



Central Toronto Youth Services

Centering Client & Community Care

2023–2024
Annual Report

Ontario 

CMHO 

Canada 

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Canadian Centre
for Accreditation  Agréé par
Centre canadien
de l'agrément

 **CTYS**
central toronto youth services

Land Acknowledgment

We acknowledge that CTYS is situated on the traditional lands and territories of the Anishanabeg, Haudenosaunee, the Chippewa, the Mississauga of the Credit, the Wendat peoples and is now home to many nations. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississauga of the Credit.

It is important that we recognize the lands on which we gather and that we acknowledge historical impact and multi-generational effects that colonization, oppressive laws and broken treaties that have occurred here and are ongoing dimension of our effective responsibilities.

Along with this acknowledgment, we must act in solidarity to support indigenous sovereignty, over their traditional territories and ways of life and to restore land unjustly taken.

We respectfully recognize the presence of indigenous peoples, both in the past and present, as we commit to action, education, meaningful dialogue and necessary change.

Our Vision

We envision an equitable society where mental wellbeing supports are accessible, responsive and meet the needs of youth, young adults and their families.

Our Mission

CTYS provides equitable evidence-informed mental health services to youth and young adults supporting them to strengthen their mental wellbeing to thrive in their families and communities.

Our Values

- Service Excellence & Sector Leadership
- Equity Seeking, Promoting And Drive
- Youth, Young Adults & Family Focused
- Collaboration & Accountability
- Advocacy To Support Youth Leadership



Year in Review

Message from our Board Chair and Executive Director

We entered the 2023/24 fiscal with collective hope, determination, and passion while mindful of the lingering impacts of Covid upon our staff, clients, partners and community. Everywhere within the healthcare sector, we saw compassion fatigue, disconnection, a diminishment of energy, anxiety, depression and more. The work got harder. Vacancy rates rose and were difficult to fill. At CTYS, we saw our vacancy rate rise from 6.5 % to an unprecedented 10%.

No one could have imagined that just 25 weeks into the year, the Middle East crisis would break open causing the death of thousands of civilians, far more than half women and children. Within our workplaces, we saw and experienced polarizing points of view, anger, real despair. We were at times, articulate, and, we were at times, silent, all the while seeking space for the heartbreak that we hold in common.

Our Staff. Our Superpower

Amazingly, our staff dug deep, covered for each other and, together, increased service to clients (unduplicated) nearly 10%. Our New Outlook staff became early adopters of the Ministry of Health's Navigate program which is meant to elevate and standardize care to clients experiencing early psychosis. Our Youth Justice YJ R.I.T.E.S. program saw an increase in client enrollment and a waitlist. The SONOR Foundation joined the Public Health Agency of Canada with a new investment on the national roll out of our F.I.T. and Tending the Roots program which are meant to support parents and caregivers of Trans youth.

Our Board Of Directors. A Huge Thank You

This year, we recruited a roster of new Board members who have brought new energy, skills and experience to sustain the high standard of governance to which we have long been committed.

We have reported many challenges. Here at CTYS, we intend to use those challenges as an opportunity to revisit our purpose, vision and values. We want to reenergize the culture of the organization. We also want to ensure that staff are supported in ways that are meaningful and motivating for them. This will be our key to service excellence and reconnecting as a community.

Many thanks!



A handwritten signature in black ink.

Stephanie Wang
She/Her
Chair



A handwritten signature in black ink.

Heather Sproule
She/Her
Executive Director



R.I.T.E.S.* Youth Justice Pilot Program

Since implementation in November 2021, Central Toronto Youth Services' R.I.T.E.S. Youth Justice Team (R.I.T.E.S. YJ) has delivered a mandate of positive impact in the lives of Toronto's Black youth who are involved with the youth justice system. Numerous studies highlight the struggles of Black youth in Canada as a result of racial targeting, discrimination and streamlining in the Justice system, especially when compared to their non-Black counterparts. The R.I.T.E.S. YJ Pilot Program is a culturally responsive service grounded in Africentric values systems and Anti-Oppressive Psychotherapy frameworks which acknowledges the experiences of Black youth and seeks to remedy these issues.

In 2020, Toronto Public Health recognized racism as a public health crisis; the motion presented to city council listed policing, the criminal justice system, housing, employment, and education as some of the contributing factors. According to the 2019 General Social Survey, nearly half (46%) of Black people aged 15 years and older reported experiencing at least one form of discrimination in the past 5 years, compared to 16% of the non-Indigenous, non-racialized population. In Central Toronto Youth Services (CTYS) R.I.T.E.S. Youth Justice Pilot Program, we identify the overrepresentation of Black youth within systems and the need for culturally specific and culturally responsive clinical services in the Child and Youth Mental Health Sector.

How does R.I.T.E.S. YJ work? A therapeutic relationship is built, in collaboration, between R.I.T.E.S. YJ Youth Outreach Workers (YOWs) and youth clients, while they are dealing with involvement with the legal system. The YOWs create space for youth to explore their life experiences, through one-to-one relationship-based, informal counselling sessions, and optional psychoeducational workshops. Black youth have the opportunity to share their stories, create healthy connections, explore their identities, and explore the intersections of mental health and wellness with their worker. The goal of this process is to reveal a viable path forward and for young people to understand that they hold the power to unlocking the opportunities that will enhance their lives and wellbeing, inclusive of the lives of their current and future families. With the help and support of the R.I.T.E.S. YJ Pilot Program, these young people have the ability to change their personal narratives and form new stories.

Since inception, the R.I.T.E.S. YJ Program has received 96 referrals from various sources including, but not limited to, Probation, Springboard, Turning Point Youth Services, the Roy McMurtry Youth Centre, and the Toronto Justice Centers. The pilot has successfully served diverse Black youth involved in the Youth Justice system across Toronto and has established a foundational mark as a culturally specific and responsive service program in Toronto. The overall feedback about the pilot from youth and stakeholders

*Resilience. Identity. Transformation. Empowerment. Self-Determination.

within community has been positive, noting its clinical strength and mental health focus. The R.I.T.E.S. YJ Program continues to receive a steady referral flow with increased referral pathways and has served 106% of the service targets identified within the pilot period.

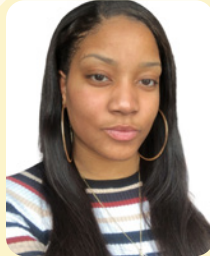
As CTYS looks to the future, this program aims to directly disrupt Anti-Black Racism (ABR) by serving this population of over policed youth and partnering with them to usher in positive shifts in the next stage of their lives.



Deon Cordova
Youth Outreach
Worker



Veron DeBique
Youth Outreach
Worker



Jolissa Fairclough
Youth Outreach
Worker



Ingrid Edwards
Manager,
Client Services



Vanessa Lackraj
Director, Equity,
Inclusion &
Anti-Racism

Resilience.
Identity.
Transformation.
Empowerment.
Self-Determination.

Who We Served 2023–2024

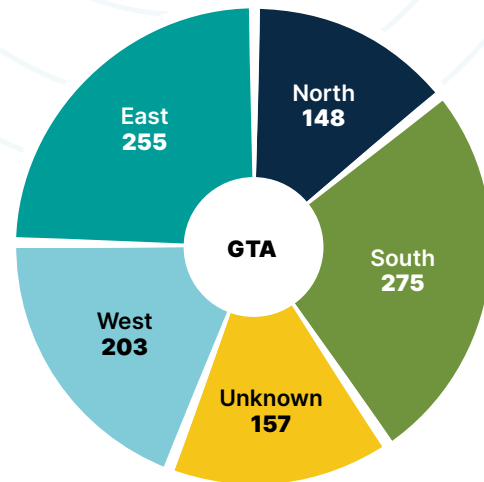
Top 10 Mental Health Diagnosis



- Anxiety Disorder
- Attention Deficit Hyperactivity Disorder
- Major Depressive Episode
- Post Traumatic Stress Disorder
- Disruptive Mood Dysegregation Disorder
- Schizophrenia
- Bipolar Disorder
- Obsessive Compulsive & Related Disorders
- Generalized Anxiety Disorder
- Personality Disorders

Service Area

FY2023 – 2024



Number of Clients

FY2023 – 2024



Top 10 Issues and Presenting Problems



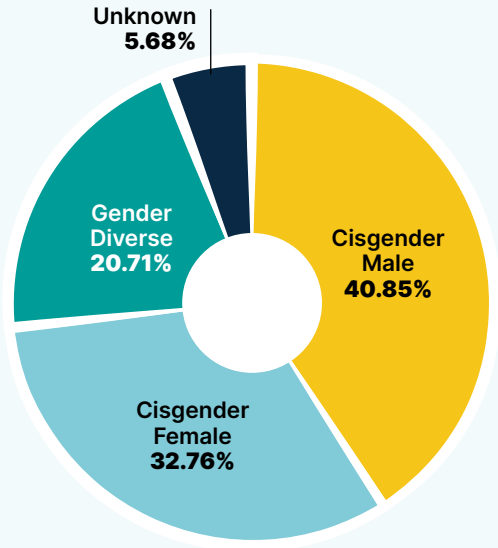
- Legal Difficulties
- Anxious, stressed, worried
- Parent/Family Difficulties
- Depressed, low mood
- School/Education Difficulties
- Gender Identity Issues
- Cultural/cross-cultural factors
- Traumatic experiences, victimization
- Suicidal (ideation, gestures, attempts), past or current
- Self-Harming Behaviour

Central Toronto Youth Services – All Programs

Central Toronto Youth Services served 1038 clients served during this fiscal year. There were 197 clients and participants who received multiple services at CTYS.

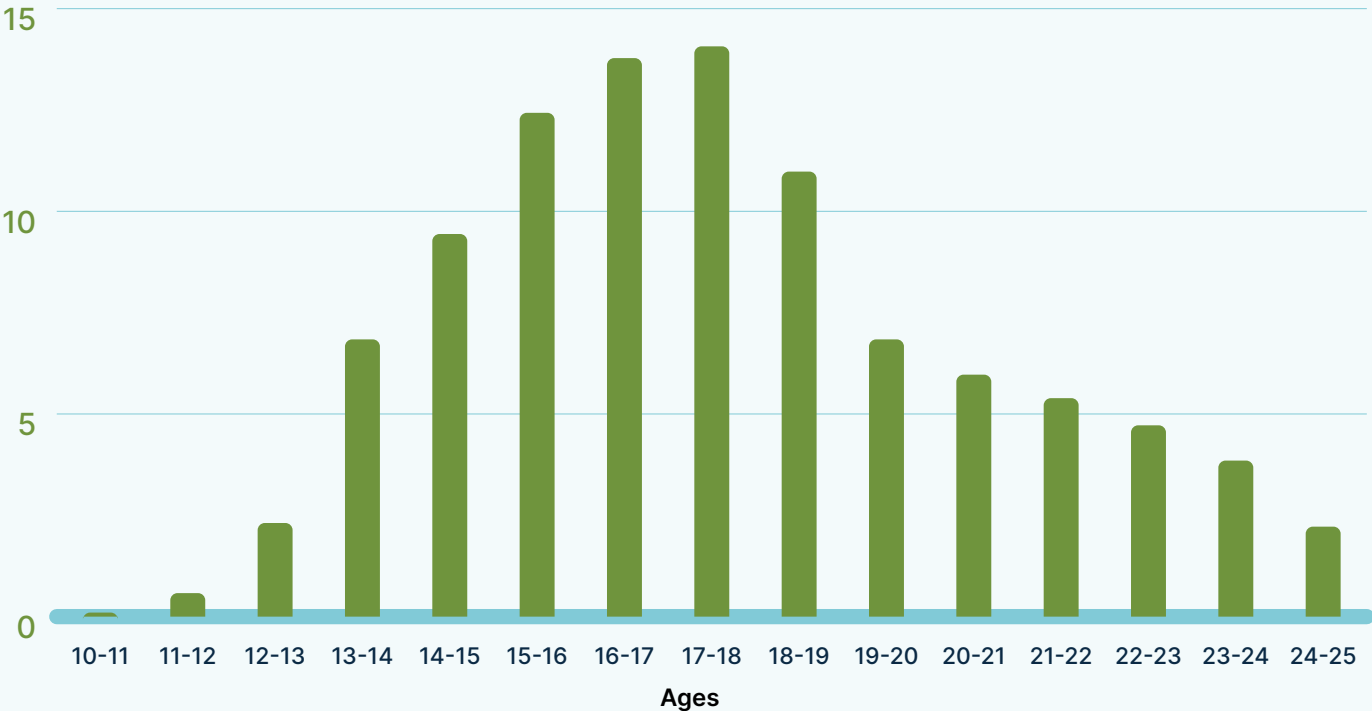
Client Gender Identity

FY2023 – 2024



Client Age Distribution

FY2023 – 2024



Financial Report

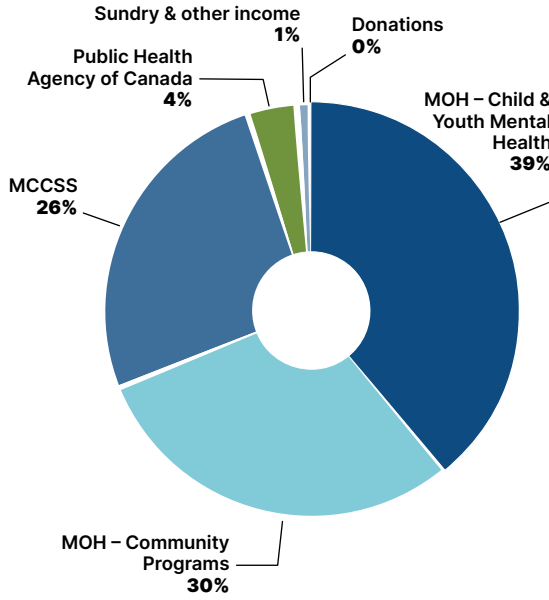
For the year ended March 31, 2024

CTYS wishes to thank the Ministry of Health, Ontario Health and Ministry of Children, Community, and Social Services for their continued confidence and support of our programs. CTYS also wishes to thank the Public

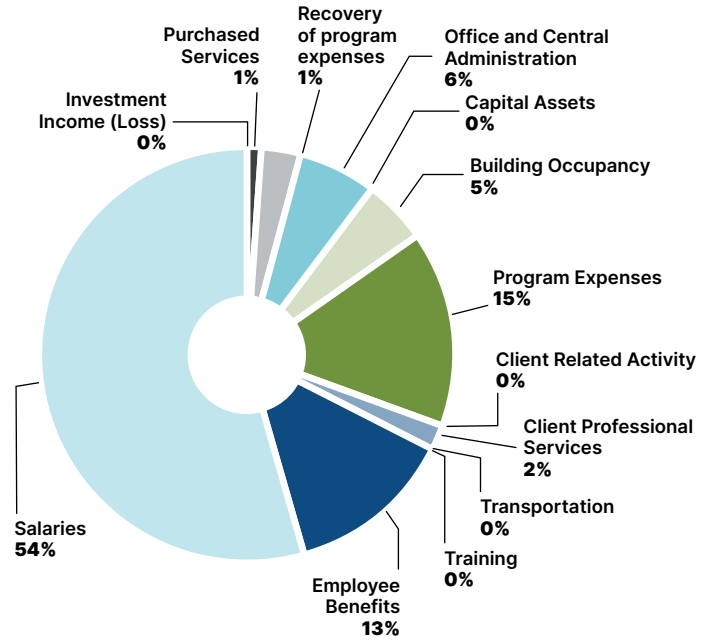
Health Agency of Canada for their support of our Families in Transition and Tending the Roots programs. CTYS continues to be in a stable financial position while ensuring that we provide excellent service to our clients and their families.

Statement of Operations	2024	2023
for the Year ended March 31, 2024		
REVENUE		
Provincial Funding:		
MOH – Child and Youth Mental Health	3,653,004	3,473,879
MOH – Community Programs	2,854,051	2,806,687
Ministry of Children, Community and Social Services	2,466,843	2,462,022
Federal Funding:		
Public Health Agency of Canada	419,204	352,959
Donations	5,686	5,604
Sundry and administrative income	58,417	81,400
TOTAL REVENUE	9,457,205	9,182,551
Expenses		
Salaries	5,301,428	5,143,749
Employee Benefits	1,257,033	1,274,501
Training	51,673	47,302
Transportation	43,007	27,138
Client professional services	174,573	137,863
Client related activity	43,645	26,729
Program Expenses	1,468,075	1,238,699
Building occupancy	464,147	465,127
Capital assets	11,693	22,825
Office and central administration	556,791	635,599
Purchased services	296,749	96,080
Recovery of program expenses	(118,355)	–
TOTAL EXPENSES	9,550,459	9,115,612
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS	(93,254)	66,939
REVENUE – INTERNALLY RESTRICTED		
Investment income (loss)	98,681	(37,269)
EXCESS OF REVENUE OVER EXPENSES for the year	5,427	29,670

2024 Revenue



2024 Expenses



Statement of Operations

2024

2023

for the Year ended March 31, 2024

ASSETS

Cash	532,154	827,988
Short-term Investments	1,278,395	1,181,974
Accounts Receivable	1,015,107	585,494
Prepaid Expenses	79,216	105,419
TOTAL	2,904,872	2,700,875

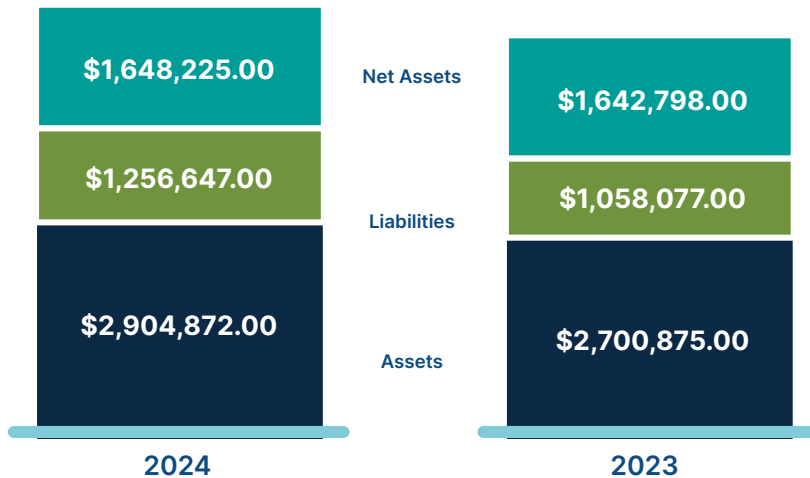
LIABILITIES

Accounts Payable, Accrued Liabilities and Deferred Contributions	1,256,647	1,058,077
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NET ASSETS

	1,648,225	1,642,798
TOTAL	2,904,872	2,700,875

Financial Position



Our Board 2023 – 2024



Adam Benn

*Director, Diversity,
Equity and Inclusion
VHA Home HealthCare*



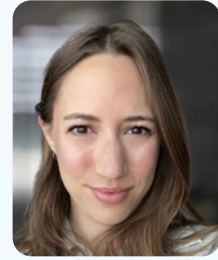
Ajai Mehta

*Director of Strategy,
Culture & Conduct,
RBC Royal Bank*



Angela Hantoumakos

Retired CFO



Annabel Sibalis

*Senior Policy Analyst,
Mental Health Directorate,
Health Canada*



Antonietta Raviele

*Counsel with the
Department of Justice,
Government of Canada*



Christopher Langlois

*Vice Chair, Associate Director,
Strategic Initiatives at the
College of Immigration and
Citizenship Consultants*



Connie Gray

*Director of Finance &
Operations, South
East Toronto Family
Health Team*



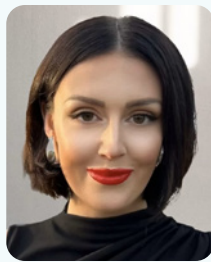
Dale Swift

*Constable Dale Swift
Toronto Police Service*



Kevin Noel

*Treasurer, Senior Director
of Operations at
Easter Seals Ontario*



Lee Allison Clark

*Director of Clinical and
Health Services at
Covenant House Toronto*



Richard Coutinho

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



Stanley Ing

*Manager,
Ministry of Health*



Stephanie Wang

Chair, MBA

Executive Leadership

Heather L. Sproule
Executive Director

Robert Sears
Director, Client Services & Quality Improvement

Sheila Baroro
Gary Monk
Director, Finance & Administration

Vanessa Lackraj
Director, Equity, Inclusion, and Anti-Racism

Management Team

Manager, Client Services

Abdulai Bayraytay

Ingrid Edwards

Calvin Facey

Cheryl Tsagarakis

Daniel Robinson

Ingrid Edwards

LeeAndra Miller

Meaghan Moore

Suzanne Shulman

Cheryl Tsagarakis

Manager, Human Resources

Shantel Smith

Manager, Corporate Services

Zoë Cunningham

Partners and Funders

Funders

Ministry of Children, Community, and Social Services – Youth Justice

Ministry of Health

Ontario Health

Public Health Agency of Canada

SONOR Foundation

Hamilton Children's Aid Society

Massey Centre for Women

MOYO

Pacific AIDS Network

Sannich Neighborhood House

SickKids

Skipping Stone

STRIDES

Toronto District School Board

Toronto Catholic District School Board

Toronto Youth Shelters

The Boundless School

The CHUM Charitable Foundation

The George Hull Centre For Children and Families

Turning Point Youth Services

Yorktown Family Centre

Youthlink

Community Partners

Access Point

Associated Youth Services of Peel

EPION

CAMH Early Intervention Network

Camp 10 Oaks

Capitalize for Kids

Child Development Institute

Children's Mental Health Ontario

East Toronto Health Partners



2022–2025: Our Priority Commitments

Service Excellence and
Sector Leadership

**Equity Seeking, Promoting
and Driven**

Collaboration and Accountability

**Advocacy to Support
Youth Leadership**

Community Engagement and
Awareness Building

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