



# Associated Youth Services of Peel In Action In 2023-2024

## *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.*

Over the past year, AYSP continued to have a positive impact on the communities we serve. While some programs provide hybrid services with virtual sessions occurring upon client preference/request or to avoid bad weather or contracting minor illness, the majority, over 70% of session hours provided, in 2023-2024 were in-person. Although the percentage varies by program, agency-wide this is an approximate 20% increase over the previous fiscal year's in-person services.

An important part of the services provided by AYSP is to ensure effective communication with clients and caregivers. Our services are not limited to English and French or even the 10+ languages spoken "in house" by staff. With the assistance of professional interpreters, more than 300 session hours, in 11 languages, were provided to clients and caregivers throughout 2023-2024. These included sessions in Arabic, Cantonese, Punjabi and Spanish, to name just a few. The total number of hours and languages vary from year to year, based on the needs of our clients.

With our dedicated team of staff, volunteers and students, AYSP served more than 950 Children's Mental Health clients. This represents an increase in the number of clients served over the previous year as we move farther away from the impact of pandemic shutdowns; like the rest of the sector, our mental health team continued to have recruitment and retention challenges which impacted the number of clients who could be served and in some cases made for longer than desired wait times.

AYSP staff and volunteers also served more than 1,300 Youth Justice clients, a 28% increase over 2022-2023. Of the almost 500 clients discharged from AYSP's Diversion and Youth Justice Committee Programs just under 90% (89.9%) successfully completed their program.

## *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 continued to operate throughout 2023-2024 with small campaigns including a highly successful "Mason Jar - Recipe in a Bottle" sale that raised funds to provide food, gas and phone vouchers for clients during the summer. The annual STEPS-YCC Winter Care Package Campaign, which is supported agency wide, provided a record number of bags; over 100 provided to AYSP youth clients and families.

AYSP moved forward with a new initiative in 2023-2024 including the formation of the AYSP Youth Engagement Committee. This is a group of youth volunteers who meet regularly at AYSP to contribute to the work being done. For example, the group suggested updates that were incorporated into the questions in our Client Satisfaction Questionnaires.

AYSP continues its outreach through their presence at community tables and planning groups, including "Youth Suicide Prevention Peel", "Homelessness Provider Table", "Human Trafficking Service Provider Network" and "Peel Regional Police – Mental Health & Addictions Table" among others.

In the spring, AYSP together with community partners from Our Place Peel, Peel District School Board and Victim Services submitted a successful proposal for the "Building Safer Communities Fund - Guns & Gangs Initiative", and implementation on this joint project has begun!

## What Our Peers Say:

*"AYSP has been a dependable service who have an excellent reputation throughout the Region. It is a pleasure to have AYSP as a community partner."*

*"The services offered are very thorough and well supervised."*

*"I really enjoy collaborating with AYSP as a community partner. I frequently recommend their services to other organizations."*

*"I have heard positive feedback from several people who have participated in AYSP programming."*

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 95% 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.*

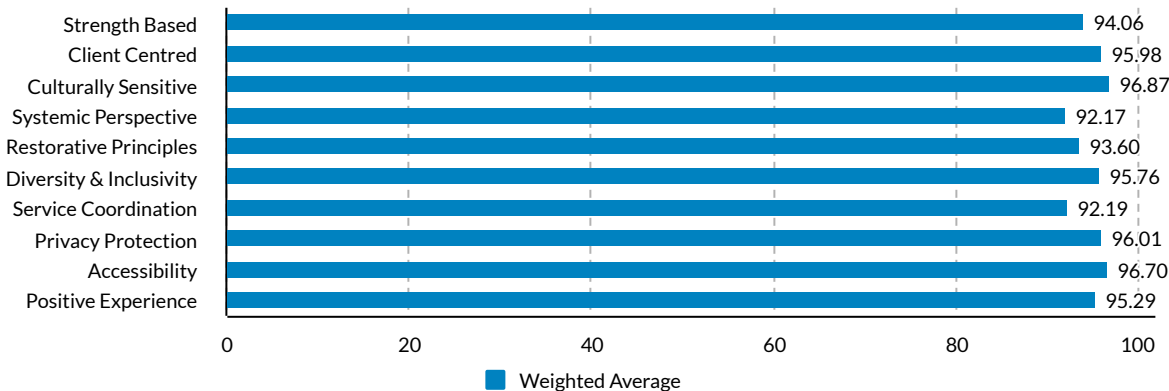
*We are committed to protecting the privacy of all individuals who participate in our programs by ensuring the confidentiality and security of client information. Our services are provided free of charge to residents of our service community.*

## What Our Clients Think

Based on feedback received from AYSP's clients and caregivers through Client Satisfaction Questionnaires (CSQs) administered at the end of service, over 400 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.

More CSQs were collected in 2023-2024 than in the previous fiscal period. Results were above 90% for all categories. This was an improvement over 2022-2023 when the Systemic Perspective and Restorative Principles both had 89% ratings. To encourage higher participation from Clients and Caregivers they are given a choice between online and paper surveys specific to the program in which they participated.

### Service Principles Themes



*AYSP improves the lives of children and youth dealing with mental health or justice issues by providing effective, quality and high-impact programs.*

## What Our Clients Said

*"AYSP are very supportive and really care."*

*"It was [an] extremely positive experience for my child but also myself, greatly appreciate this service."*

*"I liked working with [name redacted], it was very fun – [name redacted] was with me from the beginning from intake to do counselling – it has helped me with my overthinking and spiraling and helped me develop a sense of knowing or assessing things before I do – thinking before my actions. It was good to have [redacted] in my corner."*

*"All i wanna say is that i was kind of scared when i first came to meet [name redacted], but [name redacted] was really kind and cooperative with me and made me feel comfortable."*

*"This program [Youth Justice Committee] is [an] excellent in helping kids realize their mistakes and correct them"*

*"Great service, really helped me and my mental health in ways that I understood and ways that would work for me!"*