



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

# ANNUAL REPORT 2024-2025

**EMPOWER ENGAGE ELEVATE**



Copyright © 2025  
by Service Coordination Support (SCS) for People with  
Developmental Disabilities

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.





## CONTENTS

<b>About SCS</b> .....	<b>1</b>
Mission.....	1
Vision.....	1
Our Values.....	1
Our Main Services.....	1
<b>Message from the Chair of the Board of Directors</b> .....	<b>2</b>
<b>Message from the Executive Director</b> .....	<b>4</b>
<b>Empowering Our Clients and the Community</b> .....	<b>6</b>
Support Services .....	6
Children’s Case Management .....	6
Adult Case Management.....	6
Residential and Community Services.....	7
Outside Paid Resources Compliance.....	7
Developmental Service Case Resolution Mechanism.....	8
Out-of-Home Respite.....	9
Developmental Services Ontario Eastern Region.....	10
<b>Elevating SCS through Strategic Projects and Initiatives</b> .....	<b>10</b>
<b>Engaging Change: SCS Committees</b> .....	<b>11</b>
Equity Diversity Inclusion.....	11
Employee Recognition and Appreciation Events.....	12
Staff Focus.....	13
Joint Health and Safety Committee.....	13
Transition Awareness Group.....	13
<b>Financial Overview</b> .....	<b>14</b>
<b>Contact Us</b> .....	<b>16</b>

## ABOUT SCS

Service Coordination Support (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 MAIN SERVICES

- Children's and Adult Case Management
- Developmental Services Ontario Eastern Region
- Residential and Community Services

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

# MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS



On behalf of the Board of Directors, it is with immense pride that I reflect on another impactful year at SCS, a year where we brought our themes – **Empower, Engage, Elevate** – to life for individuals with developmental disabilities.

This past year, we renewed our five-year strategic plan, a roadmap designed to propel us forward. This plan is anchored by three key priorities, each reflecting our commitment to those we serve and support:

- Elevating the Client Experience
- Cultivating a Workplace of Choice
- Becoming Regional Leaders in the Journey to Belonging

These priorities are built on the conviction that innovation, inclusivity, and collaboration are fundamental to delivering on our mission. The board is resolute in its commitment to providing robust governance and ensuring SCS has the resources, streamlined processes, and clear focus essential for success. We envision a future where individuals with developmental disabilities are empowered to choose from a diverse array of community services, shaping their own lives with dignity and autonomy.

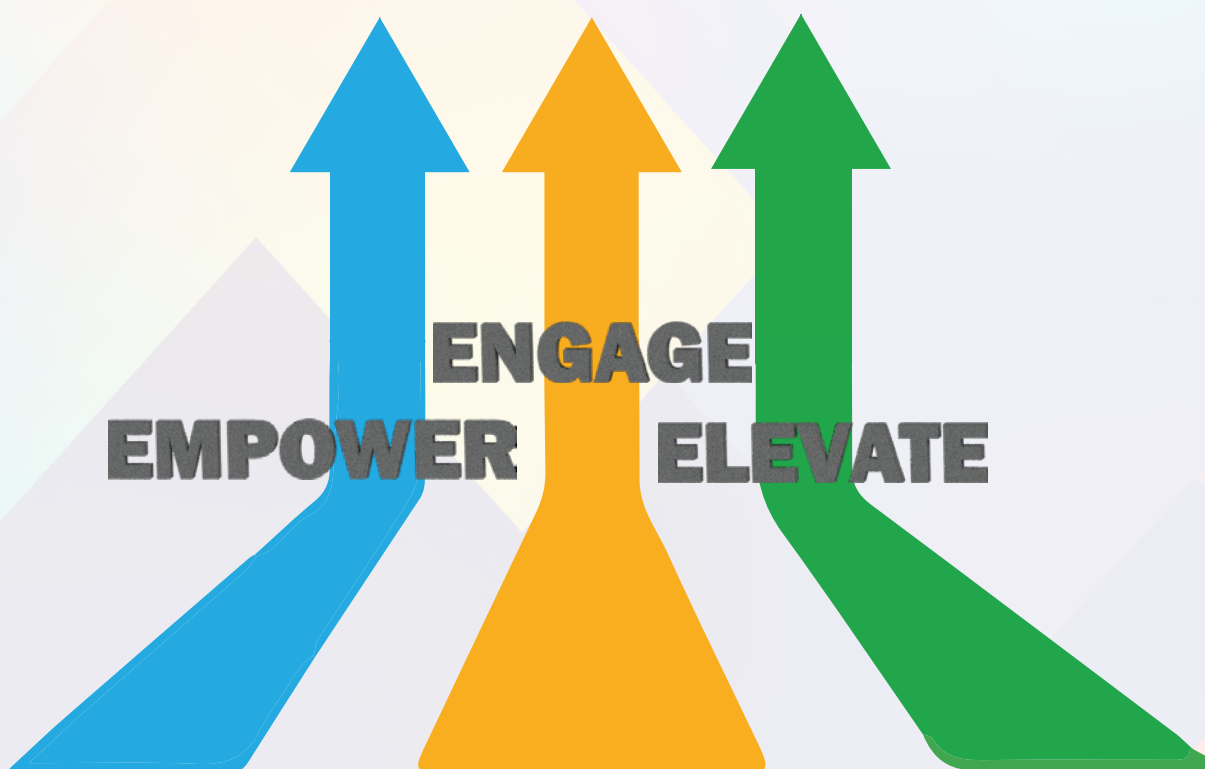
This year, the board adopted a new governance framework, which clearly delineates the roles and responsibilities of the board and the executive director. Furthermore, we have instituted rigorous processes to continually assess our own effectiveness and efficiency. In fulfilling its accountabilities, the board diligently reviewed SCS's performance metrics, providing both oversight and support to drive continuous improvement across client service areas.

We are particularly proud of our partnership with the Ministry of Children, Community and Social Services (MCCSS) and our collaborative efforts with regional agencies. Together, we are working to build a future where every individual is supported and empowered to reach their full potential.

Meaningful change requires active engagement. Our board has been active, benefiting from the leadership and passionate dedication of our volunteer directors. The directors have generously invested their time, diverse skills, and invaluable expertise into the operations of the board and into the broader success of SCS. This collective synergy between the board and SCS has been instrumental in driving continuous improvement and positive change.

The achievements of SCS can be seen in the results reported in this annual report. We applaud the organization's commitment to continuously enhancing and improving client services. Above all, we extend our profound gratitude to every single member of the SCS staff. Your unwavering dedication, professionalism, and compassion have directly contributed to the accomplishments of this year. You have made a genuine difference in the lives of individuals with developmental disabilities.

*Michele Brenning*  
*Chair of the Board of Directors*



## MESSAGE FROM THE EXECUTIVE DIRECTOR



This past year has been one of progress, innovation, and connection for Service Coordination Support (SCS). Guided by our commitment to Empower, Engage, Elevate our clients, their families, our partners, and staff, we have expanded our services to better support individuals and families living with a developmental disability.

A long-standing priority for SCS has been to reduce wait times for case management services. Through the dedicated efforts of our team, we have streamlined processes and improved service delivery. As a result, wait times for both children's and adult services have been reduced from over a year to under 100 days. This is an achievement of which we are particularly proud and we remain focused on it even as demand continues to grow.

We continue to focus on our Developmental Services Ontario (DSO) team and ensure we provide timely assessments. Our team works to ensure every individual gets an assessment that identifies what they need to achieve the most they can and gets them prioritized for the funded services they deserve.

Another key area of focus this year has been our outreach to transitional-aged youth – young people moving from the children's system into the adult developmental services system. We've hosted several information events and, based on participant feedback, have adapted our programming to be more responsive and accessible. Looking ahead, we aim to expand these efforts to reach even more members of the community.

To further elevate our impact, we've prioritized strategic communications. We welcomed our first-ever director of communications, who will elevate SCS as a go-to source for navigating developmental services.

We deeply value the ongoing partnership and support from the Ministry of Children, Community and Social Services (MCCSS), whose investment allows us to grow and evolve alongside the Ministry's *Journey to Belonging* vision.

Finally, we are only able to achieve these successes with the dedication and commitment of team here at SCS. I am consistently amazed at their dedication, creativity, and enthusiasm for their work and the clients that we serve.

As always, we thank you for your support as we continue to build a stronger, more inclusive system of support for people with developmental disabilities.

*Mitchell Bellman*  
*Directeur général*









# EMPOWERING OUR CLIENTS AND THE COMMUNITY

## SUPPORT SERVICES





### Children’s Case Management

	2024-25	2023-24	YEAR-ON-YEAR CHANGE
CHILDREN SERVED	1,410 	1,966 	-28%
CHILDREN ON WAITLIST	106 	341 	-69%

#### Service Target

Children’s Case Management achieved 71% of its target to serve 2,000 children, due to a change in registration practice which will be considered next year. .







### Adult Case Management

	2024-25	2023-24	YEAR-ON-YEAR CHANGE
ADULTS SERVED	990 	890 	+11%
ADULTS ON WAITLIST	120 	296 	-59%

#### Service Target

Adult Case Management achieved 117% of its target to serve 850 adults.

## Residential and Community Services

	2024-25	2023-24	YEAR-ON-YEAR CHANGE
CHILDREN SUPPORTED	53 	57 	-7%
ADULTS SUPPORTED	277 	269 	+2.9%
TRANSITION-AGED YOUTH	11 	6 	+55%

## Outside Paid Resources Compliance

REVIEWED AND COMPLIANT RESOURCES

11



NEW RESOURCES

2

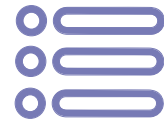
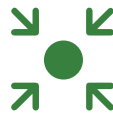


## Developmental Service Case Resolution Mechanism

In 2024–2025, we implemented a developmental service case resolution mechanism at SCS. In collaboration with community partners, SCS established clear terms of reference and provided quarterly reports outlining expenditures, referral sources, and types of services delivered.

Feedback has been positive, particularly highlighting the improved responsiveness of the mechanism. Over the fiscal year, the mechanism reviewed and provided formal recommendations and supports for 63 children and youth and their families. Referral sources included CHEO, the Children’s Aid Society, local school boards, and internal case management teams.

Additionally, SCS delivered several presentations throughout the year to increase awareness and understanding of the development service case resolution mechanism within the community.







UNIQUE REFERRALS	REFERRAL SOURCES AND FREQUENCY	TYPES OF SUPPORTS APPROVED
<p style="text-align: center; font-size: 2em; font-weight: bold;">55</p>	<ul style="list-style-type: none"> <li><b>5</b> Children’s Aid Society of Ottawa</li> <li><b>41</b> CHEO departments</li> <li><b>10</b> Children’s case management and complex special needs</li> <li><b>1</b> Mental health</li> <li><b>2</b> School boards</li> <li><b>5</b> Community agencies</li> </ul>	<ul style="list-style-type: none"> <li><b>In-home respite</b></li> <li><b>Out-of-home respite</b></li> <li><b>In-home support (includes nursing, personal support worker, behavioural support plan implementation, etc)</b></li> <li><b>Equipment (safety, medical and sensory)</b></li> </ul>

## Out-of-Home Respite

- SCS, in partnership with Evolving Youth Care (<https://evolvingyouthcare.ca/>), developed a therapeutic in-home respite pilot project that ran from November 1, 2024 to March 31, 2025. The project supports children between 10 and 17 years old with complex behaviours.

<b>Pilot Summary October 2024 to March 2025 (Q3 &amp; Q4 2024/25)</b>	
Clients supported	35
New clients served (October 2024 to December 2024)	22
New Clients Served (January 2025 to March 2025)	13
Total bookings (stays)	186
Total days stayed	630
Total nights stayed	446
Average days stayed by client	3.4
Average nights stayed by client	2.4
Total day-only stays	21
Fewest number of stays per client	1
Highest number of stays per client	16
Average frequency of use (average stays per client)	5.3

## DEVELOPMENTAL SERVICES ONTARIO EASTERN REGION

	2024-25	2023-24	YEAR-ON-YEAR CHANGE
INTAKES COMPLETED	699 	617 	+13.3%
ASSESSMENTS COMPLETED	516 	560 	-7.8%



### Assessment Target

- Development Services Ontario Eastern Region (DSOER) achieved 94% of its target to complete 550 assessments.
- Assessment postponements and cancellations, variable rate at which individuals are deemed eligible and ineligible for services, and staffing-related issues will be addressed in 2025-26 to better meet our target.

## ELEVATING SCS THROUGH STRATEGIC PROJECTS AND INITIATIVES

At SCS, our projects and initiatives are designed to advance our strategic goals and respond to the evolving needs of the individuals and families we support. These efforts are led by employees and carried out in collaboration with community partners, subject matter experts, and members of the public.

In the past year, we launched several significant initiatives to future-proof our work by optimizing services and enhancing data security. A major area of focus has been developing technological solutions, including a comprehensive cybersecurity project aimed at modernizing our data management practices and preparing for challenges related to artificial intelligence.

In parallel, we are implementing a new, web-based financial system. This modern platform will provide greater automation, efficiency, and integration, benefiting our internal operations and the people we serve.

Looking ahead, we are developing a secure client portal to allow individuals to conveniently access personal information, view key documents, schedule staff, and manage their care plans. We are also working on a new housing portal, MyRoomie.ca, to help individuals explore shared living opportunities outside of ministry-funded housing. This technology-driven approach aims to foster community connections and expand housing options.

In addition to these system-wide improvements, we continue to invest in initiatives to directly enhance the client experience. Recent advancements include an online tool for booking resource rooms, the pilot of an instant online translation service, and the transition to a digital invoice submission process.

## ENGAGING CHANGE: SCS COMMITTEES

### EQUITY DIVERSITY INCLUSION

At SCS, we are proud to establish a progressive, inclusive environment recognizing and respecting the varied community we have the privilege of serving. Among its mandate, the committee collects and analyzes data to identify whether the staff at SCS is representative of the diverse community we serve. This important data drives our recruitment strategy.

The equity and diversity (EDI) committee offers group sessions to SCS employees to raise awareness for diversity, equity, and inclusion and strengthening the supports we provide with our services. We hosted EDI events such as our annual diverse holiday celebration potluck, a diversity Monopoly game, lunch and learn sessions with EDI facilitators, a visit to Madahoki Farm to learn about Indigenous culture, and a Black history trivia game to celebrate Black History Month .



## EMPLOYEE RECOGNITION AND APPRECIATION EVENTS

### Saunders Farm

On September 11, 2024, the employee recognition and appreciation committee organized a staff appreciation and team building event at Saunders Farm, an award-winning 100-acre heritage farm. Activities included a lunch, a farm-wide scavenger hunt, a tractor-pulled wagon ride, along with many other fun outdoor activities to bring the SCS team together.



### Employee Recognition Day

On November 28, 2024, we demonstrated our appreciation of our team by recognizing their contribution to the success of our organization. In addition to activities organized throughout the day, employees received years-of-service awards (5, 10 and 20 years) celebrating their achievements and contribution to our mandate.



## STAFF FOCUS

Staff Focus is a committee made up of representatives from each department at SCS. The committee meets monthly to explore internal issues and policies. Topics include: salary, mileage, wellness, staff morale, lieu time, and staff referrals.

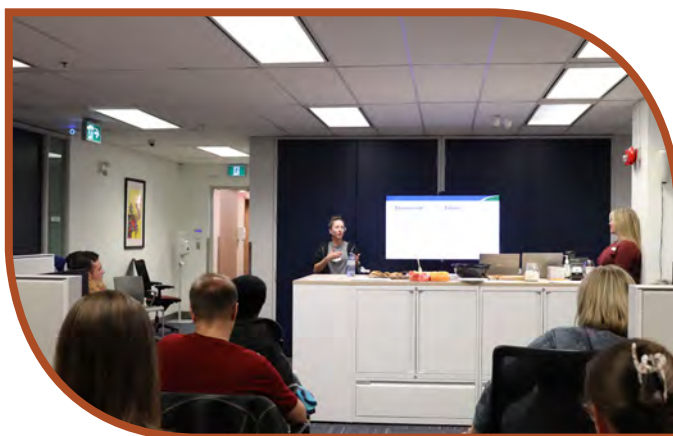
## JOINT HEALTH AND SAFETY COMMITTEE

The joint health and safety committee promotes a safe and healthy workplace. Over the last year, it worked on health and safety certifications, policies and procedures, monthly workplace inspections, and information on health and safety topics. SCS proudly complies with the Occupational Health and Safety Act (OHSA), R.S.O 1990.

## TRANSITION AWARENESS GROUP

The transition awareness group (TAG) aims to stimulate community participation, inspire new opportunities, and raise the profile of developmental services in our community for transitional-age youth. TAG helps people and families gain knowledge, tools and awareness of resources in the Ottawa area. In 2024, the group organized three evening information sessions for youth and young adults between the ages of 16 and 21 :

- Making the Most of Family Networks on May 6, 2025
- Preparing for Adulthood in Ottawa on October 23, 2024
- Getting Ready For Your Adult Life on June 13, 2024





# FINANCIAL OVERVIEW

Our summarized financial information for the year ended March 31, 2025, 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](mailto: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](mailto: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**

### **Follow us**

- Facebook: [facebook.com/Service.Coordination.Support](https://facebook.com/Service.Coordination.Support)

scsonline.ca