

Youth Services Bureau of Ottawa



Annual Report

April 2003 - 2004

MISSION STATEMENT

The Youth Services Bureau of Ottawa serves youth aged 12 and older. We focus on youth with difficulties affecting their physical and/or emotional well-being and development. We support youth in making positive health and lifestyle decisions.

YSB SERVICES

HEAD OFFICE

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DOWNTOWN SERVICES AND DROP-IN COMMUNITY PROGRAMS

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YOUTH AND FAMILY COUNSELLING SERVICES

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INTENSIVE SERVICES/MST

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YOUTH EMPLOYMENT SERVICES

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COORDINATED ACCESS

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MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES

MINISTRY OF TRAINING, COLLEGES & UNIVERSITIES

MINISTRY OF HEALTH AND LONG-TERM CARE

GOVERNMENT OF CANADA (HRDC/HRSDC)

CITY OF OTTAWA

UNITED WAY OTTAWA

CONSEIL DES ÉCOLES CATHOLIQUES DE LANGUE FRANÇAISE DU CENTRE-EST

TRILLIUM FOUNDATION

DONORS ~ 2003-2004

Bram Potechin, Merovitz-Potechin LLP	Staff of Enbridge	Sigma Phi
Commvesco Levinson-Viner Group	Telus	Doug Connors
Brian Mulligan	The Quota Club of Ottawa	Marshall Rowat
Brian Ford	The Gay Ottawa Volleyball League	Marc Desjardins
Jubilee Jewelers, Rideau Centre	The Gay Men's Bowling League	Stock Transportation
Tim Hortons, Rideau Centre	Kent Bowling Lanes	Stock School Transport
Tim Hortons, Carling Avenue	Staff & Students of L'École alternative	Mentoring
Laura Secord, Rideau Centre	St. Paul's Presbyterian Church	Ottawa-West Nepean Federal Liberal Association
Rideau Centre, Cindy Vanbuskirk & Lisa Rochon	Jack & Marion Archibald	Sheila Flood
Happy Daze	Judie Tedlie	Margaret Brand Chapter IODE
Oh Yes Ottawa	The Sassy Bead Company	United Way, York Region
Guess Jeans	Kathy McBride	United Way, Toronto
St. Laurent Centre	Pamela Langdon	Emmanuel United Church
Thyme and Again Catering	Sharon Singleton	OPG Employees' & Pensioners' Charity Trust
Radio Shack	Iona Quinn	Leacross Foundation
Bell World Bayshore Shopping Centre, Mark Doussept	Stephen G. Cooper	Susan Sherman
Ottawa Senators	Alfred Daniel	AIDS Walk Ottawa
Florida Fitness	Paul J. Kralik	NSC Pearson Canada
Kelsey's Restaurant	Allyone Quinlan	Nancy Could
Ottawa 67's	Esther Donis	CBC Radio, Share Central
Nomad Solutions Inc.	Nicholas Holownia	Famous Players
Best Western Hotel	Mr. Hargreaves	Globe & Trophy Canada
Hot 89.9	Ernest Beaudette	The Roasted Cherry
Silver City	Ms. Presentey	Shirley Fleischhaker
Dream On, Mike Trainor	M. Surkund	Robert Batson
Sports Experts, Rideau Centre	Donna Keough	Magnussen (Star Top Furniture)
The Red Cross	Ontario Today	Pierre Luc Hébert
Jody Cooper	Daryl Merritt	Christopher Hayden
Liz MacNeil	Gayle Jakubinex	James Currie
Bashir Surani, Shoppers Drug Mart	Cressida Barnabe	Pizza Hut
Chris J. Hughes, Pearson Canada Solutions	W. A. & R. Mullins	WalMart
Christopher P. Hughes	Marion Gould	Lynn Montague, Canada Revenue Agency, Women's Advisory
Natasha Nadeau, Lowe	Jeff Hovey	Dusta Hanna, Open Text Corporation
Martin Group	Kathy Nathan	Robin Donner
D. Merrett	John H. Gill	Helen Dixon, Magnussen Home
Landscaping Ontario, Ottawa Chapter	Elizabeth Hay	Graham MacIntosh, Manotick B Cub Scout Troop
Paul Bouzanis (PBC)	Robin Bearsdley	Blockbuster, Carling Ave.
Construction Management Inc.	Brian Lloyd Rintouil	Marquardt Printing Ltd.
St. Stephen's Presbyterian Church	Dorothy Perley	
	Aristocrat Suites Hotel	
	The Carmichael Inn & Spa	
	Lammert Prinsen	
	Dana Hyde	
	Diane Stanton	
	The Sigma Chapter of Beta	

STAFF SERVICE AWARDS

5 YEARS

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Kim Brisson
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Linda Byron
Jennifer Cain
Joan Card
Michelle Carriere
Paul Connery
Chris Courchesne

Stephane Danis
Tammy Fournier
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Michael Gill
Shawn Guy
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Vallan Lawrence
Dan Leonard
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Peggy Levesque

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Steve Mealha
Rui Medeiros
Barb Menard
Michel Noel
Scott Rickman
Chris Strban
Normand St. Georges
Terri Thorhaug
Christine Van Leyen
Sarah Villani

10 YEARS

Marc Miner
Rebecca Rotenberg

15 YEARS

Bill Fenn
Sandra Ghanem
Liza Girard
Nora Gonzalez
Francine Gravelle
Sue Kennedy
Marc Tournier

25 YEARS

Michael Tross

CMHO ACCREDITATION, NOVEMBER 2003

In 2003-2004, the Youth Services Bureau became an accredited agency of Children's Mental Health Ontario. The site review, which was the final step in the accreditation process, was held in the fall of 2003. The joint effort of the different programs and the accreditation committee had begun more than a year before.

The CMHO Accreditation Team felt that the process at YSB was extremely positive and the results were impressive. They commented on the openness of the organization, the energy and enthusiasm, the continuous innovation and the quality of services.

THE FINAL RESULTS

Mandatory Standards: 18/18 = 100%
Program Standards: 268/289 = 92.7%
Average percentage: 93.2%

PRESENTATION OF CERTIFICATE OF ACCREDITATION

Presented to Dan Paré, Executive Director by Terry Brennan, Past President of Children's Mental Health Ontario, February 18, 2004



YOUTH AND FAMILY COUNSELLING SERVICES

Intake and Counselling

2003: A CENTRALIZED INTAKE: The Intake Department of Youth and Family Counselling Services has had an exceptionally busy year marked initially by major changes in organization and structure so as to ensure ease of access by clients and the community in general. On April 1, 2003, the Bureau's Intake service was restructured - altering it from a multi-site model to a centralized plan, with close integration to the Mobile Crisis Department, the Counselling Program and Intensive Services. The Bureau's intake, counselling and crisis telephone numbers were consolidated into one number, and flyers were distributed to the community to inform them of these changes. Two intake staff also represented the Bureau on Ottawa's Coordinated Access Committee.

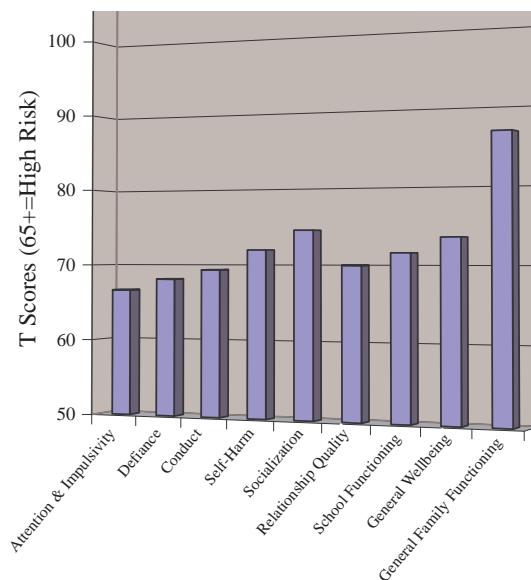
The result has been highly successful. From 8:30 a.m. until midnight on weekdays, and 1p.m. to midnight on Saturdays and Sundays, callers are able to speak to counsellors quickly and be connected smoothly to the Bureau's and community's network of services.

BCFPI: A high proportion of the youth and families calling us required intensive phone and face-to-face support as well as ongoing counselling. One of the tools used by the Intake Department to assess the youth's needs and risk level is the Brief Child and Family Phone Interview (BCFPI), a standardized interview tool used across Ontario by children's mental

health agencies. The BCFPI's questions, designed to be answered by the youth or parent themselves, were derived from the survey measurement tools developed for the Ontario Child Health Study, a large epidemiological study of children in Ontario conducted by the Canadian Centre for the Study of Children at Risk.

In 2003-2004, the BCFPI was administered to over 300 youth and parents who contacted our Intake Department. As the graph below illustrates, average T scores at Intake at the 65 or greater level indicated concerning levels of risk in a number of areas: impulsivity and defiance, self-harm, socialization and relationships, school behaviour and performance, functioning in general and family functioning and parental difficulties in particular.

**BCFPI T-SCORES AT INTAKE:
HIGH RISK SUBSCALES**



Counselling

A variety of approaches for youth and their families: cognitive-behavioural, clinical mapping, wraparound, narrative, reflecting teams, solution-focused and feminist

The Counselling Program also underwent some reorganization in April 2003 to provide seamless and faster service to youth in the Ottawa area. The West End, Central and East End departments were restructured and combined, so staff could more flexibly adjust to changing demographic client needs in other parts of the city while still maintaining counselling offices in key areas for easy client access. The Counselling Program undertook a very successful Short-Term Counselling Service for youth who could benefit from less intensive work. This program resulted in significantly shorter waiting times for all clients, being reduced to approximately 16 weeks across the city. Entry of virtually all clinical case notes, assessments, goal plans and summaries was done this year on the Bureau's Danic database.

Counselling services were offered to youth in the Section 20 Day Treatment program and their parents, and to youth and parents in the SFI parenting groups.

YOUTH JUSTICE SERVICES (PHASE 2):

The Bureau continued to provide counselling outreach to youth in phase 2 custody facilities. Staff provided long and short-term counselling as well as crisis intervention at three homes for male offenders: Phoenix for Young Offenders, Fairbairn House, and Chaudière House, and at a home for female offenders, Talitha House, as well as at the youth section of the Ottawa Regional Detention Centre. Over the course of the year, 64 clients were seen.

YFCS SERVICE ACTIVITY

Counselling: 271
YO Phase 2: 64
Section 20: 36
SFI: 27
Wraparound: 13
Total Counselling Cases: 411
By Language: English: 92.0%;
French: 7.1%; Other: 1.0%
By Gender: Female: 48.1%; Male: 51.9%

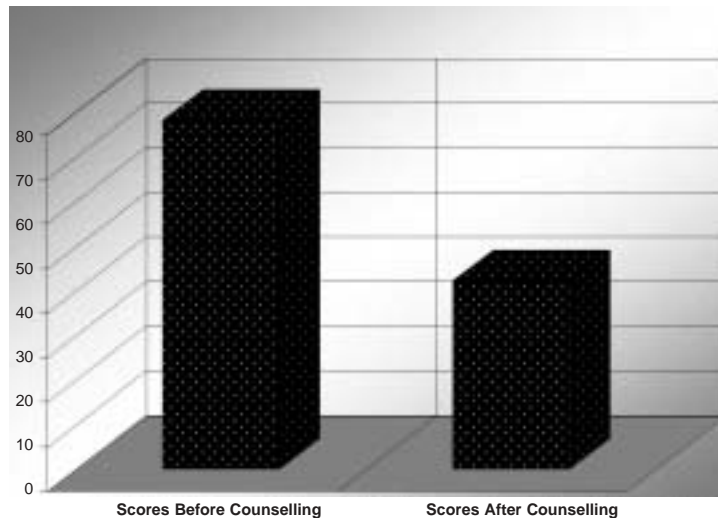
ACCREDITATION: The CMHO Accreditation process had a particular emphasis in the Counselling Program as the 60 accreditation standards related to file requirements were specific to the work done by the counselling team. The laborious preparation, checking and cross-checking of the hundreds of files by the clinical staff to ensure that each of the 60 standards were met, was rewarded by the Bureau's accreditation success.

CAFAS: The Child and Adolescent Functional Assessment Scale (CAFAS), a computer based standardized tool used by all children's mental health centres as well as the Ministry of Health and Long-Term Care facilities, was completed by counselling staff on all clients entering long or short-term counselling. The CAFAS is an outcome-based measure looking at treatment effect on high-risk behaviours and centering on the client's level of functioning in a number of key areas: school or work, home, community, behaviour toward others, moods and emotions, self-harm, substance use, thought distortions, and three caregiver areas: material needs, family and social support and the caregiver's relationship with the youth. The CAFAS is administered, at a minimum, at the beginning of counselling services, annually thereafter or at closing.

Results indicated that the average CAFAS score at the beginning of counselling, confirming the BCFPI scores at Intake, reflected youth who were at high risk, possibly needing future residential care or inpatient treatment unless they and their family's problems were mitigated. At closure, scores had decreased significantly.

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CAFAS PRE AND POST COUNSELLING SCORES



The Counselling Program also measures outcomes of the counselling process by asking clients to rate their progress from the first session to closure on the goals they have worked on. Over the course of the year, 82% of the goals being worked on by youth and their parents were rated as "improved" by the end of the counselling process.

Mobile Crisis Services

INCREASE IN DEMAND: The Mobile Crisis team experienced a significant increase in demand for telephone crisis counselling and referral this year. The number of clients increased by 38% and contact hours increased by 15%.

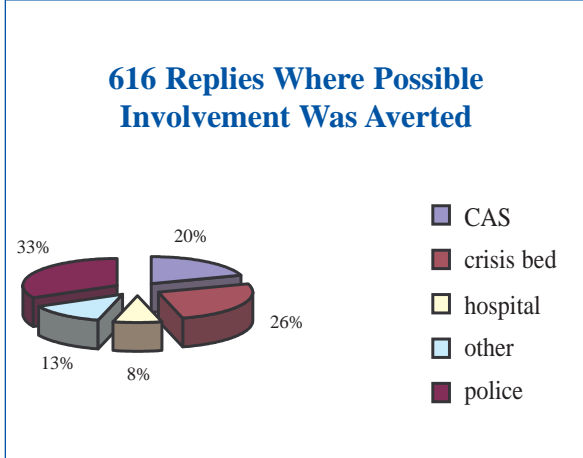
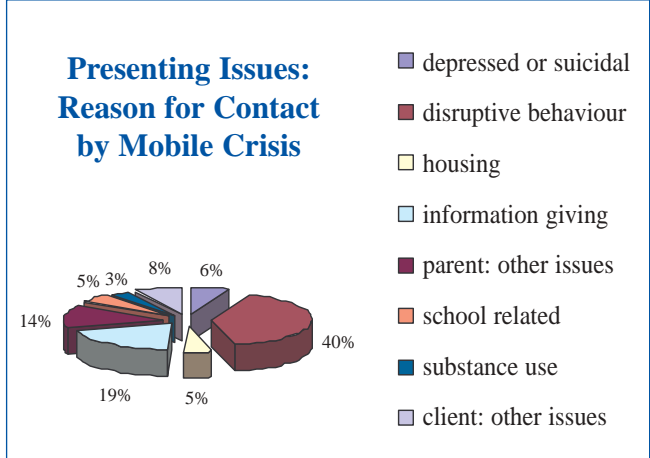
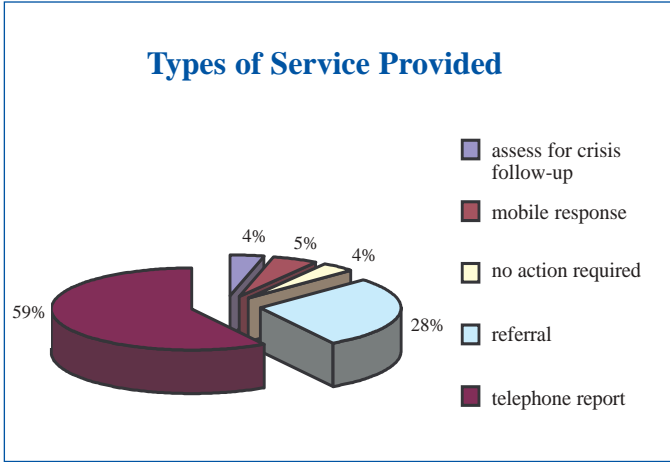
AFTER HOURS: Mobile Crisis phone lines were again this year available to children, youth and families in crisis during the critical after hours period, when most other counselling services were closed for the day: from 4:30-midnight Monday to Friday, and 1 p.m. to midnight on Saturday and Sunday.

COMMUNITY PRESENTATIONS: Mobile Crisis staff were also in demand in the community to give presentations and workshops to both professionals and the public. Talks at the Ottawa Children's Aid Society, the Ottawa Police Service, the Boys and Girls Club, the Ottawa Carleton Catholic School Board, the Youth Awareness Festival, and the Royal Ottawa Hospital were among those offered.

TRAINING: Staff participated in a broad selection of training, including sessions on suicide intervention, fetal alcohol spectrum disorder, psychiatric diagnoses and medications and latency age issues.

COMMUNITY EMERGENCIES: Crisis staff responded to a number of community emergencies, including the victims of a fire, the family of a drowning victim, and the family of a homicide victim.

SERVICE ACTIVITY
 Total Unique Clients Served: 588
 Total Number of Contacts: 1307
 By Language: English, 92.4%; French, 7.6%
 By Gender: Female, 51.8%; Male, 48.2%



Section 20 Program

Le Centre d'integration sociale et scolaire de la jeunesse/Le Transit

In 2003, the Youth Services Bureau assumed the operation of the Francophone Section 20 Day Treatment Program. The program serves youth between the ages of 12 and 18 who are referred through the Section 20 Committee of Coordinated Access due to highly aggressive behaviour in their previous school settings.

The youth face many challenges in functioning in a regular school placement: poor peer relations, abuse, poverty, family conflicts and learning disabilities. One of the three classes accepts youth who are also dealing with a mild intellectual delay.

A maximum of 32 youth are divided into three classes: twelve are in a grade 7-8 class, twelve are in a grade 9-10 class and eight special needs youth are in the third class following the "Programme Avis" developed by the Francophone Catholic School Board.

Le Transit is supported by both the Public and Catholic Francophone School Boards and is delivered in collaboration with the French Public School Board, which provides the teachers for each class. The needs of the youth in the program are addressed through a multi-dimensional perspective which centres on the involvement and support of the youth's family, which is essential in helping the youth develop new skills and achieving other changes. The Section 20 team works closely with the various professionals also involved with the family.

Services offered by the program include:

- > *Individual and family counselling*
- > *The SFI (Savannah Family Institute) Parenting Program for parents and youth*
- > *Group counselling on anger management, social skills and problem-solving skills*
- > *Consultations with psychologists, family therapists and psychiatrists*
- > *The 12 week Eclipse Program in collaboration with Judo Canada*

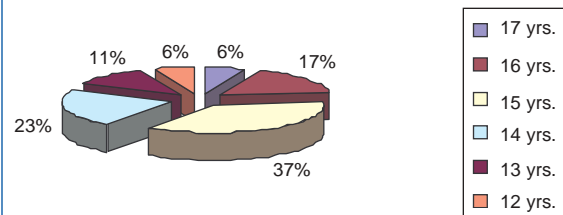
Youth who successfully completed the program were integrated into a number of settings, including Samuel Genest, PIF (L'École secondaire de formation professionnelle et technique) and Franco-Cité.

SERVICE ACTIVITY

36 Clients Served This Year

By Gender: Female, 22%; Male: 78%

Section 20 Clients By Age



Intensive Youth and Family Services / Multi-Systemic Therapy

The Evidence-based Intervention Ontario (EIO) Organizations:

The Community Health Systems Resource Group (CHSRG) of The Hospital for Sick Children (HSC); Kinark Child and Family Services; East Metro Youth Services; The Child and Youth Wellness Centre of Leeds-Grenville; The Youth Services Bureau of Ottawa; Associated Youth Services of Peel

Intensive Youth and Family Services are counselling services addressing the needs of youth with mental health problems referred by the Ottawa Coordinated Access Committee. Clients of the program experience severe adolescent

behaviour problems, many for whom residential care would be the only other treatment option. While not all clients have yet come into the youth justice system, all exhibit serious antisocial behaviour combined with substance abuse or

other mental health problems. Youth and families referred to Intensive Services are seen for many hours per week in their homes and communities to help strengthen their ability to cope with their challenges.

MULTISYSTEMIC THERAPY: The Intensive Services Program began using the Multisystemic Therapy (MST) approach in 2002 after the Youth Services Bureau and five other children's mental health centres in Ontario signed a Memorandum of Understanding to form Evidence-based Interventions Ontario (EIO). The first intervention EIO selected to invest in was Multisystemic Therapy (MST). In September of 2002, an MST trainer/consultant was hired and an Ontario MST Network was established with five MST teams and supervisors. Today, there are 16 trained and experienced MST therapists in Ontario and the five teams and supervisors currently carry approximately 150 cases per year.

FUTURE PLANS FOR THE EIO-MST

NETWORK: The current plan is to develop an independent capacity to train and supervise MST therapists here in Ontario. The continuing quality of such training and supervision is dependent on establishing a research enterprise which is integrated into the clinical practice. The first funding for studies to examine the processes of therapeutic change in MST was recently awarded by the Ontario Mental Health Foundation and is scheduled to commence across the Province in the fall of 2004.

SERVICE ACTIVITY

Opened: 24 Closed: 22
Active Cases: 33 Current Cases: 11
Total Contacts All Active Clients: 1,208
Average Number of Hours Spent, Closed
Cases: 59 Hours
Average Length of Treatment, Closed
Cases: 155 Days

La Relance

Le conseil des écoles publiques de l'Est de l'Ontario ; Le conseil scolaire de district catholique de l'Est ontarien ; Le conseil des écoles catholique de langue française du Centre-Est

SERVICE ACTIVITY AND SUCCESSES

La Relance began the year with 12 clients registered and accepted 6 new clients over the course of the year.

Of those 18 clients, 10 were successful at reintegrating into a school setting and 6 of those clients still receive counselling support from the program. Two clients were reintegrated into the adult school system and four clients are still receiving services.

La Relance has had a number of notable successes. One of the students who graduated from the program last year after completing his high school diploma is still attending La Cité collégiale on a full-time basis and is in the process of completing his second year of post-secondary studies. Another student graduated from high school in December of 2003 and will start post-secondary studies in September of 2004.

La Relance is an initiative of the three French language school boards of Eastern Ontario, with clients drawn from the jurisdiction of these Boards: Eastern Ontario bounded approximately by Petawawa, Hawkesbury and Trenton.

The program is offered to French speaking students who have been fully expelled from the school system. Article 309 (1) of the Safe Schools Act of 2000 states that a student has to be expelled when he or she has committed one of the following offences:

- *Being in possession of a weapon.*
- *Using a weapon to inflict or threaten to inflict physical harm to someone else.*
- *Inflicting physical harm to someone else which requires the intervention and the care of a health professional.*
- *Committing a sexual assault.*
- *Selling or giving weapons and/or drugs.*
- *Committing a robbery.*
- *Giving alcohol to a minor.*

- *Committing another act which would be punishable by expulsion as per school board policies - for example, physically assaulting a school board employee.*

- *individual and family intervention in order to address the issues surrounding the full expulsion*
- *support services for academic needs.*

The goal of the program is to reintegrate the client back into the school system. In order to accomplish this goal, the program offers two types of services to the clients:

La Relance partners with many service providers in the different communities serviced by the program in order to meet the individual needs of the clients.

COORDINATED ACCESS

The Youth Services Bureau was mandated to operate Coordinated Access in October 2001. Coordinated Access is a collaborative interagency mechanism overseen by a Steering Committee. The Terms of Reference were reviewed in 2003-2004 to include a case resolution system for the Developmental Sector, and the composition of the Steering Committee was expanded to include representation from both the mental health and developmental sectors.

SPECIAL NEEDS RESOLUTION COMMITTEE FOR THE DEVELOPMENTAL SECTOR:

A committee was established that included representation from Service Coordination, MCSS/MCYS, Ottawa Children's Treatment Centre, OCAPDD (Ottawa Carleton Association for Persons with Developmental Disabilities), Rotary Homes, Association pour l'intégration sociale d'Ottawa and CHEO. In April 2004, the Committee began providing supports and developing service plans for complex cases from this sector.

SINGLE ACCESS POINT TO RESIDENTIAL BEDS:

Coordinated Access Committees (English and French) act as a single access point to C.F.S.A. (Child and Family Services Act) residential treatment beds. The Coordinated Access Committees make access decisions to these residential beds for Roberts/Smart Centre, Crossroads Children's Centre, and Centre psychosocial pour enfants et familles.

CASE RESOLUTION IN MENTAL HEALTH AND DEVELOPMENTAL SECTORS:

Complex cases are brought to the Coordinated Access Committees by agency staff for the development of service plans. When cases are brought forward, multiple agencies and/or services are often involved. Services that are in place are not working and agencies have no other options available. The family may have tried many services with little or no improvement. There is often an immediate risk of family breakdown.

The service plans developed by the committee will often include formal services from the agencies represented at the committee as well as other components. The committee provides access to Wraparound, Intensive Services and has access to a limited amount of flexible funds.

SINGLE REFERRAL POINT FOR SECTION 20:

The Coordinated Access Committees also act as a single point of referral for Day Treatment Services in Ottawa, provided by both Francophone and Anglophone agencies in partnership with local boards of education.

SERVICE ACTIVITY

Anglophone Coordinated Access	133
Francophone Coordinated Access	33
Adolescent Anglophone Section 20	40
Latency Anglophone Section 20	69
Adolescent Francophone Section 20	32
Latency Francophone Section 20	28

TOTAL NUMBER OF PRESENTATIONS TO DAY TREATMENT (SECTION 20):
 To Anglophone Committee: 109
 To Francophone Committee: 60

TOTAL NUMBER OF PRESENTATIONS TO COMMUNITY/RESIDENTIAL
 To Anglophone Committee: 133
 To Francophone Committee: 33

COMMUNITY PROGRAMS

Outreach services, group programs, workshops, peer mentoring, leadership programs, crisis intervention, supportive counselling

Community Programs offered a wide range of services for youth at risk and their families who required support to develop skills to address critical life issues. Services were offered in both official languages throughout the City of Ottawa, within the young person's own community. Program staff worked in partnership with youth, creating safe, respectful and supportive environments while assisting them to develop skills which would enhance decision-making and problem-solving.

THE MICHELE HEIGHTS PROJECT: This drop-in for older youth aged 17 - 23, experienced another busy year and was successful in obtaining funding from the City of Ottawa for 2004/2005.

The project has been recognized as a highly effective program that brings community partners together to provide quality support for young people. The John Howard Society's Youth Employment Resource Centre (YERC), the City of Ottawa and Youth Services Bureau of Ottawa bring employment and youth counsellors to the floor of a recreational-based program each Friday and Saturday night from 9 p.m. to 1 a.m.

SERVICE ACTIVITY AND SUCCESSES

Last year saw over 5000 visits with an average of 60 to 70 youth per night. Community businesses reported increased feelings of safety in their customers; the Employment Resource Centre reported an increase of 41% in visible minority youth accessing their services, and over 45% of youth surveyed were employed as a direct result of support by YSB and/or YERC staff.

WORKSHOPS, GROUPS, DROP-INS

EDUCATIONAL WORKSHOPS	# OF WORKSHOPS	YOUTH SERVED
Healthy Relationships	3	48
Self-Esteem	1	17
Anti-Homophobia	6	80
Parent Workshop	1	28
TOTAL	11	173

GROUP SERVICES	YOUTH SERVED
Healthy Relationship Groups	6
Self-Esteem Groups	12
Anger Management Groups	27
Parenting With Love and Limits	38
TOTAL	83

DROP-IN PROGRAMS	# OF CONTACTS
Western Rainbow Drop-In	44
Pink Triangle Youth	1,439
Michele Heights Drop-In	5,000
SEYAH Drop-In	1,400
Parent Drop-Ins	90
Helping Paw Drop-In	45
St. Mark's High School Drop-In	42
Lester B. Pearson Drop-In	27
Community	509
TOTAL	8,596

THE WOODROFFE H.S. "HELPING PAW" CLINIC is a multi-disciplinary health clinic co-ordinated by the Pinecrest Queensway Health and Community Services for the students of Woodroffe High School. Each school day provides the student population with a different health professional: a doctor, a nurse practitioner, an addictions counsellor from Rideauwood, a school board social worker/psychologist and a youth counsellor from Youth Services Bureau, who provides short term counselling support. It is a unique service in the city and is an extremely effective prevention program.

WESTERN RAINBOW DROP-IN: Community Programs re-located their Rainbow Youth Drop-In for Gay, Lesbian, Bisexual, Transgender, Two Spirit, Queer and Questioning (GLBTTQQ) youth from the Bells Corners office to Kanata. This move provided an opportunity to develop a partnership with the Western Ottawa Community Resource Centre and has provided the youth of Western Ottawa with a much-needed resource within their own community, something the youth attending the Drop-in had advocated for.

The relocation was initiated by youth and has been well attended. The Drop-In is being piloted for a six-month period to assess the need within this community and activity will be reviewed in August 2004 to determine any ongoing commitment to provide services in this area.

COMMITTEES, NETWORKS, AND COALITIONS: Community Programs Staff maintained an active role on Committees, Networks and Coalitions throughout 2003/2004 including:

- *GLBTTQ Service Provider Network*
- *Police Liaison Committee*
- *Young People's Perspective*
- *The Ethnic and Racial Minority Youth Employment Program*
- *The Bayshore/Carlingwood Retail Project*
- *Youth Make It Happen*
- *Building Relationships*
- *Community-Police Action Committee*
- *Operational Group of the Mayor's Task Force on Somali Youth*
- *Banff/Ledbury Parents' Advisory Committee*
- *Southeast Ottawa Community Development Committee*

- *Bay Ward Task Force on Social Issues*
- *Somali Youth Conference*
- *West Youth Service Providers' Network*

CONSEIL DES ÉCOLES PUBLIQUES DE L' EST DE L' ONTARIO/FRENCH PUBLIC SCHOOL BOARD: FEE FOR SERVICE

Counselling services were offered to students attending selected secondary schools throughout the City in the form of crisis and short-term counselling on an individual, family and group basis. Counsellors worked in partnership with the schools to identify, plan and develop services specifically geared to the school's needs.

The issues primarily addressed within these five school Drop-In programs included:

- *Settlement issues*
- *Anxiety*
- *Depression*
- *Bullying*
- *Poor self-esteem / body image*
- *Grief / loss*
- *Separation and divorce*
- *Violence / abuse*

Group and workshop models were developed to offer services to high-risk youth or those at risk of dropping out due to a variety of issues. YSB counsellors worked in collaboration with other professionals in the schools to better assist youth and their families.

SERVICE ACTIVITY		
SCHOOL	INDIVIDUAL COUNSELLING	ANTI RACISM WORKSHOP
Alternative	50	
Deslauriers	40	
Gisele Lalonde	41	27
Louis Riel	35	
Campus d'Études techniques	11	
TOTAL	177	27

YOUTH ADVISORIES

RAINBOW YOUTH ADVISORY COMMITTEE

The Rainbow Youth Advisory Committee continued to fulfill a role in providing advocacy, support, and education on issues related to Gay, Lesbian, Bisexual, Transgender, Two Spirit, Queer and Questioning (GLBTTQQ) youth issues.

The committee:

- provided public education workshops at such organizations as the Children's Aid Society, Big Sisters/Big Brothers, and the University of Ottawa (Faculty of Medicine).
- traveled to Montreal to offer a workshop on Queer Youth and their Culture at the National Conference "Visions", sponsored by Egale.
- initiated and sponsored the partnership of youth-serving organizations working together to build a Pride Float for the annual parade. The float was a great success with the theme "Fish Out of the Water", boasting a 6 foot octopus, whale, and numerous other colourful fish resembling "Nemo". Of course, to top off the float our DJ's sported snorkels and mask and played "Under the Sea" for all to dance to along the route.
- received a United Way Ottawa Youth Action Grant to translate its present website www.rainbowyouthtalk.com into French in order to provide information in both official languages.
- developed a CD Resource Guide, "Creating Safer Schools for Rainbow Youth", for teachers, guidance counsellors, school administrators and students, to be distributed at the upcoming Rainbow School Youth Forum sponsored by the GLBTTQ Service Provider Network in partnership with the United Way of Ottawa and the Ottawa Carleton Board of Education.

REGIONAL YOUTH ADVISORY TEAM

RYAT provides YSB with a team of youth whose objective is to ensure youth services and programming are effective and youth-appropriate. In addition, they work as advocates for youth in identifying current youth issues and developing projects to address those issues.

RYAT was awarded funding from United Way's Youth Action Grant Program to develop a guide for young people 16 plus - *"The Older Youth Handbook - Presenting Rights, Responsibilities and Services"*. It is also supported by Marquardt Printers Ltd., the City of Ottawa's Youth Link Program, CHEO's YouthNet program and the Marketing Department of The Ottawa Citizen.

Its objective: to provide a youth-organized, youth-appropriate guide to the issues older youth face and to the existing resources able to address those issues. As young people struggle into adulthood, they meet with many challenges and gaps in the system. This handbook will help guide them through those challenges...hoping to create a smoother path for Ottawa's young adults. The launch of the handbook is scheduled for early December 2004.

CONSULTATION WORK: RYAT provided consultation to the following projects:

- Senator Pearson's project for Children & Youth Rights - "A World Fit for Children"
- YSB programming and services
- Housing Authority - City of Ottawa
- The South Nepean Youth Initiative
- Child and Youth Friendly Ottawa: The Bullying Symposium
- Energy, Spirit & Power: The Annual Youth Forum: A Mobile Force
- CHEO's Youth Net/Réseau Ado

TRAINING: Two members received extensive youth facilitation training in Toronto. YSB and the Youth Advisory members are awaiting word on funding to extend this training to other youth groups within the City of Ottawa...bringing the youth voice to the forefront.

ANNUAL YOUTH FORUM: RYAT worked in conjunction with Young People's Perspective in presenting the 7th Annual Youth Forum, "Energy, Spirit & Power". They ensured that the event was youth-driven and focused on youth-identified issues.



YOUNG PEOPLE'S PERSPECTIVE

YSB is now in its eighth year chairing Young People's Perspective (YPP), a network of youth and youth service providers from the City of Ottawa. Its objective is to create opportunities for networking, to share program ideas and resources, and to address youth issues. Over 20 youth-serving agencies are represented and each is encouraged to bring youth representatives from their individual services. Consequently, YPP represents an amazing wealth and diversity of young people. It has been and continues to be the only network in Ottawa that has developed a level playing field for these two populations.

Energy, Spirit & Power; The 7th Annual Youth Forum

An annual event sponsored by YPP is the Youth Forum, but in 2003 something a little bit different happened.

YPP joined forces with the City of Ottawa and two of its working committees - The Physical Activity Strategy and the Youth Heartbeat Groups. When the groups learned about each other, it became obvious that their combined objectives would be met if the Forum focused on mental and physical health...the building blocks to healthy self-esteem.

There were eight different workshops presented by youth and youth service providers, dealing with emotional health, how to increase physical activity and a number of other themes related to personal growth. Notes and suggestions from each of the workshops are the focus of Youth Action Manual 2003, which is distributed to youth service providers and policy makers in the City.

The theme was so successful that the Youth Forum Planning Group wants to be able to bring this forum to more and more young people. The plan for 2004 is to bring the event to schools within the Ottawa area as a pilot project. Of course, one Forum will still be held in the community so that it will continue to reach all youth groups, not just students.

PARENTING WITH LOVE AND LIMITS, a six-week program based on Dr. Scott Sells' model from the Savannah Family Institute was offered by trained facilitators through the Youth Services Bureau to families in different areas of the City who were experiencing parent-teen conflict.

The program encouraged active participation of parents and youth, and educated both parents and teens on how to establish limits and reclaim nurturance in their relationship.

ST. MARK'S HIGH SCHOOL: We commend St Mark's High School for their generous donation of canned food to assist our homeless youth. All who benefited from your support wish to express a very big Thank You!!!

IN SCHOOL MENTORING PROGRAM: The Mentoring In-School Partnership program, in its 5th year of operation was transferred to Big Sisters/Big Brothers Ottawa as of January 2004. Although Youth Services Bureau continues to play an advisory role, the Mentoring In-School Partnership program has now become one of Big Sisters/Big Brothers of Ottawa's core programs

and will benefit from their fundraising initiatives, thereby achieving sustainability. This program has had success over the years and proven to be a valuable and much-needed resource for the youth referred. We wish the Big Sisters/Big Brothers organization the best of success in continuing with this endeavour.

DOWNTOWN SERVICES AND DROP-IN

Downtown Services and Drop-In provides a safe place for youth 12-20 years of age, who have complex needs, are homeless, unstably housed or living on the street. The Drop-In is open 365 days a year. Lunch is served daily. Showers, laundry facilities and telephones are available.

Downtown Services provides:

Crisis intervention, assessment of needs, short term supportive counselling, information and referral, lifeskills groups and workshops, HIV/AIDS prevention education, health services, housing services, literacy skill development, employment programs, trusteeship, legal services, Youth Advisory Committee.

Community Partners providing services at the Drop-In include:

- The Healthy Sexuality Clinic
- The Canadian Mental Health Association
- Sandy Hill Community Health Centre
- The Royal Ottawa Hospital
- Ottawa Police Services
- Rideau Street Youth Enterprises
- Inner-City Ministries

SERVICE ACTIVITY

979 unique clients
22,038 visits

YOUTH SUCCESS STORIES

Downtown Services and Drop-In first engaged "Julie" while she was living on the streets. Initially she was accessing the Drop-in for basic services like food and laundry; but as "Julie" realized that she wanted to finish her high school diploma, the Drop-in supported her to get off the streets. She moved from a shelter to the YMCA second-stage housing, and finally she was able to secure a place in YSB housing, where she plans to stay until she graduates this spring from high school. "Julie" told staff that she experienced many challenges along the way but thanks to the support of the Drop-in, she was able to stay focused on her goal of having stable housing and graduating from high school.

When "George" first came to the Drop-in he was homeless and stated he felt he had limited options in life. Over the past year "George" has been able to secure affordable housing, has had steady employment through independent employers, and continues to display growth by slowly achieving his goals. He has been a wonderful role model to his peers, always volunteering for Drop-in activities and sharing a positive attitude. "George" is an outstanding young man with a great amount of potential that he utilizes on a day-to-day basis.

Drop-in staff worked closely with a highly impulsive young man "Samuel". "Samuel" learned that he lived with FASD (fetal alcohol syndrome disorder) and staff were able to tailor an approach of working with him that fostered successful outcomes. With encouragement "Samuel" actively participates in Drop-in activities and thrives on helping out and respecting the environment. His rapport with staff is excellent, and his self-confidence has increased substantially.

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 lifeskills, supportive counselling, advocacy and mediation services.

SERVICE ACTIVITY IN 2003

Last Calendar Year: Served 564 Youth of these, 212 were homeless youth accessing services.

Number of Contacts: 2626

Number Assisted with Housing Searches: 766

Number Assisted with Eviction Prevention: 67

Number from Shelter to Permanent Housing: 29

Number from Transitional Housing to Permanent Housing: 1

Number from Shelter to Transitional Housing: 5

Number from Friends/Families to Permanent Housing: 19

Number Who Maintained Housing Over 3 Months: 44

ONE YOUTH'S STORY

A young man "Jim" engaged the Housing Plus program after having accessed shelters for years. "Jim" said that there were too many barriers to moving forward in his life, and securing a place to live seemed beyond his grasp. With support from housing staff "Jim" was able to connect with Ontario Works and an employment program. "Jim" currently has secured a permanent residence and is employed full time.

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 youth with counselling support into the Ontario Works system, assist them with contact to their worker, and advocate on issues with school, home, and work. Many youth accessing trusteeship also access programs and services at Downtown Services and Drop-in.

Currently 114 Active Trusteeship Clients

HIV/AIDS PREVENTION EDUCATION PROGRAM:

Educational presentations and activities for high-risk youth in the Ottawa area were given at a variety of local youth venues such as alternative schools, detention facilities for youth, youth shelters, and community events.

Support to high-need, high-risk youth accessing various programs at Downtown Services and Drop-in was provided daily through outreach in the form of HIV education, crisis counselling, goal planning, and referrals to other community resources.

Program staff initiated a Peer Education Team made up of youth service users. The team was active this year in co-facilitating monthly presentations about HIV/AIDS for their peers at the Downtown Services and Drop-in. They also organized activities and encouraged their peers to participate in AIDS Walk Ottawa and World AIDS Day activities, demonstrating their support for the cause of HIV/AIDS.

The HIV/AIDS Prevention Education Program and three youth from the Peer Education Team attended the *4th Canadian HIV/AIDS Skills Building Symposium* in Calgary. The HIV Prevention Program supported the youth by awarding scholarships to attend the 4 day conference.

The HIV/AIDS Prevention Education Program as part of the Teen Pregnancy Prevention Coalition assisted in organizing a city-wide pregnancy prevention campaign that comprised of a slogan

contest and a pregnancy prevention poster that will be distributed in the coming months.

In partnership with the Sandy Hill Community Health Centre, the Program co-facilitated a weekly young parents group entitled "The Monday Place". This group provided education regarding parenting, sexuality, healthy relationships to young parents, as well as holding open discussions and seeking links to community resources.

FROM THE YOUTH:

"I think teens need people like you to teach us more about diseases like HIV/AIDS."

"A questions and answer period afterwards would get the youth more informed than just the games and presentation."

"I learned things that I didn't know about. It was a really good presentation and has definitely influenced me to make smarter choices. Thank you."

"That was a great presentation. I think I learned everything I need to keep myself safe."

"I loved the games and I think that activities like the ones we did are good to teach people about HIV."

PARTICIPATION ON COMMUNITY COMMITTEES

- Needle Exchange Partnership
- The Trends and Issues Committee
- Health Fair Planning Committee
- Teen Pregnancy Prevention Coalition, Youth and the Media Working Group
- Ethno-Cultural HIV/AIDS Prevention Education Project
- Train the Trainer for Youth-at-Risk Committee
- Ottawa Carleton Council on AIDS

Sub-committees:

- World AIDS Day Committee
- AIDS Walk Ottawa Committee
- The HIV Prevention and Education Committee

SERVICE ACTIVITY

61 Education Presentations with
1245 Unique Participants
2643 Outreach Contacts

BEL AIR YOUTH DROP-IN: The Bel Air Youth Drop-in takes place every Wednesday at the Baseline Court Apartments and is a partnership between the Youth Services Bureau and the Carlington Community Health Centre. The Youth Drop-in offers support for youth to develop skills and work on conflict resolution. The Drop-in introduced a very successful "Kool Aid" group for young women, allowing them to talk about issues they are facing in their lives, supporting them to connect with community partners, and providing educational experiences through workshops. The "Kool Aid" group encourages its members to share special talents and participate in organizing community activities.

SERVICE ACTIVITY

Bel Air 10 - 20 youth each Wednesday
"Kool Aid" 5 - 10 youth each Wednesday

SAFETY NET(WORKS)

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

Safety Net(Works) worked in the community of Madden/Farnsworth in Barrhaven in 2004. The main area of concern expressed by the youth in that community was a lack of opportunity for positive recreation. The Safety Net workers assisted the youth to set up a community BBQ, hold movie nights, as well as organize some special events such as a Halloween celebration. The Safety Net workers supported the community in learning how to establish a youth drop-in for their community. A location was identified and the community held focus groups to begin the process. The youth were encouraged to actively participate in these meetings so that the drop-in would reflect their vision. Safety Net workers also developed a list of resources, both inside and outside the community that would support the youth in developing their drop-in.

DOWNTOWN YOUTH ADVISORY COUNCIL

QUILT OF HONOUR: The Youth Advisory Committee helped set up and facilitate this October event, that recognized youth who deal with depression and other mental health challenges in their lives. It was a day to honour those who continue to suffer from mental health issues and to remember those who have lost their lives. Mayor Chiarelli welcomed Susan Hess, president of Parents for Children's Mental Health, who continues to tour the province with the Quilt of Honour to raise awareness for this issue.



Quilt of Honour Event, October 29, 2003: YSB President Charles Bordeleau, Susan Hess, president of Parents for Children's Mental Health, Mayor Bob Chiarelli, Pam Steacie, YSB Parent Board Representative

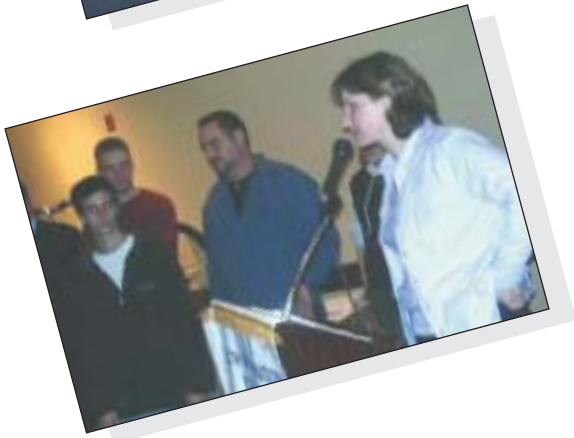
HOLIDAY PARTY: Every year the Youth Advisory Committee plans the Christmas party for the youth at the Downtown Services and Drop-in. By fundraising and getting donations the YAC provides Santa with gifts for youth. The Downtown Youth Advisory also serves dinner, making the annual event a very special time for all involved.

HEALTH FAIR: The seventh annual Youth Health Fair took place on June 26th 2003. 26 different organizations came to the Downtown Services and Drop-in to share information about their services with the youth, and to connect youth to resources in the community. The YAC team was there to help with organizing the day and to encourage youth to participate.

POLICE LIAISON MEETINGS: The YAC team met with police officers on a regular basis to try and bridge the gap between the law enforcement system and the youth. They helped to plan meetings and participated in discussions about different issues in order to shed some light on the perspectives of youth and to exchange ideas with the law enforcers. They also helped plan different events, like a very fun barbecue. The goal was to engage youth in positive activities with the Police.

MEET THE HEAT: The Police organized an event called Meet the Heat during the summer months. Youth from the YAC team were there to volunteer their time and to help out. As leaders in their communities, the YAC team had the chance to share some of their experiences with the youth who were participating in the day's activities.

YOUTH RECOGNITION EVENT: This second annual event, held on November 25th 2003, recognized 30 youth for overcoming the obstacles in their lives. 144 youth, parents, friends and staff gathered at the Best Western Victoria Suites Hotel for a dinner catered by the Wm. Hay cooking staff and an evening emceed by one of the YAC members. Everyone present expressed their pride in the youth who received awards for overcoming personal challenges in order to make positive change in their lives. The celebration was supported by a number of community members who provided donations and gifts for the youth.



SOME COMMENTS FROM THE EVENING:

"I've never received an award for anything before."

"What a great evening."

"I worked all year for this and I am so proud of myself."

"I am going to show this medal (recognition) to everyone."

DOWNTOWN DROP-IN HEALTH CLINIC:

A media event was hosted at Downtown Services and Drop-In on March 16th 2004, to announce provincial funding for a primary care health clinic. Through a partnership project with YSB, the University of Ottawa Department of Family Medicine, and the Elizabeth Bruyère Health Centre, a Health Clinic will be established within the Drop-In, in order to provide both health and dental services for street youth at the community

level. A study has shown that 65% of street youth need but cannot access health or dental services. Provincial Minister of Health George Smitherman was joined by other dignitaries, including MPP Madeleine Meilleur, and Ottawa's Medical Officer of Health, Dr. Rob Cushman for the event. The development of this project was largely due to the efforts of Judy O'Leary, working with Dr. Melanie Mason from the University of Ottawa.

YOUNG WOMEN'S EMERGENCY SHELTER

"Each time I open that door, safety and hope are there for me"

~ Young Woman, October 2004

WHAT MATTERS MOST: *The richness of diversity expressed by the young women accessing the shelter continues to reflect the remarkable capacity of youth to overcome tremendous historical, personal and systemic obstacles.*

Alone at the age of 16, "Violet" arrived at the shelter fleeing an abusive partner. Violet explained that at the age of 14, her parents had sent her from her war-torn country of origin to Canada. Only when Violet arrived in Canada did Violet learn that she would not be returning home. A fiercely independent and motivated young woman, "Violet" overcame isolation, depression, and war trauma to register in school, develop a system of supports and secure her own housing within three weeks of her arrival.

Historical abuse & trauma, cultural isolation, conflict with the law, systemic oppression, relationship violence, and mental health issues continue to be commonly identified barriers in achieving safety, wellness and belonging in our community. A "snapshot" of experiences and trends of particular note are listed below:

- **Substance Use:** Noted increase in the availability of more potent drugs, particularly those with a chemical base, as well as an increase in the practices of (1) mixing various drugs, and (2) injection users. This apparent trend goes hand in hand with an increased trend in the increase of physical health-related complications.
- **Psychiatric/ "Serious Mental Illness":** Noted increase in the number of young women who are living with undiagnosed serious mental illness (bipolar, schizophrenia, major depression...). These young women have huge difficulties committing to peer and/or personal safety.

SERVICE ACTIVITY

Number of Unique Clients: 196
Number of Cases: 570
Total Occupancy: 4378 out of a possible 4392
Beds Available, 99.68 % Occupancy
Average Length of Stay: 7.68 days

By the age of 19, "Sam" had been homeless for 4 years and had been accessing YWES services intermittently since the age of 15. An exceptionally gifted and inspiring young woman, Sam had found her sense of safety and belonging in street life and identified that any form of structure represented a very real barrier. This in turn was often manifested by intense anxiety and an inability to follow through with basic living skills. Sam typically presented herself for admission emotionally & physically exhausted and malnourished and would access the service just long enough to minimally restore her health. Recently, Sam accessed shelter services looking healthy and vital. Sam relayed that throughout the years she had always sought out the shelter as her place of belonging/home and that she now is valuing her health and the contributions which she can make as a PART of our community.

YOUTH ARE OUR TEACHERS: Throughout the year the Shelter Team has both participated in and delivered training reflective of the skills and strategies developed as a result of the unique needs of the young women. In particular, residential best practice workshops with respect to transgender accessibility were delivered at the Youth Justice Conference and to the Ontario Youth Hostelling Association.

BRIDGING GENERATIONS: Numerous contributions from community groups and citizens at large continue to validate our youth as vital community members. Community-centred events such as the Annual Ron Kolbus COMMVESCO Levinson-Viner Group Golf Tournament and the United Way "Seeing is Believing" tour invite the involvement of community members in a manner which not only nurtures the wellness of our community but also validates the experiences of our youth.



HOUSING SERVICES

Non-Profit Housing: Carruthers (1992), Queen Mary (1994)

Transitional Housing: Evelyn Horne Cooperative Living Program (2000), Ron Kolbus Youth Housing Program (2003)

HOUSING TO MEET THE NEEDS OF A DIVERSE POPULATION: The Housing Program offers safe accommodation to single young adults and single parents in need of affordable housing. It offers a unique opportunity for youth to take control of their lives and achieve both short and long-term goals.

With the addition of the Ron Kolbus Transitional Housing Building, the current continuum of

housing allows for increased flexibility within the system to accommodate individual needs related to safety, parenting, and proximity to relevant support systems and schools.

THE CHALLENGES: These young adults face significant issues which impact their physical, emotional and psychological well-being. These struggles are the result of historical experiences with issues such as loss, poverty, abuse, addictions and family conflict. The youth face

additional hurdles and challenges due to age, lack of experience, limited life skills, insufficient financial resources and often, limited family support. Most have experienced being homeless, or have been unstably or unsuitably housed, staying wherever they can find a roof over their head while trying to maintain school and work responsibilities. Having experienced significant difficulties in their lives they now have an opportunity to access assistance and support through a variety of internal and external resources while pursuing personal goals such as education, work, and training.

Even after the youth are housed in one of our programs, they are faced with the challenges of learning to live alone, budget their money, deal with loneliness, historical issues, and other problems that arise when trying to support themselves and reach their goals. Housing staff are available to assist youth and to help them to succeed in their desire to achieve stability in their lives.

Input and feedback is fundamental to the operation of the Housing Program. Throughout their stay, youth in the program are encouraged to actively participate in special events and groups in order to promote a strong sense of community within their buildings.

"This is the first time in months that I've actually had somewhere that I can feel safe and have all my stuff in one place."

"What really helped was having the worker to help me accept things, teach me life skills, help me deal with conflict and with all that was going on with my family. If it wasn't for YSB I don't think I'd be here."

"Living on your own is really hard."

"I feel at home in my apartment now, I'm really happy with my life."

"My adolescence was tough and I dealt with an eating disorder for a long time. I don't think I would have been healthy today... or at school and raising my daughter as well as I am if nobody had given me an apartment."

"The people who get support from YSB have all

had a rough beginning to life and if some changes happen now in their lives, then they have a really good possibility of turning their lives around and really benefiting in the future. If people help the youth of today then tomorrow will be much brighter."



THANK YOU: We wish to express our sincere thanks to all the many groups and individuals who contributed their time, energy, and financial assistance towards helping youth make the difficult transition to living independently a little easier.

We would especially like to thank:

- Brian Mulligan for providing income tax preparation assistance on site to all the youth in housing for the last 11 years;
- COMMVESCO Levinson-Viner (CLV Group) for providing property management services at no charge to the agency again this year.

SOME HIGHLIGHTS:

- Comprehensive Orientation packages, provided to youth at the time of moving in, have been developed for both the apartment buildings and Evelyn Horne.
- Successful, well-attended summer B-B-Q's and seasonal celebrations were held at all 4 housing locations.
- A Single Parent Drop-In group started at Ron Kolbus is developing a toy lending library.
- A group of youth at Ron Kolbus are planning a Community Garden and have submitted a proposal for funding.

SERVICE ACTIVITY

Total Served:
Carruthers: 24; Queen Mary: 34;
Ron Kolbus: 27; Evelyn Horne: 9
By Gender: Male: 23; Female: 68;
Transgender: 3
Visible Minority Youth: 37
Aboriginal Youth: 5
Single Parents: 23
Number of Children: 24
Number of GLBTQ Youth: 18
Support Service Contacts: 1691
Drop-ins: 104 Groups with a Total of
292 Participants

YOUTH EMPLOYMENT SERVICES

SERVICE ACTIVITY

Youth Employment Services (YES) experienced its busiest year ever with more than 11,000 youth visiting the Employment Resource Centre on Bank Street and 1100 youth registering for Job Connect services. Another 359 youth were provided with summer employment opportunities in 2003 through the Summer Jobs Service program and another 1900 youth attended workshops/seminars delivered by YES in 2003.

One trend that continued from the previous year was the increase in Ontario Works youth accessing Job Connect for employment services - approximately 33%. Statistics also indicated that youth accessing Job Connect for employment services in 2003/2004 had less barriers to employment than in previous years.

DEVELOPING COMPLEMENTARY

SERVICES: Youth Employment Services' primary objective during the past year was to maintain existing employment services such as Job Connect, Summer Jobs Services, Breakaway, and InternetWorking and complement these services with an additional array of activities and training all addressing unemployment issues amongst Ottawa-area youth.

PATHWAYS TO APPRENTICESHIP: The largest of these activities was the Pathways to Apprenticeship initiative in which YES was a pilot site within the province of Ontario to promote awareness of the trades as a viable career option for youth. As a component of this activity, youth were oriented towards various high-demand trades in the Ottawa area and were directed towards Level 1 apprenticeship training. A series of public information forums was held focusing on various trade sectors with upwards of 200 people attending each session. CTV News covered one of the events and the story became the "lead" story for the evening news. As a result of the success of this activity, all Job Connect agencies across Ontario are now promoting trades to youth as part of their Job Connect mandate.

ONESTeP : Another activity that YES embarked upon during the past year was the coordination of the annual ONESTeP (Ontario Network of Employment Skills Training Projects) conference which took place in Ottawa. Career practitioners from across the province attended this one-day conference which featured keynote Cheryl Gorman, Managing Director of TalentWorks, as well as a number of other guest speakers. Topics ranged from "Taming the Wild, Wild, West" to labour market information as it pertains to youth, to balancing work and life.

THE ONTARIO TOURISM EDUCATION CORPORATION: YES also formed a strategic partnership with the City of Ottawa and the Ontario Tourism Education Corporation and delivered a training program complete with certification to Ontario Works youth with the focus of the curriculum being tourism. Fourteen out of fifteen youth successfully finished this employment development initiative and went on to find employment within the tourism sector. This program was the first of its type ever delivered to Ontario Works youth and the success of the pilot may result in a second initiative being established in 2004.

SCHOOLS AND JOB FAIRS: YES continued to increase its presence in Ottawa-area schools in 2003/04 delivering presentations in over 25 schools to more than 500 students. Participation in job fairs and school career days also was enhanced and YES continues to receive many invitations to speak with students and teachers regarding the various services that are available to students. YES also created a new web page directly for teachers and guidance counsellors this past year to assist them in gaining access to career-oriented materials and links.

WEBSITE: YES continues to upgrade and revise its web site - www.needajob.org making it more interactive for youth every year. During the past year, a number of forms and documents have been added to the site complemented by an increasing number of articles and links for individuals seeking employment resources and information. Tracking of the site regarding usage started in September 2003, and since that time, monthly stats indicate approximately 9000 "hits" per month (March, 2004), an increase of 50% since September. A number of planned improvements and modifications will again be performed during the coming year making the site even more interactive and informative for job seekers and career practitioners.

INTERNETWORKING: This 10-day workshop continues to be in high demand by youth and adults alike who are seeking to return to the workforce. The program, funded by Human Resources Skills Development, provides recipients with information on how to use the Internet effectively to search for and locate appropriate employment opportunities matching their skill sets and competencies. Over 200 individuals have completed the 10-day program in the past twelve months with a 73% positive outcome within three months of completing the program.

BREAKAWAY: Into its second year, this 26-week program continues to meet the needs of the most challenged youth in our community. The program itself provides youth with the necessary life and pre-employment skills to make the transition from unemployment to employment. After the nine week in-class training is completed, youth begin their co-op experiences with local businesses, who at the end of the on-the-job training component, hire the youth. Some of the employers participating in this year's program are Second Cup, Embassy West Hotels, BookMarket, and the City of Ottawa's special needs department. Thanks to all employers for supporting our youth in providing them with employment opportunities.

YOUTH JUSTICE SERVICES

SERVICE ACTIVITY

Sherwood Observation & Detention Centre

Number of Unique Clients: 71

Total Clients Served: 94

Number of Open Custody Cases: 28

Number of Open Detention Cases: 139

Number of CFSA / Crisis Cases: 31

William E. Hay Centre

Number of Unique Clients: 64

Total Clients Served: 90

Number of Secure Custody Cases: 42

Number of Secure Detention Cases: 115

Number of Open Detention, Admin Transfers,
& Courtesy Holds: 35

HIGHLIGHTS FOR YOUTH JUSTICE SERVICES 2003-2004

COMMUNITY PARTNERSHIP: The Bureau's Youth Justice Services hosted a number of regional Community Partnership meetings and had the pleasure of planning a very successful Eastern Ontario Regional Conference, "Make a Difference...Building on Community Partnerships". Participants had an opportunity to be involved in a Virtual Link Panel of government representatives who concurrently broadcasted a common message to six other Ontario Regional Conferences, about key issues and accomplishments arising in the first year of implementing the YCJA.

CUSTODY AND COMMUNITY

SUPERVISION: To address the emphasis in the YCJA regarding community reintegration, staff worked on the development of a "Custody and Community Supervision Program" proposal, designed for youth sentenced to serve a custody and community supervision order. This support program provides an opportunity for youth to complete their sentences in the community through enhanced support programs and monitoring services, with the help of an assigned custody and community support worker and under the direct supervision of Probation Services. The active involvement of parents, teachers and other

services to assist the youth in a successful re-integration process is an integral component of this program.

ANGER MANAGEMENT: Effective March 2004 individualized Anger Management Programs have been offered to youth within our community on a referral basis from Probation Services.

SFI "PARENTING WITH LOVE AND

LIMITS": Over the year seven youth justice staff were trained in the "Parenting with Love and Limits" Program, aimed at providing parenting skills to parents and coping skills to teenagers.

YOUNG WOMEN'S PROGRAM: With the transfer of all female youth justice clients from the Eastern Region to the Wm. Hay Centre this spring, staff began a consultative program development process. A working committee of both YSB staff and Community Partners is actively developing a detailed young women's program to address the individual needs of these clients.

YOUTH JUSTICE ONTARIO: As an active member of the Youth Justice Ontario Association, we represented over 55 contract residential services for young people in conflict with the law and advocated on their behalf, raising with government representatives many issues specific to youth justice services, including those of mental health services and funding.

LIFE SKILLS PROGRAM: An internal review and restructuring of our Life Skills Programs was conducted to ensure continuity between programs.

SHERWOOD O&D PILOT PROJECT: In the summer of 2003, the Youth Services Bureau and Children's Aid Society of Ottawa contracted to provide a short-term crisis stabilization program for out-of-control youth in the CAS system. This safe and structured residential environment provided service on a 24-hour basis and served youth in crisis aged 12 - 15 years. Of the 19 youth served in the program, 11 were male and 8 were female.

COMMENTS FROM THE YOUTH SATISFACTION SURVEYS:

"I was listened to and treated with respect".

"I felt safe while at Sherwood".

"I'll miss them".

"I'll remember everyone of you guys".

"I think Sherwood is a great place for me to be".

YSB RESEARCH UNIT

RESEARCH PROPOSALS SUBMITTED

- Two proposals on youth homelessness (Canadian Institutes for Health Research and National Secretariat on Homelessness - \$180,000). Partnered with University of Ottawa, Carleton University, and ROH.
- 'Knowledge Transfer into Best Practices' (Children's Mental Health Ontario - \$25,000).
- 'Testing of Playground Anti-bullying Toolkit' (Health Canada). Partnered with Canadian Parks and Recreation Association.

RESEARCH GRANTS AWARDED

- September 2003 Canadian Parks and Recreation Association: \$15,000 for Literature Review and Evidence-based Practices Report.

ONGOING PROJECTS

- Development and testing of crime prevention e-programs for high-risk youth (with CATA and s4potential).
- Development and testing of evaluation measures for anti-bullying interventions in 7 schools across Canada (with CPHA).

PUBLICATIONS

Book Chapter

- "Conducting Field Research with Young Offenders Convicted of Murder and Manslaughter: Gaining Access, Risks, and 'Truth Status'." In D. Pawluch, W. Shaffir and C. Miall (Eds.), *Studying Social Life: Substance and Method*. CSPI/Women's Press, 2004.

Refereed Journal Articles

- "The 'Community' as a Policy Instrument: Restorative Justice as a Community-based Response to Youth Crime." *Canadian Review of Social Policy*, 2004.

Government Reports

- "Instructions for Vertical Urination: A Young Men's Guyde." Special Edition of *Tiny Giant Magazine*, 63(1), The Student's Commission, 2003 (contributor).
- "Young Men's Guyde Research Report." Centre of Excellence for Youth Engagement, Health Canada, 2003.
- "Evidence-based Practices in Canadian Recreation Settings: Research Report for the MARS Initiative." Ottawa: Canadian Parks and Recreation Association.

IN PRESS

- "Canadian Anti-bullying and Harassment Program Evaluation Toolkit." Manual prepared for the National Crime Prevention Centre, Department of Justice Canada. Ottawa: Canadian Public Health Association, 2004 (with P. Quigley).
- "Best Practices for Canadian Anti-bullying and Harassment Programs." Discussion paper prepared for the National Crime Prevention Centre, Department of Justice Canada. Ottawa: Canadian Public Health Association, 2004 (with P. Quigley).

CONFERENCE PRESENTATIONS

- Keynote Speaker, Building on Community Partnerships: A Year of Progress in Implementing the YCJA, Ontario Eastern Region Conference, March 24, 2004, Ottawa.
- "Restorative Justice: Working with Children and Youth." Workshop presented at *Family Services Canada National Conference*, October 24, 2003, Ottawa.
- "Community-Based Responses to Youth Crime: Challenges and Opportunities" and "A Comparison of Prison and Young Offender Custody Experiences of Adolescents Convicted of Murder and Manslaughter."

- Two papers presented at the Canadian Social Welfare Policy Conference, University of Ottawa, June 16, 2003, Ottawa.
- "Gays in the Gang" and "Vicarious Trauma Suffered by Researchers Studying Youth Who Kill." Two papers presented at the 20th Qualitative Analysis Conference, Carleton University, May 23, 2003, Ottawa.
 - "Understanding Community-based Responses to Youth Crime", "Working Together after Deciding to Work Together", and "Alternative

- Responses in Communities: Restorative Justice with Youth". Three papers presented at the Community-University Research Expo International Conference, University of Saskatoon, May 7-10, 2003, Saskatoon.
- "Restorative Justice: Working with Youth." Workshop presented at Children's Mental Health Ontario 2003 Annual Conference, May 30, 2003, Toronto.

CLINICAL SERVICES

QUALITY ASSURANCE

YSB is committed to monitoring the effectiveness of its operations and the quality of its services. A number of new measures were developed this year in the area of Human Resources, Board Functions and Programs. The process of establishing recommendations and monitoring progress was also improved. A quality assurance report is produced every 6 months.

Some of the items included in the QA report are as follows:

- *Recommendations and follow-up to the previous Quality Assurance Report*
- *Measures of effectiveness in Human Resources Management such as: absence report; health and safety report; compliance with staff performance and core training*
- *Program fidelity measures such as: client profile data and analysis; referral source analysis; use of multidisciplinary consultants; incident reports, serious occurrences and CAS reports; file archiving; supervisory adherence measures; waiting list management*
- *Client Outcome Measures such as: satisfaction and referral source survey, outcome on departure or outcome on goals, case reviews, analysis of outcomes in crisis intervention, quality review of case plans*
- *Research activities: publishing outputs and conference presentations*
- *Board of Directors performance measures: summary of activities; attendance at meetings; participation in special events (meetings, projects)*

YSB'S MULTIDISCIPLINARY TEAM

YSB uses a multidisciplinary approach to care for its clients and guide the staff in all aspects of their work with clients. Staff realize that professionals in specialized roles will help recognize that many of the problems seen in our youth represent a global symptom and need to be dealt with in the family, cultural group and community.

We contract with psychiatrists, psychologists and A.A.M.F.T. (Accredited Family Therapist) to act as consultants for our staff and their clients. Our consultants represent disciplines that are not present at the agency. These consultants meet with YSB 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 provide assessments and recommendations to the counsellor and client when a client has been seen.

TOTAL PROFESSIONAL CONSULTATIONS: 119

SFI PROGRAM: PARENTING WITH LOVE AND LIMITS

In April 2003 YSB received funding from the Community Mobilization Program of Justice Canada in order to certify 20 of our staff in the SFI program "Parenting with Love and Limits". Dr. Scott Sells offered the training in September 2003 (3 days training) and January 2004 (2 days training).

Parenting with Love and Limits is a six week family program that involves the active participation of parents and youth. The program is designed to help families where youth are "out of control". Youth and their parents learn to establish clearer expectations and limits and bring back nurturing in their relationship.

Seven Steps in Six Classes:

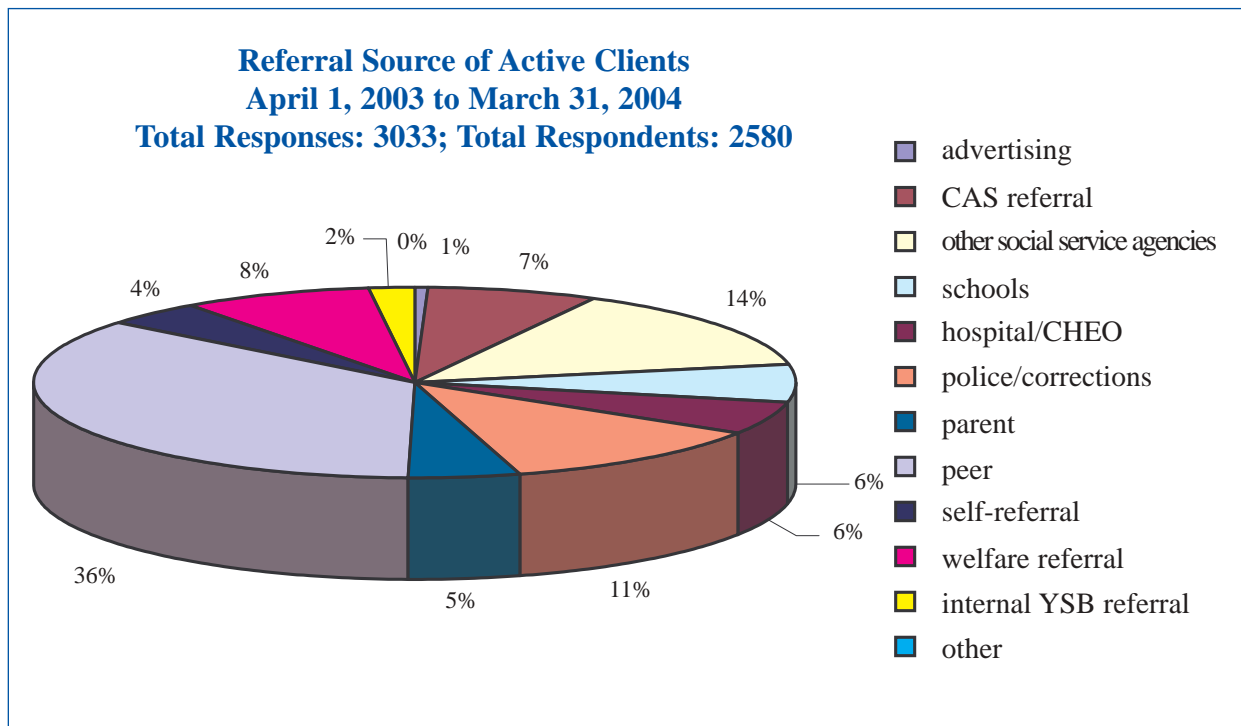
1. *Step One: Venting and Understanding why your Teen Misbehaves.*
2. *Step Two: Ironclad Contracting*
3. *Step Three: Troubleshooting*
4. *Step Four: Button Pushing*
5. *Step Five: Stopping the 7 Aces*
6. *Step Six: Working With Outside Helpers*
7. *Step Seven: Reclaiming Lost Love*

During the course of the six-week program, counsellors were available to provide additional support - "coaching" - before or after the class. A future program may include an additional class, informing parents about Youth and the Law.

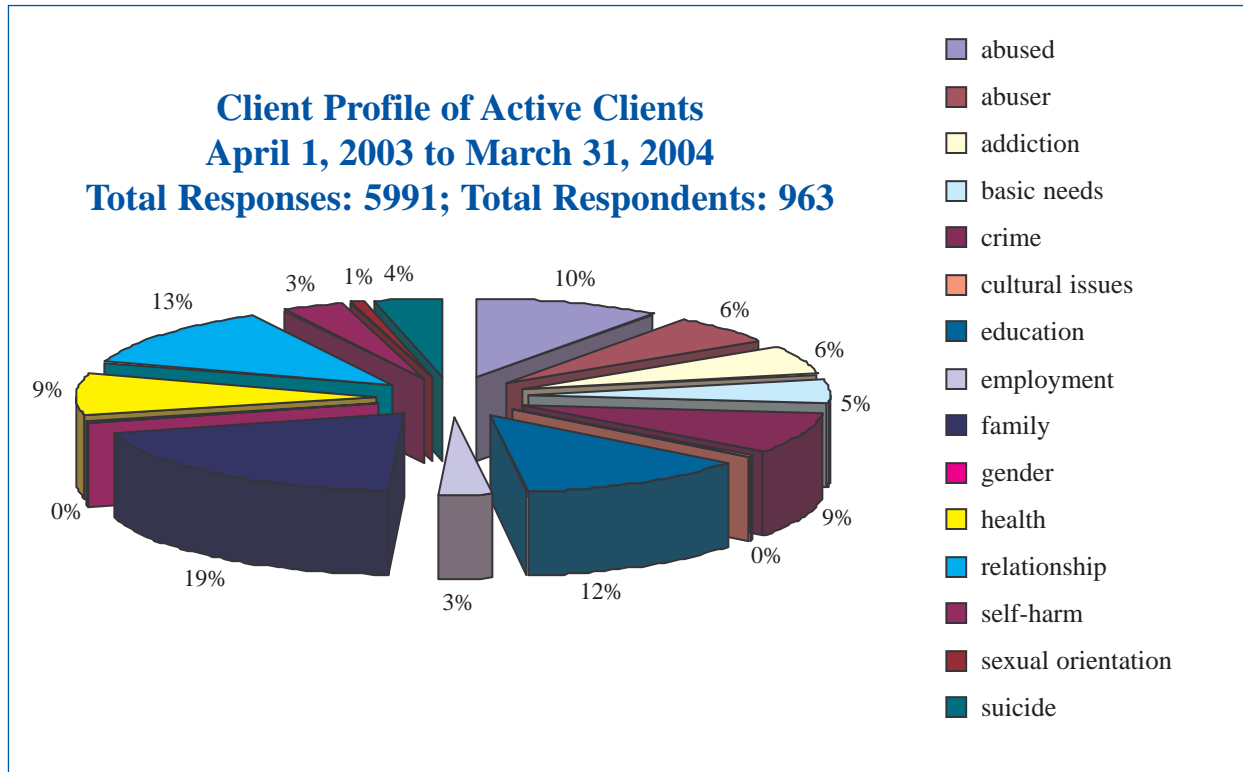
The program responded to a gap in services in the community. Referrals came in very quickly and in large numbers shortly after the release of the service pamphlet. Families started receiving services in September and by the end of the year we had served 27 families through the program. Another 36 families were scheduled to start in May 2004 and a full day workshop was set-up to accommodate the large number of families requesting the service. (There were 98 families on the waiting list in mid-May 2004).

Upon completion of the program, parents can access and participate in the SFI Parent Alumni Program in order to receive on-going support.

REFERRAL SOURCES, APRIL 1, 2003 - MARCH 31, 2004



CLIENT PROFILE, APRIL 1, 2003 - MARCH 31, 2004



OUTCOME MEASURES, APRIL 1, 2003 - MARCH 31, 2004

