



**ANNUAL**

**REPORT**

**2022-2023**

COMMUNITY SERVICES  
COORDINATION  
NETWORK

# A MESSAGE FROM OUR BOARD PRESIDENT

This has been a dynamic year for CSCN.

In May 2022, Andrea Topham assumed the role of CEO, and the Board of Directors could not be more pleased with our decision.

As CSCN progresses and changes, new ways of working and interacting with the people we serve and our colleagues are evolving. This past year represents the beginning of a new era for CSCN, and our board, leadership team, and staff members are excited to be on this path.

As with any growth and change, there have been a few bumps along the way. But these only help us better see our path and acknowledge that we are the adaptable organization we need to be.

The CEO's initial challenge was to understand the programs and the culture of CSCN and meet all staff and board members on a one-to-one basis. This has been extraordinarily beneficial to both staff and the Board. And it has helped establish the framework for our initiatives as we move forward.

The Board was also very busy this past year, striking several committees to initiate and, in some cases, finalize outstanding issues and championing new directions for CSCN. During this period, we reviewed our by-laws and governance policies, evaluated how we do business, and began a new strategic plan initiative. I cannot thank them enough.

This coming year will be interesting for staff and the Board as we clear up outstanding issues to move forward and implement the organization's new strategy and direction. This and greater involvement with our community partners promises an invigorating time.

We acknowledge the Director of Operations, Sandi Evans, who assumed her role just as the new CEO began. Sandi brings her incredible knowledge of CSCN together with a willingness and enthusiasm to move forward. And, of course, Angela Dewsbury, Director of Finance, who has been a stabilizing force and a wonderful custodian of the funds entrusted to us.

This past year saw CSCN meet its targets, stay within budget, find innovative ways to support the people we serve, and continue to confirm to our funders that their programs and resources are in good hands.

And as always, we recognize our excellent staff for their outstanding enthusiasm, engagement, and creativity in everything they do to meet the needs of those we serve.



**JON LAVKULICH**  
PRESIDENT, BOARD OF  
DIRECTORS

# A MESSAGE FROM OUR CEO

I am delighted to present our 2022-2023 annual report. This year has been filled with change, growth, and a steadfast commitment to those we serve. We've welcomed some new people into the CSCN family, wished others well as they embarked on new endeavors, and connected with our community in new and exciting ways.

I'd like to recognize three of CSCN's leaders, Chris Symons, Helen Jewel, and Pat Weir, who retired this past year after years of dedicated service. Under your leadership, CSCN grew into a workplace rooted in kindness and caring where people find support, community, and opportunity. I will continue to ensure that the people we serve remain our central focus and our staff members are supported and heard every day.

Our organization and the world we work in have recently undergone significant transitions. The challenges and possibilities brought forth by these changes have revealed CSCN's resilience and ignited our enthusiasm to adapt and innovate. This past year we embarked on a transformative journey of creating a new long-term strategy and envisioning a new future reality. As we move forward, it is essential that we acknowledge the transitions we have experienced and seize this opportunity to reimagine our organization and its role in the community.

I want to express my profound appreciation to the CSCN leadership and management team for your warm welcome. You have been outstanding teachers helping me over the past year to learn about the vital work you and your teams do. Your diligence and dedication to those we serve and to achieve the best possible results is outstanding.

This year has been a chance to reflect on our past accomplishments, learn from our experiences, and chart a course toward our future. Our ability to dream big has been a testament to the passion and creativity of our CSCN Board of Directors, alongside our staff members, who have championed change and explored new avenues to support the people and communities we serve. You are all amazing, and I'm grateful every day to work with such a fantastic group of people!

As we embrace the challenges and opportunities that lie ahead, our collective efforts will continue to create transformative change. Change is not only necessary but also a catalyst for growth and progress. It challenges us to question the status quo, adapt our strategies, and push the boundaries of what is possible.

In conclusion, I extend my heartfelt thanks to everyone who has been a part of our journey. Your unwavering support has driven our success and made this year a milestone in CSCN's history. In the upcoming years, guided by our strategic plan, we will work with our exceptional community partners and seek out new like-minded organizations and individuals who share our vision to amplify our collective ability to address complex challenges and create communities where everyone belongs.

With gratitude,



**ANDREA TOPHAM**

CHEIF EXECUTIVE OFFICER

# WHO WE ARE

## Our Mission

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.

## Our Mandate

We coordinate access to various services and supports for adults with a developmental disability, and for children and adolescents with complex needs. Participation in the CSCN process is required for children and adults 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.

## Statement of Rights

The services and supports provided by CSCN to persons with developmental disabilities are founded on respect for, and the dignity of, the individual.

## Our Guiding Principles

- Access to services, supports and resources should be based on a fair and equitable process;
- The process should simplify access for individuals and families and lead to rational decisions;
- Feedback from individuals and families is central to ensuring quality and effectiveness;
- Access to internal review and an appeals mechanism is a fundamental right of individuals and families;
- An individual with complex needs requires a broadly based approach and should be viewed as a shared responsibility of the entire community;
- Integration of services within a continuum of services should be achieved through complementary linkages and coordination;
- The CSCN process should perform an advocacy role with respect to needs on an individual and global basis; and
- As much as possible, the needs of individuals and families should be met within their own community;
- Residential and specialized care resources are limited and should be used effectively and efficiently.

# WHAT WE DO

## Children's Services

One of the key functions performed by the Community Services Coordination Network is the coordination of access to various services and supports for children and adolescents with complex needs, who may require a response from more than one service provider. CSCN does not provide direct service, we are part of a planning process that includes the individual, their family and various service providers, the CSCN coordinated access process is intended to augment, not replace, the good planning that is done by families and service providers across the area. Children's services provided by CSCN include: WrapAround, RPAC, Integrated Transition Planning, Coordinated Service Planning, Fetal Alcohol Spectrum Disorder Coordination Services.

For additional information about our children's services, please visit: [www.cscn.on.ca/childrens-services](http://www.cscn.on.ca/childrens-services)

## Developmental Services Ontario - South West Region

Developmental Services Ontario agencies are the primary contact point for people who need information about developmental services and supports in their community, and the single access point for people who want to apply for adult developmental services and supports that are funded by the Ontario Ministry of Children, Community and Social Services. There are nine Developmental Services Ontario Agencies in Ontario.

For additional information about Developmental Services Ontario and the application process, please visit: [www.dsontario.ca](http://www.dsontario.ca)

## The Passport Program

On behalf of the Ministry of Children, Community and Social Services, the Community Services Coordination Network administers the Passport Program across a ten county service area in south western Ontario. This reimbursement program helps adults with developmental disabilities in Ontario access services and supports, promoting social inclusion and broadening social relationships by supporting the use of community resources and services available to everyone in the community. The Passport Program helps to support families and caregivers of an adult with a developmental disability so they can continue in their caring role.

For additional information about the Passport Program, please visit: [www.passportfunding.ca](http://www.passportfunding.ca)



# OUR CHILDREN'S TEAM



As we navigate the post-COVID era, we are witnessing changes and evolution not only in the needs of the children and families we assist, but also in our system as a whole.

Although Children's services have had an overall decrease in the number of referrals for the 2022/2023 fiscal year, staff are working through the increase in referrals from the 2021/2022 fiscal year. As well, we continue to observe an increase in the complexity of needs exhibited by both the children we support and their caregivers. The system that is in place to support these youth has also changed; wait lists are longer as agencies strive to meet the growing demand for support with fewer human resources.

To adapt and enhance our practice, CSCN Service Coordinators are actively expanding their skill sets through training, community networking, and solution-focused approaches. By implementing waitlist strategies, such as maintaining multiple points of contact with families and initiating short-term immediate service coordination address deficiencies in the system as a whole, CSCN aims to meet the needs of youth and families while effectively managing the heightened demand for services.

As we continue to progress in this changing landscape, we remain committed to providing the best possible support to those we serve.

**JUDY WRIGHT**  
CHILDRENS TEAM  
LEADERSHIP

**LISA TENNANT**  
CHILDRENS TEAM  
LEADERSHIP

# OUR PASSPORT TEAM

The Passport Program continued to experience incredible growth and significant changes in the last year.

The number of referrals from the DSO averaged 119 per month in the period from April 1, 2022 until March 31, 2023. As of March 31, 2023, there were 10,112 Passport recipients in the South West Region and the funding commitment for these individuals totaled \$102 million.

The Ministry of Children, Community and Social Services introduced new Passport Guidelines that came into effect as of April 1, 2022. In March 2023, the Passport Guidelines were updated again to be effective April 1, 2023.

A new website was developed ([www.passportfunding.ca](http://www.passportfunding.ca)), which is a user-friendly resource for Passport recipients and their families.

The Temporary Wage Enhancement of \$3.00 per hour for support workers was implemented in October 2020 and ended as of June 30, 2022. This wage increase was funded from a separate allocation and was not part of the recipient's Passport funding.

Effective July 1, 2022, each Passport recipient's allocation was increased by 10% to compensate for potential increased staffing wages that would no longer be covered by the Temporary Wage Enhancement



**LOIS WARDEN**  
PASSPORT PROGRAM  
LEADERSHIP

**LIANE CORMIER**  
PASSPORT PROGRAM  
LEADERSHIP



# OUR DEVELOPMENTAL SERVICES ONTARIO TEAM



Times at the DSO continue to be full of activity..

As the demand for funded developmental services consistently exceeds the available resources, the need for DSO staff to provide assistance to people to explore community options that are available and problem solve through difficult situations has increased.

This past year, we have also seen an increase in families struggling with illness, housing opportunities be limited for the people we serve and program availability diminishing because of staffing shortages. Within the developmental sector the DSO has contributed to developing creative solutions to minimize risk and provide solutions for those most in need. The DSO team has also expanded its scope and engaged with partners outside of the developmental services sector to grow an increased presence in the community and contribute to boarder social initiatives.

Presentations provided by the DSO Service Navigation and Intake teams have allowed for greater networking with community partners and information sharing with families and individuals looking for service. Over 2022-2023, DSO has participated in 39 presentations throughout the South West, to educate those that we serve as well as the general public on the supports and services we offer.

**ALAN HENDRY**  
DSO TEAM  
LEADERSHIP

**SASHA SIEWAH**  
DSO TEAM  
LEADERSHIP



# OUR HOUSING NAVIGATION TEAM

The Housing Navigation Project, which was originally a one year project has been extended for another year.

As part of this project the CSCN/DSO staff working in Housing Navigation contact people who have completed the DSO process and are on waiting lists for support. The population of people the project is directed towards have low support needs and parents/caregivers who are over the age of 55.

The goal of the project is that with some planning, information about housing , and a referral for support through the APSW program, these individuals can move to independent living. When for whatever reason, this is not the right time for people and families to make this move, there is benefit to making contact. The staff are able to update their DSO file, give the individuals and families information about services and answer questions about other issues that may be more pressing. This contact has been very well received by people and families and initiates many important conversations that may not otherwise have taken place.



**BARB SMITH**

DSO TEAM HOUSING NAVIGATION  
LEADERSHIP

# OUR SERVICE AREAS

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

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

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



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

# OUR IMPACT



A YEAR OF UNIQUE CHALLENGES MET  
WITH CONSISTENT DEDICATION.

## LOCAL AND SERVICE SYSTEM RESOLUTION



141 LOCAL  
RESOLUTION  
MEETINGS



62 SERVICE SYSTEM  
RESOLUTION  
MEETINGS

## COORDINATED SERVICE PLANNING



295 ACTIVE PLANS  
COORDINATED

## FASD



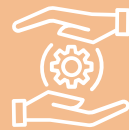
254  
CONSULTATIONS  
PROVIDED

## DSO



674 DSO  
APPLICATIONS  
COMPLETED

## WRAPAROUND



64 FAMILIES  
SERVED

## TRANSITIONAL AGED YOUTH PLANNING



33 YOUTH SUPPORTED IN  
THEIR TRANSITIONS.

## PASSPORT PROGRAM



\$1.2 M IN  
FUNDING



OVER 10,000  
RECIPIENTS



# CSCN

## 2022-2023 Annual Report

### BOARD OF DIRECTORS

**President** Jon Lavkulich

**Vice President** Sharon Rich

**Treasurer** Mike Smith

**Secretary** Andrea Topham

#### Directors

Pam Brooks | Helene Desruisseaux | Jean Knight  
Marie Mclsaac | Rory Patten | Maddison McCarville

### Contact Us

**Community Services Coordination Network**  
**Passport Program Agency - South West Region**  
**Developmental Services Ontario - South West Region**

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