



ANNUAL REPORT

2008-2009



ONE COMMUNITY MANY OPPORTUNITIES



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Members of Staff during the year of 2008-2009

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Service Coordination des services (SCS) is a non-profit, bilingual agency in the Ottawa region that has been helping people with developmental disabilities and/or autism since 1995.

We empower individuals and families so that they can make informed choices about the support and services they need.

We take a person-centered approach – that means we help figure out how “the system” can work best for that person, rather than how that person fits into the system. We work together with other agencies to address the special needs of each individual. If there are no existing resources within the community to address an individual’s special needs, then we will make every effort to find a solution.

helping people with developmental disabilities and/ or autism in Ottawa



MESSAGE FROM THE CHAIR OF THE BOARD

This past year at Service Coordination des services (SCS) was a year of change, challenge and opportunity for the organization. Our Executive Director has made substantial progress in addressing the issues and recommendations identified over the last two years. These areas of focus were aimed at improving the process to access services for adults with a developmental disability in Ottawa. Several of these included:

- moving clearly toward a service delivery model based on a ‘person-centered approach’;
- improving our information management capability to provide the best support possible in carrying out our work with SCS clients; and,
- further refining and improving a priority-for-service model.

In addition to the focus placed in these areas, our Executive Director has been successful in establishing a strong working relationship with the Ministry of Community and Social Services. This partnership will serve Service Coordination well in addressing the upcoming challenges.

Our Parent Advisory Group has continued to assist the organization by identifying a range of issues that are important to the delivery of services to our clients. As a result of the work of this committee, the Board of Directors has an increased understanding of the concerns of parents and clients and will continue to seek its advice.

Once again, the board has reviewed its strategic goals. Promoting a person-centered culture remains a priority, along with creating and maintaining effective partnerships in the developmental sector. The Board will continue to work at clarifying the organization’s mandate and ensure full transparency.

The Board of Directors has been successful at clarifying and streamlining the roles and responsibilities of the board as well as those of management. The Board’s key responsibility is to ensure that the organization works and I would like to thank all the members for their commitment to that goal. Through our on-going recruitment we have been able to attract members with exceptional qualifications.

On behalf of the Board, I would like to sincerely thank the Parent Advisory Committee members, our executive director, managers, staff and volunteers for their dedicated work over the past year in responding to the many needs of our clients. We look forward to the ongoing success of the organization as Service Coordination continues its leadership role in the developmental services sector.

Jean Tanguay
Chair of the Board of Directors



MESSAGE FROM THE EXECUTIVE DIRECTOR

This past year can best be characterized as one of laying foundation to achieve greater clarity in our role within the service system. We began the year by taking a closer look at our approach to case management. The overall goal was to ensure that the major activities our staff do on a daily basis continue to be well understood and delivered consistently.

In this process we completed the development of a comprehensive training curriculum focused on all of the major functions to be performed by our case managers. It will support our staff on an ongoing basis and in particular, as new staff enter the organization, will represent the basis upon which we deliver overall training and orientation. From the community's perspective, it will provide us with the ability to communicate more clearly the kind of help we can provide when they connect with us for assistance.

To improve both our service to individuals and an understanding of our role we undertook a comprehensive client satisfaction survey. It was carried out in two phases. The first phase was the survey itself, while the second involved a 'focus group' approach. This latter step allowed us to further explore some of the more important findings identified in the survey.

This work is crucial as it will allow us to be more precise and relevant in the development and implementation of improvement plans – an effort to be carried out in the new fiscal year. I would like to extend my personal thanks to everyone who took the time to respond to us through this process.

We also took on a major planning initiative in conjunction with the Children's Aid Society (CAS) and the community of developmental service agencies in the Ottawa region. The goal was to facilitate the transition of a number of individuals from the children's to the adult community support system. Our role has focused on preparing comprehensive person-centered plans and coordinating the overall transition process. We see this as an important body of work in our continued efforts to connect individuals to much needed resources.

Over the year, we worked toward the implementation of a new approach to connect individuals to a network of support workers. To be launched in Autumn 2009, respiteservices.com – a provincial initiative – will create an opportunity for individuals to access workers through online technology. SCS will play a key support role in the ongoing management of this resource that will connect clients and workers with greater ease.

We have experienced a year of continued change at SCS as we concentrated on improving our overall ability to help individuals, children and their families. I am proud of these efforts and in particular, the significant contributions our Board and all of our staff have made as we move forward.

Steve Novosedlik
Executive Director

MESSAGE FROM THE FRENCH LANGUAGE SERVICES COMMITTEE

The French Language Services Committee continues to ensure that SCS reaches out to the francophone community in the Ottawa region.

The French Language Services Act guarantees the right to receive provincial government services in French from the head office of any ministry, agency, board and commission of the government and its offices.

Agencies that are provincially funded, such as hospitals, children's aid societies and homes for seniors, are not automatically covered under the Act. However, the Provincial Cabinet may designate them as providers of services in French by means of regulation. Once designated, these agencies must provide services in French to the same standard as the ministries. SCS is a designated agency under the Act.

The French Language Services Committee is satisfied that SCS complies highly with the provisions of the Act: linguistically appropriate services are provided based on clients' needs; francophones are well represented on the Board of Directors and its committees, and at management levels; and, accountability for French language services is stated in the bylaws and administrative policies and procedures, and is reflected in its management practices.

Luc Presseau
Chair, French Language Services Com-
mittee



REPORT FROM THE ADVISORY COMMITTEE



The Advisory Committee has just completed its second full year of operation. The following are a few of the highlights of the committee's activities:

In Spring 2009, the committee followed its report on Transition Planning with a second report to the Board of Directors, entitled *Issues and Recommendations with respect to Service Delivery*. The Board has provided direction to the Executive Director to work toward implementation of the important elements of the report in consultation with the committee.

As well, the committee provided input to management on the client survey, which was undertaken in the spring. In the upcoming year, we look forward to offering our support in working with management on issues identified in the survey.

In the past two years, the Advisory Committee has been working with other groups in the developmental service sector in Eastern Ontario to create a single organization of family-run networks and groups to work together on common issues. United Families of Eastern Ontario was formed in April 2009 with 12 family groups and networks, including the SCS Advisory Committee and a significant number of individual members from across Eastern Ontario.

This past year, a number of enthusiastic, new members joined the committee, which is now almost at its full complement. It has been very rewarding to work with such a knowledgeable and committed group of individuals.

The committee plays an important role in providing advice and recommendations to both the board and SCS management, building on the very substantial and varied direct experience of the various committee members within the developmental service sector. The committee will continue to work with the board and SCS management on the topics identified in the two reports referred to above. It will work with the board to identify priorities and will consider whether there are other issues that might be suitable subjects for future study.

John Barker
Chair of the Advisory Committee

WHAT WE DO



HELPING CHILDREN AND ADULTS

Taking a person-centered approach, we work together with other agencies to address the special needs of each individual.

For adults, we are the “central point of access” in Ottawa. Adults with developmental disabilities and autism and their families come to us initially to access services and programs funded by the Ministry of Community and Social Services.

For children, we help their parents and caregivers navigate the system of programs and services. Parents and caregivers don’t have to come to us to access these services and programs. But if they do, we can assist the family and child to have access to the program or services that best suits their needs.

SERVICES AND PROGRAMS

Responding to Requests

We respond to telephone requests for such things as general information concerning services in the community, services and supports provided directly by us, or intake into the adult developmental services system or other SCS services. Each telephone request is responded to by our staff and recorded. This is both an information management and routing function.

Intake and Case Management

Our case managers work with child and adult clients and their families to determine what services and programs they already have, what they currently need and what they may need in the future.



Special Services Worker Bank

We are responsible for managing the Worker Bank, which connects our clients to third-party support workers who are employed on a fee-for-service basis.

Community Services Planning Table

As part of our person-centered approach, we facilitate a collaborative process that convenes all service providers funded by the Ministry of Community and Social Services, to ensure that the individual needs of our clients are specifically met.

Vacancy Management

For adults clients, we manage a registry system that matches clients with residential options and day support programs.

Fund Management

We are responsible for administering funds to assist clients in getting immediate support (for example, ASD respite).

Outside Paid Resources

We work with individuals who are placed in what are referred to as “outside paid resources.” This work involves the two primary activities of administering funds and maintaining a current understanding of the needs of these individuals to ensure the responsiveness and relevance of these placements.



2008-2009 HIGHLIGHTS

ACCESS TO SERVICES

Intake

In 2008/2009, the entry point to Service Coordination des Services (SCS) was decentralized. The intake process was transferred from the Service Access team to the Adult and Children's Case Management teams. As a result, the intake process is simpler for clients and their families.

Case Management

This year, our goal was to clarify the kind of help we can provide the community within our case management role. We developed a comprehensive training curriculum of the major functions performed in case management at SCS. This training will support our staff in understanding what functions to perform as case managers, deliver those services in a consistent manner and also facilitate the training of new staff.

Transition Planning

To address the need for information for the important period of transition from high school to adult life, we participated in and held various information sessions on planning, resources and strategies to navigate the transition.

Prioritization of Requests

We have also embarked on a revision of our methods of prioritizing and evaluating requests in order to improve our ability to match clients to resources. This work will be completed in 2009-2010.

Special Services Worker Bank

Over the past year, we transformed the Special Services Worker Bank into an online service that will be launched Autumn 2009. Respiteservices.com will allow families, individuals and workers to connect. As part of a province-wide service, this feature will help families to find Respite services in the community. For those families who do not have access to computers, SCS will have a computer on site for access and staff will also be available to assist by phone.



SUPPORTING COMMUNITY PROCESSES

Vacancy Management

An intensive review of the referral/vacancy notification is being undertaken. The goal is to streamline this process and make both vacancy notification by agencies and referrals more efficient, timely and individualized.

Transitional Aged Youth (TAY) Project

In 2008-2009, a group of individuals, in residential placement under the care of the Children's Aid Society and who are now adults, were identified to be transferred to the adult developmental services sector. For each individual, a personalized plan was created to identify the best resources to meet their needs. This project will continue through 2009-2010.

INFRASTRUCTURE AT SCS

Client Survey

To improve our service, we undertook a comprehensive client satisfaction survey. Our clients ranked our communication skills, caring attitude and willingness to help as what they appreciate most about our service. Clients also highly ranked being able to contact and meet with one's case manager in a timely manner. Following the survey, sessions with focus groups were held to discover specifically how to improve both communication and the timeliness of responses.

Facilitating Access

Registration to SCS is now available online. This feature allows families to initiate their first contact with SCS through our website. This supplements the other options available to families: telephone, individual meetings and drop-in into our resource room.

Financial System Project

A significant role – one that is increasing in both size and scope we play – is the management of financial resources for various projects at SCS. To maintain a high quality information system and to track a rapidly increasing number of transactions, two linked software systems are being implemented to manage both the global budget and the individual client transactions (e.g. ASD respite direct funding). Amongst other features, the system will allow case managers to support families with timely information as well as enhancing the agency's ability to manage its financial resources.



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