



**YOUTH
SERVICES
JEUNESSE**

annualreport

2010/2011



impact
tomorrow,
today

YOUTH SERVICES BUREAU OF OTTAWA
YSB CHARITABLE FOUNDATION

Youth Services Bureau of Ottawa

Created in 1960, the Youth Services Bureau of Ottawa (YSB) provides a range of innovative services that support and empower youth and have a lasting impact on the Ottawa community. YSB reaches about 19,000 unique youth and families every year.

COMMUNITY SERVICES

- Downtown Services and Drop-in
- Youth Health Clinic
- Youth Street Outreach
- Ethno-cultural Community Program
- HIV/AIDS and Hepatitis C (HCV) Prevention Education Program
- Evelyn Horne Young Women's Shelter
- Young Men's Shelter
- Transitional Housing Program for Young Women
- Transitional Housing Program for Young Men
- Long-term Housing Program
- Housing Plus and Trusteeship

EMPLOYMENT SERVICES

- YSB Employment Services
- Summer Jobs Service
- Youth Opportunities Strategy—Summer Jobs for Youth
- :ITO 2.0

MENTAL HEALTH

- 24/7 Crisis Line and Integrated Crisis Response Services
- Youth Mental Health Walk-in Clinic
- Youth and Family Counselling
- Multi-systemic Therapy (MST)
- Wraparound Ottawa
- Centre éducatif / Day Treatment
- L'Intersection
- La Relance
- Repère

- Soutien au Comportement Positif (SCP)

YOUTH ENGAGEMENT

- Ethno-cultural Youth Advisory Committees
- Rainbow Youth Advisory Committee
- Purple Sisters Youth Advisory Committee
- Sexual Health Advisory Group

YOUTH JUSTICE

- William E. Hay Centre
- Livius Sherwood Detention and Custody Centre
- One-on-One Anger Management Program
- Youth Mental Health Court Worker Program
- Community Reintegration Program

Head Office

2675 Queensview Drive
Ottawa, ON K2B 8K2
613-729-1000
headoffice@ysb.on.ca

YSB Charitable Foundation

613-729-0577 x1262
jbarresi@ysb.on.ca

Community Services and Youth Engagement

613-241-7788

Mental Health Services

613-562-3004

Employment Services

613-236-8244

Youth Justice Services

613-738-7776

24-hour Crisis Line

(youth and families)
613-260-2360 (local)
1-877-377-7775 (toll-free)
crisis@ysb.on.ca

new spaces, new faces



THE PAST YEAR has been one of looking back and looking forward for the Youth Services Bureau. With YSB's 50th anniversary, we looked back and appreciated how far we have

come from a small office on King Edward Avenue in 1960. We also continued to look ahead to the future needs of Ottawa's youth.

YSB's Downtown Drop-in, a haven for street-involved youth, underwent major renovations with support from the community and the federal and provincial governments. YSB's mental health services also got a new home: the YSB Youth Mental Health Hub officially opened in January, bringing YSB's mental health team together to be even more effective, and opening the innovative new Mental Health Walk-In Clinic for youth and their families.

YSB's employment services were transformed this year as well. YSB was one of a select

group of agencies chosen by Employment Ontario to provide seamless services to the job-seeking public. And YSB's youth justice services marked a first by helping to organize a hugely successful Ottawa conference on the intersection between mental health and youth justice.

To mark YSB's 50th anniversary, YSB hosted a forum called Building Bridges, where YSB staff from across all program areas and the community shared expertise on the challenges for youth transitioning to adulthood.

This was also the first official year of the YSB Charitable Foundation. The Foundation built an energized team of volunteers and staff, and thanks to the generosity of the Ottawa community, was able to support many new initiatives that benefit YSB's clients.

At head office, YSB's central services oversaw the agency's financial and human resources, IT infrastructure, communications, and continuous quality improvement. YSB's programs and management

were given an enthusiastic thumbs-up by Children's Mental Health Ontario, which renewed YSB's accreditation for the next five years.

In a year of many successes, we were sad to see Alex Munter leave YSB after four years as executive director. Alex left the agency more visible, more united and more indispensable to youth and families in Ottawa. On behalf of the board and staff, I want to extend a heartfelt thank you to Alex for his leadership and his dedication.

It's also my pleasure to warmly welcome our new executive director, Joanne Lowe. And finally, I want to acknowledge the hard work of YSB staff, the support of funders and donors, and the dedication of the Board of Directors. Together, we'll keep YSB ready and able to meet the challenges and changes of the coming year.

Michael Baine
Chair, Board of Directors

a word from the executive director

I FEEL VERY PRIVILEGED to be joining the dedicated and professional team at the Youth Services Bureau. As a community partner of YSB for over 15 years, I have seen its reach expand to serve the growing needs of youth in Ottawa.

Through my own work with children, youth and their families facing mental health challenges and homelessness, I have seen the need for everyone in a community to pull together to address these complex issues. I am confident that YSB will continue to play a key role in working collaboratively

to respond to the needs of youth in our community.

For a start, YSB is known for delivering excellent services and for innovation. But just as importantly, YSB works closely with its partners—from hospitals and community health centres, to employers and the courts system—so that we can share the lessons and the solutions, and work together to offer positive options for our clients.

YSB works with some of the young people whose futures are most limited by poverty, lack of support and lack of opportunity.

I am delighted to join in this effort, and I look forward to working with the staff, the Board of Directors and YSB's generous supporters to create a better future for the communities we serve.



Joanne Lowe
Executive Director

YSB Employment Services



HELPING YOUNG PEOPLE and families in Ottawa find employment is an important part of YSB's mandate. We offer a suite of employment programs, serving youth from low-income neighbourhoods, students, adults, and displaced hi-tech workers.

Last year, YSB launched the **Young Parent Employment Program**. Through hands-on workshops and 16 weeks of on-the-job work experience, we helped young parents increase their chances of supporting themselves and their families. This first-of-its-kind program was delivered in partnership with the Youville Centre.

Green jobs are an important part of a sustainable future. This year we hosted a **Green Job Fair** for youth looking for work in this growing sector. Over 550 youth and over 25 employers attended this

event where youth found employment, learned about green businesses, and found out how to "green" their resumes for the jobs of tomorrow.

YSB's **Summer Jobs Service** and **Youth Opportunities Strategy** programs once again exceeded our targets, helping students and youth from low-income neighbourhoods get a foot in the door towards long-term success. The restructuring of the Employment Ontario program saw our agency welcoming new clients and provided us with new tools to serve both youth and families in the Ottawa area.

One of our employment counsellors now works full time with youth in conflict with the law through the YSB Youth Justice program to help them learn life skills, write a resume, and practice interview techniques. This is an important part of the community reintegration program for young offenders.

Young parents increase their chances of supporting themselves and their families through the Young Parent Employment Program. Many of the participants, mostly young single mothers, were previously receiving social assistance. With a bit of help and training, these young mothers are moving towards finding a meaningful career.

Mental Health Services

THIS PAST YEAR, YSB made positive changes in its mental health services to better meet the needs of youth and families. It was a year of **innovation** in programs, service delivery and community collaboration.

YSB offers a 24/7 Crisis Line for Eastern Ontario, a mobile crisis team for Ottawa residents, and a residential unit for short stays (up to 5 days). Our comprehensive counseling services include individual and family sessions, as well as intensive services so youth and families can get the support they need.

This year, we created the Youth Mental Health Hub at 2301 Carling Avenue. We brought together many of our mental health services in one place that is both accessible for clients and makes it easier for our teams to coordinate their work.

To shorten wait times, serve more youth and families, and be there when we're most needed, we launched the YSB Youth Mental Health Walk-in Clinic. This one-of-its-kind walk-in clinic provides immediate counselling, and the response has shown that it's filling a real need.

This year we also signed a partnership to **strengthen our collaboration** with CHEO and the Royal Ottawa Health Care Group. This agreement confirms our organizations' commitment to collaboratively responding to the needs of youth in crisis.

We are also working with other mental health agencies to support the transition of youth to adult services. Another initiative, led by the Children's Aid Society of Ottawa, brings together mental health agencies and CHEO to develop and pilot a different model for delivering services to children and youth with concurrent mental health and conduct issues.



[Katie is a 15 year old who once struggled with depression and dropped out of school. Her YSB counsellor Susan helped her see the value in herself and turn things around. After returning to school full-time, Katie wrote a movie script, joined a band, and started a small business with her mother making jewellery she sells in her community]

Youth JUSTICE



YSB'S YOUTH JUSTICE PROGRAMS

are designed to give young men who are in conflict with the law the building blocks to success. In 2010-2011, we developed and launched new programs to help our clients learn life skills, access employment resources, and move towards a brighter future. Our youth justice programs include the William E. Hay and the Livius Sherwood custody facilities, anger management, community re-integration, employment and mental health services, and our mental health court worker program.

In partnership with the Ottawa Catholic School Board, we deliver a school program where our clients earn high school credits. Youth not only attend class regularly, they also learn skills such as drywalling, tiling,

all engine repair, and horticulture. Youth also get support resume building, interview skills, and pre-employment services.

Trainers from Youcan (Youth Organizing to Understand Conflict and Advocate Nonviolence) from the University of Ottawa's St Paul's Campus provided training to our youth in cross-cultural conflict resolution, negotiation, peer helping and mediation. Recognizing that the lack of or a negative role figure impacts on the development of character in young men, we introduced a Young Offender Character Development Curriculum to develop the skills our clients need to make responsible choices.

Understanding that mental health plays a role in the youth justice system, we co-hosted the first Ottawa Child and Youth Mental Health Conference that brought together professionals from mental health, justice, crime prevention, public health and education, to learn best practices.

To build strong and trusting relationships, we co-hosted the first annual Probation Volleyball Tournament for probation officers and youth. This tournament proved to be a tremendous success and helped all parties work together more effectively.

Our youth justice staff keep it real when they are working with youth in custody. Developing trust is key. They also focus on education, offering special programs that develop empathy, self-awareness, life skills and practical skills for the job market.

community service

2010-2011 WAS A YEAR of both building and tearing down walls in the community. Building walls, the YSB Downtown Drop-in was renovated to better serve the needs of our clients. Youth launched the renovation by taking part in a wall demolition in September 2010 and were back for the re-opening celebration in March 2011.

Opening the new, improved Drop-in was a reason to celebrate, because it's a life-changing facility—one where street-involved youth feels safe, comfortable, and have a sense of belonging. Youth come in because they feel safe, and stay because of the services. The Drop-in team offers addictions counselling, mental health support, an easy-to-access walk in clinic, peer education programs, HIV and Hepatitis C prevention, and many community programs.

Tearing down walls, we are working to make our service more accessible to the community we serve. We relaunched the Michelle Heights community outreach program based on a diverse inclusion model, which means that youth work to bring services, power, and voice to multi-race communities and cultures. Eight youth were hired and trained to provide this leadership and host a Community Family Day.

Our health services program is exceeding expectations: street-involved youth are increasingly using the primary health care clinic, learning about HIV/AIDS and Hepatitis C prevention, and visiting the dental hygiene program.

Youth homelessness continues to be a serious concern in Ottawa. Both of our young women's and young men's emergency shelters are seeing an increase in the number of youth coming to their doors. These youth, however, are spending less time in the shelter than in previous years. Our shelters operate, on average, at 106% capacity.



Both Yves' parents were killed during the Rwandan genocide, leaving him with an aunt who cared for many other children.

While Yves was visiting Canada for a running competition in 2010, his guardian in Rwanda was being threatened. Fearing for his life, he decided to stay and found his way to the YSB Young Men's Emergency Shelter. Today, he is competing nationally in long-distance running

Youth Engagement



IT WAS A VERY busy year for the Youth Engagement program, working with both youth and adults in the community. Over 4,000 people participated in youth engagement activities during the past year, and youth volunteered over 4,300 hours.

Throughout the year, members of YSB's youth advisory committees worked on projects such as assessing the needs of particular groups of youth, participating in health and mental health fairs in high schools, providing youth

Every youth-serving agency needs youth engagement. Every youth does too." YSB's youth advisors say their work is about empowerment, equality and role modelling, and that it changes lives. It's a bridge between youth who use our services and the adults who provide them.

ze in local, provincial and national forums, and planning special events.

In partnership with the First United Church, youth organized a vigil on December 6 commemorating the National Day of Action and Remembrance on Violence Against Women. Youth organized a "SHAG Cupid" event which attracted over 50 participants on Valentine's Day to learn about safer sex. Youth also hosted a "jaw-droppingly awesome" Rainbow Brown Bag Lunch discussion forum, facilitated by youth, to share knowledge with service providers about queer and trans youth issues.

This year, our youth were pleased to work with Children's Mental Health Ontario as they piloted a youth engagement accreditation process. Through their work, youth helped set standards for youth engagement in the province. It should be noted that YSB's youth engagement program passed the accreditation with a 100% rating.

Our youth engagement program creates opportunities for youth voice and leadership development in a supportive environment. The active Youth Engagement Committees (YECs) this year included two Ethno-Cultural YACs, the People's Sisters, Harm Reduction, Rainbow YAC, and the Mental Health Advisory Group.

Building a brighter future for youth



ONE YEAR AGO, we launched the new YSB Charitable Foundation with ambitious goals and a drive to both expand YSB's reach in the community and help more youth and families.

We are thankful to Ottawa's generous community for standing with us as we embarked on this journey and helping to make our inaugural year a real success.

When we first launched, a young man named Johnny shared his story. He lives in one of YSB's long-term housing programs. Living on the streets after leaving a negative home environment, suffering from a mental health disorder, and developing harmful coping mechanisms, Johnny's life changed when he walked into the front doors of YSB. At the event, he announced that he had accomplished something he never

thought he would: he graduated from high school.

Months later, a young woman named Raphaelle shared her experiences with addictions, homelessness, and mental health. Through YSB, she was able to get back on her feet, find a job, and go back to school. Today, she is not only a strong youth advocate, but a promising law student at the University of Ottawa.

We're fundraising not only for young people like Johnny and Raphaelle, but for the thousands of others in our community who share similar experiences.

This year, the Foundation was able to fundraise to help create a new and innovative Youth Mental Health Walk-in Clinic that provides immediate help to youth and families. Operating one day a week, the clinic waiting room is full and demand continues to grow. The Foundation was also able to help fund the reconstruction of the

YSB Downtown Drop-in—a life-changing program for at-risk and street-involved youth.

We accomplished a great deal this year but we didn't do it alone. We are thankful for the generous support from our donors, our community, and our youth. I want to personally thank our inaugural Board of Directors for their tremendous work shaping the YSB Charitable Foundation and helping link YSB's services to the community. I also want to thank our Executive Director, Janice Barresi, who has been the determined leader behind our accomplishments.

This year has been a success, and we're excited about the possibilities looking forward.

Charles Bordeleau
Chair,
Board of Directors
YSB Charitable Foundation

We're just getting started

LAUNCHING THE YSB Charitable Foundation has taught me a great deal about inspirational people who are passionate about their communities. These are people like the thousands of Ottawans who have attended YSB fundraising events, made donations, and pledged to stand with at-risk youth struggling to overcome obstacles. The many charitable foundations and corporate donors who have pledged to make Ottawa a place of opportunity for every young person. People like YSB's staff who have worked hard, volunteered extra hours, and helped connect the agency to the community—all while working their day jobs helping youth and families.

This year, we are so touched to have the community wrap their support around our programs and we are inspired to continue to work for a brighter tomorrow.

In 2010, we hosted the Dream.

Believe. Achieve Gala that was a tremendous success. We were able to raise funds, share our stories, and celebrate 50 years of achievements from YSB. With over 400 people in attendance, it was a celebration that we will not soon forget.

We hosted many fundraising events this year, and I want to thank our staff and volunteers for their hard work. I also want to express my gratitude to those who hosted their own events in support of our youth.

For our first annual campaign, we set an ambitious goal of \$750,000. Through fundraising efforts, we were able to rebuild the YSB Downtown Drop-in for street-involved youth, launch a new and innovative Youth Mental Health Walk-in Clinic that provides immediate help to youth and families struggling with mental health, fund a drumming program that improves communication and

promotes conflict resolution for youth in secure custody, provide youth with bus passes for job interviews, and so much more.

And we're just getting started!

Moving into our second year of operation, I want to thank the countless inspirational people who have supported our work and hope that we can continue to work together.

Together we can shape an Ottawa that provides every young person with the tools they need to make positive choices. Together, we can impact tomorrow, today.

Janice Barresi
Executive Director
Youth Services Bureau of Ottawa
Charitable Foundation



Impacting tomorrow through the YSB Charitable Foundation



YSB Downtown Drop-in youth kick off reconstruction of this life-changing facility

THOSE WHO LIVE in Ottawa are known for getting involved in their communities, helping their neighbours, and making their city a better place for the next generation. This is especially true when it comes to young people who need support to overcome challenges, make positive choices, and feel hope.

The city is changing. It is more youthful than before, with 25% of the population under 24 years old, it is more diverse than it used to be, and it is more populous than it used to be. As a result, we need to ensure that the reach, scope, and effectiveness of our services grow to meet changing demands.

Here are a few examples of how Ottawa's community has helped us to adapt.

HELP FOR MENTAL HEALTH WHEN IT'S NEEDED MOST

To provide immediate help to youth and families struggling with a mental health disorder, we opened a new Youth Mental Health Walk-in Clinic. Research from similar models in other cities suggested that the clinic would reduce overall wait times, serve

more youth, and help families navigate what can be a complex mental health system. One in 5 young people in Ontario suffers from a mental health disorder.

With the help of individual donors, community groups, and corporate donors, we are able to offer this service one day a week. Demand continues to increase, and the clinic's waiting room is often overflowing. Moving forward, we hope to be able to fundraise to offer the service more frequently.

FROM LIFE ON THE STREETS TO HOPE

The YSB Downtown Drop-in was housed in a 60-year-old former fur storage facility. This lifeline for thousands of street-involved youth needed a major make-over to be made more welcoming, more suited to youth programming, and able to help more youth permanently move off the streets. In Canada, there are an estimated 65,000 homeless youth. Here in Ottawa, the YSB Drop-in serves over 1,500 youth.

Youth who use the Drop-in launched the renovation by proudly tearing down a wall that

would be turned into a one-on-one counselling room. They joined many individual and corporate donors who helped transform this space. The site now has improved group counselling space, easier access to a primary health clinic, better shower and laundry facilities, and a new food bank.

GIFTS THAT MAKE A DIFFERENCE

Economic barriers have an impact on the well-being of many youth and families. Being able to afford bus passes for job interviews or groceries for a family meal are things that many of us take for granted but others cannot afford. Thanks to thousands of donors, we were able to provide holiday gifts to youth living in our long-term housing, grocery gift cards, post-secondary education scholarships, donated hockey tickets for families in counselling, nutritious lunch for street-involved youth, and more.

GIVING YOUTH THE SKILLS TO MOVE ON

We believe that every young person deserves a chance at a better tomorrow. This is why YSB provides youth in conflict with the law the skills they need to move ahead and not find themselves back in court. This year, we funded a youth drumming program at the William E. Hay Centre. Thanks to generous support by donors, the program teaches youth positive communications skills and conflict resolution.

Our Quality Commitment

EVERY STAFF MEMBER at YSB is involved in quality assurance. Simply put, this means that that we keep track of our clients, the services they receive, the impact of our services on their well-being, and how they felt about their experience with YSB. Why? So that we can see whether our programs work as they are intended; we can learn from unexpected successes and challenges; and we can constantly improve our services.

highlights

YSB USES A RANGE of data and effectiveness measures to monitor and improve our services. Here are highlights from just a few of our 32 programs.

YOUTH JUSTICE	CLIENTS OF HAY and Sherwood Centres who were satisfied with services	94%
	AVERAGE NUMBER of high school credits earned by each youth while in custody	3
	CLIENTS SATISFIED with Anger Management program	100%
MENTAL HEALTH	CRISIS TEAM helped clients resolve crisis without need for more intrusive services	68%
	PARENTS WHO FOUND residential crisis program extremely or very helpful	95%
	HIGH-RISK FAMILIES whose relationships, parenting and support network were significantly improved by Multi-systemic Therapy	80%
EMPLOYMENT SERVICES	NUMBER OF STUDENTS and youth from low-income neighbourhoods placed in summer jobs	1,000+
	JOB-SEEKERS who attended Ottawa's largest employment fair, hosted by ITO 2.0	2,500+
	YOUTH who attended YSB's Green Job Fair	550+
COMMUNITY SERVICES	OCCUPANCY RATE for young men's and women's emergency shelters	106%
	PERCENTAGE of long-term housing residents who are in school or employed	75%+
	NUMBER OF VISITS to the Downtown Services and Drop-in	13,630

Accredited by CMHO

YSB IS ACCREDITED by Children's Mental Health Ontario (CMHO), meaning that our clinical programs and our whole agency have met standards related to mental health services for youth. Every four years, CMHO reviews our accreditation. In the fall of 2010, three professional reviewers spent a week at YSB, looking into every aspect of our services and management as an agency. They renewed YSB's accreditation with flying colours.

Thumbs-up from clients & community partners

YSB SURVEYS ITS CLIENTS throughout the year and its partners every year. In 2010, 96% of clients said it had been easy for them to reach someone at YSB who could help them. Personable, professional and respectful staff emerged as one of YSB's strengths — 99% of clients felt staff had been respectful in dealing with them. And 97% of clients — as well as 96% of partner agencies — said that they would recommend YSB to someone dealing with similar problems.

Staff Service Awards

30 YEARS

Maureen Davidson
Ruth Dulmage

25 YEARS

Celine Desjardins
Gord MacDonald
Dan Sabourin

20 YEARS

Christine Castonguay
Rick Perley

15 YEARS

Deborah Logue

10 YEARS

Mohamoud Abdulle
Jack Boersma
Jeff Burry
Darrell Copp
Sarah Halayko
Brian Kusiewicz
Lynda Lowe
Shukria Samantar

5 YEARS

Nancy Clavet
Rachel Davis
Jacquie Dillon
Marco Falsetti
Fabienne Galhidi
Andrew Graham
Mark Hayward
Yoletta Joubert
Claude-Eric Lafrance
David Lafrenière
Shannon Lundy
Sarah McGirr
Michael McInrue
Sean Novak
Patrick O'Reilly
Alain Pilon
Lisanne Ranger
Ryan Seymour
Neil Slattery
Melissa Willbond

YSB CHARITABLE FOUNDATION Board of Directors

Charles Bordeleau
Chair,
YSB Charitable Foundation
Deputy Chief
Ottawa Police Services

Michael Baine
President, Youth Services
Bureau of Ottawa
Mike Baine and Associates
Consulting

Maria Bassi
Partner
Sunlife Financial

Mark Clatney
Commercial Sales and Leasing
Cushman and Wakefield Ottawa

Megan Cornell
Associate Lawyer
Perley-Robertson Hill &
McDougall

Jane Fjeld
Interim Executive Director
Youth Services Bureau of Ottawa

Brian Ford
Chief of Police (Retired)
Board Member

Ginette Gratton
Director, Communications
and Public Relations
La Cité collégiale

Scott Hannant
President
Hannant Media Solutions!

Dennis Jackson
Vice President
Scotiabank
Ottawa and West Quebec

Marc Jolicoeur
Regional Managing Partner
Bordner Ladner Gervais LLP

Elaina Martin
Founder / Producer
Westfest

Bruce Millar
Director
Canada Mortgage and Housing
Corporation

Senator Jim Munson
Senator
Senate of Canada

Alex Munter
Executive Director
Youth Services Bureau of Ottawa

James Orban
Director of International and
Corporate Business Development
Algonquin College

Kerry Patterson-Baker
AVP Communications
Bank of America

Monique Philippe
Senior Director,
National Campaign
Government of Canada
Workplace Charitable Campaign-
United Way

Walter Robinson
Principal
Tactix Government Relations
and Public Affairs

Denise Siele
Senior Project Manager
SEM Group

Akash Sinha
President
Dharma Developments

Andrea Tomkins
Freelance Writer
Founder of Ottawa blog
QuietFish.com

Michelle Valberg
President
Valberg Imaging

Chris Warburton
Vice President (retired)
Human Resources,
Algonquin College
Past Chair,
YSB Board of Directors

YSB Board of Directors

Michael Baine
Chair, YSB
Mike Baine and Associates
Consulting

Fowsia Abdulkadir
Planning and Evaluation Analyst
Public Health Agency of Canada

Stéphane Énard-Chabot
Chief of Staff,
Office of the President
University of Ottawa

Cheryl Gorman
1st Vice Chair, YSB
President,
Integrare Consulting Inc.

Lynn Graham
Chair (retired),
Ottawa District School Board

Dr. Ross Hastings
Chair, Program,
Planning & Accountability
Committee
Department of Criminology,
University of Ottawa

Mary Jarvis
Director,
Planning & Land Development
Urbandale Corporation

Uday Jaswal
Staff Sargent.
Ottawa Police Service

Jim Libbey
Chief Financial Officer
Public Health Agency of Canada

Danielle Massé
General Manager, Social Services
City of Ottawa (retired)

Rebecca Murray
Senior Development Officer
Department of University
Advancement
Carleton University

Monique Philippe
Chair, Resource Development
& Public Relations Committee
Senior Director
United Way Ottawa

Susan Pisterman
Consultant

Jim Roche
Secretary-Treasurer, YSB
Chair, Administration Committee
President and CEO
Stratford Managers Corporation

Louise Tardif
2nd Vice Chair, YSB
Vice President (retired)
National Bank Financial

Chris Warburton
Past Chair, YSB
Vice President (retired)
Human Resources,
Algonquin College

French Language Services



DESIGNATED UNDER ONTARIO'S French Language Services Act, the Youth Services Bureau delivers services in both official languages and ensures that Ottawa's Francophone youth and families have access to quality programs. Over the past year, the agency has:

- Increased its French-language materials, including the bilingual website www.ysb-bsj.ca, and ensured that documents are publicly available at the same time in both official languages.
 - Linked with the Université du Québec en Outaouais through student placements and with the bilingual University of Ottawa through a research partnership.
 - Continued to operate school-based programs in partnership with three French school boards: Le Conseil des écoles publiques de l'Est de l'Ontario, Le Conseil des écoles catholiques de langue française du Centre-Est, and Le Conseil scolaire de district catholique de l'Est ontarien.

our funders

ONTARIO GOVERNMENT

Ministry of Health
and Long-Term Care

Ministry of Training,
Colleges and Universities

Ministry of Children
and Youth Services

Ministry of Children
and Youth Services –
Youth Justice Branch

Ministry of Community
and Social Services

Ministry of Citizenship
and Immigration

CITY OF OTTAWA

UNITED WAY OF OTTAWA

TRILLIUM FOUNDATION

PUBLIC HEALTH AGENCY OF CANADA

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

INFRASTRUCTURE PROJECT

Infrastructure Canada

Ontario Ministry of Agriculture,
Food and Rural Affairs

CHAMPLAIN LOCAL HEALTH INTEGRATION NETWORK

LE CONSEIL DES ÉCOLES CATHOLIQUES DE LANGUE FRANÇAISE DU CENTRE-EST

CHILDREN'S AID SOCIETY OF OTTAWA

summary of revenue and expenditures

FOR THE 12 MONTHS ENDED MARCH 31, 2011

YOUTH SERVICES BUREAU OF OTTAWA

PROGRAM REVENUES \$ 23,913,147

PROGRAM EXPENDITURES

Amortization	\$ 268,137
Building occupancy	2,014,711
Direct client care	613,586
Employer reimbursements	596,341
Employment workshops	22,702
Furniture and equipment	14,157
Interest on long term debt	88,869
Office expenditures	353,836
Other and miscellaneous	130,825
Program expenditures	663,464
Promotion and publicity	101,974
Purchased professional services	551,983
Salaries and benefits	16,311,967
Staff training and development	96,735
Staff travel	117,090

21,946,377

Administration 2,267,736

24,214,113

EXCESS OF PROGRAM EXPENDITURES
OVER PROGRAM REVENUES (\$ 300,966)

YSB CHARITABLE FOUNDATION

REVENUES

Donations and gifts	\$ 360,140
Special events	268,465
Sponsorships	9,500
Miscellaneous	56

638,161

EXPENDITURES

Salaries and benefits	\$ 172,376
Building occupancy	12,277
Administration and general support	33,237
Fund raising costs	144,703

362,593

Net Revenue before
Charity Disbursements 275,568
Disbursement to YSB 267,975
EXCESS OF REVENUES OVER EXPENDITURES \$ 7,593