

Centering Client & Community Care



Empowering Youth, Changing Lives

VISION

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



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.



VALUES

SERVICE EXCELLENCE & SECTOR LEADERSHIP

- ♦ Engage and value diverse approaches, perspectives and contributions to advance service quality and outcomes.
- ♦ Sustain service excellence by cultivating collaborative and strategic partnerships
- ♦ Work collaboratively with clients, lead agencies and partners to create and improve the system of care for youth accessing mental health

EQUITY SEEKING, PROMOTING AND DRIVEN

- ♦ Embed, practice, and promote strategies/services that are anti-racist, anti-oppressive, and anti-discriminatory to co-build an equitable society in which youth thrive.
- ♦ Honor and implement diversity and inclusion practices that are anti-discriminatory, anti-prejudice, and anti-racist.
- ♦ Respect for individual identity, beliefs, and lived experience and their contributions to CTYS agency success.
- ♦ Speak out against systemic discrimination that threatens our clients' mental health.
- ♦ Collaboratively advocate for the resources required to reach young people who have no/limited access to needed services.



VALUES

YOUTH, YOUNG ADULTS & FAMILY FOCUSED

- ♦ Responsive to mental health needs/goals of youth, young adults, and families.
- ♦ Implement evidence-based research and practices to deliver result-driven services.

COLLABORATION & ACCOUNTABILITY

- ♦ Strive to enhance and sustain public trust in CTYS service delivery through our commitment to fostering transparent and accountable relationships with
- ♦ clients, funders, and community stakeholders. Strengthen and sustain opportunities, partnerships and an integrated service delivery through strategic fund development, accountability, and diversifying partnerships.
- ♦ Sustain service excellence by cultivating collaborative and strategic partnership.



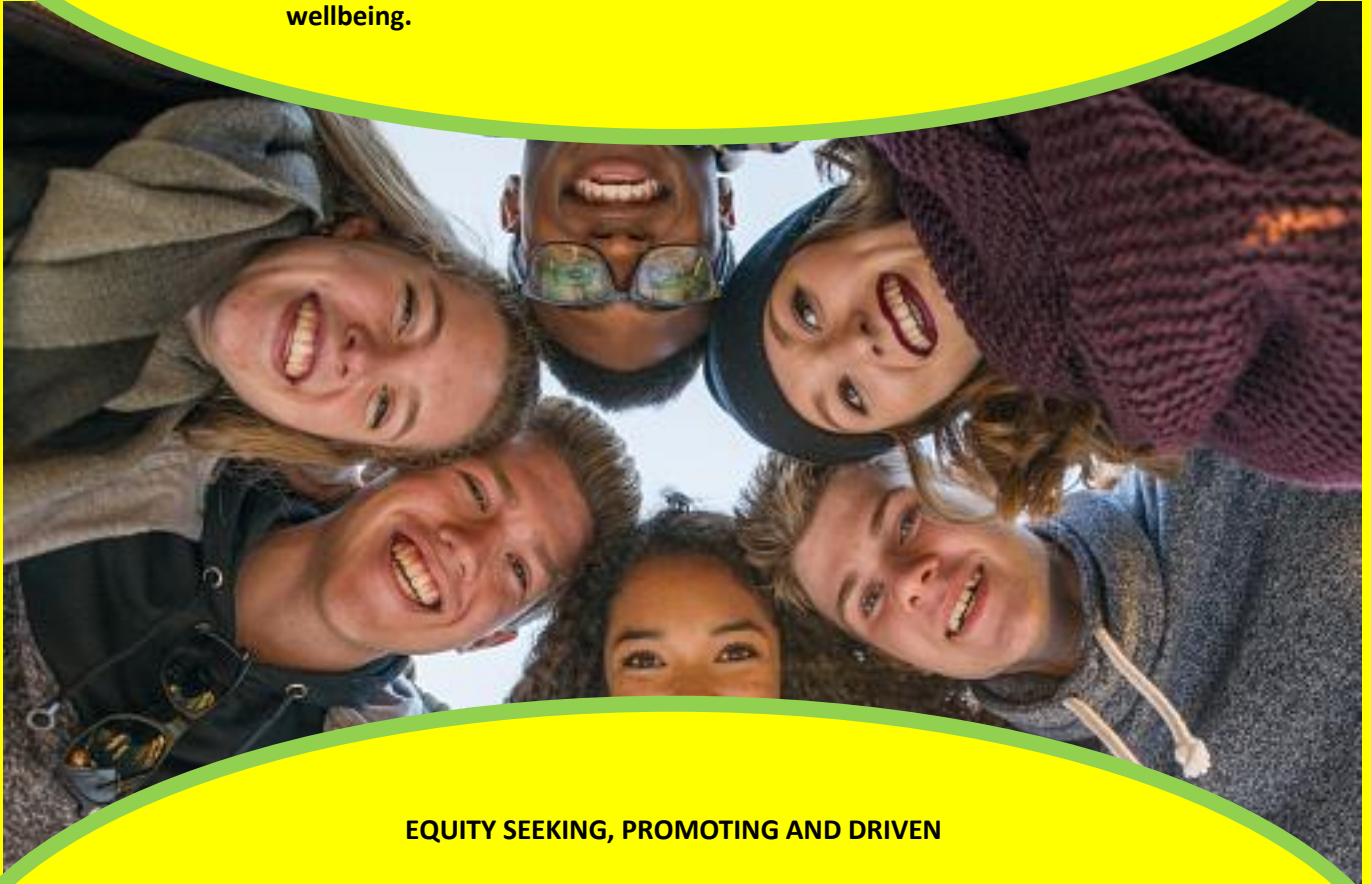
ADVOCACY TO SUPPORT YOUTH LEADERSHIP

- ♦ Create, support, and facilitate safer/braver spaces for youth/young adults to demonstrate peer leadership and advocacy to improve mental health support services.
- ♦ Work collaboratively with youth and young adult clients, valuing their feedback to support and improve the system of care accessing equitable mental health support.

2022-2025 STRATEGIC PLAN:

SERVICE EXCELLENCE & SECTOR LEADERSHIP

1. Advance technology and staff competency to deliver virtual/hybrid services.
2. Increase CTYS organizational visibility and service delivery for youth and their families in underserved communities.
3. Develop an evaluation framework with key performance indicators.
4. Increase cultural services and approaches to mental health and wellbeing.



EQUITY SEEKING, PROMOTING AND DRIVEN

1. Review procedures and processes using an equity lens to identify and address gaps.
2. Expand culturally relevant services that offer clients ancestral specific approaches to mental health and wellbeing.
3. Increase partnerships with BIPOC organizations that deliver culturally relevant health and social services
4. Increase capacity and commitment for consultation and needs assessment with marginalized populations to develop programming.

OUR PRIORITY COMMITMENTS

COLLABORATION & ACCOUNTABILITY

1. Diversify and deepen community-based partnerships.
2. Establish strategic alliances to achieve sustainability.
3. Cultivate strategic leadership and front-line delivery

ADVOCACY TO SUPPORT YOUTH LEADERSHIP

1. Empower youth and young adults to influence service delivery by championing their ideas on youth mental wellbeing.



Community Engagement and Awareness building

1. Implement strategic outreach, collaborations, and media/technology to raise awareness.
2. Engage and build service alliances with underserved and BIPOC communities.



300-65 Wellesley Street East, Toronto,
ON M4Y 1G7

T: 416-924-2100 F: 416-924-2930

www.ctys.org



Central Toronto Youth Services



@CTYS_Youth

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