

RESPONSIBILITY

INNOVATION

EXCELLENCE



Our Annual Report
2017 - 2018

VISION

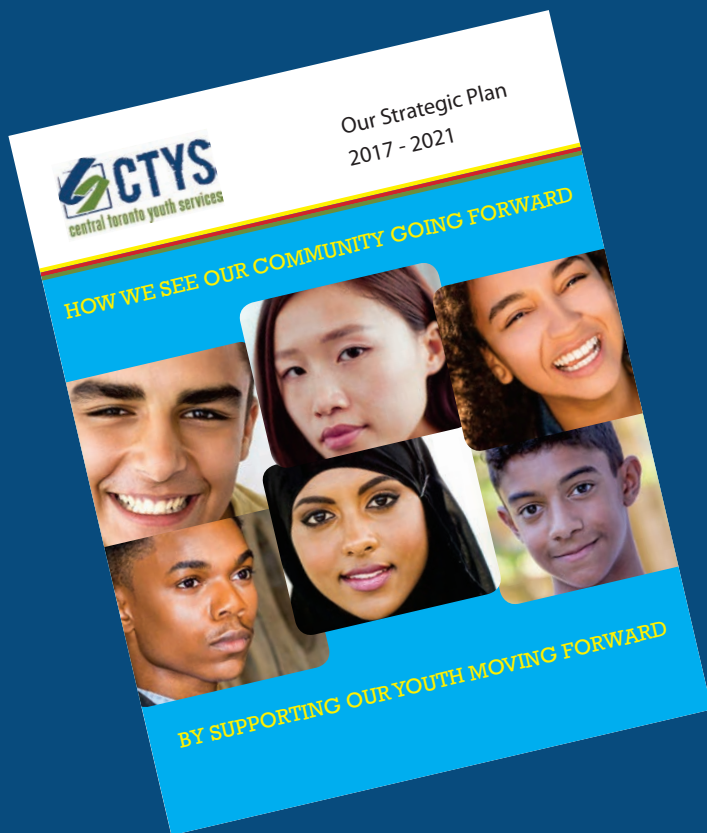
We envision healthy, resilient youth, young adults and families living in affirming communities free of all forms of discrimination, oppression, and prejudice.

MISSION

CTYS is an equity based agency which strengthens mental health and resilience in youth, young adults and their families by providing timely, accessible, innovative, outcome oriented services.

THE VALUES WE LIVE BY

- Excellence and Adaptability
- Equity, Inclusion and Respect
- Youth, Young Adults and Family Centeredness
- Accountability and Transparency
- Engagement and Collaboration



A MESSAGE FROM THE

In the 2017-2018 fiscal year, CTYS proudly unveiled a new, ambitious strategic plan meant to create and sustain innovation, positive outcomes and effective cost beneficial mental health services for youth and their families. Under the direction of our Board of Directors, we designed a dynamic, inclusive process which allowed us to harvest the thoughts and ideas of Directors, staff, community partners, funders and clients.

Three strategic priorities were determined:

- **Service excellence & innovation**
- **Sustainability & accountability**
- **Anti-Oppression & Equity**

The executive summary of our plan provides more details; if you are interested in learning more please contact our office.

“...great things never come from comfort zones.”

This year also saw the release of our **ANTI-OPPRESSION AND EQUITY PRACTICE EVALUATION**. Led by two of our colleagues, Lisa Marajh and Roger Rolfe, and mentored by Dr. Deb Goodman (Child Welfare Institute), the report provided a comprehensive critical review of our broad anti-oppression and equity efforts since 2014. While there was recognition of the many steps forward we have taken, it was equally evident that there is much more we must do. We remain committed to doing just that. We thank the authors of the report and the Committee on Anti-Racism and Oppression for their leadership on this important undertaking.

GOOD GOVERNANCE IS CRITICAL to an organization's integrity, effectiveness and the protection of public trust. This year we were delighted to welcome five new directors and all have been exceptional. In addition we achieved our goal of further diversifying our Board in terms of skill sets, sectoral and community representation. Thank you

CHAIR OF THE BOARD AND EXECUTIVE DIRECTOR

always for your high standards and diligent oversight.

ABOVE ALL, WE ARE MEETING THE SERVICE TARGETS set for reaching our young people and their families and evaluation data underscores **positive outcomes for all**. We are increasingly engaging the voices of young people within growing facets of our agency's work: organizational design, evaluation surveys, strategic planning and events. Further into this report you can read more about our brand new blog (**Vision Restored**) so impressively created by our youth.

It is the engagement and coming together of Board, management, staff and might we add, the contributions of our students which have enabled so many advances. We must also acknowledge the collaborative relationships we enjoy with many community partners. We believe our understanding of collaboration will serve CTYS well as we move into a future where integration, shared services and coordinated service planning combine to form the new paradigm for our sector.

We thank all for your involvement in the good work we are able to do. All of our work is enabled by our government funders and donors. We appreciate your support.

Finally, to the young people and families who open their hearts and risk their trust in us, we promise you our very best.



Heather L. Sproule
Executive Director

William (Bill) Byrd,
Chair, Board of Directors

CTYS INNOVATION



PRIORITY ACCESS FOR STUDENTS (PAS)

The Priority Access Program provides direct access to Mental Health supports at CTYS for students identified and referred from TDSB & TCDSB social work departments. Under the clinical support and supervision of manager Cheryl Tsagarakis, the program has evolved into an innovative, evidence based individual and family focused therapy program with excellent positive outcomes for youth and families.

In the 2017-2018 fiscal year; 82 youth and families were served by our talented and professional staff team of 4. Services range from trauma informed individual youth psychotherapy, parent education and skill building and Attachment Based Family Therapy. Individual therapeutic approaches include evidence based CBT, DBT skill building and art therapies to name a few. Many of our PAS clients also participated in additional CTYS groups and attended our Boundless Adventures. One client received a Boundless scholarship to attend their full year school program.

Attachment Based Family Therapy (ABFT) is a manualized, empirically informed and supported, family therapy model specifically designed to target family and individual processes associated with adolescent suicide and/or depression. ABFT was developed and researched out of Drexel University, Centre for Family Intervention Science, Philadelphia P.A. Our PAS staff team receives monthly clinical support and consultation via skype with the Clinical Director of Training to support the model application and fidelity.

ABFT emerges from interpersonal theories that suggest adolescent depression and suicide can be precipitated, exacerbated, or buffered against by the quality of interpersonal relationships in families. It is a trust-based, emotion-focused psychotherapy model that aims to repair interpersonal ruptures and rebuild an emotionally protective, secure-based, parent-child relationship. The treatment initially focuses on repairing or strengthening attachment and then turns to promoting adolescent autonomy. The model is emotionally focused, but provides structure and goals, thereby increasing therapist's intentionality and focus.

The Child & Adolescent Functional Assessment Tool (CAFAS) is utilized to monitor clinical outcomes. Cumulative data for our PAS program consistently shows significant meaningful positive change as defined by a drop in 20 points or more from the total CAFAS score. The overall average drop in score for our PAS clients is 25!!

The results of the Annual Client Quality Survey indicate a high level of client satisfaction across all 15 domains of quality. Our school board partners consistently indicate that they value our services and the exceptional work of our staff. Many clients have successfully improved school related challenges and enhanced their school functioning. Some clients have been supported to receive more intensive services when their needs go beyond a community based agency approach.

“...The therapists are knowledgeable and supportive; there is a structured approach to care with realistic goal-setting and proposed techniques and solutions.”

CTYS COLLABORATION

- Covenant House Toronto
- Youth Probation Services
- Planned Parenthood LGBTQ Youth Collaborative
- Gifford Contract Homes
- Elizabeth Fry
- The Salvation Army
- Horizons for Youth
- Turning Point Youth Services
- Yonge Street Mission
- Boundless
- Queen West Central Toronto Community Health Centre
- Fernie Youth Services
- Hospital for Sick Children
- YMCA
- Toronto District School Board
- SKETCH
- Springboard Services
- Toronto Catholic District School Board
- Rainbow Health Ontario
- Ryerson University Tri-Mentoring Program
- East Metro Youth Services
- Eva's Initiatives
- Youth Without Shelter

CTYS RESPONSIBILITY

Governing to the Highest Standard

Considerable responsibility is attached to a Board of Directors in the not for profit sector. Together, and as volunteers, they oversee the administration of the organization, ensure its mission is fulfilled, mitigate risk, steward financial resources and protect public trust. This year, our Board identified its priority to broaden both functionality and representation. They designed a recruitment process founded in thoughtfulness, integrity and a commitment to greater inclusion. The result was the joining of five new Directors, who along with our “veterans”, now bring enhanced skills and experience in government relations, strategic planning, finance, equity, inclusion, community representation and lived experience.

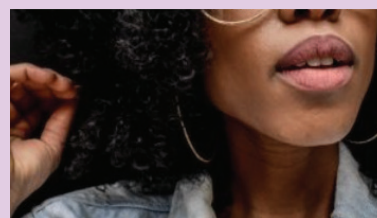


CTYS YOUTH VOICE

In 2017, after an initial journey exploring the world of Youth Engagement, we brought together a group of young people who were passionate about social justice, reducing the stigma of mental health and making an impact on other young people in the community. This group of insightful young people felt as passionate as we did about Youth Engagement. They told us, **"It's important because youth will soon be the adults who shape the world. It comes full circle in the end."**

As a first step, they decided to create a meaningful youth voice at CTYS utilizing social media as this is the medium that youth most often use to communicate, get information and reach out. They wanted to **inspire other youth, share success stories** and **breakdown stigmas**. Youth who are struggling, and may feel they are alone, would be able to turn to this blog and see **that there's hope out there that things will get better** and also learn that **there are people and services that can support them**.

This blog is our young people's vision and they choose to name it **"Vision Restored"**.



I AM

Black History

I am Black
I am strong
Obstacles can't stop me
I am confident
Proudly proclaiming my uniqueness
I am sure – footed
Sure that I will achieve everything my heart desires
I am a young strong, and confident,
Black child of God.

By: Lavish Briiii

FACTS & FIGURES

YOUTH SERVED BY PROGRAM

Actual 18

New Outlook (MOHLTC)

Community Support (CSP)	162
Early Intervention	60
Day Program	18
Youth Hostel Outreach Program (YHOP)	167
Community Support and Intervention (CSI)	71
Family Support	20

New Outlook Total 498

Youth Justice (MCYS-YJ)

Probation – Toronto	147
Early Release Support Program (ERSP)	55
Transitions	19
Relationship Skills for Violence Prevention (RSVP)	45
Enhanced Extra-Judicial Sanctions (EEJS)	59
YJ Family Worker	58
YJ Mental Health – Family	23
YJ Mental Health – Residential	51
YJ Mental Health Access – Substance Use	20

Youth Justice Total 477

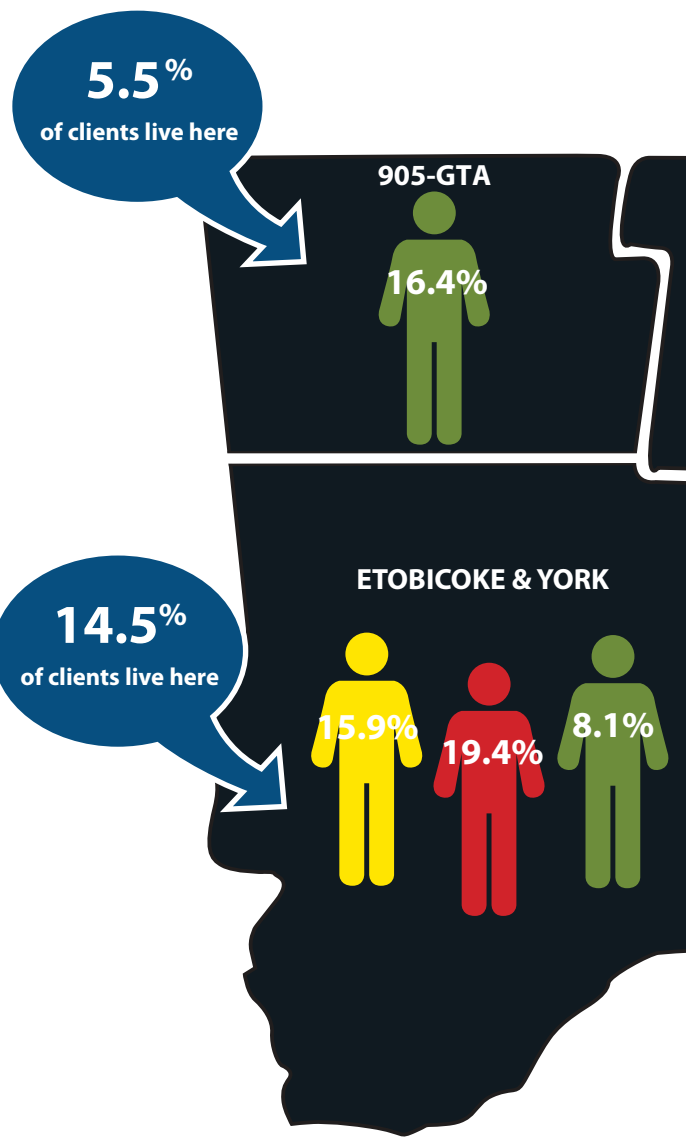
Community Counselling (MCYS- Mental Health)

Intake	389
Brief Services	22
Counselling Therapy*	309
Service Coordination*	389
Family Support	22
Specialized Assessment*	25
Targeted Prevention (Participants)	505

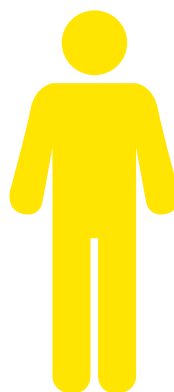
Community Counselling Total 938

Total Clients & Participants 1,913

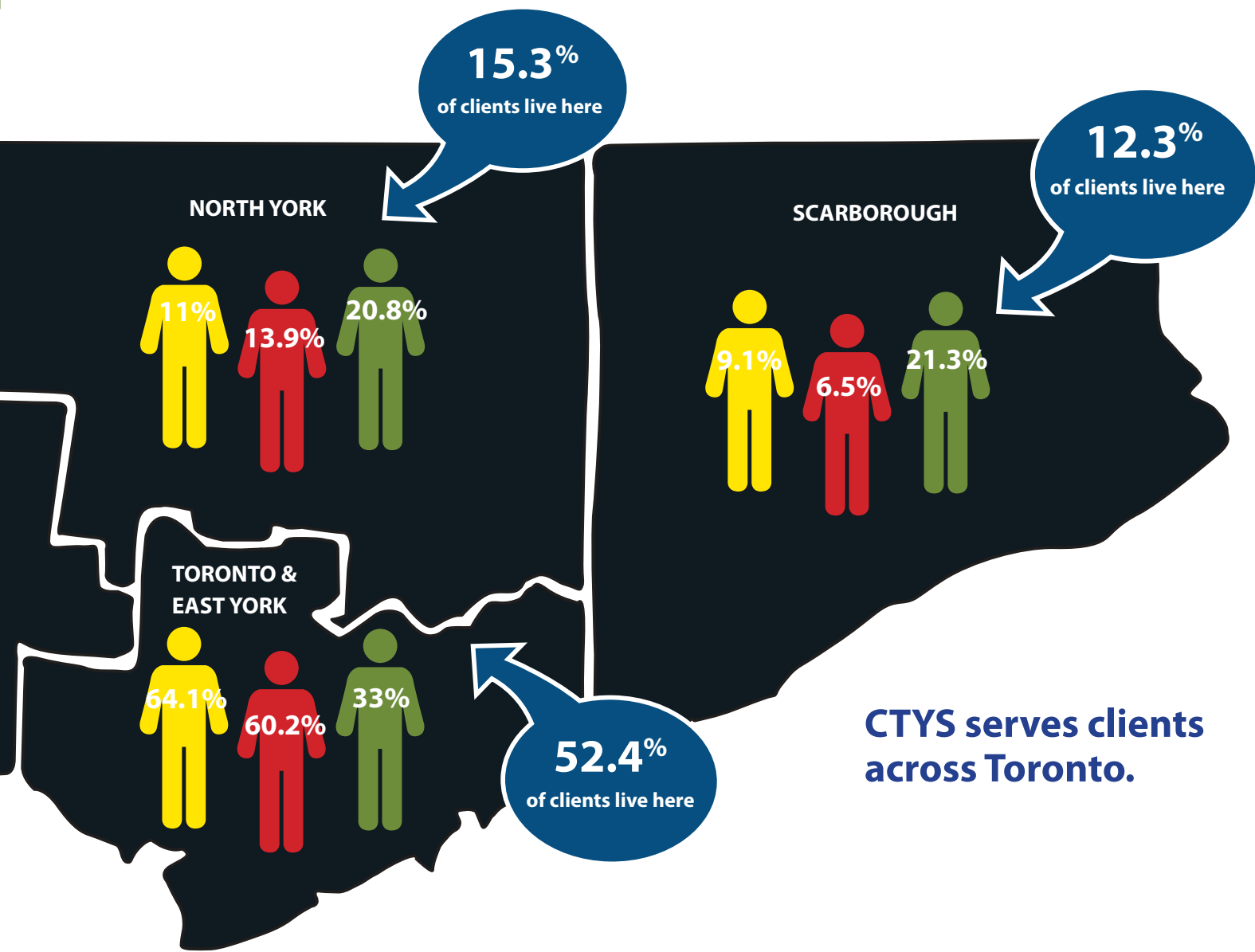
*Duplicated #s not counted



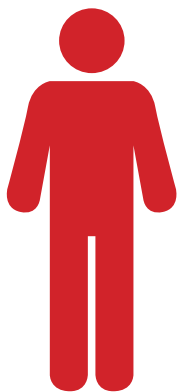
MCYS Funded Programs



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

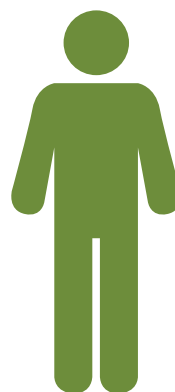


MOHLTC Funded Programs



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

Youth Justice Funded Programs



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

CTYS MESSAGE FROM A CLIENT

Whenever I think about you, I think how my life would have looked like without your words and presence in my life. You reshaped my life, my thoughts, and my outlook about my future. I cannot thank you enough for all the time, energy, and thoughts you poured onto me when things were dark in my life, I was able to go through it because of you. Thank you for always being my safe place, confident and refuge. I wouldn't be standing here without you.

Please keep in touch. I'll miss you.

August 29, 2018



OUR BOARD

William (Bill) Byrd
(Chair)
*President and CEO of
the Canadian Safe Schools Network*

Mary Murphy
(Past-Chair)
Lawyer, Youth Justice

Stephanie Wang
(Vice Chair)
Certified Accountant & MBA

Michael Jay
(Treasurer)
*Manager, Corporate Tax
at PricewaterhouseCoopers, LLP*

Sheila Masters
(Secretary)
*Area Manager, MCSS (retired)
Board Member CMHO (retired)*

Franky Chernin
George Brown College (retired)

Richard Ashok Coutinho
*Client Lawyer, Office of the Public Guardian
and Trustee Victims and Vulnerable Persons
Division, Ministry of the Attorney General*

Mohamed Gilao
*Founder / Executive Director,
Loyan Foundation*

Marla Krakower
*Vice President, People Services,
Employee Experience & Public Affairs Central
West Local Health Integration Network*

Akbar Khurshid
Program Consultant, Ministry of Finance

Roger Mayers
Toronto Police Services

John Rankin
Non-Profit Management Consultant



*Standing left to right: Stephanie Wang, Mary Murphy, John Rankin,
Michael Jay, Akbar Khurshid, Mohamed Gilao*

*Sitting left to right: Franky Chernin, Bill Byrd, Roger Mayers,
Marla Krakower, Richard Coutinho, Sheila Masters*

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

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, 2017 - MARCH 31, 2018

Funding Partners

Ministry of Children and Youth Services

Ministry of Children and Youth Services
- Youth Justice Division

Ministry of Health and Long-Term Care

Friends

Anyan Family

Bulk Barn

CHUM Charitable Foundat

Cirque du Soleilion

Hart House Theatre

Heather L. Sproule

Hyla Zeifman

James LeNoury

John and Cheryl Tsagarakis

Marcin's Bakeshop

Mary Lux

Ontario Power Generation
- Employment Charity Trust

Saint Nicholas Orthodox Church

Shannon Leigh

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, 2018

CTYS is pleased to report that fiscal 2017-18 was a successful year for the agency with our clients and their families receiving quality service while our costs remained within the limits provided by our funders.

Our funding from MCYS increased by \$212,499 this year as we entered into a partnership with Boundless – a school providing outdoor therapeutic adventures for young people. Funding for this program is included in our contracts with the Ministry of Health & Long Term Care and we provide the financial support and compliance oversight on behalf of the funder.

After a selection process our Board of Directors appointed Campbell Lawless LLP as our new auditors as of this year. Based on the auditor's recommendations there have been some slight adjustments in our financial report presentation. We welcome their input and thank them for their professionalism in conducting our audit.

At year end we were able to make a contribution of \$109,434 to our reserve fund based on an excess from our non-Ministry funding. CTYS continues to be in a strong position financially and is very appreciative of our funders and donors for their support.

REVENUE

Government Grants (Core Funding)	
MCYS	\$4,506,336
MOHLTC	2,182,531
Donations	29,317
Investment Income	18,622
Other Revenue	76,416
Total Revenue	6,813,222

EXPENSES

Salaries	3,982,615
Employee Benefits	995,687
Training	51,014
Transportation	65,473
Client Professional Services	214,966
Client Related Activity	52,060
Program Expenses	475,626
Promotion and Publicity	662
Building Occupancy	417,683
Capital Assets Purchased	16,632
Office/Central Administration	350,025
Purchased Services	54,345
Total Expense	\$6,676,788

Excess of Revenue over Expenses	\$136,434
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Net Assets (beginning of year)	\$1,188,436
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Ministry Funding recoverable	(27,000)
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Net Assets (end of year)	\$1,297,870
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In Memoriam

Dr. Edward (Ned) McKeown

1929 – 2018

Director Emeritus, Central Toronto Youth Services

Dr. Edward McKeown had a distinguished and broadly respected career in education and for many years was the Director of Education with both the Toronto and Metro Toronto School Boards. He had an equally impressive record of community service on numerous not for profit Boards in our city. Ned was a Board member of CTYS for over 35 years and was in every way exemplary. He was exacting, reasonable, fair and generous, though uncompromising about what was best for young people. He expected impeccable financial accounting which has been important to our agency's sustainability.

Ned offered such strength and wisdom during our agency's more challenging times. He lead many complex tasks which required acumen, diplomacy, sometimes firmness and always, he added in his signature wit.

Ned was the first and to date, the only Board member who has been awarded the Director Emeritus distinction. Over these many years, I know that his volunteer colleagues will always remember him.

I became a better executive director because of his expectations, and our agency owes him considerable gratitude for our growth and success. Above all thousands of young people have better lives for his commitment.

Thank you Ned.

Heather L. Sproule
Executive Director

RESPONSIBILITY INNOVATION EXCELLENCE



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