

Central Toronto Youth Services

Centering Client & Community Care

2025–2026
Annual Report

Ontario | Canada | CMHO

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

CTYS central toronto youth services

Land Acknowledgment

We acknowledge that Central Toronto Youth Services is situated on the traditional lands and territories of the Anishanabeg, Haudenosaunee, the Chippewa, the Mississaugas of the Credit, the Wendat Peoples, and is now home to many diverse nations. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit. 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

As we reflect on 2025-2026, we do so with pride in what Central Toronto Youth Services has accomplished and a clear understanding of the challenges and changes shaping our organization and the broader CYMH sector.

This was a year of significant achievement, transition and renewal for CTYS.

Among the year's most notable accomplishments was achieving a 100% result in our accreditation through the Canadian Centre for Accreditation for the first time. This milestone reflects the strength of our services and organizational practices, and the commitment of our staff to providing young people and their families with high-quality, responsive and accountable care.

This year also marked the conclusion of CTYS' 2022-2025 Strategic Plan and a period of renewal in our governance. We are pleased to welcome new members to our Board of Directors, bringing additional perspectives and experience to the stewardship of the organization. As we reflect on the progress made over the course of the strategic plan, we are also looking ahead. Our next strategic planning process provides an important opportunity to listen, learn and establish a clear direction for CTYS' next chapter.

Listening and learning were also important themes within our organization. CTYS launched its first Equity Plan, establishing a foundation for deepening equitable practices across the organization. We also launched our Staff Experience Survey, creating an opportunity for employees to share their perspectives and help inform how we strengthen our workplace and organizational culture. Both initiatives reflect our commitment to learning from the people who make up our organization and translating what we hear into meaningful action.

We also recognize that this was a challenging year. CTYS, like many organizations across the CYMH sector, continued to navigate fiscal pressures, workforce challenges and staff turnover while responding to increasingly complex needs. These realities require adaptability and a continued focus on organizational sustainability. Throughout them, our staff remained steadfast in their commitment to young people and families. We are deeply grateful for their dedication, resilience and care.

This year also marked an important leadership transition for CTYS. After 18 years of dedicated service as CTYS' Executive Director, Heather Sproule concluded her time with CTYS. Her leadership and commitment helped shape the organization we know today. We extend our sincere gratitude to Heather for her many years of service and contributions to CTYS, the young people and families we serve, and the broader CYMH sector.

As we move forward under new executive leadership, we do so with respect for CTYS' history and optimism about its future. The coming years will undoubtedly bring continued change and challenge, but also opportunities to strengthen our services, deepen our partnerships, invest in our people and ensure CTYS remains responsive to the communities we serve.

We enter this next chapter with a strong foundation and a shared commitment to CTYS' mission. We thank our staff, Board members, funders, donors and community partners, and most importantly, the young people and families who place their trust in CTYS. Together, we look forward to building on what has been.



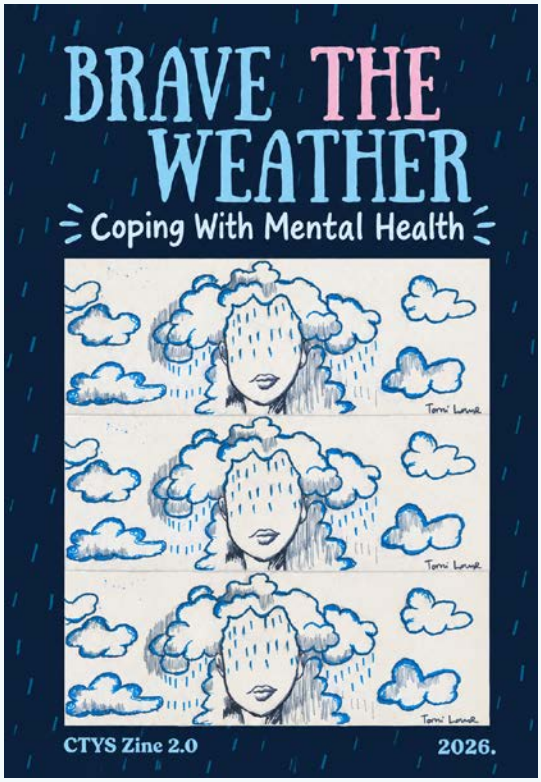
Stephanie Froebe
She/Her
Chair



Priscilla Ofosu-Barko
She/Her
Executive Director

Program Spotlight: Youth Engagement
Rebuilding Voice, Leadership and Connection

Youth Engagement has long been a cornerstone of Central Toronto Youth Services, grounded in the belief that young people should have meaningful opportunities to influence decisions, programs, and services that affect their lives. This commitment was formalized through CTYS's Youth Engagement Strategic Plan, developed collaboratively by youth and staff to embed youth voice across all levels of the organization.



In 2025, CTYS received a $10,000 Knowledge Institute on Child and Youth Mental Health and Addictions Engagement Grant to support the revitalization of Youth Engagement initiatives. Combined with CTYS's investment in dedicated staff leadership, the grant helped rebuild the Youth Advisory Committee (YAC), expand youth leadership opportunities, and strengthen youth participation throughout the agency.

Rebuilding the Youth Advisory Committee

A major milestone in 2025–2026 was the successful relaunch of the Youth Advisory Committee. Nine youth completed the Leadership Training Program, bringing diverse perspectives, identities, and lived experiences from across CTYS programs.

Through training, mentorship, and collaborative activities, participants developed leadership, communication, teamwork, active listening, and self-advocacy skills while building meaningful relationships with peers and staff. The year culminated in an Island Retreat, which celebrated participants' achievements and provided space for youth to help shape future Youth Engagement priorities and initiatives.

Demonstrating Impact

Evaluation findings showed overwhelmingly positive outcomes:

- 100% of participants reported that Youth Engagement had a positive impact on their lives.
- 100% indicated they would like to continue their involvement.
- Youth reported feeling heard, respected, safe, valued, and empowered.
- Participants identified growth in confidence, leadership, communication, teamwork, and advocacy skills.

One youth reflected:

"The highlight has been the relationships built, the stories shared, and the strength that emerges when youth feel believed in."

Senior Youth Consultants also assumed expanded leadership roles, supporting training activities, evaluation processes, and the development of youth-led focus groups. Their contributions ensured youth perspectives meaningfully informed program planning and evaluation.

Youth-Led Projects and Sector Collaboration

Youth Engagement continued to advance the strategic priority of Youth-to-Youth Communication through a variety of creative initiatives.

Youth developed *Brave the Weather*, a youth-created zine exploring mental health and coping through art and writing, and contributed to a Youth-to-Youth social media initiative that elevates authentic youth voices through storytelling and community engagement. Participants also strengthened Youth-to-Staff Communication through the development of an internal Youth Engagement newsletter shared with staff and Board members.

CTYS also participated in the provincial Knowledge Institute Engagement Grants Knowledge Mobilization Event, connecting with agencies across Ontario to share promising practices and lessons learned in youth engagement.

In recognition of youth leadership and community contributions, CTYS awarded fifteen Youth Engagement Bursaries of $500 each to young people demonstrating leadership, advocacy, peer mentorship, community involvement, and interest in social service careers.

Congratulations to bursary recipients: Angel PC, Ariyanna M, Brianna WH, Crystal A, Ilyas M, Josh S, Oliver CJ, Omotoyosi O, Rudy B, Sundari S, Tolulope O and 4 others who wished to remain anonymous.



Looking Ahead

Evaluation findings reinforced the importance of creating flexible, accessible, and meaningful opportunities for youth participation. Priorities for 2026–2027 include refining the Leadership Training Program, strengthening communication between youth and agency leadership, and continuing to embed youth voice throughout organizational decision-making.

The achievements of 2025–2026 demonstrate the value of investing in youth leadership and partnership. Continued investment in dedicated staff support, honoraria, and youth-led initiatives will help CTYS sustain this momentum while building a more responsive, inclusive, and effective organization.

Suzanne Shulman

Manager, Client Services (Youth Justice & Youth Engagement)

AJ Ware

Coordinator, Group Work & Youth Engagement

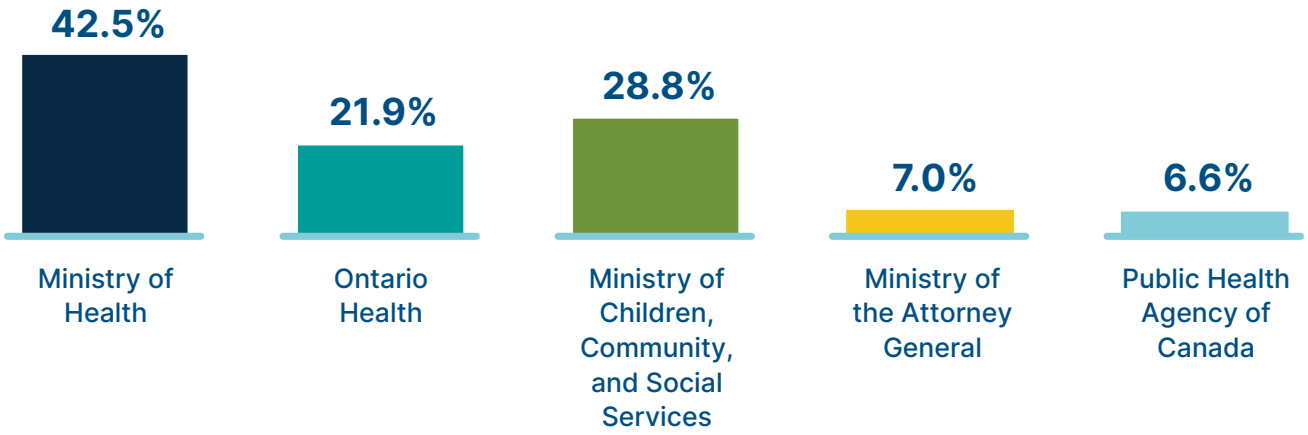


Who We Served 2025–2026

Demand for Service Continues to Grow

From April 1, 2025 to March 31, 2026, Central Toronto Youth Services supported **1,465 unique clients**, representing a **44% increase** compared to the previous year. More than half of those served, **54%**, were accessing CTYS services for the first time.

This growth reflects both the increasing demand for accessible, specialized mental health services for youth and families, and CTYS's continued ability to engage individuals who may be seeking support for the very first time. Behind each number is a young person, caregiver, or family reaching out for care, connection, and support during a critical moment in their lives.



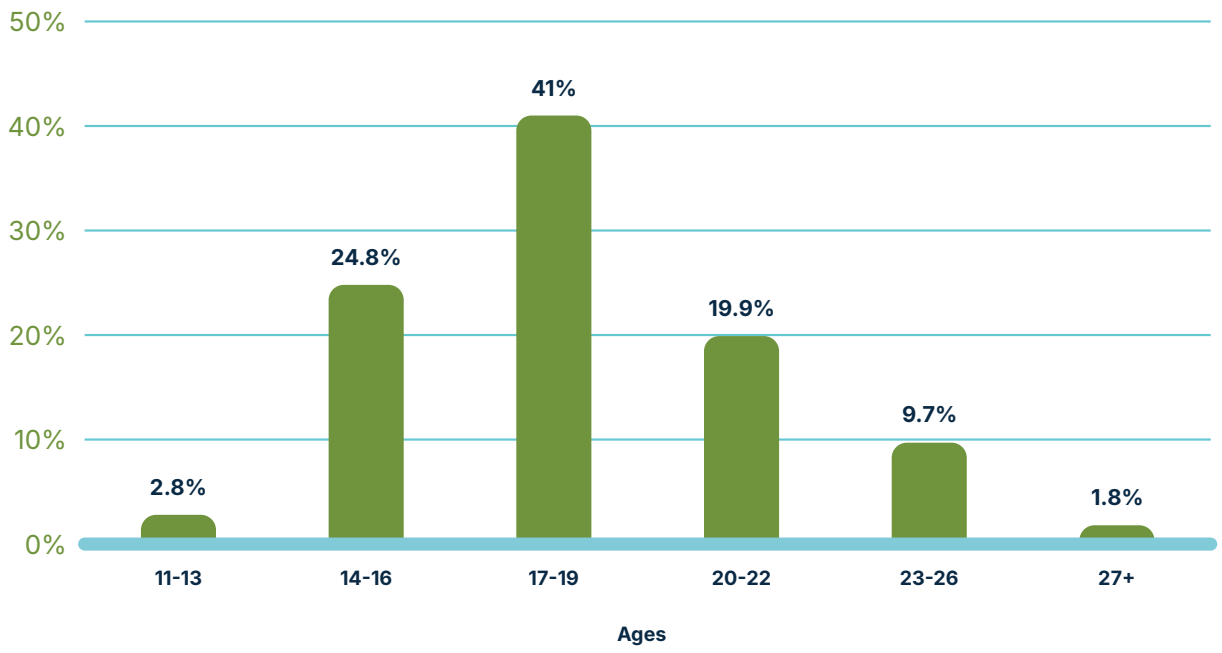


Understanding the Communities We Serve

The young people and families served by CTYS reflect the diversity of the communities across Toronto. Client demographic data highlights the broad range of ages, identities, and backgrounds represented within our programs and services. The most common age among clients served this year was 18 years old, underscoring the importance of supporting youth during key developmental and transitional stages of life.

This year also saw significant improvements in the quality and completeness of client information following the organization's transition to the Treat platform. More accurate data enables CTYS to better understand emerging community needs, strengthen service planning, and ensure that programs remain responsive to the populations we serve.

Age Range of Youth Served between April 1st, 2025 and March 31st, 2026



Most Common Racial Identities Reported by Clients

13% — **Black African**

12.2% — **Black Caribbean**

8.4% — **White-North American** (e.g., Canadian, American)

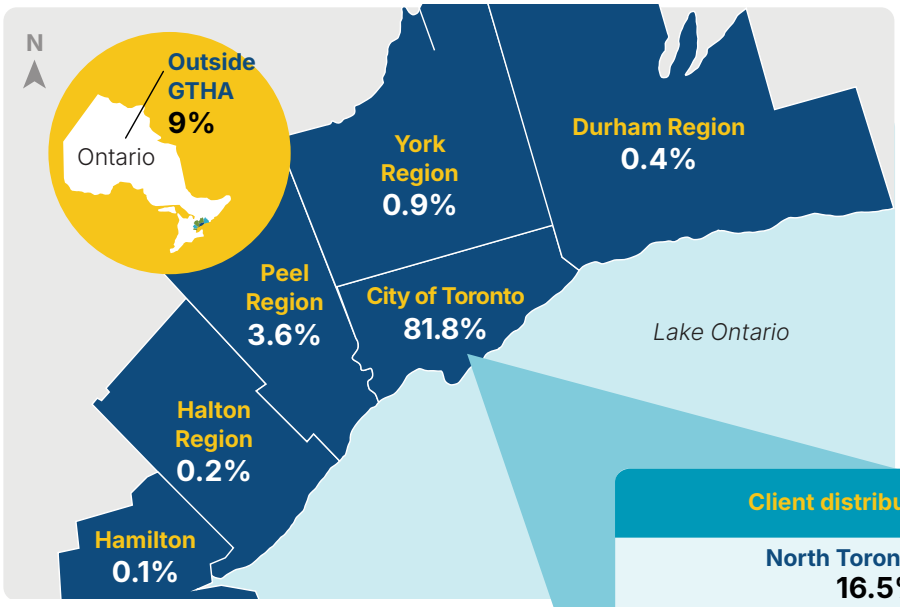
6.1% — **White-European** (e.g., English, Italian, Portuguese, Russian)

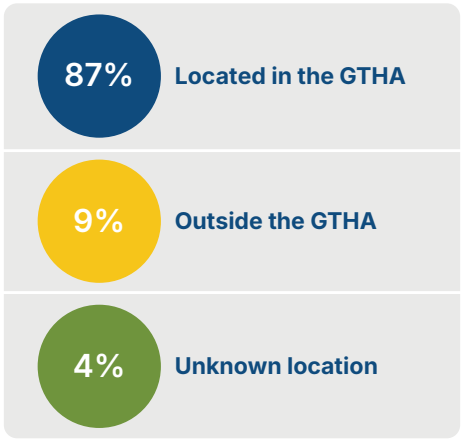
5.7% — **Black North American**

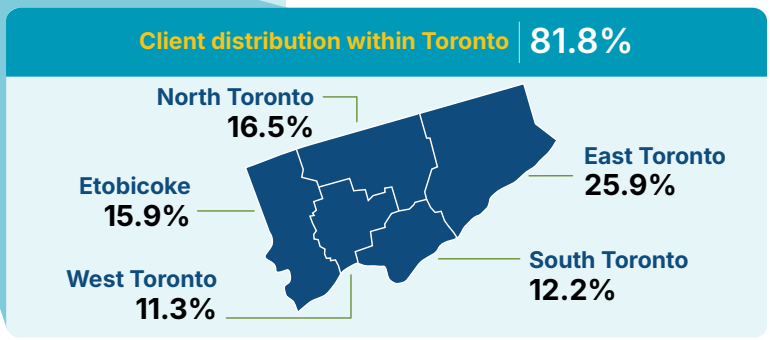
Serving Communities Across Toronto

CTYS continues to provide services to youth and families from communities across Toronto. The geographic distribution of clients demonstrates the organization's broad reach and the important role CTYS plays in increasing access to specialized mental health services for young people throughout the city.

Ontario, Canada | Based on 1,465 client-location records







Location records are summarized by region: individual client addresses are not displayed.

Percentage may not add to 100%.

Voices of Impact

Responses from CTYS Client Voice survey from clients, parents and caregivers.

> Working with CTYS has changed my life... My life was transformed by therapy, and I wish more people believed that they could get help without feeling judged or ashamed. I want to help contribute to eliminating the stigma associated with mental health, specifically among Black youth.

> Best support my family ever had.

> This is legit the best support team ever!

> The service was not only inclusive, but it was also so informative.

> Our experience with CTYS has been great. My worker has shown such professionalism and patience. As a parent I am so glad to have my worker as our case manager. Their patience, understanding, kindness and support has been a blessing for us in this journey.

Financial Report

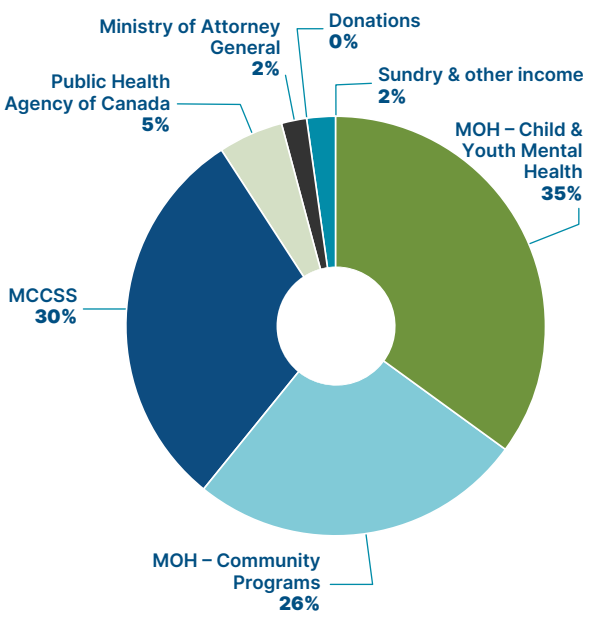
For the year ended March 31, 2026, CTYS wishes to thank the Ministry of Health, Ontario Health and Ministry of Children, Community, and Social Services as well our new funders City of Toronto and Ministry of Attorney General for their confidence and support of our programs.

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

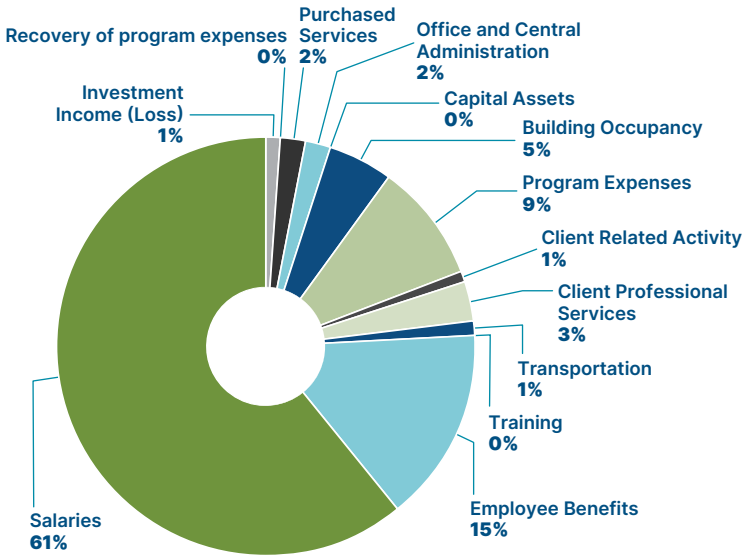
CTYS continues to be in a stable financial position through prudent financial management which ensures public funds are strategically allocated to achieve best possible outcomes in the process of providing excellent and timely services to our clients and their families.

Statement of Operations	2026	2025
for the Year ended March 31, 2026		
REVENUE		
Provincial Funding:		
MOH -Child and Youth Mental Health	3,634,828	3,631,104
MOH - Community Programs	2,724,112	2,851,912
Ministry of Children, Community and Social Services	3,122,236	2,455,853
Ministry of Attorney General	160,000	89,149
Federal Funding:		
Public Health Agency of Canada	512,996	399,954
Donations	4,628	19,548
Sundry and administrative income	203,751	64,589
TOTAL REVENUE	**10,362,551**	**9,512,109**
Expenses		
Salaries	6,400,177	5,430,952
Employee Benefits	1,591,118	1,300,046
Training	23,706	25,049
Transportation	55,666	47,306
Client professional services	258,876	197,876
Client related activity	95,682	222,049
Program Expenses	965,318	1,421,340
Building occupancy	522,691	468,180
Capital assets	17,450	20,012
Office and central administration	204,991	585,187
Purchased services	202,496	134,918
Recovery of program expenses	–	(241,052)
TOTAL EXPENSES	**10,338,171**	**9,611,863**
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS	**24,380**	**(99,754)**
REVENUE – INTERNALLY RESTRICTED		
Investment income (loss)	101,594	93,465
Ministry funding adjustment	(130,828)	–
EXCESS OF REVENUE OVER EXPENSES for the year	**(4,854)**	**6,289**

2026 Revenue

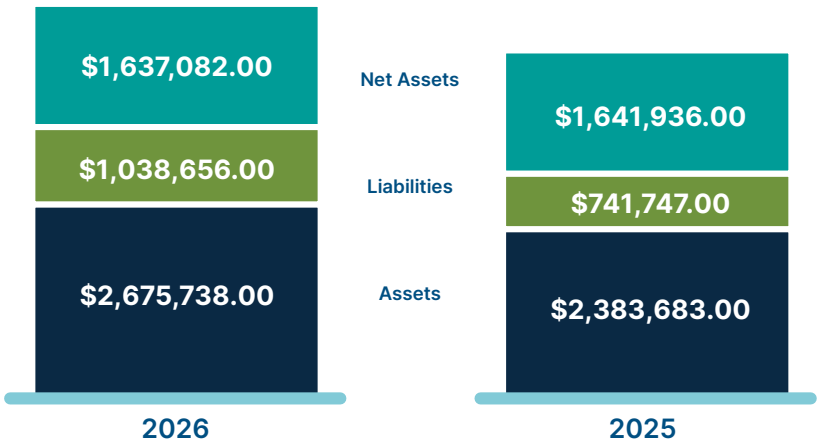


2026 Expenses



Statement of Financial Position	2026	2025
for the Year ended March 31, 2026		
ASSETS		
Cash	804,807	85,052
Short-term Investments	1,468,212	1,367,936
Accounts Receivable	400,063	926,094
Prepaid Expenses	2,656	4,601
	2,675,738	**2,383,683**
Liabilities		
Accounts Payable, Accrued Liabilities and Deferred Contributions	1,038,656	741,747
NET ASSETS	1,637,082	1,641,936
	2,675,738	**2,383,683**

Financial Position



Executive Leadership

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

Manager, Client Services
Nolan Blodgett

Ingrid Edwards

Calvin Facey

Jahtara Hutchinson-Bobb

Elisa Lopez

LeeAndra Miller (LOA)

Daniel Robinson

Suzanne Shulman

Cheryl Tsagarakis

Manager, Human Resources
Heather Orr-Mullings

Manager, Corporate Services
Zoë Cunningham

Funders

City of Toronto

Knowledge Institute on Child and Youth Mental Health and Addictions

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

Ministry of Health

Ministry of the Attorney General

Ontario Health

Public Health Agency of Canada

Community Partners

Abiona Centre

Access Point

Associated Youth Services of Peel

Delta Family Resource Centre

EPION

Eva's Initiatives for Homeless Youth — Eva's Phoenix

CAMH Early Intervention Network

Camp 10 Oaks

Capitalize for Kids (C4K)

Child Development Institute

Children's Mental Health Ontario

CREO (Community Research Ethics Office)

East Toronto Health Partners

Kids Up Front

Hamilton Children's Aid Society

Massey Centre for Women

Pacific AIDS Network

Roy McMurtry Youth Centre

Sannich Neighborhood House

SickKids

Skipping Stone

SONOR Foundation

STRIDES

Toronto District School Board

Toronto Catholic District School Board

Toronto Youth Shelters

The Boundless School

The Canadian Centre for Diversity and Inclusion (CCDI)

The CHUM Charitable Foundation

The George Hull Centre For Children and Families

TREAT

WoodGreen Community Services

YMCA — House Programs

Yorktown Family Services

Youthlink

Youth Without Shelter

Our Board Of Directors 2025–2026



Adam Benn

Vice-Chair, Director, Diversity, Equity and Inclusion, VHA Home HealthCare



Ajai Mehta

Director, Director, Strategy – Employee Practices & Conduct, RBC Royal Bank



Dr. Annabel Sibalis

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



Connie Gray

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



Kenneth Atkinson

Director, in-house legal counsel at the Office of the Children's Lawyer



Dr. Lak Chinta

Director, Chief Executive Officer of Ongwanada



Lionel Campbell

Director, Manager, Board Governance of IGNITE Student Union at Humber Polytechnic



Nancy Ansong-Danquah

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



Rebecca Smyth

Director, Risk Management Officer with the City of Toronto, Toronto Shelter and Support Services



Rob Morrone

Secretary, Director of Corporate Strategy at Peel Regional Police



Sade Ibidapo-Obe

Director, Chief Compliance Officer/ Company Secretary at Oand



Stephanie Froebe

Chair, MBA

CTYS central toronto youth services