

# Developmental Service Case Management Model- Toronto Region

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# Key objectives

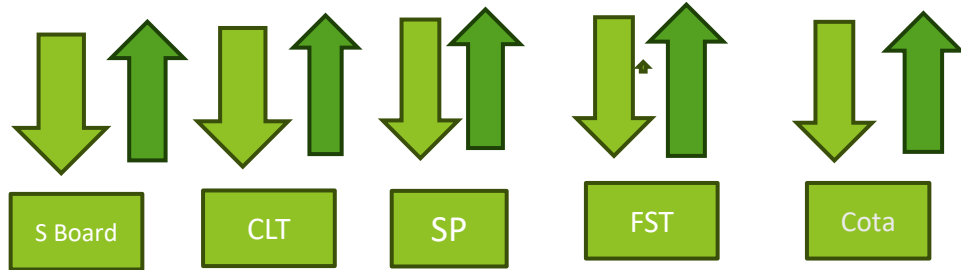
- ▶ Reasons for revising case management model
- ▶ Comparison of old and new model
- ▶ Key features of the new case management model
- ▶ The old system and the new system
- ▶ Case management referral process
- ▶ Triage work - update
- ▶ Key accomplishments
- ▶ Community of Practice for staff
- ▶ Community of Practice (CoP) for managers
- ▶ Service pathways

# Toronto Region Case Management Service

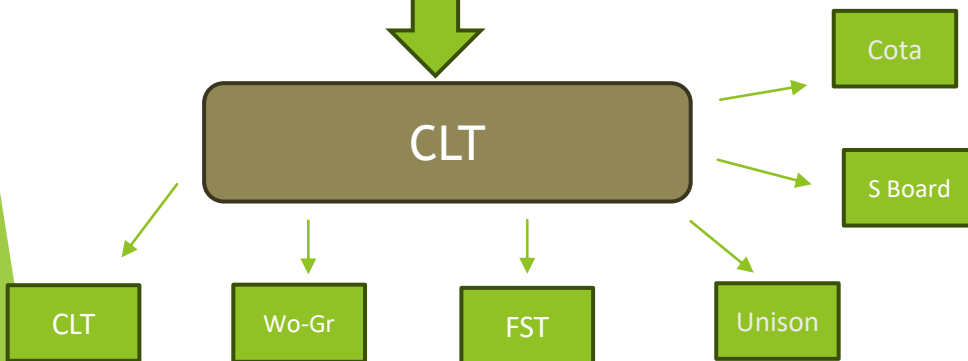
- ▶ Family Service Toronto was selected as the Lead agency
- ▶ The new system designed to address long waitlists
- ▶ To address disparity in wait times and levels of service between those coming through Adult Protective Support Worker (APSW) and Family Support Worker (FSW) referral processes
- ▶ To address inconsistencies in service delivery

# Former System/New System

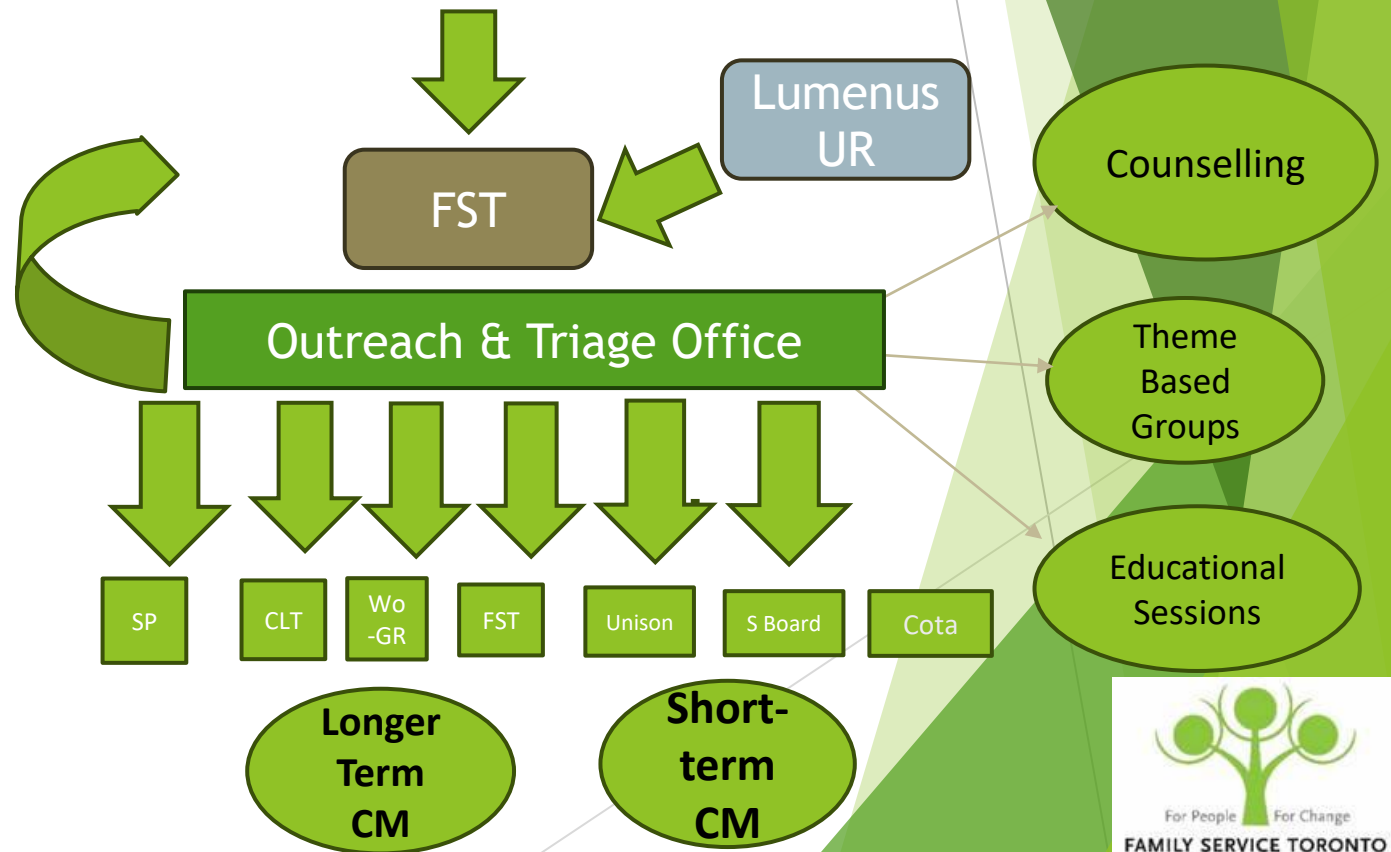
## FORMER DSO SYSTEM (FSW Referrals)



## DSO (APSW Referral)



## NEW SYSTEM DSO



# Case management referral process

- ▶ DSO remains the central place to register clients with Intellectual and developmental disabilities (IDD)
- ▶ FST receives new referrals from DSO and triage



# Process Changes

- ▶ Regularly triaging new referrals to determine needs
- ▶ More service options for clients
- ▶ Service pause option for extenuating circumstances
- ▶ Expedited Re-entry Process:
  - ▶ If case management goals are met, file is closed, clients and caregivers do not have to go back to the DSO to reinstate service
  - ▶ They call FST and their and service pathways be determined per their need



# Support for front line staff and managers

- ▶ Monthly Community of Practice (CoP) for front line staff for knowledge sharing, capacity building, networking and sharing community resources
- ▶ Monthly Community of Practice (CoP) for managers, for sharing updates, seeking feedback and providing support



# Key Accomplishments

- ▶ Developed processes and documentation required for the project (triage form, evaluation and feedback process)
- ▶ Launched the new model on April 1, 2025
- ▶ Triaged 1103 individuals waiting for case management service for years
- ▶ Determining their interest in case management service and their current needs
- ▶ Established Communities of Practice (CoP) with partner agencies to support various aspects of the program
- ▶ Developed Pathways to Counselling
- ▶ FST partnered with CAMH and hosted an education day for staff - celebrating and exploring staff expertise in case management work



# New/Integrated Service Features

- ▶ Theme based drop in session
- ▶ Education based sessions
- ▶ Counselling Sessions - FST developed Pathways to Counselling

# Pathways to Counselling (PTC) at Family Service Toronto From Pilot to Program

# Family Service Toronto (FST) identified the following gaps



Limited access to mental health counselling for adults with Intellectual and Developmental Disabilities (IDD)



Barriers included: Long waitlists, limited adapted therapeutic approaches



Need for: Neurodivergent - affirming care, developmentally appropriate counselling



Pathways to Counselling Pilot (PTC - Pilot) was developed to address these gaps

# From Pilot to Program

Pilot program developed in 2023 in partnership with FST's Options Adult and Children programs

Provided counselling for individuals with IDD and their caregivers

Served 18 + and then lowered age. Served to 16+

Counsellors across FST teams contributed to service delivery

Outcomes: highlighted the need to expand these accessible, specialized services

New funded PTC program, accepting referrals from 7 organizations- launched December 2026



# Eligibility, Referrals and Access

Adults (18+) with developmental and/or intellectual disabilities

Must reside in Toronto

Must be in case management with FST or partner agencies

Our partner agencies: Community Living Toronto, COTA, Springboard, Surrey Place, WoodGreen, Unison

Referrals are sent to FST's Service Access Unit (SAU)



# Accessibility and Screening

Each agency has case managers who complete a screening with the client

Screening explores:

- ❑ Emotional wellbeing, daily functioning, counselling goals
- ❑ Risk and safety considerations
- ❑ Adaptations needed: communication styles, sensory needs, cognitive needs



# Program Overview and Details



## Approach and Structure

Short-term, trauma-informed counselling

1 assessment + up to 12 sessions

50-minute sessions

Counsellors: Registered Psychotherapist (RP) or  
Registered Social Worker (RSW)

## Details

Individual counselling

Onsite, Phone or Video Call

No fee

Funded through Developmental Services (DS)

Languages: English, Sinhala (expanding)

# During Counselling



Outcome survey (start, midpoint, end)



Collaborative goal setting



Counselling that is Neurodivergent-affirming and adapted to developmental needs



# After Counselling/ Continuity of Care

After sessions are completed, clients may:

- ❑ Continue with case management support if their case is still open
- ❑ Follow-up with other resources they are provided with



# Questions



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