

ANNUAL REPORT
2005 / 2006



Youth Services Bureau of Ottawa
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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 PROGRAMS

YOUTH ENGAGEMENT

MENTAL HEALTH SERVICES

- Integrated Crisis for Children, Youth and Families (Mobile Team and Residential Unit)
- Intake
- Youth and Family Counselling
- MST and Intensive Services
- Educational Centre : Day Treatment Program
- La Relance
- School-based counselling
- SFI: Parenting with Love and Limits

COMMUNITY SERVICES

- Downtown Services & Drop-in
- Youth Health Clinic
- HIV/AIDS Prevention/Education Program
- Housing Plus and Trusteeship
- Evelyn Horne Emergency and Transitional Housing for Young Women
- Young Men's Emergency and Transitional Housing
- Long-term Youth Housing Program
- Community Drop-Ins
- Wraparound
- Safety Networks

EMPLOYMENT SERVICES

- Job Connect
- Summer Jobs Service
- Work Place Ottawa
- Information Technology Orientation
- Employment Resource Centre

YOUTH JUSTICE SERVICES

- William E. Hay Centre
- Livius Sherwood Observation & Detention Centre
- One on One Anger Management
- Community Reintegration Program

CHILD, YOUTH & FAMILY CRISIS LINE FOR EASTERN ONTARIO

COORDINATED ACCESS

- (Host agency: YSB)

WWW.YSB-BSJ.ON.CA



46 yrs

BOARD OF DIRECTORS~ 2005-2006

DR. KATHY NATHAN

President, YSB
Clinical psychologist
Family Therapy Associates

CHARLES BORDELEAU

Past-President, YSB
Superintendent, Ottawa Police Service

BRIAN FORD

1st Vice President, YSB
Retired Chief of Police

CHRIS WARBURTON

2nd Vice President, YSB,
Human Resources, Algonquin College

ALAN TIPPETT

Secretary-treasurer, YSB
Leader, US & Cross Border Tax Svs. Practice
KPMG LLP

ANDREW TREMAYNE

Lawyer, Emond-Harnden

CHRIS HUGHES

General Manager, Canada
Pearson Canada Solutions Ltd.

MIKE MCGAHAN

President, Commvesco Levinson-Viner Group

PAMELA STEACIE

Parent Representative

DR. ROY HANES

Head of School of Social Work, Carleton University

STEVE WISKING

V.P., Eastern Canada Region

Canada Trust

PATRICIA SAUVÉ-MCCUAN

Assistant Deputy Manager, Information Management
Department of National Defence

JANE IRONSIDE

J.E. Ironside Consulting Ltd.

MICHAEL BAINÉ

Superintendent, Special Education & Student Services
Ottawa Carleton Catholic District School Board

DAN PARÉ

Executive Director

YVAN ROY

Associate Executive Director

DONORS 2005-2006

A&W Food, Place d'Orléans
Adele Croteau
Alex Adamson
Algonquin Tanning
Ambassador Hotel, Kingston
Andrew Tremayne
Angela Felker & sister, M.A.R.Y.S.
Angels in the Night
Anne Wright and Associates
Aphrodite Spa & Hair Salon
Ardene, Place d'Orléans
Ardene, St. Laurent
ARIA Health Care
Arthur Murray Dance Studio
Bethany Sprunt, Algonquin CYS
Big Bud's
Blockbuster Video
Bram Potechin, Merovitz.Potechin LLP
Brian Ford
Brian Mulligan
Bruce Atkins
Buck Consultants
Burger King
Bytown Cinema
Byward Market BIA
Cam MacLeod, United Way Ottawa
Camp Fortune
Campbell Ford
Canadian Tire, Ogilvie Road
Canadian Tire, Orléans
Canterbury High School
Cara Restaurants – Kelsey's
Cartier Suites
Casselview Golf & Country Club
Celianne Dussault & family, M.A.R.Y.S.
Central Canada Exhibition Association
Charlotte Scharfe, Algonquin CYS
Chateau Cartier Hotel, Aylmer
Chris Hughes, Pearson Solutions Canada, Ltd.
Chris Strban
CIBO Food
Commvesco Levinson Viner Group
Claire's Accessories, Place d'Orléans
Coca Cola
Corporate Express
Coughlin and Associates
Culligan Water
Curves
Czarina Troutman, Scotiabank, Preston St.
Dan Hanratti, Montana's
Daryl Merrett
Dave, Really Lebanese

DONORS 2005-2006

David Rimmer, After Stonewall
Dawn Ottereyes, Algonquin CYS
Dempsters
Dollarama, Ogilvie Road
Dollar Blitz, 10th Line
Dooley's
Dr. Kathy Nathan
East Side Mario's, St. Laurent
EH Lawco Inc.
Elio Dinard
Elizabeth Townsend
Embassy West Hotel & Conference Centre
Emond Harnden
Extreme Weekend
Farm Boy, Centrum Blvd.
Farm Boy, 10th Line
Food Basics, 10th Line
Gabriel Pizza
Gap Canada, Head Office
Giant Tiger, Head Office
Giant Tiger, Ogilvie Rd.
Giant Tiger, St-Joseph Blvd.
Giant Tiger, Walkley Road
Glebe Collegiate Institute
Grace O'Malley's
Grand & Toy, Place d'Orléans
Grand & Toy, St-Laurent Blvd.
Greek on Wheels, Innes Road
Hard Rock Café
H2O
Heather Bennett, M.A.R.Y.S.
Hershey's Chocolates
Highliner Foods
Home Depot, Baseline Road
Home Depot, 10th Line
J. Edward Currie
Jamie Christie & family, Algonquin CYS
Jason Champagne & family, Algonquin CYS
Jocelyn Patterson & family, Algonquin CYS
Joseph's Coiffures
Judi Tedlie
Judy McKeowen
Jules Bouvier
Kelly Brandt, The Lookout Bar
Kevin Saville
Kim Rivers, Algonquin CYS
Kyra & Kimothy Walker
Leon's Furniture Limited
Les Suites Hotel
Lise Parent, Scotiabank, Elgin Street
Loblaws, Baseline Road
Loblaws, Orléans
Loeb, Island Park
Loeb, Convent Glen
Logan Katz Chartered Accountants
Lowe Martin
Luba Patterson
Mailboxes Etc., Orléans
M&M Meats, 10th Line
M&M Meats, Montreal Road
M&M Meats, St. Joseph Blvd.
Margaret Brand Chapter IODE
Mario LaRochelle, Ottawa Gay Men's Volleyball
Mark & Aileen
Market Fresh, Place d'Orléans
Mark's Work Wearhouse, 10th Line
Marquardt Printing
Mayfair Theatre
McDonald's Inc. Head Office
Melinda Glew
Michael McGahan
Mike Deslaurier, In the Spirit of Christmas
Mireille Fillion, Algonquin CYS
Monterey Inn Resort & Conference Centre
Moores, 10th Line
Mother Tongues Bookstore
Mountain Equipment Co-op
Music World, St-Laurent
National Arts Centre
Neil Lloyd Morrison
Nepean-Kanata Lock and Door Service
Old Navy, Head Office
Pierre Vinette
Pineview Golf Course
Public Works GSC, employees
Quizno's
Rachel Lalonde, Ont. Assoc. of Colleges & Universities
Rockland Christmas Tree Farm
Rogers Video, Orléans
Rona Home and Garden, Innes Road
Royal Bank, Sparks Street
Sears Canada, St-Laurent Blvd.
Shane O'Brien & family, Union of Taxation Employees
Shannon Youelle & family, Algonquin CYS
Shannon Fawcett, Algonquin CYS
Shelly Taylor, Venus Envy
Shoppers' Drug Mart, 10th Line
Shoppers' Drug Mart, Head Office
Shopper's Drug Mart, Orléans Blvd.
Sonshine Families Dollar Store
Sports Pub
Staples, 10th Line
Staples Business Depot-Head Office
Stephanie O'Brien, Algonquin CYS
St. Hubert
St. Mathew's Anglican Church
St. Paul's Presbyterian Church

Super Loeb, 10th Line
 Sysco Food Services
 Tana Dionne & partner, M.A.R.Y.S.
 Tartan Pub & Grill, Innes Road
 Terri Hoddinott
 The Bear 106.9 FM
 The Body Shop, Place d'Orléans
 The Buzz
 The Carmichael Inn & Spa
 The Lions Club of Cumberland
 The New RO
 The Ottawa Sun
 Three Tarts Bake Shop
 Tiana Richer & family, Algonquin CYS
 U. Scott
 UFCW Local 175
 United Way of GTA
 Valerie Fagan & family, Algonquin CYS
 Walk for Life Ottawa
 Walmart, Innes Rd.
 Warm Hands, Warm Heart: Canadian Red Cross
 Wendy Walters
 Wilderness Tours
 Wilde's
 Winners, 10th Line
 Windswept
 World Wrestling Entertainment
 Y 101
 Y. Lilly Hang
 YMCA-YWCA, Orléans
 Yuk Yuk's Comedy Club

FROM PRESIDENT KATHY NATHAN, YSB PRESIDENT, 2004-2006

It is with great pride that I reflect on my experience serving YSB as President for the last two years and on the successes of the agency. During my years on the Board, the organization has never stopped growing. The staff have responded with creative energy to increased demands from the community and as a result of all those efforts, YSB has accepted many new responsibilities for the delivery of essential services to youth, families and the community.

In 1980, then president David Harris noted that "the evolution of the Bureau is not complete, as the needs of the community and of young people themselves are ever changing". We have come a long way since 1980 and we continue to meet the needs of young people as they arise.

Our managers, directors and front line staff have

dedicated themselves to the Ottawa youth community. They continue to develop skills and expertise that allow them to become increasingly adept at responding with the most appropriate programming. They deliver with professionalism as well as great care and commitment. It is amazing how well YSB's dedicated work force continues to tackle our mission with enthusiasm, and energy.

We are fortunate that our funders at all levels of the public sector share in our vision for the youth in our community and continue to recognize and value what our organization brings to Ottawa. We are indeed grateful for their ongoing support.

We, at YSB, believe in the value of enabling others to realize their full potential. This includes our clients, our staff and volunteers, as well as our partner agencies. We welcome opportunities to join forces with other stakeholders and are delighted to work with other agencies so that we can create a synergy in the service of young people, their families and the community.

Serving as President of the Board of YSB has provided a unique challenge for me personally. Working in the often quiet seclusion of a private practice in psychology, one runs the risk of losing touch with social realities. Working with YSB has made me aware of the complexity of the social and political framework required to run Canada's cherished public services. At this time in our history, all citizens would do well to appreciate and defend the social supports that have made Canadian society the envy of much of the world. I am grateful to have had this opportunity to play a role in a key agency in Ottawa which has become a cornerstone guarding the social and emotional well-being of our young people, our nation's most precious treasure.

I thank the Board for its confidence in granting me this privilege. Most of all, I thank Dan Paré for his enthusiasm, energy and patience while I endeavoured to discharge my duties over these last two years.

FROM YVAN ROY, ASSOCIATE EXECUTIVE DIRECTOR

This year's Annual General Meeting presentation is titled "You Can't Institutionalize Love". Andrée Cazon is presenting her National Film Board production "Wards of the Crown". The poignant stories narrated through the film reflect the importance of being loved, being attached and feeling connected. Andrée is a strong advocate for change. The message of her film is opportune as there is an encouraging transformation taking place in the system of care for children, youth and families of Ontario.

The theme of this year's meeting resonates within YSB. The main driver of our agency's program development efforts in the past decade has been to improve services to children and youth in family and community. Guided by this vision, YSB, along with its many community partners, has worked relentlessly to establish a broad range of flexible community-based services. Those services are making increasing contributions to keeping youth connected to family and to ensuring that they live in a healthy and caring community.

The Bureau achieved important milestones in this development in 2005/06. As you will see in the annual report, we have restructured our programs to achieve a continuum of services in Mental Health, Community-Based, Employment, and Youth Justice Services.

Many of the most notable successes of the year at YSB were achieved by young people in the Youth Engagement Program. Youth voices are getting heard at YSB, they are influencing our planning processes, keeping us accountable to develop adequate communication and advocacy plans, having an impact on program development through proposals, enhancing community training activities and much more.

The success of YSB is a reflection of our staff and our Board's dedication and competence. Energy and commitment can be felt across the organization, from the people providing services to clients, to those ensuring that our finances, human resources practices, and technological systems are in good order, to those attending to the maintenance of our buildings, those who answer our phones with care and devotion, organize our work, and those who work to maintain a positive and collaborative relationship with the community and with our funders. Special thanks go to those dedicated to organizing activities that help us bond as a family: the Volleyball Tournaments, the Youth Recognition Evening, the Family Fun Day, the Kids' Christmas Party.

This annual report would not be complete without recognizing Denise Vallely, who retired after 30 years of dedicated services. Denise left the agency on a very high note, having secured the development of the shelter programs. She was the recipient of the Community Builder's Award at her retirement party in September 2005.



Little Brown Jug Volleyball
Tournament



Youth Recognition Evening



Youth Recognition Evening



Family Fun Day



Family Fun Day

DENISE VALLELY: *RETIREMENT AFTER 30 YEARS OF SERVICE TO THE YOUTH AND COMMUNITY*

A celebration was held on September 15th 2005, honouring the many years of service by Denise Vallely to YSB youth and the community. She held a number of leading positions during her time with the Bureau:

1975 – Part-time DWP program

1978 – Full time Post 15

1979 – Aftercare

1980 – Coordinator, Intake, Aftercare and Residential Programs

1985 – Director of Clinical Resources

1988 – Director of Community Programs

1992 – Director of Program Development

1994 – Director of Women’s Services

1995 – Director of Shelter, Non-Profit Housing and Downtown Services and Drop-In

1996 – Loaned Rep to United Way (August to December)

1999 – Director of Ottawa Services

2000 – Director of Community Programs

Her last project was the development of the community model for “A Continuum of Service from Shelter to Transitional Housing for Young Men and Young Women”. This project, a dream of hers to bring support and safety to the homeless youth of this community, is coming to fruition this year, as the construction of the young women’s facility has been completed and opened, and the young men’s is well under way.

Her rich career has had a profound influence on all who came in contact with her, as she mentored everyone in a most positive way. In recognition of her many contributions to the well-being of youth and the work of this community, United Way honoured her with a Community Builder Award at her retirement dinner.



The theme of the party, “An Apple and a Road Map” was Denise’s own descriptor of her long-anticipated exit. She is wished a happy retirement and will be sorely missed.



Denise Vallely receives a Community Builder award from United Way Ottawa, presented by Mark Sutcliffe and Al Hatton, United Way Canada.

YOUTH ENGAGEMENT PROGRAM

YUSB'S YOUTH ENGAGEMENT TEAMS

- Education and Advocacy Youth Advisory
- Rainbow Youth Advisory
- Downtown Youth Advisory
- Ethno-Cultural Youth Advisory
- APES Team

The Youth Engagement Program is a diverse collection of five youth advisory teams and peer-to-peer mentoring services offered throughout the City of Ottawa. The Youth Engagement Program worked in partnership with YUSB's Board of Directors and the various YUSB programs to foster youth engagement through education, advocacy, training, program development and youth initiated activities and events. The following highlights the many activities and accomplishments over the past year:

YOUTH ENGAGEMENT EVENTS

Worked in partnership with film producer Andrée Cazabon to plan for a film screening of "Wards of the



Crown", a film about youth in our child welfare systems. Film screening will take place in May 2006.

Hosted an event at Downtown Services and Drop-In on National Day Against Homophobia. Raised the Rainbow Flag permanently at the Besserer St. Drop-In.

Other activities included rainbow jewelry making, Queer Twister and testimonials.

Hosted a Halloween Celebration at the Drop-In including a haunted house, pumpkin carving and face painting.

14 youth attended the HEROS AWARDS on October 20th to support two of their peers, Heather Montgomery

& Jordan Kent, who had been nominated for Youth Activist of the Year.

Worked with the HIV/AIDS program and community partners to design and host the World AIDS day event on December 1st. This was deemed an amazing success with approximately 100 youth attending. The evening showcased an array of amateur youth talent including vocals, instrumental, drag king performances, and Kondoms & Karaoke.

Hosted the Downtown Drop-In Holiday Celebration with over 80 youth attending. Donations were received through the "Angels With Backpacks" program and two Scotiabanks, providing the many youth with a gift to complete the evening.

Hosted the "Valentine Hearty Gras" at the Saw Gallery in partnership with the HIV/AIDS Program. Showcased an array of amateur youth talent. The success was attributed to the many youth volunteers who were involved in planning the program, including a "Secret Valentine Message Centre" with their very own Cupids, a "Caricature Artist" booth, hand-made "Mardi Gras" Masks, beaded necklaces and much more. Over 100 youth attended the event.

Hosted a movie and pizza night at the Downtown Drop-in for "street-involved" youth.

YOUTH ENGAGEMENT WORKSHOPS/ CONFERENCES

Five youth attended a Queer Youth Leadership Camp in Edmonton for four days. The youth reported their experience at Camp Fyrefly as absolutely amazing!



Facilitated a youth discussion at a National Summit on "How Young Canadians View Canada" which took place in late November with youth attending from all over the country.

Two youth flew courtesy of Health Canada to present

their "Sexually Educated, Sexually Liberated" workshop to the nation at the "4 Health, 4 Wellness" Conference in Banff, Alberta.

Submitted a workshop proposal, titled "Letting Go, Moving Forward: A Power With Approach To Working With At-Risk Youth", to the June 2006 Conference in Toronto on Youth Engagement, sponsored by Children's Mental Health Ontario and the Ontario Association of Children's Aid Societies.

Presented a workshop to the Children's Aid Society PIP Program on GLBTQ youth issues and partnered with the HIV/AIDS Program to offer a workshop on HIV/AIDS.

Spoke at the "Youth Matter" Conference in January sponsored by the Popcorn Group.

Hosted two information booths at a "Health Fair" at Elizabeth Wynwood and Richard Path Alternative Schools. Focused on "street involved" youth and GLBTQ youth.

Facilitated two workshops: "GLBTQ Youth Issues and Breaking Down Stereotypes" at Sir Wilfred Laurier High School during their "Building Caring Communities Day".

YOUTH ENGAGEMENT PARTNERSHIPS

Worked in partnership with the YSB's Board of Directors to further enhance and develop the Youth Engagement Program

Partnered with the National Art Gallery to focus on how to create interest in attracting at-risk youth to programs and activities offered by the Gallery.

Assisted Operation Go Home in their project to develop a video portraying the lives of different high-risk youth. In particular, feedback was provided to the vignette representing a young queer youth and their experiences.

Partnered with the Youth Recognition Committee to M.C. the annual Youth Recognition event in November and to create youth positions on their committee.

Partnered on the "Commercial Sexual Exploitation of Children and Youth" Committee with Senator Dallaire's office. This committee looks at the issues from a national and international scope and will provide a major role in having youth's voices heard.

Partnered with the GLBTQ Service Providers Network to support the development of greater youth leadership within the school boards to build capacity to impact changing school environments from a youth perspective.

Partnered with YSB's Community Services to begin the development of an Ethno-Cultural Youth Advisory.

The APES Team worked in partnership with the HIV/AIDS program to refocus its efforts and begin to concentrate on areas of harm reduction with a concentration on HIV/AIDS issues, Hep C and substance use.

YOUTH ENGAGEMENT GRANTS



Funded through a United Way Youth Action Grant and financially supported by Marquardt Printing, produced "The ACTION BOOK", a resource guide developed for older youth.

Received a grant from PLAYWORKS for \$1,500.00 to use for the creation of recreational activities focusing on "street involved" youth.

Received a Youth Action Grant to develop a Gay/Straight Alliance Network in Ottawa. This project will create opportunity for youth leadership development within Ottawa area schools and will foster a system to work collectively to impact change.

Applied to the Community Foundation Youth Grants for funding to sponsor a Queer Art Activism Day in August 2006. Waiting for confirmation.

Applied to the Community Foundation Youth Grants to sponsor a training day for youth and professionals on Youth Engagement. Waiting for confirmation.

YOUTH ENGAGEMENT "QUOTES FROM YOUTH"

"My experience on youth advisories prepared me for my college education: time management, facilitation skills, and writing skills came from advisory experience--not to mention confidence, empowerment, and determination." Alumni Member

It gives youth an interesting way to get involved, do new things and gain great experience. It is a way for youth to learn new skills, meet new people, and make a difference in their community.

Heather Montgomery (age 18)

MENTAL HEALTH SERVICES

MOBILE CRISIS

COUNSELLING, REFERRAL, FOLLOW-UP, SUPPORT:

The Mobile Crisis Team provided telephone counselling and referral, as well as visits to the homes of children, youth and their parents in the City of Ottawa, when they were dealing with crises. Mobile Crisis staff responded to crisis calls between the hours of 4:30 p.m. and midnight from Monday to Friday, and from 1:00 p.m. to midnight on Saturdays and Sundays. They provided individual and family follow-up counselling after the initial crisis. Mobile Crisis staff also supported youth and families referred by the Intake Team, providing counselling while completing the assessment process.

CRISIS SINGLE SERVICE PROVIDER

The Youth Services Bureau was selected by the Ministry of Children and Youth Services (MCYS) as the single service provider for crisis services for children, youth and families for the City of Ottawa, integrating the Residential Crisis Unit with the Mobile Crisis Service. Operation of the Integrated Crisis Service is to begin April 1st, 2006.

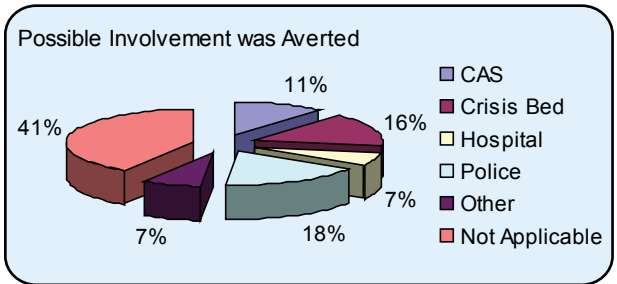
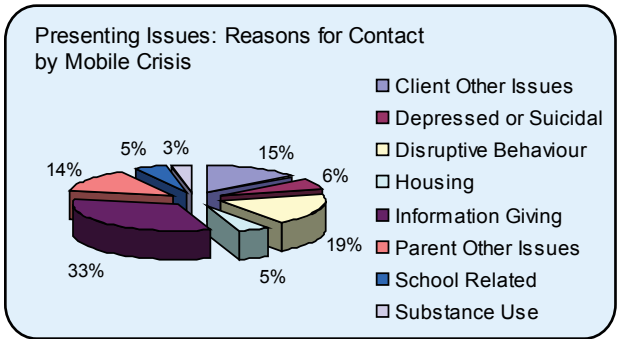
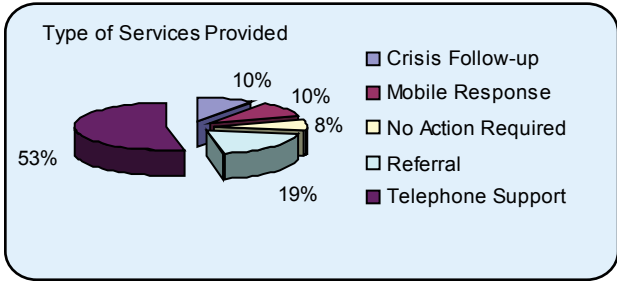
IN THE COMMUNITY

The Mobile Crisis staff continued to be in high demand for presentations, informing the community of the services of the Mobile Team. Staff presented to various service providers, and participated in several programs throughout high schools in the Ottawa area. Contacts to the Mobile Team increased as a result of these presentations.

Mobile Staff participated in Family Systems training, continuing regular group supervision in this model once the training was completed. Multi-discipline clinical consultations were accessed throughout the year, addressing mental health issues of the families being supported.

"We just wanted to drop a note of thanks for your time, patience, knowledge and understanding for visiting us and endeavoring to help us with our son. I can imagine not all of the clients/children you deal with may necessarily note your skills and professionalism. We were moved by your willingness to help us." – Letter from a parent after receiving a visit from the Mobile team.

SERVICE ACTIVITY:
Total Unique Clients Served: 887
Total Number of Contacts: 2554
Service Language:
English: 94.1% French: 5.9%
Gender: Female: 55.2% Male: 44.8%



Coming in 2006:

CHILD, YOUTH AND FAMILY CRISIS LINE FOR EASTERN ONTARIO

The Eastern Region Integrated Crisis Response System Project, implementation phase, started in February 2006. The Ministry of Finance is supporting this process of modernization through a small, transfer payment program called Strengthening Our Partnerships (SOP). The goal of all SOP projects is improved client service, improved workplace satisfaction, and increased efficiency. The Eastern Region Integrated Crisis Response System is made up of the following key elements:

- Creation of a call center consisting of phone system, database and network for region wide data management
- Multi-agency collaboration to respond to crisis situations for children and youth ages 0 - 18 with mental health issues and their families
- Partnerships supporting the coordination and operation of crisis services through
 - enhanced communication
 - increased timeliness of response
 - service consistency for clients and families
 - accuracy of data
 - Francophone capacity.

The Ministry of Children and Youth Services Regional Office and the following agencies make up this multi-agency partnership:

- Akwesasne Mental Health Services
- Centre psychosocial pour enfants et familles
- Cornwall Community Hospital
- Crossroads Children's Centre
- Équipe psychosociale pour enfants, adolescents et familles
- Phoenix Centre for Children and Families
- Roberts/Smart Centre
- Services de santé mentale Prescott-Russell
- Youth Services Bureau of Ottawa

Major components of the project that have been completed to date:

- Requirement study to develop a recommendation of technology and project scope
- Business Case Study
- RFP development, release and award
- Privacy impact and threat/risk assessment
- Communication meetings held to inform major stakeholders in the region
- Server, phone system and software installation at YSB
- Further designed concept of the crisis application to meet business requirements
- Common dataset data collection for children and

- Migration of YSB agency onto the new hardware and software solution
- YSB Mobile service started using the new crisis application
- Development started on the public web site
- Formal name for the service selected: Child, Youth and Family Crisis Line for Eastern Ontario

All major components of the project will be in place by the fall of 2006.

INTAKE SERVICES

The Intake Workers receive calls from youth and families requesting services ranging from crisis support to counselling services. They evaluate the risk and needs of the clients, and then orient them to services that will best respond to their needs, within the Bureau or in the community. Intake Workers are committed to responding to client requests within 24 hours, to offer supportive services. They work very closely with the Mobile Crisis Team to refer youth and families needing immediate support while they wait for service.

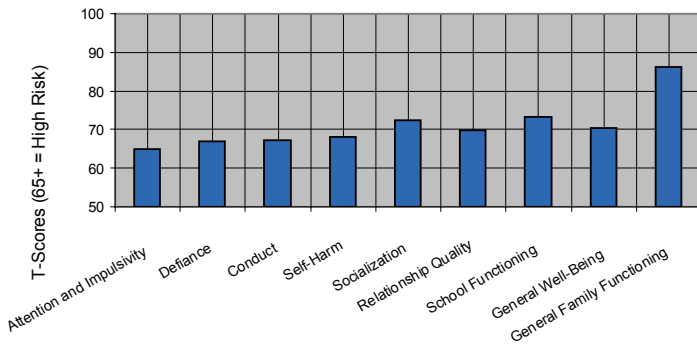
All youth and families being considered for YSB services are assessed by an Intake Worker in a face-to-face meeting. Intake Workers are available to meet in several locations throughout the city. Once the assessment has been completed, the family is presented to the Intake Committee, who reviews their needs and makes recommendations on best service. Intake Workers also help the family access services available through the Coordinated Access Committee, and facilitate access to the YSB multidisciplinary consultants.

BRIEF CHILD AND FAMILY PHONE INTERVIEW (BCFPI)

As a part of the assessment process, the BCFPI is filled out by the youth and family, with the results being used to assess the level of risk and to formulate recommendations for services.

375 BCPI QUESTIONNAIRES were administered throughout the year. The graph below represents the average scores for each category. As a reference, the average score for the population on which the score is based is 50. Scores of approximately 94% of the general population are below a T-score of 65. This graphic below illustrates that YSB is targeting its mandated population, by showing scores over the 65 mark on issues such as general family functioning, socialization, school functioning.

BCFPI T-Scores for 375 Youth



YOUTH AND FAMILY COUNSELLING

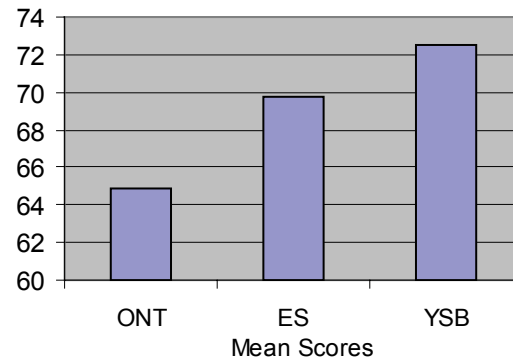
Youth and Family Counselling Services (YFCS) provides individual and family counselling, aftercare and consultations to address such issues as family conflict, depression, anxiety, physical and emotional abuse, substance abuse, sexual orientation, relationship issues, loss and bereavement. The primary goal of YFCS is to provide the support necessary for clients to identify and accomplish their goals. Effective clinical tools are employed by the team in collaboration with clients to identify these needs and measure the impact of the intervention: Outcome Measures, Child and Adolescent Functional Assessment Scale (CAFAS), and Brief Child and Family Phone Interview (BCFPI).

CAFAS

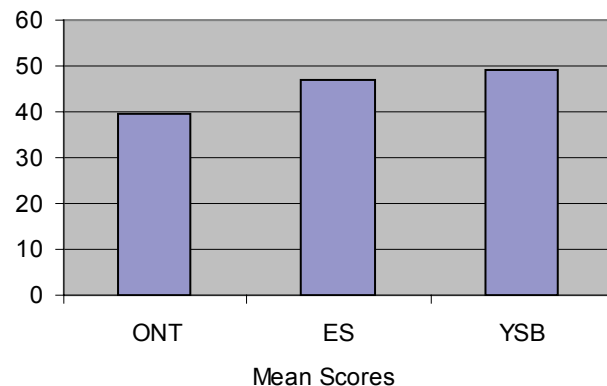
CAFAS is used as an outcome measure tool for all clients receiving individual or family counselling and MST intensive counselling. CAFAS is completed by the assigned counsellors during the initial sessions. The counsellor assesses the client's functioning over the period of a month prior to their involvement in service and again at closure or after a year of service.

CAFAS scores allow us to conclude, as the chart below shows, that we are reaching the highest-need clients. The difference between the mean result at the beginning of counselling and at the end is 23, a key statistical outcome, representing a noticeable improvement in the daily functioning of the client.

Average CAFAS Scores at Entry



Change in Average CAFAS Score at Exit



Although demand for services continues to increase, staff ensure a comprehensive assessment is completed, including the BCFPI and a risk assessment, providing a thorough appraisal that determines the most appropriate service and resources for clients. To fulfill its commitment to accessibility, the YFCS team has developed active and responsive service delivery methods to ensure youth and their families receive the service they need in the optimum location for the counselling process.

Resources offered through Coordinated Access, such as financial assistance and specialized assessments and/or services, are accessed to assist in meeting the needs of high-risk families.

While on the wait list, regular phone contact is maintained in order to ensure that information is up-to-date, and at the same time to reassure clients about the interim services available, such as Mobile Crisis and other community emergency response teams.

COMMUNITY INVOLVEMENT

To further ensure that YFCS stayed in touch over the last year with the needs of the community it is meant to serve, team members participated in a number of community and professional forums. These included such

diverse events as conferences on Attachment Theory, Autism Spectrum Disorder, Narrative Therapy and Diversity, Youth Matter, and Multiculturalism.

The knowledge and expertise of the team was in much demand in the last year with multiple requests to speak at local universities and high schools as well as to provide internship opportunities for local university students. Staff also represented YSB at the Fetal Alcohol Syndrome Disorder Youth Services Panel and at the Community Grief Panel in response to the murder of a local youth.

CLINICAL SUPERVISION GROUPS

In order to maintain their standard of excellence and commitment to continual learning, team members attend ongoing clinical supervision groups where they share their expertise and receive training. YSB consultants, Dr. David Paré and Dr. Augustine Meiers, facilitate these groups.

The Collaborative Supervision Group consists of practitioners from YSB and other community organizations who are focused on exploring collaborative counselling practices. Practitioners gather at bi-weekly sessions to discuss readings, develop skills, and participate on reflecting teams, both taped and live, for clients of group members. This opportunity has created a forum which is building a community of practice that shares unique and varied skills and resources.

A second supervision group consists of practitioners from the counselling program who meet with Dr. Meiers on a bi-weekly basis. This group focuses on the significance of the client/practitioner relationship from an Object Relations perspective. Through the use of role-plays, exercises, and case presentations, practitioners are able to work through the complexities of their most difficult cases.

IN PRAISE OF YFCS WORKERS

- *“You are probably the most decent person I’ve had to deal with.... You have really opened up my eyes to a lot of things and I thank you for that and for everything.”*
- *“There have been times when I wanted to tell you how to do your job better, and other times, such as right now, when I could kiss the ground you walk on. I am truly grateful that you are in our lives.”*
- *“You have helped me with so much. You continuously went out of your way to make sure that I was safe and doing well. I have the utmost respect and appreciation for you. Thank you for your support, advice, guidance and motivation to be someone who I never thought that I could be.”*

“We are fortunate to have had someone of your expertise volunteer time from your busy schedule to present at our conference. The positive feedback we have received through our evaluations is indicative of this.”

SERVICE ACTIVITY:
Total Unique Clients Served: 309
Service Language: French 8.4%; English 91.6%
Gender: Female 59.2%; Male 40.8%

MULTI-SYSTEMIC THERAPY AND INTENSIVE SERVICES

Intensive services are provided to families who require more intensive support than the services provided by our counselling team. The needs of those families and their required support are best met through a more flexible approach. The program addresses all aspects of the youth’s world including family, friends, school and the community. MST focuses on the family and takes place in the family’s home. Extensive research has shown it to be an effective counselling method.

The team also continues to meet the needs of past clients who at times require additional support. The MST team completes six-week follow-ups and the Research Team completes one-year follow-ups with all families involved in the research program. This additional support when needed allows families to get one or more booster sessions, which results, in most cases, in the family getting back on track and not requiring additional services through the agency or other community services. The follow-ups also allow staff to track their success at sustainability with the family and the changes they have made while in the program.

TRAINING

Over the past year the MST team has participated in quarterly boosters with a fellow MST team from the Child and Youth Wellness Centre of Leeds-Grenville, facilitated by our system supervisor, on topics that are relevant to our program goals, such as pro-social peers and activities, engagement, network of social supports and couple conflict.

Ontario supervisors also met this year for the first time to participate in a supervisor training group, a successful event to be repeated annually. For the upcoming year we are striving to be able to gather all the Ontario MST teams together in the fall for a two-day training, networking and planning session.

One of the many successful families shared the following with the MST team in a recent letter: *"The MST program has given me the strength to be a better parent. It has given me tools that I am able to work with on a daily basis. Now with the tools, I have the ability to get through those difficult times. I love my kids with all of my heart and I would never give up on them. So by taking the MST program it has showed me so much. I would never just give up as there is always help out there for parents going through difficult times. I would recommend the MST program to any parent going through hard times. Don't give up, it really works."* Parent

SERVICE ACTIVITY

- Total number of families served in MST: 29
- Total number of families served in Intensive Services: 18
- Total number of contacts for MST: 950
- Total number of contacts for Intensive Services: 347
- Average number of hours spent, closed cases for MST: 73.9
- Average length of treatment, closed cases for MST: 166 days

Ultimate Criteria Outcomes Review:

- Percent of youth living at home 88.89%
- Percent of youth in school/working 94.44%
- Percent of youth with no new arrests 94.44%

In the last quarter 100% was achieved in all three ultimate criteria areas by the YSB MST staff team.

RESEARCH

MST Teams across Ontario are now into their second year of research looking at processes of therapeutic change in MST, with another one-year extension for the project being granted recently. The research continues to be run from the Toronto Community Health Systems Resource Group of the Hospital for Sick Children. The purpose of the research is to find out what kinds of interactions between therapists and parents are most beneficial to parents, as they work towards helping their son or daughter change his or her problem behaviours. Participation in the research with the families that the MST program at YSB serves continues to remain high with a lot of positive feedback given to the researchers about MST and the individual therapists.

EIO-MST NETWORK

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 Ser

vices; The Child and Youth Wellness Centre of Leeds-Grenville; Associated Youth Services of Peel, The Youth Services Bureau, and new this year is Algoma Family Services.

MST continues to remain strong within Ontario with eleven teams across eight different agencies. These teams are supervised by nine MST supervisors along with one full-time systems supervisor and an additional half-time systems supervisor.

SCHOOL PROGRAMS

SCHOOL-BASED COUNSELLING SERVICES

(Purchase of Service, from September 1, 2005 to March 31, 2006)

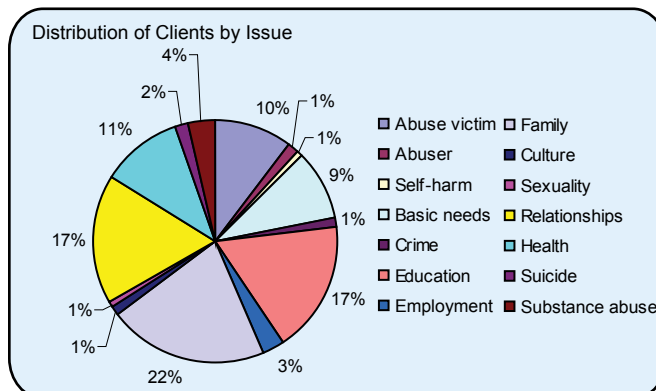
In our school-based efforts, we reached 152 youth. The needs of youth seen in school settings include personal problems such as addiction, depression, low self-esteem, bereavement, significant losses, family problems (separation and divorce, blended families, conflicts between parents and teens), abuse and violence. Some youth served consulted with us for the first time and maintained regular contact with the caseworker on duty. Others benefited from multidisciplinary team services, or from other program services offered by the Bureau. Some were referred to related services that could better meet their needs, for help with addiction, health and housing.

SERVICE ACTIVITY:

- Total number of clients: 152 youth
- Total number of females: 89
- Total number of males: 63

Total number of youths by school grade:

- Grade 7: 13
- Grade 8: 27
- Grade 9: 32
- Grade 10: 33
- Grade 11: 25
- Grade 12: 22



THE EDUCATIONAL CENTRE: DAY TREATMENT PROGRAM

For the third consecutive school year, Youth Services Bureau, in partnership with Le Transit, offered a day treatment classroom during the 2005-2006 school year. The Educational Centre welcomed 12 French-speaking youth from Grades 7 and 8 who demonstrated opposition and aggressive behaviours. The schools from both French-speaking school boards in the Ottawa region must make a placement request by presenting youth to the Coordinated Access Committee, the single access point for all day treatment programs.

The program offers individualized teaching and a series of specialized workshops designed to meet the needs of our clients: anger management, stress management, conflict resolution and social skills building. The team assesses the clients' individual, family and community needs, and works towards setting up all services capable of supporting change.

A WARM COLLABORATIVE ATMOSPHERE

Despite limited resources, the Educational Centre's team works hard to offer a treatment program that abides by guidelines established according to best practices. During this third school year, we observed the implementation of a day treatment program where a warm and collaborative atmosphere encouraged personal development, growth and willingness to learn and to adhere to sound values, and guided these very troubled youth in their choices and behaviours. Furthermore, we are proud to report that no situation during the last year required the use of physical restraints.

SPECIALIZED TRAINING FOR LEARNING DISABILITIES

Several youth in the program presented problems related to different learning disabilities. The Centre team worked in collaboration with an orthopedagogue and also with the Association francophone de parents d'enfants dyslexiques (Association of French-speaking parents of dyslexic children). The Youth Services Bureau retained the contracted services of the AFPED in order to offer teachers and caseworkers the needed training so that they could better serve youth with very severe learning disabilities. The YSB also acquired specialized computerized programs, such as Word Q, specifically developed to help children experiencing reading and writing difficulties. With the help of the orthopedagogue, team members were informed and made aware of the needs and the reality of youth with a learning disability. The YSB acquired an awareness package for learning difficulties: *La trousse Benoît (The Benoît Kit)*.

ACTIVITIES

This year, youth in the Educational Centre participated in several extracurricular activities such as downhill skiing, sliding, skating, a visit to a sugarbush, a visit to Parliament and a team-building day at McSkimming, etc.

Youth also invited their families for dinner, as part of the Christmas Celebrations. Youth spent several weeks preparing a delicious meal, making lovely decorations as well as presents for their parents.



THE CENTRE RESTAURANT : A DELICIOUS SUCCESS

This year, Educational Centre community members worked on a common project: the Centre Restaurant. Every Friday, youth and adults prepared delicious meals that were sold and served to staff members of École Marie-Curie. This small business was a great success; youth invested themselves with unparalleled pride and gained immensely from their experience. It is during general meetings that community members decided together, democratically, how to invest the profits. There was a unanimous decision to use the money collected for an outing at the Mont Cascade slides at the end of the school year and the start of the summer holidays. What a great investment! Their efforts will be well rewarded!

Coming in 2006-2007:

THE SNOEZELN ROOM

Thanks to the support of Coordinated Access, le Centre Éducatif received funding to help transform a space into a Snoezelen room next year.

"This multi-sensory experience is effective in helping children block out distractions, remain focused and achieve calmness, which is optimal to the progress of therapy".

The Snoezelen will be accessed by other community agencies and schools.

SERVICE ACTIVITY

A total of 20 clients (2 females and 18 males) were served from April 2005 to March 2006.

In June 2005 (Program restructuring reduced its capacity from 20 to 12 clients)

- 6 clients integrated in a regular school environment
- 4 clients left the program
- 2 clients had to leave their placement
- 1 client was withdrawn by his/her parent

From September 2005 to March 2006 (one class)

- 6 clients continued the program
- 1 new admission
- 1 readmission

Services obtained for clients and families served at the Centre this year:

- | | |
|-------------------------------------|------------|
| • Individual Counselling: | 10 |
| • Family Counselling: | 2 |
| • SFI Parenting Group: | 7 families |
| • MST: | 4 |
| • Wraparound: | 1 |
| • Consultation with a psychiatrist: | 3 |

Additional Services offered to clients:

- | | |
|---|---|
| Remedial Education Assessment: | 2 |
| Respite Services: | 2 |
| Tutoring: | 1 |
| Access to community activities: | 3 |
| Financial Support for the purchase of material or for transportation: | 5 |
- The Educational Centre team worked in close collaboration with other community agencies to support 16 of the 20 youth who went through the program during the past year.

Two of our clients live outside of Ottawa.

LA RELANCE

SERVICE ACTIVITY AND SUCCESSES

La Relance began the year (in April of 2005) having no clients registered in the program. There were 6 clients registered in the program during the course of the year. Out of those, 2 completed their program and were reintegrated into a school program while receiving support services for a period of 3 months, one never engaged in the program and left without having completed it, and 3 are still actively involved in the program receiving services.

The support services provided to the clients ranged from maintaining anger management skills learned during the program in order to cope with the pressures of being back in school for one student, to continuing to support changes made during the program in terms of family dynamics and maintenance of newly acquired coping skills for the others.

At the beginning of the year, the Ontario Ministry of Education informed us that the Strict Discipline school programs of the province were going to be phased out over the next year or two. In order to facilitate this process, the representatives of the Ministry allowed the programs to provide services to school boards' personnel as well as services to students experiencing major difficulties. Therefore, different consultation services were offered to schools from the three participating School Boards. Those services included training to teachers, consulting with school staff around problematic issues regarding students and their families as well as interventions directed at students and their families.

Representatives from the three participating school boards and the different Bureau staff involved in the program formed a work group which met many times during the course of the year. The first goal was to research the best practices in school programs across North America regarding services provided to better intervene with students experiencing major difficulties. Following this research, the work group started to develop strategies which would better support and help both students and school personnel. This process will continue over the next year.

PARENTING WITH LOVE AND LIMITS GROUP INTERVENTION FOR PARENTS AND TEENS IN THE SAVANNAH FAMILY INSTITUTE (SFI)

With a grant from the Trillium Foundation which financed half a position dedicated to coordinating activities, we enhanced service delivery planning by creating an annual group schedule and adding information sessions for parents delivered before the start of each group session. Furthermore, with the support of the Coordinated Access Committee, we provided special support to high-need families who were experiencing transportation difficulties to attend group sessions, and we also helped with childcare. We also established outcome measures that enabled us to collect quantitative data regarding the impact of programs on parents and teens.

Training was provided in the Spring, and four new caseworkers were added to the team. Also, we were able to complete the training requirements for two experienced caseworkers, enabling them to provide training to facilitators. This newly acquired independence will provide the program with more flexibility in human resources and training activity planning.

In addition to these group sessions, we also offered training workshops to counsellors in the Department of National Defence Employee Support Program, and also to professionals at the Conseil des écoles publiques de l'Est de l'Ontario.

The Ottawa Children's Aid Society retained the services of the SFI Group Program to support change initiatives and respond to the needs of families requesting services. We are very pleased with this enhanced collaboration that combines the need for support with a better collaboration between both our agencies, as we work with these families.

SERVICE ACTIVITY
Number of Families Served : 96

PARENTS' QUOTES

- *I liked sharing with other parents and having the teens involved with us.*
- *Best thing I ever did with my son. I would suggest attending at the beginning of your child's teenage years.*
- *What I liked about these classes is that way you and your child can become closer.*
- *It really opened my eyes to a different way of relating to my teenager. I wish we had this in high school.*
- *I realized that there are other parents who are facing the same issues.*

TEENS' QUOTES

- *I liked the breakout groups for parents and for teens cause it gave us teens a chance to talk to each other about the same things. I also liked the laughing and the socializing in the classes.*
- *Pretty funny, cool, not as bad as I thought. It certainly worked and turned out better than I thought.*
- *I liked how it brought my family together. Also it was fun.*
- *It will really help, it's effective, fast acting like most allergy medication.*

COMMUNITY SERVICES

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.

Services include crisis intervention, assessment of needs, short-term supportive counselling, information and referral, workshops, HIV/AIDS prevention/ education, health services, housing services, employment programs, trusteeship, legal services. It also supports a Youth Advisory Committee.

SERVICE ACTIVITY:

- Downtown Drop-In
- 852 unique clients
- 18 804 visits

During the last year, the staff from the Downtown Services and Drop-In have worked hard to develop different workshops and groups to help meet the needs of youth. A weekly Parent Drop-In for youth with children under 6 has been developed in collaboration with the Parent Resource Center. Also, a yoga session, a partnership from the Rhada Yoga Center has started again this year and has been really successful. These sessions provide the youth with a healthy coping strategy that they can use in order to deal with the different issues or barriers that they face in their lives. Others sessions, groups, workshops or focus groups were organized during the year, often in partnership with community agencies who wanted to reach out to the youth.



Other community partners providing services at the Drop-In include:

- The Sexual Health Clinic
- The Canadian Mental Health Association
- Sandy Hill Community Health Centre
- The Royal Ottawa Hospital
- Ottawa Police Services
- Rideau Street Youth Enterprises
- Elizabeth Bruyère and Ottawa University (Medical Clinic)
- Algonquin College
- Wabano Centre



The Drop-In

HEALTH CLINIC

In March 2004, a Medical Clinic was opened at the Besserer Street Drop-In through a partnership project with the University of Ottawa Department of Family Medicine, and the Elizabeth Bruyère Health Centre. The clinic was developed in order to provide accessible health and dental services for street youth. Street youth are often dealing with high-risk health issues and frequently neglect their own medical and dental care. The Health Clinic has proven to be an essential health service for these high-risk youth. Over the last year, a large number of youth have accessed the Drop-In clinic for different reasons.

HEALTH CLINIC SERVICE ACTIVITY:

110 youth have accessed the clinic's resources, doctors, dental hygienists, chiroprodists and nurses, for a total of 353 visits.

Age and gender	ages 15 to 24: 40 were males (17 to 23) 70 were females (15 to 24)
Type of visit (total visits 353)	25% for dental services only 42% for medical services only 34% for both medical and dental services
Referrals	20 referrals were made to a number of specialists including: gynecology, dermatology, sexual health center, GI and the emergency dental clinic 5 referrals were made for psychiatric evaluations
Chronic medical problems	tobacco use (74%) pregnancy related issues (39%) marijuana abuse (36%)
Chronic dental problems	gingivitis (55%) dental calculus (64%) inadequate homecare (42%)
Past history problems	drug abuse (10%) pregnancy (5%)
Medications prescribed	contraceptives, asthma inhalers, and antibiotics
Vaccinations	vaccines given were menjugate (28%) hepatitis B (22%) fluzone (11%)

YOUTH SUCCESS STORIES

"France" has been accessing the Drop-In for several years. When she first arrived, she had been asked to leave her house. Because of different choices that she had made in the past, she had also lost custody of her child. She had no place to stay, was new to the city and didn't know where to begin to sort things out in her life. "France" had to face many barriers living out on the street and had to develop different coping strategies in order to deal with all the changes going on in her life. The longer she lived the street life, the more challenges she faced, including conflict with the law, loss of friends and family, and getting involved in drugs and prostitution. The only consistency to her life were the daily visits to the Drop-In to access services including laundry, food, medical care, housing assistance and staff support. She eventually decided to access our Young Women's Shelter in order to keep safe at night. With all the support from staff at YSB, and with her own personal strength and efforts, "France" has now secured stable housing and is working full-time at what she calls her first "professional" job. "France" continues to rebuild positive family relationships and develop healthy relationships with her peers.

HOUSING AND TRUSTEESHIP

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

Housing Plus staff served 540 homeless and at-risk of being homeless youth. Number of contacts: 2815

- Number assisted with housing searches: 340 individual clients
- Number assisted with housing loss prevention: 200 individual clients
- Number of youth assisted in moving into a shelter: 50
- Number of youth assisted in moving into transitional or supportive housing: 20
- Number of youth assisted in moving into permanent housing: 145
- Percentage of youth who maintained their housing over 3 months: 80%

CURRENTLY 135 ACTIVE TRUSTEESHIP CLIENTS

Trusteeship is a bilingual provincial mandatory program for 16 and 17-year-old youth working to achieve independence that 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 concerning school, home, and work. Most youth accessing trusteeship also access programs and services at Downtown Services and Drop-in.

YOUTH STORIES

Samantha grew up in an abusive home. As soon as she turned 16, she applied for Ontario Works and became a trusteeship client at YSB's Downtown Drop-In. For the first few months, Samantha lived in YSB's Young Women's Emergency Shelter, used the Downtown Drop-in to access basic needs, crisis counselling, health clinic services and housing support. Samantha eventually found a room to rent in a family setting. She still struggles to make ends meet with her limited financial situation but feels as though she has her life under control. She is looking forward to working full-time at a youth camp this summer.

Jennifer had struggled with an alcohol addiction since age 13. Both her parents were drug addicts. When she moved to Ottawa, she vowed to stop using and was able to keep her promise by meeting with an addictions counsellor. She has been sober for one year. A few months ago, Jennifer found out that she was pregnant. With staff's assistance, she was able to explore options concerning her pregnancy, secure a safe apartment with her partner, and access a physician that will follow her throughout her pregnancy. Jennifer is expecting a baby girl in October and visits the Drop-In on a weekly basis to receive support from staff and basic needs. For the first time in her life, she feels safe in her apartment and is proud of herself for making positive choices.

ANGELS WITH BACKPACKS

An angel from the community, Mrs. Wendy Walters, took the lead on the backpack initiative last year. Again this year, many generous people and associations participated in donating over 75 backpacks that were distributed to youth from the Drop-In at our holiday celebration. Many thanks to all the generous donors!!

HIV/AIDS PREVENTION EDUCATION PROGRAM

PROGRAM DESCRIPTION

The HIV/AIDS Prevention Education program supports high-need, high-risk youth through the provision of crisis counselling, goal planning, and referrals to other community resources. It also provides educational presentations and activities for high-risk youth in the Ottawa area at Alternative schools, detention facilities, youth shelters and community events. The HIV Prevention program aims to work within a network of support for youth to empower them to engage in safer practices.

SERVICE ACTIVITY:

- 3450 youth contacts through events, presentations, one-to-one sessions, and kiosks
- Distributed over 5000 information brochures, over 5000 condoms and 160 educational t-shirts
- Attended 145 community meetings

PROGRAM HIGHLIGHTS

Kondoms 'n Karaoke Coffeehouse

An interactive prevention activity that includes many opportunities for youth to educate their peers about harm reduction and safer sex practices through condom demonstrations, answering trivia questions, or having informal discussions around healthy sexuality in a safe environment. Facilitators were :

- nominated for HIV activist of the year at the 2005 Capital Extra HERO Awards
- featured in the Canadian Public Health Association HIV Prevention Plus national newsletter, Summer/05
- presenters at the 5th Annual HIV Skills Building Symposium in Montreal.

The Zine

- Staff supported youth to create a magazine about different aspects of sexual health.
- Published early 06, The Zine includes youth art, poetry, prose, and service information.
- Well over thirty youth participated in the creation and design.

World Aids Day and Hearty Gras

In partnership with the Youth Engagement Team and with community support, two very successful youth events were held at Saw Gallery in the Arts Court. The events featured connections to youth service providers, HIV and Hep C prevention, and highlighted many amazing youth performances including drag kings and queens, musical talent, and much more.

OTHER STAFF ACTIVITIES



AIDS WALK, 2005

- Participated in the Ottawa Carleton Council on AIDS Community Planning process
- Hosted seven students in placements from a variety of educational programs
- Delivered four two-day train-the-trainer sessions in partnership with five community organizations
- Provided feedback to numerous community consultations on the topics of harm reduction, research in the field of HIV/AIDS, and other health-based initiatives
- Attended Pink Triangle Youth Drop-In to provide support and counselling.

SERVICES PROVIDED

- Crisis counselling and individually tailored support for youth who are HIV + or who may be at-risk;
- HIV prevention education and information for staff and front-line workers in the community;
- Outreach and on-going educational activities at Pink Triangle Youth, in the Housing/Trusteeship program, and Downtown Services and Drop-in;
- Partnerships with young people and with the Youth Engagement Program;
- Collaboration and partnership with the community in organizing community forums and activities, health fairs, and other events that raised awareness about HIV/AIDS, including AIDS Walk and World AIDS Day
- Condoms and needle exchange services
- Referrals to other services.

HIV Program Participation on Community Committees

- Needle Exchange Partnership Committee
- Health Fair Planning Committee
- Ethno-Cultural Prevention Education Project
- Ottawa Carleton Council on AIDS

OCCA sub committees and Joint Action teams:

- IDU Joint Action Team
- The HIV Prevention Education Committee
- AIDS Walk Ottawa
- World AIDS Day Committee

Internal:

- YSB GLBTTO Training Committee
- YSB Youth Recognition Committee 2005

HCV PEER EDUCATION PROGRAM

The very successful HCV Peer Education Project was implemented with a grant from Health Canada and employed three youth. The goal of the program was to engage at-risk youth in order to provide them with tools necessary to prevent the spread of HCV while connecting them to service providers and agencies. The HCV Peer Educators engaged their peers through interactive presentations about Hepatitis C in schools, at community events, and at Downtown Services and Drop-in, as well as providing a liaison between youth and the community.

FROM THE YOUTH:

"Very informative, real. Thank-you."

"I liked the fact that they were our age and knew first hand about the subject."

"I learned a lot about something I knew nothing about."

"Informative, fun, I could relate to it."

HEALTH FAIR



The ninth annual Youth Health Fair took place on June 14th 2005 with a large participation of youth from the community. Over twenty-five community agencies came together on the day of the event in order to share information about their services with the youth, and to connect youth to resources in the community. The Youth Advisory Team was there to help other community

agencies organize the day and to encourage youth to participate.



COMMUNITY DROP-INS

MICHELLE HEIGHTS OLDER YOUTH DROP-IN:

Four years of successful operation, averaging 60 youth per night

SERVICES

- Recreational activities
- Employment support
- Personal counselling
- Health promotion
- Workshops on leadership, youth empowerment, fund-raising

Michelle Heights Older Youth Drop-In began in October 2002 as a three month collaborative pilot project, funded by United Way Ottawa, with Youth Services Bureau, City of Ottawa and John Howard Society, coming together to address the needs of older youth (17-23 years old) in Britannia Woods and Michelle Heights communities. It has grown to be one of the most successful year-round youth support programs that has the potential to be replicated in other communities or cities. The residents, particularly parents, in the area realize that the needs of older youth in their neighborhood are being addressed and that is having a positive impact on the safety and security of the community. The program offers an outlet for youth energy and reduces their vulnerability to problem behaviours.

- It addresses a gap in youth support services: The program is unique in that it offers recreational opportunity at a time (Friday and Saturday evenings, 9:00 p.m. to 1:00 a.m.) when most other programs in the area are either closed or catering to the needs of younger children.
- Youth Empowerment through Community Connection: The program addresses the issue of alienation and disengagement among youth, particularly youth from cultural communities, by engaging them in setting program policies and development. Such involvement instills in youth strong attachment to their neighborhoods, keeping them in their own community and helping them develop feelings that their community is caring and supportive. Through a Youth Advisory Group (YAG), participant youth are involved in organizing events, participate in focus group discussions and share ideas with other youth groups.
- A hub of youth outreach activities: Given the fact that the program attracts a large number of youth each night, it offers an excellent opportunity for service providers to conduct youth outreach events such as presentations on employment or conflict resolution sessions. It is an ideal place to meet with hard-to-reach youth who often do not access other services.

SAFETY NETWORKS IN THE LEDBURY/BANFF NEIGHBORHOOD:

In 2004, the Ledbury/Banff community in Southeast Ottawa, having a large youth population, increasing diversity, and low-income families, was selected as the site for a Safety Networks (SNW) project. Staff from partner agencies: Youth Services Bureau, City of Ottawa, YMCA-YCWA and Boys and Girls Club, collaborating with other community stakeholders, including South-east Ottawa Centre for a Healthy Community and Banff Community House, launched the project in March with community meetings to mobilize community support for the project. The project consists of two components: Youth Empowerment and Community Mobilization.

Youth Empowerment through an active Youth Advisory Committee (YAC):

With SNW staff support, the Ledbury/Banff Youth Advisory Committee has:

- identified youth needs and concerns and begun to develop ideas and solutions;
- addressed youth boredom and alienation and created a sense of community and connectedness;
- organized a number of activities including a community barbecue, movie nights for children, garage sale and youth focus groups;
- Is planning to set up a reading club for children under 12 years in the community.

Community Mobilization: The SNW project also offers other supportive activities intended to help the neighborhood: youth develop skills, confidence and awareness through employment workshops, substance abuse presentation and leadership training. In addition to providing youth empowerment support, SNW staff also assisted residents in the Ledbury/Banff neighborhood to create their own Tenant Association.

Because of the successful impact on this community, United Way Ottawa, the funder of the SNW project, agreed to extend funding over three years, providing for the first time the opportunity for a SNW project to develop strategies of sustainability.

SEYAH (SOUTH EAST YOUTH AT HERON) DROP-IN

SEYAH Youth Drop-In was set up at the 148 Heron Road Centre because youth in this area (Heron/Walkley and Bank St. triangle) did not have access to recreational facilities, and other youth support programs. This was another collaborative project that brought together several agencies: South East Ottawa Centre for a Healthy Community, Youth Services Bureau, Boys and Girls Club and the City of Ottawa. After securing one year funding from the partner agencies, the program started operating in November 2003. The Saturday night program offered a variety of services, including recreational activities (basketball), health promotion, cooking classes, employment workshops and counselling. The program has been very successful and attracted many youth. YSB provides counselling sessions and employment workshops to youth at the SEYAH Drop-In.

After the initial year of funding ended, the City of Ottawa offered another year of funding and extended the program to two days. Currently, SEYAH Drop-In runs on Saturdays and Wednesdays from 5:00 p.m. to 11:00 p.m. The Boys and Girls Club has replaced SEOCHC as the lead agency for the SEYAH Drop-In program.

YSB SERVICES IN THE COMMUNITY:

As part of our proactive community outreach approach and in recognition of the increasing diversity in our communities, YSB has set up a satellite office at South-east Ottawa Centre for a Healthy Community to address the needs of youth and their families in this part of the city. This collaborative service delivery model with SEOCHC enables different agencies to share resources while providing quality services and expanding a network of support for our youth. Services offered at this office include: crisis intervention, short-term counselling, conflict resolution workshops, organization of parent advisory groups, and referrals to other services.

EVELYN HORNE EMERGENCY AND TRANSITIONAL HOUSING FOR YOUNG WOMEN



In March 2006, the Young Women's Shelter moved to a new location, quadrupling in square footage and

almost tripling the number of available beds. The new Evelyn Horne residence is named after a 2004 recipient of the Governor General's Caring Canadian award, a long-time supporter and champion of youth and a former president of YSB, Evelyn Horne, who passed away in 2005.

The past year has been an incredibly busy, changeable and productive one for the Young Women's Shelter. On August 28th 2005, the staff and young women celebrated the Shelter's 10th Anniversary. Staff took the opportunity to reflect and remember the many strong, courageous, and unique young women who have come through the door of the Shelter over these years. The occasion caused staff to reflect on not only the hundreds of young women who benefited from their stay at the Shelter, but also on the learning which staff have absorbed through helping the young women deal with their struggles and successes.

Numerous people worked together to achieve the goal of providing an improved and much needed 30-bed facility for young women in our community. On March 8th, International Women's Day, the staff, as well as the 14 young women currently accessing our services, moved to the beautiful new building. Staff enthusiastically welcomed the new possibilities that the spacious new facility offered. The new location has twelve shelter beds, twelve transitional housing beds and six swing beds which can be used for either emergency housing or longer-term housing. It is expected that the transitional beds will be opening in June 2006. These beds can be used for up to a year and will feature individual case managers for each youth as well as in-house life skills programs. A number of new staff were hired over the past year to support the growing program.

As in previous years, the number of donors has continued to increase. For many years the Emergency Shelter has been a grateful recipient of the proceeds raised from the Livius Sherwood Volleyball Tournament, an event that appears to be growing each year. Over the past year, the Shelter received generous donations as a result of charity golf tournaments sponsored by Shopper's Drug Mart and Commvesco Levinson-Viner Group. In addition, three Canterbury High School students approached the shelter on behalf of their school to fundraise, and decided they would collect money as well as items that they felt the young women might need.

These charitable events are a reminder to the young women that they are members of a caring community that has not forgotten them.

SERVICE ACTIVITY

- 166 Unique Young Women were served this year.
- There were 103 clients under the age of 18 and 63 that were over 18.
- The average length of time a client stayed was 8 days.

YOUTH HOUSING PROGRAM

The Housing Program continued to provide safe and affordable transitional housing and rent-g geared-to-income housing to youth who have experienced significant difficulties.

Our ongoing programs and services include:

- Parent/Child Drop-In
- Seasonal Celebration/Gift Exchange
- Spring/Summer BBQ
- Community Garden Program
- Income Tax Workshops
- Safe Sex Program
- Counselling
- Crisis Intervention
- Support
- Advocacy
- Tenancy Retention

Our ongoing priorities include:

- Safety
- Respect for differences; Celebrating our diversity
- Maintaining tenancy
- Assisting youth to heal from childhood experiences issues, formulating goals/objectives that fit, and breaking down barriers to achieve success in their identified goal areas
- Youth Engagement
- Active Tenant Communities

HIGHLIGHTS

March 8, 2006 marked our three-year transitional housing anniversary at the Ron Kolbus building:

- 2 youth moved into market-rent housing
- 1 youth transferred to our rent-geared-to-income building after completing high school and proceeding to college
- 2 youth moved to Ottawa Housing, after completing high school and beginning college or university
- other youth left prior to their three-year maximum stay after completing several personal goals.

A housing tenant was the keynote speaker at the annual YSB Youth Recognition Awards. She told her very moving story of leaving her abusive family home at the age of 16, scared and alone, to go to the YSB young women's emergency shelter. Upon applying for YSB housing, she secured a non-profit, rent-geared-to-income unit within a few months. During her tenancy with YSB, she completed high school, addressed childhood abuse issues, re-engaged with family, established a healthy, respectful relationship with her nuclear and extended family, completed most of her college diploma, became engaged to a healthy stable positive young man and developed a sense of excitement as to what her future would be like. She told of her recent move from YSB housing into a regular market-rent unit with another landlord. Six months later, she has completed her last year in college, continues to have a healthy relationship with her partner and family and is beginning her career. As hard as it was to leave her "YSB family/support", she is proud of her successes and is ecstatic about the opportunities that the YSB housing program made possible for her.

9 youth received awards at the Youth Recognition Event – for courage and academic excellence, to name just two.

The Tenant Resource Program resulted in Tenant Resource teams being developed in all three buildings. A newsletter was created, and numerous activities or outings (including CPR and First Aid training, trips to museums, libraries, parks and the YMCA-YWCA) occurred. As a result of this program, a formal "Welcoming Committee" (for new tenants) exists in each building.

The Housing Program has brought its long-time experience with transitional housing and clinical assessment into the YSB Continuum of Housing Services. This continuum includes the newly opened Evelyn Horne Emergency and Transitional Housing Services for Young Women, the Downtown Drop-in, the soon-to-be-opened Young Men's Shelter and Transitional Housing Program, and our own Housing Program. This ongoing expansion

of the YSB housing services continuum is a great success story, offering additional housing opportunities for youth in Ottawa who are at-risk of homelessness and in need of supportive housing.

STORIES OF OUR YOUTH

The support offered by the Housing Program is reflected in the personal growth of the many young people who successfully complete their goals and feel prepared to continue to build their lives in the greater community.

A recent example of this success was demonstrated by a young woman who, with her daughter, sought to find a place of safety away from an abusive relationship. Within the Housing Program she was able to focus on her personal strengths, her love for her daughter and recommit herself to a better future. Her efforts to successfully complete her education were rewarded by achieving marks that she had not thought herself capable of obtaining and by allowing her the opportunity to move towards her dream of a college education. Upon leaving the program she talked about being surprised with the inner strength and resolve that she now felt that she possessed and her commitment, as a mother, to teach this courage to her daughter.

QUOTE FROM A PAST TENANT WHO WAS EVICTED FROM HER APARTMENT:

I was wanting to say hi, and tell you I'm doing really well and to thank you for assisting me with my life and future. You guided me when no one was there. You let me make the mistakes and teach me how to pick up the pieces. I'm now married to a great and loving husband. I tell him about you, we purchased a home in (another country). I will be moving very shortly but I really wanted to thank you for everything. You touched my life and made me a better person, Thank you.

I really honestly believe that if it weren't for you and YSB I don't think I would be where I am. I mean it. I became a better person as well. Even with the tough love. lol... You let me let out all of my anger with the one-on-one talks. I'm really happy to know you guys do the same for others as well. I wish the best for the organization and I had to let you and the rest know that your hard work and dedication did pay off for me.

QUOTES FROM PRESENT TENANTS:

*"My life has changed so much since I moved here".
"I love it here. I eat so much better. I feel so much safer. I am happy".*

Coming in 2006:

THE EMERGENCY SHELTER AND TRANSITIONAL HOUSING PROGRAM FOR YOUNG MEN

Currently under construction with an anticipated fall completion date is a 30 bed facility, to be open 24 hours daily, 365 days a year. This facility will be serving young men ages 12 – 20 who are homeless and in need of emergency shelter as well as those who will want to work toward a transition into independent living.



Current Construction, May 2006

WRAPAROUND OTTAWA

Wraparound Ottawa is now in its ninth year serving children and youth with complex needs referred by the Ministry of Children and Youth Services' Coordinated Access Committees. Increased demand for Wraparound services over the year has resulted in additional hiring – doubling the number of facilitators. Wraparound has focused its energies on a variety of quality assurance measures designed to enhance services for clients, including increased facilitator coaching and supervision, both individually, in staff groups and in child and family team meetings. Results from initial administration of the Wraparound Fidelity Index (WFI), a standardized measure which has demonstrated strong links between higher WFI scores and better outcomes for children, and which is used in Wraparound sites across Canada and the U.S., indicates that Wraparound Ottawa is providing high quality services to children and youth. Wraparound Ottawa uses results from the WFI as part of its quality assurance protocol. WFI profiles have illuminated areas of relative strength and weakness that have guided program planning and training. Integration of Wraparound Ottawa into the formal North American Wraparound Research Study will begin in late 2006. Wraparound Ottawa also asked families to complete the Family Satisfaction Questionnaire. Results indicated a high level of satisfaction with services. Wraparound Ottawa continues to be an active steering committee member of the Wraparound Association of Ontario.

SERVICE ACTIVITY

- Total Unique Clients Served: 10
- Service Language: French: 10%; English 90%
- Gender: 50% male; 50% female

YOUTH EMPLOYMENT SERVICES

GROWTH

The 2005/2006 fiscal year was again a very busy year with multiple contracts being awarded to the Employment Services unit. The year can be characterized by three words – growth, growth and more growth. In April 2005, the employment unit was delivering two programs from one location. By the end of the 2006 fiscal year, the Employment Services unit was delivering four programs from five locations, spread from Orleans to the heart of Kanata.

WORK PLACE OTTAWA

The growth within the employment services unit was generated when it won a call for proposal competition by Service Canada. In June 2005, the employment unit was informed that it would be responsible for delivering “return to work” interventions specifically designed for youth aged 18 to 30. This program is now referred to as Work Place Ottawa, employs nine staff and is delivered from two locations within the city – Bank Street South and Orleans. The 14 “return to work” interventions will be offered to more than 1700 participants during its first year of operations.

INFORMATION TECHNOLOGY ORIENTATION

Additional growth came from a second proposal submitted to Service Canada titled Information Technology Orientation. This particular initiative is offered to individuals who have either been displaced from the Information Technology sector or who wish to enter that sector for employment. A great deal of time is spent in the weekly three-day workshop learning about the local labour market, what’s hot and what’s not.

For former technology workers, this program also focuses on transferable skill sets that these individuals may apply to other employment sectors experiencing growth. This is partially accomplished by job profiling – a method of more accurately matching a person’s skill sets and characteristics to that of the job being sought. Further job description analysis is conducted through job profiling that enables an individual to better assess the core skill sets required. Comparisons are then made of job descriptions posted by various companies. This innovative workshop is offered from two locations, with offices located in Kanata and Gloucester. More than 1000 individuals will access this workshop within the first year.

EMPLOYMENT RESOURCE CENTRE

In October 2005, the Employment Services unit was approached by Service Canada to open an Employment Resource Centre in Orleans – one of the fastest growing communities in Eastern Ontario. The obvious choice was to co-locate with the Ottawa East Work Place Ottawa program. Additional space was quickly secured and the resource centre opened officially to the public in late March. The site itself contains six computers with high-speed internet access, numerous employment and career resource materials, a reading room, and access to photocopiers, fax machines and telephones. The centre is staffed by two employment specialists and is open daily from 8:30 a.m. to 4:30 p.m. Monday to Friday.

JOB CONNECT AND SUMMER JOBS SERVICES

While a great deal of implementation activity was taking place as a result of the newly awarded Service Canada projects, Job Connect and the Summer Jobs Services programs had yet again a very successful year. Much focus this year was directed towards marketing activities to youth, students, employers and the general public.

COMMUNITY INFORMATION FAIRS AND FORUMS

As in previous years, a number of public information forums were also delivered at selected locations throughout the city promoting apprenticeship youth scholarships, employer signing bonuses and tax credits. The relationship with the Ministry of Training, Colleges and Universities’ apprenticeship office grew even stronger with a number of joint presentations, and during the year, two employer recognition events took place. Ottawa-area employers were recognized for their long-standing partnerships with the local Job Connect community and their support of youth entering the trades as a career choice.



An Employer Recognition Event:

“This was a great event, one that I am proud to have been part of. Youth in our community have much to offer and my organization is better off having provided this opportunity to them.”

NEEDAJOB.ORG

Not to be forgotten is the needajob.org web site which underwent a significant overhaul in fall 2005. An advertising campaign with Ottawa's HOT 89.9 radio station was used to promote the revamped site and was very successful, with additional literature being distributed throughout the community. The web site itself became much more interactive for both employers and youth wishing to access employment and career information. A scrolling news bar listing local employment and job fair activity as well as news bulletins has become the most visited page on our site. Recently a job board listing local job opportunities has been posted on the site. The site now averages more than 9000 visits per month – a 33% increase in the last 12 months.

"FRIENDS OF APPRENTICESHIP" AWARD



On March 22, 2006, Jeffrey Burry, Program Director of the Youth Employment Services unit received a "Friends of Apprenticeship" award from the Ministry of

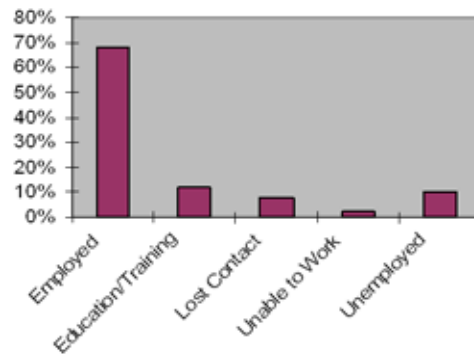
Training, Colleges and Universities at its annual gala event. The award was presented by Sandie Birkhead-Kirk, Director of the Workplace Training Branch. The presentation was in acknowledgement for the work that Jeff has done within the City of Ottawa in promoting apprenticeships and youth access to the trades. The Youth Employment Services unit has been working very closely with the local apprenticeship office in recent years delivering joint presentations locally and in the Eastern Ontario region. Jeff also sits on the Local Apprenticeship Committee representing Ottawa Job Connect agencies and is active within the Motive Power sector.

RELOCATION

As we continue to grow, both in terms of youth being served as well as program expansion, during the final quarter of the 2005/2006 fiscal year, we found ourselves looking for new office space. New space was identified in late January at 1355 Bank Street, in Ottawa South. It was deemed important for our new offices and resource centre to be more central given the fact that over 40% of our youth travel to us from Ottawa south. It also places us on a major OC Transpo bus route linking east-west and north-south riders at the Billings Bridge OC Transpo bus mall. The actual move will take place at the end of July 2006.

A SUCCESS STORY FOR YOUNG PEOPLE

We are perhaps most proud of the fact that 80% of those youth who access our Job Connect program for career assistance find themselves employed and/or in some form of academic upgrading within three months of service. 388 students were placed in summer employment opportunities before returning to college and university in the fall.



This graph provides a general overview of the employment and education outcomes experienced by those youth registered to receive Job Connect services during the course of the 2005/2006 fiscal year.

Thanks to all the staff for their on-going commitment and dedication in serving Ottawa's youth population.

SERVICE ACTIVITY

1. 9,301 visits per month (average) on YES' "needajob.org" web site
2. 8,018 visits to Youth Employment Services' career resource centre
3. 2,338 students received information on Job Connect through school presentations
4. 938 registered Job Connect clients – 69% achieved employment within three months
5. 425 youth attended information sessions on apprenticeship opportunities in Ottawa
6. 385 students secured work during the summer through the Summer Jobs Service program
7. 120 employers registered for the Summer Jobs Service program
8. 47 schools in Ottawa received on-site workshops/seminars delivered by YES
9. 24 in-house labour market presentations were offered to Ottawa-area students
10. 18 employer job fairs
11. **92% satisfaction rating from youth receiving employment services.**

YOUTH JUSTICE SERVICES

WILLIAM E. HAY CENTRE



Twenty-four bed residential facility, serving youth in secure detention (pre-trial) and secure custody (post-trial sentence). Referrals are from the courts, Probation Services, Police and other

youth justice facilities.

LIVIOUS SHERWOOD OBSERVATION AND DETENTION CENTRE



An eight-bed residential facility for court-ordered detention, open custody and place of safety. Sherwood serves mainly youth justice clients in the Ottawa area. Referrals are from the courts,

Children's Aid Society, Probation, the Police and other youth justice facilities.

HIGHLIGHTS FOR YOUTH JUSTICE SERVICES:

- The Youth Services Bureau has recently been selected in partnership with the Canadian Mental Health Association to provide a Youth Court Worker to service the needs of Youth Justice Service Division clients in the Ottawa Area.
- YSB Youth Justice Services has been approved to provide extended transportation services for the Eastern Region. The Wm. E. Hay Centre has been contracted to provide long-distance transport to Sundance for youth being remanded into secure detention.
- Secure Custody/Detention for Male Youth: The service mandate of the Wm. E. Hay Centre in Ottawa has been changed to a male-dedicated facility serving youth aged 12-17.
- Youth Justice Services are pleased to have had the opportunity to have 7 staff fully trained in SFI: Parenting with Love and Limits, the YSB family parenting program.
- The McClellan Unit was a responsive special needs residential program put in place to meet the needs of one unique youth. This project closed in March with this young person moving on to a more positive pro-social independent-living environment. The project

demonstrated a preventative, community integration model and brought together a unique partnership with joint positive leadership between YSB Youth Justice Services and the Ottawa Children's Aid Society.

- A collaborative program between CHEO (Youth Net) and YSB (Sherwood and the Hay) offered both Girl's Talk and Guy's Talk (focus groups) to young people in our service.
- Youth Justice Services continues to have active participation on the Ottawa Youth Justice Services Network.
- This year Gordon Boyd, the Director for Youth Justice Services, was given the Award of Excellence from the Ottawa Youth Justice Services Network, acknowledging his leadership in the field of youth justice and youth crime prevention.
- Our individualized program offering anger management in Youth Justice Services has been so successful we are now able to offer a similar program in partnership with the Ottawa CAS. Congratulations need to go to Jack.
- Staff at Sherwood have worked very hard at reviewing and redesigning their program to meet the changing demands of our client population. We are pleased to say we have a new client-centered program with emphasis on the strengths of our youth.
- 6 Youth Justice staff have been fully trained as trainers in Suicide Prevention and Intervention.
- Two coordinators, Bill and Terri in Youth Justice Services, have been trained as members of the CIRT (Provincial Critical Incident Response Team).

YOUNG WOMEN'S PROGRAM

On March 29, 2004, responsibility for the young women housed at Ottawa Carleton Regional Detention Centre was transferred to the William E. Hay Centre, and by April 1, 2004 all young women offenders aged 12 to 17 were housed at the Hay. At this point, YSB took on a lead role throughout the province and began an ongoing process to develop gender-responsive programming. On May 31st 2006 this young women's program was moved to a regional facility in Kingston. The staff are proud of their accomplishments and will miss the program.

Working with young women in custody included a number of key elements for YSB:

- All female offenders were housed in the same living unit, separate from male offenders;
- Changes in the staffing schedule were created to move all female staff into this unit;
- Specialized program changes were introduced which included separation of females at critical times of the day, while education remained co-ed.

ANGER MANAGEMENT PROGRAM

The Anger Management Program consists of four individual meetings involving the active participation of the youth. The program is designed to help youth identify that anger is an emotion that can be managed through different techniques such as self-talk and challenging distorted thinking.

FROM THE YOUTH

What was most helpful about the Anger Management Program?

- "Being able to talk freely with someone who understands."
- "Talking about real life situations."
- "Being straight up!"
- "One to one conversations."

COMMUNITY REINTEGRATION PROGRAM

The Community Reintegration Worker provides individual, couple and family counselling. The goal of the program is to reduce recidivism through counselling that addresses the underlying issues that are the drivers for offending behaviours. We provide on-going supports and facilitate access to resources in order to assist the young person's goal of becoming a productive member of society.

YOUTH CONNECTING WITH ANIMALS

The Ottawa Humane Society's Youth Connecting with Animals (YOU CAN) project is good for both humans and animals. Through this joint project between the Ottawa Humane Society and the Youth Services Bureau, at-risk youth and juvenile offenders help to train dogs in need of a little extra work to help them find a good home. The positive relationships that result give the human participants an increased



sense of personal responsibility and compassion for others, while the canines get a whole new lease on life.

SERVICE ACTIVITY

Youth Justice Services	Unique Clients Served
WEHC Detention	96
WEHC Custody	20
WEHC Admin Transfer	2
Sherwood Detention	81
Sherwood Custody	17
Sherwood CFSA	11
Number of Clients in Community Reintegration Program	74
Number of Clients in Anger Management	81

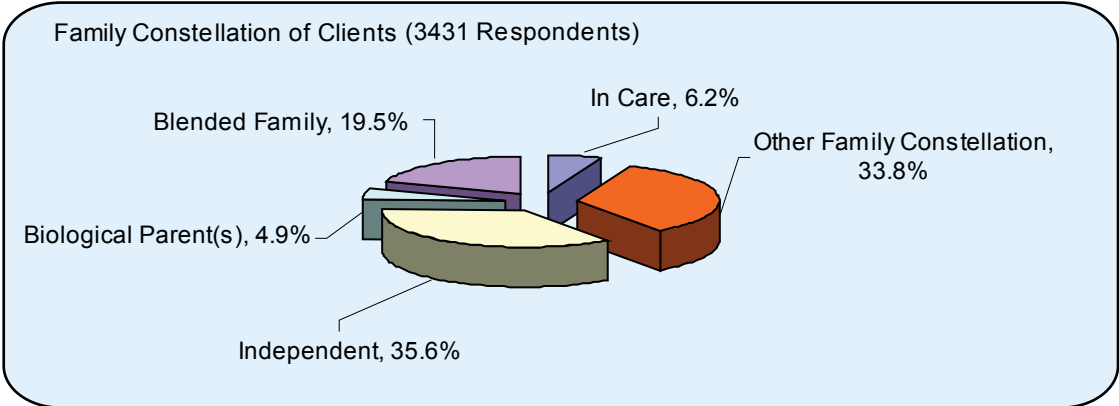
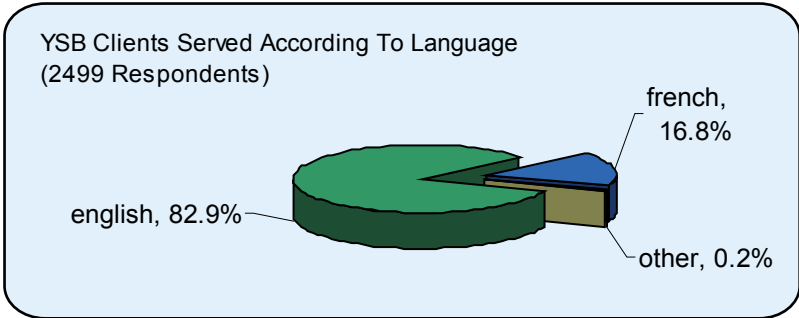
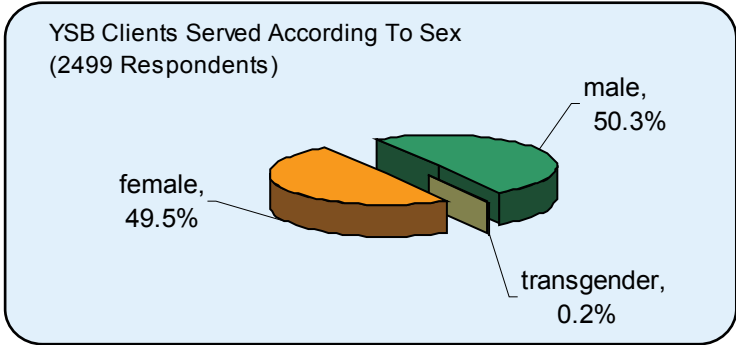
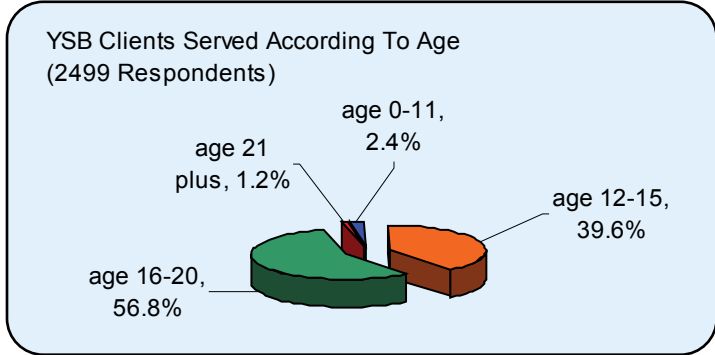
AT THE PROVINCIAL LEVEL

- We have representation by our PMAB (Prevention and Management of Aggressive Behavior) Trainer regionally on a focus group looking at best practice and Management training for working with aggressive youth.
- Our agency continues to be an active member of Youth Justice Ontario (YJO). The Director for Youth Justice Services for YSB continues to sit as a member of the Executive for the Association in the role as past president.
- This year we played a key role in assisting to facilitate a Provincial Summit of the Association's member agencies, its board representatives, and Members of the Legislature. This created an opportunity to look at key areas of importance for youth-serving Transfer Payment Agencies across the province.
- The Bureau continues to participate on the Provincial Youth Justice Advisory Council reporting directly to the ADM of Youth Justice Division.
- Serving as a member of the Provincial Working Group appointed by the Regional Office for the Ministry of Children and Youth Services (Youth Justice Services) we have assisted and supported the development of the new Provincial Youth Justice Services Manual that has been implemented effective April 1st 2006.
- We continue to be involved in the Provincial Residential Review process, looking at Child Welfare Transformation across the province.

FROM THE YOUTH:

- "I'd just like to thank all the staff at Sherwood for your support and just for being welcoming."
- "This place (WEHC) is really good, meaning if you need help for info or stuff when you get out. Anyways, overall they treated me with respect and helped me with some of my problems and gave me good advice."
- "Everyone that I met gave me a safe and welcoming feeling when I was first admitted into Sherwood. I'm glad I was part of Sherwood at one point in my life. I hope Sherwood can give the same feeling I got to everyone that comes here for any reason."
- "I liked the staff here (WEHC)."

YOUTH SERVICES BUREAU OF OTTAWA
CLIENT PROFILE DATA
 APRIL 1, 2005 TO MARCH 31, 2006

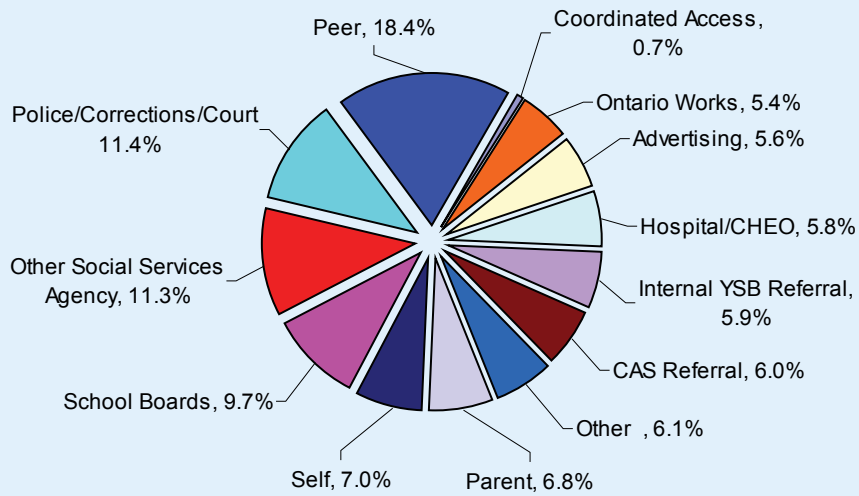


YOUTH SERVICES BUREAU OF OTTAWA

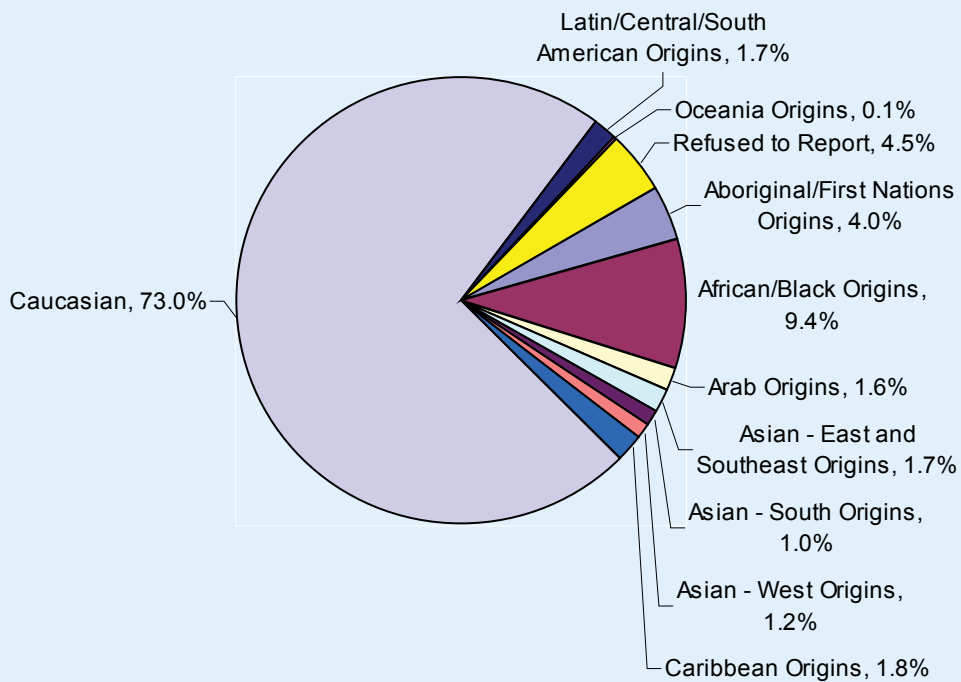
CLIENT PROFILE DATA

APRIL 1, 2005 TO MARCH 31, 2006

Referral Source of Clients (3431 Respondents)

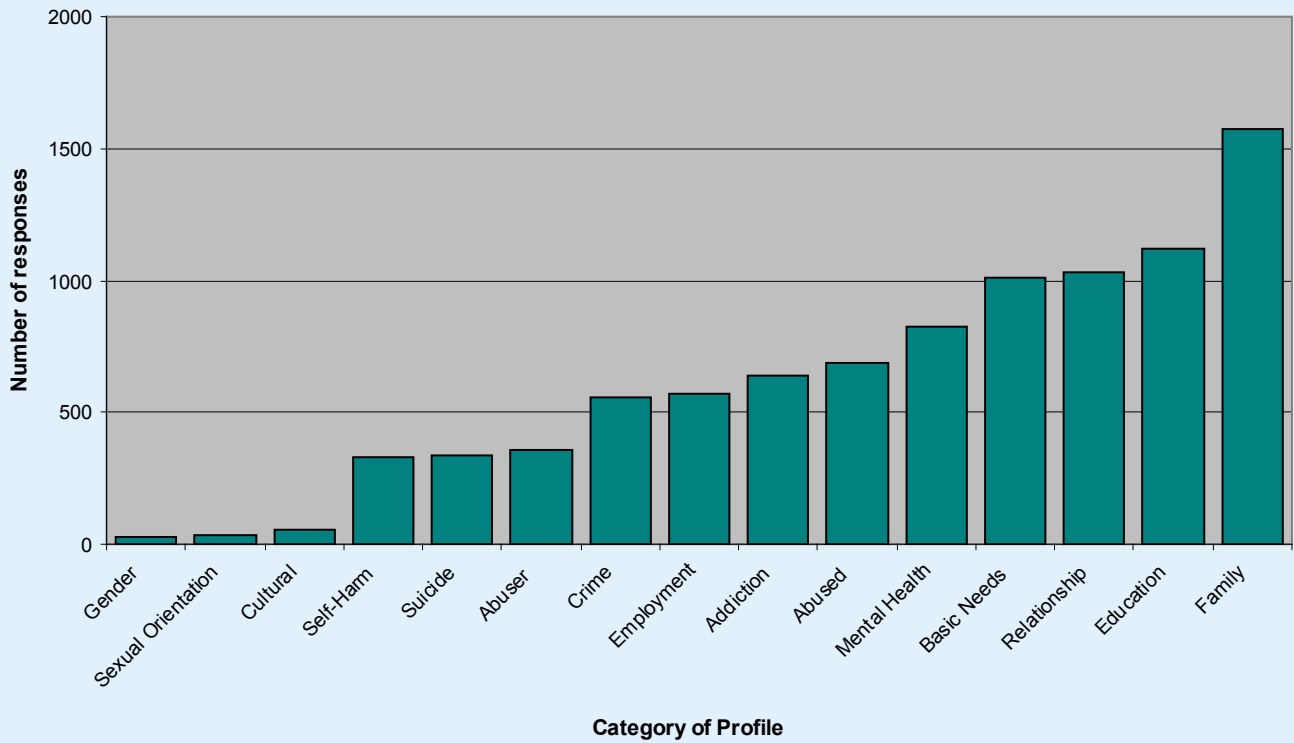


Self-Identified Ethnic/Racial Origin of Clients



YOUTH SERVICES BUREAU OF OTTAWA
CLIENT PROFILE DATA
APRIL 1, 2005 TO MARCH 31, 2006

Distribution of Scores on Profile Checklist



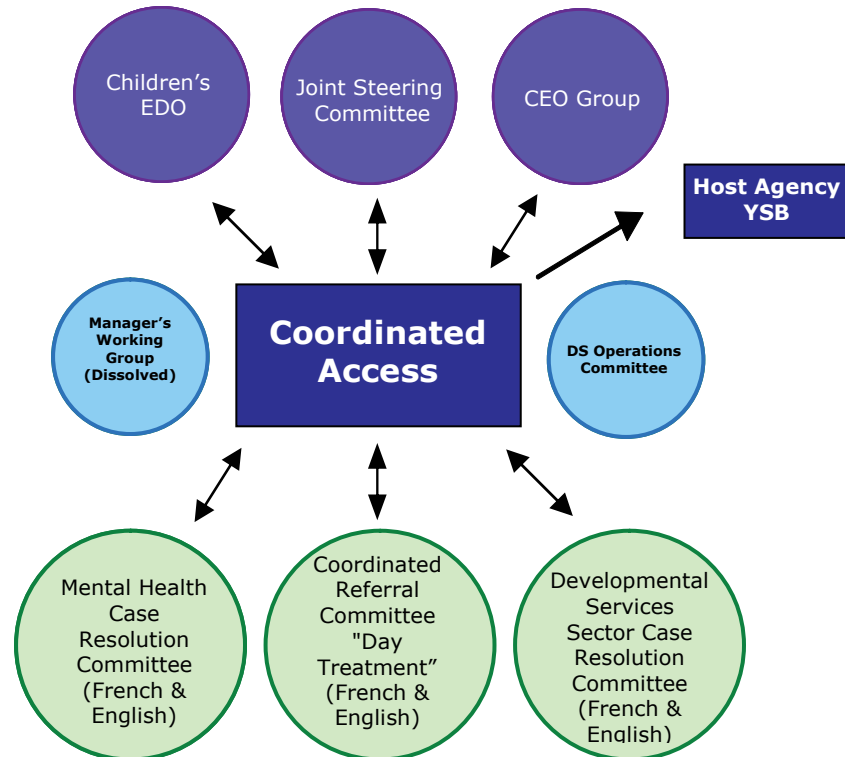
OTTAWA CHILDREN'S COORDINATED ACCESS AND REFERRAL TO SERVICES

1338 1/2 Wellington St. West, Ottawa K1Y 3B7
729-0577, x251; fax:729-1918
E-mail:coordinatedaccess@ysb.on.ca

INTRODUCTION

In January 2005, the CEO Group was informed by the Ministry of Child and Youth Services that the recommendations of the Child and Youth Mental Health Fund Ottawa Planning Guide for investment of new funding into children's mental health services had been fully accepted. The new funds enable significant improvements to services for children and youth with the most challenging mental health needs in Ottawa. Specifically, funds enabled the expansion of Coordinated Access Services to provide more children and youth with a set of supports designed for their needs (from 120 cases per year to an estimated 200 cases per year). Through Coordinated Access, children and youth can access flex funds and services demonstrated to work best for those with complex needs.

ORGANIZATIONAL STRUCTURE



COMMITTEE DEFINITIONS

MENTAL HEALTH SECTOR

Manager's Working Group: The Managers Working Group was struck by the CEO group for limited duration in order to implement the redesign of Coordinated Access. The Managers Working Group was dissolved last fall.

Mental Health Case Resolution Committee: The Mental Health Case Resolution Committees (French and English) are comprised of managers from each participating agency (Centre psychosocial, Children's Aid Society, Children's Hospital, Crossroads Children's Centre, Ottawa Carleton Catholic School Board, Ottawa Carleton District School Board, Roberts/Smart Centre and Youth Services Bureau) who have been empowered by their respective organizations to make decisions about access to services. The role of the Case Resolution Committee is to make recommendations and/or service plans for children and youth with complex mental health needs and to determine the client's eligibility for access to the mental health flex funds and multiple complex special needs funds.

Coordinated Referral Committee: The Coordinated Referral Committees (French and English) are also comprised of managers from each participating agency (Centre psychosocial, Children's Aid Society, Children's Hospital, Crossroads Children's Centre, Ottawa Carleton Catholic School Board, Ottawa Carleton District School Board, Roberts/Smart Centre, Royal Ottawa Hospital and Youth Services Bureau) who determine client eligibility for access to day treatment classrooms. In addition, the Coordinated Referral Committee can recommend expedited referrals to other mental health services within the Coordinated Access tool box.

DEVELOPMENTAL SERVICES SECTOR

Operations Committee: The Operations Committee is comprised of senior managers from each participating agency who have the mandate to implement the Developmental Services Sector Case Resolution committee and review its functioning during its development.

COORDINATED ACCESS GOVERNANCE COMMITTEES

Joint Steering Committee: The Joint Steering Committee is comprised of Executive Directors (or agency equivalents) of each participating agency in the mental health and development services sector. The mandate of the Joint Steering Committee is to oversee and direct Coordinated Access and all of its case resolution committees. The joint Steering Committee's role is to develop all protocols and operating procedures related to Coordinated Access. The Joint Steering Committee also consults regularly with the Children's EDO and the CEO Group to guide its decision-making regarding Coordinated Access.

Children's EDO

The Children's EDO is a sub-committee of the EDO whose role is to advise the EDO on requirements for responding optimally to the needs of local children and youth with developmental disabilities and their families. The Children's EDO will identify and propose recommendations addressing pressing local service gaps and system delivery issues.

CEO Group

The CEO Group is a leadership forum dedicated to sustaining, supporting and enhancing a strong service system for children and youth served by organizations serving vulnerable and at-risk children/youth and families funded by the Ministry of Children and Youth Services. The CEO Group's goal is to develop community capacity regarding at-risk children, youth and family issues by:

- Developing and supporting the service system
- Supporting partnerships and co-ordination
- Providing a collective voice/advocacy
- Providing advice on request to the MCYS
- Developing leadership within the sector
- Providing opportunities for communication and information

The membership of the CEO Group is made up of CEOs or their equivalent in agencies and programs which receive a transfer payment of funds in whole or in part from MCYS to deliver core, targeted and intensive services to vulnerable at-risk children, youth and families.

STATISTICS

Coordinated Access and Referral has provided services to a total of 20 unique clients in the Developmental Services Sector, 159 unique clients in the Day Treatment Sector, and 169 unique clients in the Mental Health Sector, from April 1st 2005 to March 31st 2006.

STAFF SERVICE AWARDS

5 YEARS – 2000

- Mohamoud Abdulle
- Jack Boersma
- Jeff Burry
- Brian Kusiewicz
- Jill Laprick
- Lynda Lowe
- Margie McDermott
- Jocelyn Pilon-Gauvin
- Shukria Samantar
- Taryn Walsworth

10 YEARS – 1995

- Deb Logue

15 YEARS – 1990

- Christine Castonguay
- Rick Perley

20 YEARS - 1985

- Celine Desjardins
- Gord MacDonald
- Dan Sabourin

25 YEARS – 1980

- Maureen Davidson
- Ruth Dulmage

FUNDERS

- Ministry of Children & Youth Services
- Ministry of Training, Colleges & Universities
- Ministry of Health and Long-Term Care
- Government of Canada (Service Canada)
- City of Ottawa
- United Way Ottawa
- Conseil des écoles catholiques de langue française du Centre-est
- Conseil des écoles publiques de l'Est de l'Ontario
- Trillium Foundation