



Media Release

FOR IMMEDIATE RELEASE

Students aren't the only ones being tested

How Capitalize For Kids Is Helping Child & Youth Mental Health Agencies Alleviate the Pressure

TORONTO, October 6, 2026 — A teacher notices a student withdrawing. A parent realizes that the difficulties they hoped would ease over the summer have not. A teenager tells a guidance counselor they need help.

The fall can bring more families to the door of community child and youth mental health agencies than any other time of year. What happens next isn't just whether there are enough clinicians. Families need to have a clear route to appropriate care, while agency staff need the time and tools to provide it.

Capitalize for Kids (C4K) works with child and youth mental health agencies on those behind-the-scenes challenges. Its projects examine elements like where families get delayed, where staff time is lost, and which changes help agencies serve more young people effectively. The charity says the back-to-school period offers a concentrated view of pressures that agencies face throughout the year.

"September does not create these problems. It makes them visible," said Angela Simo Brown, President and CEO of Capitalize for Kids. "Agency leaders can see more families coming to them for help. Our work is to help them build the capacity to respond, so that more of those families move from asking for care to receiving it."

At the George Hull Centre for Children and Families, C4K's work has addressed both the flow of appointments and the time clinicians spend on paperwork. An appointment reminder system helped reduce the Centre's waitlist by 80 per cent. More recently, an AI scribe pilot has shown real potential for significant time savings, reducing the time spent on note-taking and report writing by 50 to 70 per cent, allowing clinicians to devote more time meeting with young people and less time doing burdensome administrative work.

"Capitalize for Kids plays a critical role implementing transformative improvements to the community child and youth mental health sector," said Susan Chamberlain, Executive Director at the George Hull Centre for Children and Families. "They have supported us with valuable efficiencies and innovations over many years."

The changes at George Hull illustrate what can happen when an agency has the expertise and support to improve how it operates. But those improvements take time and resources to develop and put into practice. There are countless other agencies facing similar pressure, without this kind of support.



“Addressing a seasonal spike provides short-term relief,” said Jason Pun, Chief Impact Officer at Capitalize for Kids. “And our work goes much further than that. We work with agencies to implement changes that last: helping families find the right care at the right time, giving staff more time with young people, and measuring whether that care is making a difference.”

Capitalize for Kids has completed vital improvement initiatives with more than 75 child and youth mental health agencies across Canada over the past 10 years. Those agencies collectively serve more than 200,000 children and youth each year. While the initiatives vary from one agency to the next, the goal is the same: help agencies spend less time navigating obstacles and more time delivering care.

Angela Simo Brown and Jason Pun are available to discuss what Capitalize for Kids has learned from working with more than 75 agencies and how those lessons can help more children and youth get the care they need.

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About Capitalize for Kids

Capitalize for Kids is the only charity in Canada dedicated to making the child and youth mental health system work better for kids and families so they can access the urgent and expert care they need to thrive.

We do this through delivering efficiencies, technology and innovation to over 50 child and youth mental health providers each year, enabling over 200,000 kids and families access vital care annually. [Learn more at CapitalizeforKids.org](https://www.CapitalizeforKids.org)

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