



SERVICE COORDINATION SUPPORT
FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

SERVICE COORDINATION SOUTIEN
POUR LES PERSONNES AYANT UNE DÉFICIENCE INTELLECTUELLE

ANNUAL REPORT 2023–2024

Inclusion



Housing



Friendship



Community

SCS is committed to building a more inclusive community by supporting our clients to achieve their personal goals.



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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 in Ottawa**

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

Letter from the Chair of the Board of Directors

As we gather to reflect on the past year's achievements and milestones, I am deeply honoured to address you as the Chair of the Board of Directors of SCS. This annual report serves not only as a testament to our accomplishments but also as a marker of our ongoing progress toward fostering a truly inclusive society.

Our commitment to supporting people with developmental disabilities has always been rooted in the belief that each person can find the resources available and plan for the future of their choice, so that they can belong and be empowered. We believe that diversity is a strength and that by embracing different perspectives, experiences and identities, we can enrich our organization and the communities we serve.

Inclusivity is not merely a destination to reach but a continuous journey of growth, learning and adaptation. To guide us in this journey, we have developed our Strategic Plan 2023–2026, which calls for SCS to focus its efforts over a three-year period on the following three key priorities: elevating client experience, cultivating a workplace of choice and becoming a regional pioneer in the Journey to Individualized Funding. Continue reading our report to learn about our progress.

However, our journey to inclusion is not without its challenges. We recognize that there is still much work to be done to ensure that the people we support feel seen, heard and valued. It requires us to challenge assumptions, dismantle barriers and amplify voices, whilst working collaboratively with our partners, including the regional Transfer Payment Agencies, to address the growing demand for services and the funding pressures that affect the individuals and families in our communities, both now and in the future.

I extend my deepest gratitude to our dedicated staff, partners, supporters and, of course, my board colleagues, who are volunteers, for their unwavering commitment to our work. Together, we can make a difference and create a brighter, more inclusive future for people who need our support.

In conclusion, I would like to acknowledge the invaluable contribution of some board members who are leaving SCS. Their departure will be felt, but I know the board looks forward to welcoming our new members who will bring their energy, insight and advice to SCS.

Andrei Nye

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

Letter from the Executive Director

The past year was an exciting time of growth for SCS. We expanded our services and made significant advances to help us better serve those who depend on our agency.

A significant accomplishment of our team this past year was reducing the wait times for Children's and Adult Case Management services. Getting more people served faster by our case managers will remain a high priority for SCS. The overwhelming demand for our services created backlogs that we did not find acceptable and we implemented a variety of measures to bring those wait times down.

We are also very proud of the work of our Housing Navigation team. In addition to engaging with a large number of families to learn about creative options and funding for housing solutions, our team worked closely with Ottawa Community Housing (OCH) to secure apartments for several of our clients in a new OCH apartment. We hope to build on the past year's success in Housing Navigation.

The Ministry of Children, Community and Social Services (MCCSS) asked SCS to assume responsibility for the Case Resolution Mechanism for children with complex special needs. We have worked closely with the Youth Services Bureau (YSB), the previous manager of the mechanism, to ensure a smooth transition. Our team is committed to helping families living with a child with complex special needs to better navigate the system and ensure they get the services they need.

Our priority to create a workplace of choice includes a strong commitment to professional development around issues of Equity, Diversity and Inclusion. We work closely with our staff to ensure that our team and our services to clients represent our values of inclusion and making sure everyone is welcome and has equal opportunities to receive excellent service.

SCS is proud to serve people in a variety of ways that best meet their needs. One option is for clients to drop in to our resource room and meet with a member of our team if they find a face-to-face meeting is more helpful. We are always looking for ways to meet the needs of the people we serve.

I am grateful to the wonderful team members at SCS who devote their time to helping our clients and their families achieve their goals. I hope you will find the information in the annual report helpful and informative. We look forward to hearing from you and always welcome your feedback. Please be in touch.

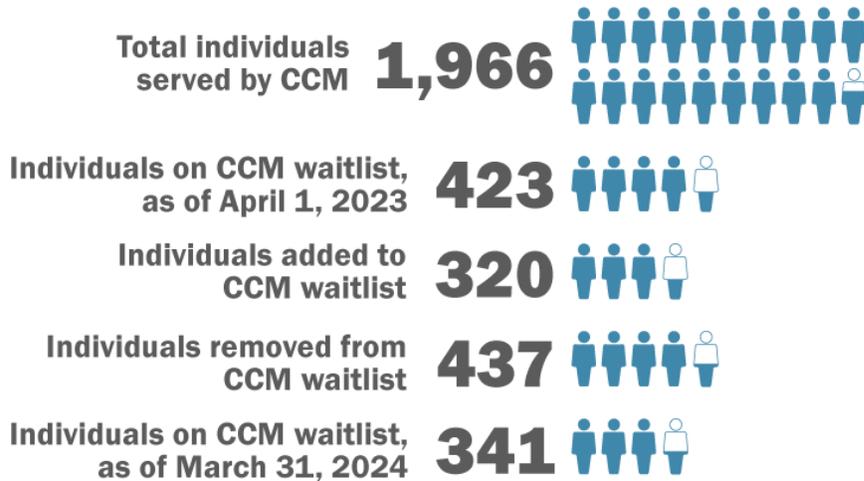
Mitchell Bellman

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

Service Performance

Support Services

Children's Case Management (CCM)



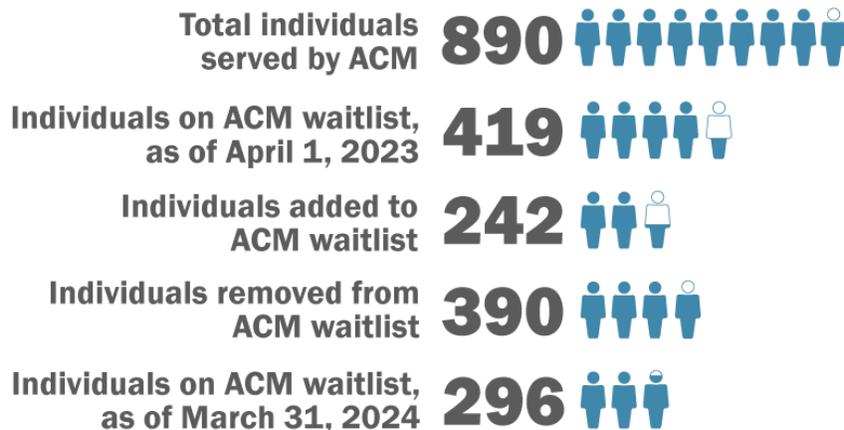
Service Target

CCM aimed to serve 1,926 individuals. This target was met, with 1,966 individuals served.

Waitlist Target

The target was to reduce the size of the CCM waitlist by 15%. This target was met, with the list reduced by 19%.

Adult Case Management (ACM)



Service Target

ACM aimed to serve 650 individuals. This target was met, with 890 individuals served.

Waitlist Target

The target was to reduce the size of the ACM waitlist by 15%. This target was met, with the list reduced by 29%.

Notes regarding case management waitlist reduction and services provided:

- We are very pleased with the progress made on case management waitlists during the 2023–24 fiscal year. When analyzing waitlist volume, it is important to consider intakes (the addition of individuals to the waitlists) as well as the number of individuals removed from each list. Intakes are a consistent part of our work and contribute greatly to the overall volume of waitlists. During the 2023–24 fiscal year, despite a significant number of intakes, SCS successfully met its targets to reduce overall waitlist volume (size) by 15%. Cumulatively, this year, SCS removed 437 children and 390 adults from their respective case management waitlists.
- People served: SCS met and exceeded this target for both children's and adult case management services. This can be attributed to the robust waitlist callback strategy that was executed by the newly established Waitlist Administration Team.

Support Services (continued)

Residential and Community Services (RCS)

6
Number of new Transition Aged Youth from the Children's Aid Society supported by RCS 

43
Number of complex special needs (CSN) supported by RCS 

270
Number of adults supported by RCS 

Developmental Services Ontario Eastern Region (DSOER)

617
Intakes completed by DSOER during the 2023–24 fiscal year 

560
Assessment completed by DSOER during the 2023–24 fiscal year 



Assessment Target
DSOER aimed to complete 620 assessments. This target was not achieved, but the number of assessments completed rose by 8% year-on-year.

Notes regarding DSOER assessment target:

We were unable to meet our target of 620 assessments for the 2023–24 fiscal year due to a number of factors, including:

- Assessment postponements and/or cancellations
- The number of intakes completed annually in relation to the initial target, and the declining number of individuals in the community requiring assessment as time progresses since the inception of Developmental Services Ontario (DSO)
- The variable rate at which individuals are deemed eligible vs. ineligible for DSO assessment
- Staffing-related issues (job assignments, DSO training cycles, staff turnover, etc.)

respiteservices.com in Ottawa

respiteservices.com	Number of new Direct Support Providers (DSP's recruited)	5
	Year-over-year variation new DSP (increase or decrease)	Decrease (-7)
	Number of active DSPs following Q4	186

Outside Paid Resources (OPRs) Compliance

Compliance Reviews	Number of completed compliance reviews by SCS	76
	Compliance reviews in progress	6



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.

Priority 1: Clients

Waitlist Strategy

Last year, Support Services focused on addressing our long waitlists. As part of our strategy, we hired two Waitlist Administrators who contacted everyone on waitlists for case management and reviewed their need for services. One of the benefits of this new strategy is that we were able to prevent urgent situations from developing due to a new ability to prioritize files.

SCS is adopting Choice and Partnership Approach (CAPA), an evidence-based practice, to our work in upcoming months to assess engagement and ensure clients are matched with the optimal “fit” within case management.

Highlights from the past year include:

- A significant decrease in wait time for case management
- An increase in the number of individuals we serve
- An increase in client contacts

Although the work continues, SCS is proud of the progress made and the improved services provided.

Client Feedback

This year, SCS noticed an important decrease in feedback from the clients we serve. An evaluation showed a decrease in overall feedback. This is particularly true for Service Navigation and Children’s Intake services. These findings have prompted us to revise our approach. We have initiated this review with the aim of increasing overall feedback. We also want to ensure that we collect timely and meaningful information. This will enable SCS to be more responsive in providing services, and to analyze data to assess client outcomes and organizational performance. Stakeholder communication is also a part of this process. While this review is ongoing, feedback can be submitted through the general feedback form on our website or emailed directly to feedback@scsonline.ca.

Housing Navigation

During the final year of the Housing Navigation expansion, more than 300 people were provided information directly from a Housing Navigator regarding initiatives, resources and supports to help them plan for their housing goals. This includes, but is not limited to, the Ottawa Housing Toolkit that can be found on the SCS website.

In addition, DSO Housing Navigators supported 51 individuals in obtaining the Canada-Ontario Housing Benefit (COHB) in order to assist them with housing costs. Of those 51, 10 were individuals who moved into the prioritized units within Ottawa Community Housing's new Mikinàk building. DSO Housing Navigators organized a successful event that gave these new tenants an opportunity to meet and get to know each other better.

Throughout the year, several webinars were created and hosted by DSO Housing Navigators. A Lunch and Learn series began, running every two months and focusing on various housing-related topics. These topics ranged from Tiny Homes, to Technology to Support Independence, to Affordable Rental Options, some of which were also offered in French. For more information on upcoming events, visit DSOntario.ca/.

Developmental Services (DS) Case Resolution Mechanism and Complex Special Needs

As of April 1, 2024, the roles and responsibilities related to the Developmental Services (DS) Case Resolution mechanism have been assigned to SCS. The mechanism works with community partners to provide recommendations and referrals for children and youth with complex needs. The goal is to support and foster the preservation of the family unit. Community partners are asked to participate and prioritize services to support solutions and services for complex individuals. The process is available in English and French, including meetings and documentation.



Children's Autism Respite Funding at SCS

SCS receives funding from the Ministry of Children, Community and Social Services as an enhancement for families to access respite and/or individualized supports to help meet their family's needs. As part of our effort to improve service, SCS introduced changes to the allocations for the fiscal year 2024–25. The improvements focused on implementing an early intervention approach, focusing on access to support planning for the children and families receiving our services. The data has shown that the funding is most effective when allocated to those who are actively receiving case management to support goal planning. The children who have been confirmed eligible for case management, and have been placed on the waitlist, will automatically be entered into a funding lottery.

For 2024–25, funding has been allocated to:

- 90 individuals on the waitlist
- 135 families receiving case management

Funding has also been held in reserve to address emerging needs.

Transition Planning

SCS and DSOER provide support to reduce the service gap between children's and adult services. In order to do so, we encourage individuals and their families to start the process early and apply for DSO at the age of 16. Individuals who are receiving case management services from SCS's Children's Case Management Team will be supported in their transition to adult services. Supports may include guidance on the DSO application, ODSP, community resources and the collaborative development of new goals focused on strengths, abilities and support needs.

As the first point of contact for many individuals and families, DSOER's Service Navigators walk through the intake and application process with hundreds of individuals each year. They provide support in navigating the system and are extremely knowledgeable when it comes to programs and resources that are available in the community.

For more information on other life transitions that may require support, visit SCS's website for Transition Planning Tips Sheets <https://scsonline.ca/transition-planning-tips-sheets/>

DSOER Compliance

DSOER's Ministry of Children, Community and Social Services (MCCSS) Compliance Inspection took place the week of March 18, 2024. As part of the review process, internal policies and procedures, staff files, client files and other documentation were inspected by MCCSS Program Advisors. DSOER was found to be compliant in 98% of MCCSS indicators. The Program Advisors were particularly impressed with the thoroughness and dedication of the DSOER team. Our MCCSS Compliance Letter is now proudly displayed within the main entrance of our office.

Priority 2: Employees

Working at SCS

This past year was an impactful one as SCS implemented several initiatives focused on retaining our talented employees and making SCS a great place to work. After emerging from the wage restraints of Ontario Bill 124, a modernized performance management compensation structure was implemented alongside enhanced health benefits, increased professional development offerings and staff engagement events. Great effort was put forward by leadership to encourage a culture of continuous feedback, and we are pleased to announce that our efforts have had a positive impact on SCS, as evidenced by our outstanding net promoter score of 82 on our annual staff engagement survey! Well done SCS!

Equity, Diversity and Inclusion (EDI)

SCS strives to create a progressive and inclusive environment that continually recognizes and celebrates the diverse community we are privileged to serve. We endeavour to create a barrier-free environment for our clients and our staff where all are welcome, accepted and empowered to recognize and use their strengths and live their best lives. Once again, we thank our EDI Committee members for the activities they coordinate to raise awareness, discussion and practical application of these important principles.

Priority 3: Individualized Funding

SCS supports a large number of people with individualized funding budgets. This past year we began work on planning the substantial upgrade of our financial systems, online tools and reporting mechanisms to better accommodate the individualized funding model being considered as part of the Journey to Belonging. We expect to conclude our planning next fiscal year and implement our system upgrades the following year.

Financial Overview

Our summarized financial information for the year ended March 31, 2024, is available on our website at <https://scsonline.ca/about-us/annual-reports/>.



Contact Us

Service Coordination Support (SCS)

For people with Developmental Disabilities

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Developmental Services Ontario Eastern Region (DSOER)

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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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