



Peterborough Youth Services

Vision & Mission Statement

OUR VISION

A thriving organization leading through collaboration to deliver high quality, equitable service.

OUR MISSION

We are a mental health and youth justice organization serving children youth and families. We provide a range of accessible, collaborative and responsive services for the improvement of client and community safety and wellbeing.



Ontario



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément



Report from the Executive Director and Board Chair:

The year of 2023-2024 has been a time to focus on our foundations, examining and strengthening the building blocks that support the agency to fulfill our mandate.

One great building block is our new collective agreement with OPSEU Local 334, featuring new articles and an improved benefits plan to enhance clarity, mutual accountability, support, staff wellness and a healthy work-life balance.

Another major initiative is our new 2023-2208 Strategic Road Map. The process in developing this provided us with the opportunity to engage our staff, board, clients and other key stakeholders, to listen, reflect and plan. We emerged after Board approval in February of 2024 with a renewed focus on creating a strong organizational foundation. Our refreshed Mission and Vision Statements are complemented by five core Values, and three strategic priorities of **Family, Accountability, and Diversity-Equity-Inclusion-Access (DEIA)**. We are confident that with this Strategic Road Map, we will build on our previous successes in supporting children, youth and families through many strategic initiatives.

Work to improve Diversity-Equity-Inclusion-Access (DEIA) at PYS developed strongly during this year, building on years of grassroots committee work, local collaborations, and inter-agency consultations, to produce our own DEIA Road Map. A multi-year multi-module plan to lead ourselves, step by step, to becoming a space of inclusion and belonging for equity-deserving community members in need of child, youth and family mental health services.

Other building blocks addressed this year included our IT infrastructure and our physical plant, supported by a generous grant from the Ministry of Health, enabling us to replace outdated and worn-out equipment and even a brand new roof. Our financial building blocks were also enhanced by a successful fund-raising year, highlighted by ongoing support from the United Way, Delta Bingo, the Tebey Annual Golf Tournament of the Greater Peterborough Health Services Foundation, as well as newly donated resources from the D.H. Gordon Foundation and 180 Contracting. Thanks Everyone!

With these slow but steady improvements to the PYS foundation, our client service and administrative support staff, in collaboration with our management team, have all continued to demonstrate tremendous dedication and hard work, providing consistently high-quality services, while maintaining a positive workplace culture, evidenced by our high rates of recruitment and retention, and by the atmosphere in our building.

On the program level, a new CYMH Triage Process was implemented to more efficiently and effectively triage and screen new and existing clients for eligibility and suitability for PYS and Kinark Services based on needs, strengths, risk and readiness. At the same time we introduced our Triage Process, PYS and Kinark formally implemented a new Coordinated Access and Service Process to ensure that children, youth and families had a seamless and barrier-free intake experience to our mutual services. This "No Wrong Door" approach ensures that the client does not have to "retell their story" once they've initiated services at either Kinark or PYS. This also helps reduce the duplication of families on our mutual waitlists for service.

For our Youth Justice programs, there have been many conversations with crown attorneys and judges within the 4 counties to highlight the Intensive Supervision and Support Program as a sentencing option for complex youth with mental health concerns. As a result, we have seen a substantive increase in this program's demand and are on track to exceed ministry targets in the coming years.

We believe that as we move forward, in conditions of dramatic global and local social-cultural-economic change, limited resources, and increasing risks, the work we are doing now to strengthen the foundations of our agency will help to ensure the sustainability, accessibility and effectiveness of our work at PYS.

Respectfully submitted,

Board Chair, Peter Haastrup
Executive Director, Gord Langill

Board of Directors 2023–2024

Peter Haastrup, Board Chair	<i>Professor, International Community Development Fleming College</i>
Robert O'Brien, Board Treasurer	<i>Financial Officer, The Peterborough Clinic</i>
Joleen Hiland, Board Secretary	<i>Assistant Crown Attorney Peterborough</i>
Jennifer Philips, Past Chair	<i>Investigative Services, York Regional Police Department</i>
Steve Dyer, Director	<i>Police Constable, Peterborough Police</i>
Jane Gauthier, Director	<i>Human Rights Lawyer/Consultant</i>
Grace Terfa, Director	<i>Community Volunteer</i>
Storm Brown, Director	<i>Counsellor, FourCAST</i>
Michael Kaisz, Director	<i>Sales Representative, Smith Dairy</i>

Staff 2023–2024

Gordon Langill, *Executive Director*

Kate Reason, *Bookkeeper*

Zebiba Sultan, *Bookkeeper*

Cathy McWilliams, *Agency Administrator/Receptionist*

Amy Smith: *Receptionist*

Vanessa Parmiter: *Receptionist/Bookkeeper*

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

Liz McFadden, *Enhanced Youth Outreach Worker*

Rose Powers, *Day Treatment Program Counsellor*

Adrienne Barnes, *Day Treatment Clinical Counsellor & Community Response Team Counsellor*

Connie Agostino, *Community Response Team Counsellor*

Sylvie Morgan, *Community Response Team Counsellor*

Gord Newman, *Community Response Team Counsellor*

Mariam Al-Naser-Cadieux, *Clinical Counsellor*

Jackie Clements, *Clinical Counsellor*

Ray Godin, *Clinical Counsellor*

Anne Leavens, *Clinical Counsellor*

Rosemary MacAdam, *Clinical Counsellor*

Terri Nickle, *Clinical Counsellor*

Cameron Walsh, *Clinical Counsellor*

Caitlin Bragg, *Clinical Counsellor*

Aziel McKenna, *Clinical Counsellor*

Court Ostic, *Intake Counsellor/Clinical Counsellor*

Amie Kroes, *Program Manager - Youth Justice*

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*

12 Youth Justice Program Workers (Independent Contractors)

Carol Bolton, Kawartha Pine Ridge teacher for the Day Treatment program

Consultants

Dr. Gopidasan, *Psychiatrist (PRHC)-*

Dr. Mark Pearce, *Forensic Psychiatrist*

Dr. Charlie Menendez, *Psychologist*

Service Volumes - At a Glance

Child and Youth Mental Health Programs

- TalkNow Walk-in Counselling Service
- Time-Limited Counselling Service
- Open-Ended Counselling Service
- Crisis Response Service
- Case Management & Service Navigation Service
- Parent/Caregiver Support Service
- Adolescent Differential Response Service
- Day Treatment Program
- Enhanced Youth Outreach Worker (EYOW)

Youth Justice Programs

- Community Support Team: 48
- Family Program: 20
- Directed Counselling: 27
- ISSP: 5

655 UNIQUE YOUTH SERVED BY PYS IN 2023-24

Core Mental Health Services We Provided

TalkNow Walk-in Service: A free Walk-in Counselling Service for children, youth, and families. TalkNow provides “quick access” therapeutic encounters to address the immediate or presenting needs of a child or youth and their family. Utilizing a Brief Narrative approach, TalkNow may meet the needs of the child/youth/family and be all the treatment that is required.

Number of Individuals and Families Who Received a Talk-Now Service: 31

Time-Limited Counselling/Therapy: Similar to long-term or open-ended counseling and therapy services, Time-Limited Counselling/Therapy focuses on reducing the severity of and/or remedying the emotional, social, behavioural and self-regulation problems of children and youth, but these services differ with respect to the duration of the service. Time-limited brief service is provided through 10 sessions over 6 months.

Number of Individuals and Families Who Received Time-Limited Counseling/Therapy: 104

Open-ended Counselling/Therapy: Individual, family, and issue-specific counselling for children, youth ages 10 to 18 and their families who are presenting with significant mental health concerns that affect their functioning in areas such as home, school, and community.

Number of Individuals and Families Who Received Open-ended Counseling/Therapy: 173

Crisis Response Service: Support children/youth ages 0-18 in immediate mental health crisis, provide brief counselling, and connect with community supports

Number of Crisis Responses: 130



**Helping youth in
our community
since 1976**

Peterborough Youth Services (PYS) provides Clinical Counselling and Day Treatment to youth and families between the ages of 10-18. Our Community Response Team (CRT) works with youth and families 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.

Case Management and Service Navigation Service (CMSN): Service planning, coordination and transition planning

Number of Individuals and Families Who Received CMSN: 9

Parent/Caregiver Support Service: Supports families with managing child/youth's mental health

Number of Parents/Guardians and Families Who Received Family/Caregiver Support: 2

Adolescent Differential Response (ADR) Service: Along with our partners at Kawartha Haliburton Children's Aid Society and Dnaagdawenmag Binnoojiiyag Child and Family Services, ADR supports improved safety, well-being, and permanence of children at risk of experiencing or who have experienced abuse or neglect by increasing their access and that of their families to needed, effective services in related sectors.

Number of ADR Clients and Families: 17

Day Treatment Program: The PYS Adolescent Day Treatment is specifically designed to work with adolescent youth (13-17 years old, males/females/LGTBQ+) who struggle to manage daily life in multiple domains including community, home and school environments.

Number of Individuals and Families Who Received Day Treatment: 15

Enhance Youth Outreach Worker (EYOW): The EYOW Counsellor works with youth (aged 12-25) and their families to better navigate and connect to services and opportunities. Recognizing systemic barriers to accessing timely mental health services, the EYOW is also able to provide clinical counselling to youth.

Number of EYOW Clients and Families: 74

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 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 the last fiscal, the Community Support Team served 48 clients; the Family Program served 20 clients and families, the ISSP served 5, and 27 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:

Child and Youth Mental Health Program Client Feedback

"I would say the most helpful thing about PYS services is all the amazing staff that helped me with everything I couldn't or didn't want to talk about and coming out of it I feel amazing and very successful!"

"I wouldn't improve anything. Personally, I think PYS services is amazing and I would recommend it to anyone who needs help letting things out."

"Everyone there was absolutely, positively amazing. No improvement needed"

Youth Justice Client Feedback

"Always and amazing experience with [my worker], showed above and beyond with respect"

"I could always speak my mind on any topic and they always have a space of trust"

"This program helped me achieve my goals"

"Find new opportunities and respecting myself more"

Highlights of the Year:

Bingo

Thanks to our four dedicated volunteers (Bob and Sue Field, Linda Martinell and Cathy Webster) we continue to reap the benefits from our involvement with the Kawartha Bingo Sponsors Association, with proceeds being used for client support like bus passes, YMCA passes, food gift cards and gas cards to name a few uses of the funds. Our amazing volunteers did 76 bingo sessions from April 1, 2023, and March 31, 2024.

Food Cupboard

Thank you to Rose Powers for coordinating the monthly activities of the food cupboard, with assistance from youth clients working on their community hours. Over 155 families were served.

United Way

Peterborough Youth Services continued to show its support for the United Way through 100 % staff participation in the fall 2023 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 as well as in person, including presentations about our programs and services.



Community Donations & Supporters

Thank you to our donors, many of whom 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:

Greater Peterborough Health Services Foundation

The Greater Peterborough Health Services Foundation (GPHSF) donated a generous \$14,000 to PYS in 2023-24, made possible through the annual Tebey gold tournament fundraiser. Thanks to Tebey, to Vince Bierworth, and everyone at the GPHSF!

D.H. Gordon Foundation

Thanks so much to the D.H. Gordon Foundation for your generous donation this year, and for your commitment to support charities addressing health and poverty in Ontario.

Erica Richmond

Erica Richmond a local author, donated a month of sales of her book Pixie and the Bees to Peterborough Youth Services.

One 80 Contracting Inc.

Thank you for having a fun filled golf tournament benefiting Peterborough Youth. We enjoyed meeting all the golfers and you raised \$4000.00 for our benefit.

Northminster United Church

The church has chosen to make Peterborough Youth Services a recipient of donations from the congregation. We are grateful, and it was great to meet your congregation.

Many other private citizens donate on either a one-time or regular basis, and we are deeply appreciative of your loyalty and support for our work. Thank you all for helping us to serve children, youth and families in our community.

Thank You!



PYS Youth Advisory Committee

The Youth Advisory Committee completed a mural at PYS for the games room and then moved to working on a plan for what the focus would be for the committee going forward. They decided to shift the focus of the group to go back to their roots to reduce the stigma of mental health, increase opportunities for a youth voice in the agency and in the child and youth mental health sector. Examples of their accomplishments this year consist of giving feedback as a part of a Ministry focus group, providing feedback on local mental health services for youth and promotional materials for local mental health programs. They are also interested in fundraising for the agency and continue to hold conversations on what that may look like in the future.

VOICE Members in 2023-24:

Dakota Hamilton, Lily Gentle, Katie Graham and Jennifer Thomas

Diversity Equity Inclusion (DEI) Road Map

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 to develop and implement a multi-year plan to advance goals related to equity, diversity and inclusion.

PYS underwent a DEI self-evaluation of the organization across 8 different priority areas (spanning strategic planning, leadership, community impact, etc). From this work a DEI roadmap was created, highlighting specific areas where improvements can be made based on the results of the evaluation.

DEI Committee members in 2023-24:

Rosemary MacAdam, Gord Langill, Amie Kroes, Rose Power, and Court Ostic.

Quality Assurance Committee

The former Quality Assurance Committee has been discontinued with plans to redevelop it into the new **Continuous Quality Improvement Committee**. While this has not been established yet, the plan is for the new 2023-2025 Strategic Road Map to drive a new performance measurement process that the newly established Continuous Quality Improvement Committee will be responsible for managing.

Financial Statements

PETERBOROUGH YOUTH SERVICES

STATEMENT OF FINANCIAL POSITION

As at March 31, 2024

	2024 \$	2023 \$
ASSETS		
Current		
Cash and bank	419,018	388,781
Grants and other amounts receivable - Note 4	88,251	52,232
Prepaid expenses	707	27,316
	507,976	468,329
Capital Assets - Note 5	324,019	328,235
	Total Assets	831,995 796,564

LIABILITIES AND NET ASSETS

Current Liabilities

Accounts payable and accrued liabilities - Note 6	132,691	135,536
Deferred revenue - Note 7	9,500	12,000
Current portion of mortgage payable - Note 8	14,509	14,127
	156,700	161,663

Long-Term

Mortgage payable - Note 8	90,108	104,509
Deferred contributions - Note 9	19,696	10,774
	266,504	276,946

Net Assets 565,491 519,618

Total Liabilities and Net Assets 831,995 796,564

Approved by the Board:

, Director

, Director

The accompanying notes form an integral part of these financial statements.

2

PETERBOROUGH YOUTH SERVICES

STATEMENT OF NET ASSETS

For The Year Ended March 31, 2024

	Invested in Capital Assets (Note 10) \$	Unrestricted \$	Restricted (Note 11) \$	2024 Total \$	2023 Total \$
Balance, beginning of year	198,247	79,554	241,817	519,618	504,985
Excess (deficiency) of revenue over expenditure for the year	(13,137)	59,010	-	45,873	14,633
Transfer to (from) Reserve		(40,269)	40,269	-	
Interest earned on reserve -		(5,604)	5,604	-	-
Appropriation from restricted net assets	14,596	-	(14,596)	-	-
Balance, end of year	199,706	92,691	273,094	565,491	519,618

The accompanying notes form an integral part of these financial statements.

PETERBOROUGH YOUTH SERVICES**STATEMENT OF OPERATIONS**

For The Year Ended March 31, 2024

	Budget 2024	Actual 2024	Actual 2023
\$\$\$ (Note 12)			
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	-	13,098	14,000
- Youth Justice Re-integration	-	-	4,000
- Youth Justice Family Support Worker	68,000	68,000	68,000
Child and Youth Mental Health			
- Brief Supportive Counselling	138,250	145,170	138,250
- Clinical Counselling/Therapy Services	381,810	400,910	381,810
- Mobile Crisis Support Services	91,838	96,438	91,838
- Family Capacity Building Support	66,464	69,764	66,464
- Assess Intake and Service Planning	51,983	54,583	51,983
- Case Management and Service Coordination	68,485	73,965	68,485
- Specialized Consultation	40,563	40,563	40,563
- Intensive Treatment Services	181,500	277,086	181,500
- Adolescent Differential Response	53,697	53,697	50,697
- Special Projects	-	-	83,400
- Outreach worker program	90,900	90,900	80,100
Service Coordination Hard to Serve	-	7,000	14,700
United Way	44,140	46,295	44,090
Fundraising and other revenue	146,200	119,742	59,781
Other Special Projects	35,318	49,620	66,447
Amortization of deferred contributions	-	7,292	2,525
	2,175,472	2,330,447	2,224,957
Expenditure			
Salaries	1,516,650	1,506,248	1,543,003
Benefits	314,650	332,979	305,049
Transportation and communications	58,000	65,054	49,084
Services	257,922	248,158	257,378
Supplies and equipment	28,000	109,134	33,958
Other	250	2,572	3,519
Amortization of capital assets	-	20,429	18,333
	2,175,472	2,284,574	2,210,324
Excess of Revenue Over Expenditure For The Year	-	45,873	14,633