

Annual Report
2015 - 2016



GROWTH
INNOVATION
LEADERSHIP



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 CHAIR OF THE BOARD AND EXECUTIVE DIRECTOR

Hold fast. In times of uncertainty, we hold fast to what is important and what we know is true. At Central Toronto Youth Services we are unwavering in our commitment to both excellent and impactful services for youth and their families. We are innovative, accountable and nimble as we develop new services needed by our community and collaborate with our partners to improve existing services for those who need them.

Prominent among our accomplishments this fiscal year, is an increased investment in Youth Justice programming, which enabled us to strengthen support to families and extend services to Peel and York Regions. We are also proud to partner with Turning Point Youth Services on a Toronto Mental Health Collaborative which will allow us to expand and better coordinate services to Youth Justice clients. Thank you to the Ministry of Children and Youth Services – Youth Justice Division for your support and confidence in our agency.

Our strategic plan also calls upon us to keep learning and to innovate. Elsewhere in this report you will learn about the pioneering work of LeeAndra Miller with transgender youth which this year was recognized with the Elizabeth Manson Award for Clinical Excellence.

As a community of service providers and led by East Metro Youth Services, we are working together to create a better system of care for infants, children, youth and their families here in Toronto. Central Toronto Youth Services remains fully committed to being a responsible, supportive and engaged partner throughout this groundbreaking transformational process.

Our strategic plan requires that our services be designed and delivered to a standard of excellence and our staff deliver on that promise every day. Through the conscientious oversight of our Board, finances are carefully tended and spending remains consistently within parameters.

Our successes would not be possible without the dedication of our Board of Directors, management team and staff. Thank you to all.

Finally, we want to extend our respect and admiration for the many clients who bring their trust, open hearts and courage to their journey with us.




William (Bill) Byrd,
Chair, Board of Directors


Heather Sproule
Executive Director



2015 -16 HIGHLIGHTS

This past year we held fast. We:

- Reached or surpassed all service targets and engaged 76 families through our new family support programs
- Increased access to specialized assessment and counselling for youth before the courts and their families through the Toronto Mental Health Collaborative, a partnership with Turning Point Youth Services
- Extended Family Support services to clients in Peel and York Regions as part of increased emphasis on serving families within our Youth Justice program
- Published the 2nd edition of Families In TRANSition an internationally recognized manual for families of transgender young people.
- Strengthened evidence informed programming to New Outlook clients
- Pride and Prejudice program recognized with service excellence award
- Improved technology to better serve clients by making remote access easier and more reliable
- Provided robust professional development program to foster gold standard service to youth and families; 100% of staff received training
- Actively engaged in supporting mental health transformation in our community by participating on four Working Groups



As a leadership team we are committed to community, a respectful, engaging and productive workplace and, above all, the wellbeing of every young person and family we serve.

We must enable our agency to rise to each challenge and achieve our goals.

Left to right: Robert Sears, Debra Newgewirtz, Shahinaz Osman, Cheryl Tsagarakis, Calvin Facey, Jennifer Grant, Priscilla Ofosu-Barko, Heather Sproule. Missing: Suzanne Shulman

MOVING BEYOND BINARY

In Toronto, services for trans youth and their families are provided by a relatively small community of service providers. CTYS' longstanding leadership in this sector was recognized through an award from the Hospital for Sick Children. Last year the program expanded to provide more support to families.

In November 2015, our own LeeAndra Miller, Program Coordinator, was selected for the Elizabeth Manson Clinical Excellence Award. Presented by the Hospital for Sick Children, the award recognizes an outstanding individual who has been instrumental in the development of evidence informed and unique treatment approaches, or who has been recognized as consistently providing superior quality care to children and families who face mental health problems. LeeAndra (and her colleagues) have done both.

Fifteen years ago when LeeAndra began working at CTYS, the landscape looked very different. Trans youth were served, but as part of the Gay, Lesbian, Bisexual Youth Program. Creating inclusion meant a name change. The program became Pride and Prejudice or P&P. Today's program provides services to lesbian, gay, bisexual, trans, queer, Two Spirit and questioning youth, ages 13-24 and, as of last year, their families.

In recent years, community based research has revealed the critical role that families play in building resilience in trans youth. Transgender youth may transition socially, legally and perhaps medically, to affirm who they already are. Their families face a transition too. P&P expanded its programming to include the Families in TRANSition support group and updated its seminal Families in TRANSition guide.



The more supported trans youth feel by their families, the better they will do in all aspects of their lives.

Parents and caregivers can access education and counselling about gender and transition-related issues, and have a supportive space to explore fears, worries and societal, cultural and religious beliefs about gender and sexuality. They also learn how to create a supportive home environment.

P&P operates its family programs on the principle that the more supported trans youth feel by their families, the better they will do in all aspects of their lives. A supportive family may be able to provide some feeling of safety in a society where daily discrimination is still a reality. As we continue our long history of collaboration with the small community that serves this population, we can create change in families and perhaps even society in service of our young people.

FACTS & FIGURES

YOUTH SERVED BY PROGRAM

New Outlook (MOHLTC)

Community Support (CSP)	202
Early Intervention	50
Day Program	27
Youth Hostel Outreach Program (YHOP)	171
Community Support and Intervention (CSI)	71
New Outlook Sub Total	521

Youth Justice (MCYS-YJ)

Probation – Toronto	119
Early Release Support Program (ERSP)	62
Transitions	21
Relationship Skills for Violence Prevention (RSVP)	24
Enhanced Extra-Judicial Sanctions (EEJS)	51
YJ Mental Health Collaborative – Family	38
YJ Mental Health Collaborative – Assessments	37
YJ Mental Health Collaborative – Residential	10

Youth Justice Sub Total

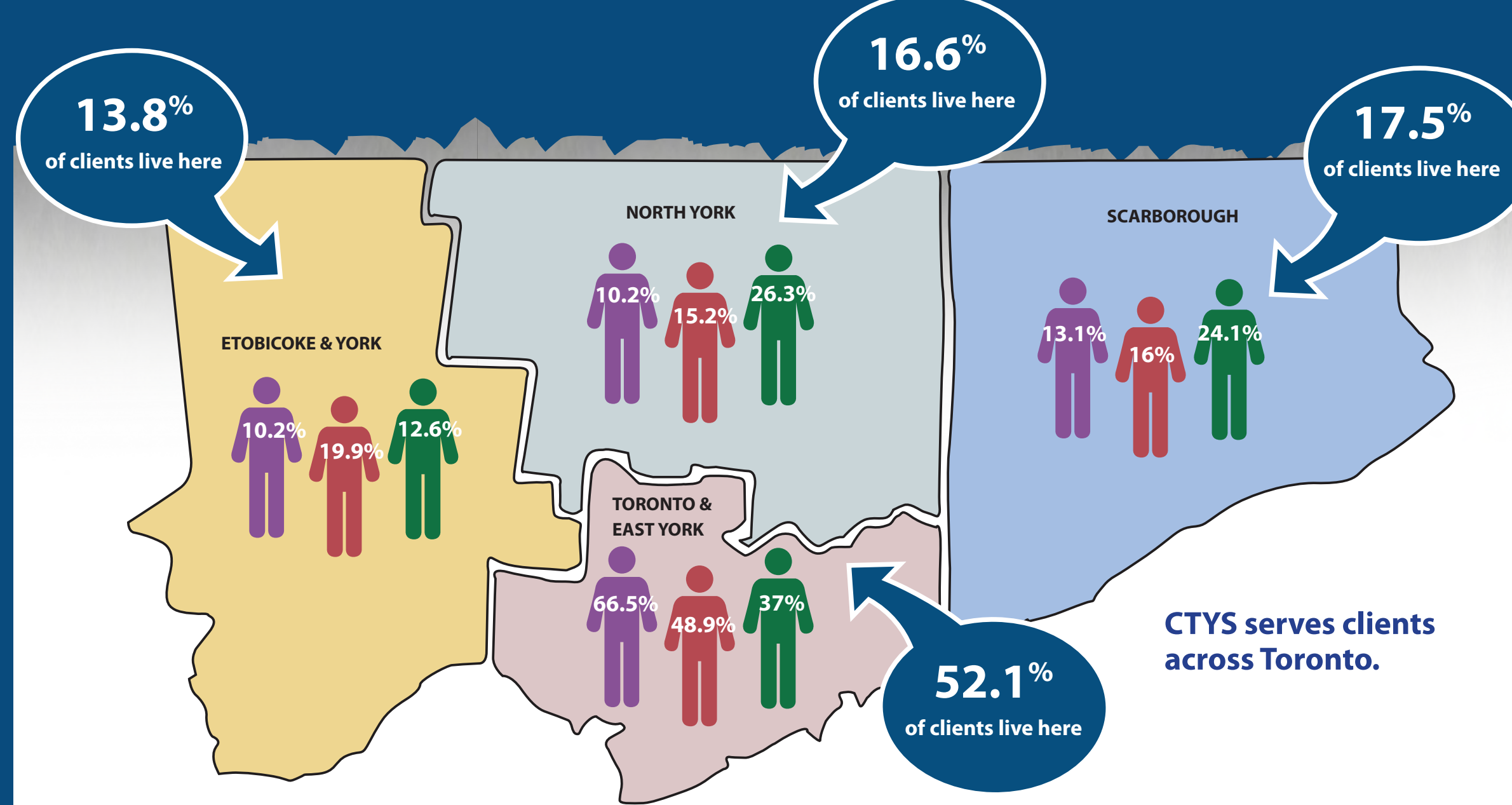
362

Community Counselling (MCYS- Mental Health)

Brief Services	4
Counselling Therapy	367
Family Support	38
Targeted Prevention	163
Sub Total	572

GRAND TOTAL

1,455



MCYS Funded Programs



Presenting problems at referral	Rank
Anxiety	1
Depression	2
School	3
Parent/Family	4
Socialization	5
Peer difficulties	6
Suicidality	7
Self-esteem	8
Trauma/victimization	9
Aggression	10

MOHLTC Funded Programs



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

Youth Justice Funded Programs



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

HELPING FAMILIES FIND THEIR STRENGTH



Last year, Pride and Prejudice, New Outlook and Youth Justice each developed programs or added staff to build capacity within families.

Families can be a source of strength. Some, overwhelmed by their circumstances, need help to find that strength. CTYS has begun a clinical shift towards greater family engagement and inclusivity of parents and caregivers.

We know that family support is critical to a young person's recovery from mental health challenges. The youth we serve have also told us about the prevalence of family or parental difficulties in their lives. As a result, we have expanded therapy, support and outreach services to families. Last year, Pride and Prejudice, New Outlook and Youth Justice each developed programs or added staff to build capacity within families so they can help their young people achieve health and stability.

Families and young people often have different needs when youth are coming out. The Pride and Prejudice program offers support to young people who identify as LGBTQ2S. While young people receive services tailored to their needs,

parents can participate in the Families in TRANSition support group. You can read more on p. 5

New Outlook helps young people recovering from serious mental illnesses, primarily psychotic disorders. Continued support from the Ministry of Health and Long Term Care allowed us to explore the development of more family support programs. Building on the success of the assistance we provide to families in the Early Intervention program through psychoeducation, will enable parents and caregivers to better understand and respond to the complex mental health challenges experience by their children.

The Toronto Mental Health Collaborative is a partnership between CTYS and Turning Point Youth Services (TPYS). Funded by the Ministry of Children and Youth Services, Youth Justice Division, staff coordinate access to psychological or psychiatric assessment and counselling for youth with identified mental health issues involved with the criminal justice system. The worker also helps families to develop healthier relationships and build more supportive environments for their youth. Greater service access and improved family relationships may reduce further court involvement.

Increased funding has also allowed us to provide Family Support services to youth in Peel and York Region, expanding our catchment area. We anticipate helping 60 additional clients each year. The provision of psychoeducational support to families enables parents and caregivers to better understand and respond to the complex mental health needs of their children.

As we shift our services to include families we anticipate this holistic approach will result in better outcomes for the young people we serve.

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)
Staff Accountant, Welch 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

DONORS AND FUNDING PARTNERS

CONTRIBUTIONS TO CTYS, FISCAL YEAR APRIL 1, 2015 - MARCH 31, 2016

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
 RBC - Community One Foundation
 Toronto Arts Council

Contributors

\$1,000 to \$ 4,999
 Bruce Nashman
 CHUM Charitable Foundation
 Dealer-FX Group Inc.
 The Hospital for Sick Children
 Support Soho

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

THANK YOU

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 Shahinaz Osman
 Tamara Daniel
 United Way Toronto & York Region

FINANCIAL REPORT

FOR THE YEAR ENDED MARCH 31, 2016

CTYS met or exceeded its service targets while achieving a balanced financial result at the 2015/16 fiscal year end. Our operating expenditures from core funding provided by the Ministry of Children and Youth Services and the Toronto Central LHIN, were within budget. We were able to make a contribution to our reserve fund from our non-Ministry revenues.

New financial investments have enabled the expansion of our Youth Justice budget by \$645,000 providing us with an operating budget of \$6.25 million in the 2016/17 fiscal year.

CTYS remains in a strong financial position enabling us to sustain the delivery of high quality service to our young people and their families.

REVENUE

Government Grants (Core Funding)	
MCYS	\$3,726,740
MOHLTC	2,148,129
Program Revenue	39,476
Investment Income	15,983
Donations	16,185
Other Revenue	17,396
Total Revenue	5,963,909

EXPENSES

Salaries	3,735,802
Employee Benefits	883,947
Training	120,018
Transportation	51,264
Client Professional Services	99,169
Client Related Activity	82,139
Program Expenses	132,787
Promotion and Publicity	531
Building Occupancy	289,891
Capital Assets Purchased	51,045
Office/Central Administration	392,848
Purchased Services	50,419
Total Expense	\$5,889,860

Excess of Revenue over Expenses \$74,049

Net Assets (beginning of year) \$1,078,370

Net Assets (end of year) \$1,152,419



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CentralTorontoYouthServices



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