic Plan will be key to achieving the new vision of the organization, which states that “people we support belong and are empowered.”

I am grateful to the Strategic Planning Committee and all Board members for their input and thoughts into the development of the plan. In a year of major human resources changes within SCS, senior management must also be commended for its contribution to the creation of such an inspiring blueprint for the medium term.

As my three-year term as Board Chair and three-year term as Board member come to an end, I want to take this opportunity to show my full appreciation to my Board colleagues, who gave me their invaluable support on a continuous basis. The magnitude of their compassion and commitment was my main source of inspiration. While each

one of them brings independent thinking to the Board, we share the common goal of working for the greater good and making a difference in the life of children and adults with developmental disabilities. Three of my Board colleagues – Shirley Siegel, Carole Sheppard and Al Roberts – have also reached the end of their terms and deserve great recognition for their incredibly valuable contribution to the success of the organization in the last six years as members of the Board Executive Committee and full Board.

I am also proud of the healthy working relationship I established and maintained with the SCS Executive Director, senior management and staff over the years. Their cohesiveness, engagement and teamwork were always a key motivation factor for me. SCS's greatest asset during the pandemic was its resolute commitment to creating a more caring society that puts the human person at its centre.

It was both an honour and a privilege to serve SCS and its community. Although the upcoming year will be marked by a major changing of the guard at Board level, I have every confidence that under the leadership of my successor, André Lagacé, SCS will be up to the challenge of meeting the needs of children and adults with developmental disabilities in the post-pandemic period.

André Dulude

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

MESSAGE FROM THE EXECUTIVE DIRECTOR



On December 2, 2019, SCS became a member of Community Living Ontario (CLO). This membership allows SCS to benefit from the experience of CLO in advocating on behalf of people with developmental disabilities. CLO ensures people live in a state of dignity, and share all elements of living in a community. It aligns perfectly with SCS's vision: People we support belong, and are empowered. Indeed, SCS advocates for those who have no or minimal services.

SCS is committed to listening to groups who benefit from its services, in an effort to respond to their evolving needs. Although, we have had feedback

mechanisms for a long time, this year we implemented a Fifty-Two Families approach. This new initiative ensures that each week, at least one person who has received a service from us has had the opportunity to share their feedback with us, for a minimum of 52 persons per year.

SCS has also held a series of consultations to obtain the views of those who have benefited from its case management services. We now have a new definition of this service: *Case management at SCS is a collaborative, inclusive, and individualized process. We work towards goal setting, planning, advocating, and exploring available community resources to support the achievement of personal outcomes.* One important piece of advice we heard during consultations was the need to maintain and increase the prevention work we do, as we prepare to provide more intense services for people experiencing emergencies.

As we put in place strategies to tailor our support to each person, SCS had a marked increase to its waiting list for Children's Case Management services. As of April 1, 2019, we had a waiting list of 252 children, and by the end of March 2020, that number had risen to 406. Although, people are removed from the list on a regular basis, we attribute this growth to the increasing number of children being diagnosed with autism spectrum disorder, along with a change to the eligibility criteria for our Children's Case Management services, which now match the adult developmental service sector's criteria.

Other strategies we have put in place to generate greater results included increasing the number of assessments completed by Developmental Services Ontario Eastern Region, increasing the recruitment of respite workers, and reducing the waiting list for adult case management.

As elsewhere, the COVID-19 pandemic forced SCS to review its practices in order to comply with public health guidelines to halt the spread of the virus. We have identified alternatives to maintain a sufficient level of support, largely by connecting with the people we support virtually and by telephone. The pandemic and its guidelines created a number of challenges for everyone, mainly the people we support, and we have documented these so that they are known and addressed.

I would like to thank our employees and Board of Directors for their support during the changes and uncertainties of the past year. A special thank you goes out to André Dulude, our outgoing chair of the Board, for his unwavering commitment to SCS and especially for his commitment to the people we exist to support.

On a final note, I would like to highlight that this year marks the 25th anniversary of SCS! We had planned to celebrate this milestone at our annual Coming Together conference in May, but considering the current health crisis, we decided to postpone the celebrations until the fall.

Anna Lacelle

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

SCS’S STRATEGIC PLAN (2020-2023)

Our Strategic Plan’s main imperative is to re-commit to our Person-Centred Approach at SCS over the next three years. Our services are provided in a way to build on the strengths, skills and goals of the persons we support, along with the contribution of their support circle. This will empower the persons that we support to plan for the future of their choice.

Following our Strategic Plan, we will implement and keep our Person-Centred Approach in all programs and levels of SCS. This will ensure that the persons in all programs and levels of SCS benefit from the approach, by means of the three imperatives detailed below: Measure Outcomes, Invest in Meaningful Partnerships, and Build an Agile Operations Infrastructure.

Deliver Person-Centred Services			
<ul style="list-style-type: none">● Build common understanding of person-centred thinking & perform impact analysis for what it means for SCS	<ul style="list-style-type: none">● Implement a person-centred thinking mindset across SCS & promote externally	<ul style="list-style-type: none">● Realign processes, systems & services to ensure integration of person-centred services	<ul style="list-style-type: none">● Foster confidence & trust in SCS with diversity, awareness & knowledge
Measure Outcomes to Optimize Performance	Invest in Meaningful Partnerships that Respond to Community Needs		Build an Agile Operations Infrastructure
<ul style="list-style-type: none">● Assess & align defined outcomes to community needs, resource requirements & service offerings● Develop a performance measurement strategy to strengthen evidence-based decision-making	<ul style="list-style-type: none">● Define SCS’s partnering value proposition & determine criteria for partnering options● Build / enhance partnerships across multiple sectors		<ul style="list-style-type: none">● Align infrastructure to support person-centred services & continually drive operational efficiencies● Explore business partnerships that strengthen SCS’s operational infrastructure● Explore new revenue-generation models & assess impact on program performance

SCS'S PERSON-CENTRED APPROACH

CASE MANAGEMENT TRANSFORMATION

We are changing how we support people through case management services at SCS. This will take into consideration the following:

- Family-Centred – We believe that caregivers have a valued role in supporting their family members. Each family has its own strengths to contribute to a plan.
- Strength-Based – We believe that everyone has strengths. It is important to build on a person's strengths as part of their plan.
- Person-Centred – We believe that all people are at the centre of decisions that support their goals regarding important life decisions.

NEW PERSON-CENTRED PRACTICES

As part of the transformation of case management services, we are implementing new person-centred practices with the people we support, as well as with our employees. This will contribute to strengthening SCS's Person-Centred Approach.

Person-centred practices guide our work to truly listen to people and keep them at the heart of all decision-making. Our Case Managers will focus on what really matters to the people we support and their caregivers, as well as on the person's support network.

WORK COMPLETED IN 2019-2020

We developed a tool kit to implement our new person-centred practices. Its 12 person-centred tools each provide an outline for guiding our conversations, from the moment we start to learn about how we can help a person reach their goals. Our intent is to capture important information that will help inform planning for the person's future. These tools also help us develop mutual understanding, communication, and relationships with the person and their support network.

In 2019–2020, we focused on introducing the tool kit to our employees. Our Case Managers learned to develop a One Page Profile by answering three questions: What do people appreciate about me? What is important to me? How best to support me? We heard from some caregivers that the person adapted their One Page Profile to share with their social club, or to introduce themselves to a prospective employer.

We also learned that persons with well-established relationships found something new about the person they care for, leading to new opportunities and enhanced connections at home and in the community. In general, feedback about the One Page Profile has been positive.

Moving forward with the feedback that we have received, SCS will continue to provide training on all 12 tools. These tools will become the Support Services' Tool Kit, to help us start important conversations and gather information about each person we support.



25TH ANNIVERSARY & SUCCESS STORIES

2020 marks the 25th anniversary of SCS. We had planned to celebrate this milestone at our annual Coming Together conference in May 2020, but considering the health crisis taking place at that time, we decided to postpone the celebrations until the fall.

However, we were able to create a video for the 25th anniversary of SCS. It showcases the hard-earned successes of the people we support, while addressing topics relevant to them and their caregivers (primarily employment, housing and networking). Once again, we would like to thank everyone who contributed to this project.

You may watch the video at:

<https://player.vimeo.com/video/455903121>

TRANSITION AWARENESS GROUP

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

CONFERENCE

The annual Coming Together conference focuses on a topic relevant to young people 14 years of age and older who are experiencing life transition. The theme in 2019, “Building My Network: The Value of Relationships,” featured Dr. Al Condeluci, a leader in community building, human services and inclusive advocacy work for the past 50 years. Condeluci’s session helped the participants think about how friendships can be better developed over time, and, in turn, build a more inclusive community. Youth and young adults (14 years old and older) of all abilities were invited to participate in “You Can Be Whoever You Are,” a youth track with fun activities to develop social skills.

INFORMATION SESSIONS

TAG continued to organize evening information sessions for people between the ages of 16 and 21, as well as for adults in life transition.

The April 2019 session, “Planning for People Living with Disabilities,” gave families information on how to carefully plan their estate to provide the best quality of life for their child.

During the June 2019 session, participants had the opportunity to participate in a community engagement activity that helped define the future of case management services at SCS. This activity was followed by “A Kinder Way: A Parent’s Crisis Intervention Plan” in



which Teresa Murphy suggested a plan to help caregivers anticipate, lessen and respond to aggressive symptoms in individuals with developmental or neurocognitive disorders.

The March 2020 session had to be postponed due to the COVID-19 pandemic.

PROJECTS AND INITIATIVES

PARTNERSHIPS

As part of the SCS's Strategic Plan, Developmental Services Ontario Eastern Region (DSOER) leads an SCS initiative to develop a partnership framework, a plan to identify opportunities to collaborate with other organizations or groups for the benefit of the people we support. We have completed a first version of the Partnership Mapping Tool, which is currently being tested and refined. We have also completed the initial mapping of funded services across the Eastern Region. We are currently mapping out available private resources across the Eastern Region, in concert with another project led by SCS to create an exhaustive list of resources available in the community. DSOER will incorporate the framework with other teams at SCS, in order to develop three new community partners in 2020–2021.

- **Community Living Ontario Membership:** This new membership allows SCS to benefit from the experience of CLO in advocating on behalf of people with developmental disabilities. CLO ensures that people live in a state of dignity and share all elements of living in a community. It aligns perfectly with SCS's vision: People we support belong, and are empowered. Indeed, SCS advocates for those who have no or minimal services.

TECHNOLOGICAL SOLUTIONS

All digitization projects at SCS aim to reduce the administrative burden of caring for the people we serve.

In 2019–2020, SCS created and experimented with artificial intelligence programming to make our website easier to navigate. We also created a blueprint of a client portal we are planning to build and a systems map that shows how our systems will talk to one another and share information in the future.

Previous digitization improvements included a new client information management system in 2016–2017 and a new financial portal in 2017–2018.



AUTISM SPECTRUM DISORDER ORIENTATION SESSIONS

Children's Case Management services, in partnership with the CHEO Children's Treatment Centre and Autism Ontario Ottawa Chapter Service Navigator, provided Autism Spectrum Disorder (ASD) orientation sessions to parents who have recently received a new diagnosis of ASD for their child. To register, families contact the Children's Treatment Centre.

THE AUTISM SPECTRUM DISORDER INITIATIVE

This SCS-led 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 2020–2021 ASD Initiative between February 24 and March 20, 2020. The initiative received 775 eligible applications and will be able to support 253 families. In comparison, the 2019–2020 Initiative received 566 applications and provided funding to 233 families. SCS was extremely pleased to be able to help more families this year with the same resources.

INSTRUCTIONAL VIDEO SERIES

We began planning the development of a series of instructional videos to help people complete essential steps themselves to request funding, services, supports and more. We will select topics based on the most frequently asked questions.



SCHEDULER

DSOER has developed the new role of Scheduler to help organize the large number of meetings held between its team members, clients and community partners. Previously, employees were individually responsible for organizing over one hundred meetings per month for a variety of purposes, including client assessments, training and team meetings. By taking over the meeting scheduling function, our Scheduler allows for efficient booking, freeing up time for the entire team to serve more people. This new role also facilitates the first contact with our clients.

With the social distancing measures implemented in March 2020, our Scheduler did an excellent job of replacing all face-to-face meetings with virtual meetings.

SERVICE NAVIGATION LEAN MANAGEMENT MODEL

The goal of this initiative is to incorporate Lean Management in all DSOER activities. Lean Management aims to eliminate or group tasks in order to more efficiently execute an activity while obtaining the same results. We have incorporated Lean Management with the intake, eligibility confirmation, and urgent referrals functions of DSOER. We plan to continue this initiative during the fiscal year 2020–2021, with the remaining functions of Service Navigation, Assessment, and Matching and Linking.



RECRUITMENT STRATEGY OF RESPITESERVICES.COM IN OTTAWA

In 2019–2020, respiteservices.com in Ottawa continued to implement its Recruitment Strategy to identify, recruit and activate high-quality candidates. The goal is to increase the number of Direct Support Providers (DSPs) in the worker bank.

- **Communication Materials:** The communication materials of respiteservices.com have been redesigned and updated to support the goals of the Recruitment Strategy. The previous material's purpose was to invite families to register on respiteservices.com. With the Recruitment Strategy, they also encourage potential DSPs to register.
- **Recruitment Campaign:** As part of its Recruitment Strategy, respiteservices.com continued its recruitment campaign by posting jobs online on various Web sites – Indeed, Glassdoor, Kijiji, CharityVillage and Jobboom – and on billboards at colleges offering courses matching abilities required to become a DSP. respiteservices.com also participated in numerous job fairs, information tables and presentations.



SERVICES OFFERED AT SCS

SUPPORT SERVICES

CHILDREN'S AND ADULT CASE MANAGEMENT

Case management at SCS is a collaborative, inclusive and individualized process. We work toward goal setting, planning, advocating and exploring available community resources to support the achievement of personal outcomes. This service is offered in Ottawa.

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

In 2019–2020, 1,993 children received support from the Children's Case Management Team and 991 adults received support from the Adult Case Management Team.

RESIDENTIAL AND COMMUNITY SERVICES

For youths in extended care with the Children's Aid Society (previously known as Crown Wards) transitioning to adult services and receiving residential services with private supports, a Resource Coordinator can work with them to monitor the quality of their current services and develop a plan to meet their goals.

In 2019–2020, Residential and Community Services supported 36 children and 231 adults.

OUTSIDE PAID RESOURCES COMPLIANCE

A Resource Assessment Worker at SCS conducts assessments with Outside Paid Resources (OPRs) to ensure they comply with all items of the Ontario Regulation 299/10 on Quality Assurance Measures. These assessments include a review of individual and client records, staff and volunteer records, organizational records and documentation, along with a site inspection of the physical location.

In 2019–2020, of the 44 file reviews and physical site inspections conducted, seven were found to be fully compliant at the initial time of assessment. Among OPRs who are found to have areas of non-compliance, collaboration with the Resource Assessment Worker results in the resolution of all areas of non-compliance within established timelines.

Testimonials

“Our current case worker is attentive and has provided some valuable input and suggestions. She has made some nice introductions which have been helpful.”

“Staff always willing to work on a solution despite the volume of requests and the complexity of the needs.”

“I thought they would help us in getting a group home for our daughter and they said that she was not on the list. This should have been told us. Because we have to re-start answering questions for a group home for her if anything happens to us.”

SCS supports individuals and their families in developing a plan to meet their needs and to find available opportunities, resources and services within the community. Case Managers will provide assistance to navigate and coordinate available services and supports. However, Case Managers do not manage developmental services; this is Developmental Services Ontario’s role. We have also developed clearer messaging as part of our communications strategy.

DEVELOPMENTAL SERVICES ONTARIO EASTERN REGION

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.

Individuals apply through DSOER to see if they are eligible to receive adult ministry-funded supports available in their community. DSOER helps applicants:

- understand and complete the application process
- determine the kind of services and supports they need
- get access to funded services and supports that they need when a spot is available
- find information in their community

In 2019–2020, DSOER served 557 individuals through its intake services and completed 810 applications, an increase of 18% from the previous year.

Testimonials

“Provide services in a timely manner. Parents often reach out for help when things reach a point of crisis. Waiting almost a year for anything is unacceptable.”

SCS has been actively working on a strategy to reduce its waitlists to access case management services and to respond to people's requests in a timely manner. We are also looking to further define our processes between different departments, in order for individuals and families to better access supports from an Intake Worker or a Service Navigator, while waiting for case management services. The Adult Support Services Intake Worker currently offers to support or meet with individuals/families on the waitlist until the person is assigned to a Case Manager.

“The Assessor did a great job at explaining the process. She was great at exploring and finding the information she needed while helping us understand what she was looking for.”

“Prompt feedback, their willingness to assist community partners in need is outstanding.”

“We are put on lists and that is it. How is that any different from the previous system that was in place? The new system does not allow us to move to find services in other areas with more services. You are locked into your area even if it is under-serviced. The waitlists are ridiculously long. Where else would be waiting for 10+ years for services? What other service providers, other than nursing homes, do you wait until someone dies before you can get in? It is very frustrating, to say the least.”

Developmental Services Ontario (DSO) is the access point for adult developmental services funded by the Ministry of Children, Community and Social Services in Ontario. There are nine DSO locations across the province. If an individual moves to another region in the province, their file and service requests will be transferred to the DSO in that region.

DSOs do not deliver services, but they manage the application process and the waitlists to access residential and community participation services. The completion of the application package does not guarantee access or the start of services. It is not possible to say how long an individual will be on a waitlist to access a service, as it depends on the availability of the services and resources in that area.

RESPITESERVICES.COM IN OTTAWA

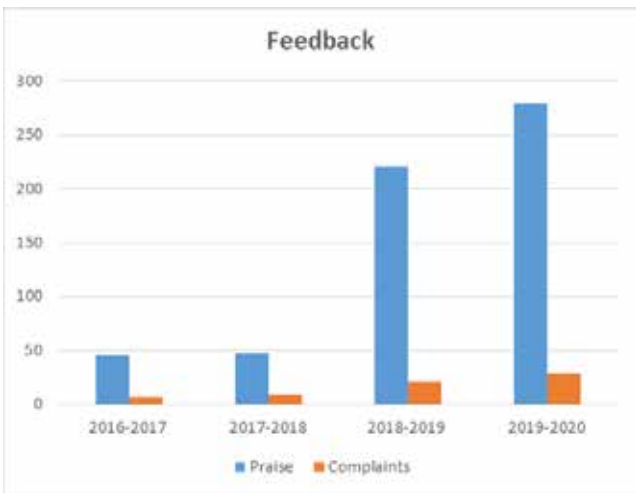
respiteservices.com in Ottawa (respiteservices.com/Ottawa) is a secure website with tools that match applicants with DSPs who can provide respite. This service is available to children and adults with developmental disabilities or autism in Ottawa.

In 2019–2020, 181 families and 142 DSPs registered to respiteservices.com in Ottawa. A total of 2,166 families and 1,392 DSPs have joined this service since 2009.

SERVICE QUALITY: LEARNING THROUGH FEEDBACK

SCS measures the quality of its services by requesting feedback from the people it supports. The chart below shows the quantity of feedback received by fiscal year (2016–2020).

Last year we implemented our Enhanced Feedback Framework, to increase the quantity of feedback from our stakeholders. We continuously apply what we learn from our feedback process to all of SCS’s services.



During the 2019–2020 fiscal year, SCS received feedback items among the **7,341 people** served. The feedback was collected from people receiving or participating in:

- core SCS services
- initiatives such as ASD funding
- attending SCS information sessions, presentations and the Coming Together conference

Results indicated **279** counts of praise, **29** complaints, **9** concerns and **15** suggestions.

SCS welcomes feedback on its online form at scsonline.ca/feedback, by email at feedback@scsonline.ca, or by phone to the Manager of Quality and Knowledge Implementation at 613-748-1788 extension 342.

KEY PERFORMANCE INDICATORS

SCS sets yearly targets in certain areas to establish the expected performance benchmarks in those areas. By reviewing our progress against the targets on a regular basis, we are able to analyze the story behind the data and adjust our strategies in order to meet our yearly targets. The goal is to improve our services and better support individuals in meeting their goals.

For 2019–2020, we have been able to meet our established targets in certain areas. For areas where we were not able to meet our yearly target, we are continuing to regularly review the data and further adjust our strategies in order to meet our targets.

Key Performance Indicator	Status	Target for 2019–20 (%)	Actual for 2019–20 (%)
Increase SCS feedback counts	Reached	↑ 100	↑ 320
Increase subscriptions to SCS monthly newsletter	Reached	↑ 14	↑ 14
Increase worker recruitment through respiteservices.com	Reached	↑ 10	↑ 30
Decrease Adult Support Services waitlist	In progress	↓ 5	↑ 7
Decrease Children's Support Services waitlist	In progress	↓ 5	↑ 61
Increase the number of DSOER assessments completed	In progress	↑ 26	↑ 25

2019-2020 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.

EXECUTIVE COMMITTEE

Dulude, André	Chair
Lagacé, André	Vice-Chair
Stevens, Gregory	Treasurer
Roberts, Alan	Secretary
Sheppard, Carole	Chair, Governance Committee
Yan, Toby	Chair, Quality and Risk Management Committee
Lacelle, Anna	Ex-Officio

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
Reed, Brian	Director
Wilson, Kody	Director
Lacelle, Anna	Ex-Officio
Babalola, Janet	Ex-Officio

FRENCH LANGUAGE SERVICES COMMITTEE

Pambrun, Chantale	Chair
Dulude, André	Chair of the Board
Lagacé, André	Vice-Chair of the Board
Stevens, Gregory	Treasurer
Lacelle, Anna	Ex-Officio

GOVERNANCE COMMITTEE

Sheppard, Carole	Chair
Benjamin, Tamra	Vice-Chair
Dulude, André	Chair of the Board
Anderson, Ian	Director
Nye, Andrei.....	Director
Pambrun, Chantale	Director
Stevens, Gregory	Treasurer
Strelbisky, Walter	Ex-Officio
Lacelle, Anna	Ex-Officio

EXTERNAL RELATIONS COMMITTEE

Roberts, Alan	Chair
Benjamin, Tamra	Vice-Chair
Dulude, André	Chair of the Board
Stevens, Gregory	Treasurer
Wilson, Kody	Director
Yan, Toby	Director
Lacelle, Anna	Ex-Officio

QUALITY AND RISK MANAGEMENT COMMITTEE

Yan, Toby	Chair
Pambrun, Chantale	Vice-Chair
Dulude, André	Chair of the Board
Lagacé, André	Director
Murphy-Walsh, Elizabeth	Director
Stevens, Gregory	Treasurer
Lacelle, Anna	Ex-Officio
Tardif, Natalie	Ex-Officio

FINANCIAL OVERVIEW

Summarized financial information for the year ended March 31, 2020.

Statement of Operations: March 31, 2020

Revenue	\$42,355,116
Expenditures	
Individual Program Expenses	\$35,609,174
Salaries & Benefits	\$5,474,995
Other Expenses	\$1,255,417
Total Expenditures	\$42,339,586
Excess (Deficiency) of Revenue over Expenses	\$15,530

Statement of Financial Position: March 31, 2020

Assets	
Current Assets	\$4,127,940
Net Capital Assets	\$116,632
Net Intangible Assets	\$20,849
Total Assets	\$4,265,421
Liabilities	
Current Liabilities	\$4,315,321
Net Assets	(\$49,900)
Total Liabilities & Net Assets	\$4,265,421

CONTACT US

Service Coordination Support (SCS) For People with Developmental Disabilities

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

Email: admin@scsonline.ca

Telephone: 613-748-1788 TTY: 1-855-777-5787 Fax: 613-748-1018

Developmental Services Ontario Eastern Region (DSOER)

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

Follow us

- Facebook: facebook.com/Service.Coordination.Support
- Twitter: twitter.com/SCS_Online_

scsonline.ca