

RESPONSIBILITY

INNOVATION

EXCELLENCE



Our Annual Report
2016 - 2017

VISION

CTYS will be a leader in providing excellent, innovative, collaborative, responsive services that meet the mental health needs of youth within the changing social context impacting them, their families and their communities. We envision healthy, resilient youth and families living in healthy, affirming communities where youth with mental health issues are understood, and appreciated.

MISSION

Through a process of engagement and relationship building, CTYS serves youth who have a range of mental health needs. We work collaboratively with youth and their families to expand their skills and navigate systems so that they can successfully achieve their goals and improve their well-being.

WE VALUE

Respect: we value the dignity, strengths and contributions of all individuals

Diversity: we appreciate the rich diversity of our clients, staff and communities. We recognize the existence of systemic discrimination and barriers and we strive to challenge these realities in the work we do.

Collaboration: we believe our services are richer and more effective when we work in partnership with youth, their families, our colleagues and community partners

Excellence and Accountability: we strive for and demonstrate the highest quality in all we do through the use of knowledge-based and evidence-informed practice, outcome-oriented evaluation, and diligent governance with accountability to our clients, partners and stakeholders

Innovation: we support the creativity of our staff and clients, the exploration of new ideas and opportunities, and the development of unique and responsive programming

Accessibility: we commit to reducing the barriers to accessing needed services for our clients.

A MESSAGE FROM THE

The environment surrounding the children's mental health sector in Ontario could be seen as a recipe for our downfall. The 2016 Auditor General's report identified insufficient accountability and oversight, inconsistent practices, growing waitlists, a poorly rationalized funding structure and the concerning slow pace of system reform. More recently, the government announced no new funding for children's mental health, despite a rigorous sector wide advocacy effort for a \$118 M. increased investment. Agencies across the province remain underfunded and stretched. Combined, these factors represent a threat to sustainability, innovation and growth. **Amazingly and amidst these pressures, great work is being done where it matters most and that is with children, youth and their families.**

For CTYS, 2016 – 17 was a year of very substantial success. Highlights include:

- 11% increase in number of clients served
- The completion of our accreditation review with an outstanding result
- Following a very thorough and thoughtful process of exploration, we determined that a merger was not in the best interest of our agency at this time
- Substantial growth in our Youth Justice services and the addition of a family support program in both our YJ and New Outlook programs
- A furthering of our commitment to equity and inclusion

CHAIR OF THE BOARD AND EXECUTIVE DIRECTOR

These and other successes our agency has seen are a function of several key factors:

- A clearly defined mission statement
- A strategic plan which lives within our organization
- A focus on planning and tracking
- An active informed Board of Directors
- A talented and dedicated team of staff
- Engagement of stakeholders
- A culture which fosters continuous learning and evolution

So let's return to what matters most. I am privileged to have a Board of Directors, each one of whom is generous, concerned, diligent and dedicated to the wellbeing of our agency and our clients. We are blessed to work alongside a group of staff who bring skills, experience, qualifications, talent and a fierce commitment to our young people and their families. We have a management team which is determined that the quality of our work meets a gold standard and they offer support, training, coaching and all that it takes to bring the best out in everyone.

This year, our current strategic plan comes to term and, as we go forward, we will build on our achievements by forging a new future informed by our Board, staff, community partners, funders, our young people and their families.

We will invite and welcome creative thinking, bold ideas, practicality, solutions to challenges all of which will result in a plan that reinforces public trust and confidence, responsiveness to our community and the very best services possible for our youth and families. For 44 years this has been our commitment and it will always remain as such.



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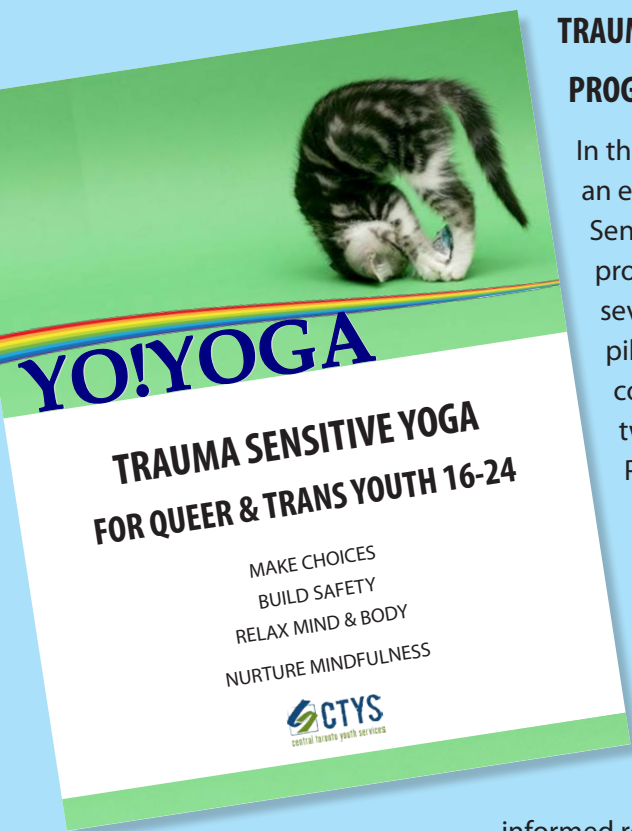
William (Bill) Byrd,
Chair, Board of Directors



A handwritten signature in black ink, appearing to read 'Heather Sproule'.

Heather Sproule
Executive Director

CTYS INNOVATION



TRAUMA SENSITIVE YOGA PROGRAM

In the summer of 2014, an eight-week Trauma Sensitive Yoga (TSY) program was piloted with seven LGBTQ youth. The pilot was an innovative collaboration between two CTYS programs, Pride & Prejudice and the Youth Hostel Outreach Program. Now, three years later, TSY has completed its fourth cycle and has evolved into a creative and effective evidence-

informed response to the challenge of healing youth with complex trauma.

TSY is a complementary therapy for the treatment of complex and developmental trauma developed by yoga teachers and psychotherapists at the Trauma Centre of the Justice Resource Institute in Boston. The Centre's founder, Dr. Bessel van der Kolk, is a world authority on Post-Traumatic Stress Disorder (PTSD) and a pioneer in the use of yoga as a therapeutic intervention in the treatment of PTSD. The main goal of TSY is to increase the client's ability to live in the present and be less impacted by memories of past trauma.

LGBTQ youth are a population at risk of experiencing trauma because

of high rates of bullying, social exclusion and marginalization, including family rejection.

The Youth Hostel Outreach Program (YHOP) works with youth with complex barriers, living in homeless shelters. The literature on this population speaks to high rates of trauma related to abuse, family breakdown, and different forms of systemic oppression.

All these factors made for a promising new service option for the P&P and YHOP clientele.

Now after four group cycles the TSY results are confirming this promise. To date thirty-eight (38) young people have been served through the program, and those numbers are increasing with every group cycle. Program enhancements and improvements based on participant and staff feedback have been made, leading to greater group cohesion and higher completion rates. Participant satisfaction rates are very high.

Most important, the program is achieving excellent outcomes as measured by the PTSD Checklist, a widely-used, evidence-based, psychometric instrument. Symptom severity has reduced significantly as a result of participation in the program.

But it is the words of the young people that speak most clearly about the value of this new modality. Said one participant after their most recent TSY group experience,

"...Words cannot explain how grateful I am. Trauma Sensitive Yoga has changed my life. Never have I been so connected to my body and proud of my efforts to change."

CTYS EXCELLENCE



CTYS is a children's mental health centre formally accredited previously by Children's Mental Health Ontario and now by the Canadian Centre for Accreditation. To be approved for accreditation, we must comply with multiple exacting standards covering the quality and safety of our programs, HR practices, financial diligence, governance and others. Through this process we offer clients, families, funders and all other stakeholders reassurance and confidence in our work.

CTYS RESPONSIBILITY

Toward a Safe and Equitable Workplace

In the winter of 2016, CTYS posted a website message in support of the broad vision of the Black Lives Matter movement. As a children's mental health centre, we see, first hand, how systemic racism can lead to the overrepresentation of Black youth in our correctional and child welfare system. And ...we are all too painfully aware of how racialization can compromise mental health and wellbeing.

Although the statement was well received by our community partners, reaction within our agency was markedly mixed. I learned, or rather was reminded, that our workplace like all others, includes too many moments of microaggressions and implicit bias. I was also reminded that none of us within our organization is immune to bias. We must confront this reality with authenticity and humility. CTYS is committed to doing just that, though we know it will be a journey.

It is important to know that, as a team, we may be in different places in our understandings and that not all of us can readily recognize anti-Black racism in action. We are committed to providing continuous learning opportunities and to create safe spaces for dialogue and co-design of a shared vision.

Right now, we all agree we must strengthen our services to Black youth and in the coming years, we hope to add greater knowledge, resources and community involvement to our effort. On this page you can read more about our innovative RITES program.

Heather Sproule,
Executive Director

I was also reminded that none of us within our organization is immune to bias.

Strengthening Services to Black Youth

RITES: (Resiliency, Identity, Transformation, Empowerment and Self-Determination) is a program for Black youth age 12 – 17 intended to increase resiliency. Currently we offer two RITES groups in TDSB schools; George Harvey Collegiate Institute, and Thistletown Collegiate Institute.

For the past four years RITES has utilized an asset focused, anti-oppression and anti-Black racism framework in support of Black youth impacted by systemic oppression. RITES youth explore cultural identity, racial socialization, conflict resolution, team work and skills building through fostering and strengthen relationships with the Black community.

In the coming year, we intend to further enhance our RITES program by adding new elements and engaging a community based advisory group.



FACTS & FIGURES

YOUTH SERVED BY PROGRAM

Actual 17

New Outlook (MOHLTC)

Community Support (CSP)	175
Early Intervention	48
Day Program	24
Youth Hostel Outreach Program (YHOP)	187
Community Support and Intervention (CSI)	84

New Outlook Total 518

Youth Justice (MCYS-YJ)

Probation – Toronto	122
Early Release Support Program (ERSP)	65
Transitions	18
Relationship Skills for Violence Prevention (RSVP)	32
Enhanced Extra-Judicial Sanctions (EEJS)	59
YJ Family Worker	39
YJ Mental Health Collaborative – Family	20
YJ Mental Health Collaborative – Residential	40
MCYS – YJ Collaborative Assessments	57

Youth Justice Total 452

Community Counselling (MCYS- Mental Health)

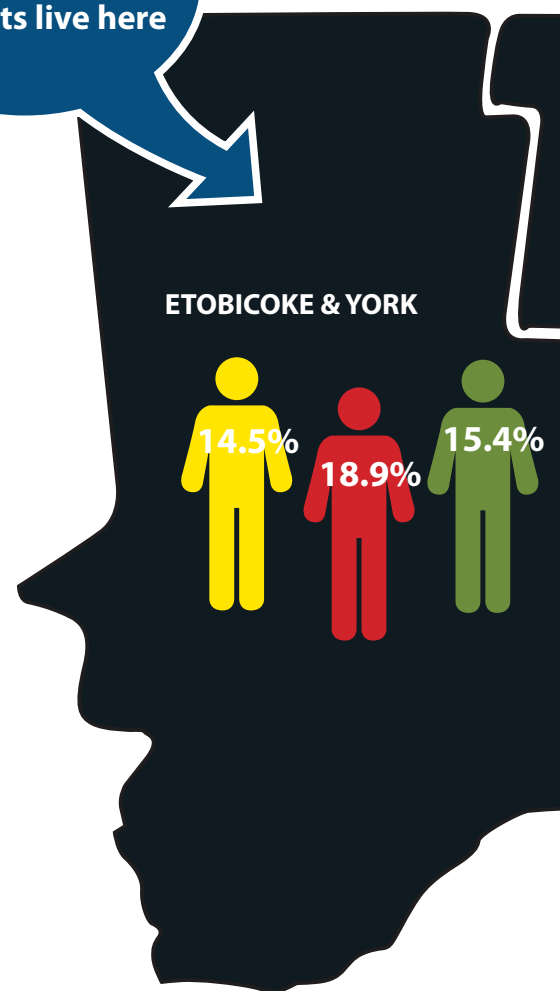
Intake	397
Brief Services	14
Counselling Therapy*	315
Service Coordination*	397
Family Support	50
Specialized Assessment*	23
Targeted Prevention	254

Community Counselling Total 715

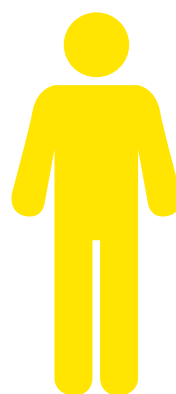
TOTAL ALL PROGRAMS 1,685

*Duplicated #s not counted

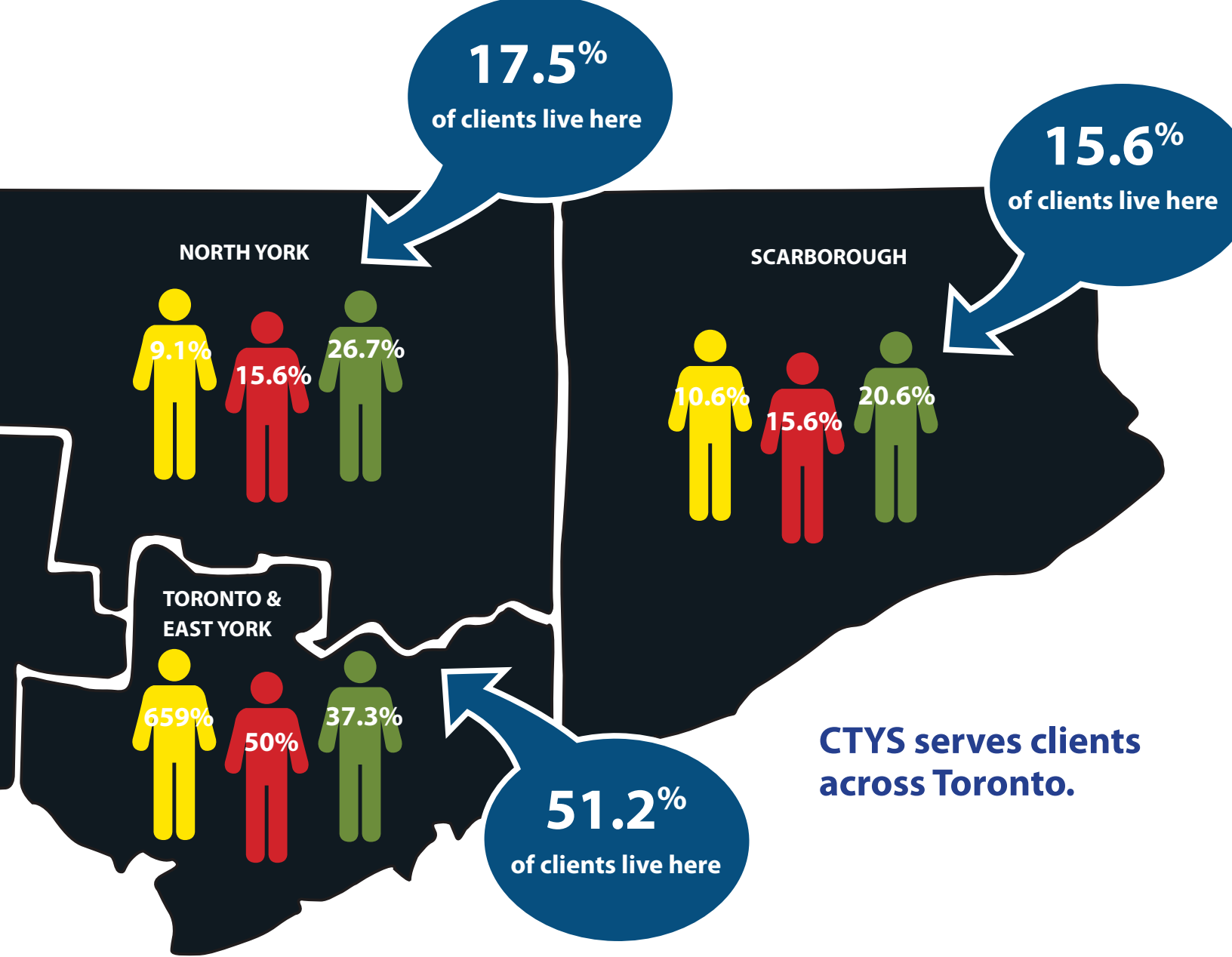
15.7%
of clients live here



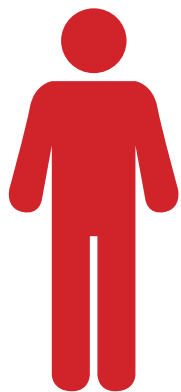
MCYS Funded Programs



<i>Presenting problems at referral</i>	<i>Rank</i>
Anxiety	1
Depression	2
School	3
Parent/Family	4
Socialization	5
Suicidality	6
Self-esteem	7
Gender Identity	8
Peer difficulties	9
Anger	10

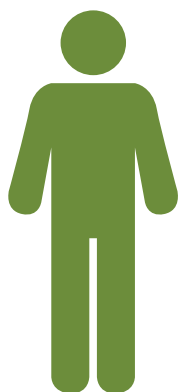


MOHLTC Funded Programs



<i>Presenting problems at referral</i>	<i>Rank</i>
Psychiatric illness	1
Psychological distress (anxiety/depression)	2
Parent/family difficulties	3
Gender identity issues	4
Suicidality, past or current	5
Self-esteem	6
School/education difficulties	7
Trauma/victimization	8
Social skills, socialization	9
Sexual orientation issues	10

Youth Justice Funded Programs



<i>Presenting problems at referral</i>	<i>Rank</i>
School/Education Difficulties	1
Legal Difficulties	2
Aggression (verbal, physical, relational)	3
Peer Difficulties	4
Parent/Family Difficulties	5
Learning Difficulties	6
Anger/temper	7
Cultural issues/cross-cultural issues	8
Addictive behaviours	9
Attention deficit, hyperactivity	10

INTRODUCING OUR YJ ACCESS PROGRAM

*A collaborative
partnership between
CTYS & TPYS launched
in 2017*

**Are you working with a youth who
needs mental health or substance use
assessment or treatment?**

How it works - 3 easy steps

1. Contact

Central Intake –
416.924.2100 ext 230
lori.brklacich@ctys.org

Residential referrals –
416.924.2100 ext 237

2. Consult

Discuss the
situation with the
Intake Worker who
will provide
consultation and
referral suggestions.

3. Connect

Youth and families
are connected to
the appropriate
assessments and
services.

We can assist with quick access to:

- brief assessment
- psychiatric assessment
- psychological assessment
- psychoeducational assessment
- substance use assessment and treatment
- family support
- brief counselling
- assessment for sexual offending behaviour

Who we Are

YJ Mental Health Access is a collaboration between Central Toronto Youth Services and Turning Point Youth Services funded by the government of Ontario. These services are available to youth who are:

- in open custody and open detention settings
- serving community supervision orders
- before the mental health courts



www.ctys.org



Quick Connect to Assessments and Services

OUR BOARD

William Byrd
(Chair)

*Administrator, Safe and Caring Schools,
Toronto District School Board*

Mary Murphy
(Past-Chair)

Lawyer, Youth Justice

Michael Jay
(Treasurer/Secretary)

*Senior Associate,
PricewaterhouseCoopers LLP*

Franky Chernin
*George Brown College
(retired)*

Michele MacEachern
*Human Resources Professional
Talent Manager, Dealer – FX Group Inc.*

Sheila Masters
*Program Supervisor, MCYS (retired)
Board Member CMHO (retired)*

Roger Mayers
Toronto Police Services

Brian O'Connor
*Director, Quality Assurance Children's Aid
Society of Toronto (retired)*

Lance Talbot
Lawyer, Family Law

Stephanie Wang
Certified Accountant & MBA

Heather Sproule
*Ex Officio
Executive Director, CTYS*



*Standing left to right: Michael Jay, Sheila Masters, Roger Mayers,
Brian O'Connor*

*Sitting left to right: Mary Murphy, Bill Byrd, Stephanie Wang,
Lance Talbot, Franklynn Chernin*

Missing: Michele MacEachern

OUR MANAGEMENT TEAM

*Executive Director
Heather L. Sproule*

*Director Client Services &
Quality Improvement
Robert Sears*

*Interim Director Finance
Joan Marshall*

*Manager Client Services
Calvin Facey
Jennifer Grant
LeeAndra Miller
Priscilla Ofosu-Barko
Suzanne Shulman
Cheryl Tsagarakis*

*Manager Business Operations
Debra Newgewirtz*

*Executive Assistant
Shahinaz Osman*

DONORS AND FUNDING PARTNERS

CONTRIBUTIONS TO CTYS, FISCAL YEAR APRIL 1, 2016 - MARCH 31, 2017

Funding Partners

Ministry of Children and Youth Services

Ministry of Children and Youth Services
- Youth Justice Division

Ministry of Health and Long Term Care

Investors

\$10,000 to \$ 50,000

Toronto Arts Council

Contributors

\$1,000 to \$ 4,999

CHUM Charitable Foundation

James LeNoury

MJG Gallery (Mark Gleberzon)

Friends

Up to \$999

Bill (Vasilios) Mboutsiadis

Cameron Maveal

Jennifer Grant

Judith Saul

Ontario Power Generation Inc.

OPSEU Local 512

United Way of Toronto & York Region

So much is possible when we are surrounded by people who share a passion, a purpose and a commitment to excellence.

THANK YOU

Supported by:



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

FINANCIAL REPORT

FOR THE YEAR ENDED MARCH 31, 2017

Fiscal 2016/17 was another year of growth for CTYS. Our core funding from MCYS Youth Justice Collaborative and Youth Justice Family Mental Health programs were enhanced to provide more services to our clients and their families. As a result of this increase, we were able to hire additional staff and also expand our office facilities

Our financial position remains strong as we continue to meet our service targets while ensuring that we remain within our budgetary limits. At year end we were able to make a contribution of \$36,017 to our reserve fund from the surplus on our non-ministry revenues.

We wish to thank our funders and donors whose support has allowed us to maintain a high level of service excellence which benefits our clients, their families and our community.

REVENUE

Government Grants (Core Funding)	
MCYS	\$4,209,768
MOHLTC	2,182,934
Program Revenue	26,787
Investment Income	25,990
Donations	3,654
Other Revenue	17,396
Total Revenue	6,466,520

EXPENSES

Salaries	4,149,476
Employee Benefits	953,633
Training	26,343
Transportation	58,590
Client Professional Services	180,674
Client Related Activity	56,064
Program Expenses	111,489
Promotion and Publicity	8,523
Building Occupancy	375,972
Capital Assets Purchased	88,925
Office/Central Administration	349,691
Purchased Services	39,109
Total Expense	\$6,398,489

Excess of Revenue over Expenses	\$68,031
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Net Assets (beginning of year)	\$1,152,419
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Ministry Funding recoverable	(32,014)
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Net Assets (end of year)	\$1,188,436
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RESPONSIBILITY

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www.ctys.org



CentralTorontoYouthServices



@CTYS_Youth