

# Central Toronto Youth Services

Centering Client & Community Care

2024–2025  
Annual Report



Ontario 

Canada 

CMHO 

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

 **CTYS**  
central toronto youth services

## Land Acknowledgment

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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

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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

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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

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- 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

**The passion and purpose of our staff, combined with hope, trust and courage of our clients is everything. It makes for transformational changes in the lives of our young people. These powerful impacts drive and sustain the fierce dedication of our staff.**

As an agency rooted in community and as a member of the Broad Public Sector, we must uphold the highest standards of accountability. Our Board of Directors diligently monitors our budgets, strategic and operational plans, service quality, government relations and all domains relating to risk management.

The fiscal year 2024/2025 involved our continued effort to build back full capacity in the wake of COVID, most expectedly in the realm of hiring and the achievement of service targets. In this year, we are proud to announce that we achieved a 27% increase in the number of young people and families served. We have our staff to thank for this outstanding result.

This year also saw the full implementation of a new, comprehensive and effective client records system. Managing the complexity of data migration while continuously troubleshooting and refining the system has required perseverance, technical skill, and constant attention to detail! We want to thank Morgan Priest, our Quality Improvement Analyst for her outstanding leadership on this project. Morgan, by the way is a department of one.

CTYS has always sought to be out in front of the emerging needs of young people and innovation has been a critical success factor. In 2018–2019, we created Families in TRANSition, a program which provides clinical supports and psychoeducation to parents and caregivers of Transgender Youth. Today, this award winning service is being rolled out to communities across Canada through a broad network

of partners and with generous funding from The Sonor Foundation and the Public Health Agency of Canada. We deeply appreciate the taken and dedication of our staff team whose tireless work has made this level of success possible: Alena, Anna, Jordan and Larae.

As community based service providers, we work so often in collaboration with partner agencies in Children's Mental Health and other professionals in the fields of primary health care, education, the Youth Justice System, policing and more. To all of you and your funders, our deepest thanks.

And last, though not least.

After 13 years of dedicated and very effective leadership, Robert Sears, *Director Client Services*, retired from our agency at the end of August 2024. His contributions were many and his legacy will never be forgotten.

### Many thanks!



  
**Stephanie Froebe**  
She/Her  
Chair



  
**Heather Sproule**  
She/Her  
Executive Director



# Priority Access for Students (PAS) Program

The Priority Access for Students (PAS) program provides family-focused counselling for students in the Toronto District School Board (TDSB) and Toronto Catholic District School Board (TCDSB). The program offers timely access to ongoing mental health support for young people aged 12–18 experiencing challenges with their mental health, with focus on strengthening the relationship between youth and their families and empowering parents to support their child’s mental health and wellbeing.

Our Youth and Family Therapists work closely with school social workers and other professionals to ensure a coordinated circle of care for each student and family. Through this collaborative approach, our therapists help to bridge the gap between schools and community mental health services.

In the past year, the PAS team served 60 unique clients, encompassing both youth and their caregivers. The most common age of youth served was 17 years old. Our program supports young people of all gender

identities, with females being the most frequently reported gender among the clients we serve.

Common challenges faced by our clients include low mood, anxiety, school avoidance, and family conflict. Many of our youth are also experiencing difficulties with emotion regulation and peer relationships, often linked to early experiences of loss, trauma or conflict in the family relationship.

Change does not happen in isolation. Family therapy creates space for each family member’s experiences to be seen and valued, while helping the family reconnect in meaningful ways. What inspires our PAS therapists most is witnessing the hope that begins to grow within families as they move through this process. It is deeply rewarding to see youth and their caregivers begin to understand and engage with each other in new ways—to be part of moments where young people feel truly heard and understood, and caregivers feel capable in supporting their child. Experiencing families shift from cycles of frustration and disconnection toward empathy, understanding, and repair is one of the most powerful parts of the work that we do.



## **L to R:**

*Youth and Family Therapist*  
**Miranda Scharf,**  
*Youth and Family Therapist*  
**Hara Wu,**  
*Youth and Family Therapist*  
**Chanelle Boateng,**  
*Youth and Family Therapist*  
**Denia Anderson**

# Who We Served 2024–2025

In January 2025, CTYS successfully migrated to a new Electronic Health Record (EHR) system, TREAT. This marks a significant milestone in our ongoing efforts to enhance the quality, consistency, and efficiency of our services for youth and their families.

TREAT, developed by VitalHub Corp., is designed specifically for Health and Human Services providers. The platform focuses on simplifying the user experience, optimizing client outcomes, and supporting staff with accessible, streamlined tools. VitalHub’s philosophy reflects values that align with our own—diversity, inclusivity, creativity, and a deep commitment to supporting people with care and respect.

CTYS initiated this project in 2022 with the clear goal of improving and standardizing client health records across the youth mental health sector. A modernized EHR was needed to:

- Strengthen data integrity and security
- Improve collaboration across teams and programs
- Enhance our ability to measure outcomes and demonstrate impact
- Ensure we have the right tools to deliver high-quality, client-centered care

CTYS partnered with **Capitalize for Kids (C4K)**, who played a pivotal role in this process. Together, we conducted a comprehensive review of potential EHR systems, analyzed which would best meet the needs of our agency, and managed the procurement and implementation of TREAT.

The successful migration to TREAT reflects the dedication of CTYS staff, the leadership of our project team, and the expertise and guidance provided by C4K. Their contributions were invaluable at every stage. We extend our deepest gratitude to the C4K team for their partnership, professionalism, and commitment to supporting CTYS in this transformative initiative.

This project not only strengthens our internal systems but also positions CTYS to better serve young people and their families in the years ahead.



## Clients Served:

This fiscal year, April 1, 2024 – March 31, 2025, Central Toronto Youth served 1016 clients. Which is a 27.8% increase from FY 2023–2024. Of the 1016 clients, 28% (n=289) were new to CTYS this fiscal year, and 25% (n=258) were/are enrolled in multiple programs at CTYS.

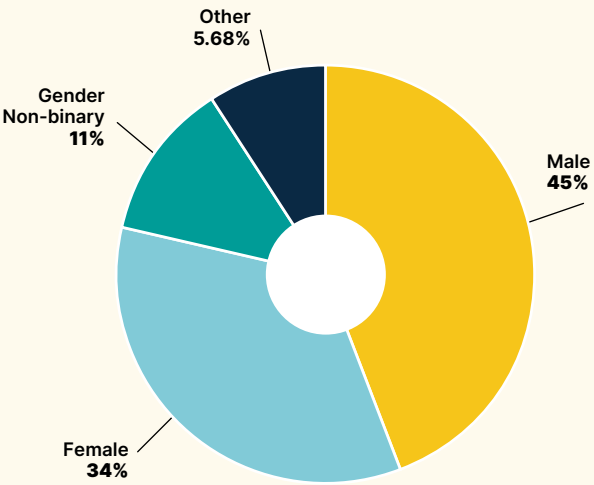
Breakdown of number of clients served from our three core funders:

Core Funder	Client Count
Ministry of Health	366
Ontario Health	272
MCCSS	352

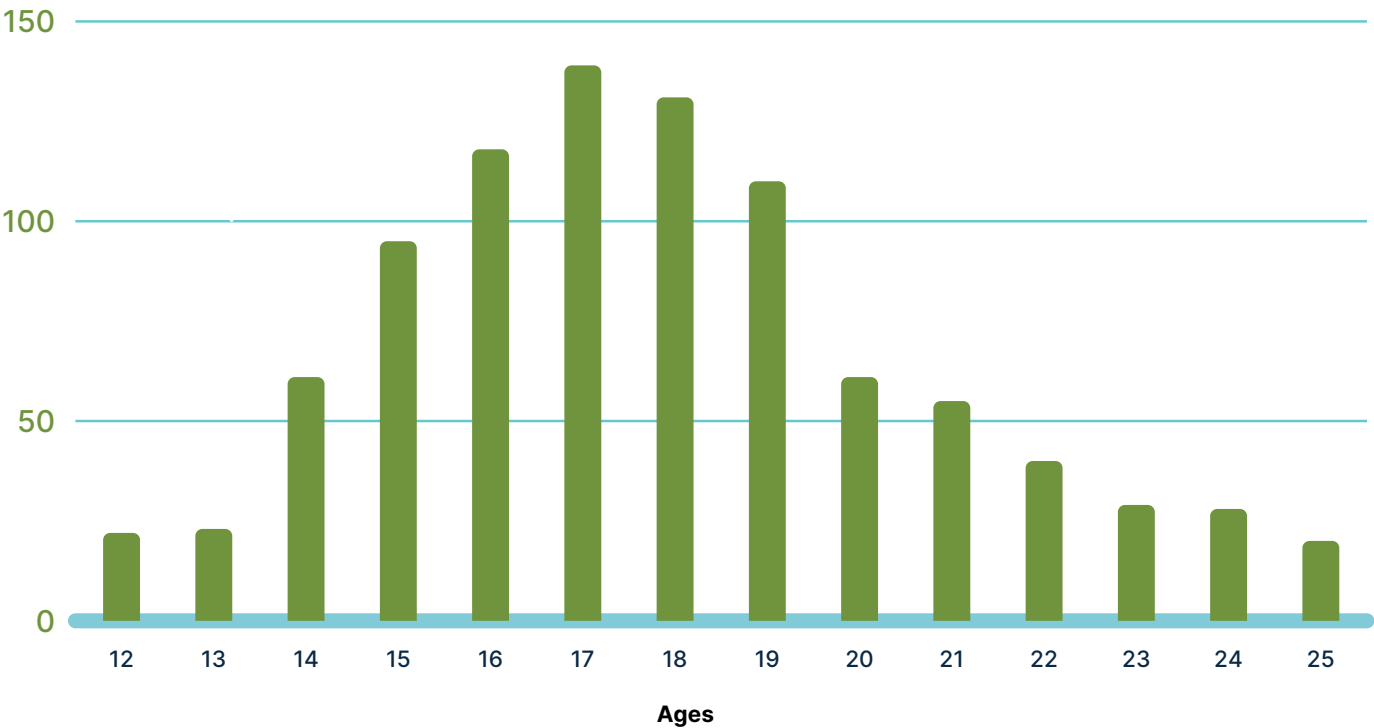
# Who are our clients and how do we provide service?

Of all clients served their demographic data is reflected below. It is noteworthy that the increase in data accuracy and completeness has improved substantially since migrating to TREAT. For example, there is only 2% of all clients who are missing gender data. The most common age of all CTYS clients is 17 years old.

Gender Distribution  
FY 2024–2025



Age Distribution  
FY 2024–2025



Most Frequent Reported Race/Ethnicity	Count	Percent
European	138	13.7%
Black African, Black African and White	141	14.0%
White	53	5.2%
Afro-Caribbean	44	4.4%
East Asian or Southeast Asian	34	3.4%

### Top 5 Presenting Issues

Legal Issues

Education concerns

Forms of abuse

Self Harm/Suicidal ideation

Substance use

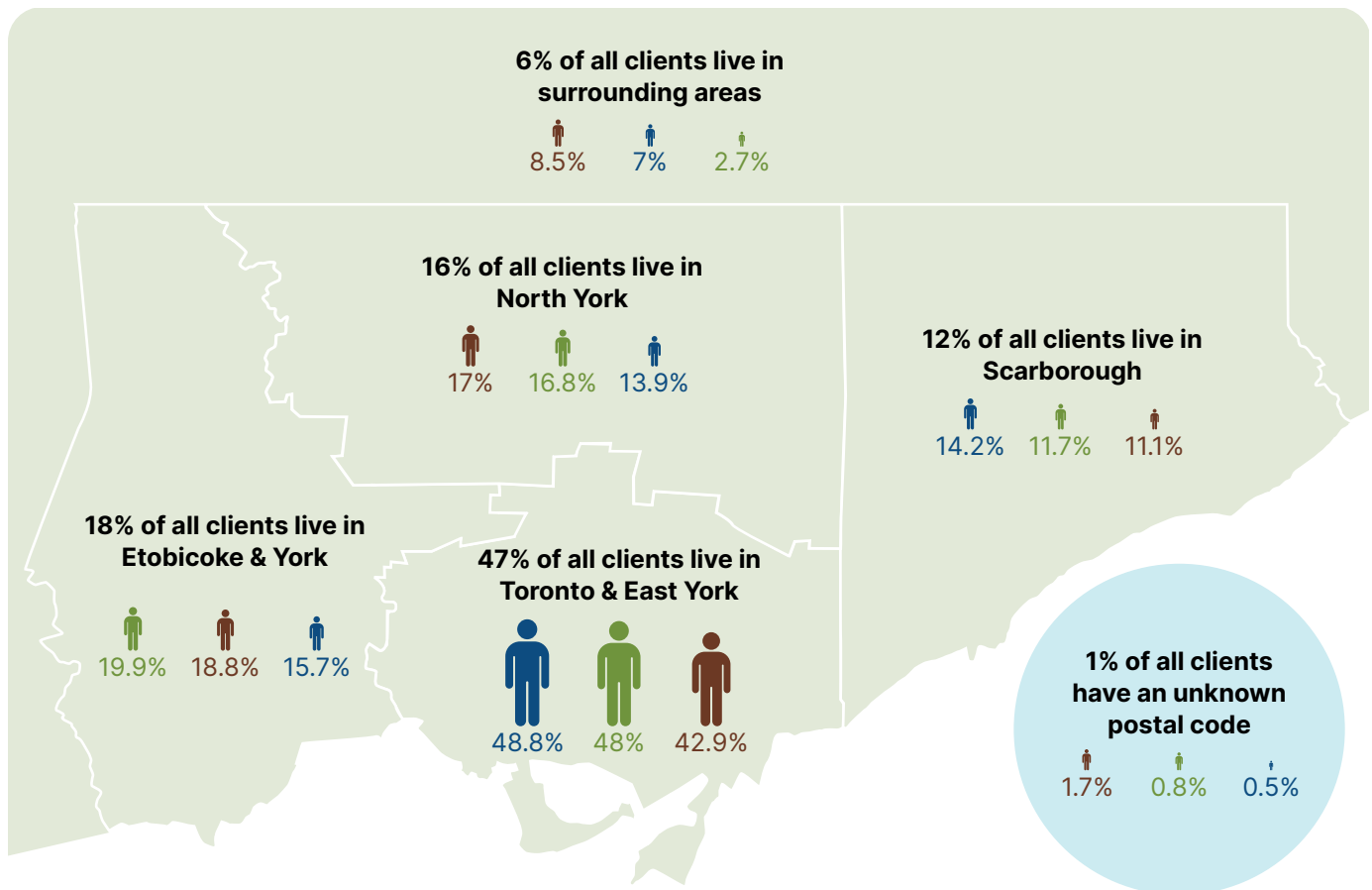
Prior to migrating to Treat, CTYS did not have the ability to accurately report on how we serve our clients. The data below is from January 16, 2025 to March 31, 2025. The below table depicts how we serve our clients; The most common is within our office.

Method	Count	Percentage
In Office	428	27%
In community	402	25%
In School	294	18%
Video Conference	218	14%
Telephone	187	12%
In Home	35	2%
Email/Text	18	1%

## Top 5 Client Discharge Reasons

- Service Complete
- No Service Delivered
- Extended Period of No Contact
- Ineligible for Service
- Internal Program Transfer

## Map of Client Locations: Where do our clients come from?



Ministry of Health



Ontario Health



Ministry of Children, Community, and Social Services



# Financial Report

## For the year ended March 31, 2025

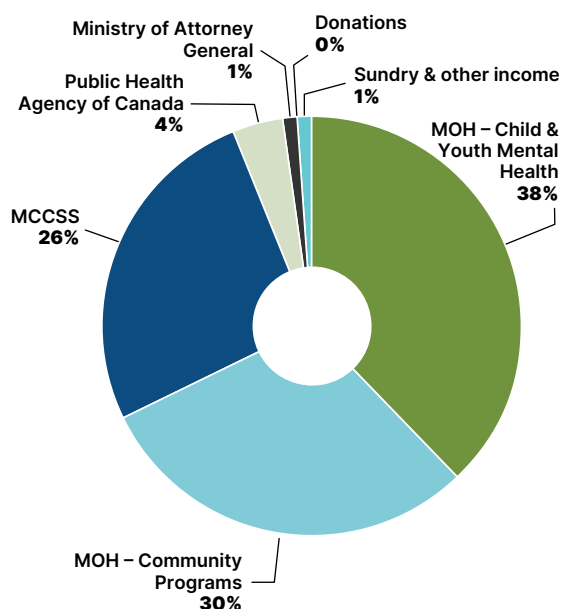
CTYS wishes to thank the Ministry of Health, Ontario Health and Ministry of Children, Community, and Social Services as well our new funder Ministry of Attorney General for their confidence and support of our programs.

CTYS also wishes to thank the Public Health Agency of Canada for their support of our Families in Transition and Tending the Roots programs.

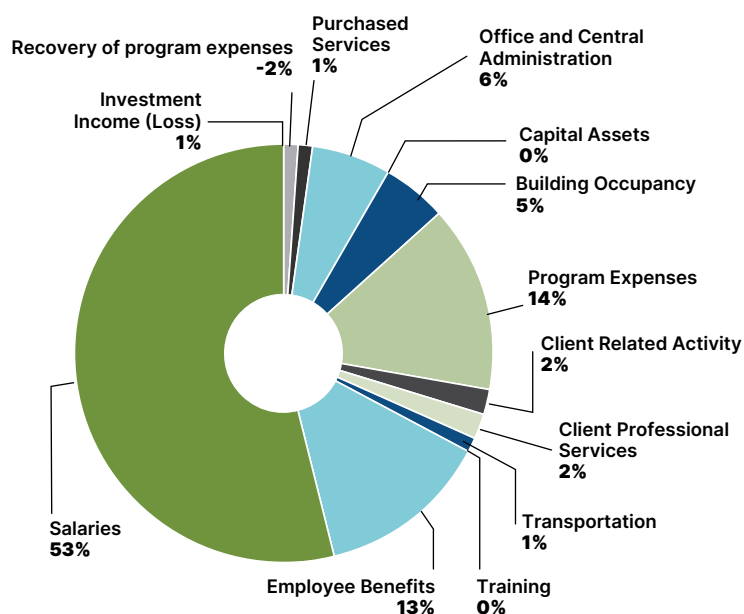
CTYS continues to be in a stable financial position through prudent financial management which ensures public funds are strategically allocated to achieve best possible outcomes in the process of providing excellent and timely services to our clients and their families.

Statement of Operations	2025	2024
for the Year ended March 31, 2024		
<b>REVENUE</b>		
<b>Provincial Funding:</b>		
MOH – Child and Youth Mental Health	3,631,104	3,653,004
MOH – Community Programs	2,851,912	2,854,051
Ministry of Children, Community and Social Services	2,455,853	2,466,843
Ministry of Attorney General	89,149	
<b>Federal Funding:</b>		
Public Health Agency of Canada	399,954	419,204
<b>Donations</b>	19,548	5,686
<b>Sundry and administrative income</b>	64,589	58,417
<b>TOTAL REVENUE</b>	<b>9,512,109</b>	<b>9,457,205</b>
<b>Expenses</b>		
Salaries	5,430,952	5,301,428
Employee Benefits	1,300,046	1,257,033
Training	25,049	51,673
Transportation	47,306	43,007
Client professional services	197,876	174,573
Client related activity	222,049	43,645
Program Expenses	1,421,340	1,468,075
Building occupancy	468,180	464,147
Capital assets	20,012	11,693
Office and central administration	585,187	556,791
Purchased services	134,918	296,749
Recovery of program expenses	(241,052)	-118,355
<b>TOTAL EXPENSES</b>	<b>9,611,863</b>	<b>9,550,459</b>
<b>EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS</b>	<b>(99,754)</b>	<b>(93,254)</b>
<b>REVENUE – INTERNALLY RESTRICTED</b>		
Investment income (loss)	93,465	98,681
<b>EXCESS OF REVENUE OVER EXPENSES for the year</b>	<b>6,289</b>	<b>5,427</b>

## 2024 Revenue

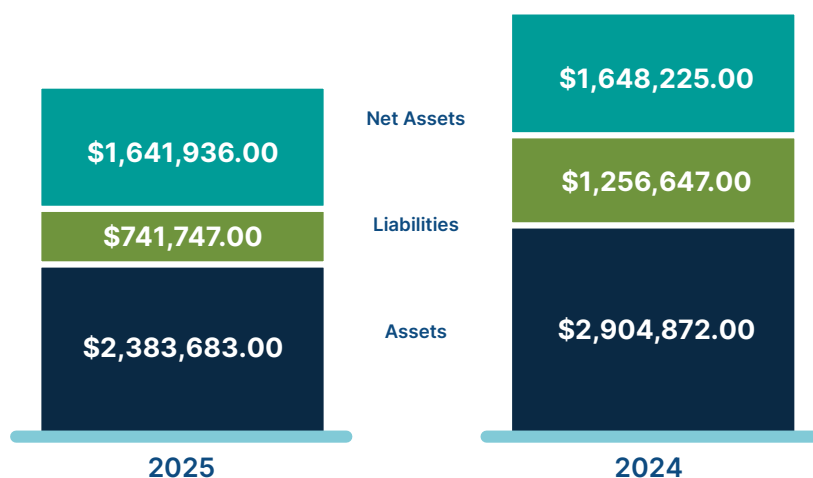


## 2024 Expenses



Statement of Financial Position	2025	2024
for the Year ended March 31, 2025		
<b>ASSETS</b>		
Cash	85,052	532,154
Short-term Investments	1,367,936	1,278,395
Accounts Receivable	926,094	1,015,107
Prepaid Expenses	4,601	79,216
	<b>2,383,683</b>	<b>2,904,872</b>
<b>Liabilities</b>		
Accounts Payable, Accrued Liabilities and Deferred Contributions	741,747	1,256,647
<b>NET ASSETS</b>		
	<b>1,641,936</b>	<b>1,648,225</b>
	<b>2,383,683</b>	<b>2,904,872</b>

## Financial Position



## Executive Leadership

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*Executive Director*

**Heather L. Sproule**

*Managing Director,  
Service Excellence  
and Equity*

**Priscilla Ofosu-Barko**

*Director, Finance  
& Administration*

**Ahmed Makda**

*Director, Equity,  
Inclusion, and Anti-Racism*

**Vanessa Lackraj**

## Management Team

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*Manager, Client Services*

**Nolan Blodgett**

**Ingrid Edwards**

**Calvin Facey**

**Jahtara  
Hutchinson-Bobb**

**LeeAndra Miller (LOA)**

**Daniel Robinson**

**Suzanne Shulman**

**Cheryl Tsagarakis**

*Manager, Human  
Resources*

**Heather Orr-Mullings**

*Manager, Corporate  
Services*

**Zoë Cunningham**

## Partners and Funders

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### Funders

Capitalize4Kids

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

Ministry of Health

Ontario Health

Public Health Agency  
of Canada

SONOR Foundation

### 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

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

TREAT

Turning Point Youth  
Services

Yorktown Family Centre

Youthlink

# To Our Board Of Directors 2024–2025. A Huge Thank You



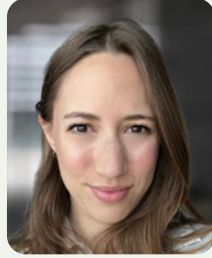
**Adam Benn**

*Diversity, Equity and Inclusion, VHA Home HealthCare*



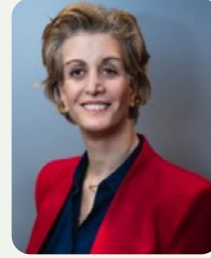
**Ajai Mehta**

*Director of Strategy, Sales Practices & Conduct, RBC Royal Bank*



**Annabel Sibalis**

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



**Antonietta Raviele**

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



**Connie Gray**

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



**Lee Allison Clark**

*MBA(c), MSc, BSocSc, Hon BHSc, PcpM, Independent Consultant*



**Nancy Ansong-Danquah**

*Chief Operating Officer at the Children's Aid Society of Toronto*



**Robert Morrone**

*Director of Corporate Strategy at Peel Regional Police*



**Sade Ibidapo-Obe**

*Assistant Corporate Secretary at Magna International Inc*



**Stephanie Froebe**

*Chair, MBA*

## 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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