

RESILIENCE

WE ARE RESILIENT.

WE SEE SETBACKS AS AN OPPORTUNITY TO BUILD SKILLS
AND STRENGTHS BY SEEKING POSITIVE SOLUTIONS.

ANNUAL REPORT
2019–2020



OUR VISION

A Meaningful Life for All:
Relationships, Community,
Well-Being.

OUR MISSION

Communicate. Connect. Collaborate.

OUR GUIDING PRINCIPLES

COMPASSION

We are compassionate. We are kind and patient with those we work with and with ourselves. We take the time to listen attentively, without judgement.

ACCOUNTABILITY

We are accountable. Individually and mutually, we hold ourselves responsible for our actions and results.

We are answerable to all of our stakeholders, including each other.

RESILIENCE

We are resilient. We see setbacks as an opportunity to build skills and strengths by seeking positive solutions.

INITIATIVE

We take initiative. With creativity and leadership we explore, build and pursue opportunities.

COLLABORATE

We collaborate. We engage each other in a cooperative process, internally and externally, to create solutions of mutual benefit.

We will miss you, Marie!



This past year saw Marie Lauzier announce her retirement after more than 35 years with the agency. Marie was one of YSSN's very first staff and has held a variety of positions over the years, including serving more than 23 years as our Executive Director.

In her ED role, Marie lead the agency through tremendous growth in the developmental services and community mental health sectors, and established its role as a systems partner and leader.

Marie has always lead with passion and integrity, placing the needs and well-being of both the people and families YSSN supports, as well as our staff, as our foremost priority.

When it is safe to do so, we will plan on hosting a gathering to celebrate Marie's many accomplishments amongst friends, colleagues and her YSSN family. In the meantime, we wish her a relaxing retirement, filled with her many interests.

Message | Board Chair and Executive Director

Throughout this past year, York Support Services Network's mission to **Communicate. Connect. Collaborate.** has continued to guide our collective work with people receiving services, their families, our partners and our funders. Our theme for the past year is **Resilience**, as the organization and those affiliated with it faced significant change, some planned and some unforeseen, but still we leveraged challenges to focus on opportunities and positive outcomes.

As a caring partner and a leader in the developmental services and mental health sectors, we have spent this past year creating and offering programs and services that empower individuals, families and caregivers. We supported a total of **18,369 people living with a developmental disability and people living with a mental health challenges**, providing them with the tools and information necessary to navigate through confusing service systems and to deal with difficult situations while they are in services and waiting for services.

Support in times of crisis. This year we have seen an increase in the need for mental health crisis support. In response, we have increased access and awareness of our Community Crisis Response Services across York Region and South Simcoe. In addition to our core crisis services, we offer an after-hours urgent response service provincially for adults with a developmental disability, their families and their caregivers, we provide a safe short-term bed stay for those who are referred to us by local police partners, and we offer mobile and online access to a crisis worker through text or live chat. As a result, we were able to serve 12,834 people through their mental health crisis.

In addition, we were able to connect more people to mental health, addictions, dual diagnosis, and housing supportive services across York Region and South Simcoe through Streamlined Access, helping 1,438 people access services.

As a case management agency, this past year we supported 975 children and their families, 990 adults with developmental disabilities, and 575 individuals with mental health challenges by helping them develop a plan with achievable goals.

As the host agency for Developmental Services Ontario Central East Region, we helped 1,257 individuals complete their application for ministry-funded adult developmental services, so that they can become more independent and active in their communities.

Additionally, as a Passport agency, we were able to allocate Passport program funding to 2,611 individuals with a developmental disability allowing them to participate more fully in their local community.

Working with over 60 community partners, our agency also works alongside colleague agencies providing training, creating new and innovative ways to offer support, and collaborating together to address systemic gaps.

These accomplishments are a testament to the leadership provided by those who preceded us and the staff who fully commit themselves to the agency's vision of **A Meaningful Life for All: Relationships Community, Wellbeing.** We thank Larry Palmer, former Board Chair and Board member for eight years and Marie Lauzier, Executive Director for over 20 years, for their vision and service to the organization. We also wish to acknowledge the dedicated staff who commit themselves fully to our guiding principles of **Compassion, Accountability, Resilience, Initiative and Collaboration**, which were evidenced through our first ever and yet very positive Compliance Inspection of Case Management in Adult Developmental Services and in achieving a three-year Accreditation status with CARF Canada, with no recommendations.

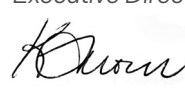
While a significant focus for the year was on maximizing our service offerings and engaging in system development, our efforts quickly pivoted upon the declaration of the pandemic to ensuring people we support had access to food, medication and emotional support through these unprecedented times. Everyone's resilience was being tested, and our staff quickly identified how they could support people connected to YSSN, the broader community and one another. We thank our clients, their families, staff, partners, funders and the Board for your collective efforts during very challenging circumstances.

The people that YSSN supports are at the centre of everything we plan and do, and from them we have also learned much about resilience. We thank you for sharing your journey with us, for teaching us and we look forward to learning more, together, in a changing world.

Ursula Rehdner
Board Chair



Kimberly Thorn
Executive Director



Our Impact | **Developmental Services**



990
adults

with developmental
disabilities served through our
case management program



975
children
and families
supported in
accessing
developmental
services



1,257
people

people assisted to
complete application
packages to access
adult developmental
services



2,611
people

with a developmental
disability were
enrolled to receive
Passport funding
allocations



28,958
DSO CER

engaged in
service navigation
activities.

Our Impact | **Mental Health**



16,663
contacts
made through our
case management
program



25,594
supports
provided through
our Crisis Response
Program



12,652
people
in Crisis
supported



182
people
stayed in our
Crisis Safe Beds



1,438
people

connected to
services through our
Streamlined Access
Program



INITIATIVE:

We take initiative. With creativity and leadership we explore, build and pursue opportunities.

- This past year, YSSN worked to develop additional supports for the people and families we work with. Three new service options were launched to directly address priority needs – **SibShops, Housing Plans and Emotional Literacy**.
- YSSN added a **Family Peer Mentoring program** as part of our service continuum.
- Four YSSN staff were trained as facilitators on Acceptance and Commitment to better support parents of adults with Autism. As well, two staff were trained in Living Life to the Full -- an adapted Cognitive Behavioural Therapy model for adults with Autism and their families.

COLLABORATE:

We collaborate. We engage each other in a cooperative process, internally and externally, to create solutions of mutual benefit.

- In collaboration with 310-COPE, YSSN launched a provincial after-hours Urgent Response for Developmental Services.
- Working closely with our community partners, YSSN developed a rapid response partnership with York CAS and linkages with York Hills and CBHS to support referrals from York CAS. YSSN also developed a short-term stabilization bed response in collaboration with New Leaf.
- YSSN worked with PassportOne to develop additional electronic submission options for Passport recipients.

COMPASSION:

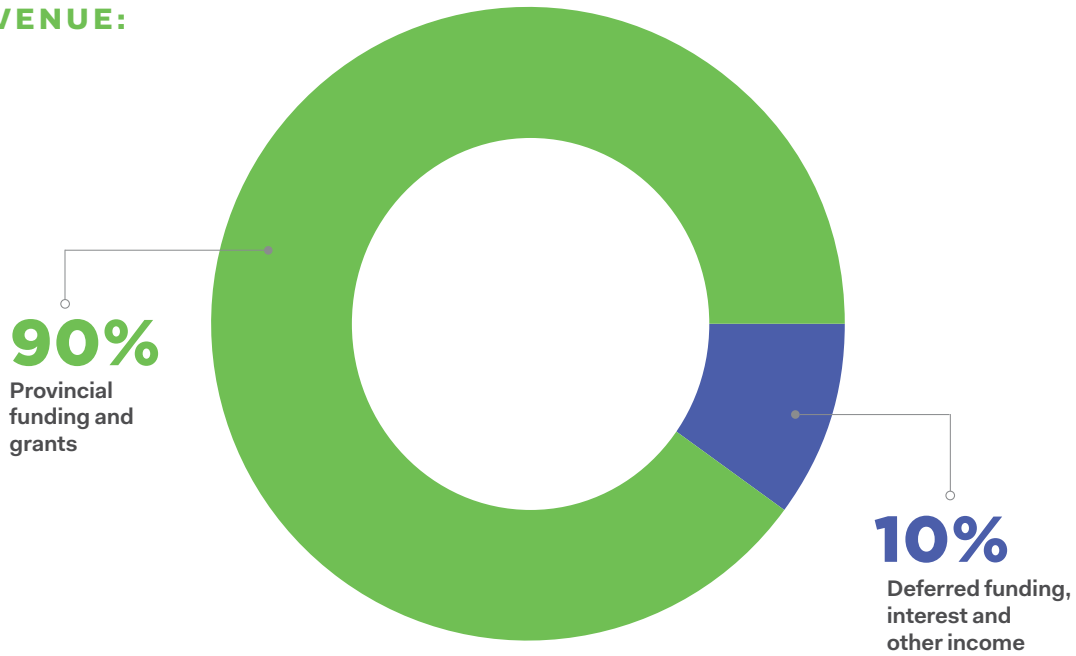
We are compassionate. We are kind and patient with those we work with and with ourselves. We take the time to listen attentively, without judgement.

- To be even more responsive to the people we support, this past year YSSN:
 - launched a text/chat service for our Crisis Program, providing an additional way for people to reach out to us for support
 - developed a weekly Crisis walk-in program, working with Newmarket Public Library, supporting people where they are
 - launched Mental Health Resource Days, providing a drop-in opportunity to speak with workers who will help connect people to the supports they need
 - expanded our Crisis Safe Bed program to also provide a resource in Alliston
 - extended our operating hours for Streamlined Access, now available on weekdays until 8:30 pm
 - launched monthly Crisis Management Plan Workshops

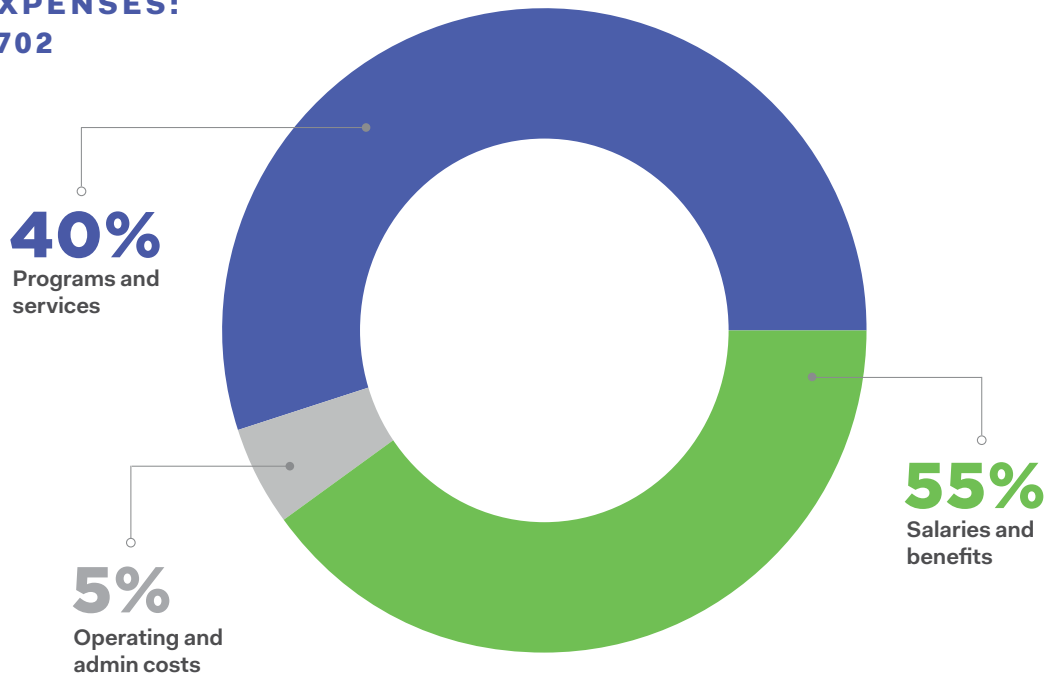
Financial | Statements

STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2020

TOTAL REVENUE:
24,511,821



TOTAL EXPENSES:
\$24,514,702



Audited financial statements for 2019–2020 are available at yssn.ca or contact us at 1-866-257-9776.

2019 – 2020 | Board of Directors

Ursula Rehdner
Chairperson

Brad Smith
Treasurer

Marie Lauzier
Executive Director/Secretary

Lois Alderson-Wigelius
Sarah Butterworth
Susan Dobson

Rosalyn Gambell
Penny Hubbert
Bryan Laviolette

Heather Meikle
Michelle Song
Lisa Weekes




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YSSN is a non-profit organization that receives funding from the Ministry of Children, Community and Social Services (MCCSS), and the Ministry of Health and Long Term Care.

