

We are proud of all the skills we've learned, the confidence we built just being apart of this program, speaking in front of large groups, finding support in community, we can rely on other people and advocating for oneself and what you need.

We are recognizing and creating a space for youth to be heard and listened to in an organization that is meant for them. When people come in the future in 2025, there will already be this place they can come to.

We took so many small steps in our group that beyond that will lead to bigger steps in the agency.

We are paving the way and trailblazing.

We are making sure the experiences of the youth we are serving is centred in the work and that the work is relevant to what youth are experiencing and what's going in the streets.

It's helped us build skills like self-accountability, self-agency, confidence, life skills.

I really felt like I learned how to take initiative and gained skills for leadership and activism that I could use in multiple areas of my life, and also pass on to others!

## Our Youth Champions

RESPONSIBILITY

INNOVATION

EXCELLENCE



RESPONSIBILITY

INNOVATION

EXCELLENCE



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Centre canadien de l'agrément



www.ctys.org

CentralTorontoYouthServices

CTYS

@CTYS\_Youth



# Our Annual Report 2019 - 2020



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## VISION

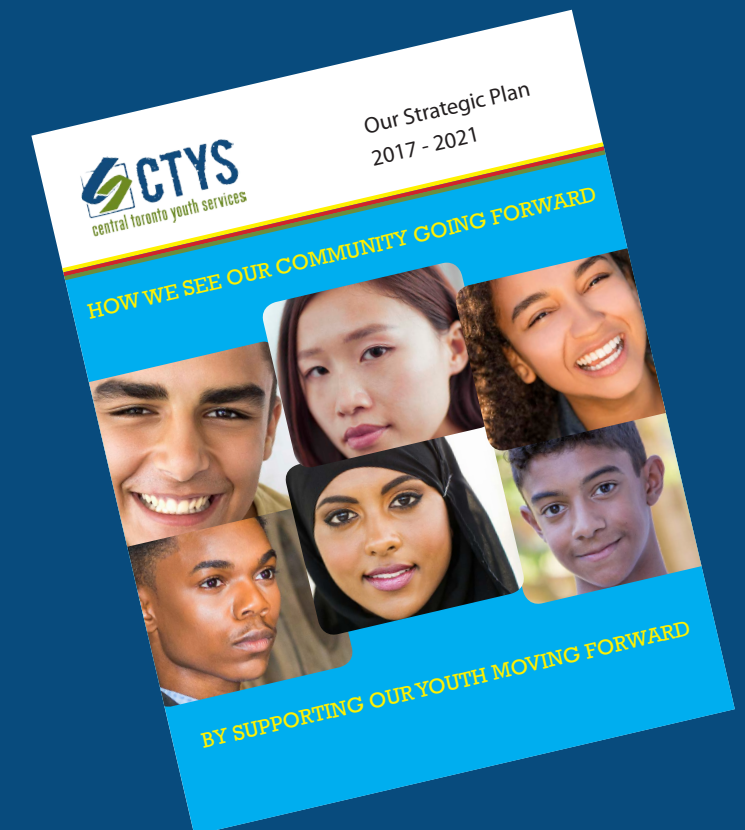
We envision healthy, resilient youth, young adults and families living in affirming communities free of all forms of discrimination, oppression, and prejudice.

## 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
- Outspoken Support for Youth, Young Adults and Families





# CTYS CLIENT SERVICES 2019-2020 HIGHLIGHTS

## A MESSAGE FROM THE CHAIR OF THE BOARD AND EXECUTIVE DIRECTOR

Over the past decade, Central Toronto Youth Services has experienced many successes; among them, a near doubling of our annual operating budget, substantial growth in the number of young people served and award winning recognition for our programming. Our Board of Directors practices a rigorous standard of governance which is balanced by compassion and a deep concern for the wellbeing of young people. Our achievements result from an agency wide commitment to **excellence, innovation and accountability**. We strive, at all times, to be **informed, adaptive and forward thinking** in an environment where the only constant appears to be change. This year allowed us to push further toward the full realization of our 4 year strategic plan.

As you read through this report, you will note new investments of funding enabled us to **expand several programs and serve an additional 100 young people**. Our Board and management team began a comprehensive **review of all policies** in preparation for our reaccreditation review in the spring of 2020. Our team of **Youth Advisors** produced an ambitious and inspiring **strategic plan**. We were honoured to be selected by the **Public Health Agency of Canada** for a multi year contribution to support the expansion of our **Families in TRANSition** manual, and training to audiences throughout Canada and in both official languages. We are actively **exploring integration opportunities** with four community partners which, even at this early stage, is showing promise.

We remain strongly **grounded as a community based service provider** and work dynamically with many agencies, our funders, our Toronto Lead agency and Children's Mental Health Ontario to ensure we stay connected and on point with continuing system changes.

Finally, this report will advise you of the progress we are making on our continuing journey toward, **equity, inclusion and anti Black racism**. We recognize and embrace our need to deliver, more effectively, on this responsibility. We have expanded our RITES program to bring more culturally informed and enhanced services to Black youth. Our staff lead CARO Committee reviewed and improved our complaints policy to expand and achieve **more equitable pathways for internal complaints**. We are determined to be vocal **advocates and allies** for equity seeking populations and we are prepared to go to hard places to fulfill this promise.

So many thanks are in order. We remain **grateful** for the confidence of our funders, for the spirit of partnership to those with whom we collaborate, to our leadership team and especially our Board of Directors who give so generously of their time and wisdom.

Our year was upended by **COVID 19** and the declaration of a pandemic. We pressed on and will **AND...** we would be utterly remiss if we did not recognize and thank our staff for their abiding passion, skill and integrity. You are extraordinary. Numbers matter but **impact is foremost**.

Thank you.



*Stephanie Wang*  
**Stephanie Wang**  
Chair, Board of Directors



*Heather L. Sproule*  
**Heather L. Sproule**  
Executive Director



2019-2020 was a very active year for the provision of client services at CTYS. We served 1458 clients and met 98% of our funders targets. The demographic data illustrates that our clients present with a wide range of mental health challenges and reside across Toronto.

New funding investments allowed for new staff positions; 2 with New Outlook E.I. Program, 2 with YJ Substance Use Program and 1 with CYMH Priority Access Program. Under the lead of LeeAndra Miller, CTYS also received a multi-year federal grant to expand the Families in Transition Program, develop new program workbooks, pilot the group in multiple settings across Canada and evaluate it the University research collaborations.

CTYS's Quality Improvement activities involved program evaluations of both The RITES Program and the Youth Justice Mental Health Access Program. Both evaluations confirmed high satisfaction from community partners and stakeholders and positive client outcomes.

Finally, the management team was pleased to have CTYS staff, Meaghan Moore & Karen Morgan join the team. Both bring added expertise, enthusiasm and passion to support our staff to provide the quality client services that we are all so proud of. THANKS, EVERYONE!

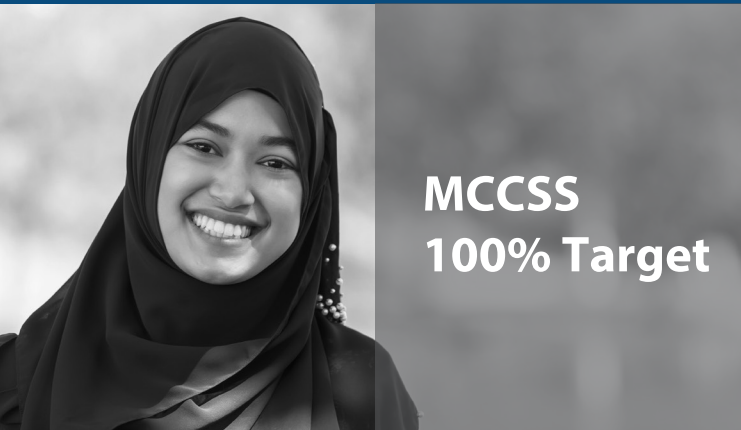


**Robert Sears**  
Director Client Services & Q.I.

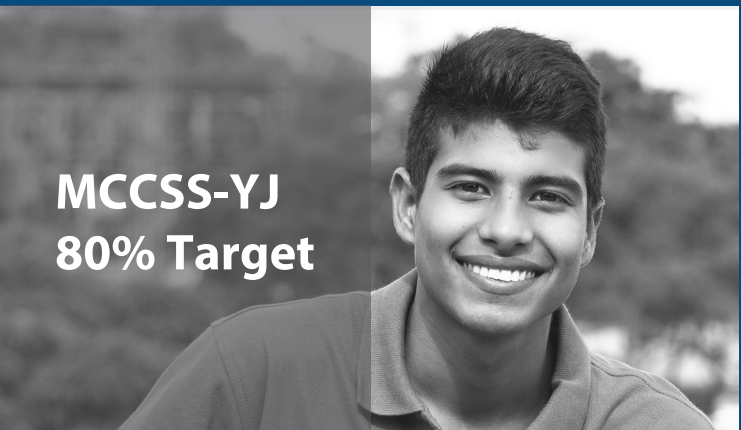


# FACTS & FIGURES

# CTYS SERVES CLIENTS ACROSS TORONTO



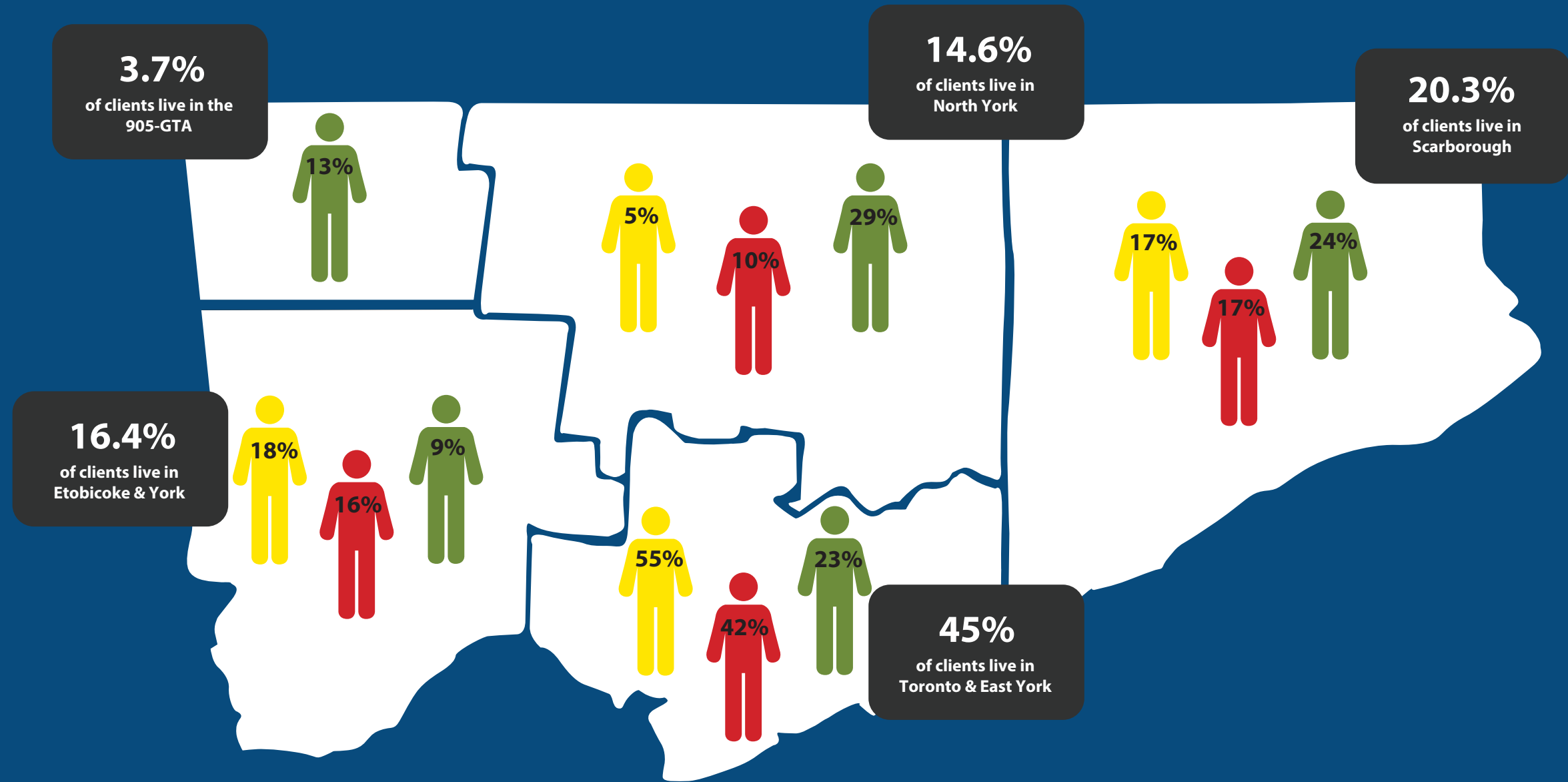
**MCCSS**  
100% Target



**MCCSS-YJ**  
80% Target



**MOHLTC**  
100% Target



### MCCSS Funded Programs



Presenting problems at referral	Rank
Anxiety	1
School	2
Parent/family	3
Depression	4
Suicidality	5

### MOHLTC Funded Programs



Presenting problems at referral	Rank
Psychiatric illness	1
Psychological distress (anxiety/ depression)	2
Parent/ family difficulties	3
School/ education difficulties	4
Gender identity issues	5

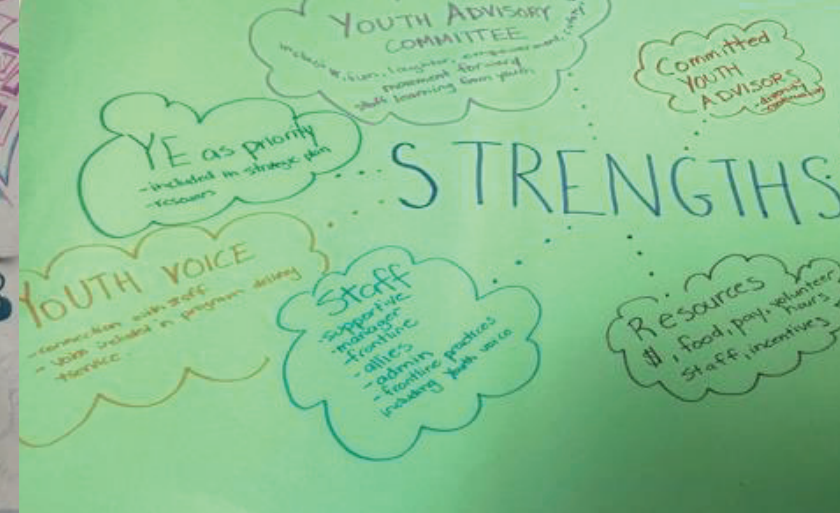
### MCCSS-Youth Justice Funded Programs



Presenting problems at referral	Rank
Legal difficulties	1
Aggression	2
School/education difficulties	3
Parent/family difficulties	4
Peer difficulties	5



# CTYS EQUITY, INCLUSION & ANTI-BLACK RACISM



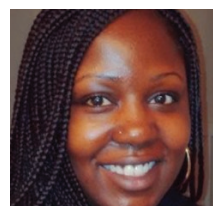
## Our Youth. Our Influencers.

Over the last year, CTYS has worked to find ways to demonstrate our commitment to anti-oppressive practice, addressing anti-Black racism and enhancing services to Black youth. The most recent events highlighted in the news and social media, although not new occurrences, have been a harsh but strong reminder of the impacts of systemic and institutionalized racism in both global and local contexts. Having a staff team that is reflective of the communities we serve is an important part of effective service delivery and we acknowledge that this is an area that requires more attention and intentionality. As such, a hiring and recruitment committee has been established to address the disproportionality in our staff composition. The use of data is a key feature in understanding who we are serving as well as those we are not. The information is used to support the development and enhancement of programs at CTYS. Because of this, a decision was made to making the collection of race and culture information for all CTYS clients mandatory. The collection and use of data, as well as understanding the importance of collaboration proved to be most useful when exploring the possibilities of enhancing our RITES program. It became evident that the level of individual support available to youth in the program was not meeting the expressed needs. In response to this identified gap, a position was created to focus solely on delivering individualized supportive counselling to those RITES

youth who have expressed a need. Through collaboration with George Hull Centre, a proposal was submitted to the ministry that would support the expansion of our RITES program to Rexdale. The RITES Collaborative will allow for more Black youth to have access to both the groups and the supportive counselling.

CTYS has also played a vocal role in advocating for equity within Toronto's children's mental health sector. We have been invited to sit on advisory committee's, consult with other organizations and have delivered several presentations to a range of audiences. Our Board of Directors has further diversified its membership and enriched their governance practice.

**This commitment continues to deepen within our organization. While recognizing our progress, we know we can always do better and we will.**



**Priscilla OfosuBarko**  
Management Lead Equity & Inclusion

Our mission is to **center youth voice** and experience by developing an inclusive space within CTYS where young people can authentically participate in initiatives that champion their voices, build their skills and expand their leadership. Youth Engagement is mutually beneficial, bringing greater impact to the youth served and supporting the agency to be more responsive to clients and building capacity of CTYS.

We've accomplished so much in the past year with a diverse group of Youth Consultants working collaboratively with staff allies. Knowing that this initiative should reach all corners of the agency, the Youth Consultants embarked on a journey to get input from all stakeholders at CTYS and develop a YE Strategic plan. Through focus groups co-facilitated by the Youth Consultants, as well as surveys, a SWOT analysis and other evaluation and development work, the Youth Consultants were able to get input from all staff and management. The outcomes were an Environmental Scan and a very impressive Strategic Plan and Framework that outlined the mission, vision and priorities of Youth Engagement on an agency wide level. The Youth Consultants also developed a workplan to put action to these priorities and bring this to life at the agency. Their plans for the upcoming year prioritizes **Sustaining Youth Engagement** on an agency wide level, **Youth as Influencers and Consultants in Decision Making and Program Evaluation.**

"We are recognizing and creating a space for youth to be heard and listened to in an organization that is meant for them. When people come in the future in 2025, there will already be this place they can come to."

The next big step for the Youth Consultants was to present this information to the Board of Directors and begin to build a bridge with the board so youth voice could also be centered in **governance** at CTYS. The Youth Consultants created a presentation that focused on Power and Privilege and building connections between the Board Members and the youth. Their powerful presentation was very well received and it was a mutually empowering experience.

As we had just begun to put our workplan in place, all our worlds changed abruptly due to the pandemic but the Youth Consultants have been working hard to keep the work and connection going amidst the stresses, anxiety and life circumstances.

We continued to forge ahead making plans to keep the Youth to Youth Blog going, participate in evaluation with the Child Welfare Institute, develop Peer to Peer leadership at CTYS and make plans for recruitment of new Youth Consultants. While we are in an uncertain world right now, we do look forward to seeing all the Youth Consultants can accomplish in the year ahead.



# BE GENTLE WITH YOURSELF

Those four words have become such an anchor in my life and even though I know that I am not out of the darkness entirely yet, and that I may never be, this is one thing that is helping me to continue on and find a way to help myself through the hardest of times. Every single person on this earth is different. You are, in every sense of yourself, 1 in 7.6 billion and you deserve to live a life that allows you to feel the ultimate levels of happiness. You deserve to live a life where you are excited to wake up, live a life that allows you to do what you love. You deserve to have the right to choose to allow the people into your life that give you comfort and support, who care for you and make you smile, and who help you to achieve the dreams that you long for and are capable of in this life. The earth may be big and our lives may be short, but do not make it even shorter than it already is. As hard as things are right now, you will be ok. Life will change for the better and you are capable of so much. I was told that so many times before and I didn't believe them, but I know now that they are true. I still have many things to learn on this journey and this not a battle that will end, but life and your future is worth continuing your fight for. Do not let people hold you back. Ask for help no matter how hard that may seem. There is a life at the end of the tunnel and there is a light (that you will become) that is worth living. Four simple words may not be what you need, but I honestly urge you to try any and everything that is recommended to you, because everyone is different and you don't know what will best help you, until you try. For me Be Gentle With Yourself has become more than just something to help me when I am not able to manage, those words have given me the reason I didn't think I ever had to take care of myself, they have become a life motto to me and they help to keep me on a path of recovery when I lose my way or can no longer see the destination of good mental health and stability that I am continually searching for.

By Georgina

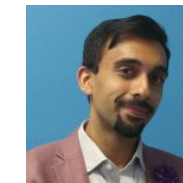
Jess D.	Mick	Maryam
Alexia	<b>2019-2020</b>	Kardell
Bradley	<b>Youth Consultants</b>	Joshua
Es	Jess G.	Georgina
		Shueby



# OUR BOARD 2019 - 2020



**Stephanie Wang (Chair)**  
Certified Accountant & MBA



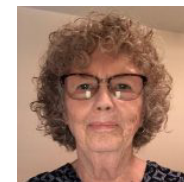
**Akbar Khurshid**  
Senior Economic Analyst,  
Ministry of Finance



**Jennifer Mak (Treasurer)**  
Chief Operating Officer, Zeifmans



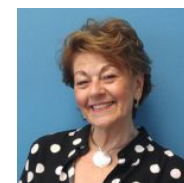
**Roger Mayers**  
Toronto Police Services



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



**John Rankin**  
Non-Profit Management Consultant



**Franky Chernin**  
George Brown College (retired)

## OUR MANAGEMENT TEAM



**Delia Sinclair Frigault**  
Policy Advisor, Ontario College  
of Pharmacists

**Executive Director**  
Heather L. Sproule

**Manager Client Services**

Calvin Facey

**Director Client Services &  
Quality Improvement**

LeeAndra Miller

Meaghan Moore

Robert Sears

Karen Morgan

Suzanne Shulman

**Interim Director Finance &  
Administration**

Cheryl Tsagarakis

Joan Marshall

**Manager Business Operations**

Debra Newgewirtz

**Management Lead Equity &  
Inclusion**

Priscilla Ofosu-Barko

**Manager Executive Services**

Shahinaz Osman



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



**Anokhi Khamar**  
Senior Manager of Robotics  
Process Automations,  
Bell Canada



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



# FRIENDS AND FUNDING PARTNERS

## Funding Partners

Ministry of Health and Long Term Care (MOHLTC)  
 Ministry of Children, Community and Social Services (MCCSS)  
 Ministry of Children, Community and Social Services (MCCSS-Youth Justice)  
 Public Health Agency of Canada (PHAC)

## Friends

Ontario Power Generation  
 United Way  
 Royal Bank of Canada (RBC)  
 Canada Helps  
 Connecting For Good (Telus)  
 CHUM CITY  
 Lan Van  
 Jaime Aronowitz

*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:



# FINANCIAL REPORT FOR THE YEAR ENDED MARCH 31, 2020

CTYS is pleased to report that our financial position at the end of fiscal year 2019-2020 continues to be very strong.

Our Government funding increased due to expansions in our New Outlook Early Intervention program and our Youth Justice Substance Use program. We also received a federal grant for our Families in Transitions project in the Pride and Prejudice program. CTYS very much appreciates the confidence our funders have shown in us through the awarding of this additional financial support.

Because these newly funded programs were start-up in this fiscal year, there was a delay in getting them fully staffed. As a result there was a one time surplus in Ministry funding which is recoverable.

The funds in our restricted reserve were partly invested in a conservative mutual fund account with RBC. Due to COVID-19 and its early effect on the overall economy, we had a small loss on our investments this year.

Despite this loss, at year end we were able to make a contribution of \$52,800 to our reserve fund based on an excess from our non-Ministry funding.

We want to thank our provincial and federal funders for their continuing support and the opportunity that that allows us to provide excellent service to our clients, their families and our community.



**Joan Marshall**  
 Interim Director Finance & Administration

## REVENUE

Provincial Funding - Core Funding	
MCCSS	\$4,857,901
MOHLTC	2,587,360
Federal Funding - Grants	
MH Promotion Innovation Fund	48,543
Donations	3,798
Sundry and Administrative Income	49,005
<b>Total Revenue</b>	<b>7,546,607</b>

## EXPENSES

Salaries	4,114,113
Employee Benefits	1,042,261
Training	141,265
Transportation	60,662
Client Professional Services	179,201
Client Related Activity	59,788
Program Expenses	819,662
Promotion and Publicity	5,162
Building Occupancy	418,744
Capital Assets Purchased	31,598
Office/Central Administration	352,010
Purchased Services	44,963
<b>Total Expense</b>	<b>\$7,269,429</b>

**Excess of Revenue over Expenses from Operations** \$277,178

## Revenue - internally restricted

Investment income (loss)	(23,039)
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**Excess of Revenue over Expenses for the year** \$254,139

**Net Assets (beginning of year)** \$1,378,577

**Ministry Funding recoverable** (-224,378)

**Net Assets (end of year)** \$1,408,338