



ANNUAL STATISTICS

2008-2009



ONE COMMUNITY MANY OPPORTUNITIES





Selected UTILIZATION INFORMATION For the 2008/09 Year

The information (data) to follow is high level in nature and reflective of the main service functions of managing requests for information, obtaining sufficient information to identify necessary supports (intake), facilitating connections to supports (case management) and managing the worker bank. In addition, data is presented regarding the Resource Room and the Registry. While SCS staff carry out other work, these functions are most central to the mandate and purpose of the organization. It is meant to provide only a general sense of the level of activity SCS staff had with individuals over the 2008/09 year. Accordingly, it has been organized into the following main groups: General Demographics; Children's Services; Adult Services; Special Services Worker Bank; Resource Room; and, Registry.

Understanding the Information: Some Basics

In order to understand the utilization data presented it is important to provide a basic description of the approach used by SCS. Like many organizations, SCS has implemented an information system that is based on the individual. Generally referred to as a 'client record system', for each person that is served a single 'master' record is created. Regardless of how many times that individual may connect with SCS or for how many different types of services / functions, the record originally created would house all of these interactions. Viewed another way, the system is capable of telling us that one person has had a variety of interactions or services for the duration of their involvement. What this allows us to do is to identify the actual number of 'people' (referred to as 'unique individuals') we have worked with over a period of time as well as the number of services they have received. Both types of information are important to collect for purposes of managing the resources SCS has available to assist individuals.

The information presented in Tables 1 – 14 is based on a unique individual count of 1535. That is to say, these are the total number of 'unique people / individuals' that were served by SCS staff in carrying out the functions of intake and case

General Demographics

Tables 1 through 6 provide very general demographic information related to the total group of 1535 individuals. Included is an overview of gender, age cohort, primary

service / support request, language spoken at home and diagnostic profile.

Gender

Of the 1535 individuals served, approximately 13% identified themselves as attached to the French community with the remaining 87% identified within the English grouping. In

considering the combined total, seventy-seven percent (77%) of children served were male as compared to roughly 56% within the adult group.

Table 1: Gender

	English			French			TOTAL
	Male	Female	TOTAL	Male	Female	TOTAL	
Children	533	157	690	62	21	83	773
Adult	362	273	635	65	57	122	757
Not Reported: Age	-	-	-	-	-	-	0
Not Reported: Language	-	-	-	-	-	-	5
TOTAL	895	430	1325	127	78	205	1535

Age Cohort

In viewing the total number of individuals served, 1367 or approximately 89% were under forty (40) years of age. Within this group, a little less than one-third or 30.7% were between the ages of 21 – 39 while two-thirds or 69.3% were 20 years old or under. This latter group, when compared to the total number of individuals served represented 61.6% of people receiving intake and case management supports from SCS over 2008/09 year.

Cohort	English	French	TOTAL	% of TOTAL
<= 12	453	61	514	33.4%
13 – 15	133	10	143	9.3%
16 – 20	249	40	289	18.8%
21 – 39	353	68	421	27.4%
40 – 69	118	23	141	9.2%
60 +	19	3	22	1.4%
Not Reported: Language	-	-	5	0.32%
Not Reported: Age	-	-	-	-
TOTAL	1325	205	1535	100%

Primary Service / Support Request

Table 3 provides an overview of the nature of service requests received by SCS. While detailed information is collected on an individual basis, for purposes of aggregating the data, five basic groupings have been identified: case coordination, day supports, housing, respite and worker bank. It is also important to note with respect to this data that there are duplicate counts. More specifically, of the total group of 1535 individuals, many had more than one service request and thus would be counted more than once. With this in mind, there were a total of 2307 service requests spanning the five global 'service types'. The distribution

across these five was relatively equal with the exception of financial assistance. It is also important to note that there were 115 people who did not identify a specific request. On this point, some intakes do not proceed and therefore a request is not documented. More common however, is that not everyone coming into SCS has a request. Requests were generally either a need for a formal referral, case management or worker bank. The 'no requests' reflect most of the short-term case management situations as these individuals would not have a formal request but rather, are seeking short term assistance.

	Children			Adult			GRAND TOTAL
	English	French	TOTAL	English	French	TOTAL	
Case Coordination	85	17	102	117	19	136	238
Day Supports	28	1	29	318	48	366	395
Housing	35	1	36	277	45	322	358
Respite	229	32	261	97	22	119	380
Worker Bank	295	34	329	147	37	184	513
Financial Assistance	40	6	46	30	8	38	84
Sub-Total	712	91	803	986	179	1165	1968
No Request Specified	193	26	219	93	22	115	334
Other: Not Reported	-	-	-	-	-	5	5
TOTAL	905	117	1022	1079	201	1285	2307



Language Spoken at Home

Table 4 provides an overview of language spoken at home. Of the 1404 individuals where this variable was recorded, 79.5% identified English while 16.3% identified French as

their primary language. Arabic and Somali were the next two largest groups however, by comparison to the former two, they represent a small portion of the total reported.

Table 4: Language Spoken at Home

Language	Children		Adults		TOTAL
	Number	% Total Reported	Number	% Total Reported	
English	529	76.7%	569	79.5%	1098
French	84	12.1%	117	16.3%	201
Somali	24	3.4%	6	0.8%	30
Arabic	18	2.6%	7	0.9%	25
Cantonese	7	1.0%	1	0.1%	8
Mandarin	5	0.7%	-		5
Italian	-		4	0.5%	4
Spanish	2	0.2%	1	0.1%	3
Vietnamese	3	0.4%	2	0.2%	5
Chinese	3	0.4%	2	0.2%	5
Farsi	3	0.4%	1	0.1%	4
Greek	1	0.1%	-		1
Albanian	2	0.2%	1	0.1%	2
Serbo-Croatian	1	0.1%	-		1
Persian\Farsi	2	0.2%	1	0.1%	3
Serbian	1	0.1%	-		1
Punjabi	3	0.4%	-		3
Romanian	-		1	0.1%	1
Russian	1	0.1%	-		1
Turkish	-		1	0.1%	1
Croatian	-		1	0.1%	1
Sub-Total	689		715		1404
No Response	88	-	43	-	131
Other: Not Reported	-	-	-	-	-
TOTAL	777		758		1535

Diagnostic Profile: Children

Of the 774 children served, 441 or 56.9% had a single diagnosis of either autism or developmental disability with autism being identified as the larger of the two groups by a factor of 3:1. This difference can be accounted for in large measure to the increased activity associated with the launching of the ASD Initiative. An additional 176 individuals or 22.7% of the total had been identified with two diagnoses in various combinations comprising autism, developmental,

physical and/or mental health. Of note is the fact that 72 individuals did not have a response on record. This is due in large measure to people who, as at the time of preparing this report (March 31/09), were likely in the midst of the intake process and were awaiting the completion of the eligibility stage. To do so requires diagnostic confirmation from a third party.

Table 5: Diagnostic Profile: Children

Diagnosis	English	French	TOTAL
Autism	298	37	335
Developmental	94	12	106
Mental Health	5	1	6
Physical	1	2	3
Autism, Developmental	50	7	57
Autism, Mental Health	47	3	50
Autism, Physical	18	-	18
Autism, Developmental	43	8	51
Developmental, Physical	22	5	27
Developmental, Mental Health, Physical	10	-	10
Autism, Mental Health, Physical	2	-	2
Autism, Developmental, Physical	13	-	13
Autism, Developmental, Mental Health	20	-	20
Autism, Developmental, Mental Health, Physical	3	1	4
Sub-Total	626	76	702
No Response	65	7	72
TOTAL	691	83	774

Diagnostic Profile: Adult

In tandem with the previous table, Table 6 provides a profile of the adults served through 2008/09 year. Of the 756 adults served, 304 or 40.2% had a single diagnosis of either autism or developmental disability with developmental disability being identified as the larger of the two groups by a factor of 7:1. An additional 292 individuals or 38.6% of the total had

been identified with two diagnoses in various combinations comprising autism, developmental, physical and/or mental health. Similar to the data presented regarding children, 103 individuals did not have a response on record. Again, the rationale noted related to Table 5 applies equally in this instance.



Table 6: Diagnostic Profile: Adult

Diagnosis	English	French	TOTAL
Autism	34	6	40
Developmental	213	51	264
Mental Health	7	2	9
Physical	8	2	10
Autism, Developmental	27	5	32
Autism, Mental Health	27	3	30
Autism, Physical	9	1	10
Developmental, Physical	132	23	155
Developmental, Mental Health	53	12	65
Developmental, Mental Health, Physical	14	-	14
Autism, Mental Health, Physical	2	-	2
Autism, Developmental, Physical	3	1	4
Autism, Developmental, Mental Health	14	1	15
Autism, Developmental, Mental Health, Physical	3	-	3
Sub-Total	546	107	653
No Response	87	16	103
TOTAL	633	123	756

Children's & Adult **Services**

The information presented for Children's and Adult services is based on the extent of 'service activity' related to the 1535 unique individuals served. As explained previously, if an individual had an intake completed and then proceeded to benefit from case management, they would be counted once in each of these two categories.

It is also important to provide an understanding of the intake function at SCS. Generally speaking, an intake will only be completed if there is a service request for which SCS has responsibility to create a connection either immediately or in the future and if the individual is confirmed as being eligible. However, there are several exceptions most notable of which are general information requests and requests to connect

with the worker bank (if that is the sole request). One will also note as presented in Tables 7 and 9, that intakes are counted for both new individuals and those that were currently or previously active with SCS. If the individual is new, then it is clear that a full intake be completed. However, for existing individuals who have identified a new service request, the intake on record would be updated to reflect any changes in circumstances which may have occurred over the elapsed period. In some instances, the update may be minor while in others, particularly if a significant period of time has passed, the update may require a more thorough review. In either case, these instances are counted as intakes completed.



Children's SERVICES

Intake Activity

Over the course of the 2008/09 fiscal year, SCS staff completed 507 intakes for children's services. Over 78% (399) of these intakes were on behalf of new individuals with remaining 22% related to people already identified with SCS. On a year-over-year basis, intakes increased by 55% the majority of whom were new individuals. Some caution needs to be exercised however in appreciating the increase.

Through the 2008/09 year, SCS became involved in the ASD Respite Initiative. This new funding envelope led to a surge in intake activity as this was a basic requirement for accessing these new resources. Perhaps the year-over-year comparison of intake activity associated with existing individuals may be more reflective of what could be understood to be a normal pattern.

Table 7: Intake Activity

	English		French		TOTAL		Variance 08/09 - 07/08	
	07/08	08/09	07/08	08/09	07/08	08/09		
New Individuals	223	358	24	41	247	399	152	61.5%
Existing Individuals	64	100	16	8	80	108	28	35.0%
TOTAL Intakes	287	458	40	49	327	507	180	55.0%

Case Management

The total number of individuals served through ongoing case management increased by approximately 24% in 2008/09 as compared to 2007/08. This increase is associated exclusively

with an increase in new individuals as opposed to those who were active at the start of the 2008/09 year. This increase can be accounted for in large measure to the ASD initiative.

Table 8: Case Management: Ongoing

	English		French		TOTAL		Variance 08/09 - 07/08	
	07/08	08/09	07/08	08/09	07/08	08/09		
Open at Start	279	258	61	40	340	298	(132)	(38.8%)
New Individuals	222	387	32	52	254	439	185	72.8%
TOTAL Active during Year	501	645	93	92	594	737	143	24.0%

Adult SERVICES

Intake Activity

Through the 2008/09 year, SCS staff completed 223 intakes for adult services. Approximately 52% (116) of these intakes were on behalf of new individuals. Intakes completed for

individuals already identified with SCS increased by approximately 50% on a year over year basis contributing to an overall increase of roughly 19%.

Table 9: Intake Activity

	English		French		TOTAL		Variance 08/09 - 07/08	
	07/08	08/09	07/08	08/09	07/08	08/09		
New Individuals	101	105	14	11	115	116	1	0.8%
Existing Individuals	62	90	9	17	71	107	36	50.0%
TOTAL Intakes	163	195	23	28	186	223	37	19.8%

Case Management: Ongoing

The total number of individuals served through ongoing case management support by the adult services team declined by approximately 11% in 2008/09 as compared to 2007/08. To

this end, there was an 8% reduction in existing individuals and a 16% reduction in new individuals seen by the team.

Table 10: Case Management: Ongoing

	English		French		TOTAL		Variance 08/09 - 07/08	
	07/08	08/09	07/08	08/09	07/08	08/09		
Open at Start	421	393	101	86	522	479	-43	(8.2%)
New Individuals	219	183	48	39	267	222	-45	(16.8%)
TOTAL Active during Year	640	576	149	125	789	701	-88	(11.1%)

Special Services WORKER BANK

The Special Services Worker Bank (SSWB) is designed to assist families who are receiving funding from Special Services at Home (SSAH), Assistance for Children with Severe Disabilities (ACSD), the Autism Spectrum Disorder (ASD) Respite Initiative and/or the Passport Initiative by providing potential workers for families to hire and carry out family relief and / or developmental programming. Family relief focuses on allowing families respite in the care of their child / adult with special needs. The work is carried out either in the home or community. In the alternative, developmental programming focuses on learning new skills (communication skills, social skills, self-care, community integration and awareness, etc.) as identified in a program plan.

The SSWB is based on a 'broker model'. It is parent driven. The parent / family is the employer while the SSWB program is the broker, linking potential workers with special needs families.

Tables 11 and 12 provide some basic information related to SSWB activity over the 2008/09 fiscal year. The following definitions will assist in understanding the data:

Client Pending

Represents individuals who have initiated a request but have

not yet completed the registration process.

Active Client

Represents individuals who have become active clients during the reporting period.

Requests: People

Represents the number of unique individuals who have made a request regardless of the number of requests.

Requests: Actual

Represents the actual number of requests made regardless of the number of people who made them.

Table 11 provides an overview of the total number of requests to the worker bank. With respect to both children's and adult requests, there were reductions in three areas on a year over year basis: the number of 'active client's', 'requests people' and 'requests actual'. In terms of the first, there was a 30% decrease in children's services and 3% in adult. Concerning the second, the number of people requesting workers in children's decreased by 9%, in adult by 15%. Finally, in assessing the total number of actual requests in both children's and adult services the decreases were 12% and 10% accordingly.



Table 11: Requests—Children and Adult

	Number of Requests					
	Children			Adult		
	07/08	08/09	Variance 08/09 - 07/08	07/08	08/09	Variance 08/09 - 07/08
Client Pending	185	181	- 4 (2.1%)	93	63	-30 (32.2%)
Active Client	298	208	-90 (30.2%)	126	122	- 4 (3.1%)
Requests: People	260	235	-25 (9.6%)	163	138	-25 (15.3%)
Requests: Actual	319	280	-39 (12.2%)	203	181	-22 (10.8%)

Table 12 focuses on the number of successful matches lining up support workers with families. In terms of both the unique number of individuals seeking a match and the number of

requests these individuals had, the pattern was relatively the same between children's and adult services on a year over year basis with only minor variances occurring.

Table 12: Successful Matches — Children and Adult

	Number of Matches					
	Children			Adult		
	07/08	08/09	Variance 08/09 - 07/08	07/08	08/09	Variance 08/09 - 07/08
Requests: People	65	65	0 0%	71	67	- 4 (5.6%)
Requests: Actual	73	77	4 5.4%	85	89	4 4.7%

ResourceROOM

Available Monday to Friday from 8:30 a.m. to 3:30 p.m. on a drop-in basis, the Resource Room provides assistance to families/individuals in several ways:

- Workers on site can assist families in completing application forms such as Assistance for Children with Severe Disability and Special Services at Home;
- It is a venue where families/individuals can be guided by a

worker to acquire pertinent information about community resources;

- It is also a point of access for families/individuals who would like to register with SCS;

Over the 2008/09 year, 169 (98 in 2007/08) individuals accessed the Resource Room. The vast majority requested support in completing applications for either SSAH or ACSD.



Registry: RESIDENTIAL / HOUSING & DAY SUPPORTS

It is well understood that not all service requests identified by individuals can be addressed by the community system of resources. In these instances, it becomes important to have a mechanism to maintain, as best as possible, an understanding of these individuals and their support requests. On this point, *Service Coordination des services* is responsible for collecting information from individuals who have requested either or both residential/housing and day supports. While the term 'waitlist' is used widely to characterize this body of information, it is seen and referred to more appropriately as a 'Community Registry'. SCS uses this term because not all individuals who have identified the need for these types of supports require them at the time of registering. Indeed, a number of people are simply looking to identify that at some future point a specific support will be required.

It is important to provide some background as to how the registry organizes its information. It begins with two very broad groups:

- individuals who are seeking supports at present
- individuals who will, at some future point, require supports

Because the registry also serves the purpose of being one of the main sources of individuals to draw from when vacancies arise in the system, it becomes important to group people on the basis of priority. Priority is determined by some of the following factors: safety of the individual and/or main caregiver, health of the individual and/or main caregiver, financial jeopardy, housing (lack of), factors related to disability, etc. This information is gathered by SCS staff through the intake process and the initial needs assessment.

When a vacancy becomes available in the MCSS funded system, SCS is notified, the registry is searched for all appropriate individuals based on need and the general characteristics of the vacancy, and a list of potential

candidates is compiled. This information is then presented to the Community Services Planning Table (CSPT) for review and consideration. It is important to note that waiting time is not necessarily a factor.

Not only is the registry organized by broad groupings based on timeframe (immediate, future), but also by sub-categories within each of the two service types of residential and day supports. Within residential/housing there are four basic sub-categories based on the number of hours of support an individual has indicated is required: 24 hours, 15-20 hours, 8-14 hours and up to 8 hours. Using this type of organizing scheme allows the planning process for an individual to begin from a broader perspective, one that recognizes the amount of support and assistance needed rather than automatically assuming a specific residential/housing type is needed. In this way, greater flexibility and perhaps multiple options regarding the setting may be achieved in an effort to support an individual.

The day support registry is also organized based on timeframe with three sub-categories: supported employment, work options, and other than work.

Tables 13 and 14 provide a simple overview of the residential/housing and day support registries as they stood on March 31, 2009. The data presented in Table 13 represents a 'unique individual count'. The data presented in Table 14 captures the number of requests rather than the number of unique people. Organizing in this way was done because a number of people have identified more than one type of request. It follows therefore that the combined total between the two tables is also a 'duplicate count' with the additional factor being that some individuals are registered for both a residential/housing and day support. At a summary level however, the total number of unique (unduplicated) people on both registries combined is 948. Of these 340 have both a housing and day support request(s), 292 have a day support request(s) only and 316 have a residential/housing request only.

Residential/Housing Registry

Beginning with Table 13, the data is organized firstly into the two broad groups of 'immediate' and 'future' registrations. The next level down within 'immediate' are two further groups, simply noted as '1' and '2'. There is an important distinction to be made between these two groups. As noted earlier, at the point of registration, an intake and initial needs assessment is completed. With respect to the registry, this information allows a grouping to be made in keeping with the framework that has been explained. Those in Group 1 are generally understood to have relatively high to high risks in one or more of the areas of safety, housing, financial, health and other extenuating circumstances. On these same domains, Group 2 would be determined to be at a somewhat lower risk and characterized generally as relatively stable. It is important to appreciate that determining the significance of

the risks an individual faces is a very challenging task. In doing so it is also understood that in very short order, an individual's circumstances can change and subsequently directly affect their level of risk and need along with the urgency of the response required.

There are a total of 331 individuals registered across groups 1 and 2. There is total of 108 people (96 English, 12 French) in Group 1 which represents approximately 32% of the total number within the broad category of 'immediate'. Also within Group 1, approximately 77% have indicated the need for 24 hour support, 11% for 15 – 20 hours of support, 8% for 8 – 14 hours of support with the remaining 4% indicating the need for up to 8 hours of support per day. The distribution across Group 2, however, is somewhat different with 109 or



49% identifying the need for 24 hours of support per day, 17% for 15 – 20 hours of support, 19% or 43 individuals requesting 8 – 14 hours of support and the remaining 15% (28 individuals) identifying up to 8 hours per day of support.

Of the 317 individuals who have indicated a request for support in the future, 61 % (194 people) have identified a

need for 24 hour support, 18% (60) for 15 – 20 hours of support, 15% (48) for 8 – 14 hours of support and 15 individuals have indicated up to 8 hours of support are required. It is important to note again that these are future requests and as such circumstances will likely change over time having a direct bearing on the nature of supports required.

Table 13: Residential/Housing Registry

Category	Immediate					Future			GRAND TOTAL
	Group 1		Group 2			ENG	FR	TOTAL	
	ENG	FR	ENG	FR	TOTAL				
24 hour	78	6	93	16	193	164	30	194	387
15 – 20 hours	10	2	34	6	52	55	5	60	112
8 – 14 hours	5	3	41	2	51	42	6	48	99
Up to 8 hours	3	1	25	6	35	13	2	15	50
TOTAL	96	12	193	30	331	274	43	317	648

Day Support Registry

By way of overview, there are a total of 653 unique people who have identified one or more day support requests. Five hundred and seventy-two (572) have one request, 59 have 2 requests and one individual has identified three requests bringing the total number of requests to 653. The vast majority of requests within the 'immediate' category rest in Group 2. At 321 requests, these constitute approximately 84% of the total. Also within this same category, 43% or 165

of the total number of requests (n=378) are for some type of work arrangement with 57% representing a non-work setting.

When reviewing 'future' requests, the percentages are almost in reverse. Requests related to work settings sits at 56% or 151 of a total of 275 while requests for non-work related settings is 124 or 44% of the total.

Table 14: Day Support Registry

Category	Immediate					Future			GRAND TOTAL
	Group 1		Group 2			ENG	FR	TOTAL	
	ENG	FR	ENG	FR	TOTAL				
Supported Employment	2	2	93	13	110	97	15	112	222
Work Options	5	0	48	2	55	32	7	39	94
Other than Work	37	11	142	23	213	106	18	124	337
TOTAL	44	13	283	38	378	235	40	275	653



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