

Improving access
increasing access
expanding access.

ANNUAL REPORT
19/20

SKYLARK CHILDREN YOUTH AND FAMILIES



access

Skylark Children Youth and Families

Dedicated to children, youth and young adults who struggle with mental health and complex developmental needs, Skylark is a community-based Toronto charity. Our team of 220 employees is deployed across the GTA in 10 locations.

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Mission

We help young people overcome mental health and developmental challenges by finding, developing and delivering the support services that are right for them and their families.

Vision

Young people and their families live well, thrive and grow in the face of mental health and developmental challenges.

Values

We demonstrate our values when we provide service to children, youth and families working within our organization, with our partners and stakeholders.

Integrity:

We are ethical, do the right thing, use our best judgment and live our values in all circumstances at all times.

Youth and Family Focus:

We put children, youth and families in the centre of what we do.

Collaboration and Partnerships:

We bring together children, youth, young adults, families and community partners to create positive change.

Evidence-informed:

We strive to provide responsive, innovative and personalized services that have been proven to achieve good results.

Diversity and Inclusion:

We value different perspectives and ideas and strive to create an environment that rights the inequities that exist in society.

Skylark's vision, mission and values not only underpin our work with clients and partners but also with our employees. We are committed to a workforce that reflects and respects the diversity of the community we serve. Our Diversity and Equity Advisory Group ensures that Skylark is a welcoming place for all, where everyone feels respected as unique individuals.

Our Ongoing Commitment to Access

Improving access, increasing access, expanding access.

Our commitment to improve, increase and expand access drove every aspect of our 2019/20 operations.

Even something as unprecedented and unpredictable as COVID-19 could not stand in our way!

Less than one week after extended closures took effect, we transformed our Walk-in into a Talk-in (via phones). Not only did we provide crucial, ongoing support for existing and new clients – we also reduced our wait list.

Private, secure, face-to-face virtual counselling is our new normal. Our donors made it possible for us to acquire mobile phones and laptops to keep youth and their families engaged during the pandemic. Our dedicated team made sure that young people living in our residences were able to continue their schooling and other activities. We embraced video-conferencing to counsel parents. We reconfigured our offices to accommodate physical distancing.

As the pandemic has worn on, it's no surprise that domestic abuse and suicide attempts have escalated. 75% of Ontarians believe the impacts on mental health to be serious and lasting. An Ipsos Canada May 2020 survey revealed that close to 50% of our children and youth were deemed to be at risk; we were there for our clients. Just a few examples:

- Thanks to donations from Second Harvest, we prepared and delivered food parcels to clients too anxious to shop or experiencing financial hardship
- Our Wraparound program helped a frantic single mom feed her six kids by purchasing a fridge so she could shop weekly instead of daily
- We replaced a little girl's stolen bicycle so she could continue getting groceries for her wheelchair-bound mom
- Young people who accessed our services through MLSE Launchpad and the Complex Special Needs program experienced uninterrupted support and services

Another 2019/20 strategic priority was system leadership. We devoted many hours to quality and sustainability: producing more and better data; establishing benchmarks and targets for every program and service; demonstrating better outcomes and expedited government reporting. Efficiencies were identified in every one of our programs: value for money, time/cost savings, increased capacity to do more with less, modernization of service delivery, creating "best in class" processes.

Our most significant accomplishment was identifying Adventure Place, The Etobicoke Children's Centre and Griffin Centre as merger partners. In May 2019 we announced our intention to amalgamate – with a vision to offer a broader range of accessible and well-coordinated services to infants, children, youth, young adults, adults and their families. Our shared commitment to creating a modern, innovative, responsive organization took flight.

In April 2020, due diligence and other necessary requirements were finalized, and Lumenus Community Services was born.

We are now one of the largest multi-service children and youth mental health agencies in the GTA – equipped to deliver a deeper, broader scope of integrated programs and services – from birth to adulthood.

Another meaningful achievement was formal accreditation. When Oolagen and Delisle Youth Services merged in 2016, our purpose was to become stronger and better equipped to serve the varied needs of young people with mental health challenges. The Canadian Centre for Accreditation – an external, impartial certifying body – took a deep dive into all of our existing policies and procedures, and we're so proud to have our success validated!

However, challenges still remain: health system integration and making the system work better for clients. Our mental health care system is difficult to navigate, and it's on us to ensure that no one falls through the cracks.

The pandemic underlined the need for capacity and ability to operate efficiently in evolving environments, as well as the need to continue to invest in our people: competitive salaries, professional development and wellbeing. We were addressing these issues even pre-COVID. Going forward, we will continue collaborating with our partners to implement the best of our learnings.

We know we need better outcome data to accurately demonstrate value. Resources for effective outcomes, measurement, reporting and evolving technology require significant investment – presenting ongoing budget challenges.

Fundraising has always been a critical component in our success; we have made great strides growing our donor base, creating new funding relationships and nurturing existing ones. Even so, the charitable mental health marketplace is more crowded than ever, and demand still by far exceeds supply. We can never be complacent in our efforts to build a sustainable financial future.



There's no question that we have very talented, dedicated staff and a diligent, committed board. These incredible people work nonstop with great passion for our work. Our board has not only provided expertise and advice; each member has provided personal financial support.

Our fundraising committee has worked tirelessly, making connections and introductions throughout our communities. During this incredibly challenging year – a merger, a pandemic (and all the uncertainty both of those present), the accreditation process and keeping pace with day-to-day responsibilities, our staff have been nothing short of exceptional. Their commitment to providing excellent, high-quality service for anyone who turns to us for help has not wavered.

Our donors, funders and volunteers have also had our backs. We are sincerely grateful to every one of them. They have walked with us during this journey, and we know we can continue to count on them.

Building a strong, aligned organization – with an ongoing commitment to access and service excellence – is our overarching goal going forward!

Yours sincerely


Susan Waterfield
Board Chair


Lydia Sai-Chew
Chief Executive Officer



Message conjoint de notre PDG et de la présidente de notre conseil d'administration

Notre engagement continu envers l'accès

Améliorer l'accès, Accroître l'accès, Élargir l'accès,

Chacun des aspects de nos opérations durant l'exercice 2019-2020 a été caractérisé par la volonté d'améliorer, d'accroître et d'élargir l'accès à nos services.

Même un phénomène sans précédent et aussi imprévisible que la COVID-19 ne pouvait nous faire obstacle!

Moins d'une semaine suivant l'entrée en vigueur des fermetures prolongées, nous avons transformé notre clinique sans rendez-vous en centre d'appels. Non seulement cette démarche a-t-elle assuré le maintien de services essentiels pour nos clients existants et nouveaux, mais cela nous a permis de réduire notre liste d'attente.

La prestation de services de counseling privés, sécurisés et personnalisés constitue la nouvelle normalité. Grâce à nos donateurs, nous avons pu faire l'achat de téléphones cellulaires et d'ordinateurs portatifs afin de maintenir l'engagement des jeunes et de leurs familles durant la pandémie. Notre équipe dévouée s'est assurée que les jeunes vivant dans nos résidences puissent poursuivre leurs études et leurs autres activités. Nous avons adopté la vidéoconférence comme moyen d'offrir des conseils aux parents. Nous avons également modifié la disposition de nos bureaux conformément aux directives de distanciation sociale.

Alors que la pandémie se prolongeait, il n'est pas surprenant que le nombre de cas de violence familiale et de suicide aient augmenté. Les trois quarts des Ontariens croient que les effets néfastes sur la santé mentale seront graves et durables. Selon un sondage Ipsos Canada réalisé en mai 2020, près de 50 % de nos enfants et nos

jeunes étaient considérés à risque; heureusement, nous étions là pour aider nos clients. Voici quelques exemples :

- Grâce à des dons de Second Harvest, nous avons pu préparer et livrer des colis de nourriture à des clients qui ne se sentaient pas psychologiquement capables d'aller faire leur épicerie ou qui éprouvaient des difficultés financières;
- Notre programme Wraparound a fait en sorte qu'une mère célibataire débordée puisse nourrir ses six enfants en lui achetant un frigo, lui permettant ainsi de faire son épicerie une fois par semaine plutôt que quotidiennement;
- Nous avons acheté un nouveau vélo pour une petite fille qui s'était fait voler le sien, afin qu'elle puisse continuer d'aller faire l'épicerie pour sa mère confinée à un fauteuil roulant;
- Les jeunes qui ont eu recours à nos services par l'entremise de MLSE Launchpad et du programme pour les besoins particuliers complexes n'ont connu aucune interruption au niveau du soutien et des services.

Une autre des nos priorités pour 2019/2020 était le leadership systémique. Nous avons consacré de nombreuses heures à la quête de qualité et de durabilité; à créer des données plus complètes et plus fiables; à établir des indices de référence et des objectifs pour tous nos programmes et services; de même qu'à obtenir de meilleurs résultats et à soumettre des rapports au gouvernement plus promptement. Nous avons établi des gains d'efficacité dans chacun de nos programmes : le rapport qualité/prix, les économies de temps et de coût, la capacité accrue d'accomplir plus avec moins, la modernisation de la prestation de nos services, ainsi que la création de processus « meilleurs de leur catégorie ».

Notre plus importante réalisation a été d'identifier le potentiel d'une fusion entre trois partenaires : Adventure Place, le Etobicoke Children's Centre et le Griffin Centre. En mai 2019, nous avons annoncé notre intention de réaliser cette fusion, dans le but d'offrir une plus vaste gamme de services accessibles et bien coordonnés

pour les nourrissons, les enfants, les jeunes, et les jeunes adultes, ainsi que leurs familles. C'est ainsi que notre engagement commun envers une organisation moderne, novatrice et réactive a pris son envol.

En avril 2020, une fois que les mesures de contrôle diligent et les autres exigences étaient en place, Lumenus Community Services a vu le jour.

Nous sommes désormais une des plus importantes organisations de services polyvalents répondant aux besoins des enfants et des jeunes du Grand Toronto en matière de santé mentale. Nous sommes en mesure d'offrir une gamme plus vaste et complète de programmes et de services intégrés, de la naissance jusqu'à l'âge adulte.

Une autre de nos réalisations importantes a été l'obtention d'une accréditation formelle. Lors de la fusion entre Oolagen et Delisle Youth Services en 2016, notre objectif était de consolider notre offre pour mieux répondre aux besoins variés des jeunes ayant des défis de santé mentale. Le Centre canadien de l'agrément – un organisme d'accréditation externe et impartial – a passé nos politiques et procédures au peigne fin, et nous sommes fiers que notre succès ait été validé!

Toutefois, il nous reste des défis à relever, y compris l'intégration de nos systèmes de soins de santé et l'efficacité accrue de nos services pour nos clients. Il peut être difficile de naviguer les méandres du système de soins de santé mentale ontarien; il nous incombe donc de faire en sorte que personne ne soit laissé pour compte.

La pandémie a démontré que nous devons avoir la capacité et les moyens d'œuvrer de manière efficace au sein d'un environnement en constante évolution, et celui d'investir constamment envers les membres de notre équipe, en offrant des salaires concurrentiels, de la formation professionnelle et en assurant leur bien-être. Ces questions étaient déjà à l'ordre du jour avant la COVID. En allant de l'avant, nous continuerons de collaborer avec nos partenaires pour mettre en œuvre les meilleures pratiques retenues.

Nous savons que pour faire preuve de notre valeur, il nous faut présenter de meilleures données relatives aux résultats. Les ressources assurant des résultats, des mesures et des rapports efficaces, et les besoins liés à l'évolution constante de la technologie



représentent des investissements majeurs, qui se traduisent par des défis budgétaires constants.

La collecte de fonds a toujours été un élément clé de notre succès; à cette fin, nous avons élargi notre base de donateurs, établi de nouveaux partenariats de financement et consolidé ceux qui étaient déjà en place. Néanmoins, le secteur caritatif des soins de santé est plus achalandé que jamais, et la demande dépasse largement l'offre. Nous ne devons jamais céder à la complaisance alors que nous nous efforçons de bâtir un avenir financier durable.

Il ne fait aucun doute que nous disposons d'une équipe talentueuse et dévouée, ainsi que d'un conseil d'administration pleinement engagé. Chacune de ces personnes exceptionnelles travaille avec ardeur et passion pour ce que nous faisons. Non seulement notre conseil d'administration nous offre-t-il son expertise et ses conseils, mais chacun de ses membres nous appuie financièrement.

Notre comité de levée de fonds travaille sans répit, établissant des liens au sein de nos diverses communautés. Tout au long de cette année remplie de défis, qu'il s'agisse de la fusion, de la pandémie (avec leur lot d'incertitudes), du processus d'accréditation et du besoin d'assumer chaque jour nos responsabilités, notre équipe a fait preuve d'un dévouement exceptionnel et d'un engagement indéfectible envers des services de premier ordre, pour quiconque fait appel à nos services.

Nos donateurs, nos bailleurs de fonds et nos bénévoles se sont également montrés à la hauteur. Nous leur sommes profondément reconnaissants. Nous avons parcouru ce chemin ensemble, et nous savons que nous pourrions continuer de compter sur eux.

Plus que jamais, notre objectif est de bâtir une organisation forte et solidement alignée, et notre engagement envers l'accessibilité et l'excellence de nos services ne cessera jamais d'être notre objectif primordial!

Sincèrement vôtre,

Susan Waterfield
Présidente du conseil d'administration

Lydia Sai-Chew
Présidente-directrice générale



Who We Are

Skylark is a leading Toronto-based charity dedicated to children, young people and their families struggling with complex mental health and developmental needs.

Our depth of expertise can provide the help that is needed when it's needed. We believe that all young people, regardless of their developmental, social and/or psychological needs, are resilient and possess their own unique strengths. After more than 90 years of experience, we know that our comprehensive range of high-quality mental health promotion, intervention and treatment services help young people gain the confidence they need to become productive, contributing members in their communities.

The voice of youth is highly valued in our day-to-day operations. We regularly seek their input and perspective when making decisions.

Continuous quality improvement is the cornerstone of all that we do.



What We Do

Our highly trained counselling team has a wealth of experience addressing a wide range of social, emotional and behavioural issues.

- Depression, anxiety, self-harming tendencies, suicidal thoughts
- Family conflict
- School-related stress and other social, emotional and behavioural issues
- Social isolation and peer-related stress
- Bullying
- Emotion regulation
- Trauma (such as physical, emotional or sexual abuse)
- Relationship conflicts
- Substance abuse

We work collaboratively to assist children, youth, young adults and their families. We connect young people with important resources such as case management or crisis services, accompany them to hospital, or refer them to other professionals when needed. Skylark also advocates within law enforcement, courts, parole officers and other community/social justice agencies.

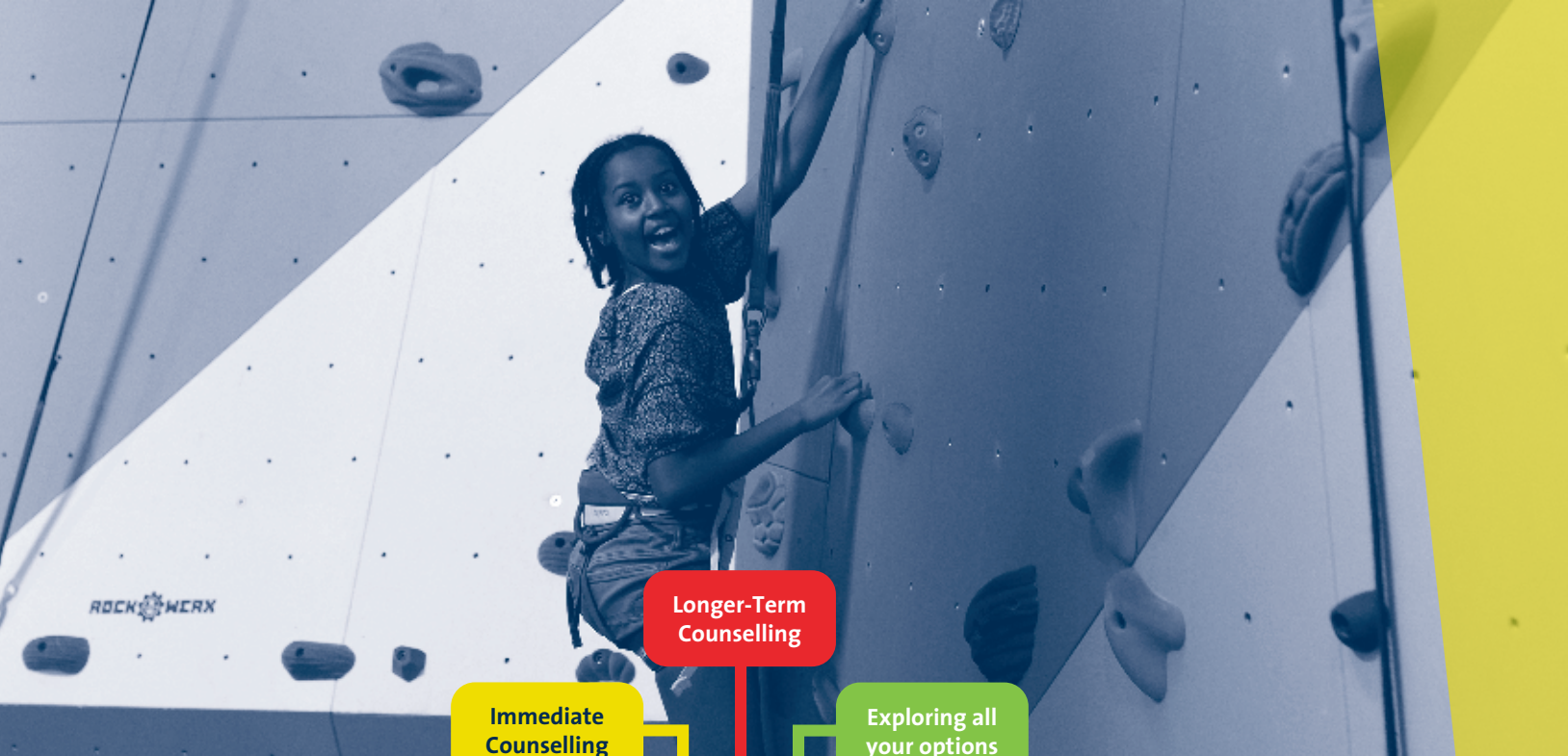
Our ultimate goal is accessible, responsive and adaptive services for every client.

Our Collaborative, Strength-based Approach to Counselling

Skylark's no-cost individual and family counselling helps children, youth, young adults and families living in Toronto. Our counselling services are tailored to individual strengths and needs; our professional, qualified staff deliver a range of relevant, evidence-based therapeutic approaches within a multi-disciplinary framework.

Clinical staff possess evidence-informed core competencies in a family centred therapeutic approach and practice therapeutic modalities such as Narrative Therapy, Dialectical Behaviour Therapy, Trauma and Attachment-informed Therapy, Cognitive Behaviour Therapy and Motivational Interviewing. This ensures our clients receive the most effective, needs-based intervention.

With a focus on helping our clients become more autonomous and resilient, our programs and services facilitate skills for improved developmental and mental health outcomes.



Walk-in Clinics:

Getting young people and families the help they need... when they need it

Skylark’s three Walk-in Clinics offer fast, free, targeted assistance for children and young people experiencing depression, anxiety, bullying, gender questioning, stress, substance abuse and a wide range of other mental health challenges – no health card and no appointment necessary.

What’s Up Walk-in

Through partnerships with STRIDES TORONTO, Yorktown Child and Family Centre, The Etobicoke Children’s Centre, Griffin Centre and YouthLink, “What’s Up walk-ins” operate across the GTA for young people (aged 0 to 26 years) and their families. In many cases, Skylark’s expertly trained clinicians can make a tangible difference in just one or two walk-in sessions, but we can also refer youth and families to longer-term services – offered in partnership with Loft, Vibrant, Sashbear, Sunnybrook Hospital and the Centre for Addiction and Mental Health (CAMH).

Youth Wellness Hub Ontario (YWHO) Impact Walk-in

Located at Skylark’s 40 Orchard View site (originally a 3-year innovative pilot through cross-sectoral partnerships and funding from the Canadian Institute of Health Research and private donors), Youth Wellness Hub Ontario is currently transitioning to one of

10 province-wide government funded Youth Wellness Hubs Ontario. These fully integrated “one stop shops” aim to bridge gaps in the service system for youth aged 12-25, addressing mental health, substance use, primary care, education/employment/training, housing and other community and social services needs. The hubs will also include peer services, outreach and system navigation services.

Walk-in at MLSE LaunchPad

Since 2017, in partnership with Maple Leaf Sports Entertainment (MLSE), we offer barrier-free walk-in mental health counselling at MLSE LaunchPad, a 42,000 square foot sports and wellness facility in downtown Toronto.

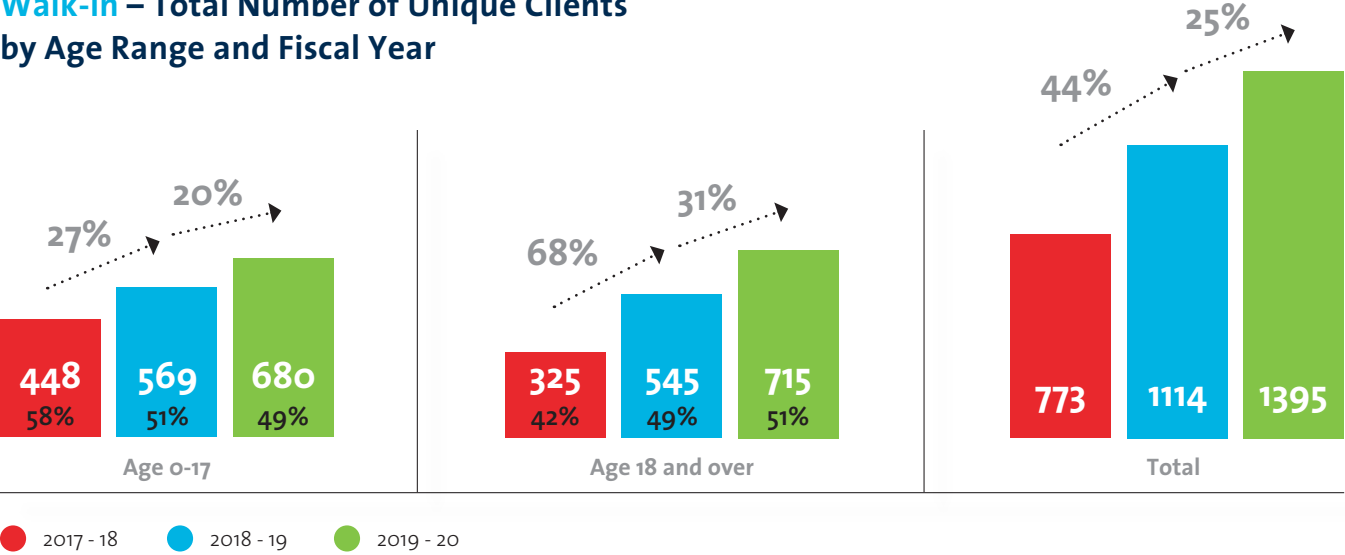
Me and My Baby

In February 2020 with the help of donor support, the Me & My Baby Walk-in pilot program for new parents was born. The idea was to provide a safe space for caregivers – prior to or after giving birth – to ask questions, learn/build skills, receive mental health and life management support.

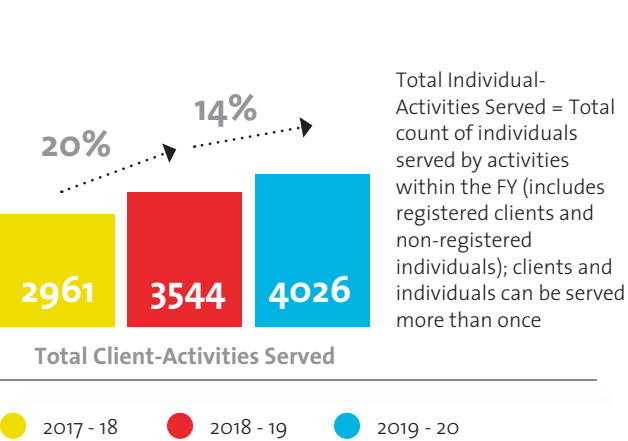
When the pandemic struck in March 2020, we quickly adapted to a virtual platform.

Feedback from participants has been that they have experienced positive improvements in their relationships with their children.

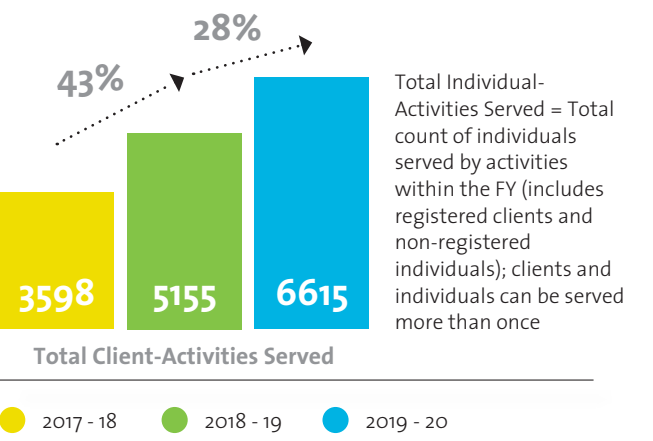
Walk-in – Total Number of Unique Clients by Age Range and Fiscal Year



Walk-in – Service Workload



Counselling – Service Workload





Day Treatment

Toronto high school students experiencing significant school challenges can attend Skylark Merge and Visions day treatment at Thistledown Collegiate Institute and George Harvey Collegiate Institute. In small, focused classes (6-8 students), Skylark youth workers provide academic support and manage attendance issues and mental health challenges. Merge also provides support in French and accepts referrals from Peel, Halton and York Regions as well as the GTA. The Collaborative Problem-Solving model engages students, parents/guardians and teachers with youth workers and clinicians in multi-disciplinary treatment plans, intensive therapeutic support and intervention. Skylark onsite counsellors have recognized expertise with LGBTQ+ youth, who are at greater risk for addiction, poverty, homelessness and mental health challenges.



Residential Treatment

Hillsdale (located near Yonge and Eglinton) and Richard Kalesky House (RK House) in Toronto's Annex neighbourhood offer welcoming, safe, comfortable living spaces for 13-to-18-year olds experiencing family breakdown, abuse, emotional trauma and other severe mental health challenges. There is no cost to residents or their families. Both residential treatment homes provide structured, therapeutic, secure environments, where young people learn to develop constructive relationships, build resources and understand responsibility. Highly trained child and youth workers, social workers and clinicians are onsite 24/7. Family therapy is an essential component of treatment, and our overarching goal is to facilitate re-establishing family ties. However, if returning home is not possible, we help young people find solid alternate adult supports.

Family therapy is an essential component of treatment, and our overarching goal is to facilitate re-establishing family ties.



Wraparound Services

A unique, proven approach surrounding at-risk youth/families with supports and resources to achieve goals and make their lives better. For more than 20 years Skylark has been offering Wraparound in the City of Toronto.

We have supported numerous initiatives this past year, including training to organizations such as:

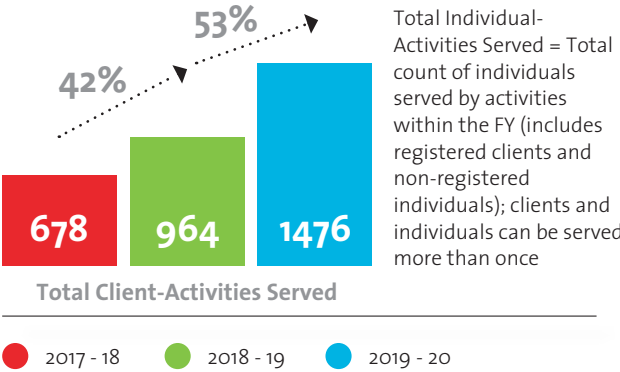
ROCK Reach Out Centre for Kids: Designated by the Ministry of Child and Youth Services as the child and youth mental health Lead Agency for Halton region in 2014, ROCK programs and services have been building strong people, allies and communities for more than 40 years.

Niagara Provincial Aboriginal Area Management Board (NPAAMB): Offering skills development and training opportunities to urban Indigenous youth in Southern Ontario. Working closely in communities to attract, develop, and motivate young talent by respecting diverse cultural identities.

Violence Against Women Project: We partnered with several Toronto women's shelters to provide Quick Wrap – an innovative version of Wraparound.

Through multiple platforms, Skylark supported Wraparound clients during COVID. With support from United Way and The City of Toronto, \$9,000 worth of food cards were distributed.

Wraparound – Service Workload





Youth Engagement Initiatives

The Studio

An inclusive, youth-driven space where everyone feels safe and welcome

Offering fun, interesting and creative activities for youth aged 12 to 21 years (of all gender orientations), The Studio was designed for youth, by youth.

After our space flooded in 2018, we were fortunate to partner with Vibrant Healthcare Alliance, located a few blocks away. This allowed us to run most of our programs and even expand some of them.

Under the Youth Wellness Hubs Ontario umbrella, Wellness Wednesdays (access to a therapist, a cooking program and nurse practitioner) expanded to include nutritional programming; participants voted each week about which meal they wanted to make together. We also added two therapists who alternated each week to support our Studio youth. Our Peer Harm Reduction team

provided monthly workshops for 2SLGBTQ+ youth at their request. We also introduced a 2SLGBTQ+ therapist on a weekly basis.

In February 2020, renovations in our regular space were completed. Our Grand Re-opening event in March was well attended by youth, the community, service providers and three provincial politicians joined us to cut the ribbon: The Honourable Michael Tibollo, Associate Minister of Mental Health and Addictions, the Honourable Todd Smith, Minister of Children, Community and Social Services and the Honourable Jill Dunlop, Associate Minister of Children and Women's Issues, Ministry of Children, Community and Social Services. The return to our original location resulted in a large upswing in youth participation. We had to close our doors again in mid-March due to COVID 19. This however, did not deter our Studio staff. We've been offering daily Zoom programming including Netflix parties, Maker Mondays, Wellness Tuesdays, "Here be Dragons" Wednesdays and Friday 2SLGBTQ+ programming. In addition, Second Harvest has committed to donating food to The Studio for our youth in the value of \$13,800.

The return to our original location resulted in a large upswing in youth participation.



Once they leave Skylark residential treatment, many young people often return to live with their families.

Youth Outreach Worker

As part of a multi-agency outreach initiative for marginalized young people in underserved neighbourhoods, LGBTQ+ Youth Outreach Worker provides mentoring, support, advice and referrals for gender diverse 12 to 24-year-olds and their families.

Youth Engagement Committee

Comprised of 13 young people, our internal youth advocacy group undertakes advising on agency policy, involvement in Youth Wellness Hubs Ontario governance and, consulting and creating organized signature events.

Family Engagement Committee

Once they leave Skylark residential treatment, many young people often return to live with their families. This committee involves parents and caregivers in discussions about moving forward.

Youth Gallery

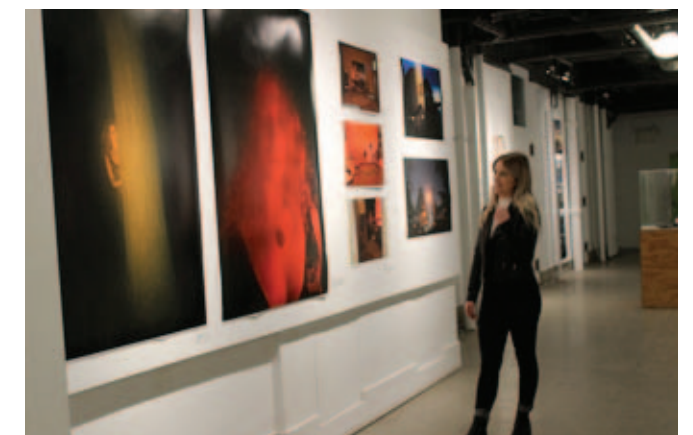
This annual event is a for-youth-by-youth initiative that provides mentorship and a safe, supportive environment for young artists to share and celebrate their work. Due to COVID-19, the youth celebrated our 20th anniversary by launching the gallery in digital format as an online auction. It was a great success with more virtual visitors!

Harm Reduction and Drug Education

We believe in the importance of providing young people with the information and education they need to make safe, informed decisions. This year, our Peer Youth Harm Reduction Team (comprised of youth aged 16 to 24) facilitated:

- 6 peer-facilitated harm reduction trainings with more than 100 service providers
- 24 workshops with more than 300 youth on safer drug use, overdose prevention and sexual health
- 45 individual and team consultations with service providers on implementing harm reduction with youth who use drugs and/or engage in sex work

Our 10-week, 30-hour drug education program SESSIONS was delivered to 16 youth participants; 15 completed the full program, for a 94% retention rate.



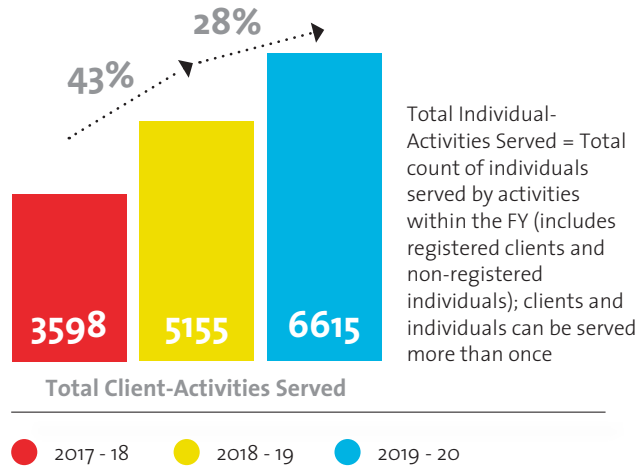


Counselling

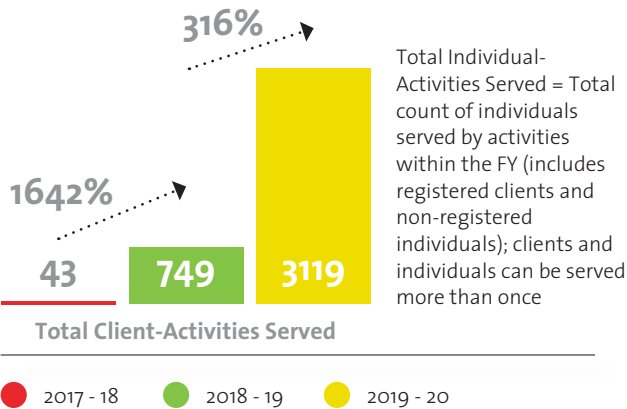
MLSE Launchpad

Skylark has been supporting the community as well as Launchpad participants and partners by facilitating Coffee and Chat, a parent drop-in at Lord Dufferin Public School, parent mental health and trauma workshops at Dundas Public School, Market Lane, Pathways for Education and N-Power (a GTA-wide organization that helps youth secure meaningful careers through various initiatives). With the City of Toronto, Skylark participated in a Regent Park mothers' group and Town Hall, partnered with Youth Assisting Youth to run virtual workshops and many other programs.

Counselling – Service Workload



MLSE – Service Workload



Teaching Awareness Through Puppetry (TAP)

This arts-based educational awareness program has been operating in the GTA for more than 37 years; Skylark became involved in 2017. Using life-sized puppets, TAP teaches young school-aged children about important life skills and accepting differences in themselves and others.

TAP aims to change the staggering statistics of children struggling with mental illness. Skylark collaborated to create four interactive online workshops designed to build awareness and understanding about mental health, getting the help you need and recognizing difficult feelings and emotions.

At press time, we were collaborating on a Teacher Workshop that will be ready before the end of 2020.

System Services

Complex Special Needs Team (SNT)

When there's nowhere else to turn for families of children, youth and young adults with complex special needs, enter the Skylark Special Needs Team. We are the leading agency in Toronto for complex special needs children who are unable to be supported in the community with existing services and supports.

For more than 20 years, the Skylark SNT has provided system support services for children and added an adult program in 2017.

Utilizing enhanced clinical supports, we work continuously, monitoring and evaluating all programs and services. We also assist in the development of client/family centred, personalized service plans – with a focus on continuous improvement.

Residential Placement Advisory Committee (R.P.A.C.)

On behalf of the Ministry of Children, Community & Social Services, Skylark operates R.P.A.C. for children from Toronto living in group and foster care in and outside of Toronto. R.P.A.C. reviews if the group home or foster home is appropriate based on each child's unique circumstances & needs.

Last year of the 65 reviews, 98% of the children requiring or requesting reviews directly participated in the process.

Trish Bar, our long-serving R.P.A.C. Citizen Chair is retiring from her volunteer role. Honoured during National Volunteer Week, Trish's initial 3-year commitment turned into 30 years! We will miss her!

Centralized Access to Residential Services (C.A.R.S.)

Skylark is also responsible for managing this gateway to residential treatment placement, again on behalf of the Ontario Ministry of Health and Long-Term Care. C.A.R.S. ensures that Toronto parents and case managers efficiently connect to resources best suited to their children's needs.

Children's Service Systems Review and Consultation (C.S.S.R.C.)

Skylark also oversees this Ministry forum for service partners to consult, identify, and address needs and gaps in the children's service system.

Young Parents No Fixed Address (Y.P.N.F.A.)

Housed at Skylark, this network is comprised of more than 30+ Toronto agencies, Y.P.N.F.A. builds strong community partnerships to help homeless/street-involved parents and their children. It's funded by Toronto Housing Supports and Access.



We assist in the development of family centred, personalized service plans.

Fundraising and Development Highlights



Youth and Philanthropy initiative – \$10,000 award from North Toronto and Crawford Adventist Academy

The Youth and Philanthropy initiative is an inclusive, multi-award-winning approach to grant making that grows compassionate communities by connecting high school students to social issues, local charities, and philanthropy at a pivotal stage in their adolescence. This year, we are proud of the students of North Toronto and Crawford Adventist Academy for their successful projects about Skylark which raised \$5,000 each.

Rotaract Club of Toronto Annual Gala – \$3,500

Each year the Rotaract Club of Toronto organizes a large fundraising event in support of a charitable cause. This year Rotaractors, Rotarians, friends and community met at the Arta Gallery in the Distillery District to warm up on a February evening and raise funds for Skylark. The event was an evening to remember, with music, silent auction, signature drinks, and an impressive six-foot long charcuterie board!



Toronto Police Slow Pitch Tournament – \$3,000

Every year the Toronto Police host an internal Slow Pitch Tournament to support local charities. This year Skylark was the chosen charity.



Escape to New York – \$14,726

Escape to New York (E2NY) was a unique event that enlisted two teams to run non-stop from Toronto to New York, a 900 km journey. Aiming to raise \$10,000 for Skylark Walk-ins, counselling programs and services, the E2NY team surpassed their goal by almost \$5,000.



Multiplex – \$20,000

Multiplex Construction Canada Ltd. hosted their annual Golf Tournament in support of Skylark with a cumulative total of \$115,742 raised!



T.A.M.A Youth Gallery – \$1,532.11

The T.A.M.A Art n’ Mind Student-led Initiative helped to raise mental health awareness while supporting young artists. When the Etobicoke School of the Arts students noticed the inequalities surrounding Toronto’s mental health landscape and the lack of accessibility to mental health services, they started to do some research and were shocked by the stigma surrounding mental health and mental health illnesses in Toronto. As a team, the young people formed a collective and organized a benefit gallery to support youth mental health in their community.



Scotiabank Toronto Waterfront Marathon – #TeamSkylark raised – \$37,558

October 2020 marks our 12th anniversary of participation in this incredible event. Skylark’s Board, staff, families and friends walk and run to raise funds for our agency. To date, we’ve raised \$354,452.61.

North Toronto Collegiate Institute Charity Week – \$7,500

Every year the students of North Toronto Collegiate dedicate their fundraising efforts to support a cause they believe in. In 2020 the student body decided to support youth mental health in their community and chose Skylark as their charity.



James’ Journey – \$43,732

Created by Mary, Kit and Jeannie Muir to honour their husband and father James, who lost his life to suicide. Supported by family and a large network of friends, James’ Journey aims to raise awareness, combat stigma and spotlight the crucial importance of early intervention. Since 2013, as a result of numerous donations \$259,174 has been raised.



Studio Reopening

Ministers Tibollo, Smith and Dunlop joined the youth, Board Members and staff for the celebration.



Time, Talent and Treasure

Our 90 incredible volunteers contribute 4,000 hours each year sharing their administrative, artistic, musical and ambassadorship talents. They also raise funds each year through Bingo events (\$317,967 to date). Regularly recognized in our community for their tireless efforts, Skylark simply could not do what we do without them.

Lisa Nash Homes – \$32,765

Skylark is the ongoing beneficiary of Lisa’s successful realty company. Portions of every sale, purchase, investment and successful referral are generously donated. We are also delighted that Lisa has joined our Fund and Resource Development Committee!



Skylark 20th Anniversary of the Youth Gallery

In June, Skylark celebrated the 20th anniversary of Youth Gallery. Due to COVID, the event was virtual, with video highlighting the past two decades of artwork, receptions, animations and live performances.



Individual Special Events

Thank you to everyone who dedicated birthday/grad celebrations and even dart tournaments to support Skylark. Your fundraising events make a tremendous difference in many lives in our communities. We hope to see you again next year!

Major Donors and Supporters

Individuals, foundations, community groups and corporations have made a profound difference in the lives of our children, young people and families.

We rely on our donors and supporters to sustain existing programs and services, as well as create new ones when needs arise. Their generosity and compassion play a pivotal role in our ongoing success.

On behalf of every child, young person and family we serve, we extend our heartfelt thanks and gratitude.

Major Donors



Catherine and Maxwell Meighen Foundation
TJX Canada Foundation
The Schulich Foundation
The WB Family Foundation

Partial Donor List

Individual Donors		
Patricia Andrews Worden & Bill Worden Kathleen Buzek Lloyd Martin Mary, Kit and Jeannie Muir Lisa Nash Mary-Jo Pitfield Ward Pitfield Daniel Shum Tom Little and Ann Sutherland Krista Pereira Doug Younghusband	Steven and Arlene Sager Susan Manwaring Andrew Baughn Rita DeLaurentis John & Sue Pitfield Carter Behnke Jed Mckie and Tara Gingrich Reeta Roy Salvatore DiGregorio Cam Reston Janet Cloud	Laura Humeniuk Ben Mellett Ellen Davis Cheri & Jeff McCann Nidhi Chopra & Pardeep K Nijhanwan Teresa Briggs John Lederer Naresh and Margret Bangia James McIntyre Nicole German

Monthly Donor		
Cindi Alexander Rich Appiah Jamie Auerbach Dorian Baldwin Karim Bhimji Luisa Bitá Adelani Brown Hugo Byleveld Margaret Campbell	Alice Eastman Tom Edwards Andrew Garrett Michael G. Goldfarb Enid Grant Deborah Greenfield Deborah Hall Deborah Hartley Audrey Higo Dorrell Johnson Suzanne Karam	Ron Lalonde Kelly Martin Frances McCann Rob and Sue Metcalf Jon Parry Barbara Renouf Mike Scott Farias Silvina Diane Stafford Christopher Sullivan Susan Waterfield

Foundation List		
Gail Wilson Robert Wilson The Harold E. Ballard Foundation Jennifer H. Mulock Fund Jeannie Clark Family Fund	Henry White Kinnear Foundation Savoy Pitfield Fund TELUS Future Foundation Youth Philanthropy Initiative Canada W.C. Kitchen Family Foundation	CHUM Charitable Foundation Hunt Family Charitable Foundation Red Robin Organization Ontario Realtors Care Foundation McLean Foundation

Corporate and Community		
Pilkington-Henniger Charitable Trust Kentucky Fried Chicken Canada Company PHD Canada Toronto Police Credit Union	Gowling WLG St. George's United Church Bell Trillium Support Services Microsoft Canada Co.	Iron Mountain Marketing Solutions Inc. Second Harvest Food Rescue United Way

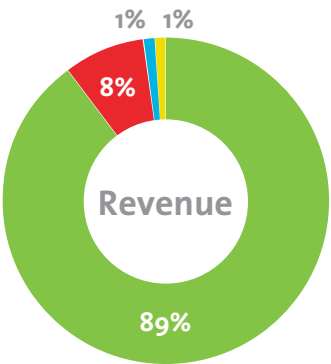
Financials

Statement of Financial Position

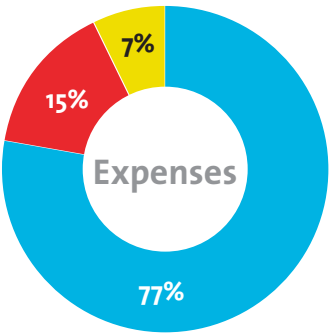
as at March 31, 2020	2020	2019
	\$	\$
Assets		
Cash, accounts receivable and term deposits	5870036.51	5,609,414
Capital assets	1,278,999	1,387,183
	8,349,036	6,996,597
Liabilities		
Accounts payable and accrued liabilities	3,010,299	2,809,225
Deferred contributions	1,594,243	1,098,360
Deferred capital contributions	379,995	436,880
	4,984,537	4,344,465
Fund balances		
Internally restricted organizational reserve fund	1,649,164	1,649,164
Capital asset fund	899,004	950,303
Unrestricted fund	216,331	52,665
	2,764,499	2,652,131
	7,749,036	6,996,596

Statement of Operations

Year Ending March 31, 2020	2020	2019
	\$	\$
Revenue		
Grants and subsidies	41,011,275	34,854,049
Fundraising and donations	660,291	423,361
Partnership revenue	1,360,939	1,549,848
Interest and other income	1,689,791	2,113,825
	44,722,296	38,941,083
Expenses		
Personnel	9,145,285	9,349,781
Program	33,621,768	27,847,198
Operations and other	1,842,876	38,844,256
	44,609,929	38,844,256
Excess of revenue over expenditures	112,367	96,827



- Provincial Government \$39,971,716
- Federal Government, City of Toronto, Partnerships & Other \$3,766,955
- United Way \$323,334
- Fundraising \$660,291



- Complex Special Needs \$34,490,265
- Children's Mental Health \$6,782,758
- Administration and Other \$3,336,906

Financials

Statement of Financial Position

as at March 31, 2020	2020	2019
	\$	\$
Assets		
Cash, accounts receivable and investments	2,655,811	2,228,884
Capital assets	302,310	328,222
	2,958,121	2,557,106
Liabilities		
Accounts payable and accrued liabilities	369,957	162,883
	369,957	162,883
Net Assets		
Invested in capital assets - internally restricted	302,310	328,222
Organizational reserve fund - internally restricted	1,745,513	1,745,513
Operating fund - unrestricted	540,341	320,488
	2,588,164	2,394,223
	2,958,121	2,557,106

Statement of Operations

Year Ending March 31, 2020	2020	2019
	\$	\$
Revenue		
Donations, fundraising and grants	1,708,840	1,245,907
Investment and other Income	80,609	82,101
	1,789,449	1,328,008
Expenses		
Salaries and benefits	180,595	190,885
Fundraising events	5,952	24,726
Office and other	59,367	63,136
	245,913	278,747
Excess of revenue over expenses before item below	1,543,536	1,049,261
Grant to Skylark Children Youth and Families	(1,349,595)	(754,685)
Excess of revenue over expenses	193,941	294,576
Ratio of Fundraising expenses to total revenue:	13.7%	21.0%

access

Board of Directors

Susan Waterfield, *Chair*
Nidhi Chopra, *Vice-Chair*
Michael Kurts, *Secretary*
Kathleen Buzek CPA, CA, *Treasurer*
Cam Reston, *Past Chair*
Chip Pitfield, *Director*
Paul Angelopoulos, *Director*
Jeffrey Goldfarb, CPA, CA, *Director*
Jeremy Roach, *Director*
Tom Little, *Director*
William(Bill) E. Johnston, LL.B., *Director*
Clare Smith, *Director*
Lydia Sai-Chew, *CEO*

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ANNUAL REPORT

19/20

SKYLARK CHILDREN YOUTH AND FAMILIES

