



Associated Youth Services of Peel In Action 2020-2021

Our Mission:

AYSP is a dynamic team of optimistic, compassionate professionals and volunteers dedicated to helping children, youth and families manage mental health and /or justice issues, realize their potential and contribute to their communities.



2020-2021

The 2020-2021 year provided a unique challenge in the form of the COVID-19 global pandemic. AYSP consistently showed both internal and external leadership by quickly pivoting to virtual services at the time on the initial lock-down. This change allowed services to clients to continue at a time when both clients and staff were required to remain at home.

Throughout this period, AYSP continued to work to the standards that have allowed us to achieve Children's Mental Health and Youth Justice accreditation through the Canadian Centre for Accreditation. As 2020-2021 was not a review year, this included ongoing self-monitoring of client service and other standards.

Throughout the 2020-2021 year, AYSP found that a number of our referral sources were more significantly impacted by the pandemic and the lock-down, resulting in lower referrals than in the previous year.

1. Clients Served in Over 20 Programs

Children's Mental Health Services = 1250

Youth Justice Services = 1040

2. Volunteers

Approximately 75

3. Agency Staff

Just over 100

Our Vision:

As a pivotal leader and system partner, AYSP is committed to improving the lives of children, youth and families dealing with mental health and/or justice issues within an equity-based framework

AYSP staff also continued to serve as leaders in our community through their involvement on various committees, including, but not limited to Youth Suicide Prevention Peel, Youth Justice Ontario, Mississauga Halton Transitional Age Youth Committee, the Peel Situation Table and the EJM Regional Committee.



What Our Peers Say:

"The restrictions from the pandemic created limits where in-person connections were challenged. I had the opportunity to meet many members of the dedicated, professional AYSP team over the phone and virtually. I was fortunate to have connected with members from AYSP who are [sic] continue to be positive role models for youth. These moments foster positive connections within the community while we continue to work towards a safer community together."

"AYSP has always been an amazing agency to work with in the community. Our clients receive fantastic service from caring and compassionate staff."

Of those who responded to our annual Peer and Referring Agency Survey **100%** have in the past or would in the future recommend AYSP programs to their colleagues!

Our Service Principles

We work from a client-centred, strength-based approach and believe through support, individuals can reach their potential. We work hard to engage all children, youth and families in a manner which is culturally sensitive, non-judgmental and respectful.

Our approach is based on a systemic perspective - taking into account individual family, peer, school, employment and neighbourhood factors. We use restorative principles to ensure the rights of persons harmed, clients and communities are respected, with an emphasis on the reintegration and rehabilitation of youth.

We value diversity, inclusivity and persons from all ethno racial groups, abilities and sexual and gender identities. AYSP is committed to anti oppressive and anti racist principles, with the expectation that this framework is reflected in the work we do.

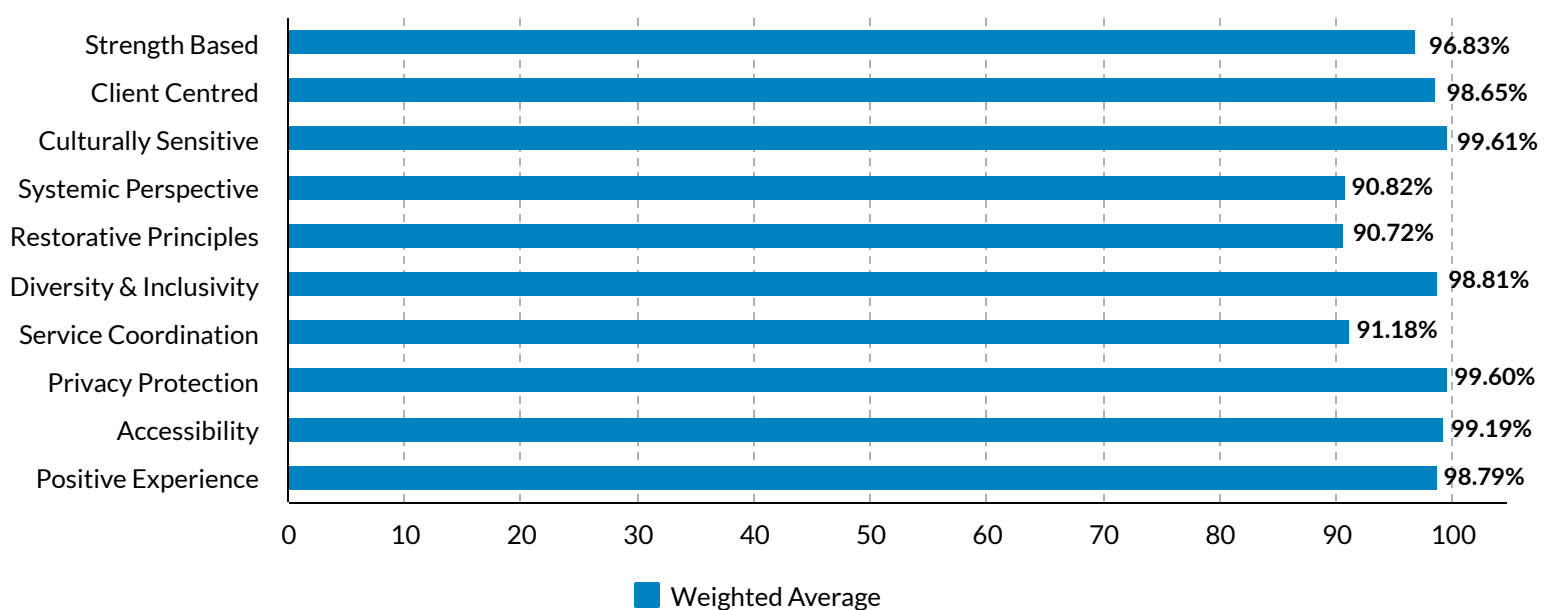
AYSP strives to provide programs and services that are evidence-based and evidence informed. We understand some individuals and families need multiple services within the community, and we are proud to partner with the other service providers, including those in the areas of child welfare, children's mental health, education health and justice to provide well-coordinated services for our community.

We are committed to protecting the privacy of all individuals who participate in our programs by ensuring the confidentiality and security of client information. Our services are provided free of charge to residents of our service community.

What Our Clients Think

Based on feedback received from AYSP's clients through Client Satisfaction Questionnaires administered at the end of service, our clients have indicated how well AYSP has fulfilled its Service Principles. Our Service Principles have been grouped into the following 10 themes and the results below indicate how our clients perceive our success.

Service Principle Themes



Other AYSP 2020 - 2021 Successes

- Moved all programs to virtual services to continue supporting clients throughout the pandemic
- Successfully implemented Triple P, and Triple P Group evidence based programs
- Introduced Counselling Halton/Peel program to support court referred youth
- Launched Youth Beyond Barriers Caregiver Group
- Created AYSP Total Quality Assurance Framework
- Completed move to online Client Satisfaction Questionnaires
- Equipped all staff with laptops to better support remote work
- Transformed the AYSP office space to meet or exceed all Public Health guidelines relating to COVID-19, in anticipation of all staff returning to the office