



**COMMUNITY SERVICES
COORDINATION NETWORK**

ANNUAL REPORT

2020-2021

MESSAGE FROM THE CSCN BOARD PRESIDENT

The natural inclination when reflecting on the past year is to discuss new initiatives and new projects undertaken. While, we have had new projects and made enhancements to some programs, this year I want to celebrate business as usual in a time that is unusual.

The beginning of the closures and changes in how we do business began three weeks before the beginning of this fiscal year and management went into what appeared to be a seamless transition into the new environment. Behind the scenes, of course, there were many meetings, exploring options, working to engage and consult staff and bringing ideas forward. However, the process was so well managed that staff were able to continue to do what they do best – help the people we serve – without having the additional angst of uncertainty and confusion.

Services to the community continued with the same level of support, care and effectiveness. There have been challenges this year, especially with new methods for meeting the needs of the people we serve as well as planning and executing in an even more uncertain time.

However, CSCN did what makes it so successful - look forward, plan, execute and deliver – and always with heart. On behalf of the Board, I can say we have enormous respect for the staff and management, and that we were not surprised.

In addition to meeting our goals despite all the changes and challenges, I also recognize that our leadership team still accomplished one of our strategic goals by assuming leadership roles in work with our funders and our partners.

I would also like to thank the Board of Directors for their engagement this year. Our board members are dedicated, involved, supportive, and take their fiduciary responsibilities seriously. Together with the CEO, they make an incredible team.

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, board and direction, CSCN continues to manage all the opportunities and surprises of the pandemic and will emerge into the new world that awaits us committed to our mission and goals and continuing our role as leaders and caregivers in the truest sense of the word.



Jon Lavkulich, President
CSCN Board of Directors



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

My message this year is one of reflection and gratitude. Globally, the past twelve months have been like no other year in recent history. A year that placed extraordinary demands on Ontarians to change the way we live, work, educate, interact with family, friends, and others.

As the 2019-2020 fiscal year was ending, and we were preparing to begin our journey into 2020-2021, we entered an unprecedented time of remarkable uncertainty. On March 16, 2020, like so many other organizations, we made the extremely difficult decision at CSCN to close our offices to the people we serve, the public, and our staff. We made an abrupt transition to a virtual service delivery model.

In an effort to ensure the various services and supports we provide continued uninterrupted, we moved swiftly to deploy additional information technology to our staff team. By all accounts, we remained responsive to the individuals and families we serve. Our staff, community partners, and the people we work with quickly adopted a 'business as usual' outlook, while embracing the need to conduct business in a very different way. Along with the challenges we encountered during this fiscal year, came remarkable opportunities to learn from our experiences. The events of the past twelve-months will undoubtedly shape the way we deliver service going forward.

Our staff displayed remarkable determination in fulfilling our collective responsibility to maintaining existing service levels. Our staff and management team showed, and continue to show, extraordinary resolve and perseverance. I am very grateful for their steadfast commitment to the organization and, more importantly, to the people we serve.

On behalf of my colleagues at CSCN, I would like to express my gratitude to the individuals and families we work with for your patience, understanding, and flexibility, during a year like no other.

I am extremely appreciative for the support I received from my colleagues Helen Jewell (Director of Service) and Angela Dewsbury (Director of Finance), each and every day for the past twelve months. Their hard work, dedication, and endurance, contributed immensely to ensuring another successful year at CSCN.

Finally, I thank our Board of Directors for their steadfast support, commitment to the wellbeing of the organization, and sound counsel, during this extraordinary year.



Chris Symons, CEO



PASSPORT PROGRAM

In our catchment area, CSCN administers the Passport Program on behalf of 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 to establish and/or *expand* social skills and networks, teach activities of daily living, and to participate more fully and independently in their community. The funding can also provide 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. In our inaugural year, CSCN worked with 54 Passport funding recipients across a five county catchment area. At the conclusion of the 2020-2021 fiscal year, there were 8,732 participants in the Passport Program across the CSCN 10 County catchment area (Chatham-Kent, London-Middlesex, Windsor-Essex, and the counties of Grey, Bruce, Oxford, Elgin, Huron and Perth). There are eleven Passport agencies in Ontario.

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.

On March 31, 2021, Passport funding approvals in the South West Region exceeded \$80 million. That reflects a 33% increase over the previous fiscal year (\$60 million). On March 31 2021, there were 8,732 Passport Program participants across the CSCN catchment area, representing a 40% increase over the previous fiscal year (6,217).

In October 2020, the Ontario government announced a Temporary Wage Enhancement (TWE) as part of the province's COVID-19 fall preparedness plan. The TWE was effective from October 1, 2020 to March 31, 2021. Subsequently, the government announced that the temporary wage enhancement would continue until June 30, 2021. The purpose of the TWE is to help stabilize, attract and retain the workforce needed to provide a high level of care, especially during the COVID-19 pandemic. The temporary wage enhancement applies to direct support workers in the Passport Program.

In response to the COVID-19 outbreak, the Ontario government also made temporary changes to the Passport program to assist recipients. These changes came into effect April 1, 2020. The list of eligible expenses under the Passport program were expanded to support people and their families while community-based activities and settings were closed. The changes allowed recipients to utilize the funding for goods and services that would make it easier for recipients to stay at home during the pandemic.

DEVELOPMENTAL SERVICES ONTARIO – SOUTH WEST REGION

Developmental Services Ontario (DSO) agencies are the access point to adult developmental services funded by the Ministry of Children, Community and Social Services (MCCSS), pursuant to 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 from five locations in southwestern Ontario, with offices in London, Owen Sound, Sarnia, Stratford, and Windsor.

The demand for developmental services across Ontario consistently exceeds available resources. While individuals await access to service, DSO staff assist them to explore a host of 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.

YEAR-END DATA SUMMARY

In 2020-2021, DSO-SWR received 917 application requests. 515 Application Packages were completed during the fiscal year.

MATCHING AND LINKING 2020-2021

- 57 applicants were matched to a group living support
- 178 people accessed the services of an Adult Protective Service Worker
- 58 people were linked to Supported Independent Living
- 8 people were linked to Host Family
- 68 people accessed employment services
- 25 people accessed a respite service
- 25 accessed community participation supports
- 16 individuals accessed Foundation programs for young adults

At the conclusion of the 2020-2021 fiscal year, 4,747 individuals were on the registry in 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

One of the key functions performed by the CSCN Children's Services division 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's role is to link individuals and families to appropriate services and supports in their community. The CSCN coordinated access process strengthens the good planning done by families and service agencies across the area. The children's service area includes London-Middlesex, Elgin, Oxford, Huron, and Perth counties.

The Ontario Ministry of Health provides funding to CSCN to perform an 'access' function and to deliver the WrapAround process.



COORDINATED ACCESS

In 2020-2021, 277 new access referrals were received at CSCN. 175 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. 55 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 PROCESS

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. 32 families were supported through the WrapAround process during the 2020-2021 fiscal year.



The **Ministry of Children, Community and Social Services** provides funding to CSCN to deliver the following services and supports.

RESIDENTIAL PLACEMENT ADVISORY COMMITTEE

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 2020-2021, CSCN conducted 57 RPAC reviews.

INTEGRATED TRANSITION PLANNING

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. 24 ITP plans were created in 2020-2021.

COORDINATED SERVICE PLANNING

CSCN is the Coordinating Agency for **Coordinated Service Planning** (CSP) under Ontario's Special Needs Strategy. In 2020-2021, CSCN received 96 referrals for CSP. The goal of Coordinated Service Planning is to support children/youth with multiple and/or complex special needs, and their families, through a dedicated Service Planning Coordinator (SPC). The SPC connects young people and their families to multiple, cross-sectoral services that they require, as early as possible. The needs of the individual and family, and their progress are monitored using a single Coordinated Service Plan. At fiscal year-end, 260 children had active service plans and, unfortunately, 44 children were on the list to access this service.

FETAL ALCOHOL SPECTRUM DISORDER

In 2020-2021, CSCN introduced two additional Fetal Alcohol Spectrum Disorder (FASD) Coordinators to our team, bringing the complement to five. Across Ontario, FASD staff are aligned with agencies that manage the Coordinated Service Planning portfolio. The role of FASD Coordinators 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 they become available.

In 2020-2021, 156 children had an active service plan and 52 children were waiting for service coordination. 63 FASD community education presentations were delivered during this fiscal year. Additionally, FASD virtual training sessions were developed and delivered to families and community members. In collaboration with Fanshawe College, CSCN staff provided FASD training sessions (virtually) to students in the Child and Youth Worker, and Early Childhood Education programs. FASD Coordinator's also participated as co-presenters in the Provincial Caregiver Training Initiative provided virtually in the southwestern Ontario.

During 2020-2021 CSCN Planners developed transition plans with 30 young people 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.

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

The key function of CSCN is to coordinate access to various services and supports for adults who have a developmental disability, and for children and adolescents with complex needs, that may require a response from more than one service provider.

Our role is to link individuals and families to appropriate services and supports in their community. CSCN is intended to augment not replace the good planning that is done by families, service agencies, and community partners across the area.

The Community Services Coordination Network does not provide direct service. We are part of planning teams and processes that include individuals, family, and a diverse array of community partners.

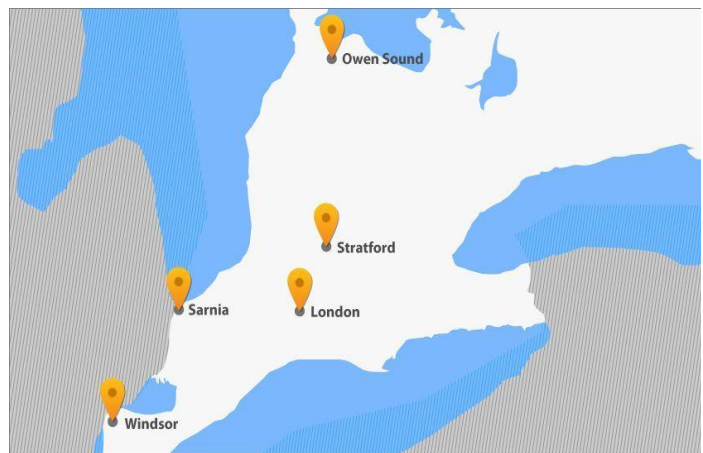
OUR SERVICE AREA

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 agency, across the former Ministry of Children, Community and Social Services South West Region.

The 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.



OUR FUNDERS

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



CSCN BOARD OF DIRECTORS

President	Jon Lavkulich	Vice President	Sharon Rich
Treasurer	Mike Smith	Secretary	Chris Symons (CEO)
Directors	Helene Desruisseaux Jen Dowsett Loraine Kelly Richard Van Dop		Pam Brooks Christine Franklin Mary McNamee

Contact Us

www.cscn.on.ca



**Community Services Coordination Network
Passport Program Agency – South West Region
Developmental Services Ontario – South West Region**
171 Queens Avenue, Suite 750
London ON N6A 5J7

CSCN/Passport Program Local: 519-438-4783
CSCN/Passport Program: 519-438-4783
CSCN/Passport Toll-free Phone: 1-877-480-2726
DSO Phone Local: 519-963-1891
DSO Toll-free Phone: 1-855-437-6797

Developmental Services Ontario – South West Region
945 3rd Avenue East, Suite 202
Owen Sound ON N4K 2K8
519-371-8428

Developmental Services Ontario – South West Region
420 East Street North, Suite 14
Sarnia ON N7T 6Y5
519-344-2629

Developmental Services Ontario - South West Region
59 Lorne Avenue East, Unit 1
Stratford ON N5A 6S4
519-272-0500

Developmental Services Ontario - South West Region
3200 Deziel Drive, Suite 309
Windsor ON N8W 5K8
519-945-3797

