



# 5-Year STRATEGIC DIRECTION: PERFORMANCE FRAMEWORK

## Strategic Priority:

Evaluating the quality and efficiency of our services.

## Background:

As part of our strategic plan, SCS has continued to build efficiencies in our systems. Recently, SCS has adopted tools to get the information that is needed to evaluate the impact of these changes on the quality of its services.

## Goals:

When completed, SCS will use the information to take strategic decisions on how to better spend resources on services to clients.



**Service Coordination**  
For People with Developmental Disabilities  
**Coordination des services**  
pour les personnes ayant une déficience intellectuelle

SCS is a non-profit, provincially funded agency that helps individuals and their families plan for and connect with community resources. In the last year, we served 3,500 adults and children with a developmental disability and children with autism spectrum disorder. Some services are provided in Ottawa and in the Eastern Region.

### Our Mission

SCS helps individuals of all ages with developmental disabilities and their families, connect with community resources that meet their individual needs.

### Our Vision

SCS is an innovative knowledge based organization, recognized as a leader by working in collaboration with our community to deliver high quality services to individuals with a developmental disability in our region.