



**A TIME FOR
RENEWAL**

ANNUAL REPORT
2021-2022



Fraught with health concerns, personal hardships, and painful world events, the 2021-2022 fiscal year brought continued challenges for humanity, and as we witnessed closer to home, to the people supported, their families, our communities and for our staff. How we lived, worked, and interacted continued to be fundamentally altered, making our mission to Communicate. Connect. Collaborate an aspirational objective.

In a year that tested us, through the commitment, compassion, and energy of our staff, YSSN stepped forward to support people with significant impact. We communicated, connected, and collaborated with 34,544 people who live with serious mental illness and/or a developmental disability. We helped them develop relationships and connections to their community through our 24/7 crisis support, case management, peer support, and access services. Our aim is to help them, alongside their families and caregivers, achieve their goals and live a fulfilling life.

As we stand poised to celebrate YSSN's 40th anniversary, we are focused on a sense of renewal, while keeping grounded in the principle that people are at the centre of everything we do and connection is our focus. Ultimately, a strong sense of connection is what we hope to accomplish through our work in partnership with people seeking services, their families, our colleague agencies, communities, and our funders.

Thank you for your collaboration in our vision to create a Meaningful Life for All.

Together, we are stronger, making profound differences for people and helping them to live their best life.



Lois Alderson-Wigelius
Lois Alderson-Wigelius
Board Chair



Kimberly Thorn
Kimberly Thorn
Executive Director

WHO WE ARE

YSSN communicates, connects, and collaborates with people who live with serious mental illness and/or a developmental disability.

We help them, alongside their families and caregivers, develop relationships and connections to their community, which benefits their overall well-being.

Through our 24/7 Crisis support, case management, peer support, and access services, we connect people with the services and supports they need to achieve their goals and live a full and meaningful life.



OUR VISION

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



OUR MISSION

Communicate. Connect. Collaborate.



OUR GUIDING PRINCIPLES

COMPASSION

ACCOUNTABILITY

RESILIENCE

INITIATIVE

COLLABORATE

1. Crisis Response Services

Crisis has averaged an **11% growth rate** in calls and visits over the past 4 years. Through our crisis response services, we served **19,772 people**, up 16% from last year (and up 56% from two years ago), with 30,461 contacts/visits.

We linked **3,414 people** to mental health, addictions, dual diagnosis, and housing supportive services through Streamlined Access. We answered **5,178 inquiries** and received **1,951 referrals**.

2. Safe Beds

YSSN received base funding to operate **four safe beds** in York Region (three in Richmond Hill, one in Newmarket). These beds are available specifically for police and Mobile Crisis Response Teams (MCRT). They will be available to all our police partners. The beds will support individuals who encounter police, who are not appropriate for hospital or jail, but need support. Stays will be up to 30 days. Staff are on-site and will provide 12-hour support, seven days a week. Support will range from crisis intervention, de-escalation and stabilization, support with activities of daily living, connection to resources, and follow-up. This program is set to launch in July 2022.

3. Mental Health Support Team

Our Mental Health Support Team (MHST) crisis workers saw an **increase of 24%** in requests for service. Whether driving through winter blizzards and slippery roads, to risking their own health to work face-to-face throughout a global pandemic, our MHST crisis workers have shown commitment, passion, empathy, and flexibility, each and everyday. They've been working on the frontlines in our communities, responding to calls that have increased in both volume and complexities. The team has truly embodied the spirit of YSSN by being, bold and nimble, thriving and acting on change, and truly taking a lead on ensuring positive outcomes in an adapting and complex ecosystem.

4. Ontario Health Teams

We continue to value our partnerships with various Ontario Health Teams (OHTs), including East York Region North Durham OHT, Western York Region OHT, South Simcoe OHT, and Southlake OHT. We are working with EYRND-OHT to expand Streamlined Access services to primary care physicians.

Since 2007, Streamlined Access has expanded to become the access mechanism to the Assertive

ACCESS TO SERVICES | BY THE NUMBERS

8,686
people served
+ 15% from last year

| | |
|--------------------------------|--|
| Streamlined Access | <ul style="list-style-type: none"> • 3,414 people served • 5,178 contacts/visits • 1,951 referrals received |
| DSO Central East Region | <ul style="list-style-type: none"> • 5,272 people served • 26,007 contacts/visits • 1,134 applications completed • 952 intakes completed |

Community Treatment Teams, Psychogeriatric Assertive Community Treatment Teams, and Mental Health and Addictions Supportive Housing. Most recently, Streamlined Access has developed referral pathways specifically for two initiatives: **primary care providers EYRND OHT** and the **Youth Transitions and Navigation project** across Regional OHTs in York Region.

The purpose of the **primary care referral pathway** is to connect patients to community mental health and addictions services, through Streamlined Access. The referral pathway was launched to a small number of primary care providers in EYRND OHT in July 2021 with full onboarding in the winter of 2022. To support primary care providers, Streamlined Access will complete intake assessments, waitlist management for the 26 (and growing) programs offered through Streamlined Access, offer both peer and family caregiver support, and navigation to services that are not available through Streamlined Access.

Streamlined Access services have **expanded with the Eastern York North Durham OHT** to provide a direct referral pathway for primary care physicians for mental health and addictions patients. The referral pathway is rolling out to primary care providers currently, with full onboarding in the winter of 2022.

The **Youth MHA Navigation and Transition program** is a collaboration of youth mental health agencies and addiction service community partners and hospitals in York Region (York Hills, Reena, 360 Kids, York Support Services Network, Southlake Regional Health Centre, Oak Valley Health and Mackenzie Health. This initiative is focused on Regional Ontario Health Teams in York Region, patients, and caregivers with the goal of improving patient experiences by designing seamless transitional care pathways for youth ages 16-28 with mental health conditions and addictions to Streamlined Access.

5. Partnerships

We continue to provide some **virtual mobile response through Kinark, York Region**. In April 2021, we expanded our After Hours service to youth/families via telephone, text and live chat. We continue to take calls and make referrals for individuals living in other regions as well including Durham, Kawartha Lakes, Peterborough, and Haliburton.

EMS referrals and follow ups continue to come in on a regular basis. Many community agencies continue to reach out to us and us to them; we see the value in sharing our programming strategies and management around COVID and supporting clients who have been impacted by so many issues, including homelessness.

Thank you! We are lucky to have 310-COPE crisis when we are in need. To me, it is a safe and supportive haven where all my needs are met with staff that care and treat me with compassion. During my stay with COPE, I was able to remain sober, learn about myself, prepare a discharge plan for when I return to my community and take necessary preventative measures for continuing to manage my challenges moving forward. Thank you.

— Anonymous

OUR IMPACT | Case Management | Highlights

1. Integrated services

Adult developmental and mental health case management services were integrated focusing on **six priorities areas** (in no particular order):

- serious occurrence reporting (SOR) for Ministry of Children, Community and Social Services (MCCSS) funded clients
- cross sector database management
- cross sector case conference
- integration of welcome packages
- Dual Diagnosis training
- MCCSS Finance training

Standardizing the processes and procedures within these areas has provided more ready access to cross sector information, reduced duplication of documents by using one document that can be used across case management, more staff with capacity to meet quality standards of MCCSS by completing SORs and increased understanding of and reduced errors in meeting Finance standards and best practices.

2. Mental Health

Mental health case management expanded specialized services by **partnering with Evergreen Hospice** for hospice case management and **Addiction Services**

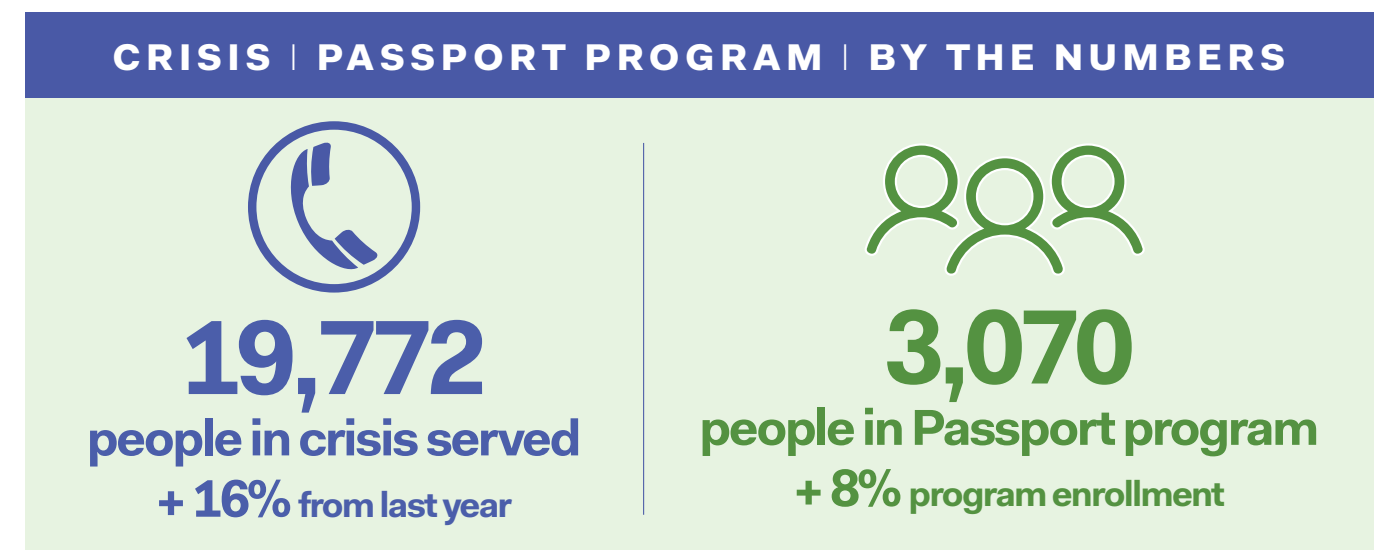
Central Ontario for brief case management for individuals with mental health challenges waiting to access concurrent disorder and withdrawal management services. This resulted in reducing service access wait times for some of these individuals and increased collaboration and connection with the community.

3. DSO CER – Housing Navigation

With Housing Navigation through DSO, we collaborated and shared resources with **19 organizations** regarding creative housing for individuals with a developmental disability. We shared **114 Provincial Housing Tool Kits** with families, and **665 people attended presentations** to learn about person-centred housing planning.

4. Passport program

The utilization rate for 2021-2022 Passport funding was **71% as of May 13, 2022**, compared to an average provincial utilization rate of 60%. From November 2021 to March 2022, the Passport program undertook an “Electronic Claims Submission Project” with the goal to increase electronic claims and reduce future Passport Coordinator workload. We saw a **2.33% increase in electronic claim submissions** in January-March 2022 compared to October-December 2021.



2021 - 2022 | Board of Directors

YSSN's work is guided by our dedicated voluntary Board of Directors. We wish to thank you for your contributions to our agency and the Board. We are grateful for your service, your loyalty, your leadership and your guidance as stewards of our organization.

Lois Alderson-Wigelius | CHAIR

Brad Smith | TREASURER

Susan Dobson | DIRECTOR

Rosalyn Gambell | DIRECTOR

Penny Hubbert | DIRECTOR

Bryan Laviolette | DIRECTOR

Trish Maxwell | DIRECTOR

Heather Meikle | DIRECTOR

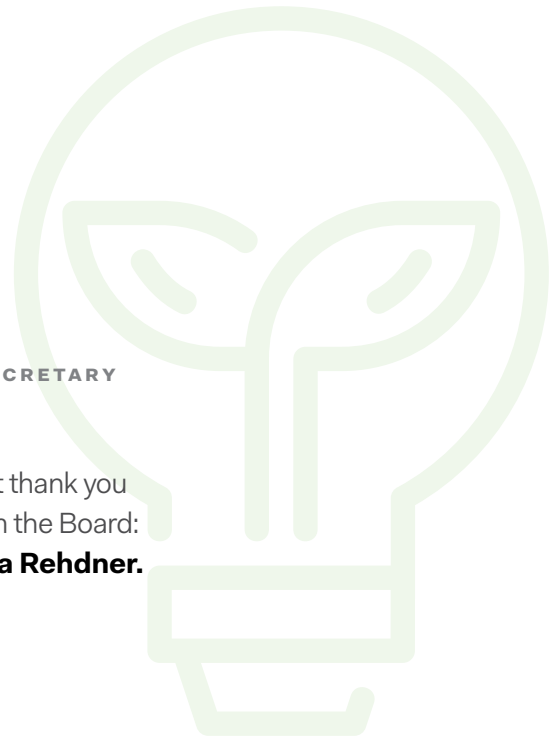
Oluwakemi (Kemi) Oduwole | DIRECTOR

Marcel Price | DIRECTOR

Ursula Rehdner | DIRECTOR

Kimberly Thorn | EXECUTIVE DIRECTOR/SECRETARY
(*ex officio*)

At this time, would also like to extend a heartfelt thank you to those members who are stepping down from the Board: **Penny Hubbert, Heather Meikle and Ursula Rehdner.**

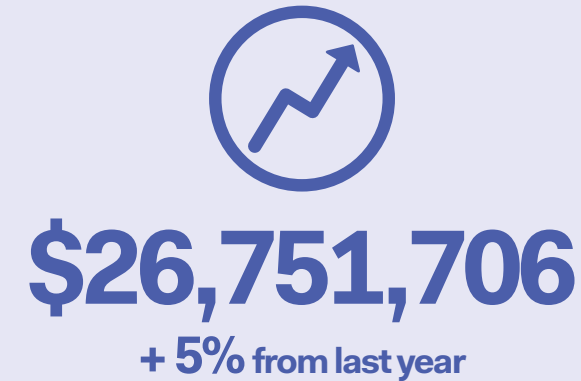


“Working with Iffat has been one of the great supports in my life during a very difficult period dealing with mental illness. I’m a sensitive person and I can really sense that her heart is in her work, and she genuinely wants people to heal and succeed and that this is more than just a job for her but a service. She is also very grounded practical and a great resource and to the point when she needs to be. I have only good things to say about this amazing human being. I wish we could replicate her.”

— S.T. (client)

2021-22 | Financials

BUDGET



HUMAN RESOURCES



“I highly recommend YSSN Mental Health Program. I could not ask for a better Mental Health Case Manager than mine. When we first met virtually, I was in a very bad way with severe depression and did not know which way to turn for help. I was all alone and disabled. She has been there to direct me to all the free help available, and always not just listens, but really HEARS me. Thank goodness for YSSN.”

— B.H. (client)

Thank you to our supporters

Thank you to our generous donors and funders for their continued support.

UNITED WAY

RED CROSS

THE DON AND JOAN WALKER FAMILY

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BROOKFIELD RESIDENTIAL

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York Support Services Network
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905-898-6455 or Toll Free 1-866-257-9776
contact@yssn.ca

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

