



**COMMUNITY SERVICES
COORDINATION NETWORK**

ANNUAL REPORT

2021-2022

Community Services Coordination Network 2021-2022 Annual Report

MESSAGE FROM THE BOARD PRESIDENT

During this year we successfully continued to meet our objectives in the age of COVID. The people we serve have experienced challenges as they navigate through uncharted territories, dealing with isolation, and adapting to new ways of learning, managing and communicating. And we commend them for their strength.

We recognize our wonderful staff for their constant dedication, enthusiasm, involvement, creativity, and forbearance in doing what I do know they love – serving and supporting.

As CSCN progresses and changes in the aftermath of the pandemic, new ways of working and interacting with the people we serve and with our colleagues are evolving. In many ways it is the dawn of a new phase of CSCN that will bring out the best of what it was, and continue to be the best that it can be.

A major challenge for the board of directors this fiscal year was the announcement by our CEO, Chris Symons, that he is planning to retire from the agency. With more than 27 years with the organization, to many of us he is CSCN. He has managed the organization so well that the role of the board has been easy. He has been creative, responsive, engaged, and sincerely cared for both the people CSCN serves and its exceptional staff. To say that he will be missed is an understatement. However, we do wish him well in his much-deserved retirement.

Another pillar of the management team at CSCN, Helen Jewell, Director of Service, is also retiring at the end of May 2022. We thank Helen for her incredible dedication and leadership. And, as well, we wish her well in her retirement.

Just as CSCN has always been able to adapt, grow, change and reinvent itself, the board looks forward to welcoming new CEO, Andrea Topham, who will assume this challenge in the new fiscal year.

As always, CSCN has met its targets, stayed within budget, found innovative ways to support the people we serve, and continue to confirm for our funders that their programs and resources are in good hands.

I thank Chris, his management team, and in particular the staff, for their dedication and support this past year. And, I thank the Board of Directors for seriously undertaking their fiduciary role. It is clear that with this strong team, and board, CSCN continued 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



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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Seems that many of the service areas we work in at the Community Services Coordination Network have entered a time of transformation or redesign.

- Our colleagues in the Child Welfare sector are working to build a child and family services system that ensures more families stay together and that children and youth in care have the support they need to be safe, to succeed, and to thrive. Child Welfare redesign will focus on prevention, early intervention, and finding more permanent homes for children and youth in care who cannot stay in their own homes or communities
- KPMG has been retained by the Ministry of Children, Community and Social Services (MCCSS) to conduct a review of the Complex Special Needs funding portfolio. The KPMG review is expected to result in recommendations to government related to cost containment and program design
- MCCSS announced the new Independent Intake Organization (IIO) for the Ontario Autism Program. The IIO will provide a single point of access to the Ontario Autism Program and will be involved in all steps of a family's journey in the program, from intake to the allocation of funding
- The Complex Mental Health Needs Collaboration Table was formed. The deliberations of this group culminated in a recommendations paper to government titled "Compassion, Cooperative and Coordinated: Evolving Ontario's Complex Mental Health Needs System of Care"
- Finally, MCCSS introduced "Journey to Belonging: Choice and Inclusion", which lays out the ministry's long-term vision for developmental services in Ontario, where people who have a developmental disability are supported to fully participate in their communities and live fulfilling lives.

In November 2021, I announced that I would retire as the Chief Executive Officer of the Community Services Coordination Network in May 2022. As I prepare to leave this fine organization I'm optimistic that change is afoot in Ontario, across service systems, that will support improved outcomes for the young people, adults, and families we serve.

I have enjoyed 26 remarkable years at CSCN. Throughout my career at the agency I have been so very fortunate to have worked with the most gifted, dedicated, group of helping professionals anyone could imagine. I thank each and every member of the CSCN family for all that you do, and for the way you do it! I'm very proud to have played a supporting role in the success of this organization. An experience I will never forget.

Finally, I would like to express my sincere appreciation to the CSCN Board of Directors. I thank you for your vote of confidence four years ago, and I especially thank you for the support you have shown me since my appointment. It has been an absolute pleasure to work with each and every one of you. Without dedicated volunteers like you, none of this would be possible.



Chris Symons, CEO



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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.



The key goals of the Passport program are to:

- Foster independence by building on individuals' abilities and developing community participation, social and daily living skills.
- Increase opportunities for participation in the community with supports that respect personal choices, decision-making and enable the achievement of goals.
- Promote social inclusion and broaden social relationships by supporting the use of community resources and services available to everyone in the community.
- Help people make the transition to life as an adult in the community.
- Support families and caregivers of an adult with a developmental disability so they can continue in their caring role.

The services and supports funded under Passport are guided by the following principles:

- Person-centred - services and supports build on individuals' strengths and are responsive to their preferences, needs and values.
- Choice and Flexibility - individuals identify and participate in activities that are meaningful to them. Direct funding is available to give Passport participants more options in how services are provided.
- Strong Families and Caregivers - the individual's family/personal support network is recognized as the primary support for adults with a developmental disability.
- Fairness and Equity - funding amounts are based on a provincial application and needs assessment process and funding formula.
- Accountability - individuals, families and service delivery agents use Passport funding for its intended purpose and comply with spending rules and reporting requirements.

AS OF MARCH 31, 2022

- 🌟 8,985 Passport Program Participants across the CSCN service area
- 🌟 \$89 million in funding approvals

This Fiscal Year

- 🌟 257 high priority individuals received a full Passport Program funding approval
- 🌟 537 individuals received a \$5,000 funding approval
- 🌟 \$8.4 million in new funding approved in 2021-2022

DEVELOPMENTAL SERVICES ONTARIO – SOUTH WEST REGION (DSO-SWR)

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.

DSO-SWR is a division of CSCN. DSO-SWR serves a 10 county service area in south western Ontario, with offices in London, Owen Sound, Sarnia, Stratford, and Windsor.

Adults who wish to apply to access services and supports through Developmental Services Ontario must have a developmental disability as defined within the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008)*. To confirm if a person has a developmental disability, the DSO agency will need to review a copy of a psychological assessment or report.

Only a psychological assessment or report, completed by a psychologist or psychological associate can be used to confirm that a person has a developmental disability.

The demand for developmental services across Ontario consistently exceeds available resources. While individuals wait to access service, DSO staff can assist them to explore and consider a host of community options including local resources, housing resources, various other programs, natural and informal supports.

In 2021-22 DSO-SWR received **1048** application requests. **552** application packages were completed with eligible applicants during the fiscal year.

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

Service Type	People Matched to Service
Group Living	41
Adult Protective Service Worker	203
Supported Independent Living	57
Host Family	7
Employment Services	89
Respite Services	21
Community Participation Supports	34
Foundation Programs	9



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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.

The CSCN children's services catchment area includes Elgin County, Huron County, London-Middlesex, Oxford County, and Perth County.

Participation in the CSCN process is required for children and adolescents seeking admission to a residential based treatment program (funded by the Ministry of Health) or to the WrapAround process.

During the 2021-2022 fiscal year:

- ➔ 305 new access referrals were received by CSCN
- ➔ 128 Local Resolution meetings were convened, to develop community based plans to address the unique needs of children and families
- ➔ 48 Service System Resolution meetings were called, to identify the most appropriate (Ministry of Health funded) live-in mental health treatment service for children



WRAPAROUND PROCESS

The WrapAround process exists to improve the lives of individuals, children and families who have complex multiple needs. The philosophy of WrapAround encourages family choice, family ownership and family determination.



The WrapAround process requires that families, service providers, and key members of the family's social support network collaborate to build a creative plan that responds to the particular needs of the child and family.

Team members then implement the plan and continue to meet regularly to monitor progress and make adjustments to the plan as necessary. The team continues its work until members reach consensus that a formal WrapAround process is no longer needed.

The values associated with WrapAround require that the planning process itself, as well as the services and supports provided, are individualized, family driven, culturally competent and community based. Additionally, the WrapAround process should increase the "natural supports" available to a family by strengthening interpersonal relationships and utilizing other resources that are available in the family's network of social and community relationships.

During the 2021-2022 fiscal year, 38 families were supported through the WrapAround process.

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RESIDENTIAL PLACEMENT ADVISORY COMMITTEE

Pursuant to section 63 of the Child, Youth and Family Services Act, the Minister of Children, Community and Social Services has established Residential Placement Advisory Committees across Ontario. CSCN is responsible for fulfilling RPAC requirements in London-Middlesex, Oxford, Elgin, Huron and Perth counties.

The legislation requires that every residential placement in an institution of a child who resides within the advisory committee's jurisdiction must be reviewed by the RPAC, if the residential placement is intended to last or actually lasts 90 days or more

An advisory committee may at any time review or re-review, on a person's request or on its own initiative, an existing or proposed residential placement of a child who resides within the advisory committee's jurisdiction.



During the 2021-2022 fiscal year, CSCN conducted 63 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. 29 ITP plans were created in 2021-22.

COORDINATED SERVICE PLANNING

CSCN is the Coordinating Agency for Coordinated Service Planning (CSP), under Ontario's Special Needs Strategy. 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 family 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. In 2021-22, CSCN received 103 referrals for CSP. At fiscal year-end, 310 children had active service plans and, unfortunately, 42 children were on the list to access this service.

FETAL ALCOHOL SPECTRUM DISORDER

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 2021-22, 228 children had an active service plan and 23 children were waiting for (FASD) service coordination. 79 virtual training sessions were delivered to community partners and families.

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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.

CSCN GUIDING PRINCIPLES

Guiding principles are a set of fundamental beliefs of the organization. These core values are the motivating force behind all decision making. The guiding principles of the Community Services Coordination Network are as follows:

- 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.

ABOUT CSCN

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.

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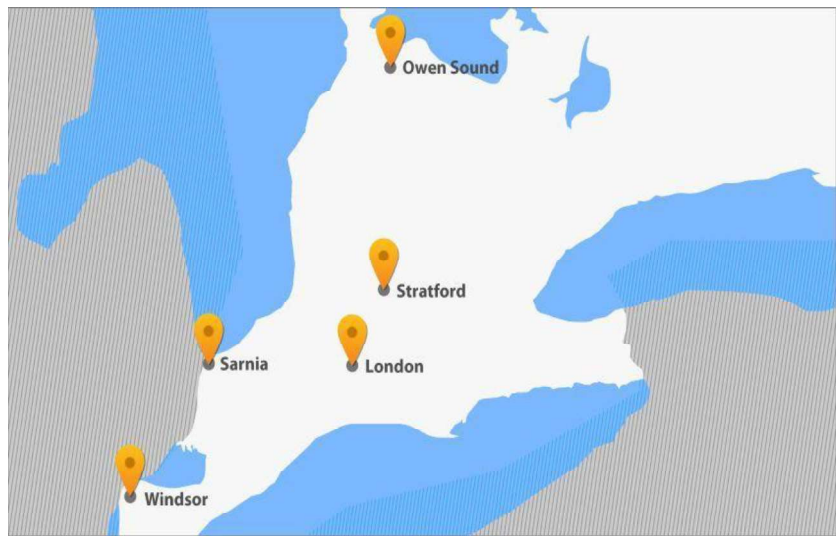
OUR SERVICE AREA

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

Treasurer Mike Smith

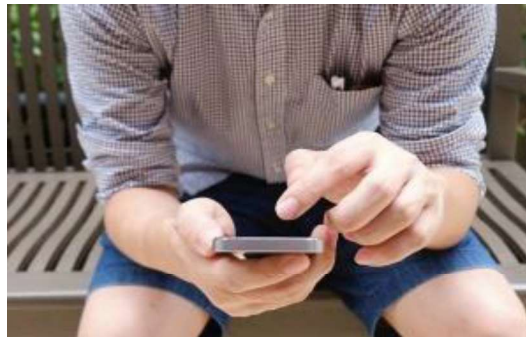
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