



Annual Report

2025-2026

Thirty Years. One Purpose.

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Letter from the Chair of the Board of Directors



“As we look ahead, we remain committed to building on that foundation, so we can continue to adapt, improve, and support our community for years to come.

Kirsten Gallacher-Paquette

Chair of the Board of Directors

(Photo: Headshot of Kirsten Gallacher-Paquette, Chair of the Board of Directors)

This year marks 30 years of Service Coordination Support (SCS)

All year, we have been celebrating three decades of helping people find their way through a complex system through listening, learning, and showing up for individuals and families across our community.

When I think about what that really means, I don't think about timelines or milestones. I think about people. The families who contact SCS for the very first time, who are often unsure of where to start; the individuals making important decisions about their own lives; and the staff who bring patience, care, and expertise to every interaction.

As a board, our role is to look ahead to make sure SCS is strong, sustainable, and ready for what comes next. The system around us is changing. Expectations are evolving, and the need for clear, coordinated support has never been greater.

Over the past year, we've focused on strengthening the organization for the future: supporting leadership, advancing our strategic priorities, and continuing to improve the experience for the people we serve.

This progress is reflected in stronger external partnerships, a growing leadership role with the developmental services sector, and continued commitment to long-term organizational excellence. We are not in this alone. We are strengthened by our collaborative partnerships with the Ministry of Children, Community and Social Services (MCCSS) and regional agencies.

Thirty years in, the purpose remains clear. As we look ahead, we remain committed to building on that foundation, so we can continue to adapt, improve, and support our community for years to come.

On behalf of the SCS Board of Directors, thank you to everyone who makes this work possible. Your trust, your voices, and your partnership continue to shape SCS every day.

Letter from the Executive Director

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This year, we've continued to focus on what matters most: making the experience clearer, more consistent, and more supportive for the people who rely on us.

Mitchell Bellman

Executive Director



(Photo: Headshot of Mitchell Bellman, Executive Director)

Thirty years is a big milestone.

It's a chance to look back, but also to get a clear picture of where we are today, and where we are heading.

At SCS, our work has always centered around helping people navigate systems that can feel overwhelming. While that hasn't changed, the context around us has.

This year, we've continued to focus on what matters most: making the experience clearer, more consistent, and more supportive for the people who rely on us.

This work means asking hard questions. Where are people getting stuck? What can we simplify? How do we make sure individuals and families feel informed, respected, empowered, and in control of their decisions?

We've also been preparing for what's ahead. Journey to Belonging is changing the way the community accesses services. We are leaning into our evolving role by:

- **Growing our leadership role:** We are taking a stronger role in shaping conversations about developmental services and system navigation.
- **Strengthening our partnerships:** We value our collaboration with the Ministry of Children, Community and Social Services, the Ministry of Health, and the community.
- **Modernizing our internal systems:** We're innovating our IT and financial systems to future-proof our work.

- **Communicating clearly:** We are looking at the SCS brand and asking tough questions about how to foster clarity and confidence when navigating a complex system.
- **Being ready to support people through transitions:** Prioritizing people is the foundation of everything we do.

None of this work happens without our team. Every day, I see the team showing up with care, professionalism, and a deep commitment to the people we serve. It's not always easy, but it is highly meaningful work, with undeniable impact.

This year has underscored how important it is to stay connected to each other, and to the community around us. Whether it's through conversations with families, feedback from partners, or moments of celebration with the team, those connections keep us grounded.

To everyone who has been part of the SCS story over the past 30 years: thank you.

To those we support today and in the future: we're here, and we're continuing to learn, adapt, and improve, so we can serve you better.

What We Believe

Service Coordination Support 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. We exist to empower families/individuals make informed choices about the supports they seek.

Our Mission

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

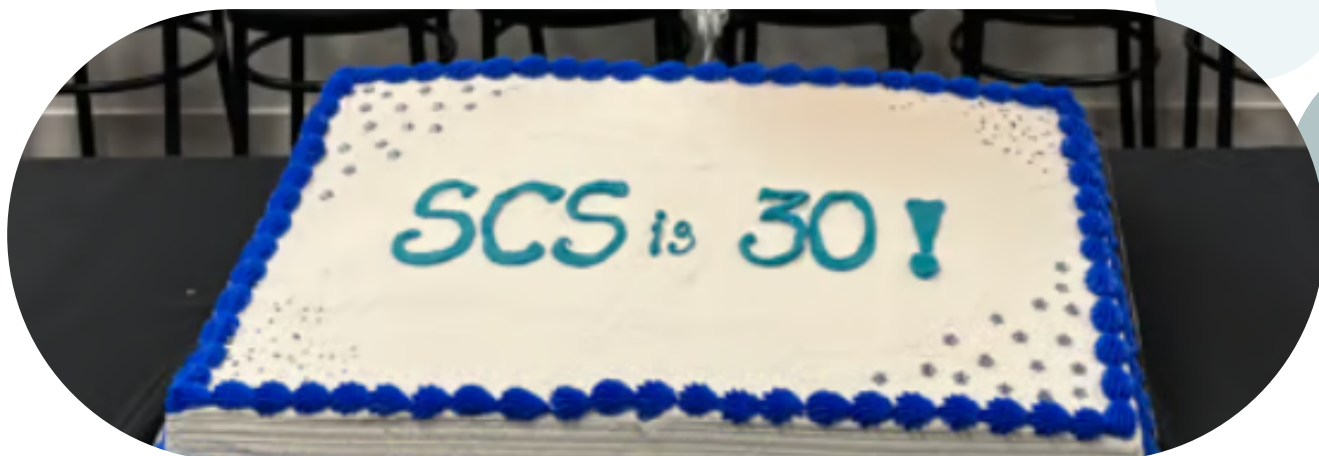
Our Vision

People we support belong and are empowered.

Our Values

- Advocacy
- Empowerment
- Partnerships
- Equity
- Transparency
- Diversity

Celebrating 30 Years



For 30 years, SCS has been a steady presence in the lives of individuals and families navigating developmental services.

What started as a commitment to help people find the right supports has grown into a trusted organization that connects thousands of people to services, information, and each other.

Over the years, a lot has changed. Services have evolved, needs have grown, and the system has become more complex. Through it all, SCS has continued to adapt while staying grounded in its purpose.

Together, we have a lot to celebrate.

1990



SCS Tabling at a Resource Fair

1998

Early Office Days at SCS



2000



Office Days at SCS

2010

Bowling Staff Appreciation Event



2014



Halloween

2015

SCS 20th Anniversary Celebration



2016



2025



SCS TAG Community Event

**SCS Senior Leadership Team
Members with Member of Provincial
Parliament, George Darouze**

2017



SCS Backpack Drive

2025



**Staff Recognition Event
and 30th Anniversary
Celebration**

Why We Do It: The People Behind the Work



(Photo: Susan and Austin)

“ I can't imagine my life, or Austin's life, without SCS. I want other families to have the support I have.”

Susan White, Austin's Mom

Building a Team Around Austin

When Susan White talks about raising her son Austin, she speaks with honesty, determination and deep love. She also speaks about the importance of not having to do it alone.

Austin is 14 years old and lives with a rare genetic condition called Wiedemann-Steiner syndrome, as well as autism spectrum disorder. Fewer than 1,000 people worldwide are known to have the syndrome. Susan says navigating the healthcare, education and support systems has been a complex journey from the beginning.

“I'm trying to raise a child that lives in a world not made for him,” she says.

Susan first connected with Service Coordination Support (SCS) in 2017 through a referral from the Children's Hospital of Eastern Ontario (CHEO).

At the time, she and her husband were trying to coordinate services, advocate within the school system and access specialized supports for Austin's development and feeding needs. They felt overwhelmed and exhausted trying to navigate a complex system.

There were 23 people in the room,” Susan recalls of the first meeting. “The principal, CHEO, occupational therapists, physiotherapists. Everyone was there to talk about what this little boy needed.”

For Susan, SCS quickly became more than just another service provider. “SCS was a lifesaver,” she says.

Over the years, Susan worked closely with two children's case managers who helped coordinate services, prepare documentation for funding applications, and attend meetings alongside the family.

She says one of the biggest differences was having someone who could advocate on behalf of the family.

“When SCS calls, things get done. It's not the ‘crazy mom’ calling,” Susan says. “They fought battles when I couldn't as a mom. There was empathy. That's the most important thing.”

Today, Austin's needs continue to evolve as he prepares for high school. Susan says having SCS involved helps ensure the people around him understand the full picture — emotionally, physically and developmentally.

“SCS holds weight,” she says. “They’re one of the tools in my backpack. The continuity, collaboration, and coordination with CHEO and others make me feel powerful because I have a team behind me.”

Susan describes consistency and compassion as two of the organization's greatest strengths.

“Having staff that care, and are allowed to love their clients, that matters,” she says.

She also credits SCS with helping her think about Austin's future in a bigger way, not just day-to-day support, but long-term planning and stability. Looking back, Susan says she wants other families to know they do not have to navigate the system on their own.

“One thing needs to tie everything together, and that's what SCS does,” she says. “I can't imagine my life, or Austin's life, without SCS. I want other families to have the support I have.”



(Photo of Austin)



(Photo of Austin)

Why We Do It: The People Behind the Work

“The reward of really investing in people and seeing their journey. When you participate and contribute to the growth of other people, you grow as well.”

Rena Eland, Residential and Community Services Resource Coordinator

Growing Alongside SCS



(Photo of Rena Eland)

For more than two decades, Rena Eland has witnessed firsthand how SCS, and the people it supports, have evolved. Along the way, she says the work has shaped her too.

Rena joined SCS more than 20 years ago after working in group homes and community services while juggling multiple jobs. With a background in sociology, psychology, and developmental services, she knew early on she wanted to build a career supporting people with developmental disabilities.

“My brother has special needs, so I’ve always been connected to the field in some way,” she says.

Her caseload included people experiencing being unhoused, hospitalization, and complex mental health challenges, alongside individuals and families simply looking for community supports and services.

“It was challenging work,” Rena says. “But it was good work.”

Over the years, Rena transitioned into residential and community services, where long-term connections with clients became one of the most rewarding parts of the job. In residential and community services, the focus is on helping individuals build stability, independence and community connections over time.

She points to people she has supported over many years, such as individuals who once required intensive support but are now living more independently, working and building their own lives.

“When I first met some people, they needed two staff supporting them,” she says. “Now they’re employed, living in their own apartment and doing things nobody imagined at the beginning.”

For Rena, those moments represent what community support is truly about. “It’s not just me,” she says. “It’s SCS, schools, families, and caregivers. It’s always a team of people.”

That sense of trust and continuity has also shaped the relationships she’s built over the years.

“Some people I support have known me for a very long time,” Rena says. “They feel safe. If something’s wrong or they’re struggling, they know they can talk to me.”

Looking back, Rena says SCS has evolved significantly over the past 20 years, growing from a small organization into a larger and more coordinated system of support.

“We’ve grown a lot,” she says. “But at the core of it, it’s still about helping people.”

After more than two decades in the field, that purpose is what continues to matter most to Rena.

“I like to work with an individual and see growth,” she says. “That’s really why I stayed so long,” Rena says. “The reward of really investing in people and seeing their journey. When you participate and contribute to the growth of other people, you grow as well.”

SCS By the Numbers: Making An Impact

Behind every number is a person.

Here's a quick look at the year.



1 542 social media followers

3,263 SCS Express Subscribers



67 SCS Staff | **24** DSOER Staff

2 Transition Awareness Group (TAG) events



4 internal Equity, Diversity, and Inclusion sessions

6 all-staff meetings



64 Community presentations

22 AccessOAP appointments



523 Resource Room appointments

8,179 Translation services minutes



What We Do

Support Services: Empowering Our Clients and the Community

Case management at SCS is a collaborative, inclusive, and individualized process. Case managers work with their clients towards goal setting, planning, advocating, and exploring available community resources to support the achievement of personal outcomes.

Children's Case Management

	2025-26	2024-25	Year-on-Year Change
Children Served	773*	1,410	-45.2%
Children on Waitlist	5	106	+182%

Service Target: Children's Case Management achieved 91% of its target to serve 850 children.

**During the last fiscal year, Children's Case Management removed the barrier of a third-party referral. Now, clients, families and caregivers can self-refer and can register future potential assistance.*

Adult Case Management

	2025-26	2024-25	Year-on-Year Change
Adults Served	1,091	990	+10.2%
Adults on Waitlist	153*	120	+24%

Service Target: Adult Case Management achieved 73% of its target to serve 1,500 adults.

**47 adults on the waitlist are between the ages of 18-20*

What We Do



Support Services: Empowering Our Clients and the Community

Case management at SCS is a collaborative, inclusive, and individualized process. Case managers work with their clients towards goal setting, planning, advocating, and exploring available community resources to support the achievement of personal outcomes.

Residential and Community Services

	2025-26	2024-25	Year-on-Year Change
Adults Supported	291	230	+26.5%

Complex Special Needs

	2025-26	2024-25	Year-on-Year Change
Children Supported	51	21	+142.9%

8 Transition Aged Youth were supported in 2025-26.

Wait Times

	Q4 2025-26	Q4 2024-25
Adult Case Management	108	175
Children's Case Management	40	216

What We Do

Outside Paid Resources (OPR) Compliance



Developmental Services Case Resolution Mechanism

The Developmental Services Case Resolution Committee provides a structured, collaborative forum to support individuals and families with highly complex needs. These are situations where typical service and support processes have not been enough to meet the needs of the individual or family.

The committee brings together expertise from across sectors to review cases involving complex clinical, social, behavioural, or system-level challenges. Its goal is to identify timely, coordinated, and sustainable solutions. Using person- and family-centred practices, the committee works to address system barriers, clarify roles and responsibilities, and align resources to support family stability, caregiver capacity, and community-based supports.

Unique Referrals	Total Referrals	Referral Sources	Types of Supports Approved
47	65	<ul style="list-style-type: none"> • 8 CHEO departments • 11 Internal • 4 Other • 1 Children’s Aid Society of Ottawa • 1 School Board 	<ul style="list-style-type: none"> • In-home and out-of-home services (respite, behaviour, and safety) • Equipment (medical, environmental, safety) • Basic needs to support stability and daily living

What We Do

Developmental Services Ontario Eastern Region

Developmental Services Ontario Eastern Region (DSOER) is the access point for adults (18+) with developmental disabilities seeking government-funded services and supports. DSOER assists individuals and families through the application and eligibility process, coordinates DSO assessments, provides service navigation, and makes referrals to available developmental services. Through DSOER, eligible individuals can access supportive living services, caregiver respite, community participation programs, employment supports, and the Passport funding program.

Intakes and Assessments

With a marked increase in intakes and assessments compared to the year before, DSOER also continues to connect individuals and families to information, supports, and services across the region

	2025-26	2024-25	Year-on-Year Change
Intakes Completed	774	699	+19.4
Assessments Completed	616	516	+10.7

Completed eligibilities: 578 current service requests

What We Do

Developmental Services Ontario Eastern Region.

Current Service Requests

Thousands of people continued to access service registries for supportive living, community participation, employment supports, and caregiver respite, highlighting the importance of coordinated and accessible support across the region.

Registry Type	Number of Requests
Supportive Living	3,544
Community Participation Supports	3,878
Employment Supports	2,770
Caregiver Respite	2,530

New Service Placements

Over the past year, individuals across Eastern Ontario were also connected to new placements that support greater independence, participation, and quality of life.

Placement Type	Number of Individuals
Supportive Living	160
Community Participation Supports	62
Employment Supports	20
Caregiver Respite	18

When We Work Together

Spotlight: Youth Out-of-Home Therapeutic Respite Program

Established in 2024, the out-of-home therapeutic respite program is delivered through a dedicated collaboration between SCS and Evolving Youth Care (EYC). It supports individuals with complex, high needs through individualized, short-term, planned respite in a structured and supervised environment. In 2025–26, the program continues to support 33 individuals, each with varying levels of access to respite services. The additional program will increase overall access to respite and support those currently on the waitlist.

Planned program expansion reflects demand, positive outcomes, and ultimately, a growing role in preventing placement breakdown, and supporting families to maintain caregiving capacity.



(Photo: SCS staff pose for a group photo at Saunders Farm)

Heard From Our Community

“Thank you for your resourcefulness at making the impossible work.”

“We need this time to recuperate, to rest, and have no worries about our little guy.”

“It means so much to know that our child is in such a caring environment, surrounded by people who genuinely look out for his well-being.”

“It brings a great deal of comfort knowing our child is in such good hands, and has found a home away from home.”

SCS In the Community

For many individuals and families, understanding the developmental services system can feel overwhelming, especially during times of transition. To help demystify the system, SCS goes into the community to host information sessions designed to make the system easier to understand and navigate.

This year, the SCS team participated in 64 presentations, webinars, and resource fairs for families, schools, community agencies, and partner organizations across the region. Many sessions were provided in response to direct community requests, allowing presentations to be tailored to the specific questions and needs.

Topics ranged from eligibility and service navigation to planning for adulthood, maximizing an individual education plan, accessing community supports, and using technology to support independence. The sessions are designed not only to share information, but to help people feel more confident, informed, and connected.

“Community engagement helps people feel more informed, connected, and confident navigating the system, especially during times of transition. We see it as an opportunity to listen, and strengthen our relationships across the community.”

Olivia Thomas, Housing Navigator, DSOER

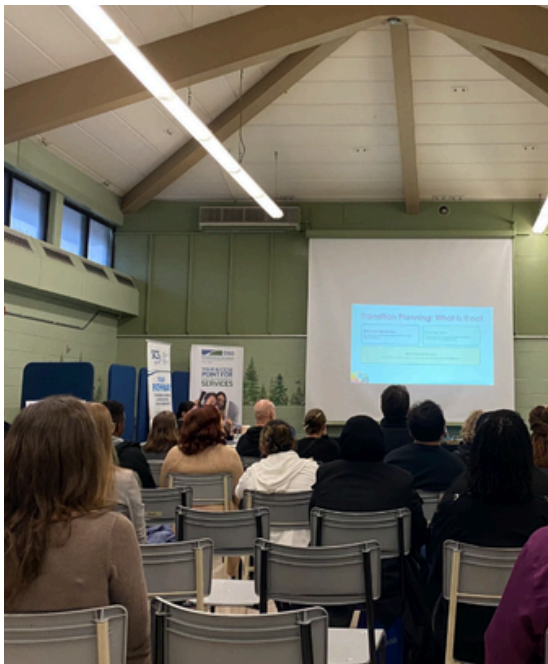


(Photo: SCS and DSOER staff pose in front of City Hall after attending a City of Ottawa event for International Day of Persons with Disabilities)

SCS In the Community

A key area of focus this year was transition-aged youth preparing to move from school-based supports into adult services.

As demand for information and guidance continues to grow, community education remains an important part of SCS's role within the sector. By meeting people where they are and helping to simplify a complex system, SCS is supporting individuals and families to make informed decisions and plan for the future with greater confidence.



(Photo: SCS and DSOER attend a community resource presentation)

“ These presentations create valuable opportunities for conversation. We find it helpful to build a community where youth and families can ask questions, connect with knowledgeable staff, and better understand the pathways available to them.”

JOANNA O’CONNOR, WAITLIST COORDINATOR, SCS

Financial Overview

Our summarized financial information for 2025-2026 is available on our website at:

<https://scsonline.ca/about-us/annual-reports/>

Contact Us

Service Coordination Support (SCS) For People with Developmental Disabilities

507-1400 St. Laurent Blvd., Ottawa, ON, K1K 4H4

Email: admin@scsonline.ca

Telephone: 613-748-1788 Fax: 613-748-1018

Developmental Services Ontario Eastern Region (DSOER)

507-1400 St. Laurent Blvd., Ottawa, ON, K1K 4H4

Email: admin@dsoer.ca

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

Hours of Operation: 8:30 a.m. to 4 p.m., Monday to Friday

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