



Peterborough Youth Services

Vision & Mission Statement

OUR VISION

For youth to realize their potential.

OUR MISSION

To provide accessible, youth focused services that engage youth in a respectful, professional, therapeutic relationship to foster emotional and social health.



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément



Report from the Executive Director and Board Chair:

For Peterborough Youth Services the fiscal year of 2021-2022 has been a year of dynamic change and growth in the midst of tremendous challenges brought to us by multiple ongoing community crises such as COVID, homelessness, the opioid crisis, and poverty. The dedication and commitment of our PYS team in the face of these challenges has been, by all reports, including feedback from our clients and their families as well as our community partners, amazing. Our staff continued to deliver helpful client centred services across all programs with creativity, innovation, and effectiveness.

Some highlights of the 21-22 fiscal year were the following:

- Our Day Treatment Program completed its first academic year in its new community setting at PYS, with many lessons taught and learned, as our model evolves and expands.
- New Canadians Centre Partnership supported first full year of service delivery through our New Canadians Youth Outreach Worker position, experimenting and innovating with different modes of engagement and service delivery for youth and families.
- Talk Now service volumes continued to grow in spite of and because of COVID related impacts as the pandemic wore on. We also increased our collaboration with service providers in both adult and child and youth mental health. Congratulations to Rosemary and Ray for going above and beyond in the midst of significant system level challenges.
- Progress on our Anti-Racism-Anti-Oppression initiative included strong contributions to both internal and community collaborations to assess our organizational strengths, needs and opportunities. At PYS these efforts were supported by Reem Ali, the first Diversity Equity and Inclusion Officer designated by the City of Peterborough, and other community groups. We have produced our own Equity Plan for taking concrete actions, such as staff training, policy reviews, hiring practices, meaningful data collection, and advocacy work with other community organizations. Thanks to the leadership role of our Equity committee we are well positioned to take further action towards greater Diversity Equity and Inclusion at PYS.
- Our building at 459 Reid St saw great improvements with more available space after the departure of CCRC, receiving a fresh coat of paint with strong youth participation. More recently BGC Kawarthas arrived and began to share space to establish a Peterborough presence and partnerships.
- 310-COPE was launched as a new resource during the year, and continues to work towards full implementation with financial support from PYS and other organizations.

Respectfully submitted,

Board Chair *Peter Hastrup*

Executive Director *Gord Langill*

Board of Directors 2021—2022

Michael Gick MSW RSW 1951-2022

The PYS Board members wish to express our deep appreciation for the contributions of board member Michael Gick, and our sadness for his passing on May 13th of 2022. Michael dedicated his career of almost 40 years to providing social work service to children, youth and families, as well as colleagues. Michael's tremendous experience, wisdom and laughter were great gifts to the Board and to our mission at PYS. For this we are eternally grateful.

Peter Haastrup, Board Chair	<i>Professor, Fleming College</i>
Jennifer Philips, Past Chair	<i>Investigative Services, York Regional Police Department</i>
Linda Stephens, Treasurer	<i>President, LLS Financial Services</i>
Robert O'Brien, Treasurer Designate	<i>Manager of Finance, The Peterborough Clinic</i>
Samantha Ellis	<i>Supervisor, Sobeys</i>
Steve Dyer, Director	<i>Police Constable, Peterborough Police</i>
Jane Gauthier, Director	<i>Human Rights Lawyer/Consultant</i>
Michael Gick, Director	<i>Retired Social Worker</i>
Joleen Hiland, Director	<i>Lawyer, Hiland Law</i>
David Kinitz, Director	<i>PhD Candidate, University of Toronto</i>
Marjolaine LaPointe	<i>Indigenous Education Consultant, KPRDSB</i>
Grace Terfa	<i>Community Volunteer</i>
Storm Brown	<i>Counsellor, Fourcast</i>

Staff 2021—2022

Heather Holland, *Executive Director*

Kate Reason, *Bookkeeper*

Tasha Chase, *Office & Resource Development Manager*

Simal Iftikhar, *Agency Administrator Receptionist*

Cathy McWilliams, *Agency Administrator/Receptionist*

Matt Sheridan, *Child and Youth Mental Health Program Director*

Mariam Al-Naser-Cadieux, *Clinical Counsellor*

Jackie Clements, *Clinical Counsellor*

Ray Godin, *Clinical Counsellor*

Anne Leavens, *Clinical Counsellor*

Rosemary MacAdam, *Clinical Counsellor*

Teri Nickle, *Clinical Counsellor*

Brooke Stewart, *Clinical Counsellor*

Cameron Walsh, *Clinical Counsellor*

Connie Agostino, *Community Response Team Counsellor*

Sylvie Morgan, *Community Response Team Counsellor*

Gord Newman, *Community Response Team Counsellor*

Adrienne Barnes, *Day Treatment Clinical Counsellor*

Rose Powers, *Day Treatment Program Counsellor*

Liz McFadden, *Enhanced Youth Outreach Worker*

Abeer ALSalihi, *New Canadians Youth Outreach Worker*

Adnan Zoubi, *New Canadians Youth Outreach Worker*

Court Ostic, *Intake Counsellor*

Amie Kroes, *Youth Justice Program Manager*

Janice Maloney, *Clinical Lead, Youth Justice Program*

Omar Gele, *Youth Justice Program Worker*

John Prouty, *Youth Justice Program Worker*

Andrew Chuckleton, *Youth Justice Program Counsellor*

10 Youth Justice Program Workers (Independent Contractors)

Consultants

Dr. Will Ammons, *Psychologist*

Dr. Nadia Hassanali, *Psychiatrist (PRHC)*

Dr. Mark Pearce, *Forensic Psychiatrist*

Dr. Charlie Menendez, *Psychologist*

Service Volumes - At a Glance

Child and Youth Mental Health Programs

- Brief services: 105
- Crisis and enhanced youth outreach: 218
- New Canadian youth outreach: 52
- Case management & Service Coordination: 103
- Coordinated Access & Intake: 393
- Family Capacity Building & Support: 46
- Counselling and Therapy: 324
- Specialized Consultation: 174

Youth Justice Programs

- Community Support Team: 43
- Family Program: 6
- Directed Counselling: 29
- ISSP: 1

782 UNIQUE YOUTH SERVED BY PYS IN 2021-22

Core Mental Health Services We Provided

Access Intake Service Planning: The first point of contact that a potential client has with the agency. This involves a telephone interview to gather basic information and a face-to-face meeting with the Intake Counsellor within five working days. The major purpose of this meeting is to match the needs and circumstances that the client is presenting with the services that we offer.

Number of Individuals Who Presented for Intake: 393

Brief Services: A limited number of counselling sessions centered on helping a client to find solutions to an immediate, discrete problem they are presenting. Often this is offered as part of the Intake process or during the time the client is waiting for longer term service. Brief services may also be offered as a follow up to a mobile crisis response.

Number of Individuals and Families Who Received a Brief Service: 105

Crisis and Youth Outreach Services: An immediate response to an individual client or family identifying themselves or identified by another worker as being in a social, emotional or psychiatric crisis. The major purpose of the response is to ensure the safety of the client and others and to re-establish stable functioning. The service may take place in the office or in the community.

Number of Crisis and Youth Outreach Responses: 270

Counselling Therapy Services: Regularly scheduled sessions to carry out a planned series of interrelated interventions based on an assessment of the youth and family's multiple risks, needs and strengths. May include individual, family or small peer group clinical counselling. Sessions can take place in the office or in other suitable community locations. Length of service is dependent on clinical need and progress towards agreed upon goals.

Number of Individuals Who Received Counselling: 324



**Helping youth in
our community
since 1976**

Peterborough Youth Services (PYS) provides Clinical Counselling to youth between the ages of 10-18. Our Community Response Team (CRT) works with youth that may need more immediate supports or who are facing a crisis. PYS also provides services for youth that are in conflict with the law.

Family/Caregiver Skill Building and Support: Services to educate and support parents, guardians and other family members to understand and help the identified client with their social, emotional and psychiatric struggles. This may involve providing educational resources and access to parenting programs, or direct service such as mentoring, mediation of family conflict and respite.

Number of Parents/Guardians and Families Who Received Family/Caregiver Support: 46

Service Coordination Process: Where individuals or families require the services of a team of workers because of the complexity of their needs we can provide coordination of this team. Initially this involves ensuring that there is a comprehensive understanding of the needs and a corresponding service plan with the right organizations and workers to deliver the plan. Subsequently it includes facilitating communication amongst the members of the team, monitoring the adherence to the plan and progress towards the agreed upon goals.

Number of Individuals and Families Who Received Service Coordination: 103

Specialized Consultation and Assessment: Primarily this includes psychiatric and psychological assessment and consultation services. It involves both direct assessment of individuals and families as well as consultation to the worker or team providing service. Regularly these services are provided by Dr. Hassanali, our Psychiatrist and Dr. Ammons our Psychologist but it may also involve the purchase of service of other specialized clinical assessments. This is not a stand-alone service. It is always provided in support of the counsellor and other workers delivering service.

Number of Specialized Assessments and Consultations: 174

Adolescent Differential Response

Clients and families are referred to the program by the Kawartha Haliburton Children's Aid Society. They receive services such as: mediation, respite care, access to recreation and essentials such as food and transportation.

Number of Adolescent Differential Response Clients and Families: 49

Youth Justice Programs

Youth justice programs include Community Support, Intensive Supervision and Support, Youth Justice Directed Counselling, and the Family Program. Referrals primarily come through Probation Services and are for young people who have been found guilty of an offence while between the ages of 12-17 and have received a court ordered disposition to participate. The programs support the four counties of Peterborough, City of Kawartha Lakes, Haliburton, and Northumberland. The exception is the Family Program which is only offered in the County of Peterborough. The mandate is to provide community-based services, including clinical and non-clinical supports, to high-risk young offenders to assist in rehabilitation and reintegration into their home communities with the intention of reducing re-offending.

In last fiscal, the Community Support Team served 43 clients; the Family Program serviced 6 clients and families, the ISSP served 1, and 29 youth justice clients received directed counselling as a component of service.



Client Feedback

Here in their own words are examples of feedback from youth and families:

"PYS gave me a warm welcome that made me feel safe about the things I said. My counsellor made me a better person with asking the right questions and letting me say things I needed to get off my chest"

"Talking about feelings and expressing past not holding inside"

"Being able to blurt and getting helpful feedback"

"Just in general, it's always been a place I could go to and come out feeling like I've been listened to"

"Worker was able to build strong rapport with my daughter and help her boost her confidence. She definitely has a lot more independence now"

"It allowed me to speak my concerns and feelings and not be judged for them"

"Having someone and some place safe for our daughter to share"

Resource Development Committee Report

The Resource Development Committee is a committee of the whole board, established to inform and include all board members in discussions of all matters related to identifying, developing, and maintaining the resources required to carry out the mandate of the agency. This includes: finance (fundraising), donations-in-kind, volunteers, and marketing. The committee is chaired by the Board of Directors Chair and membership includes all board members as well as the Executive Director and the Resource Development Manager.

Highlights of the Year:

Volunteers contributed over **1000** dedicated hours of support to Peterborough Youth Services! This was through fundraising, tallying Sobeys tapes and special committees including VOICE (the agency's youth advisory committee) and the Quality Assurance Committee.

Bingo

Thanks to our four dedicated volunteers (Bob and Sue Field, Linda Martinell and Dave Parkinson) we continue to reap the benefits from our involvement with the Kawartha Bingo Sponsors Association, with proceeds being used for program expenses. Bingo continued to start and stop throughout the last year due to COVID and Bob, Sue, Linda and Dave were always at the ready to step in when needed – thank you so much!

Food Cupboard

Thank you to Omar Gele and Rose Powers for coordinating the monthly activities of the food cupboard, with assistance from youth clients working on their community hours.

United Way

Peterborough Youth Services continued to show its support for the United Way through staff participation in the fall 2021 campaign. Sending a warm thank you to our staff who both contribute and help to create fun events to raise funds for United Way!

Community Representation

A warm thank you to all staff members who represented Peterborough Youth Services on committees and through speaking engagements. We continued to respond to requests from individual students, community-school associations, and community partners to provide information via virtual meetings and presentations about our programs and services.

Sobeys Tape Saver Program

We are grateful for the continued generosity of Al and Julie Armstrong's Sobeys Lansdowne!



Community Donations & Supporters

Thank you to our donors, many of which have been long standing financial contributors who have generously supported the agency for many years. We would like to extend our gratitude to the board and staff members, service clubs, churches, and businesses, including the following:

Nicole Panama, Lee May and Heather Holland, Frances and Jeff Robinson, Joseph Shaughnessy, St. Peter's Social and Athletic Association, Bruce and Audrey Bain, Sue Franklin at BUS Office Connection, Joan Guyatt, Matt Jakeman, Mike and Kathy Langlois at Kawartha Heights Public School, Sheila Nabigon-Howlett, Jane Rutherford, Gillian Sandeman, Margot Smith, Linda Stephens, Julie Stoneberg, Mark Strong, Yvette Thompson, Shirley Trussler, Nick VanderKamp, Helen Bested, Ruth Butcher, Kent Crockower, Nalini Gaur, Jane Gauthier, Tracy Keough, Pat and Brian Kerry, Kiwanis Club of Peterborough, Colin Streeter, Bowers Roofing, and several generous anonymous donors.

Thank You!

Community Foundation of Greater Peterborough – microgrant for COVID and ongoing support

A huge thank you to the Community Foundation of Greater Peterborough (CFGP) for their continued support! In 2021-22, CFGP provided a much needed COVID 'microgrant' to the agency. In addition, project funding first announced in 2020-2021 for the New Canadians Youth Outreach Worker program continued into 2021-22 and made it possible to launch this important work in partnership with the New Canadians Centre.



Community Foundation
of Greater Peterborough

Greater Peterborough Health Services Foundation

The Greater Peterborough Health Services Foundation (GPHSF) donated a generous \$16,000 to PYS in 2021-22, made possible through the Stay Strong Be Positive Peterborough campaign. In 2021-22 the GPHSF also announced a commitment a goal to fundraise a total of \$100,000 for PYS through an online auction (in Dec 2021), annual Tebey golf tournaments and other initiatives. Thank you GPHSF!



VOICE – PYS' Youth Advisory Committee

VOICE (Vision and Opportunity Inspiring Community Engagement) exists to improve the comfort and communication surrounding services for youth by providing a way for youth to express their voices and bridge the gap between youth perspectives and adult experiences. The committee's goals include decreasing the stigma surrounding counselling, providing staff with first hand access to youth perspectives and experiences with counselling and to increase opportunities for youth voices to be heard. The committee is open to clients, past clients and youth from the larger Peterborough community.

VOICE Members in 2021-22:

Dakota Hamilton, Abby Parsons, Juman Zanzoul , Kai Manning, Lily-May Gentle, Sara Collison, Katie Graham, Laura Arias, Eden Passafiume, Ryelynn McCracken, Taylor Sullivan, Emilia Marsh

Equity Committee

PYS is committed to deepening understanding and capacity for anti-racism and anti-oppression work and to ensuring that social justice, anti-racism and anti-oppressive principles inform all agency decisions. The agency formed an equity committee in 2020-21 to develop and implement a multi-year plan to advance goals related to equity, diversity and inclusion.

Equity Committee members in 2021-22:

Liz McFadden, Peter Hastrup, Jane Gauthier, Amie Kroes, Court Ostic, Heather Holland, Caitlin Bragg (student intern)

Quality Committee

Quality Assurance is defined as a set of ongoing structured activities intended to provide information about the quality of work done. This information is used by the organization to monitor, assess, review, improve and celebrate the quality of the organization's work and services. The purpose of Peterborough Youth Services' Quality Assurance Committee is to ensure that client services, team development and learning, human resources, financial management and other internal processes all contribute to a culture of quality.

Quality Assurance Committee members in 2021-22:

Danica Chapman, Simal Iftikhar, Kevin Elson, Heather Holland, David Kinitz, Rose Powers, Matt Sheridan

In 2021-22 the Quality Committee received QUEST funding

The Knowledge Institute on Child and Youth Mental Health and Addictions supports Ontario's agencies, communities and decision makers to ensure the best mental health and well-being for every child, young person and family. Peterborough Youth Services was the recipient of financial and expert support through the QUEST Continuous Quality Improvement Program to look at how we could address lengthy wait-times for children, youth and families as well as embed a culture of quality improvement in the agency. While the work continues, concrete steps already taken include:

- Re-development and expansion of the agency's Quality Assurance work into a more robust Continuous Quality Improvement process
- Formal reviews of key client services with a view to applying Lean Six Sigma principles
- Work with community partners to explore opportunities to share and/or co-deliver services
- Work on improving data integrity, consistency, validity, use and analysis
- Work on improving communication and access to information for both staff and clients
- Work on improving use of technology

Financial Statements

PETERBOROUGH YOUTH SERVICES

STATEMENT OF FINANCIAL POSITION

As at March 31, 2022

	2022 \$	2021 \$
ASSETS		
Current		
Cash and bank	358,614	393,031
Grants and other amounts receivable - Note 4	46,315	67,173
Prepaid expenses	29,194	30,280
	434,123	490,484
Capital Assets - Note 5	346,568	364,900
	780,691	855,384
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities - Note 6	127,497	161,678
Deferred revenue - Note 7	2,500	10,000
Current portion of mortgage payable - Note 8	13,754	13,392
	143,751	185,070
Long-Term		
Mortgage payable - Note 8	118,656	132,213
Deferred contributions - Note 9	13,299	15,825
	275,706	333,108
Net Assets	504,985	522,276
Total Liabilities and Net Assets	780,691	855,384

Approved by the Board:

_____, Director

_____, Director

PETERBOROUGH YOUTH SERVICES

STATEMENT OF OPERATIONS For The Year Ended March 31, 2022

	Budget 2022 \$ (Note 13)	Actual 2022 \$	Actual 2021 \$
Revenue			
Ministry Funding - Youth Justice			
- Community Support Team - CST	434,273	434,273	434,273
- Intensive Supervision and Support Program	184,770	184,770	184,770
- Other Counselling - CST	97,281	97,281	97,281
- Special Projects	-	-	1,100
- Youth Justice Re-integration	-	-	4,048
- Youth Justice Family Support Worker	68,000	68,000	68,000
Child and Youth Mental Health			
- Brief Supportive Counselling	138,235	138,250	118,250
- Clinical Counselling/Therapy Services	381,795	381,810	361,810
- Mobile Crisis Support Services	91,838	91,838	91,838
- Family Capacity Building Support	66,464	66,464	66,464
- Assess Intake and Service Planning	51,983	51,983	51,983
- Case Management and Service Coordination	68,485	68,485	68,485
- Specialized Consultation	40,563	40,563	40,563
- Intensive Treatment Services	181,500	181,500	-
- Adolescent Differential Response	40,000	50,697	40,000
- Special Projects	-	89,500	21,000
- Outreach worker program	80,100	80,100	80,100
Service Coordination Hard to Serve	-	11,255	15,752
United Way	44,140	44,090	44,088
Fundraising and other revenue	70,000	41,769	63,550
Other Special Projects	79,500	50,381	92,810
Pandemic wage subsidy	-	-	25,000
Amortization of deferred contributions	-	2,525	2,525
	2,118,927	2,175,534	1,973,690
Expenditure			
Salaries	1,489,282	1,491,457	1,176,869
Benefits	300,093	273,847	223,691
Transportation and communications	58,000	48,190	39,693
Services	253,802	304,095	443,168
Supplies and equipment	17,500	55,067	53,116
Other	250	1,836	2,542
Amortization of capital assets	-	18,333	18,333
	2,118,927	2,192,825	1,957,412
Excess of Revenue Over Expenditure For The Year	-	(17,291)	16,278