



# Associated Youth Services of Peel In Action 2021-2022

## 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.*

### 2021-2022

2021-2022 was the second consecutive year impacted by the COVID-19 global pandemic. With the introduction of vaccines and some easing of the strict work-from home mandates, AYSPP was able to introduce a hybrid service model for some programs and the return to face-to-face service for others by the end of the year. These changes were welcomed by both clients and staff.

Based on client feedback for the 2021-2022 year, approximately 93% of clients received virtual services with the balance of clients receiving in-person or a combination of virtual and in-person. Over 95% of these clients indicated a positive experience.

AYSP staff and volunteers recognized that methods of work and communication have been permanently altered by the last two years and continued to seek innovative ways of connecting with and serving clients while working to the standards that have allowed us to achieve Children's Mental Health and Youth Justice accreditation through the Canadian Centre for Accreditation.

As 2021-2022 was a year of preparation for a 2022 Accreditation review, it included updates to policies and procedures to reflect AYSPP's new ways of working. Grounding AYSPP's changing environment were the mandatory trainings for new staff including Anti-Oppressive Practice, 2SLGBTQ+, Crisis De-escalation and Trauma-Informed instruction

*Clients Served in Over 20 Programs by a dedicated team of staff and volunteers.*

### Children's Mental Health Services = 1254

Clients served remained constant for 2021-2022 when compared to 2020-2021.

### Youth Justice Services = 785

Fewer youth justice clients served in 2021-2022 than 2020-2021 due to pandemic related closures.

## Our Vision:

*As a pivotal leader and system partner, AYSPP 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, Human Trafficking Service Providers Network, Mississauga Halton Transitional Aged Youth Committee, the Peel Situation Table, the EJM Regional Committee, the 2SLGBTQ+ Peel Collaborative, Anti-Black Racism & Systemic Discrimination Committee and the Community Response Table



## What Our Peers Say:

*"High quality client centered professional service delivered in collaboration with youth, families and other stakeholders involved!"*

*"AYSP referral process is easier, the wait time is shorter as compared to other organizations. The workers are fabulous and they provide high quality professional service to the clients. The workers have collaboratively worked with me, giving feedback and sharing concerns if any on time. My clients and their families have always given positive feedback about the services they received. Thanks a lot for supporting the children and the families I work with."*

Of those who responded to our annual Peer and Referring Agency Survey **100%** have in the past or would in the future recommend AYSPP programs to their colleagues! And over 90% of their clients have shared positive feedback about AYSPP!

## 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. AYSPP is committed to anti oppressive and anti racist principles, with the expectation that this framework is reflected in the work we do.*

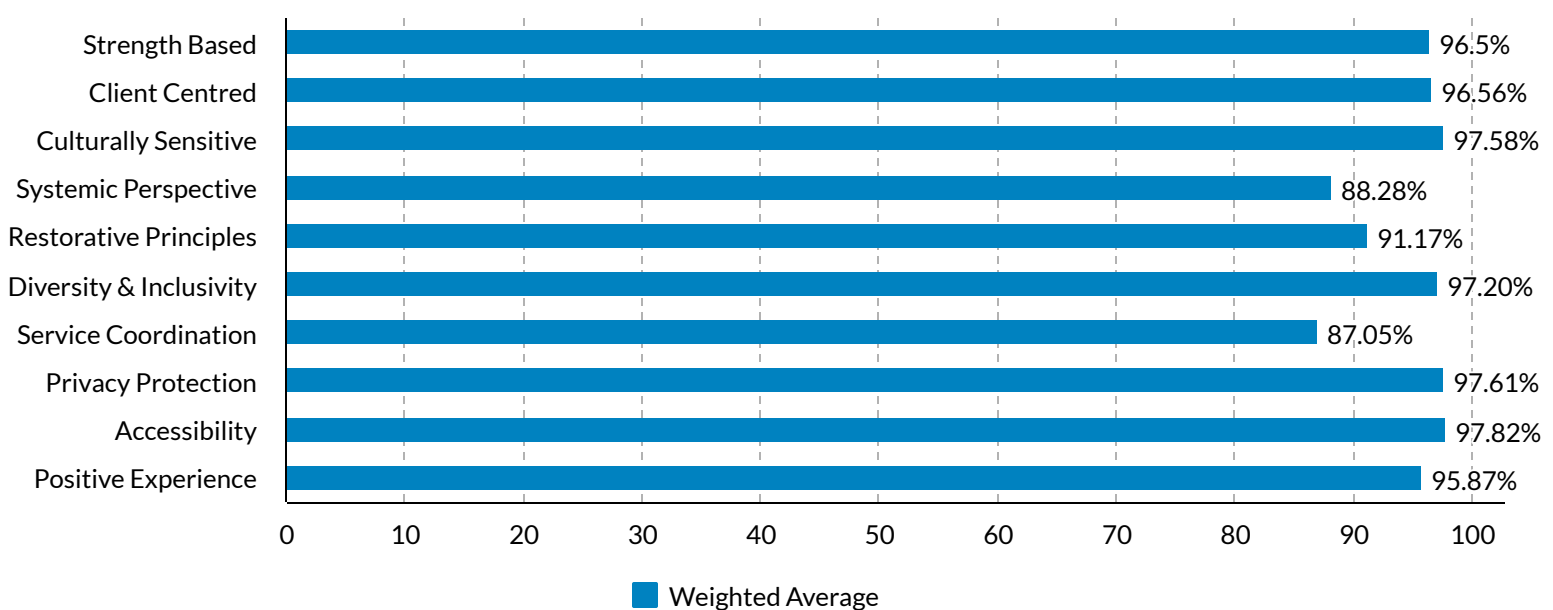
*AYSP strives to provide programs and services that are evidence-based and evidence informed. We understand some individuals and families need multiple services within the community, and we are proud to partner with the other service providers, including those in the areas of child welfare, children's 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 AYSPP's clients and caregivers through Client Satisfaction Questionnaires administered at the end of service, over 300 of our clients and caregivers have indicated how well AYSPP has fulfilled their Service Principles. Our Service Principles have been grouped into the following 10 themes and the results below indicate how our clients and caregivers perceive our success.

### Service Principles Themes



## What Our Clients Said

*"Although all sessions were virtual, we as a family got good benefits from the program"*

*"I wish more people knew about the services. Going through the DBT [Dialectical Behaviour Therapy] Program and having one on one support for my daughter has literally saved her life and has given my family tools to learn how to support her and the family. All of the Workers have been caring, knowledgeable and amazing individuals. Thank you"*

*"I am really pleased that there are up to three additional sessions over the next 365 days to check in if needed. Overall this has been a very insightful experience and I hope to continue to use the information and skills provided to help my son and other children. I actually wish the program was longer. I feel as though I could use support in other areas or parenting children with challenging behaviours, but am grateful to have had this opportunity."*