

Youth Services Bureau of Ottawa

April 2002 - 2003

Annual Report



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5 Years

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20 Years

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10 Years

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25 Years

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15 Years

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 Ken Yeomans
 Pam Storey Baker
 Mark Totten

30 Years

Dan Paré

COMMUNITY SERVICES

OTTAWA CENTRAL SERVICES

*Individual, family, group counselling • Drop-ins • Housing Plus • Trusteeship
HIV/AIDS Prevention Education Program • Safety Net(Works) • Peer Youth Outreach • Healthy Sexuality
Clinic Beat the Street Literacy Program • Mentoring InSchool • Youth Advisories*

Service Activity

- Individual, family and group counselling to high-risk, high-need youth ages 12 – 20
- Drop-in services for youth living on or close to the street provide a safe and supportive environment, addressing basic services (showers, laundry, food, phones, crisis counselling), as well as issues related to housing, trusteeship, HIV/AIDS education, health, employment, literacy.

**Last fiscal year:
890 unique clients
18,609 visits**

Youth Success Stories

Young Man arrived at the drop-in, homeless and unemployed. This young man accessed food, showers, and other drop-in services, has now secured housing through Housing Plus, and with the help of our staff, has a contract with a local Arts Gallery.

Young Man, 18, with dual mental health/addictions issues came to the city from rural Ottawa as a result of an abusive situation. Our staff connected this young man with long term counselling, housing, a mental health support worker, and employment. In spite of major trust issues with adults and authority figures, he is now able to access support on a regular basis, which helps him maintain his sobriety and employment.

Young Man came from out East with no support system. With staff support, he secured housing, and enrolled and completed a program at another agency. This young man continues to access staff support on a regular basis for counselling on family, grieving, and other issues.

Young Woman, 20, when first arrived had just gotten out of drug rehabilitation. She did not trust authority figures or staff, she self-injured and was very involved in street culture. Now she has permanent housing, is a member of our youth advisory committee, organizes events for youth and is a role model for youth at Downtown Services and Drop-In.

From the Drop-in Clients

"Thanks for being there when needed."

"This is a good center and after I am too old to come in here, I hope to one day work in a drop-in."

*" I adore you guys even when it doesn't work out. You have literally saved my life before."
"The best thing of all is that the staff at the drop-in are friendly, which makes it more comfortable to speak with."*

" Thanks for everything.

You helped me more than you can imagine!"

Housing Plus

A bilingual service assisting homeless youth aged 16 – 20 to find and sustain safe accommodation, both shared and single, as well as providing a range of related life skills, supportive counselling, advocacy and mediation services.

**Last calendar year: served 401 youth
Of these, 184 were homeless youth accessing services.**

Number of contacts: 2559

Number assisted with housing searches: 321

Number assisted with eviction prevention: 20

Number from shelter to permanent housing: 28

Number from transitional housing to permanent housing: 6

Number from shelter to transitional housing: 10

Number who maintained housing over 3 months: 29

*(Only a portion of youth; some in the
18- 20 years age*

range do not return once they have accessed housing; this number does not include 16 and 17 year olds on trusteeship)

Trusteeship

A provincial mandatory program for 16 and 17 year old youth working to achieve independence helps them to manage their Ontario Works cheques. Bureau staff acting as trustees provide counselling support into the Ontario Works system, assist with contact to their worker, advocate on issues with school, home, work. Many youth accessing trusteeship also access programs and services at Downtown Services and Drop-in.

**Currently 100 active trusteeship files
119 youth served last fiscal year**

One Youth's Story

A young man in conflict with the law lost his housing and ended up staying at a shelter. Our trusteeship worker met with him regularly to help him deal with various issues, such as substance abuse. The worker helped connect him to an Ontario Works worker, secure appropriate housing, and get back into school. The young man was then eligible for social assistance, thus giving him access to housing as well as stability to pursue his goal of finishing his education.

HIV/AIDS

Prevention Education Program

- Educational presentations and activities for high-risk youth in the Ottawa area, given at a variety of local youth venues such as area alternate schools, detention facilities for youth, youth shelters, and community events.
- Support to high-need high-risk youth accessing various programs at Ottawa Downtown Services and Drop-in, provided daily through outreach in the form of HIV Education, crisis counselling, goal planning, and referrals to other community resources.
- Conference planning, as members of the Shared Realities Working Group, for the very successful "First Harm Reduction Conference: Time for Action", March 17th and 18th, 2003. The well-received conference attracted

345 registrants from across Canada with some from as far as Africa and Eastern Europe.

- Co-facilitated a successful Art Therapy group for youth in November and December, 2002, exploring through art issues of self-esteem, healthy relationships, communication and the community.
- The HIV/AIDS Prevention Education program was one of six programs in Canada selected by Health Canada to implement a poster-making campaign around healthy sexuality for youth in October 2002. Youth created over 25 works of art stemming from their concept of what healthy sexuality means to them.
- World's AIDS Awareness Week 2002 was marked in partnership with The Downtown Youth Advisory. Mask-making workshops for youth entitled "Faces of AIDS" led into World AIDS Day Ottawa events.
- In partnership with the Sandy Hill Community Health Centre, the Program co-facilitates a weekly young parents' group entitled "The Monday Place". Education regarding parenting, sexuality, healthy relationships is provided to young parents, as well as open discussions and links to community resources.
- The HIV Prevention Education Program has taken over supervision duties of the Peer Youth Outreach Program funded by Sandy Hill Community Health Centre. The supervision includes connecting the Outreach team to community resources, supporting team learning and program development, and assisting in task selection and completion.

Participation on Community Committees:

- Needle Exchange partnership
- The Trends and Issues Committee
- Health Fair Planning Committee
- Youth and the Media Working group
- Ethno-cultural HIV/AIDS Prevention Education Committee
- Community Correctional Partnership Committee
- The Ottawa Carleton Council on AIDS
On sub-Committees of O.C.C.A.:
- World AIDS Day Committee
- AIDS Walk Committee
- The HIV Prevention and Education Committee
- The Shared Realities Working Group

**2002-2003 Activities
35 Education Presentations with
984 unique participants;
1728 outreach contacts**

From the Youth

- "Keep it up, I liked how open-minded the worker was".
- "I learned a lot of new and interesting things".
- "I don't think they can improve. I learned a lot of stuff"
- "Keep up the good work and clear explanations to client groups".
- "They allowed the kids to feel O.K. about asking questions".
- "The game we played was so fun".
- "Great, but they should have more video's".

Peer Youth Outreach

Outreach Program Activities:

- The original mandate was only for street youth outreach in the Market area. Now, Outreach has a rotating schedule of activities within the Drop In, including Art Days, HIV interactive education, and co-facilitation of different activities. The Team will soon be initiating other activities and resources such as body image workshops, legal rights workshops, a safer body art guide, climate survival guides, and a youth-friendly resource guide to central Ottawa services.
- The Team provides expertise and advocacy on behalf of youth: Outreach is a member of the GLBT Youth Service Providers Network, the Ottawa Outreach Network, and this past winter, Outreach was asked to attend the Youth Criminal Justice Act Conference in Toronto—where Jordan gave an interview on CBC radio!
- The Team sees anywhere between 10-40 youth a day, both on the street and in one-on-one interactions in the Drop-In. While they have a number of long-standing contacts, the majority of the youth they see are new to the streets, and are in need of basic information on food, shelter, housing, jobs, or education. The Team carries a supply of juice, water, socks, hats, mitts, granola bars, and other basic needs on their route as a way to approach new or shy youth who may be uncomfortable with approaching Outreach with difficult questions.
- Outreach also helps co-facilitate the Young Women's Emergency Shelter Youth Advisory meetings.

- Outreach attends both Trends & Issues meetings, as well as the Police and Youth meetings created by the Downtown Youth Advisory Council.
- The Team has taken an active role in the planning of the Youth Health Fair this year, after experiencing great success with their "condom race contest" at the Health Fair last year.
- Each Team leaves a final report for the new Team, full of tips and ideas, ensuring consistent growth for the program.

Congratulations to last year's Team Member, Maggie Turgeon, who has moved on and is taking the Social Services Worker program at Algonquin.

Healthy Sexuality Clinic

Last fiscal year: 295 individual youth

Nurses offer a holistic health care service to the youth who access the drop-in. They have begun to work with the Peer Outreach team in developing educational information about piercing and scarification.

Frontier College/Beat The Street Literacy Program

The coordinator's role has grown over the past year from just supervision to include advocacy on behalf of youth. Each month 8 - 15 youth who want to return to school or find an alternate way to graduate from high school seek support from Beat the Street both in returning to school and with their schoolwork.

One Youth's Story

A young man was having a difficult time accessing school, as he was living on the street without a source of income and could not pay for the night-school course he needed to graduate. With staff support, he advocated for himself, enrolled in the course, achieved the credit and graduated from high school - all while being homeless. He is now employed in a job where he can also provide support to other youth who are homeless.

Ottawa Services Counselling Program

119 Unique Clients

By language: English: 96.8%; French: 3.2%
By gender: Female: 53.3%; Male: 46.4%
Transgendered: 0.3%

From the Clients

"This is a wonderful resource for people. Keep up the great work!"

"I think the help I received will help me in the future."

"Message to boss: You got a great social worker!"

"As the parent, it helps both sides understand each other, it helps put goals together."

"This lady is a treasure and has been quite helpful vis-à-vis helping us and our teen son. She is quite an enterprising lady with an engaging personality. She has succeeded in communicating at both levels, parents and child, as if she belonged to both age groups at the same time. Her wisdom, pleasant personality, no non-sense professional approach, all combine to mint an ideal personality for the important role she plays in society."

Belair Youth Drop-In

15 – 25 youth each Wednesday

A Youth Services Bureau worker attends the Belair Drop-In for three hours on Wednesday afternoon along with a worker from Carlington Community Health Centre. The drop-in offers support, and helps to bridge gaps between youth, to develop skills and to work on conflict resolution. This year a new group called Kool-Aid for Girls was started. The young women, ages 12-20 who attend this group, discuss issues relevant to their lives, share special talents and abilities and also have fun organizing activities. There are usually between 5-9 young women who attend the group.

Safety Net(Works)

Designed to encourage youth 12-17 to learn skills that will enable them to make changes in their lives and expand community resources, opportunities and capacity.

Last year Safety Net(works) chose the village of Osgoode. The local youth requested assistance in the following areas: increasing youth participation in the community, help with developing a foundation for youth programming and services in the area, help with implementing effective preventative actions for at-risk youth, assistance with helping youth learn skills in problem-solving and decision-making, and help with youth awareness about access to counselling and social service agencies. The Safety Net workers assisted youth in developing various programs, connected them with the local city agencies and police,

assisted youth in writing a proposal for a permanent skateboard park, connected them to local social services, and assisted the youth in becoming more aware of services and links within their own community. At the end of the project, the local youth committee, the Osgoode Youth Association, was presented with a book entitled "The Box". This binder was filled with information geared specifically to the needs of rural youth and Osgoode in particular, a resource that will assist them with program development and design, funding, and program evaluation.

Trends and Issues

The Trends and Issues Committee meets quarterly to discuss youth issues in the downtown core and to highlight trends. Issues of health, updates on programs, and intervention strategies are also discussed. Comprised of youth-serving agencies, Ottawa Police Services, Children's Aid Society and the Peer Outreach Team, the intent is both information-sharing and issue-resolution. At a recent meeting members discussed the trend of young mothers spending hours on the street in the downtown core with their children. Plans were made to work together to assist the young women in accessing available resources, as well as developing a unified plan of intervention, should that be required. The Committee also serves as an advisory body to the annual Youth Health Fair sub-committee.

Youth/Police Liaison Committee

Designed to assist youth and Police in working together: identifying issues that youth face, providing the Police with more positive contacts with youth, and making youth feel more comfortable approaching the Police.

Youth from the Youth Services Bureau of Ottawa, including the Peer Outreach Team, and from Operation Go Home have been meeting with representatives from the Ottawa Police Service on a monthly basis since January 2003. Meeting agendas quickly evolved to very positive discussions on working to improve police-youth relations. The Police are actively going to take part in a number of events planned by our programs, including the Youth Health Fair as well as a youth/ police B-B-Q and baseball game sometime in the summer.

The Police inform the youth whenever they are giving training that might be beneficial. One of our Peer Outreach workers received training at a police-run event for both Police and protesters, during a recent protest. The Police stated that it was beneficial to have the Peer Outreach Worker there as he was a calming influence for the whole event.

Mentoring InSchool

Making a difference in the life of a child!

Number of Matches: 75
Number of participating schools: 34
Number of participating students in the R. E. Wilson Reading Program: 44
Returning matches:
4th year: 6; 3rd year: 14; 2nd year: 29

CORPORATE PARTNERS:
Stock Transportation
Nortel Networks
Royal Canadian Mounted Police

David's story

When I met with David and interviewed him for the first time, he was a painfully shy little boy. I had to push down the Harry Potter book that he was hiding behind. The principal had explained to me that David was being referred because he was completely isolated from his peers. He didn't have the social skills to make or keep friends and was often teased by other children who viewed him as odd or different.

Shortly after the match meeting, his Mentor (Ron) became very concerned about the isolation that David was facing and was determined to help him come out of his shell.

During their weekly one hour meetings, they got to know each other and Ron discovered that what David liked doing most was playing with lego blocks. Ron suggested that David should develop a Lego Club that would re-group children with that same interest. The team designed an invitation poster which David distributed to all of the classes.

Shortly after, during the lunch hour on Tuesdays and Thursdays, the Lego Club would meet, regrouping 15 to 20 children. David is recognized as the founder of the club and has, because of it, gained a great deal of popularity.

As an added benefit, of course, David learned some very valuable organizational skills that he will be able to utilize and apply in various areas of his life.

Christopher's story

Christopher is 10 years old and his dad died two years ago. The loss is still very fresh and he is quite verbal about how much he still misses his father. His mom now on her own takes care of him, his 7 year old sister and older brother who is 16 years old. She works part-time as a house cleaner and although they have very limited resources, she is very good at making ends meet and ensuring that the children's basic needs are met.

Christopher looks up to his big brother who has been getting in trouble with the law since the death of their father. Recently he was incarcerated and Christopher was heart-broken without him. He was so worried that it started affecting his concentration at school.

Christopher now has a Mentor who is an R.C.M.P. officer. Christopher is very proud to spend time with Frank and says he is very cool! While together, they play games and sports, play the piano and also, at times, finish homework or special projects together. They also have learned some magic tricks and did a magic show in front of Christopher's little sister's class. He was very proud!

Christopher and his Mentor talk a lot. They talk about Christopher's brother. He doesn't feel so alone anymore.

Christopher says that his Mentor is almost like a dad to him. He really likes spending time with him. When he grows up, he wants to be a police officer just like his Mentor so that he can help people.

EAST END COMMUNITY SERVICES

*Individual and family counselling, crisis intervention, school-based interventions
Services offered in the communities of Vanier, Gloucester East, Cumberland and the surrounding rural areas*

Drop-in

The Drop-in acts as an access point to Bureau services, open every weekday afternoon for youth and their parents in the community. The Drop-in offers crisis intervention services, on-the-spot intervention, referral to complementary resources, and intake for the requests for counselling service.

**Last fiscal year:
Unique clients: 138
Drop-in visits: 347**

Counselling Services

We have been actively sought after, for our individual and family counselling services. In view of the growing waiting period brought on by the increasing demand, priority has been given to clients waiting for service. We allocated a counsellor specifically to do the intakes for service requests, in order to be able to assess in greater detail the specific needs of each of the families and youth, and to ensure that the program offered was the most appropriate. In response to information gathered, we have been able, to some degree, to suggest more creative strategies and to direct clients toward the drop-in services, if their needs required only a few sessions. We have also arranged a referral to a more appropriate resource if the identified need warranted it.

121 unique clients last fiscal year
By language; English: 73.7% French: 26.3%
By gender: Female: 52.6%; Male: 47.4%

From the Clients

"Youth Services Bureau has been a tremendous resource for my family. I don't know what I would do without you guys. Thank you."

"Youth counsellor is excellent, very supportive, knowledgeable."

"Thank you for helping us with our child. It is very much appreciated."

School-based Interventions

For the fourth year in a row, le Conseil des écoles publiques de l'Est de l'Ontario renewed its purchase of our counseling services in four of their secondary schools, for a total of 25 hours per week. Service to the students varied according to their needs, ranging from immediate crisis counselling to referral to other community resources or to regular counselling service. Some found benefit in a weekly schedule that supported them in their steps toward sorting out individual, family and social issues. Youth who needed more formal individual or family interventions were directed into Bureau services or to appropriate community resources.

L'Alternative :	21 clients	131 visits
De La Salle :	37 clients	94 visits
Formation à l'emploi :	13 clients	49 visits
Louis Riel :	22 clients	93 visits

Total clients served in a school setting : 93
Total number of school-based visits to counsel clients : 367

La Relance: Strict Discipline Program

Following the passage of the Safe Schools Act in 2000, the Ontario Government set up a provincial code of conduct which outlined exact guidelines for maintaining a safe atmosphere in Ontario schools. The code of conduct provided clear provincial norms of behaviour and spelled out the consequences for the students if their behaviour went against the norms. Thus the student who was expelled was obligated to complete a strict discipline program before being able to re-enter an Ontario school.

La Relance is a two year pilot project, set up by the three Francophone School Boards of Eastern Ontario. The program includes an academic program and an intervention component for clients from both the primary and secondary levels. The region being served is huge, stretching from the Quebec border to Trenton and Pembroke and surrounding areas, and includes several urban centres such as Ottawa, Cornwall, Hawkesbury, Pembroke and Kingston. Thus we have several service sites in order to provide service to youth in their own community.

We took over coordination of the program in February 2002. La Relance has created some enthusiasm because of its socio-ecological approach that recommends analysis of individual, family, community and social factors. We serve the young person in his/her own community, drawing from existing resources and collaborating together with counselors who are already involved. We think that the involvement and support of the family in the process is essential for achieving individual change in the young person. We meet families on a weekly basis in order to support their efforts at change at the family level. We access consultants in psychology, psychiatry, and substance abuse to do an evaluation, as well as to complement the intervention set up at the heart of the program. When it is time for reintegration, support is put in place for the young person and the family, as well as for the school staff who will be receiving the youth back.

Clients served

Number of students currently enrolled in the program: 7

Number of students reintegrated back into the classroom: 2

Number of students who left before finishing the program: 1

Number of students referred and being assessed: 4

A variety of strict discipline programs have been piloted by the Ministry over the past two years. The firm of consultants, Orbis, was hired by the Ministry to evaluate the programs, the efficiency of their service delivery model, and the satisfaction of clients and families served. The Ministry will be initiating discussions with service providers around the 2003-2004 school year.

Intensive Services/ Multisystemic Therapy

The Intensive Services Program undertook an important restructuring this year as the team adopted MST (Multisystemic Therapy) as the model of service delivery, and joined the Evidenced Based Interventions Ontario group. In November the three staff team and two clinical supervisors received 5 days of training. In January the three counsellors moved into the Riverside site and implemented the MST team approach: group supervision and consultation with an expert consultant, reviewing families' progress every week.

What is MST?

MST is an intensive home-based delivery model with interventions provided in the home, school, neighbourhood and community, including multiple contacts with family and other participants every week. It is a goal-oriented, comprehensive treatment program designed to serve youth who are in danger of being placed out of their home because of on-going, violent delinquent behaviours or serious emotional problems. These youth are experiencing difficulties in family relations, school performance peer relations, and neighbourhood and community relations.

MST is the only family-focused and community-based intervention program that has been the focus of several major research studies and demonstrated clinical and cost effectiveness for youth with complex emotional, social and academic needs. It was developed at the Family Services Research Center at the Medical University of South Carolina, and uses only intervention strategies that are supported by research.

Quality Assurance

A function of the MST Institute is to provide all programs with tools to assess the adherence of counsellors and supervisors to the 9 MST principles of intervention.

- Families are invited to participate in a monthly telephone survey.
- Counsellors complete an evaluation of their clinical supervisor's adherence to the principles in group supervision every second month.
- Our consultant uses this information to provide feedback regarding ways that we can improve our implementation of the model in our practice.

Program Goals

- *Change family functioning enough to alleviate the need for more intrusive interventions.*
Targeted outcome: decrease severity of identified emotional and behaviour problems, increase effectiveness of parenting and problem-solving skills, reduce the severity of parent-child conflict.
- *Strengthen the youth's ability to function effectively in the home and in the community.*
Targeted outcome: youth showing evidence of success in an educational or vocational setting, is involved in pro-social peers activities.

Stats from January to March 2003
Implementation of MST: January 2003

Total Clients: 11
Total face-to-face hours (day): 211
Total face-to-face hours (evening): 80
Total telephone (day): 52
Total telephone (evening): 9
Total contact (hours): 352

Eastern Ontario Intensive Services

The Eastern Ontario Network includes agencies in Ottawa, Cornwall, Pembroke, Renfrew and Hawkesbury.

YSB coordinated the Steering Committee of the Eastern Ontario Intensive Network as well as provided support and training for Intensive staff. Staff and supervisors of agencies providing Intensive Counselling Services to youth and families in Eastern Ontario met every two months to exchange information and participate in training.

The Eastern Ontario Network coordinated the development and planning of the first Ontario-wide conference for Intensive staff. Held in London in

November, the day attracted over 100 staff from across the province.

YSB Service Activity for the last fiscal year:

Total clients served: 36
Direct contact hours: 758.5
Face-to-face contact (day) hours: 451.5
Face-to-face contact (evenings & weekends) hours: 232.5
Telephone contact day hours: 63
Telephone contact evening/weekend hours: 11.5

WEST END SERVICES

*Individual, family and group counselling • Drop-ins • Parent Support Group • Community Networks
Community Training Offered in the pre-amalgamation municipalities of Nepean, Kanata,
Goulbourn and West Carleton as well as Britannia*

Service Activity

193 unique clients last fiscal year
By language: 96.9% English; 3.1% French
By gender: Female: 34.5%; Male: 65.2%;
Transgendered: 0.2%

From the Clients

"Our counsellor kicks ASS! Give her a raise or a promotion or some sort of acknowledgement for all that she's done!"

"They are good counsellors. Thank you."

"The counsellor has a great bank of knowledge. We feel a strong effort on his part is made to get us on the right track, which makes the meeting positive for us."

Young Offender Services

- Training of Young Offender open custody staff
- Counselling of Phase 2 offenders at Fairbairn House, Chaudière House, Phoenix House and Ottawa Carleton Detention Centre
- Completed the highly successful **ARC Program**, which provided Community Justice Forums and Wraparound to youth referred by the police and courts. **Last fiscal year: 71 clients served**

Committees and Networks

- *Western School Resource Network (Kanata)*
A network of youth service providers and school personnel gather to identify and seek solutions to youth issues, needs and services.

- *Youth Retail Project Advisory*
A program in Bayshore Shopping Centre that connects youth to the various retail outlets, providing training and counselling supports.
- *West Ottawa Youth Services Providers Network (Pinecrest-Queensway Community Health Centre)*
30 service providers meet on a monthly basis to provide resource-sharing, program updates, presentations, and project sponsorships.
- *Sexual Assault Prevention Committee*
Providing research and development of youth-appropriate educational and prevention material
- *'Youth Make It Happen' Advisory Committee*
A coordination committee for five communities to bring together resources for coordinating youth programming and special events
- *Youth Employment Needs Assessment Project*
Carrying out research to improve the employability of youth
- *Ethnic and Racial Minority Youth Employment Project*
Addressing the unique issues facing the employability of visible minority youth

Drop-ins

- *Barrhaven Parent Support Group (152 clients)*
Facilitated a parent support drop-in group in Barrhaven, in collaboration with the Nepean Community Resource Centre
- *Rainbow Drop-in (81 clients)*
Facilitated a drop-in for gay, lesbian and questioning youth
- *"Communities That Care"*
Provided advisory support to a project for high-risk youth in the Bayshore community
- *Woodroffe High School's "The Helping Paw" (202 clients)*

Provided confidential drop-in services to Woodroffe high school students in collaboration with five different health professionals

- *Pinecrest-Queensway Drop-in (117 clients)*
Provided drop-in counselling services to youth and their families while waiting for other services; it also referred youth to short-term crisis intervention services.

- *YPP, Young People's Perspective*
Chair of a network of young people and service providers who meet monthly to address youth issues through resource-sharing and project development. YPP hosts an annual Youth Forum and publishes the Action Manual, a record of the recommendations from the youth delegates. A youth member sits on Popcorn Group, and a link with the Ottawa Youth Cabinet is being developed.

Michelle Heights Older Youth Centre

Coordinated the establishment and operation of a youth program in Britannia. Four staff in this late-night venue in a high-crime area brought counseling, employment information, and recreation to youth ages 17-23. Other staff were provided by the John Howard Society's Youth Employment Resource Centre and the City of Ottawa. Results indicate that the desired youth were attracted to the center. Calls to the police decreased dramatically after this program began and there were substantial drops in the local crime rate. The community indicated a high degree of satisfaction with the outcome of the program.

Training of Community Professionals

Staff provided intensive training to community professionals on Suicide Intervention and Post-Suicide Debriefing.

YOUTH ADVISORIES

Regional Youth Advisory • Downtown Youth Advisory Council • Rainbow Youth Advisory

Regional Youth Advisory Team

The Regional Youth Advisory Team (RYAT) is a dynamic group of young people who meet weekly in order to address youth issues through project development, consultation, networking, focus groups and committee work. Their first priority is to provide the agency with feedback on service

provision and support regarding the continuation of youth engagement. In addition to this work, RYAT collaborates with youth services throughout the city and are active members of Young People's Perspective; Ottawa's first network to "Bring Youth and Service Provider's Together".

Highlights of Issues Addressed, Events Organized, Programs Developed

Yellow Ribbon Campaign Nov. '02	Suicide Prevention/Education Program presented to 1000 high school students	Funded by United Way Youth Action Grants
Teen Pregnancy Prevention Coalition 2002/03	City of Ottawa Advisory Group	Adolescent Health Division
United Way Conferences Sept. '02, Feb. 03	Community Events Forum Community Partnerships	Ottawa Carleton University Ottawa Citizen
Butterfly 208 Conference, Feb. 03	One Flap – Global Impact	YOUCAN/Museum of Nature (Toronto)
Youth as Facilitative Leaders Project, May '03	Developing Positive Changemakers In Your Community	
Ottawa 2020, Oct '02/Jan.'03	“Building a Creative City”	Focus Groups/Consultations
Youth Volunteering Symposium, Mar. '03	Child and Youth Friendly Ottawa	Ottawa City Hall
Teen Expo, Sept.'02	Celebrating Ottawa's Youth	Ottawa City Hall
Ottawa Police Youth Advisory	Developing a Youth Event, Addressing Youth /Police relations	Ottawa Police Services
YPP Youth Forum, Nov 02	Ottawa City Hall	Action Manual

What's Coming Up!

Youth Advisory Gala

Ottawa Youth Advisory Project (pending United Way funding)

AIDS/HIV Committee work

YSB Youth Advisory Newsletter

Ottawa Youth Cabinet Collaboration

YouthNet/Réseau/Ado Training

Downtown Youth Advisory Council

- *Health fair*

Youth Advisory Council (YAC) members provided support by setting up the site and assisting the presenters.

- *Membership*

YAC members took on a leadership role to obtain new members. They designed and conducted interviews, screened and selected candidates.

- *Youth Vigil*

The annual Youth Vigil for youth who have “lost their light or their life to the street” occurred this spring. Approximately 35 participants were present including youth, parents, community partners and police officers. YAC members organized the event with admirable organization and class, including the networking, promotional material, event organization, marshalls for the Walk, and master of ceremonies.

- *Holiday Party*

Approximately 75-80 youth and young adults attended the Youth Holiday Party, organized by the YAC this year. The YAC was responsible for

the advertisement poster, organizing food, decorations and gifts, setup and cleanup, serving the meal, and acting as Mr. and Mrs. Claus.

- *HIV/AIDS*

YAC participated in the “Hands Across the Bridge” event for World AIDS Day. They also assisted YSB’s HIV/AIDS awareness program by facilitating a mask-making workshop called “Faces of HIV”. The masks were displayed at World AIDS Days ceremonies. YAC has also been active, in collaboration with the HIV/AIDS awareness team (YSB) in designing a Youth Involvement Workshop for community partners. Elements include: how to set up a youth advisory team, how to reach out to youth who are not involved with formal institutions such as schools, and other related topics.

- *Food Bank*

The YAC members were, and continue to be, instrumental in setting up a food bank on site at Ottawa Central Services.

- *Annual Youth Recognition Award Night*

Hosted by the Downtown Drop-in, the evening program was designed by youth to acknowledge the successes and talent of their peers in a number of categories such as personal growth, positive role model, education, courage and stamina, dedication to volunteering, overcoming challenges and barriers, youth activism, leadership, community work, and spirit.

A successful evening saw 33 youth honoured for their personal achievements. YAC members participated in this event as presenters, recipients, and set-up crew. The program included youth entertainment, a dinner buffet catered by the cooks at the Wm. Hay Centre, and recognition of youth lost to the street.

- *Police Liaison Meetings*

YAC members meet on a monthly basis with representatives of the Ottawa Police Service, in order to “build a bridge” of communication between street-involved youth and police. The group aims to mitigate negative interactions through mutual understanding. Members of Operation GO-Home also participate and community stakeholders such as the Rideau Business Improvement Association and the City of Ottawa’s Homelessness Initiative have showed interest in attending.

- *Inter-YAC meetings*

The YAC members have committed to meet with members of other YSB YAC teams, in order to explore common goals and to provide an interchange of ideas.

Rainbow Youth Advisory Committee

The Rainbow Youth Advisory, representing the needs of Gay, Lesbian, Bisexual, Two-Spirit and Transgender youth, has maintained a consistently high profile throughout this past year. Projects carried out by this team of incredibly motivated and committed youth include the following:

- *Taste the Rainbow: A Celebration of Queer Youth and Their Culture*

A one-day cultural event took place in August 2002 with over 100 youth participating. It included an Information Fair for Queer youth and their allies, numerous workshops on a variety of topics, from Gender Bending to how to form Gay-Straight Alliances (GSA’s) at local schools, a barbecue dinner with games and contests, and a fun evening of poetry readings, musical performances, and a drag extravaganza. This event was sponsored by a Youth Action grant through the United Way.

- *Rainbowyouthtalk.com*

A grant proposal was submitted to the United Way of Ottawa to sponsor the translation of the youth advisory web site created by this committee. The committee was successful in attaining funding for this task.

- *Community workshops*

Presented workshops within the community to combat homophobia and increase safety

- *Queer Youth Conference*

Attended a conference in Guelph, Ontario to expand their activism skills

- *Gay Pride Parade*

Walked in the Gay Pride Parade with the Pink Triangle Youth Group

- *“Rainbow Lunch Box”:*

Presently the committee is working on creating a “Rainbow Lunch Box”, which will have all the essentials for youth to be activists on their own behalf. From information on forming gay straight alliances to pride decals, from a humorous comic book on how to debunk myths surrounding queer issues to beads for pride jewelry, it should all be there. Funding from the Community Foundation of Ottawa for this project and the Queer Youth Cultural Day this year has yet to be confirmed.

- *Hosting A Workshop*

The Committee will be hosting a workshop on “Queer Youth Culture” at the national conference “Visions” being sponsored by EGALE, a Queer legal lobby group, in May 2003 in Montreal.

- *YCJA Conference*

Two youth attended a Youth Criminal Justice Act Conference in Toronto, bringing a youth voice on the new YCJA.

- *Bilingual Queer Youth Peer Mentoring Program*

The Youth Advisory has worked in partnership with the Rainbow Staff Committee and Anne Wright Consultants in the development of a proposal for a

Bilingual Queer Youth Peer Mentoring program. This program will enhance the existing services to queer youth in Ottawa and will work in partnership with many other organizations and communities. The program is presently looking for funding to commence this new initiative.

- *Life Drawings Course*

Developed a partnership with the Ottawa School of Art to offer a gay-friendly life drawings course for queer youth, to provide a “bar scene” alternative program for youth

- *HIV/AIDS Education*

Developing a partnership with “Making Scenes” to support a program focused on HIV/AIDS education through the arts.

MOBILE CRISIS SERVICES: 562-3004

- The Mobile Crisis Team provided both telephone counselling and referral as well as visits to the homes of children, youth and their parents when they were dealing with crises.
- Mobile staff responded to crisis calls between the hours of 4:30 p.m. and midnight from Monday to Friday, and from 1 p.m. to midnight on Saturdays and Sundays. Staff also provided 10-20 hours of follow-up to children and youth after the initial crisis call.
- Mobile Crisis staff moved to a significantly larger location in late 2002, to provide more in-office follow-up counselling space for families.
- Staff continued to be in high demand to present talks and workshops on clinical issues and the work of the Mobile Team.
- The Mobile Crisis service was publicized to an increasing extent through the publishing and wide distribution of a new information

- pamphlet, thus increasing the numbers of youth calling the Mobile Crisis line.
- Ongoing staff training focused on various mental health issues, particularly depression and self-harm as well as advanced training in Solution-Focused Therapy.
- One student intern completed her 7 month placement this year.

Service Activity:

Total unique clients served: 426

Total number of contacts: 1552

Total face-to-face contacts: 244

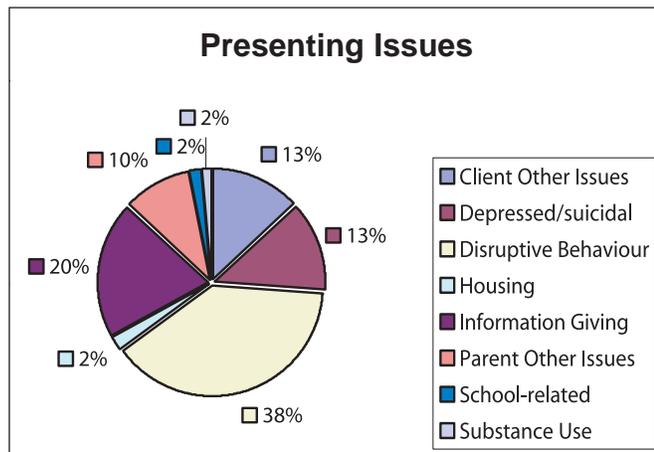
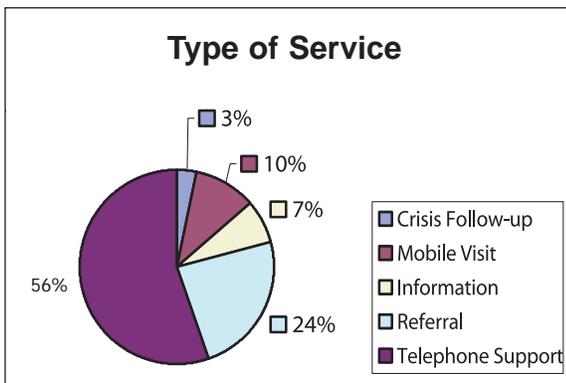
Total telephone contacts: 1308

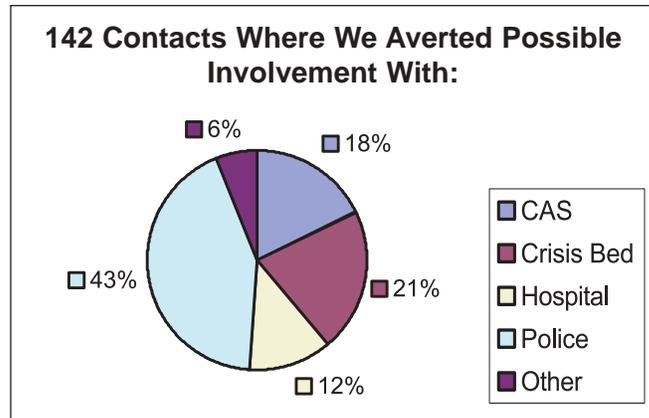
Total contact hours: 1057.8

By language: 91.2% English; 9.7% French

By gender: 51.0% female; 49.0% male

Number of fax alerts: 54





COORDINATED ACCESS

In Ottawa, the single point of access for Children's Mental Health (CFI) treatment beds for Roberts/Smart, Centre psychosocial pour enfants et familles, and Crossroads Children's Centre is through Co-ordinated Access. It is also the referral point for Section 19 schools. In support of families, the Co-ordinated Access Committees will develop a service plan and make referrals to other community supports and services required to assist families. YSB services such as Wraparound, Intensive Services, Mobile Crisis, and Counselling are frequently used in establishing service plans.

This year the Ministry of Community, Family and Children's Services augmented the funding to the Co-ordinated Access mechanism in order to develop a service resolution function for children in the Developmental Services sector. A working group established terms of reference and a Steering Committee was formed to oversee Co-ordinated Access. The Youth Services Bureau was selected as the host agency.

The objective of the newly formed Co-ordinated Access is to develop an integrated mechanism that provides a co-ordinated response to urgent service needs of children whose needs are complex. These children present with mental health needs, dual diagnosis, developmental delay or physical disabilities.

The new mechanism consists of:

- A Steering Committee which represents the community and provides direction for the mechanism within ministry guidelines;
- A Sponsoring Agency which flows funds for the mechanism;
- A Manager who screens and manages the referrals to the Committees from intake to review;
- A number of interagency Committees.

The following committees reviewed cases this year:

- Co-ordinated Access Committee (French & English)- referral to CFI residential treatment beds and community support services.

Total Number of Presentations: 116

Presentations to Anglophone Committee: 86

Presentations to Francophone Committee: 30

- Co-ordinated Referral Committee (French & English) –referral to Section 19 schools.

Total Number of Presentations: 89

Presentations to Anglophone Committee: 51

Presentations to Francophone Committee: 38

- A new manager is in place and the work will begin to develop the Special Needs Committees. They are expected to be in operation by 2004.

YOUNG WOMEN'S EMERGENCY SHELTER

Success Stories

Young women of every experience utilize the shelter to obtain safety, stability and hope. Each young woman's story is a unique history of battling to overcome tremendous personal and systemic obstacles.

At the age of 16 "Jane" had already spent 2 ? years in custody and 6 years in other forms of care. Living with the impacts of mental illness, loss and institutionalization, Jane identified that she was making a choice to move towards independence and health by seeking shelter services. During her two month stay, Jane worked creatively with shelter staff to negotiate services which would meet her unique needs and would support her access to appropriate housing, mental health support, financial aid and community living services. Jane explains the combination of her positive choices and staff support have led to her current sustainable housing and network of strong supports!

Supported by school staff, "Lynn" arrived at the shelter stating that family violence was interfering with her goal of graduating from high school. Enthusiastic and multi-faceted, Lynn actively utilized shelter supports and balanced family reconciliation, homelessness and school. Lynn's resiliency shone through, and during her stay at the shelter she capably maintained a one-bedroom unit, and received three offers to post-secondary programs.

Shelter Trends

Among the challenges and barriers faced by the young woman, addictions, mental health, family breakdown, cultural isolation, conflict with the law and historical abuse continue to be commonly identified experiences. A "snapshot" of experiences or trends of particular note are listed below:

- *Developmental Delay:*

These young women are often not aware of or has been diagnosed with specific delay. Common challenges include determining appropriate social cues, skills transfer, literacy, memory, must work in the concrete, low self esteem, vulnerability to recruitment.

- *Pregnancy:*

There appears to be an increase in the number of young women who are aware of pregnancy upon

admission and who have a child in care of extended family or CAS.

- *Recruitment:*

Of particular concern is what appears to be a focus on recruiting young women not only to participate in sex trade and trafficking activities, but to become 'recruiters' and, at times, enforcers. As such these young women are targeted to specifically reach out and befriend other young woman to participate in sex trade and trafficking activities.

- *Partner Abuse:*

Although always a concern, there are an increasing number of admissions who are identifying that they are fleeing severe circumstances and are utilizing this shelter as a violence against women resource. Despite efforts to advocate and enhance awareness of young women's needs, referrals to VAW shelters are often not received seriously and misconstrued as a "homelessness" issue.

- *Multiple Mental Health Issues:*

Concurrent issues are predominant, often coupled with addictions. Young women have huge difficulties committing to peer and/or personal safety, and suffer self-injury and suicidal ideation. Sexual abuse is predominant.

- *Shelter Accessibility—Transgender:*

Utilizing values criteria, education, normalization and commitment, the Shelter undertook transgender-accessible services. In particular, two young woman were supported in safe gender exploration and took on identity by utilizing gender-specific names, clothing, legal education and identifying their journey to peers.

Last Fiscal Year

Number of Unique Clients: 233

Number of Cases: 622

Total Occupancy: 4259 out of a possible 4380 beds available for the year: 97.2% occupancy

Average length of stay: 6.85 days

From the Clients

" I think the staff here are great! They make things so much easier!"

"You treat people very well."

"...Le temps de trouver un logement prend plus de trois mois. Mais je suis très satisfaite parce qu'ils m'ont aidé à chercher un logement et j'y suis très à l'aise."

HOUSING SERVICES

Ron Kolbus Youth Housing Program (2003) • Non-Profit Housing: Queen Mary (1994), Carruthers (1992), • Evelyn Horne Transitional Housing Program (2000)

Youth Homelessness

Addressing youth homelessness continues to be a high priority for the Bureau. Last year YSB coordinated an inter-sectoral planning process to create a shared vision and develop a collaborative plan to address youth homelessness. The resulting report “Reducing Youth Homelessness in Ottawa: Needs Survey and Action Plan” was published in November. One of the key recommendations identified the need to build on the established Youth Housing Committee by supporting an ongoing network of youth housing professionals, who meet on a regular basis to improve sector planning. YSB continues to chair this committee which meets monthly.

Ron Kolbus Housing Program

The newest addition to YSB Housing Services

The culmination of construction by Domicile Corporation was achieved on February 14, 2003 when the building on 96 McEwen was officially opened by the Honourable Claudette Bradshaw, Minister of Labour and Federal Coordinator on Homelessness, and dedicated to Ron Kolbus, former Britannia ward city councillor. Funded by the Government of Canada Supporting Communities Partnerships Initiatives (SCPI) and the City of Ottawa, the new program provides 22 safe affordable transitional apartment units. Staff of Ron Kolbus Program hosted an open house for the immediate neighbours. Over 150 neighbours toured the facility. A Meet Your Neighbour night for the first group of tenants was held February 26th, and the first group of tenants moved into the building on March 8/03.

Non-Profit Housing (Carruthers & Queen Mary Apts.)

10 new youth were offered tenancies at either Queen Mary or Carruthers during 2002

Ongoing tenant support and counselling services: crisis, individual, life skills, community resources, tutoring, drop-ins, foodbanks all support the youth as they move toward independent living. Special

events include summer BBQ’s and winter seasonal celebrations.

Evelyn Horne Transitional Housing Program

*13 young women were served in 2002
Average length of stay in 2002: 133 days
Average age:19*

18 young women entering the program were included in the City of Ottawa’s Homelessness Initiative Evaluation Project, prepared by the University of Ottawa. 5 of these young women are still in the program. Of the 10 who have completed the program, 9 moved into permanent accommodation, 4 have maintained for over one year, 4 for more than six months, and one for over three months.

Funding in 2003 has been secured through a combination of federal and provincial funds, supporting the continued operation of this valuable program. Program changes continue, providing improved service delivery to meet the needs of young women.

Housing Services Client Population

Youth between 16 and 21, who are homeless or at risk of being homeless, who may come from shelters or are leaving abusive or unsafe living situations.

They have limited financial resources, inadequate community and family supports, and lack the necessary life skills to manage successful independence. These youth must demonstrate a commitment to moving forward in their lives by being actively engaged in or pursuing education, employment and personal goals.

Services

Life skills coaching, individual and crisis counselling, weekly drop-ins, workshops, peer mentoring, referrals to community services.

Community Supports

The Non-Profit Housing Program is especially grateful to the generosity of community groups who have provided donations and supports over the year:

- St. Stephens Presbyterian Church “adopted” Carruthers, and provided gifts and food over the holiday season.
- Computers were donated through Beament Green Barristers and Solicitors
- The 137th Cub and Scout Troop organized a food drive and collected food toys and Canadian Tire money for the youth in the program.
- Income tax workshops were given by Brian Mulligan at both Queen Mary and Carruthers with 17 tenants participating.

Property Management

Property management services are provided by COMVESCO Levinson-Viner Group, who manages leases, rent collection, property maintenance, and cleaning services for all the YSB housing properties. As a community service initiative, CLV has waived the property management fees, providing the services at no cost to the Bureau.

The Interest List as of March 31 2003

Active files: 78

Closed files: 20 (16 secured housing; 4 no longer qualify)

Number of males: 23

Number of females: 53

Number of transgendered youth: 2

Number of visible minority youth: 31

Number of GLB youth 4, questioning: 1

Number of single parents: 5

Number of pregnant young women: 12

Number requiring wheelchair accessible unit: 1

Non-Profit Housing Stats, Jan.- Dec. 2002

Tenants served: 53

Number of males: 13

Number of females: 27

Number of transgendered youth: 3

Number of GLB youth: 8

Number of visible minority youth: 22

13 single parents with 16 children

Housing Success Stories

A young woman moved into Queen Mary Apts. Dec. 1994, at age 16. While raising her child, she completed high school, a bachelor's degree, and achieved full-time employment with the Federal Government. Having achieved permanent employment, she has left the program and purchased her first home with a partner.

A young single mom moved into the Ron Kolbus building in March and has just been accepted into Algonquin College for a nursing prep course. She is hoping to start her nursing degree in January 2004.

A young woman moved into an apartment at age 17. This young single mom has finished her high school, has graduated from university and has started a career in social work. Six years ago her twelve year old sister came to live with her. This “family” of three has recently secured a three bedroom apartment and will be moving there in the near future.

A young woman came into housing one year ago after feeling unsafe living in a rooming house having a predominantly male population with drug, criminal, and mental health issues. She gave birth to a son this year, and will be starting college in September.

From the Youth

“ I am very happy to have affordable housing. When I discovered the additional counselling, I was interested, and I am impressed with the resources available to me. Not only as a tenant but also as a mother-to-be.”

“ During my stay at the Apts., I've been able to graduate from college and enter the 'work world' with the support and encouragement of YSB staff. I am very grateful.”

“ I've always been very thankful that I live in a city with such a wonderful service. I don't know what I would have done without the Youth Services Bureau.”

“ Thank you very much for being there, your program is being of great help for me getting my life together.”

“ I find it great that I have a place in a safe , gay-positive environment with many different support services for any crisis. The staff is also terrific and extremely supportive.”

YOUTH EMPLOYMENT SERVICES

*Job Connect • Apprenticeship Opportunities • Breakaway • Internet Working • Job Fairs
Employment Outreach Workshops • www.needajob.org*

The 2002/2003 fiscal year was again a very busy year for Youth Employment Services. The Job Connect and Summer Jobs Service programs kept staff busy while our site was also selected in the Fall by the Ministry of Training, Colleges and Universities to offer a special pilot project focused on attracting more youth to apprenticeship opportunities. Youth Employment Services (YES) was just one of four pilot sites in all of Ontario.

Relocation

During the past year we re-located our offices to a more central, more highly visible location at the corner of Bank and Sparks Street. This relocation also enabled us to co-locate with St. Lawrence College, our Job Connect partner responsible for the delivery of job development activities and experiences for our clients. By joining forces, it enabled us to offer a one-stop seamless service for the youth we serve.

HRDC Contracts

Youth Employment Services also acquired two new contracts with Human Resources Development Canada, both of which started in August, 2002 creating four new staffing positions for our unit. The projects, titled "Breakaway" and "InternetWorking" allow us to offer additional programming that complements the Job Connect program and further establishes YES as the place to go for youth wishing to receive assistance in making the transition from unemployment to employment.

Breakaway

A 27-week program for youth that have the most significant barriers to employment.

These youth typically live on the streets, and the objective of the program is to provide these individuals with the necessary life and employment skills to attain employment. The program consists of in-class training and modular co-op experiences. Of the eleven youth that enrolled in the program, eight achieved positive

outcomes as defined by Human Resources Development Canada.

Internet Working

A 10-day workshop geared towards teaching people how to effectively use the Internet in their job searches.

Topics covered include: File management, Introduction to the Internet, E-mail Software, the Keyword Resume, Company Research, Career Development, Web Page Evaluation, Newsgroups and Mailing Lists, just to name a few. The program is open to both youth and adults and to date more than 200 individuals have completed the program.

From the Youth

"Coming to Youth Employment Services, I had no idea how helpful it was going to be. The information provided, and help in getting my resume up to snuff, has really given my self-confidence a boost."

"Thank you for an extremely well organized 10 day workshop on electronic resumes and the Internet. I liked the hands-on approach and the consistent attention of the workshop facilitators."

Outreach Activity

Presentations in 26 local schools and 2 colleges to 1853 students during the last fiscal year

YES continued to expand into the community and culminated into a joint marketing campaign with the Ottawa 67's Hockey Club. Rink board advertising was secured and a number of joint activities were held to further promote Job Connect and the numerous employment services available to youth. These activities were undertaken in partnership with the John Howard Society's Youth Employment Resource Centre in Bell's Corners.

Achievements Over The Last Fiscal Year

9047 visits to the Youth Employment Services' computer resource room

5600 "hits" per month (average) on YES' "needajob.org"

1098 registered Job Connect clients – 70% achieved employment within three months

1853 students received information on Job Connect through school presentations.

510 youth attended information sessions on apprenticeship opportunities in Ottawa.

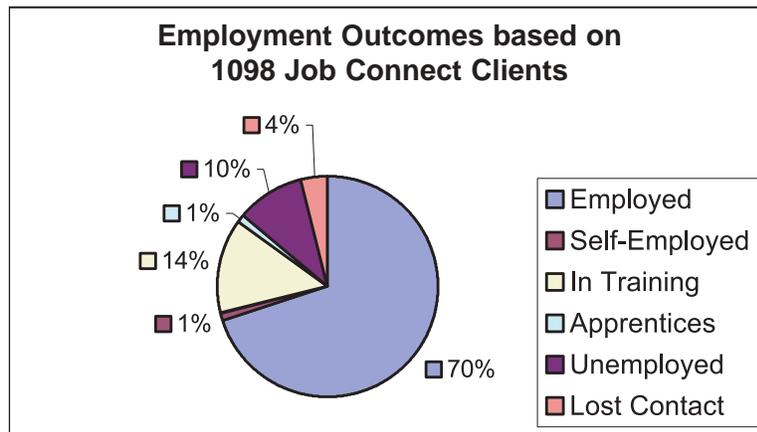
365 students secured work during the summer through the Summer Jobs Service program.

200 individuals attended the InternetWorking seminar to date.

125 people attended the official opening of the new YES Resource Centre in November.

110 employers registered for the Summer Jobs Service program.

26 schools in Ottawa received on-site workshops/seminars delivered by YES.



YOUNG OFFENDER SERVICES

Wm. E. Hay Centre (secure custody) • Livius Sherwood Observation & Detention Centre (open custody)

Highlights for YO Services 2002/2003

- Krista Sepp Memorial Award:***

We are pleased to announce one of our Staff, Peggy Ann White was honored this year as a finalist for the Krista Sepp Memorial Award, awarded for expertise, enthusiasm, and empathy on behalf of children, youth and families with mental-health issues. Ms. White has worked in the field for 22 years. Krista Sepp was a youth counsellor murdered on the job in 1989 at a Midland group home.

- YCJA Community Input Forums***

In collaboration with Operation Spring Board we facilitated a number of local community input forums looking at the new Youth Criminal Justice Act. As well we led and organized an Ottawa delegation of 20 community representatives, including two special youth representatives, Sarah Hammell and Jordan Kent, to the provincial conference "Shaping Ontario's Response to the Y.C.J.A." A special appreciation goes to both of these young people for

their active involvement at the conference, thus ensuring a young person's perspective.

- Young Offender Service Network (YOSN)***

As a member of the Young Offenders Network Committee we had the opportunity to be involved in the planning and participate in a very successful Y.C.J.A.- Implementation & Strategies Conference. Over 200 delegates from across the Ottawa Area discussed the new Youth Criminal Justice Act, and its implementation. It offered us the opportunity to have positive input and make recommendations for its local implementation.

- Bureau Accreditation***

Young Offender Services continue to work hard to support the accreditation process that the agency is presently undergoing.

- Quality Assurance***

In cooperation and collaboration with our Clinical Director Yvan Roy we are engaged in the

development of quality assurance measurements and procedures to ensure we offer the best services available to our clients and their families.

- **Provincial Corrections Advisory Council**

We are pleased to say we are active participants at the Provincial Corrections Advisory Council sponsored through the Ministry of Public Safety and Security looking at provincial issues and best practices in the Young Offender System.

- **Youth Justice Ontario**

We are an active member of the Youth Justice Ontario Association, which represents residential

contract services for both Phase One and Phase Two offenders across the province.

- **Hockey Tournament:**

Another successful year for the Hockey Tournament put on by staff in support of the Children's Hospital of Eastern Ontario. This year 20 teams participated and enjoyed the opportunity to have fun and support the community. A special thanks goes out to all staff involved, for demonstrating such positive leadership and being good community ambassadors for the Bureau.

Last fiscal year

Number of Unique Young Offender Clients: 186

Sherwood Observation & Detention Centre

Number of Unique Clients: 110

Number of Sherwood Cases: 173

Number of open custody cases : 26

Number of open detention cases: 145

Number of Sherwood CFSA cases 2

Wm. E. Hay Centre

Number of Unique Clients: 123

Number of WEHC Cases: 179

Number of secure custody cases: 55

Number of secure detention cases: 99

Number of CFSA, Admin Transfer & Courtesy Cases: 25

RESEARCH PROGRAM

Research Grant Awards

- *May 2002* National Crime Prevention Centre (with **Canadian Public Health Association**): **\$200,000 for development and testing of evaluation measures for school-based anti-bullying interventions.**
- *May 2002* HRDC Literacy Secretariat (with **Canadian Public Health Association**): **\$75,000 for discussion paper on bullying and literacy.**
- *January 2003* National Crime Prevention Centre, Business Action Program on Crime Prevention (with **Technica Software Corporation and Canadian Advanced Technology Alliance**): **\$150,000 for development and testing of crime prevention e-programs for high-risk youth.**

Publications

Book

- "Community Toolkit for a Youth Restorative Justice Project.", by M. Totten, K. Kelly and T. Caputo (Youth Services Bureau, 2003).

Refereed Journal Articles

"Gays in the Gang", by M. Totten (accepted for publication, with revisions in Critical Criminology, 2003).

"Vicarious Trauma Suffered by Researchers Studying Youth Who Kill", by M. Totten and K. Kelly (accepted for publication, with revisions, in Critical Criminology, 2003)

Reports

- "Mind Over Violence Everywhere", by M. Totten and P. Quigley (Canadian Public Health Association, 2002).
- "Arts and Cultural Programming for Youth Facing Labour Market Exclusion", by M. Totten (HRDC, 2003).
- "Bullying, School Exclusion and Literacy", by M. Totten and P. Quigley (HRDC Literacy Secretariat/Canadian Public Health Association, 2003).
- "Youth in Conflict with the Law Project: Report to the Social Sciences and Humanities Research Council of Canada", by K. Kelly, T. Caputo and M. Totten (YSB, 2003).

Conference Presentations

- “When Children Kill”, Royal Ottawa Hospital, January 21, 2003.
- “Murder and Other Forms of Extreme Violence by Young Offenders: A Social-psychological Model for Understanding and Intervening.” Workshop presented at the Ontario Closed Custody and Detention Homes Association Annual Conference, September 26, 2002, Ottawa.
- “Psycho-Social Factors of Children Who Kill”;
- “Comparing National Longitudinal Survey on Children and Youth Findings with Results from a High Risk Ottawa Sample.” Two workshops at the Children’s Mental Health Ontario Annual Conference, Ottawa, ON, May 30 – June 1, 2002.

CLINICAL SERVICES

CMHO Accreditation

In June 2002 the agency formed a committee to prepare for the Accreditation Process of the Children’s Mental Health Ontario Association. The final site review is scheduled for the fall of 2003. Accreditation involves every aspect of our agency’s functioning but the main focus is on our counselling program.

In April 2003, an external consultant was hired to conduct a mock accreditation review. The purpose of this review was to assess the agency’s readiness for accreditation and to identify issues that needed our attention. There is still more work to be done, but the consultant, Donna Jansen, reported with confidence at the time of the mock review that the agency would have successfully achieved the accreditation standards. She credited the obvious dedication of our staff, board and management for the quality of the work that was done.

Multidisciplinary Process

The agency continued to strengthen its multidisciplinary approach to the care of clients, an approach which guides our staff in all aspects of their work with clients. The multidisciplinary approach recognizes that many of the problems that we see with our youth represent a global symptom and need to be dealt with in the family, cultural group, and community. Our staff recognize the specialized role of other professionals.

The multidisciplinary approach is supported in two ways:

- As an agency, we take particular care in developing collaborative relationships with all service providers involved in our system of care.
- We contract with psychiatrists, psychologists and A.A.M.F.T. (Accredited Family Therapist) to act as consultants for our staff and their clients. These consultants represent disciplines that are not present at the agency. They are Dr. David Palframan, Dr. Chantal Whelan, Dr. Jan Heney, Dr. Sandra Nandi, Dr. Martin Rovers, Dr. David Paré, Mishka Lysack.

These consultants meet with the Youth Services Bureau staff, either individually or as a group depending on the need, to discuss client-related issues and provide suggestions or other feedback to the participants. They also meet with clients of the Bureau when requested, so as to be able to provide assessments and recommendations to the counsellor and the client.

Quality Assurance

The first Quality Assurance Report was completed for the last quarter of the year. The quality assurance report will now be produced every 6 months. It reports on all types of program and management activities in areas such as timely completion of performance appraisals, training activities, client outcomes, file quality, supervision standards, etc. The reports identifies strengths and improvements made in program performance. It also highlights issues and presents a series of recommendations for change to the staff, management and the board of the YSB.

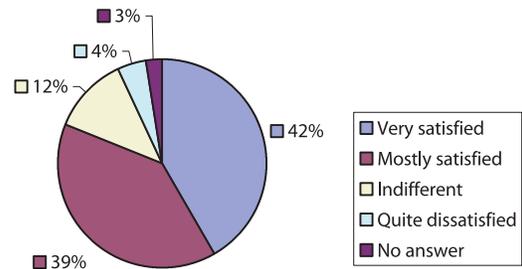
Client Information Systems

Much effort was dedicated this year toward increasing the efficiency of our client information system. We believe that we made much progress, especially in the areas of data entry monitoring and production of client lists and reports.

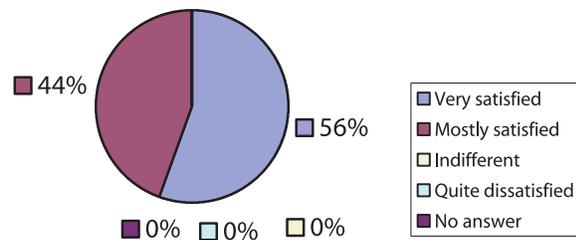
One well-noted achievement is in the Community Counselling Program where every client, collateral, and supervision contact constitutes a record on the database. The work has just begun as we are moving towards the goal of having each staff manage their client-related activities on our central system. The staff of the Counselling Program would become the third Bureau program with a complete client management database system, joining The Mobile Crisis Program and Youth Employment Services.

Client Satisfaction Survey, 2002

Client Satisfaction Survey, Fall 2002
190 Total Youth Responses

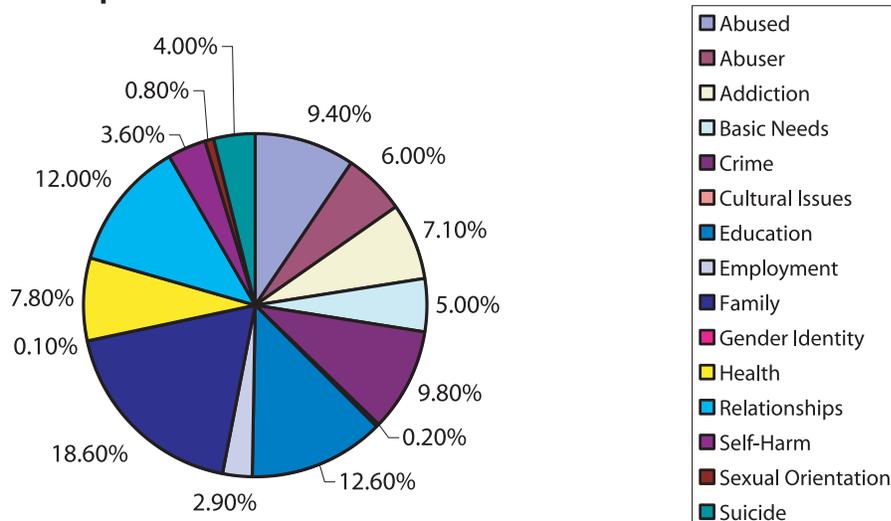


Client Satisfaction Survey, Fall 2002
27 Total Parent Responses

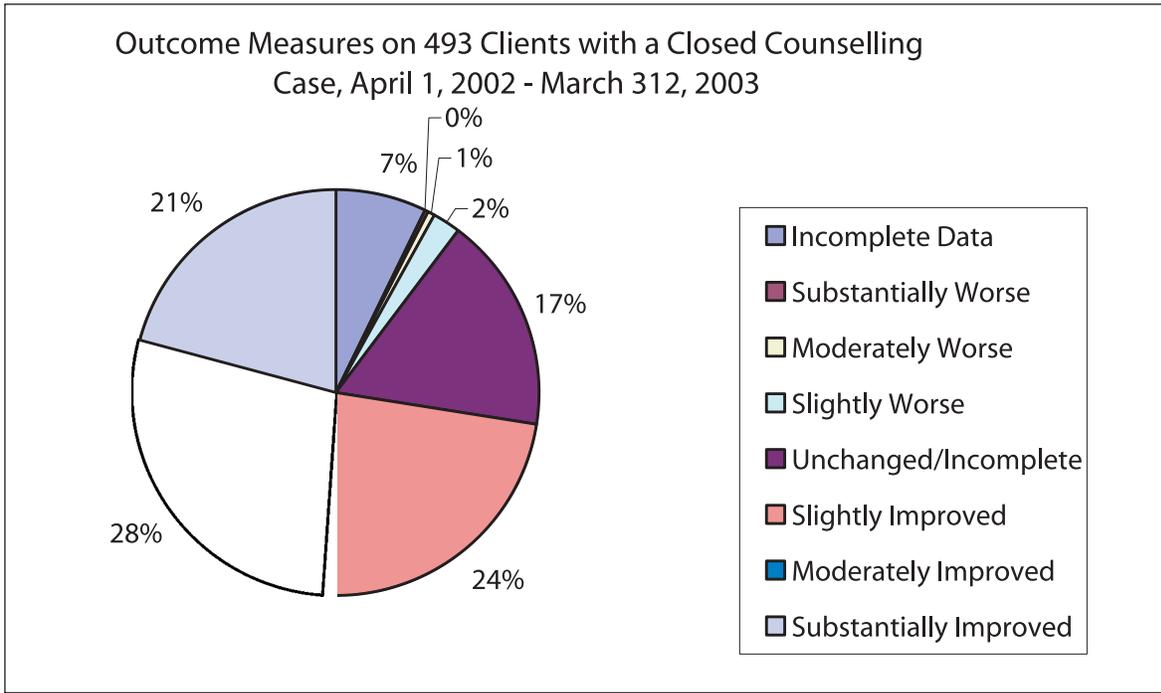


Client Profile, April 1, 2002-March 31, 2003

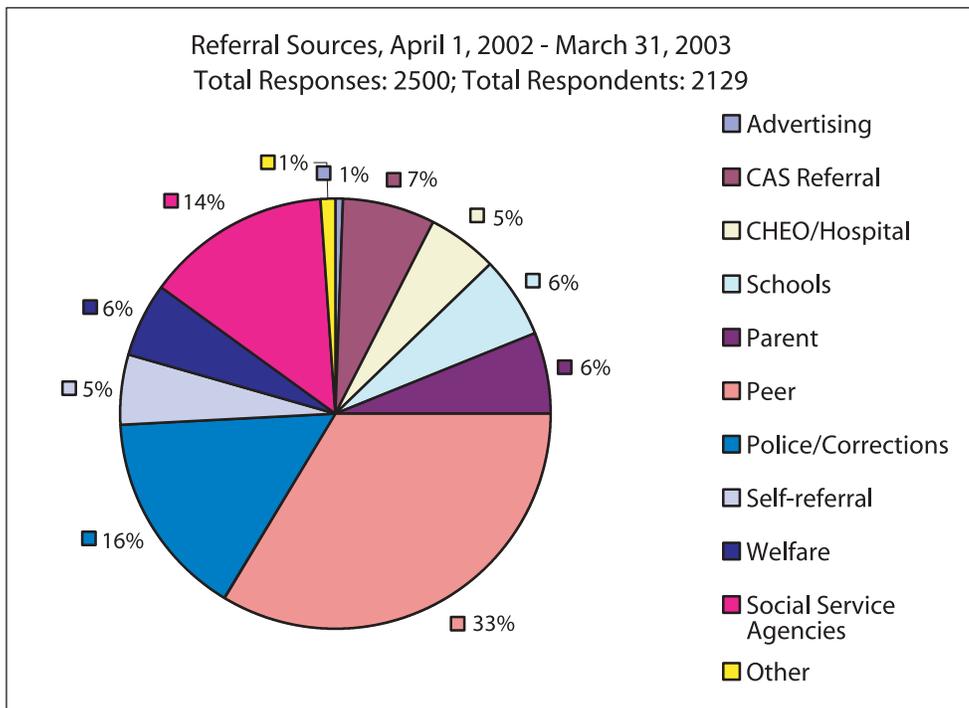
Client Profile: 5179 Responses for 865 Clients,
April 1 2002 to March 31 2003



Outcome Measures, April 1, 2002 – March 31, 2003



Referral Sources, April 1, 2002 – March 31, 2003





Mentoring in School



**Youth Employment Services
Open House, November 25, 2002**

**Ron Kolbus Youth Housing Program
Open House, February 14, 2003**

