



# Associated Youth Services of Peel In Action 2022-2023

## 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.*

## 2022-2023

2022-2023 was the third consecutive year impacted by the COVID-19 global pandemic. The experiences of the previous two years and the increased management of COVID-19 reduced its sway over operations as the year progressed. The hybrid services introduced for most programs in the 2021-2022 year remained in place throughout 2022-2023, with a trend toward more in-person client meetings and a return to in-person groups for some programs and in-person staff meetings. The flexibility to pivot to a virtual meeting in response to bad weather or minor illness is appreciated by staff and clients.

After many months of preparation, AYSP hosted a virtual site visit from the Canadian Centre for Accreditation. After a review of 67 mandatory standards and 30 leading practice standards across Organizational, Child and Youth Mental Health and Youth Justice categories, AYSP was accredited once again for a four year term. The final report included this quote:

*"The organization is commended for its focus on remaining accessible to families and continuing to meet its mission and mandate throughout this unprecedented time."*

To continue to support staff in their ongoing work and development, new trainings were introduced in 2022-2023 and included Indigenous Cultural Competency and Anti-Black Racism training. These have been added to existing new staff training, which already includes 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 = 883

Clients served decreased in 2022-2023 due to staff vacancies including recruitment and retention challenges.

Youth Justice Services = 1032

The number of youth justice clients increased year over year in 2022-2023 due to the return of more in-person services in the community.

## 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*

The AYSP Fundraising Committee was formed in the 2022-2023 fiscal year. They undertook several initiatives including requests for community donations, an in-house raffle, selling popsicles to staff, snack stations and a bake sale.

These efforts resulted in the purchase of 60+ backpacks filled with school supplies for our clients along with over \$400 of support for the winter care packages assembled by AYSP's youth at risk programs.

## What Our Peers Say:

*"AYSP offers such a fantastically wide range of programs that simply aren't available elsewhere!"*

*"I've always found AYSP to be extremely responsive and clear on expectations. Waitlists have become harder to get a handle on as a community post-pandemic but I've never heard of families struggling to access programs."*

*"I always praise the staff at AYSP for their great work. They are a pivotal part of Peel's child and youth mental health system and I frequently recommend their services to others."*

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! And over 90% of their clients have shared positive feedback about AYSP!

# 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.*

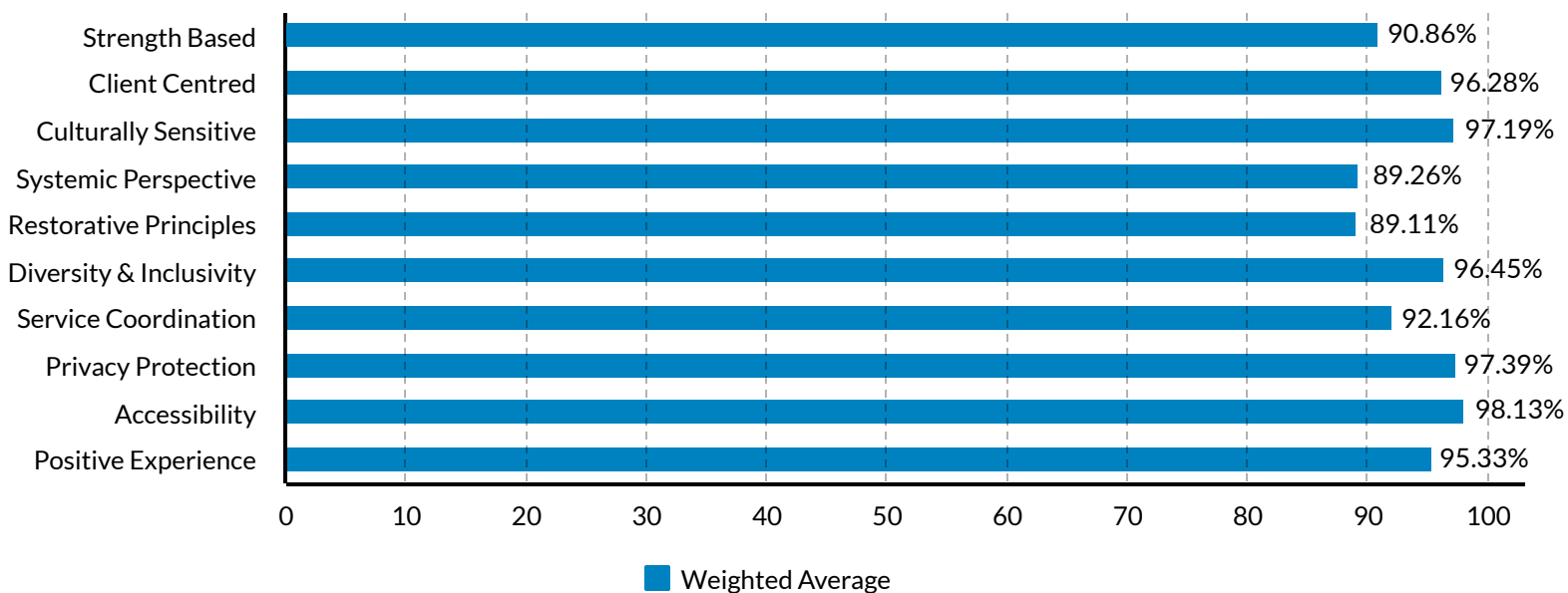
*AYSP strives to provide programs and services that are evidence-based and evidence informed. We understand some individuals and families need multiple services within the community, and we are proud to partner with the other service providers, including those in the areas of child welfare, children's 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 and caregivers through Client Satisfaction Questionnaires administered at the end of service, over 250 of our clients and caregivers have indicated how well AYSP 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

*"It was an amazing experience that I would recommend to anyone struggling."*

*"The program [Extra Judicial Measures] really helps you mature and think about your actions so it was a good experience and really benefited me and hopefully others."*

*"I feel like I've reached most of my goals and I'm more successful"*

*"We had an excellent experience with [worker name redacted] she went above and beyond our needs and expectations and made referrals and suggestions to improve my son's mental health, well being, and safety"*