

ONWARDS *and* UPWARDS

ANNUAL REPORT
2022-23



A MESSAGE FROM THE BOARD CHAIR
AND EXECUTIVE DIRECTOR

What an incredible year it has been! As we gratefully began to see light emerging from the darkness of the pandemic and everyday life shifting more towards a normal rhythm, YSSN remained steadfast and focused on our Mission to communicate, connect and collaborate with people, families and caregivers.

Our staff, too, shone brightly as we worked with 28,572 people living with serious mental illness and/or developmental disabilities, helping them to access services and build connections that support their unique journeys.

Through the strength of our valued community partnerships, we have collaboratively worked to provide enhanced programs and services to better support the communities we serve. We have been able to reconfigure our Crisis Response Program to increase the number of safe beds and expand our reach to more communities, ensuring we are accessible to people where they live when they need us the most.

After more than 40 years, YSSN underwent a rebranding process that resulted in a new name and a renewed focus for the organization. As our first step on this journey, we have changed our name to better reflect what we do and who we serve: Your Support Services Network. Amazing, isn't it? By changing one word, we've encapsulated the entire purpose for our existence – YOU. We are still YSSN, and we will continue doing what we do best, as we work to further enhance our services, expand our partnerships, and adopt the right tools to increase our efficiency and effectiveness.

During this year of renewal, YSSN engaged our Board and stakeholders to contribute to the development of our new Strategic Plan. To begin, we have identified four pillars that will lay a solid foundation for YSSN's priorities, objectives, and goals. YSSN will be a transformational and collaborative leader, an agile connector and navigator, an informed and nimble innovator, and sustain thriving and empowered people. These pillars speak to our leadership and planning, our services and care delivery, and our most valuable asset – our staff.

Thank you for all you do. We are excited to be on this journey with all of you as we continue to focus onward and upward together.



Lois Alderson-Wigelius
Lois Alderson-Wigelius
Board Chair



Kimberly Thorn
Executive Director

WHO WE ARE

Your Support Services Network (YSSN) is a hub for Developmental, Mental Health and Children's Services to help you navigate services and live your best life.

We work with people who live with serious mental illness and/or a developmental disability, and children with complex service needs, to access services and build connections that support their unique goals and needs.

We offer services directly, and also partner with and refer to other agencies. What matters to us is that people are connected with services that can support their unique journey.

It's your journey, it's your way.

Your Support Services Network
is here for you.

OUR VISION

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

OUR MISSION

Communicate. Connect. Collaborate.

OUR GUIDING PRINCIPLES

COMPASSION

ACCOUNTABILITY

RESILIENCE

INITIATIVE

COLLABORATE

OUR IMPACT: Access Services



In 2022-23, YSSN's Access Services supported **8,072 people**. Of those, we linked **2,514 people** to mental health, addictions, dual diagnosis, and housing supportive services through Streamlined Access. This included **5,416 contacts/visits (up 4.6% vs. last year)** and we received **1,934 referrals**.

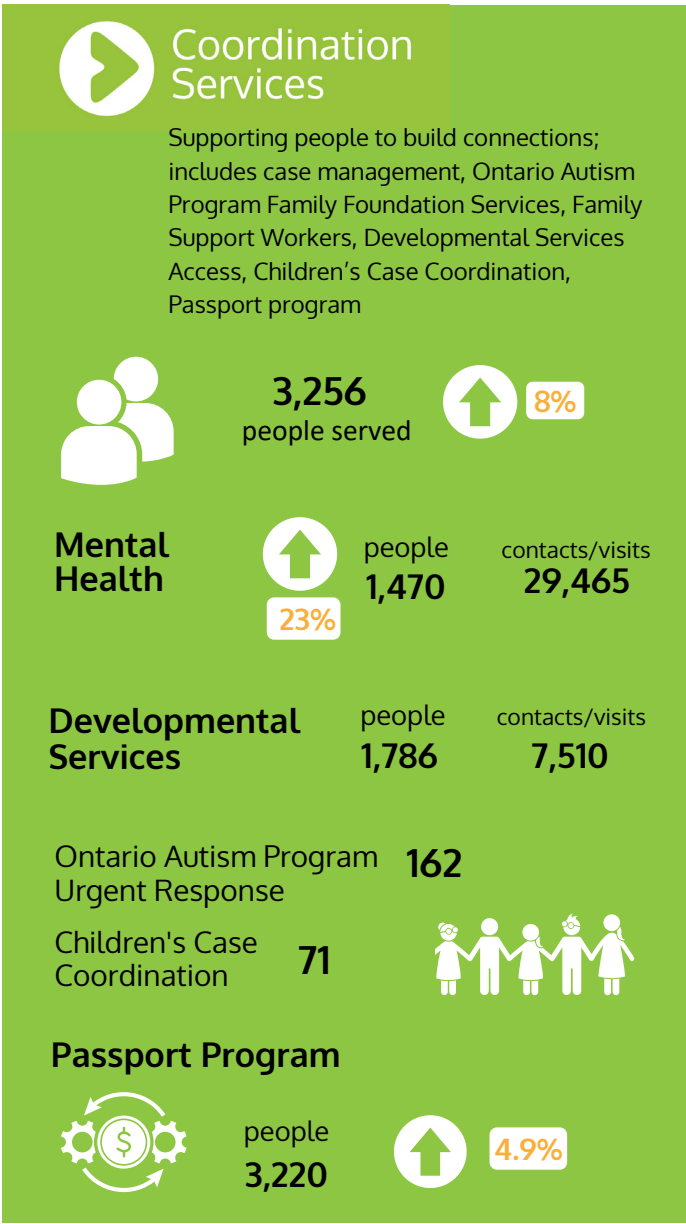
In 2022-23, Developmental Services Central East Region helped **5,558 people (+5.4%)** access information and resources and build linkages to help them navigate service systems. This included **26,991 contacts/visits**, completion of **1,140 applications** and **1,075 intakes (up 13%)** for adults with developmental disabilities who were eligible for funded services.



OUR IMPACT: Crisis Services



OUR IMPACT: Coordination Services



In 2022-23, YSSN supported **3,256 people** through our case management services. Of these, our mental health case managers helped connect **1,470 people (up 8% vs. last year)** to mental health supports, through **29,465 contacts/visits**. We supported **955 people** with dual diagnoses through our ICM program, an **increase of 27% compared to last year**;

481 people through our Flex Supports program (**up 3%**), and **34** through our trauma/hoarding.

In developmental services, **1,786 people received family and adult case management** support through **7,510 contacts/visits**. This included supporting **1,198 adults (up 9.7%)** and **588 children**. Seventy-one children and youth with complex social, emotional, developmental and/or physical service needs, had access to case coordination services.

We served **3,220 adults** with a developmental disability through our Passport Program, a **4.9% increase** in program enrollment compared to the previous year.

Coordination Services Highlights

Further Service Integration and Realignment

Work has continued to streamline YSSN services and supports – in ways that intend to create a more seamless experience for people seeking support. While that was challenged by extraordinary call and service demands during the year, we were able to continue those integration efforts, especially housing and supporting people in crisis.

Service Expansion, Post-Pandemic

We saw significant growth in our children's/OAP services, and in mental health/developmental services case management options. This includes better support for children and families using OAP services, and support for people experiencing addictions or need for withdrawal support. On this last point, we are pleased to be partnering with Addiction Services Central Ontario and the Krasman Centre to better serve our community.

OAP Urgent Response Services

2022-2023 saw the full implementation of our partnership with the Children's Treatment Network for OAP Urgent Response Services. We provide coordination

support to families of children presenting with high-risk behaviours who need clinical, respite, and other kinds of support to help address their most immediate concerns.

Development of Housing Capacity in our Communities

YSSN is pleased to host housing navigator positions that serve all the communities in our DSO CER catchment areas. They have been working with municipal and other community housing partners to open doors for people with disabilities and their families and have been able to help several families explore community-based options that may be available to them. Their efforts complement those of "housing case managers" – our York Region team that helps eligible people explore creative housing options, develop a personal housing plan, and then work towards accessing resources that may be helpful to them, now and in the future.

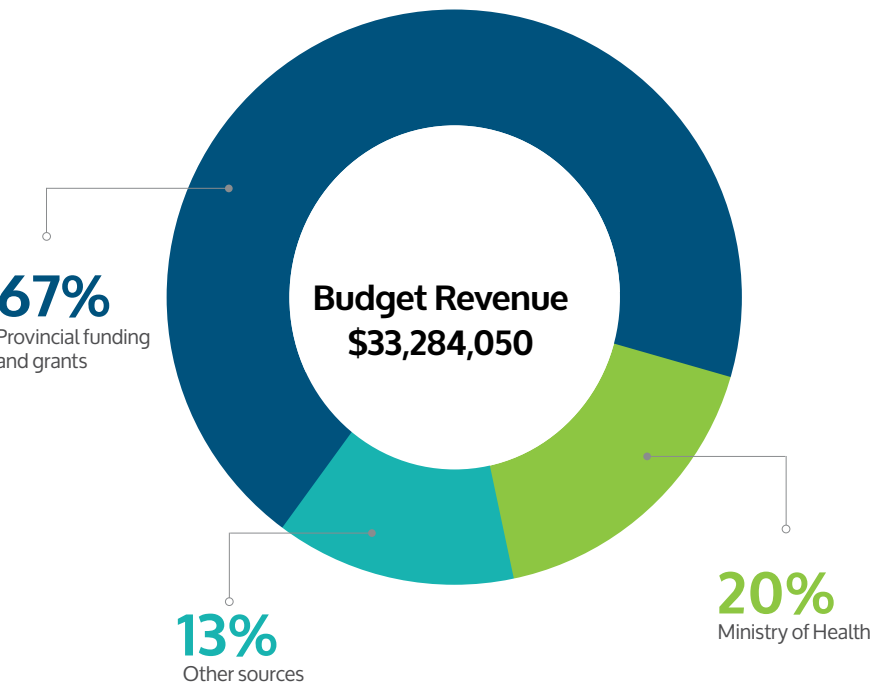
ASCO Partnership

In 2022-2023, YSSN undertook a partnership with **Addiction Services Central Ontario** to provide time-limited case management support. This was focused on people referring from the Concurrent Disorder and Community Withdrawal Management Programs.

YSSN Peer and Family Advisory Committee

In September 2022, YSSN launched its new **Peer and Family Advisory Committee**. This committee consists of people who have engaged with our services from across our programs. It is facilitated through our agency's peer mentorship team, and their feedback has been obtained on such things as our strategic plan, our communications strategy and elements, accessibility planning and policy, and our agency's programs and services, in general. Their input has helped to shape how we offer support to people we serve.

OUR FINANCIALS / HUMAN RESOURCES



37
New hires
54% increase

228
Total employees
12% increase

93%
Job retention

CORPORATE

OUR BOARD OF DIRECTORS

YSSN's work is guided by our dedicated volunteer 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

Bryan Laviolette – Vice-Chair

Brad Smith – Treasurer

Bijesh Balan – Director

Susan Dobson – Director

Rosalyn Gambell – Director

Rose Luo – Director

Patricia (Trish) Maxwell – Director

Oluwakemi (Kemi) Oduwole – Director

Marcel Price – Director

Demetre Rigakos – Director

Kimberly Thorn – Executive Director/Secretary (ex officio)

THANK YOU TO OUR SUPPORTERS

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

United Way Greater Toronto

Magna

Red Cross

Ontario Trillium Foundation

Ontario Health

Ministry of Children, Community and Social Services



York Support Services Network
240 Edward St., Unit 3, Aurora, ON L4G 3S9
905-898-6455 or Toll Free 1-866-257-9776
contact@yssn.ca

Connect with us!

Visit yssn.ca



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