

2020-2021

---

# ANNUAL REPORT



 **YORK SUPPORT SERVICES NETWORK**

# Our Agency

## 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 310-COPE line and 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

---

# A Message from the Executive Director and Board Chair

---

As we reflect on the past year, change, challenges, and uncertainty have been abundant. Despite being collectively tested in a myriad of ways, we have much to be proud of.

Our principles of compassion, accountability, resilience, initiative, and collaboration have been at the forefront of supporting people who faced impacts from the pandemic, as well as social inequities and injustices. The constructs of health and safety took on all new meanings this past year and were of paramount importance in all aspects of our work.

As we pivoted primarily to virtual service delivery, we also continued to offer vital crisis services in person and in the community so that people in distress could receive the right service at the right time. Staff worked diligently to ensure food security, helped with access to technology, and maintained connections to reduce isolation, while coping with their own stressors.



Kimberly Thorn,  
Executive Director



Ursula Rehdner,  
Board Chair

---

# A Message from the Executive Director and Board Chair

---

Uncertainty can breed innovation and we transformed some of the challenges we were experiencing into opportunities. We piloted a Call Diversion response with York Regional Police that proved collaboration helps navigate people to the right service. We upgraded our phone system to enhance both the caller and staff experience at 310-COPE. We offered groups, education sessions and conducted assessments virtually with great success. We engaged in new or deeper partnerships with other agencies. We were successful in obtaining grants to pilot new approaches while continuing to focus on service excellence within our programs.

We communicated, connected, and collaborated with 27,673 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.

---



# A Message from the Executive Director and Board Chair

---

We were thrilled to receive the Canadian Nonprofit Employer of Choice Award for 2020. It is an honour to be recognized as a non-profit whose people, leadership and vision translate into outstanding talent management practices that support successful mission delivery in the communities we serve.

As an agency, the learnings over the past year were plentiful and with these experiences, we find ourselves poised on the brink of renewal. Our new Strategic Priorities focus on aligning our internal resources to streamline the experience of people we support. We are committed to furthering our diversity, equity, and inclusion work. We plan to embed more virtual service offerings based on promising or evidence-based practice. With our new plan there is much to look forward to in the future.

Finally, we extend our thanks to our staff, our funders, our friends and our communities. It is our privilege to work alongside you as we strive to ensure a meaningful life for all.



# Our Impact

## Access to Services

### ACCESS

**7,524**

PEOPLE SERVED



### STREAMLINED ACCESS

**4,544**

CONTACTS/VISITS

**1,614**

REFERRALS RECEIVED

**2,436**

PEOPLE SERVED



**+69%**

FROM LAST YEAR

### DSO CER

**18,272**

CONTACTS/VISITS

**1,200**

APPLICATIONS COMPLETED

**5,088**

PEOPLE SERVED

**846**

INTAKES COMPLETED



# Our Impact

---

## Crisis

---

# CRISIS

**16,974**

PEOPLE SERVED



**34%**

FROM LAST YEAR

**29,729**

CONTACTS/VISITS



**31%**

FROM LAST YEAR



# Our Impact

---

## Passport Program

---

**2,842**

PEOPLE IN THE PROGRAM



**PASSPORT PROGRAM**

**+9%**

PROGRAM ENROLLMENT



# A Message from our Director of Mental Health

---



During the fiscal year 2020-2021, we pivoted many of our services virtually to meet the growing needs of people who need them more now than ever before. Our Crisis Response and Streamlined Access services saw record-breaking service volumes. The number of people served in Streamlined Access climbed by 69 percent and by over 25 percent with our Crisis Response services over the previous year.

During Covid, we shifted 310-COPE and Streamlined Access to virtual access so that people continued to be safe and well connected for medication, food and supports. We introduced a new call center phone system to better support and navigate our clients.

Crisis Response expanded their child/adolescent crisis response services to include after-hours support for Durham, Peterborough, City of Kawartha Lakes and Haliburton County.

YSSN is proud to be a participating core member in serving Western York Region Ontario Health Team, South Simcoe Ontario Health Team, and a supporting partner of Southlake Regional Health Centre. Streamlined Access services have expanded with the Eastern York North Durham OHT. This will provide a direct referral pathway for primary care physicians for mental health and addictions.

Our staff demonstrated their adaptability in the transition to virtual support. They also participated and supported several pop-up vaccine clinics in York Region for public vaccination.

We are grateful for having exceptional staff who are dedicated to supporting individuals in ever expanding communities that we serve.

---



Jean West,  
Director of  
Mental Health




## **Client Testimonials**



**“Thank you so much for all of your hard work to support us during our family crisis time and COVID. It was a huge help, and we couldn’t get through this without your support. We were so lucky to have you.”**

---

**“Thank you! We are lucky to have 310-COPE 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 in a crisis bed, 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.”**



# Access to Services

---

We've helped 7,524 people access services. Out of those people, 2,436 were linked to mental health, addictions, dual diagnosis, and housing supportive services through Streamlined Access, up 69% from last year.

We answered 4,544 inquiries and received 1,614 referrals. We answered 18,272 inquiries and served 5,088 people through Developmental Services Ontario Central East Region to help families and adults with developmental disabilities access information and resources to help them navigate service systems.

1,200 application packages were completed for adults with developmental disabilities who were eligible for funded services. 846 people called us to start the application process.

Through our crisis response services, we served 16,974 people, up 34% from last year. We had 29,729 contacts/visits, a 31% increase compared to last year.

We served 2,842 adults with a developmental disability through our Passport Program, a 9% increase in program enrollment compared to the previous year.

## Access to Services Highlights

---

1

We are core partners with East York Region North Durham Ontario Health Team (OHT), Western York Region Ontario Health Team, South Simcoe OHT, and a supporting partner with Southlake OHT. We are working with EYRND-OHT to expand Streamlined Access services to primary care physicians.

The logo for Eastern York Region North Durham Ontario Health Team (EYRND OHT), featuring the text "Eastern York Region North Durham" above "EYRND" and "ONTARIO HEALTH TEAM" to the right.

---

# Access to Services Highlights

---

2



Our Crisis Response calls, texts and chats increased by over 25% over previous year. We introduced a call center phone system for Crisis and Streamlined Access to better support virtual care and improve access to individuals requiring support.

3

We completed a pilot of a Crisis Diversion Unit call centre with York Regional Police. Mental health and addiction calls to front-line officers were diverted to crisis workers for immediate crisis assessment and counselling, as well as navigation and referral to Streamlined Access or other relevant services. The successful launch resulted in 60% of calls being diverted from front-line officers.



# Access to Services Highlights

---

4

We developed and onboarded a Family Caregiver database with Streamlined Access. We've also developed a caregiver portal for support groups and navigation with a Caregiver at Streamlined Access. As part of our partnership with Streamlined Access, we expanded to 25 programs and are still growing. The public can book an appointment via online scheduling.



5



We've created a new partnership with Community Living Association for South Simcoe for a safe bed in the community for our partnership with 310-COPE and Nottawasaga OPP.

---



## **Client Testimonials**

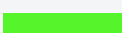
**“Thank you for your kind and generous donation.**

This year has been tough for myself and for my family. My son, who has ASD and Anaphylaxis, which causes minor cases of seizures and respiratory weakness, was a challenging time. Grocery and his special foods cost more and sometimes some things were not available. We had to get creative and make some items from scratch or shop at specialty stores which did not help with our saving. Your kind donation was a welcoming gift. We want to thank you for giving us some relief and to receive some positivity during this crazy time. Hope you continue giving to YSSN to help families like myself. Your gift helped us immensely.”

---

**“Thank you to YSSN and United Way for the funding for my adult daughter.**

This funding was unexpected and it was helpful that support was available during the pandemic. When my daughter is happy and gets the support she needs and deserves, everyone else is also happy. My dream is to have lack of funds not interfere with my daughter’s life.”



# Our Impact

## Case Management

### CASE MANAGEMENT

**3,175**

**PEOPLE SERVED**



### DEVELOPMENTAL SERVICES

**1,995**

**PEOPLE SERVED**

**10,014**

**CONTACTS/VISITS**



**1,109**

**ADULTS**



**799**

**CHILDREN**

**CCC**

**87**



# Our Impact

## Case Management

### MENTAL HEALTH

**30,015**

VISITS

**1,180**

PEOPLE SERVED

DUAL DIAGNOSIS/  
INTENSIVE

**776**

PEOPLE SERVED

**+26%**  
FROM LAST YEAR



**17,019**

VISITS

FLEXIBLE  
SUPPORTS

**368**

PEOPLE SERVED

TRAUMA/  
HOARDING

**36**

PEOPLE SERVED

**12,533**

VISITS

**463**

VISITS

# A Message from our Director of Services

---

2020/2021 was a challenging year, due primarily to the Covid-19 pandemic. As we moved into the year, we saw an immediate and significant impact on agencies' capacity to provide support to families, especially in terms of school programs, day supports, and respite availability. That said, the YSSN developmental and children's services teams, including case management and case coordination, system-level coordination, Passport, and Developmental Services Ontario maintained its services throughout the year. We relied on technology, including videoconferencing, to enable us to do this.

In reflecting on the year, there are many things for which we are grateful. The statistics on service provision that are provided in this report emphasize the reach that we maintained throughout the pandemic. We saw significant service improvements across our case management services, in wait times for the DSO, in the utilization of Passport funding, and in the creation of the UpHub website and corresponding Up Your Life resource booklet! And in March/April, we were able to support an intensive outreach effort in York Region to help people with disabilities and their caregivers to get vaccinated against Covid-19.

And on a personal note, I joined YSSN in July 2020 – and have now experienced, personally, the reasons for the great reputation that our agency enjoys in our community and provincially. As we move into 2021/2022, we look forward to continuing our support to families – now, with a range of in-person and technology-based service options that will help us stay flexible for our community in the future.

---



Gary Whetung,  
Director of Services



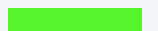
## **Client Testimonials**



**“Thank you so much for all of your hard work to support us during our family crisis time and COVID. It was a huge help, and we couldn’t get through this without your support. We were so lucky to have you.”**

---

**“I was absolutely blessed to have [my case manager, Ana-Maria] come into my life... I was in desperate shape with both my mental health and my hoarding issues... However, when Ana-Maria came in, that completely changed... I never, ever felt judged. [She] was truly there for me and to help me work through not only my mental health issues with hoarding, but to help me move forward with my life.”**



# Case Management Highlights

---

1

The DSO Central East Region team received very positive feedback from applicants and families, despite the impact of the pandemic. Over 99% of respondents to our feedback survey found their worker to be knowledgeable and professional, and were satisfied with their response times from the DSO. 99% of respondents were also generally satisfied with the service they received from our DSO, overall.



2



Our children's services and DS Access teams continued their work with families, in partnership with agencies like Children's Treatment Network, Catulpa Community Services, Kinark, and many others. We continued to offer – and expanded – the Foundational Family Services that are funded through the Ontario Autism Program as we see a newly-redesigned OAP begin to evolve in 2021 and 2022.

---

# Case Management Highlights

---

YSSN offers a diversity of supports and services to our community, with each playing an important role in our “service system.” These functions include crisis response (for people at point of urgent need), service solutions (for individuals who require support for stabilization and long-term planning), family peer mentors (who can share their experiences with families who are navigating services), and housing navigation, which focuses on supporting unique and individually-driven approaches to planning for housing.

3



4

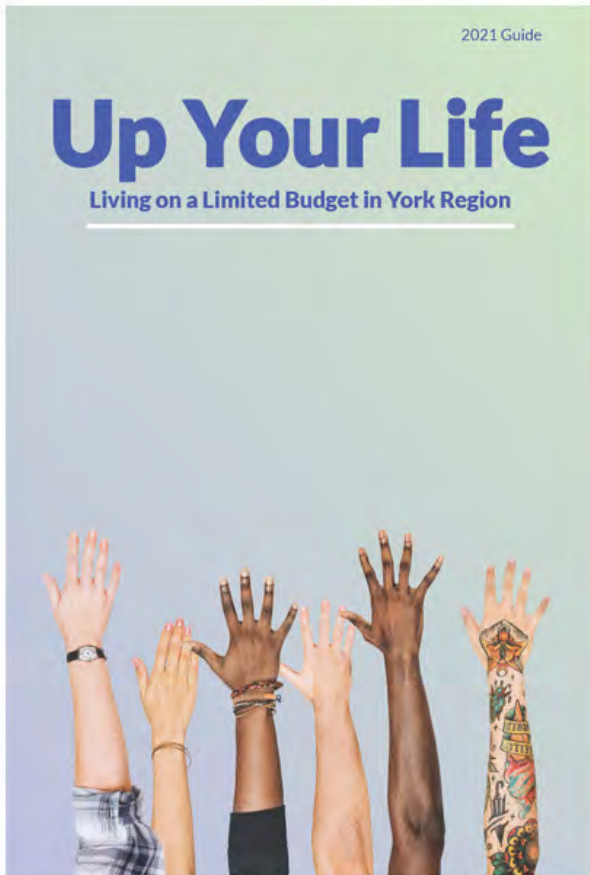


Our Passport team continued to provide support throughout the pandemic, and participated in significant technological improvements to the program during the Fall. These will further support the efficiencies envisioned for the program by both Passport agencies and the Ministry of Children’s, Community, and Social Services.

---

# Case Management Highlights

---



5

We are preparing to launch our Up Your Life/Up Hub! Products by late Fall 2021, including the Up Hub! Website, the Up Your Life resource booklet, several public flag-raising community events, and our continued engagement with a peer team that is co-designing how we can best serve our community with information.

---

uphub




# Staff Stories



"Our United Way Respite Fund helped a family access in-home respite after a parent recently had a heart attack. Her son had significant needs, and required one-to-one support. With United Way funds, the family was able to receive respite hours from a support worker so that his mother could get the rest she needed during recovery."

---

"In accessing our Intensive Case Management Services, an individual had been diagnosed with an Anxiety Disorder and Post-traumatic Stress Disorder (PTSD.) They often remained isolated and withdrawn due to their anxiety. Today, with the support of their worker, they are moving forward with their life, committed to their recovery, open-mindedness, and patience with both the process and themselves."



## Our Board of Directors

---



**Ursula Rehdner – Chair**  
**Lois Alderson-Wigelius, Vice-Chair**  
**Brad Smith – Treasurer**  
**Sarah Butterworth – Director**  
**Susan Dobson – Director**  
**Rosalyn Gambell – Director**  
**Penny Hubbert – Director**  
**Bryan Laviolette – Director**  
**Heather Meikle – Director**  
**Michelle Song – Director**  
**Lisa Weekes – Director**

---



Thank You

---

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.

At this time, would also like to extend a heartfelt thank you to those Board members who are stepping down from the Board:

Sarah Butterworth – Sarah has been a voluntary Board Director for the past eight years and has always been a strong supporter of the work of the agency and dedicated to her role on the Board. She has now reached the maximum term a volunteer is able to sit on the Board, as per our agency By-Laws. We will miss her wisdom, insights and passion for the work of the agency and are proud we can consider Sarah a friend of YSSN.

Michelle Song and Lisa Weekes have been voluntary Board Directors since 2019. Both have decided to step back from the Board at this time due to competing priorities. We would like to thank Michelle and Lisa for their many valuable contributions to our Board and wish them well in their future endeavours.

---

---

“I am genuinely proud to have been connected to YSSN over the past 16 years-first as an officer on the MHST and then as a board member these past 8 years. Although I have been a quiet contributor on the board, I have always been so impressed by the staff, leadership, and values of YSSN. As I move forward in my policing career, I will continue to steer people towards your services because I know the integrity of the organization and I also know that they will be served to the best of your ability.”

~ Sarah Butterworth

“I am so honoured and thankful for the experience of sitting on the YSSN board. This learning opportunity has been outstanding, and I am amazed by the brilliant and dedicated group that serves on the Board. YSSN is an incredible organization that stands for and supports the communities that I value most. With a BIG, expansive and bright future, I wish the agency all the best and am thrilled that my own daily work has me so deeply connected to the clients, staff and programs of YSSN.”

~ Lisa Weekes

---

Everyone on the Board is fantastic in their role and it has been a great learning experience for me.

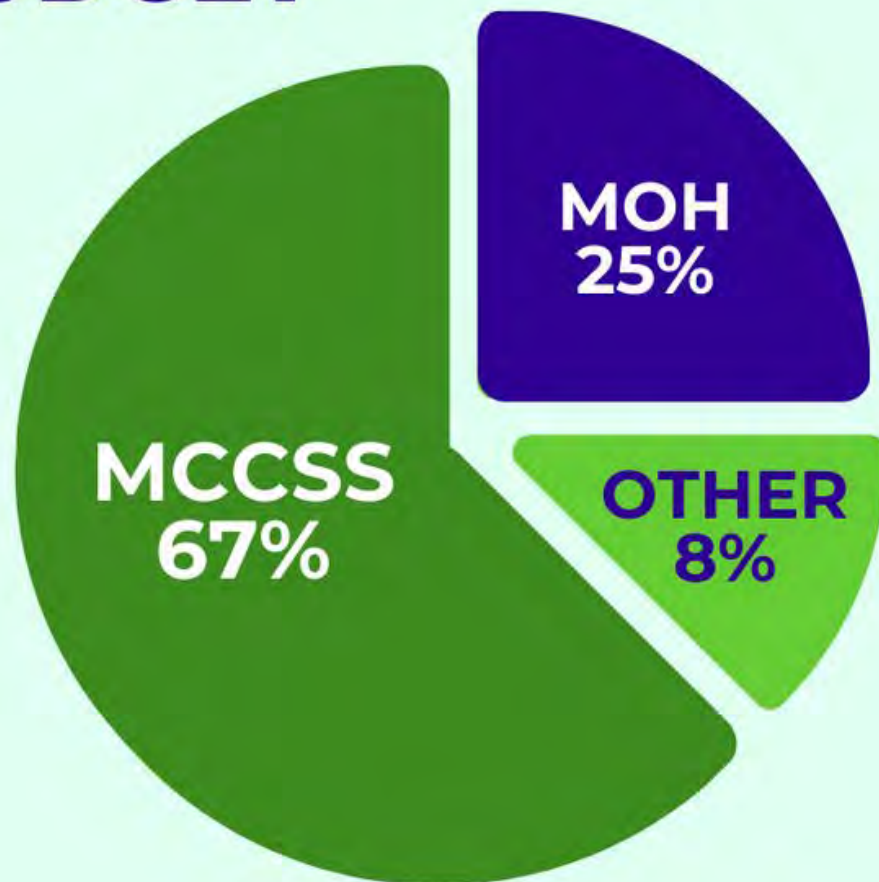
~ Michelle Song

# Our Financials

67% of our funding came from the Ministry of Children, Community and Social Services, 25% from the Ministry of Health, and 8% other.

Our budget for 2020-2021 totaled \$25,557,746.56, a 5% increase from 2019-2020.

## BUDGET



**TOTAL**  
**\$25,557,746.56**

**5%**  
INCREASE  
FROM 2019-20

# Human Resources



## HUMAN RESOURCES

NUMBER OF STAFF

**202**



**7%**

INCREASE FROM 2019-20



Our number of staff increased 7% from the previous year to 202 employees.

We had 20 new hires, up 25% from the previous year, with a strong retention rate of 94%.



**20**

NEW HIRES



**25%**

INCREASE FROM 2019-20

STAFF RETENTION RATE

**94%**



**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](mailto:contact@yssn.ca)

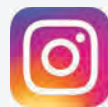
**Connect with us!**  
**Visit [yssn.ca](http://yssn.ca)**



**@yorksupport**



**@york\_support**



**@yorksupport**

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

