

**HOW WE SEE OUR COMMUNITY GOING FORWARD**



**BY SUPPORTING OUR YOUTH MOVING FORWARD**



# 2012 – 2017 STRATEGIC PLAN:

## Service Excellence

1. Implementation of Evidence Informed Practice
2. Hospital for Sick Children Award for Service Excellence
3. Better services for Black youth (R.I.T.E.S.)
4. Expansion of services to support families
5. Stronger emphasis on quality improvement
6. Accreditation review: outstanding result
7. Innovative services to Trans youth and their families

## Collaboration

1. Significant growth in partnerships & collaboration
2. A successful partnership with the Centre of Excellence Evidence Informed Practice
3. Co-creation of a leadership development program with George Brown College
4. Project lead on MCYS-YJ Youth Gang Initiative
5. Effective leadership of Student Focused Worker Collaboration
6. Active engagement in supporting Moving on Mental Health in Toronto Region
7. Innovative Youth Justice collaboration with Turning Point Youth Services



# HIGHLIGHTS OF ACHIEVEMENTS

## Technology & Social Media

1. Maximizing IT capacity
2. Developed social media strategy
3. More than doubled followers on Facebook and Twitter
4. Implemented new efficient HR software
5. Significantly improved remote capacity for staff

## Capacity and Commitment

1. Significant growth in operating reserve
2. Robust annual professional development plan
3. Increased Ontario government funding
4. Establishment of a Board Effectiveness Committee
5. A deepened commitment to Anti Oppression and Equity

**2012 – 2017**

**A 30% increase in  
number of youth served!**



# STRATEGIC PLAN

CTYS

## VISION

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





# 2017 - 2021

## CTYS 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

- Our work is evidence informed, equity based and outcome driven
- We embrace change and opportunity, encourage innovation and always seek to improve
- We promote a culture of continuous learning

## Equity, Inclusion and Respect

- We value the contributions of each of us and our teams to our agency's success
- We encourage and welcome the engagement of youth and families
- We honor diversity and inclusion through interactions and practices which are respectful, welcoming and free of bias

## Youth, Young Adults and Family Centeredness

- We understand and respect individual identity, beliefs and lived experience
- We acknowledge and welcome families in all forms including chosen circles of support
- We strive to create collaborative relationships with our clients

## Accountability and Transparency

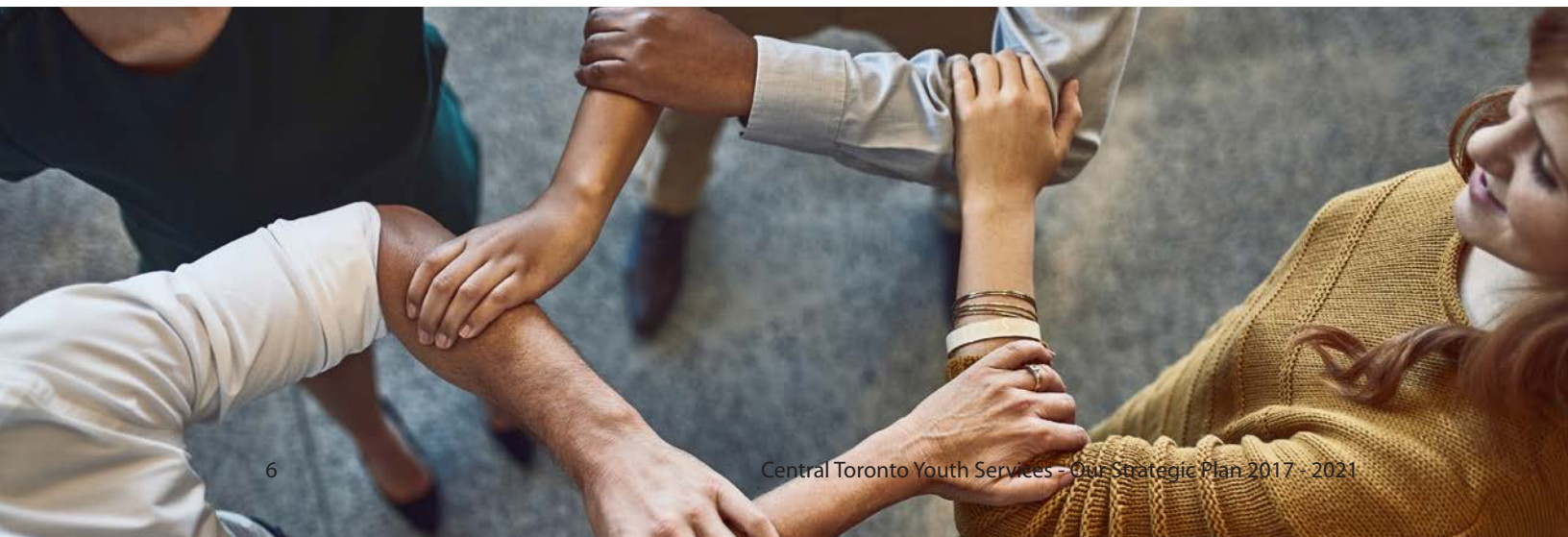
- We strive at all times to enhance and sustain public trust
- We commit to being open and accountable in our relationships with clients, funders and community stakeholders

## Engagement and Collaboration

- We believe that working in partnership with our clients and community is crucial to our success
- We understand the importance of committing to shared values
- We respect that diverse approaches and perspectives enrich outcomes and sustainability

## Outspoken Support for Youth, Young Adults and Families

- We will speak out against all forms of systemic discrimination which threaten the mental health of our clients and other young people
- We will, in collaboration with our partners, advocate for the resources required to reach those many young people who have no access to the services they need
- Together with our Lead Agency and community partners, we commit to the creation of a better system of care for youth needing mental health services in our community





# STRATEGIC PRIORITIES 2017-2021

## SERVICE EXCELLENCE AND INNOVATION

**CTYS will commit and increase efforts to expand professional and program development in the areas of AOP&E, EIP, and clinical best practice**

- Embed evidence-informed practice to reach underserved populations
- Incorporate technology as a service delivery tool
- Promote focus on continuous quality improvement
- Align professional and program development with agency priorities and direction

## SUSTAINABILITY AND ACCOUNTABILITY

**CTYS is committed to sustainability through proactive and strategic fund development efforts with the highest possible standards of accountability, partnership development, collaboration and sector-wide leadership**

- Explore new partnerships, collaborations, shared services models and merger opportunities
- Articulate and promote our identity and leadership capacity
- Enhance tools and clarity for data collection and analysis
- Enrich transparency and communication internally and with community and funding partners

## ANTI-OPPRESSION & EQUITY

**Create comprehensive AOP&E strategies that will be embedded in service delivery and incorporated throughout the organization**

- Increase capacity and commitment for consultation and needs assessment with marginalized populations to develop programming
- Amplify client & family narratives and data to enhance advocacy for systemic change
- Expand capacity of staff, management, and Board to provide leadership and critical thought in AOP&E
- Create ongoing evaluation of our AOP&E initiatives and impacts



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