

# COMMUNITY SERVICES COORDINATION NETWORK

# ANNUAL REPORT

2023 - 2024



# NEW STRATEGY, NEW LOOK:

## A Sneak Peak into Our Future

We are thrilled to introduce a sneak peek of our fresh new look, a result of our recent strategic planning process. Our new revitalized visual identity, which includes a modernized logo, updated color palette, and refreshed typography, is designed to reflect CSCN's purpose, culture, personality, and values. Over the next year, we will work to update our website, emails, and print materials to align with this new branding.

As part of this transformation, we are also in the process of crafting a comprehensive communications strategy to broaden our reach and enhance our engagement with the communities we serve. This effort will ensure that our messaging is consistent, impactful, and reflective of CSCN's vibrant spirit.

Moreover, we will expand our advocacy efforts to create more opportunities for those we serve. We aim to further support and empower individuals and communities by strengthening our connections and raising awareness.

This updated look and strategic approach will improve our visibility and reinforce our commitment to advocacy, information, and community connection. Stay tuned for these exciting updates as we continue to evolve and grow!



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# A MESSAGE FROM OUR BOARD CHAIR

**2023/2024 has been a year of progress and achievement, filled with many new and exciting initiatives, all completed with a strong commitment to CSCN's purpose and shared values...**

This year, we have embraced a new board governance model that reframes our approach to board work by incorporating fiduciary, strategic, and generative thinking. By embracing these three components, our Board can manage its roles and achieve results in new ways, fostering greater engagement and stronger governance. In support of this new governance model, the Board diligently reviewed and revised CSCN's Governance Policies and Procedures to ensure they reflect legislative requirements while enhancing transparency, accountability, and ethical conduct.

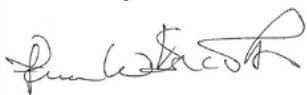
Our new Strategic Plan sets out exciting goals for CSCN to achieve as we move forward. Developed through an inclusive process involving our Board of Directors, Leadership Team, Staff Members, and external agencies, the plan focuses on four priorities: Community Awareness, Workplace Culture, Operational Excellence, and Expanding Opportunities. These priorities will guide us in navigating the rapidly evolving landscape of developmental services and children's mental health support.

The Board has been a steadfast supporter of the organization's efforts across both the Adult and Children's program areas. Our team members in each program area have been unwavering in their commitment to addressing numerous challenging issues, always keeping the needs of those we serve at the forefront. This dedication has been demonstrated in the face of changing and evolving priorities and limited resources. Our teams work in partnership with organizations across our region, and we are deeply grateful to our community partners, whose invaluable support has significantly improved the lives of some of our community's most vulnerable members over the past year.

I would like to thank our dedicated employees for their hard work and commitment and our executive and management leadership team for their vision and execution.

The Board regrettably said farewell this year to a longstanding and dedicated board member, Sharon Rich. Sharon devoted extensive time and expertise over the years and her commitment and talents will be missed. Lastly, I am grateful to my fellow Board members for their insight, dedication, and collaborative spirit. Together, we are poised for continued success.

Sincerely,



Pam Brooks,  
Board Chair





# A MESSAGE FROM OUR CEO



**Reflecting on the past year, I am filled with a profound sense of appreciation for the incredible journey CSCN has undertaken...**

2023/2024 has been a period of significant progress, marked by innovation, resilience, and an unwavering commitment to our purpose and shared values. This journey, this progress, is a testament to the collective effort and dedication of CSCN Staff, Board, Partners, and the people and communities we serve. Our new strategic plan has been central to our progress this year, setting out ambitious goals to work toward. I am particularly proud of our three new staff-led committees dedicated to DEIB, Community Engagement, and Wellness. These committees reflect our commitment to create inclusive and supportive environments while strengthening our connection with the communities we serve. They promote positive workplaces centered on wellness, belonging, flexibility, and learning, ensuring CSCN is a place where everyone feels valued and supported.

CSCN thrives because of the energy and dedication of our team members. Your creative thinking and unwavering commitment have helped us navigate countless challenges, always keeping the people we serve at the heart of everything we do. Whether adapting to shifting priorities or finding fresh solutions with limited resources, your resilience and passion shine through. Time and again, you surpass expectations, driving our efforts forward with excellence.

The support from our community partners has been invaluable. Your collaboration has allowed us to expand our impact and enhance the well-being of the people we serve. We extend our deepest gratitude for your ongoing partnership and unwavering support.

I would also like to express my appreciation to our visionary and forward-thinking Board of Directors. Your leadership and guidance have been crucial in navigating CSCN through a year of significant change and growth. Your strategic insight and commitment have helped us face challenges and seize opportunities, ensuring we remain aligned with our purpose while adapting to an ever-changing landscape.

As we look to the future, I am filled with optimism and confidence. The solid foundation we've established, combined with the dedication of our team, the leadership of our board, and the support of our partners, positions us for continued success. Together, we are poised to reach new heights in the coming year, pushing the boundaries of what's possible and making an even greater impact on the communities we serve. I am excited for the journey ahead.

With Gratitude,

A handwritten signature in black ink, appearing to read 'Andrea Topham'. The signature is fluid and cursive, written over a light background.

Andrea Topham,  
CEO

# WHO WE ARE

## Our Purpose

At CSCN we support people and communities through connection, opportunity and information.

## Statement of Rights

CSCN's services and supports are founded on respect for and the dignity of, the individual

## Our Values

At CSCN, we believe and are committed to:

### **Listening and Understanding**

We will listen to and value the opinions and experiences of those we serve, and each other.

### **Respect and Dignity**

We will respect human dignity by accepting people for who they are and caring about how we impact others.

### **Diversity and Inclusion**

We celebrate belonging and recognize the value that diversity brings to us all.

### **Community Collaboration**

We believe we are stronger when we work together.

### **Human-Centric Practices**

We put people first by valuing their unique strengths and supporting individual circumstances

### **Advocating for Others**

We use our voice to expand opportunities, to inform, and to educate for the needs of others.

# WHAT WE DO

## Children's Services

Community Services Coordination Network provides access to various services and supports for children and adolescents with complex needs, who may require a response from more than one service provider. At CSCN we do not provide direct service. CSCN staff are part of a planning process that includes the individual, their family and various service providers. Our coordinated access process is intended to augment, not replace, the good planning that is done by families and service providers across the communities we serve. Children's services provided by CSCN include: WrapAround, RPAC, Integrated Transition Planning, Coordinated Service Planning, and 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 access services and supports, promotes social inclusion, and broadens social relationships through community resources and services. The Passport Program also supports families and caregivers of adults with developmental disabilities to continue in their caring role.

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

# WHERE WE ARE

**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 CHILDREN'S TEAM



In the past year, the CSCN Children's Services team has faced numerous challenges head-on and made significant progress supporting the people and communities we serve.

Interest in Fetal Alcohol Spectrum Disorder (FASD) education and training within our communities has grown significantly. We're thrilled to announce an increase in our community-funded diagnostic capacity, ensuring better service access for children and youth. Thanks to our dedicated FASD Service Coordinators, we've seen a remarkable rise in diagnostic referrals—ten this year, compared to just four in the previous fiscal year.

In a time of change brought by the upcoming CSN Reform, which will influence both CSP and CSN, our team remains dedicated to supporting staff through these transitions. We are embracing the best practices of the "new world of work"—combining the power of virtual connections with the value of face-to-face interactions. This hybrid approach enhances our relationships with families and strengthens our collaboration with community partners, ensuring we continue to thrive together.

As we navigate beyond the challenges of COVID-19, our staff's unwavering dedication to supporting families, particularly as families wait for services, continues to inspire us. Despite the long wait lists for mental health services, our proactive engagement ensures that no family feels isolated or unsupported during these times. Additionally, we have successfully assisted many youth in transitioning to adult developmental services, ensuring they receive the necessary support as they move into adulthood.

Looking ahead, we are eager to continue building robust partnerships and amplifying the voices of the families we serve. By bringing the concerns of those we serve and sharing emerging trends we see on the ground to decision-maker's attention, we aim to drive meaningful change and ensure that our community thrives.

**Together, we rise—fostering growth, creating connections, and building bridges for a brighter future**



# OUR DEVELOPMENTAL SERVICES TEAM

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## **Housing Navigation Project**

The Housing Navigation Project, which commenced in 2022-2023 and was further extended for 2023-2024, has reached its successful conclusion as of March 31st, 2024. A notable achievement of this project is the establishment of one Housing Navigator in each of the nine DSOs, a testament to our collective dedication and hard work.

## **DSO-SWR Regional Information Sessions**

Over the past year, we successfully conducted two virtual region-wide presentations, one in the spring and one in the fall. These events were well-attended, with over one hundred fourteen participants in the most recent session who engaged with insightful questions. Our Service Navigators and Housing Navigator continue to provide information sessions and presentations to any individual or agency that requests them. On average, Service Navigators deliver one to four presentations per quarter, with the next DSO-SWR regional presentation scheduled for Fall 2024.

## **Cross Sector Collaborations**

During the 2023-2024 fiscal year DSO Intake, Passport, and Ontario Works (OW) have been developing a more streamlined and efficient process to manage referrals from OW to DSO. DSO and Passport continue to provide presentations to OW recipients and staff members to enhance understanding and clarify the process. Our goal with these new protocols is to improve efficiency in scheduling DSO applications and significantly reduce the number of missed appointments and non-responsive clients, thereby saving valuable time and resources.

We have also been convening regularly within our communities over the past year to identify systemic gaps affecting individuals residing in hospitals and those designated as Alternate Levels of Care (ALC) who have no home or residence to return to. We are actively preparing a Briefing Note for provincial leaders, outlining these gaps and providing supportive data and documentation. Our aim is to secure cross-ministerial collaboration and investment to address these critical issues.

# OUR PASSPORT TEAM

The Passport Program has undergone significant changes over the past year. Effective April 1, 2023, new provincial Passport Guidelines were introduced, establishing maximum allowable reimbursements for expenses related to “Technology” and “Community Participation Supplies and Equipment.” Many expenses approved under the previous guidelines during COVID-19 became ineligible, prompting our Passport Team to proactively inform families of these substantial changes.

As of March 31, 2024, our team supported 10,638 Passport recipients with a collective annual commitment of 108.3 million dollars throughout the southwest region. Our Passport Coordinators have diligently worked to offer various onboarding options for individuals new to the program, including large and small group sessions, virtual sessions, and individual meetings.

Our Passport team has forged several new partnerships with organizations that support Passport recipients, opening up additional options to help recipients manage their Passport funding. These new service agencies provide support workers and/or daily programming to meet the diverse needs of individuals and their families.

Passport Managers have participated in several provincial task forces and committees to assist with future policies and procedures related to the Passport Program. Additionally, Passport Team members contributed to developing and implementing training modules for Passport Agencies and staff at PassportONE.





# OUR 2023-2024 IMPACT




**DSO**



**652**

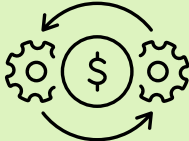
APPLICATIONS  
COMPLETED

**PASSPORT PROGRAM**




**1143**

NEW PASSPORT  
APPROVALS



**10638**

INDIVIDUALS  
SUPPORTED



**\$108.3 M**

IN PASSPORT FUNDING

**CSP**



**202**

ACTIVE COORDINATED  
SERVICE PLANS

**FASD**



**159**

FAMILIES RECEIVING  
FASD COORDINATION  
SERVICES


**CSN**



**56**

YOUTH IN SERVICE FOR  
COMPLEX SPECIAL  
NEEDS


**ITP**



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INTEGRATED  
TRANSITION PLANS  
DEVELOPED


**RPAC**



**52**

RESIDENTIAL  
PLACEMENT ADVISORY  
COMMITTEE REVIEWS

**CHILDREN'S ACCESS SERVICES**



**140**

LOCAL RESOLUTION  
MEETINGS

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SERVICE SYSTEM  
RESOLUTION MEETINGS

**TAY**



**21**

YOUTH IN SERVICE FOR  
TRANSITIONAL AGED  
YOUTH PLANNING

# OUR BOARD OF DIRECTORS

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[www.cscn.on.ca](http://www.cscn.on.ca)





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