



# New Beginnings

Year in Review  
2017-2018

# A message from the executive director and board chair

## NEW BEGINNINGS

Like a deep rooted tree sprouting new growth, our community-based agency has spent the last 36 years nurturing and supporting individuals living with a mental illness or a developmental disability so that they can live meaningful lives, filled with new beginnings.

As we listen to the people we support tell us their powerful personal stories of struggle and resilience, we recognize the important role local service agencies, such as ours, play in the community to help individuals as they work to achieve wellness and recovery.

This past year, our case management and crisis response services supported a total of 16,490 individuals and we answered over 7,700 service navigation inquiries helping families and adults with developmental disabilities gain access to information and resources to help them navigate service systems.

Our commitment to listen to the needs of those people we support, and

understand how they would like to be connected to local resources and services has enabled us to successfully acquire funding from the Ontario Trillium Foundation to grow the revised *York Region on a Limited Budget* booklet publication into an online peer-based guide and to build a story pod to record peer-based stories.

We also launched a new mobile application, funded by the Central Local Health Integration Network (CLHIN), to help individuals connect with crisis services through their mobile devices.

As well, we were successful at acquiring funding from the Ministry of Children, Community and Social Services to become the provincial lead for communications for Developmental Services Ontario, to provide provincially-consistent information about the process and resources to help families, caregivers, and adults with a developmental disability navigate the developmental system.

YSSN continues to grow and nourish our partnerships with over 60 community agencies, school boards and emergency services, working together with them to raise awareness of the many issues faced by the people we serve, and to provide training and specialized support for individuals.

From an operational perspective, we continue to meet our service targets and financial obligations and were successful at receiving the Canadian Nonprofit Employer of Choice Award, for our exemplary talent management practices, which support our mission delivery in the community. We also spent time working with staff, peers, and key stakeholders developing a new strategic plan to help guide our work over the next three years.

As we reflect on this past year's accomplishments and look forward to new beginnings, we would like to thank everyone that has been a part of our success: the people we support, our funders, our staff, our Board, and our community partners. Without the commitment to working together, we would not be able to realize new beginnings.



A handwritten signature in black ink, appearing to read "Marie Lauzier". The signature is fluid and cursive, with a prominent loop at the end.

Marie Lauzier  
Executive Director

A handwritten signature in black ink, appearing to read "Penny Hubbert". The signature is cursive and somewhat stylized, with a long, sweeping underline.

Penny Hubbert  
Board Chair

# Our impact

Through our case management and crisis response services we served **16,490** people living with a mental health challenge and people living with a developmental disability.



**50,709** inquiries were supported by our programs and services.



Our Community Crisis Response Service, 1-855-310-COPE, Streamlined Access, and Mental Health Case Management Services received **43,009** calls and visits.



**7,700** Developmental Services Ontario Central East Region service navigation inquiries were answered helping families and adults with developmental disabilities gain access to information and resources to help them navigate service systems.

## MENTAL HEALTH SERVICES



**10,432** individuals got through their mental health crisis with the help of our Community Crisis Response Service, 1-855-310-COPE.



**1,390** individuals got linked to mental health, addictions, dual diagnosis, and housing supportive services through Streamlined Access.



Our case managers helped **789** individuals by teaching them new skills and goals to get them through their mental health challenges.

## Thank you to our supporters

Thank you to our generous donors and funders for their continued support.



World Citizens Junior Youth Group, sponsored by the Bradford Baha'i community, donated their paintings to our Community Crisis Response Bed Program.

# Service highlights

## DEVELOPMENTAL SERVICES



**2,506** individuals received family and adult case management support.



**1,310** adults with a developmental disability were served through our Passport Program.

We worked on new funding allocations for **192** individuals and took care of **140** new enhancements to existing funding.



**63** children and youth with complex social, emotional, developmental and/or physical service needs, had access to case coordination services.

## DEVELOPMENTAL SERVICES ONTARIO CENTRAL EAST REGION (DSO CER)



**1,005** application packages were completed for adults with developmental disabilities who were eligible for funded services.



**881** people called us to start the application process.



**640** applications were reviewed to see if they were eligible for funded services.



# Financial highlights

## STATEMENT OF OPERATIONS

Year ended March 31, 2018

Total Revenue:  
\$32,438,467

Total Expenses:  
\$32,440,711



- Provincial Funding and Grants, 93%
- Deferred Funding, Interest, and Other Income, 7%



- Programs and Services, 60%
- Salaries and Benefits, 37%
- Operating and Admin Costs, 3%

Audited financial statements for 2017–2018 are available at [yssn.ca](http://yssn.ca) or contact us at 1.866.257.9776.