

Community Services Coordination Network

2019-2020 Annual Report





Message from the Board President

2019-2020 was an interesting, challenging, and rewarding year for the Community Services Coordination Network. As always, the staff and leadership focused on what they do best - meeting the needs of the people we serve.

Services to the community continue with the same level of support, care and effectiveness. There have been challenges this year, including the transformation and growth that is occurring within the Passport Program. Staff have had to manage additional demands without compromising their commitment to the program and people we serve. Often it has been arduous but always it has been an opportunity to learn and grow.

This was also a successful and accomplished year for the Board of Directors. As a team, we reviewed, updated and rationalized our policies and procedures, made strides to open vistas for the future and created a new strategic plan that not only provides direction but also recognizes, and embraces, the uncertainties of this age.

The timing for this change-based strategic plan could not have come more opportune. As the fiscal year came to a close, our world changed with the COVID-19 pandemic. Every organization, indeed every individual, has had to adapt, change, and revisit how we do things. CSCN was no different, we had to alter and modify the way we do business, as we started the process of physical distancing. However, without missing a beat, the services we provide continued, albeit in new ways.

This organization successfully changed its operations at the end of the fiscal year. Our team at CSCN had the flexibility, the vision and the drive to meet our obligations in a changing and uncharted new world.

I thank Chris Symons, his management team, and in particular the staff, for their dedication and support this past year. It is already clear that with this strong team and Board direction, CSCN will manage all the opportunities and surprises of the pandemic, and that we will be in a position to report a similarly successful 2020-2021.

***Jon Lavkulich, President
CSCN Board of Directors***

2019/2020 Board of Directors

President	Jon Lavkulich	Vice President	Sharon Rich
Treasurer	Lowell D. Auger	Secretary	Chris Symons (CEO)
Directors	Jen Dowsett Mary McNamee Pam Brooks	Loraine Kelly Mike Smith Richard Van Dop	

Message from the Chief Executive Officer

2019-2020 marked yet another year of change for CSCN. Our primary objectives remained the delivery of high quality service, in a timely fashion, while respecting the individual and unique needs of the people we serve. Our staff and management team never lost sight of those objectives.

As the fiscal year neared its conclusion, the world as we know it has begun to change. We are confronting the realities of a global pandemic for the first time in modern history.

On March 16, 2020, in response to the COVID-19 outbreak in Ontario, we made the difficult decision to close our offices to the public, and begin working remotely. We did this in an effort to contain the virus, and to mitigate risk to the people we serve, our staff, and their families. We continue to deliver the various services and supports people rely on remotely, and indeed in a very different way.

We are fortunate to have an information technology infrastructure in place that will support our staff to continue performing the work of the agency, while working outside the office. I would be remiss if I did not extend my sincere appreciation to our management team and our dedicated, valued staff. As we embark upon what is likely to be a very challenging time in world history, you have proven to be committed, flexible, loyal to the organization, and especially loyal to the people we serve.

Although we have no way of predicting what the next fiscal year is likely to bring, I am confident the team at CSCN will rise to the challenge.

Chris Symons, CEO

PASSPORT PROGRAM

The Passport Program is funded by the Ministry of Children, Community and Social Services (MCCSS). The program provides funding to adults who have a developmental disability. The funding can be used to provide the supports necessary to assist individuals with developing social skills and networks, teach activities of daily living, and to participate more fully and independently in their community. Passport Funding can also provide caregiver respite for primary caregivers of an adult with a developmental disability.

The Passport Program was launched by the Ministry of Community and Social Services in 2006. There are eleven Passport agencies in Ontario. In the inaugural year, CSCN worked with 54 Passport funding recipients across a five county catchment area. At the conclusion of the 2019-2020 fiscal year, there were 6,217 participants in the Passport Program across the CSCN 10 County catchment area.

Individual funding approvals are calculated based on information collected by Developmental Services Ontario using the Application for Developmental Services and Supports (ADSS) and the Supports Intensity Scale (SIS). Funding approvals are based solely on the unique support needs of each individual.

Payments to Passport Program participants across Ontario are now processed by a consolidated payment agency known as PassportONE.

On March 31, 2020, Passport funding approvals in the South West Region totaled \$66,085,650. This reflects a 16% increase over the previous fiscal year (\$56,818,415.). On March 31 2020, there were 6,217 Passport Program participants across the CSCN catchment area, representing a 29% increase over the previous fiscal year (4,801).



The Passport Program helps adults who have a developmental disability be involved in their communities and live as independently as possible ...

DEVELOPMENTAL SERVICES ONTARIO – SOUTH WEST REGION

Developmental Services Ontario (DSO) agencies are the single point of access to adult developmental services in Ontario. DSO agencies are the access point to services funded by the Ministry of Children, Community and Social Services (MCCSS), under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008.

There are nine DSO agencies in Ontario, one in each of the former nine Regions of MCCSS.

DSO—South West Region (SWR) is a division of the Community Services Coordination Network (CSCN). The DSO agency operates out of five locations in southwestern Ontario. Offices are located in London, Owen Sound, Sarnia, Stratford, and Windsor.

Historically, the demand for developmental services across Ontario far exceeds the resources that are available. While individuals await access to services, DSO staff assist them to explore various community options including local resources, housing resources, various other programs, natural and informal supports. DSO-SWR staff are the primary contact for people waiting for service. The number of individuals on the DSO-SWR registry has increased steadily since 2011.

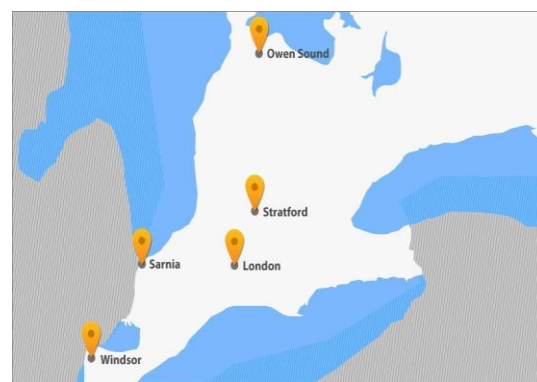
YEAR-END DATA SUMMARY

During the 2019-2020 fiscal year, 1,196 application requests were received by the DSO agency in the South West Region. 711 Application Packages were completed during the same period.

54 applicants were matched to a group living support via the DSO agency in 2019-2020. 210 people accessed the services of an Adult Protective Service Worker, 41 people were linked to Supported Independent Living, 72 people accessed employment services, and 32 people accessed a respite service.

At the conclusion of the 2019-2020 fiscal year, 5,090 individuals were on the registry across the South West Region for residential supports including group living, supported independent living, host family and an intensive support model.

For additional information about Developmental Services Ontario and the application process, please visit: www.dsontario.ca



CHILDREN'S SERVICES

In April 2019, the government shifted oversight responsibility for child and youth mental health policy, programs and services from MCCSS to the Ministry of Health. This change was implemented to support the government's vision of a mental health and addictions systems that reaches across the lifespan, and is coordinated with other health services to better support Ontarians. The Ministry of Health now funds the access mechanism and the WrapAround process at CSCN.



In 2019-2020, 376 new "Access" referrals were received at CSCN. 231 **Local Resolution** meetings were convened during the fiscal year, in an effort to develop community-based strategies to address the unique needs of children and families. In 2019-2020, 106 **Service System Resolution** meetings were held, where the providers of live-in children's mental health services funded by MOH meet to determine which service is best positioned to address the unique needs of each child and their family.

WrapAround is a team-based planning process intended to provide individualized, coordinated, family-driven care to meet the complex needs of children and their families. 60 families were supported through the WrapAround process in 2019-2020.

Transitional Aged Youth (TAY) planners at CSCN supported 30 youth in the 2019-2020 fiscal year. These youth are in the care of a Children's Aid Society. Plans are developed based on each young person's needs and preferences, in an effort to ensure the best possible transition from child welfare to adult developmental services.

Pursuant to section 64 of the Child, Youth and Family Services Act, 2017, CSCN is responsible for fulfilling the requirements of the **Residential Placement Advisory Committee (RPAC)**, across the CSCN children's services catchment area. This includes conducting a review of every residential placement of a child in an institution, if the placement is intended to last 90 days or more. During fiscal 2019-2020, CSCN conducted 57 RPAC reviews.

Integrated Transition Planning (ITP) is a collaborative planning process involving youth who have a developmental disability and key community partners. A single transition plan is created with youth as they transition from secondary school and children's services, to adulthood. 23 ITP plans were created in 2019-2020.

Transitions and Beyond planners supported 13 individuals last fiscal year. This strength based planning process brings together a support team that focuses on the support each youth will need after they leave the care of the Children's Aid Society.

CHILDREN'S SERVICES

CSCN is the Coordinating Agency for **Coordinated Service Planning (CSP)** under Ontario's Special Needs Strategy. In 2019-2020, CSCN received 119 referrals for CSP. At fiscal year-end, 203 children had active service plans and, unfortunately, 29 children were on the list to access this service. In 2019-2020, CSCN in partnership with stakeholders launched a series of workshops for families and caregivers. The goal was to provide families with system navigation information to assist during life transitions.

CSCN has 3 **Fetal Alcohol Spectrum Disorder (FASD)** Coordinators. FASD staff are aligned with coordinating agencies who deliver coordinated services planning. The FASD Coordinator role is to deliver child, youth and family-centered service to children and youth with FASD and/or suspected FASD and their families, by leading the development of a support plan. FASD Coordinators also provide information, assist families to access services, and connect individuals to support networks and diagnostic services as available.

In 2019-2020, the FASD Service Coordinators in Huron/Perth and Elgin/Oxford, along with key stakeholders, formed FASD Community of Practice tables. The goal is to increase FASD awareness and achieve targeted goals in their communities.

In 2019-2020, 153 children had an active service plan and 38 children were waiting for service coordination. 80 FASD community education presentations were delivered in 2019-2020.

About CSCN

The Community Services Coordination Network (CSCN) is a not-for-profit charitable organization funded by the Ontario Ministry of Children, Community and Social Services and the Ministry of Health.

The key function of the Children's Services division at CSCN is to coordinate access to various services and supports for children and adolescents with complex needs who may require a response from more than one service provider.

Participation in the CSCN process is required for children with a developmental disability who are pursuing accommodation supports, and for children and adolescents seeking admission to a residential based treatment program or to the WrapAround process.

Our role is to link individuals and families to appropriate services and supports in their community. The work of CSCN is intended to augment not replace the good planning that is done by our service provider colleagues across the area.



The Children’s Services division of CSCN serves a five county catchment area that includes London-Middlesex, Oxford, Elgin, Huron, and Perth Counties.

Developmental Services Ontario—South West Region is a division of the Community Services Coordination Network.

CSCN is the Passport Program delivery agency, across the former Ministry of Community and Social Services South West Region.

The DSO and Passport divisions of CSCN serve the following communities: Bruce, Chatham-Kent, Elgin, Grey, Huron, London-Middlesex, Oxford, Perth, Sarnia-Lambton, and Windsor-Essex.

CSCN Mission Statement

In partnership with communities, CSCN provides information, fosters understanding about options and explores opportunities to enable children, adults and families to live a full and fulfilled life.

The Community Services Coordination Network is Funded by:

Ministry of Children, Community and Social Services
Ministère des Services à l'enfance et des Services sociaux et communautaires

Ministry of Health
Ministère de la Santé



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