



COMMUNITY SERVICES
COORDINATION NETWORK

2024-2025 ANNUAL REPORT

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A Message from our CEO



This past year has been one of remarkable transitions, growth, and inspiration at CSCN. At the heart of it all has been the people. The people we support, the people we partner with, and the people who show up every day with energy, compassion, and commitment - Our Staff and Board.

Our work is complex, often challenging, and deeply human. What continues to move me is the way CSCN staff approach this work with empathy and creativity. Across communities, they lead with our values and center the people we support in every decision, every innovation, and every effort to improve how we connect individuals to resources and opportunities. It isn't easy to put into words the depth of my admiration for this team. They are the engine behind everything we have accomplished this year.

One of the most powerful shifts we have seen over the past year is the way our teams have embraced shared leadership. They have stepped into decision-making roles, championed new initiatives, and led with care. This model of leadership is built on trust, shared responsibility, and a deep belief in the expertise of those closest to the work. Whether guiding internal projects, or shaping community engagement strategies, our staff continue to move this organization forward in ways that are grounded, thoughtful, and visionary.

The individuals and families we support remain our greatest source of purpose. Every conversation, every challenge shared, every success celebrated—all of it reinforces why we do what we do. Their voices shape our approach, their experiences guide our improvements, and their resilience inspires us.

We have experienced major transitions this year, including the important decision to invest in a permanent space that reflects our long-term goals. Purchasing 812 Dundas Street is a commitment to stability, accessibility, and community. This new space will provide us with room to grow, allowing us to collaborate more closely as a team and envision a future where our physical environment reflects the inclusive and welcoming culture we strive for. We do not see this building only as a CSCN hub, we see it as a community asset in the making. Over the coming year, we are excited to consult with community members, partners, and the people we support to shape this space into something bigger and something shared. A place that not only anchors our work but also amplifies incredible efforts happening in our communities.

I also want to thank our Board of Directors for their guidance and steady leadership throughout this period of change. Their commitment to responsible governance and their support for the organization's evolving vision have created the conditions for this growth to happen.

None of this would be possible without the dedication of our staff, the trust of our Board, and the voices of those we support. Thank you for walking with us through change and for believing in the potential we are building together.

With gratitude,

Andrea Topham

Chief Executive Officer, CSCN

A Message from our Board Chair



This message rightly should have been written by our Board Chair, Pam Brooks, but unfortunately she had to unexpectedly retire early from the Board. Pam provided the Board with unwavering leadership, long hours and much common sense. She is greatly missed by both staff and board members alike.

The 2024/2025 fiscal year epitomizes our organization's stated Purpose of connection, opportunity and information. It also can be said that change, collaboration and communication have been particularly key and hallmarks of the past year. Change in a healthy and innovative way is how organizations grow and continue to meet the needs of their constituents and the community. A renewed emphasis on collaboration, both internally and externally, can be seen throughout our recent activities and accomplishments. This included concerted efforts to connect and collaborate with our many partners in the community to ensure sound planning and clear communication of the service needs we are experiencing. Our completely revamped website and increased presence on social media hopefully provides families and the community with a clearer sense of what our services are and how to connect with us.

Another significant change involved a need to review and evaluate our office needs and the opportunities that could be had if we purchased our own space. After much consultation and research, CSCN purchased property at 812 Dundas Street in London in October of 2024. This location is more affordable and accessible and will allow staff to work more closely and communicate more easily, while offering space and opportunities for future community use. It offers exciting possibilities and we are looking forward to engaging with our partners and neighbours in the community to make it a benefit for all.

The Board receives monthly reports on the incredible work done by our dedicated and experienced staff. The care and professionalism they bring to both Adult and Children's services across many diverse communities is both tireless and impressive. They embody our shared values of Respect, Dignity, Listening and Understanding in everything they do and even in the most challenging of circumstances. Our CEO, Andrea Topham, deserves special recognition and the Board's profound appreciation. She leads by example and has inspired her team to achieve excellence and maintain an unwavering focus on the needs of those we serve. Finally, our Board has been called upon to make some difficult decisions and volunteer long hours to ensure that sound and responsible governance has been provided. Time and again, they have demonstrated their dedication to the organization and the people we serve.

With appreciation,

Jean Knight,
Interim Board Chair

Who is CSCN?



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

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.

HUMAN-CENTRIC PRACTICES

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

DIVERSITY AND INCLUSION

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

ADVOCATING FOR OTHERS

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

COMMUNITY COLLABORATION

We believe we are stronger when we work together.

What is CSCN?

Children's Services

At CSCN, we support families of children and youth with complex needs by helping them connect with services, especially when more than one provider is involved. While we don't deliver services ourselves, our team plays a key role in bringing people together to plan support. We work alongside families and service providers to strengthen, not replace, the thoughtful planning already happening in the community. Our coordinated approach helps ensure that services are aligned and working toward shared goals. Children's services coordinated by CSCN include WrapAround, RPAC (Residential Placement Advisory Committee), Future Ready Program, Coordinated Service Planning, Access Services and Fetal Alcohol Spectrum Disorder (FASD) Coordination Service

For additional information about our children's services, please visit: 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

The Passport Program

CSCN delivers the Passport Program on behalf of the Ministry of Children, Community and Social Services, serving adults with developmental disabilities across ten counties in Southwestern Ontario. This reimbursement program helps people access community-based services and supports, build social connections, and take part in meaningful activities. It also provides support to families and caregivers so they can continue in their important role.

For additional information about the Passport Program, please visit: www.passportfunding.ca

Where is CSCN?

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.

Passport Update

As the number of people accessing Passport funding continues to rise, our team is constantly evolving to meet new demands and deliver responsive, person-centered support. The program plays a vital role in helping adults with developmental disabilities participate more fully in their communities and maintain meaningful connections.

Recent changes to program guidelines now require new recipients to complete and return their paperwork within 30 days of receiving a funding offer. If the deadline is missed, the offer expires and a new package with a revised start date must be issued.

To help ensure a smooth start, the Passport Team offers flexible onboarding options including large and small in person sessions, virtual meetings, and individualized meetings based on each recipient's needs and preferences. With a strong blend of dedication, problem-solving, and deep knowledge of the system, the team plays a key role in helping individuals and families navigate the process with confidence. Their ability to stay adaptable and person-focused has been essential in managing both the volume and complexity of the program.

As of March 31, 2025, there were 11,256 Passport recipients in the SouthWest region, with an annualized funding commitment of \$113.9 million.

We're also continuing to build relationships with service providers and organizations that can assist individuals in managing their Passport funding. Our Passport Managers remain active on provincial committees, working alongside other Passport Agencies to share best practices and strengthen the overall experience for recipients and their families.

Children's Update

The landscape of Children's Services is changing. While that change brings challenges, it also opens the door to growth, innovation, and stronger collaboration. At CSCN, our staff bring deep expertise, creativity, and commitment to this work, supporting families as they navigate increasingly complex needs and longer waitlists, often without consistent access to essential supports like mental health care, financial stability, housing, and natural support networks.

In the face of these realities, our commitment to families and young people remains strong. We continue to see an increase in the number of children accessing the CSN program and in-patient services through the Local Access Table. This rising demand reinforces the importance of our work and the need for coordinated, person-centered responses.

Coordinated Service Planning (CSP) continues to work closely with the Ministry of Children, Community and Social Services (MCCSS) as we move toward CSN reform. With a new service pathway scheduled for implementation in Fall 2025, we are focused on ensuring that the voices of children, youth, and families guide the path forward. Our goal is to help shape a system that is informed by real experiences and leads to better outcomes for everyone.

Strong community partnerships are at the heart of how we respond. Initiatives like the It Takes a Village workshops and the Huron Perth Complex Families Community Consultations are bringing families and service providers together to build trust, share knowledge, and co-create meaningful solutions. These efforts are helping families navigate complex systems with more clarity and making the experience feel more human along the way.

The growing demand for Fetal Alcohol Spectrum Disorder (FASD) Service Coordination and community training speaks to a sector-wide need for more FASD-informed approaches. We're proud to support this shift by building capacity and promoting compassionate, knowledgeable service delivery.

One of the brightest lights this year has been the Future Ready program, which supports youth with developmental disabilities and their families as they prepare for the transition to adulthood. Future Ready offers more than just planning. It creates space for connection, learning, and a sense of possibility as families move through this important stage.

Developmental Services Update

The DSO-South West Region continues to lead the province with the highest number of new intakes. Intake numbers have doubled over the past six years, reflecting both growing demand and the strength of our team's ongoing efforts. Through it all, the DSO-SWR team has shown incredible perseverance and leadership, responding to rising need with clarity, care, and an unwavering commitment to the people and communities we serve.

In May 2024, DSO-SWR and the Passport Program began co-hosting monthly information sessions with clients of the London Ontario Works program. These sessions provide an overview of DSO eligibility, how to apply for Passport funding, and the option to complete the full DSO application for those who may need additional supports. We also take time to explain what those supports include, helping applicants better understand the value of the application process.

In late 2024, we introduced a new service provider education session called Understanding the DSO Application Documents. These sessions help agency staff learn more about the tools, scoring, and structure of the application package. We launched with RSA in November 2024 and expanded to other service providers across the region in March 2025. Over 100 service provider staff have attended so far, and the feedback has been overwhelmingly positive. With each session, we adapt the presentation to reflect the questions and insights raised, making each one stronger and more relevant. We plan to continue offering these sessions as providers find real value in attending.

We've also increased our outreach to individuals and families. Our virtual session, An Introduction to the DSO explains how the adult developmental services system works, the role of the DSO, and the steps to request supports. In 2024, 114 people attended the April session, and 62 participated in the follow-up session in November. These sessions will continue to be offered twice a year.

In addition, DSO-SWR staff participated in 23 in-person community presentations and information fairs this year, reaching hundreds of people and offering valuable information about DSO services, eligibility, and how to apply.

In January 2025, we updated our Application Package to align with the release of the second edition of the Supports Intensity Scale – Adult version (SIS-A 2nd Ed). While the new version remains very similar to the original, it features updated language, a revised section order, and a few new questions. People who have already completed a SIS-A assessment will not need to be reassessed with the new version unless there has been a significant change in their support needs.

Community Connections & Big Moves: A Year in Highlights

A NEW HOME FOR COMMUNITY VISION

We're excited to share that we've officially purchased a new building at 812 Dundas Street! This space marks a big leap forward in our ongoing mission to better support individuals with developmental disabilities and complex needs. We envision a welcoming, inclusive environment that reflects the diversity, strengths, and voices of our community – and we're just getting started! As we plan for the future of this space, we'll be hosting a series of community collaboration sessions to hear directly from those with lived and living experience, as well as service providers, neighbours, and partners whose insight will help shape a space that truly belongs to the community.

WE'RE ON SOCIALS- LET'S CONNECT!

In another exciting step, CSCN has joined the world of social media! We're using these platforms to become more accessible, amplify the voices of those we serve, and strengthen connections with individuals, families, and community agencies. We're looking forward to collaborating more than ever and keeping you in the loop about what's happening at CSCN.

BELONGING IN ACTION

In 2024–25, we deepened our commitment to building a more equitable and inclusive organization. Our DEIB Committee, made up of staff from across CSCN, played a key role in reviewing consultant recommendations and beginning the work of turning them into action. Together, we've started shaping what inclusion looks like—not just as a principle, but as something we live every day. Through reflection, shared learning, and honest conversations, we're building a culture where every voice feels heard and every person feels they belong. This is not a checklist. It is a long term journey, and we're proud to be walking it together.

MORE STAFF COMMITTEES SHAPING OUR WORK

Community Engagement

Our Community Engagement Committee rolled up their sleeves this year to get involved in meaningful ways, from local clean-up events to volunteering and donation drives. This dedicated team helps CSCN stay rooted in the values of compassion, contribution, and connection.

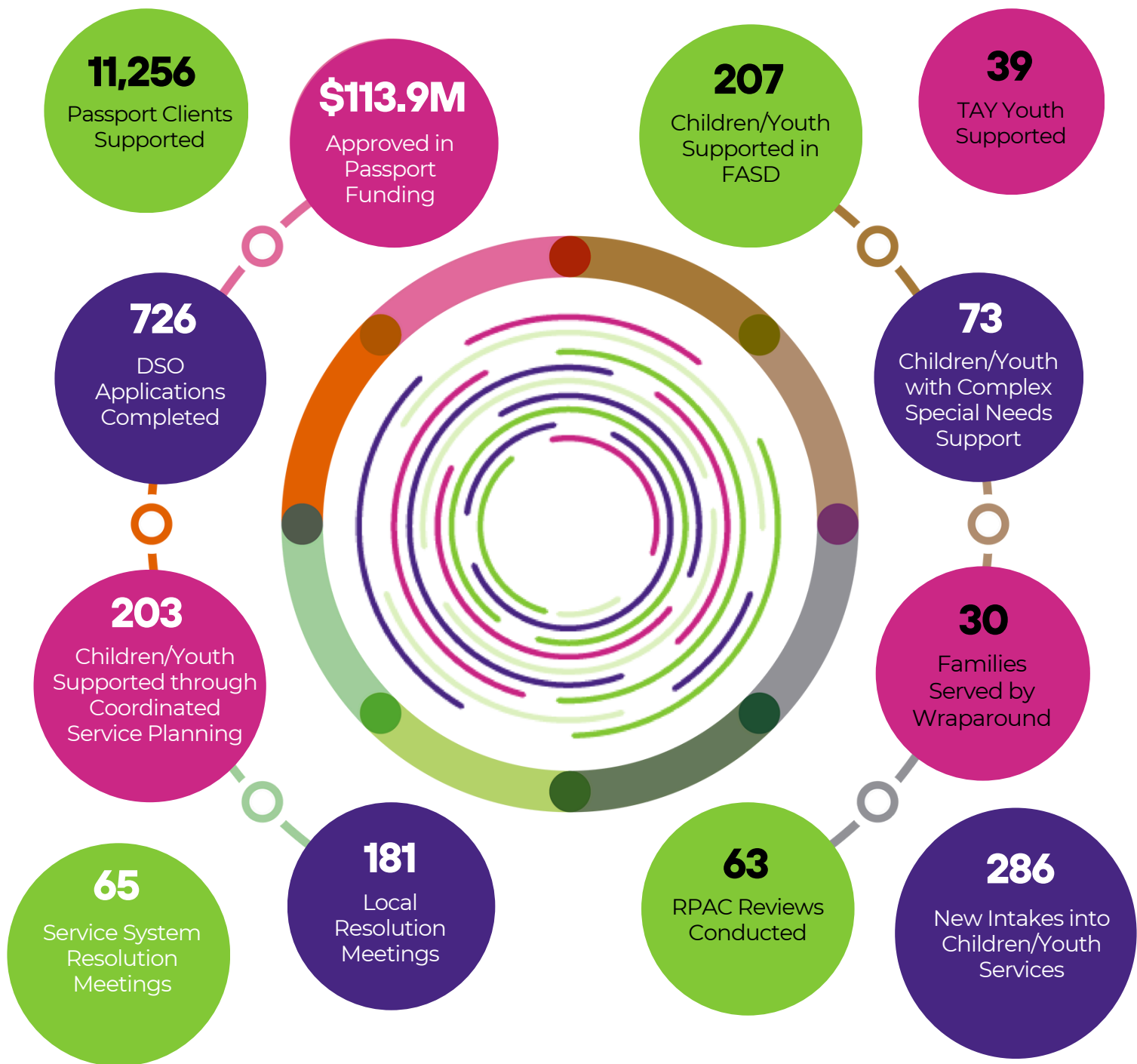
Wellness

Behind the scenes, our Wellness Committee works to keep CSCN staff supported, energized, and feeling their best. Whether it's wellness challenges, mindfulness moments, or information on available programs, their focus is clear: wellbeing matters, and it starts in the workplace.

Health & Safety

Our Health and Safety Committee stayed proactive and hands on this year, identifying concerns, sharing helpful resources, and making sure staff felt safe and supported in their work environments. This team plays a key role in promoting a culture of safety, awareness, and shared responsibility across CSCN.

Our 2024-2025 Impact



Our 2024/2025 Board



Mike Smith | Jean Knight | Pam Brooks | Helene Desruisseaux | Marie McIsaac
Maddison McCarville | Rory Patten | Jon Lavkulich | Lil Marinko (not pictured)

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