



SERVICE COORDINATION SUPPORT  
FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES  
SERVICE COORDINATION SOUTIEN  
POUR LES PERSONNES AYANT UNE DÉFICIENCE INTELLECTUELLE

# Annual Report 2022–2023

## More Service Options for the People We Support



### Office

Book a meeting in  
one of our rooms



### Virtual

Schedule a  
meeting online



### Community

We will find the best place  
to meet in your community





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## ABOUT SCS

Service **C**oordination **S**upport (SCS) is the initial contact for people who have a developmental disability or autism in Ottawa and the Eastern Region. We help people find available resources in the community that are needed to assist them in their daily lives. One of our important goals is to empower families/individuals to make informed choices about the supports they seek.

### 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.

### OUR 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.

### OUR SERVICES

- Children's and Adult Case Management
- Developmental Services Ontario Eastern Region
- Residential and Community Services
- [respiteservices.com](https://respiteservices.com) in Ottawa

For more information about our services, please visit <https://scsonline.ca/services>.



# MESSAGE FROM THE INTERIM CHAIR OF THE BOARD OF DIRECTORS



The past year was a momentous one for SCS. Our organization continued to emerge from the impacts of COVID-19 and we developed a hybrid model of working. However, we also need to recognize that the emergence from the pandemic has been slower for the people we serve than for the general community. There is still a shortage of programs for people living with developmental disabilities and a shortage of workers to provide necessary support. The SCS staff remained focused on getting the services our clients rely upon.

The SCS Board of Directors has been working on a new three-year strategic plan that will be published shortly. The plan positions SCS to continue to be a leader in the changing landscape of services for people living with developmental disabilities. We are focused on how we align SCS with the Ontario government’s Journey to Belonging initiative that will transform services over the next few years.

After the resignation of the previous Chair, I had the privilege of assuming the Interim Chair role. I am grateful to all the board members for their support and commitment to ensuring that SCS is well led. I am also grateful to the leadership team that supports the board’s work and to the entire staff team who work tirelessly to serve our clients.

I hope you will appreciate this annual report of our activities and progress. If you would like to get involved in making SCS better, we would welcome your interest in volunteering to serve on our Board of Directors. Each year, we recruit new board members starting in January. If you would like more information, please let us know.

**Luc Presseau**

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

# MESSAGE FROM THE EXECUTIVE DIRECTOR



The past year was an exciting time for SCS. The agency made significant changes that will improve our ability to serve our clients and help them achieve their full potential.

In October, we moved into our new offices at 1400 St. Laurent Blvd. Moving out of offices we had occupied for 20 years was an enormous project. Our new offices were designed to accommodate the new hybrid working model. The space lends itself to the flexible and collaborative work that has become our new reality. Our offices also accommodate a

wide variety of spaces to meet with clients and families. We are easily accessible with free parking close to Highway 417 and we are a short walk from the St. Laurent public transit station and Shopping Centre.

To optimize our service performance, we were delighted to be able to reopen our resource room in our new offices. The space is available for clients to drop in if they need support or assistance or if they simply would like to speak to one of our employees in person. Of course, we still offer virtual meetings as well as meetings in the community at places convenient to our clients. We are committed to offering the best option to the people we serve.

SCS held its annual Coming Together conference in a virtual format. Special guest host this year was Ottawa sports reporter Ian Mendes. He led an engaging discussion about community participation for people living with developmental disabilities. Our keynote conversation was between Ian Mendes and sports reporter Steve Warne. Steve spoke about his own experiences with his son who lives with autism and the way he had highlighted the experience through a series on YouTube called Adventures in Autism.

I am grateful to the wonderful team members at SCS who devote their time to helping our clients and their families achieve their goals.

We always welcome feedback on how we can improve and how we can better serve our community. Please be in touch.

**Mitchell Bellman**

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

# SERVICE PERFORMANCE

## SUPPORT SERVICES

### Children’s Case Management (CCM)

Waitlist	
Number of children on CCM waitlist as of April 1, 2022 (beginning of fiscal)	384
Number of children on CCM waitlist as of March 31, 2023 (end of fiscal)	423
2022–23 target	Decrease (-15%)
Year over year actual variation	Increase (+10%)
Services Provided	
Total number of services provided to children	1,995
2022–23 target	1,685

### Adult Case Management (ACM)

Waitlist	
Number of adults on ACM waitlist as of April 1, 2022 (beginning of fiscal)	341
Number of adults on ACM waitlist as of March 31, 2023 (end of fiscal)	419
2022–23 target	Decrease (-15%)
Year over year actual variation	Increase (+23%)
Services Provided	
Total number of services provided to adults	825
2022–23 target	1,005

#### Note on the targets of the waitlists and services provided

We were unable to decrease the number of people waiting for case management services this year due to a number of factors including:

- New client intakes are received at a higher rate than the timeline of disengagement from case management
- Client cases consistently present with increased acuity and urgency, requiring more intensive case management with longer timelines for involvement
- We experienced staffing challenges across all levels of Support Services

### Residential and Community Services (RCS)

New Transition Aged Youth	
Number of new Transition Aged Youth from the Children’s Aid Society supported by Resource Coordinators through a structured planning process	8
Children Supported	
Number of children supported by RCS	50
Adults Supported	
Number of adults supported by RCS	240

### Outside Paid Resources (OPRs) Compliance

Compliance Reviews	
Number of completed compliance reviews by SCS	43
Compliance reviews in progress (OPRs not compliant as of March 31)	19

## RESPITESERVICES.COM

Direct Support Providers (DSPs)	
Number of new DSPs	12
Number of active DSPs	179

## DEVELOPMENTAL SERVICES ONTARIO EASTERN REGION (DSOER)

Intakes	
Number of intakes	535
Assessments	
Number of assessments completed	518
Target 2022–23	700

#### Note on the target of the assessments

We were unable to meet our target of 700 assessments for the 2022–23 fiscal year due to a number of factors including:

- Staffing challenges (we did not have a full complement of assessors throughout the year)
- Higher than normal number of cancellations due to COVID-19 and flu season
- Higher number of urgent cases (which often require more time and meetings to assess)
- Increase in the number of individuals who are determined to be ineligible for DSO assessment following the eligibility process

## PROJECTS AND INITIATIVES

SCS conducts projects and initiatives to meet our strategic goals and objectives, which we develop based on emerging needs of the individuals we support in our community. SCS employees lead our projects and initiatives, in collaboration with other organizations, experts in specific areas and members of the community.

### OFFICE MOVE

In October, SCS moved to its new offices at 1400 St. Laurent Blvd, Suite 507. Our new space is designed for our flexible work environment and offers opportunities for our staff to meet with clients, engage in team projects and work collaboratively with each other, the people we serve and our partner agencies. We also have a drop-in resource room that is available for anyone who could use our support and wants to speak to someone in person. Our offices are conveniently located near Highway 417, with lots of free parking and we are very close to public transit by light rail and bus.

### STAFF RETENTION

As with many agencies in our sector, SCS has seen an increase this past year in attrition of our staff team. It has been difficult to keep staff, especially with the wage restraints that were mandated by the Ontario government. We are happy to have ended the wage mitigation period, and SCS has developed an attractive employee value proposition that articulates why SCS is a great place to work. We are hopeful that our new initiatives will help significantly improve our staff retention in the coming year and beyond.

### DIVERSITY, EQUITY AND INCLUSION

SCS believes that the values that guide our work with the people we support must also guide our employees. We would like to thank our Diversity, Equity and Inclusion (DEI) Committee for the initiatives it organizes to ensure that these key principles are at the forefront of our organization. Over the past year, the committee has continued to offer group sessions to interested SCS employees in the hope of raising awareness through activities, meaningful discussions, workshops and guest speakers.

## HOUSING NAVIGATION

The Housing Navigation expansion had a productive year: more than 400 people were contacted regarding the initiative and offered resources and/or support to get a housing plan started with Adult Protective Service Workers.

The *Canada-Ontario Housing Benefit* (COHB) is a new provincially mandated funding program that assists low-income households with housing costs. The City of Ottawa agreed to prioritize people with developmental disabilities for 20 COHB funding applications. Among the applications received, a total of 26 COHB grants were offered to people living independently with developmental disabilities.

The Ottawa Housing toolkit was created and can be found on the SCS website. Numerous webinars were hosted including Exploring Affordable Rental Options, Technology for Independence and how to complete the application for the Social Housing Registry. New relationships were built, including a new family group, as well as exploring outside of our sector with organizations, such as Community Land Trusts. We look forward to continued collaboration with families, individuals, agencies and organizations to build creative solutions and share our resources.

### ADULT PROTECTIVE SERVICE WORKERS (APSWs)

APSWs is a program for people with developmental disabilities who would like to move to a home of their own. Thanks to additional funding from the Ministry of Children’s Community and Social Services (MCCSS) we were able to add APSWs to our service offering. This program is now housed at our partner agency, ABLE2. You can learn more on their website <https://www.able2.org/pdcpf-adult-protective-services-investment-apsw/>.

### AUTISM SPECTRUM DISORDER INITIATIVE 2022-2023

The Autism Spectrum Disorder (ASD) Initiative provides direct funding to families to purchase respite for children under the age of 18 with ASD. Families are invited to apply for the Initiative each year during February and March. The 2022–2023 Initiative received 752 eligible applications and was able to support 353 families. SCS acknowledges that the funding allocation is not sufficient to support every applicant each year.

TECHNOLOGICAL SOLUTIONS

- SCS is committed to making information easier to access and manage, for our participants, community partners and employees. It means:
- To be able to serve people remotely and in the community using equipment such as laptops and smartphones
  - To protect our participants’ personal data, such as their name, from cyber-attacks by having up-to-date protection measures
  - To have more options to make the information accessible to people of all abilities, such as applications that can be used for translation when needed

- Among the solutions we have in place:
- A client management system to store information about our participants
  - A financial portal to complete online payments to service providers

Finally, we are currently piloting a self-serve portal where participants can submit invoices and access their individual support plans. You can find the portal at this link <https://myportal.scsonline.ca/en-ca/>.

COMING TOGETHER 2022

We hosted our annual Coming Together conference in a virtual format on Sunday, November 6, 2022.

In the morning session, a game of CLUE “Career Discovery Edition,” participants put their detective hats on to find their game character’s ideal career path. This session was developed and hosted by Recreational Respite.

Special guest host this year was Ottawa sports reporter, Ian Mendes. He led an engaging discussion about community participation for people living with developmental disabilities. Our keynote conversation was between Ian Mendes and sports reporter Steve Warne. Steve spoke about his own experiences with his son who lives with autism and the way he had highlighted the experience through a series on YouTube called Adventures in Autism.

Ian also interviewed Rob, a participant of SCS, and his father Scott about their journey to developmental services with SCS. You can watch the interview at this link: <https://scsonline.ca/rob-and-family-journey-to-developmental-services-with-scs/>.

COMMUNITY PRESENTATIONS

From June 17, 2022, to March 31, 2023, SCS participated in eight presentation in the community. Organizations and individuals invite SCS to deliver presentations to groups and to participate in events, such as information fairs. It allows us to offer information about our programs, the transition to adulthood and community resources (financial resources, summer camps, respite programs, skill development programs, social groups, before and after school programs, etc.). Requests can be submitted online at <https://scsonline.ca/community-presentations/>.

accessiBe

Our website now uses accessiBe, a tool that makes our website accessible to people with motor impairments, visual impairment, cognitive disabilities and more.

By using accessiBe on our website, every visitor can personally adjust our website’s design and experience to their individual need or functional abilities, without changing it for all other site visitors.

With accessiBe, SCS adheres to the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA) to ensure that organizations make their websites accessible. Organizations must do so by making their websites compliant with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. This international standard gives web developers guidelines on how to make their web pages accessible to computer users with disabilities.





# ANALYSIS OF OPERATIONAL PERFORMANCE

## SCS SERVICE OPTIONS

SCS is pleased to offer a variety of service options to meet the needs of the clients we serve. The bulk of our services have been offered virtually since the onset of the pandemic. We will continue to offer virtual options. We also welcome clients to come to our offices if they would like. As well, we are available to meet in the community at places or neighbourhoods convenient for our clients. We have identified a number of spaces that we can use around the city and region and would be glad to accommodate everyone’s preference.

## FINANCIAL OVERVIEW

Our summarized financial information for the year ended March 31, 2023, is available on our website at <https://scsonline.ca/about-us/annual-reports/>.





# CONTACT US

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Email: [admin@dsoer.ca](mailto:admin@dsoer.ca)

Telephone: 1-855-376-3737 Fax: 1-855-858-3737

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

### **Follow us**

- Facebook: [facebook.com/Service.Coordination.Support](https://facebook.com/Service.Coordination.Support)
- Twitter: [twitter.com/SCS\\_Online\\_](https://twitter.com/SCS_Online_)

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