

ANNUAL REPORT 2022-23 HIGHLIGHTS 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

Board Chair



/ Luru 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



Streamlined Access

people contacts/visits **5,416**

referrals received **1,934**

DSO Central East

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.





HIGHLIGHTS 2022-23

OUR IMPACT: Crisis Services



Our Crisis program served 19,912 people in crisis with 32,242 contacts/visits, up 5.8% from last year. Our Mobile Crisis Response Team (MCRT) served 2,998 people through 3,148 contacts.

Crisis Services Highlights

Crisis Response Services

The pandemic granted many opportunities to develop new ways to offer supportive services that are tailored to those who use them.

We made the decision to move away from an integrated call centre/mobile/crisis bed program by:

- Separating crisis beds and aligning the service with our Safe Bed program
- Closing the Newmarket crisis response location
- Moving to remote crisis telephone/chat/text support made possible by upgrades to our call centre phone system
- Providing a hybrid mobile response to the community, which is currently in its development stage

As a result of these changes, YSSN's Crisis Services will now be available in more communities, allowing more people to have access, reducing the need for travel when in crisis, and diverting those in crisis away from emergency department visits at a time when our healthcare system is overwhelmed.

Safe and Crisis Beds

Our initial 3 Safe Beds opened in September of 2022 in partnership with Reena.

Ontario Health has confirmed additional base funding that enables us to expand our Safe Bed

program by an additional 4 beds. Once fully operational, we will have a total of 12 beds:

- 7 beds (5 Safe Beds, 2 Crisis Beds) with Reena at the Lou Fruitman Residence
- 2 beds (1 Safe Bed, 1 Crisis Bed) in South Simcoe
- 2 beds (1 Safe Bed, 1 Crisis Bed) in Newmarket
- 1 Safe Bed in Jackson's Point

Call Diversion Unit

Call Diversion Unit (CDU) launched with our York Regional Police (YRP) partners as a base-funded program June 2022. The program has deeply integrated into the milieu of mental health services with YRP. Through the Call Diversion Unit (CDU), 858 calls were diverted from direct police involvement. "Officers were called to our home for a mental health check on our teenager. There was also a social worker who came. Every single one of the gentlemen were compassionate and understanding. They handled the situation with great care. Never did we feel shame or question if the call was necessary. They were validating and very supportive. They offered us some good advice and provided resources which we'll be reaching out to. Thank you again for helping us get through a very tough night."



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HIGHLIGHTS 2022-23 HIGHLIGHTS 2022-23

OUR IMPACT: Coordination Services





people served



Mental Health

people 1,470 contacts/visits 29,465

Developmental Services

people 1.786

contacts/visits 7,510

Ontario Autism Program 162 **Urgent Response**

Children's Case Coordination





Passport Program



people 3.220





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.

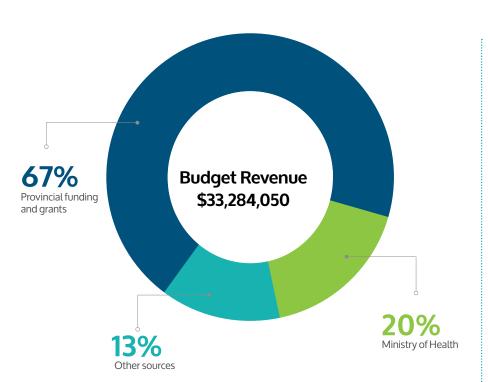
ASCO Partnership

In 2022-2023, YSSN undertook a partnership with **Addiction Services Central Ontario** to provide timelimited 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



New hires 54% increase

Total employees 12% increase

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 Rose Luo – Director

Bryan Laviolette – Vice-Chair Patricia (Trish) Maxwell – Director

Brad Smith – Treasurer Oluwakemi (Kemi) Oduwole – Director

Bijesh Balan – Director Marcel Price – Director

Susan Dobson – Director Demetre Rigakos – Director

Rosalyn Gambell – 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 Ontario Trillium Foundation

Magna Ontario Health

Red Cross Ministry of Children, Community and Social Services



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