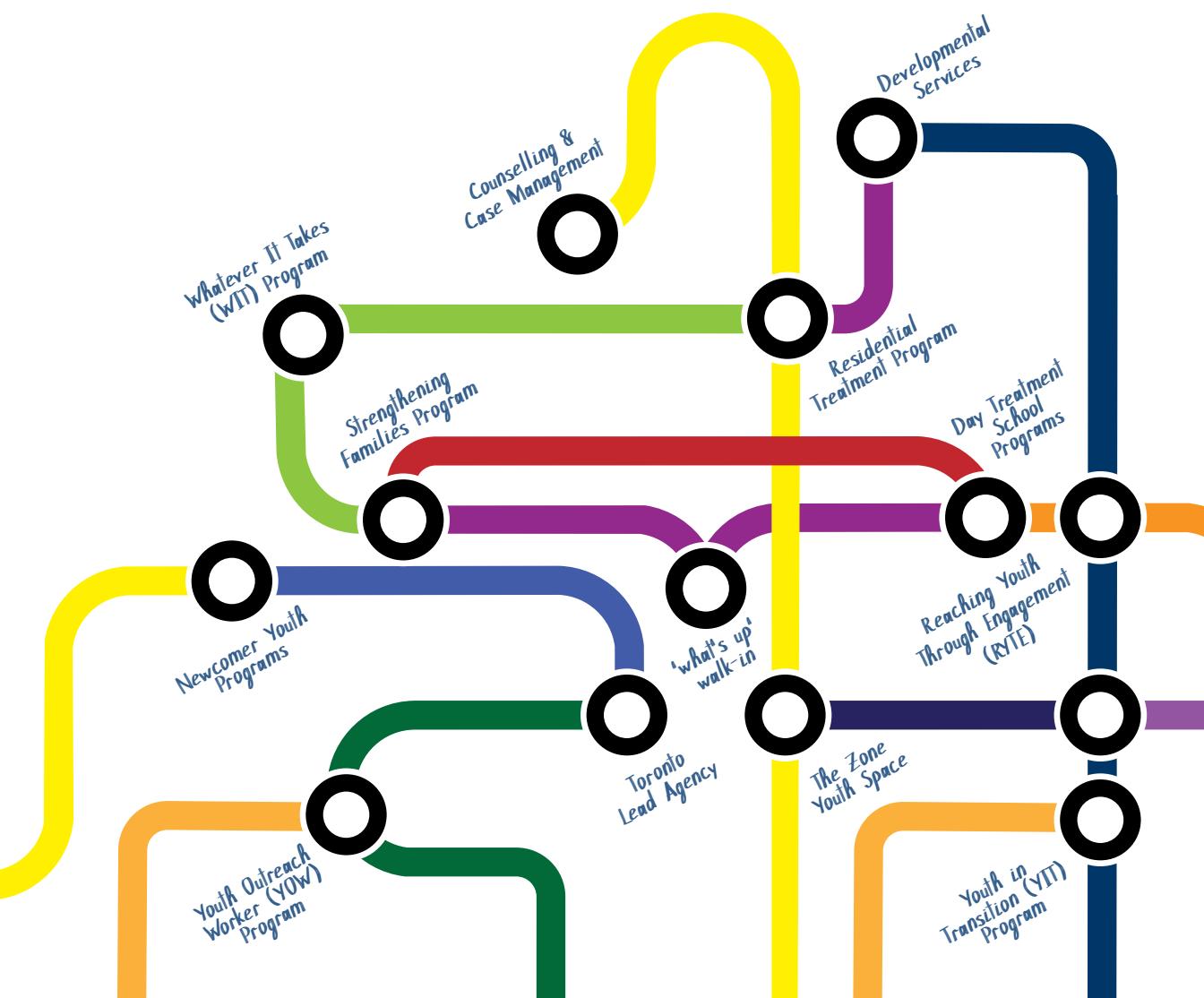




## MAKING CONNECTIONS

ANNUAL REPORT 2016-2017





CONNECTING WITH OUR



# Our Vision - Doing Whatever It Takes

We go above and beyond to deliver high quality service. We see it as a necessity not a choice. Below are the principles we are committed to upholding in our work:

## **Put People First**

We ensure the interests of infants, children, youth and families are central in all our decisions and work to support their unique needs, circumstances and strengths.

## **Value Diversity**

We work relentlessly to ensure dignity, equity, respect and inclusivity in all our interactions with clients, staff, partners and funders.

## **Be Culturally Competent**

We value and model cultural competence by providing services that respect the diverse and unique backgrounds, beliefs and practices of individuals and their families.

## **Uphold Professional Excellence**

Our industrious, highly-qualified staff bridge lived and learned experience to ensure a community-based and evidence-informed approach.

## **Lead Collaboratively**

We optimize our ability to deliver quality services by recognizing and leveraging the capacity of others through a respectful and inclusive approach to leadership.

## **Enable Ongoing Learning**

We are adaptive and flexible, but also measured and data-driven. We evaluate what we do and learn from all our work.

## **Encourage Innovation**

We are creative with our resources, take bold and thoughtful risks, and adopt and test promising practices early on to drive success.

# COMMUNITY





# Connecting with Claire Fainer

## A Tribute to our Executive Director In Her Year of Retirement

It is through our connections to one another that we move forward. These connections are what make us brave enough to forge new beginnings, implement new ideas, and ultimately, ensure their success. Without each other, we could not do more, want more, or even believe in the idea of more.

Making connections is at the heart and soul of our work. During her 31 years of service at EMYS, Claire has not only developed relationships which have served as a strong foundation upon which to grow and learn, but taught us, with commitment to demand the best of ourselves and one another. By ensuring the voices of our families, youth and community inform all our



**1986**

Claire is hired at EMYS as Clinical Director of Services.

**1989**

Claire assumes the position of EMYS Executive Director and the agency becomes an early pioneer in the development of ethno-specific outreach strategies with the launch of the Chinese Community Outreach Program.

**2005**

Following a year where gun-related deaths were at an all-time high, EMYS develops the Youth Outreach Worker (YOW) program. The program is piloted in three Toronto regions and eventually expands across the province in 2007.

**2005/2006**

EMYS conducts the "Bridging the Gap" Mental Health Needs Assessment of Afghan youth & subsequently hires an Afghan Youth Outreach Worker to address the needs identified. EMYS also conducts the "Crossing the Great Divide" Mental Health Needs Assessment for South Asian Youth.



decision-making, she has clearly demonstrated that engagement and connection are essential at every level. Most importantly, she has continuously shown tremendous care and concern for those she leads, inspiring all of us to be and remain connected.



**1992** EMYS becomes the first provincially-accredited child and youth mental health centre in Toronto.

**1999** EMYS co-creates the Transitional Support Service, creating pathways to care between EMYS and local hospitals.

EMYS builds capacity to deliver its first evidence-based practice, Multi-Systemic Therapy, followed by a launch of Dialectical Behavior Therapy, Cognitive Behavior Therapy, Solution Focused Brief Therapy, and Trauma-Focused Counselling.

**2000**

EMYS establishes the Gender-Based Violence (GBV) program and co-founds the Human Trafficking Intervention Prevention Strategy (H.I.P.S.), a collaboration between over 20 agencies in Toronto to address domestic human trafficking. EMYS becomes the go-to thought leader and leading service provider to one of Toronto's most vulnerable youth communities.

**2011**

To increase access to service and reduce waitlists, EMYS creates and leads the 'what's up' walk-in, a community-based, city-wide, free, mental health counselling service for children, youth and their families. Today, 'what's up' has six locations.

**2014**

EMYS is awarded Anchor Agency status by United Way Toronto & York Region.

**2015**

**TORONTO**  
moving on mental health  
**LEAD AGENCY**

EMYS is named the Toronto Lead Agency for Ontario's Moving on Mental Health action plan.

**2017**



# East Metro Youth Services

Mary Jarrell, Board Chair and  
Claire Fainer, Executive Director

# Connecting to 2016/17

## A Year in Review

It goes without saying that 2016-2017 was a momentous year for East Metro Youth Services (EMYS). We accomplished much thanks to the support of the Ministry of Child and Youth Services and the generous contributions made by other funders; the inspired work of our staff; and our continued efforts to making meaningful connections with our partners and colleagues.

It was a year of celebration (the Youth Outreach Worker (YOW) program rang in their 10th Anniversary); opportunity (EMYS was chosen by the Federal Government to run a summer program for Syrian refugee youth), collaboration (EMYS working with United Way, Toronto Housing Corporation, The Toronto Catholic District School Board and The Toronto Public Library to revitalize three community youth spaces), and transformation (the lead agency began to plan for a Toronto Centralized Point of Access Service).

From our humble beginnings as a small service agency back in 1974, we now proudly offer a dynamic and diverse range of programs for our clients as well as lead a system-wide transformation of the community-based infant, child and youth mental health sector in the city. It takes tremendous vision and planning to achieve the exponential growth we have experienced and our 2016-2021 Strategic Plan has served as our roadmap, providing direction in our effort to ensure that “every infant, child and youth in Toronto has the supports to reach their optimal mental health”.

As we look ahead into 2017-2018, we would like to acknowledge that the past year has been most notably a time of transition, and this will likely continue into the new fiscal year, when EMYS welcomes

a new CEO. We want to assure our staff, clients, colleagues, and partners that through it all, we will continue to commit to maintaining strong relationships with our stakeholders, forming strategic and collaborative partnerships with Toronto’s core services providers, and creating long-lasting connections with our community.

## Highlights from 2016-2017



program enhanced its model to provide targeted mental health support to Syrian girls and families, expanded its reach to include four new regions (Brantford, Kingston, Peterborough, and Sudbury), and celebrated its 10th anniversary.



successfully expanded to six locations (The Etobicoke Children Centre, Griffin Centre, Yorktown Child and Family Centre, Skylark, and Youthlink) to service all of Toronto, launched a new web site, and opened its services to support the city's young adult population, aged 19-24.

selected EMYS as one of its Anchor Agencies.



was enlisted by EMYS for guidance and expertise to help develop a new governance model, which incorporates our lead agency roles and responsibilities.



helped support EMYS partnership with The Hospital for Sick Children to begin to establish four new Tele-Mental Health locations across the city (Griffin Centre, Etobicoke Children's Centre, Yorktown Child and Family Centre, and YouthLink).

# Programs at a Glance

## Counselling and Case Management

- Community Counselling
- Trauma Counselling and Gender Based Violence Program
- Individual and Family Counselling for Day Treatment and Residential Treatment clients
- Priority Access for Child Welfare (In-Home Therapy)
- Transitional Support Services
- 'what's up' walk-in® clinic
- Whatever It Takes (WIT) Program
- Priority Access for Schools

## Developmental Services

- Adults Achieving Independence through Motivation and Skill (AAIMS)
- Asperger's Youth for Community Engagement & Socialization (AYCES)
- Galloway After School Program (GASP)
- Children's School Break Respite
- ABA Saturdays

## Strengthening Families Program Sites

- Chester Le
- Warden Woods
- Markham and Ellesmere
- Flemington Park
- Gordon Ridge
- Kingston Galloway and Orton Park

## Residential Treatment Program

- Megan Residence
- Megan Transitional Unit

## School Based Programs

- Day Treatment School Programs:
  - Charles Gordon Senior Public School
  - Sir Winston Churchill Collegiate Institute
  - 2 Day Treatment Programs at Cedarbrae Collegiate Institute
- Respect In Schools Everywhere (RISE) at West Hill Collegiate Institute

## Reaching Youth Through Engagement (RYTE)

- Newcomer Youth Programs:
  - Leadership and Mentorship Training
  - Orientation to Canada
- The Zone Youth Space:
  - After School Youth Drop In
  - City of Toronto Enhanced Youth Space Programming
  - Sound Lab
  - Studio 2 Multimedia Program
  - Volunteer Readiness Program
- Youth in Transition (YIT) Program
- Youth Outreach Worker (YOW) Program



# EMYS Strategic Priorities

Our priorities for 2016-2021 lay out an exciting and clear path for the agency. Our plan builds on our over forty-year history of delivering services in Scarborough while embracing the opportunity to lead the transformation of

child and youth community-based mental health services across the City of Toronto.

Acting as our roadmap and guiding us on our journey are our Intended Impact Statements.



## INTENDED IMPACT STATEMENTS

By 2021 Infants, children and youth between the ages of 0-29 requiring mental health services in (primarily, but not exclusively) East Toronto will have:

- Enhanced resilience
- Strengthened capacity for relationships
- Increased self-efficacy
- Improved social skills

By 2021, EMYS will have collaboratively created and be managing a coordinated, responsive, and accessible mental health system for infants, children, youth, and their parents/caregivers in Toronto. We will strive to ensure effective pathways to service that are timely, evidenced-informed, culturally and linguistically appropriate, and barrier-free.

Our impact will be deepened by the intentional engagement, support and treatment of families, caregivers and adult allies.

## Strategic Priorities

To realize our intended impact, we have identified seven strategic priorities to focus on. These priorities include clear actions that will help us bring our lead and service agency theories of change to life.

1. Incorporate family engagement practices to improve service effectiveness
2. Enhance case management to support consistent outcomes
3. Strengthen our Youth Outreach Worker (YOW) program leadership to build capacity locally and provincially
4. Partner across services and sectors to build a stronger child and youth mental health system
5. Examine strategic alignment to optimize our impact
6. Build performance management capacity to better evaluate outcomes
7. Develop infrastructure for information management and shared services

# Making Personal Connections

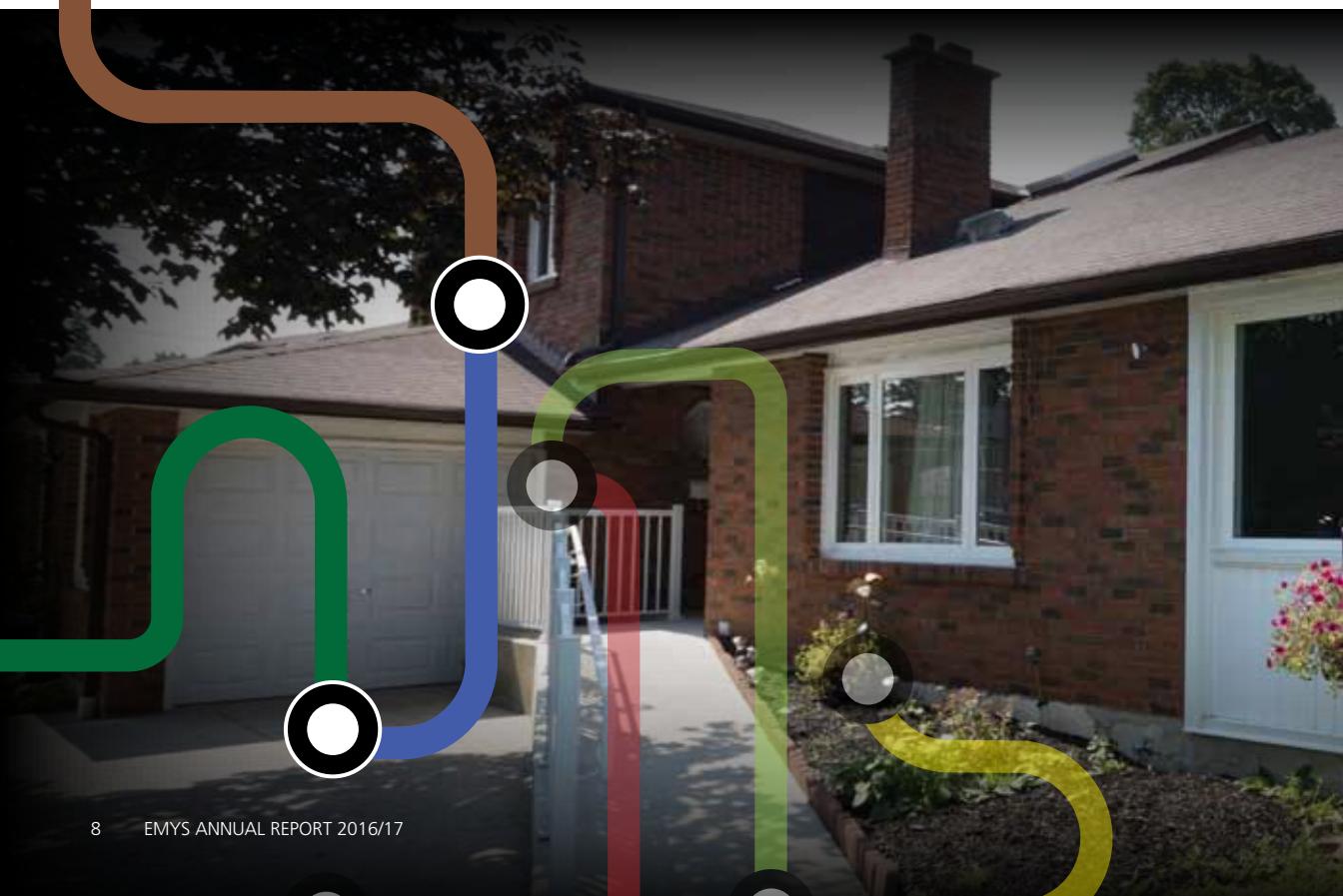
Connecting with clients to ensure a bright future

## Residential Treatment Program

EMYS operates the Megan Residence, a highly-respected co-ed residential treatment program located in the heart of Scarborough. Megan provides residential treatment to youth between the ages of 12–18 who are coping with a range of psychiatric, emotional, and/or behavioural issues. Using Dialectical Behavioural Therapy (DBT) and a highly structured environment, youth work with the residential staff and a therapist to achieve their goals through an individualized treatment plan. We encourage parents to get involved in their youth's treatment. Megan also has a Transitional Unit that provides respite, stabilization, and intervention to young men and women up to the age of 25.



MEGAN ALSO HAS A TRANSITIONAL UNIT THAT PROVIDES RESPITE, STABILIZATION, AND INTERVENTION TO YOUNG MEN AND WOMEN UP TO THE AGE OF 25





## Connecting Ted to East Metro's Services

Ted moved into the Megan Residence at age 15. He came to the residence facing many challenges, including a history of physical abuse and emerging severe mental health issues. His family struggled with mental health as well, which put a strain on their relationship resulting in little contact. However, with the support of staff, Ted maintained a close relationship with one family member who became very active in his life.

Ted required multiple hospital admissions as well as pharmaceutical interventions. He was at risk as he engaged in various forms of self-medication. In time, Ted benefited from Megan's therapeutic environment, which provided him with consistency and safety where he engaged in individual and group treatment. In addition to living

at Megan, he was also connected to the 'what's up' walk-in clinic and The Zone Youth Space, using programs such as the Sound Lab, Studio2 Multimedia Program, and the After-School Youth Drop-In. Through the support of these programs, Ted stopped self-medicating and began to follow his prescribed medication regime, completed high school, and was accepted into a post-secondary institution. When Ted left Megan, he moved into a semi-independent placement, however he maintains contact with the Megan team.

Despite his initial challenges, Ted achieved many important milestones in his life through the support he received and connections he made at Megan and EMYS.

# Residential Treatment Program

Megan Residence





# *Gender-based Violence Prevention Program*

**KARLY**

Gender-Based Violence  
Community Outreach Worker

## Gender-Based Violence Program

Responding to Gender-Based Violence (GBV) is an expanding program at EMYS. The GBV program strives to reduce domestic human trafficking and internet exploitation of young people in the Greater Toronto Area. The focus of our efforts is to provide: prevention workshops to youth in their schools; training workshops and presentations to service providers and other relevant professionals; trauma informed individual counselling; family counselling; and peer mentorship where appropriate. Our individual and family therapy services offered to youth who have been involved in sexual exploitation over the internet have been well received and are endorsed by the Toronto Police Service, BOOST Child and Youth Advocacy Centre and the community at large.

A unique attribute of the GBV program is that it is staffed by those with lived experience of human trafficking. Recently Karly, a survivor of human trafficking herself, was promoted to the role of GBV Community Outreach Worker.

### Connecting Karly to Survivors of Domestic Human Trafficking

"I wish that when I first exited human trafficking, I was able to speak to someone who understood the experience of being trafficked. I needed someone to talk to who wouldn't judge me. I felt a lot of shame and self-blame when I was exiting and needed to be supported without pre-conditions or expectations. When you exit, the traumatic experience of being trafficked may be over, but the internal trauma continues," Karly shares.

"When I exited, there was no service specific to domestic human trafficking, and certainly no peer mentors to relate



**75 PER CENT OF OUR CLIENTS REPORT THEY ARE NO LONGER BEING TRAFFICKED FOLLOWING THEIR CONNECTION WITH THE GENDER-BASED VIOLENCE PROGRAM.**

to. It would have been powerful for me to have someone who had been there to explain it wasn't my fault. I now tell young women who have left trafficking situations they are not alone – because I have been there too. I can answer my clients' questions about getting out, relate to the court process, share feelings, and be someone they can bounce ideas off of."

"Young women need support and hope during this time. In fact, one of the most important parts of my role is that I bring hope to young people who have gone through something similar. Being a peer mentor, and now a Community Outreach Worker, means the experience I went through wasn't for nothing. I can speak about my lived experience and the skills I gained to support and connect with other survivors. I also share my story for awareness and to prevent human trafficking from happening to anyone further."

Karly's experiences as a peer mentor have led her to pursue a degree in social work. EMYS is fortunate that clients and the community at large have and continue to learn from Karly's personal and professional experiences. As Karly shared, "I don't want other young people to go through what I did."

# Building Community Connections

Connecting clients and their families to services within the larger community

## Priority Access for Child Welfare

The Priority Access for Child Welfare (PACW) program provides treatment to child welfare referrals from across the city. It serves families with youth between 12-16 years old. PACW is highly effective in meeting the needs of youth who are experiencing significant mental health problems and addictions, as it works to reduce the need for youth to go into care. In the last year, PACW therapists worked with 33 youth, with 32 remaining in the family home.

The program's success is rooted in its flexibility as therapists can meet clients in their home, at their school, in their community and at our office. An additional component of the PACW program is its team approach. Together, the PACW therapist and the child welfare worker connect and build in supports and resources to further strengthen the capacity of the youth and their family.



## Program Feedback

**"I FELT SUPPORTED IN COUNSELLING AND IT HELPED ME AND MY MOM UNDERSTAND EACH OTHER A BIT MORE."**

- Youth

**"THIS IS THE FIRST TIME I FEEL THAT SOMEONE HAS LISTENED TO US AND IS GIVING US DIRECT AND HONEST FEEDBACK."**

- Parents

**"THE STAFF ALWAYS CHECKED IN WITH ME AND ASKED WHAT I WANTED TO WORK ON."**

- Youth

## Priority Access for Child Welfare Program

PACW Program Staff

NOT PICTURED: Alyssa





## Studio2

Multimedia  
Student Projects

# Spotlight On...

## United Way Toronto & York Region

For more than a decade, United Way Toronto & York Region has been a supporter of EMYS, helping us make a difference, provide opportunities, and ensure a better future for some of our community's most vulnerable, youth and their families.

What began as a partnership with United Way York Region which allowed EMYS to service Chinese youth and their families, grew and evolved into a strong and lasting connection with the organization now known as United Way Toronto & York Region. In 2006, EMYS became a member of United Way Toronto, enabling us to launch and run our Studio2 Multimedia Program, an innovative initiative that uses digital technology to work with at-risk young people.

The Studio2 Multimedia Program supports youth in the development of multimedia and social capabilities, with an emphasis on building employment skills. Studio2 uses various forms of industry standard digital media software and hardware to engage youth to design a variety of media projects. These projects include film and documentaries, print, photography, portfolio development, and music/audio recording. For many youth, engaging with digital technology and art can be a transformative experience, allowing them to imagine their future with untold

possibilities. This past year, Studio2 worked with 239 youth to create original and dynamic pieces, including photographs of what mental health means to them and a song recording about anti-bullying.

In early 2017, United Way Toronto & York Region awarded EMYS Anchor Agency status. We are thrilled to continue working with United Way closely to ensure innovative, inclusive and progressive change in addressing young people's needs across the Greater Toronto Area.



**"WHEN IT COMES TO MENTAL HEALTH SUPPORT, EAST METRO YOUTH SERVICES IS ONE OF THE BEST ORGANIZATIONS PROVIDING HIGH QUALITY SERVICES AND PROGRAMS FOR YOUNG PEOPLE AND THEIR FAMILIES. THEY ARE LEADERS IN THEIR FIELD, AND HELP YOUNG PEOPLE THRIVE. WE SUPPORT THE STUDIO 2 MULTIMEDIA PROGRAM - CONNECTING YOUTH WITH THE DIGITAL TOOLS AND TRAINING THEY NEED TO TELL THEIR STORY AND CONNECT SOCIALLY WITH OTHERS."**

*- Daniele Zanotti, President and CEO,  
United Way Toronto & York Region*

# Leading System-Wide Connections

**Connecting and collaborating across the system to improve access to mental health services**

## The Lead Agency

Our commitment to deliver high quality service and do “whatever it takes” continued during an intense and rewarding second year. In our first year, our efforts were devoted to launching the Collective Impact process that provided a framework to lead and collaborate with Toronto-based infant, child and youth mental health Core Service Providers (CSPs).

Building on this strong foundation, and our constantly evolving understanding of the Toronto service landscape, Year 2 focused on effectively engaging and aligning structures with our broader network of community partners. To be successful, we had to be strategic and set thoughtful priorities to demonstrate progress on both the Core Services Delivery Plan (CSDP) and the Community Mental Health Plan (CMHP). This entailed leading and collaborating with 30 CSPs



across a large and diverse population in the City of Toronto, in addition to building and nurturing meaningful relationships with partners, stakeholders and government.

When dealing with children and youth, there isn't a one-size-fits-all approach. To inform system planning, the Lead Agency leveraged the collective expertise of the CSPs and established three age-specific working groups (0 to 6, 7 to 12, 13 to 18). We identified service gaps and barriers and best practices to examine potential solutions that relate to both specific age focus as well as the broader Toronto context. These learnings informed recommendations that will improve access to service both within our

agencies and across other sectors (e.g. health and education).



**WHEN DEALING  
WITH CHILDREN  
AND YOUTH, THERE ISN'T A  
ONE-SIZE-FITS-ALL APPROACH.**

We were also informed by the continued work of the French Language Services Working Group and Residential Services Working Group whose mandates extended into Year 2. Within French Language Services (FLS) there is a strategy to further build capacity and service pathways for

## *Lead Agency Team*



the francophone population. Residential Service Providers studied a complex system of intensive service delivery, focused on developing a common understanding of the core issues. The group established a common set of definitions, which can be shared and understood by all providers to better inform service plans. Additionally, the group identified system strengths and gaps, making recommendations to achieve them.

## Centralized Point of Access

The development of a Centralized Point of Access (CPA) is a major deliverable for the transformation of the community-based mental health system for infants, children, youth and their families in Toronto and is recognized by CSPs as essential. CPA is a broad undertaking that has required

significant developmental work in information technology infrastructure, web site, database, triage software and the exploration of the most effective intake model. Building upon the dedicated work, thoughtful analysis and recommendations over several years, and particularly from last year's Centralized Point of Access Working Group, we activated a plan to make this phased initiative a reality. We have been consulting and connecting with several similar services across the province throughout the year.

## Child, Youth and Family Engagement

Engaging and partnering with children, youth, and their families is key to the success of our system transformation

efforts. To this end, ensuring that this engagement is embedded in the very fabric of what community-based mental health providers do is a key priority for the lead agency. This year, thanks to supports from the Ontario Centre of Excellence for Child and Youth Mental Health, we hired an engagement coordinator to develop and lead our child, youth and family engagement efforts. Recognizing the sheer size, diversity and complexity of the Toronto service area, we concentrated this year's youth and family engagement work on partnership and capacity building with youth families and service providers. Over

the winter we partnered with young people and family members, who were trained to lead consultations with diverse youth and families across the city. In addition, we began developing a family engagement training in partnership

with Parents for Children's Mental Health and the Ontario Centre of Excellence for Child and Youth Mental Health, and applied for funding from Employment and Social Development Canada to hire youth students over the summer.

### Focus on Child Engagement

The increased awareness and interest in engaging children (under the age of 12) in program development and delivery has led us to exploring ways to enhance this work. One excellent example of child engagement within our sector is at The Etobicoke Children's Centre (ECC) where a Student Advisory Committee (SAC) for latency aged kids from the section 23 program has been running for the past seven years. This year we have started working with the program's staff to



**ENGAGING AND  
PARTNERING WITH  
CHILDREN, YOUTH, AND  
THEIR FAMILIES IS KEY TO  
THE SUCCESS OF OUR SYSTEM  
TRANSFORMATION EFFORTS.**

identify the outcomes and impact the committee has on participants and the program as a whole. This coming year we will be developing an evaluation plan for the SAC with ECC's staff and The Ontario Centre for Excellence in Child and Youth Mental Health. The evaluation will take place over the 2017-2018 school year.

## Strengthening Community Partnerships

The last year saw the establishment of two community mental health partnership tables.

The Healthcare Partnership Table and the Education Partnership Table are co-chaired by representatives of these sectors and CSPs. Membership is drawn from partner sectors and this type of "ground-up" engagement with these sectors has resulted in a high commitment to the work and has established an atmosphere of co-creation and joint accountability.

### Healthcare Partnership Table

In its first months of operation, the Healthcare Partnership Table focused its discussions on three transition points between CSPs and hospitals that provide mental health services to children and youth:

- Transitions from the emergency department
- Transitions from inpatient units
- Transitions from outpatient units

### Education Partnership Table

The Education Partnership Table established four priorities and opted to create expert working groups co-chaired jointly by representatives from Boards of Education and CSPs. The first two workgroups relate to Section 23/ Day Treatment programming and School

Focused Priority Access programs and these committees are slated to finish their work in mid-2017. New members with relevant expertise will be recruited for two new working groups (School Development Projects and Early Years) to commence in fall 2017. Membership includes system leaders from all four school boards and mental health agencies that represent diversity in age, geographical location and program mandates to help inform Toronto's Community Mental Health Plan (CMHP).

## Governance

Over the past year, the Ottawa-based Institute on Governance (IOG) has been working with EMYS to support our evolving understanding with respect to how our governance structure must grow to meet our role as community-based child and youth mental health system manager. The first phase of work, EMYS' Mission and Mandate Review, was completed in March 2016. Throughout 2016-2017 IOG continued its work with a review of case studies and best practices of comparable initiatives in Canada and abroad to inform the development of a governance model that will best reflect our unique Moving on Mental Health framework.



**THIS YEAR, THANKS  
TO SUPPORTS FROM THE  
ONTARIO CENTRE OF EXCELLENCE  
FOR CHILD AND YOUTH MENTAL  
HEALTH, WE HIRED AN  
ENGAGEMENT COORDINATOR  
TO DEVELOP AND LEAD OUR  
CHILD, YOUTH AND FAMILY  
ENGAGEMENT EFFORTS.**

# Youth Outreach Worker Program

YOW Celebrates 10 Years



## The Youth Outreach Worker (YOW) Program

The Youth Outreach Worker (YOW) program is a comprehensive multi-agency outreach initiative for marginalized youth in underserved neighbourhoods and special target populations across Ontario. The objective is to connect youth to specific service providers, reduce youth violence, and help address unmet mental health and addictions needs. EMYS leads the team in Toronto East, while other YOWs operate in Toronto West, Toronto North, York Region, London, Durham, Hamilton, Peel, Ottawa, Windsor, and Thunder Bay. This past year, YOW expanded and connected with four new regions – Brantford, Kingston, Peterborough, and Sudbury.

Across the province, YOWs took part in 3,910 community activities with 148,047 attendees. This included YOWs playing an integral part in bringing youth to local community sessions to share their experiences and ideas for the Ontario Black Youth Action Plan 2017 roll out.

In East Toronto, the EMYS-led YOW network was invited to participate in the

North Scarborough FOCUS table.

This “situation” table has fostered strong linkages between community agencies, resulting in local agencies having a greater understanding of the value and mandate of the YOW program. This is highlighted when YOWs go on “door knocks” with police officers and the numerous innovative community interventions for youth that have been created at this table.

During the past year, the YOW Program celebrated its 10th anniversary and recognized staff who have been involved since its inception with a signed letter from the Minister of Children and Youth Services (MCYS). Furthermore, the 22 lead agencies under the supervision of five regional MCYS offices came together to establish a formal provincial community of practice with a shared understanding of the program’s data elements and program expectations. A major achievement in this regard has been the launch of the learning portal developed by YOUTH-REX at York University, which offers professional development and onboarding, as well as connecting YOWs from across the province to the same training resources.

## 'what's up' walk-in®

'what's up' walk-in® is a community-based, city-wide, free, five day a week mental health walk-in service for infants, children, youth, young adults, and their families. The service is available across the City of Toronto and aims to increase equitable access to evidence-based, solution-focused mental health services, and acts as an entry point to more intensive services through a stepped care approach. Each clinic has pathways to and from hospitals and specialized services through integrated partnerships.

This year 'what's up' walk-in expanded to six locations with YouthLink joining its clinic network to provide rapid access in south Scarborough. Addressing a significant gap in service for transitional age youth, 'what's up' walk-in also expanded its age mandate up to 24 years old across all locations.

This expansion was made possible by funding from the Royal Bank of Canada (RBC) and Echo Foundation.

In East Toronto, each 'what's up' walk-in clinic now has a connection/pathway to their local emergency department. Using a standardized protocol, children and youth who use the emergency department have a warm transition to their neighbourhood 'what's up' walk-in to ensure service continuity. We anticipate rolling this out across the city in the coming fiscal year.

Finally, 'what's up' walk-in also launched its web site ([whatsupwalkin.ca](http://whatsupwalkin.ca)) in 2016. The web site provides information about each clinic, therapeutic approach, and even has an embedded clinic locator which enables users to find their closest 'what's up' walk-in by simply inputting a postal code or address.



**1942**

clients supported with

**4660**

visits across all six clinics

## 'what's up' walk-in Affiliated Partners

### EMYS

Surrey Place – Autism  
Springboard – Youth Justice  
CMHA – Transitional Age Youth/Emerging Adults  
BFO – Bereavement  
LOFT – Care Navigation  
YouthCan Impact

### GRIFFIN CENTRE

Adventure Place – 0-12

### SKYLARK CHILDREN, YOUTH & FAMILIES

Turning Point – Youth Justice

### ETOBIKOKE

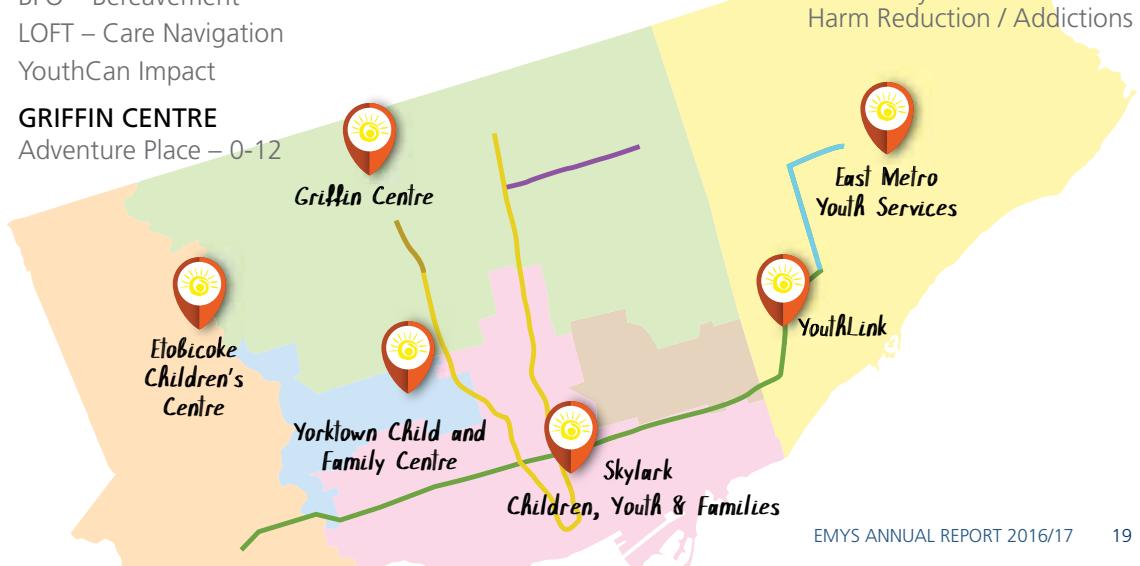
The Etobicoke Children's Centre

### YORKTOWN

Breakaway – Harm Reduction / Addictions (January 2017)

### YOUTHLINK

Breakaway – Harm Reduction / Addictions



# Developing Global Connections

Reaching globally, connecting locally

## The Newcomer Program

The Newcomer Program at EMYS is a free program for youth 12-21 years of age who are Permanent Residents or Conventional Refugees. Every month, the program offers a variety of different services and activities including homework help, group support, volunteering, developing employment and leadership skills, and fun and informative community outings. The program is funded by Immigration, Refugees and Citizenship Canada (IRCC).

In 2016-2017, over 100 youth from 11 countries engaged with the program. Throughout their participation, they gained important skills such as building rapport with other newcomers and long-time Canadians, being active in the community via volunteer opportunities, and learning about the Canadian cultural

landscape. To celebrate their success as a newcomer, EMYS hosts a graduation every March, which includes eating foods from each youth's culture, fun games, henna painting, receiving a certificate of completion, and many other different activities led by youth. The youth's families are also invited to the graduation to join in the celebration. Every year, 20 to 30 youth attend the event to relive some of the best memories from the program with their peers.

In the summer of 2016, EMYS' ongoing relationship with IRCC reached new heights. EMYS was chosen by IRCC to run a two-month Syrian Girls Summer Program. More than 20 Syrian girls attended the program and participated in various group activities, events and field trips, all exploring everything Toronto offers.



ONE OF THE PROGRAM'S MOST SIGNIFICANT STRENGTHS IS ITS ABILITY TO BRING NEWCOMERS TOGETHER TO CREATE SHARED EXPERIENCES AS WELL AS CULTIVATE LARGER, MEANINGFUL CONNECTIONS TO CANADA, THEIR NEW HOME.

# Newcomer & Syrian Refugee Program

The Zone Youth Space's Map of Where Everyone's From!



# The Year Ahead: 2017-2018

As EMYS transitions into 2017-2018, we continue to manage transformational change within our organization as well as with respect to our role as lead agency. Each present us with considerable and varied change management challenges, even as we recognize the extraordinary opportunities afforded to us in recent years. It seems inevitable then that we take maximum advantage of this 'moment in time'. At EMYS, this means not only protecting, but committing ourselves to furthering our instinctive organizational predisposition for bold innovation and role model what this looks like for others.

We will hold true to the very essence of EMYS' definition of service and system leadership especially as we work to:

- Enhance our agency capacity for service excellence and system leadership via necessary investments in our collective impact/backbone infrastructure [data, IT, planning capacities];

- Adopt a governance model that honours our commitment to community-based practice while incorporating the new roles and responsibilities associated with our lead agency status; and

- Recruit a new Chief Executive Officer

Be assured that our confidence in the future is inspired by the expertise and intelligence of our core service provider network and our community mental health partners, the voices of our clients and their families and most significantly the commitment and work ethic of our entire EMYS staff whose 'Whatever It Takes' sensibility is the cornerstone of all of our achievements.



**TO IMPROVE IS TO  
CHANGE; TO BE PERFECT  
IS TO CHANGE OFTEN.  
- Winston Churchill**

## Board of Directors

NOT PICTURED: Gareh Murray Johnson



# Board of Directors 2016-2017

## CHAIRPERSON

Mary Jarrell

## PAST CHAIRPERSON

Judy Marshall

## SECRETARY

Jameel Boothe

## TREASURER

Peter Sit

## DIRECTORS

Maria Cuzzolino-Lam

Brian Ashton

Charlene Di Danieli

Gareh Murray Johnson

# Senior Management Team

## EXECUTIVE DIRECTOR

Claire Fainer

## DIRECTORS

Myra Levy

*Clinical & Professional Services*

Janice Sellon

*Program Development*

Roberta Bustard

*Lead Agency Strategy*

Alex Alexander

*Performance Management, Data Management and Alignment*

Jerry Calkowski

*Corporate Services and Finance*

# Donors, Government Supporters, Funders

Thank you to all our individual and corporate donors, funders, and sponsors!

\*This list reflects donations received as of March 31, 2017. Every effort has been made to ensure that names have accurately acknowledged. Please contact us at 416-438-3697 ext. 12225 to report any errors or omissions so that we can promptly update our records.

## DONORS, SUPPORTERS, AND PARTNERS

Arpi Mar  
Blidner Family Foundation  
Borden Ladner Gervais Foundation  
Brian Ashton  
Canadian Mental Health Association (CMHA)  
Charlene Di Danieli  
Chris Baker  
Claire Fainer  
Diane Porteous

Echo Foundation

Gareh Murray Johnson

Hedge Funds Care Canada

Joseph Engel

Judy Marshall

Maria Cuzzolino-Lam

Mary Jarrell

Michael Jarrell

Park & Associates Insurance Agency Inc.

Peter Sit

RBC Foundation

The Baldock family

The Marshalls

The Centre for Addiction and Mental Health (CAMH) (YouthCan Impact)

## FUNDERS

City of Toronto

United Way Toronto & York Region

Government of Canada

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Public Safety Canada

## GOVERNMENT OF ONTARIO

Ministry of Children and Youth Services

Ministry of Community and Social Services

Ministry of Tourism, Culture and Sport

Ministry of Correctional Services

Ministry of Training, Colleges, and Universities

# EMYS By The Numbers

## Clients Served

### EMYS CLINICAL AND REACHING YOUTH THROUGH ENGAGEMENT (RYTE)

Total # of Unique Clients:

**2,233**

MORE THAN

**13,000 HOURS**  
OF SERVICE TO CLIENTS

### COUNSELLING AND CASE MANAGEMENT

Total # of Unique Clients:

**1,342**

### DEVELOPMENTAL SERVICES

Total # of Unique Clients:

**129**

### YOW PROGRAM (EMYS)

Total # of Active Participants:

**YOUTH PARTICIPANTS: 2,110**

**FAMILY PARTICIPANTS: 257**

**TOTAL PARTICIPANTS: 2,367**

### 'WHAT'S UP' WALK-IN CLINICS (EMYS)

Total # of Unique Clients:

**1,040**

MORE THAN 1,900 HOURS  
OF SERVICE TO CLIENTS

## Financial Statement

East Metro Youth Services Statement of Operations for the year ended March 31st

	2017	2016
<b>REVENUE</b>		
Ministry of Children and Youth Services	\$ 9,141,152	\$ 8,370,421
Other revenue	2,062,908	1,438,723
Gain on sale of capital assets	429,235	
	<b>\$ 11,204,060</b>	<b>\$ 10,238,379</b>
<b>EXPENSES</b>		
Salaries and Benefits	7,955,090	6,868,201
IT supplies and services	426,810	505,506
Facilities cost	571,494	484,691
Other services and supplies	494,861	475,599
Purchased client and professional services	499,190	410,855
Training	209,728	401,053
Administration	293,652	211,779
Advertising and Communication	218,677	189,024
Travel	181,540	158,002
Repairs and Maintenance	132,092	64,885
Amortization	220,926	9,559
	<b>\$ 11,204,060</b>	<b>\$ 9,779,154</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>		<b>\$ 459,225</b>



Special THANK YOU to East Metro Youth Services' staff, volunteers, clients and their families.

#### **EMYS Annual Report 2016/2017**

Every effort has been made to ensure that names have been accurately acknowledged. Please contact us at 416-438-3697, to report any errors or omissions so that we can promptly update our records.

**Editor** | Samara Wolofsky, Communications and Marketing Manager

**Graphic Design** | Theresa Leonard, PiggyBack Design + Communication - [www.piggyback.ca](http://www.piggyback.ca)

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**TORONTO**  
moving on mental health  
**LEAD AGENCY**

EAST METRO YOUTH SERVICES | LEAD AGENCY FOR MOVING ON MENTAL HEALTH – TORONTO

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