

ANNUAL REPORT

The Youth Services Bureau of Ottawa

2006-2007

YSB



BSJ

2675 Queensview Drive
Ottawa, Ontario, K2B 8K2
www.ysb-bsj.on.ca
headoffice@ysb.on.ca

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**
613-241-7788
- **Mental Health Services**
613-562-3004
 - Integrated Crisis Service: Mobile and Residential Services
 - Intake Services
 - Youth and Family Counselling
 - MST/Intensive Services
 - Centre éducatif: Day Treatment Program
 - La Relance
 - SFI: Parenting with Love and Limits
 - L'intersection
- **Youth Employment Services**
613-236-8244
 - Job Connect
 - Summer Jobs Service
 - Youth Opportunities Strategy
 - Work Place Ottawa
 - Information Technology Orientation
 - Employment Resource Centre
- **Youth Justice Services**
613-738-7776
 - William E. Hay Centre
 - Livius Sherwood Observation & Detention Centre
 - Anger Management Program
 - Community Reintegration Program
 - Youth Mental Health Court Worker
- **Community Services**
613-241-7788
 - Drop-in Services**
 - Downtown Services & Drop-in
 - HIV/AIDS Prevention/Education Program
 - Housing Plus Services and Trusteeship
 - GLBTQ Drop-Ins
 - Multidisciplinary Health Clinic
 - Youth Shelters and Housing Programs**
 - Evelyn Horne Emergency and Transitional Housing for Young Women
 - Young Men's Emergency and Transitional Housing
 - Long Term Youth Housing Program
 - Community Services**
 - Wraparound Ottawa Services
 - Safety NetWorks
- **Research Services**
613-729-1000
- **Child, Youth & Family Crisis Line for Eastern Ontario**
613-260-2360
1-877-377-7775
www.icrs.ca
- **Coordinated Access**
613-729-0577 X 1251

www.ysb-bsj.on.ca

Accredited by Children's Mental Health Ontario

YSB



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Walk for Life Ottawa
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FROM THE PRESIDENT

This past year has been a banner year for YSB in the delivery of much needed services to the youth in our community. As you know, there have been significant increases in the service offered to our youth, and this has placed a tremendous demand on all of the employees in the organization. I am extremely proud of the way the staff have adapted to the increase in programs and services. The tremendous dedication of all of you to the delivery of services with compassion and professionalism is why this organization is such a success.

I have taken the opportunity to highlight some of the new programs and services introduced over the past year:

- In Mental Health Services, it was the first year of operation for the Residential Crisis Unit, completing a consolidation of the full YSB integrated crisis service;
- Under YSB leadership, the Child, Youth and Family Crisis Line for Eastern Ontario was launched into the community with 9 partner agencies;
- The intricacies of communication for the new crisis line, and the establishment of a new CRMS database was capably supported by the YSB Information Systems and Technology Dept.;
- In Community Services, the first year of operation of the Evelyn Horne Young Women's Emergency and Transitional Housing Program has been successfully completed;
- The Young Men's Emergency and Transitional Housing Program opened for service on May 7th, 2007;
- In Employment Services, Job Connect moved to larger counselling space at 1355 Bank St.;
- The newest summer employment program, the Youth Opportunities Strategy, was announced at a media conference hosted by Premier McGuinty held at 1355 Bank St.;
- In Youth Justice Services, the youth mental health court outreach position was assigned to the Bureau, meeting the need for mental health services for youth in the youth justice system;
- The Youth Justice Anger Management Program increased its service;
- An expanded curriculum at Wm Hay included the apprenticeship programs of drywall, painting, small engine repair;

- The transfer of older male youth into the Hay from ODCDC was started;
- The Youth Engagement Program was active locally and provincially:
 - They hosted a screening of Andrée Cazabon's film "Wards of the Crown";
 - They worked on the organization of the Urbana fundraiser with Dharma Developments;
 - They hosted a training event with the schools "Creating Safer Schools for Rainbow Youth";
 - They participated in the joint CAS/CMHO conference in Toronto;
 - They were part of the Child Advocate's Office conference "Pump up the volume";
 - They joined the Ministry's Youth Summit in Toronto;
 - They helped plan the annual YSB youth recognition event.

We have also brought on board this spring a new Executive Director, Mr. Alex Munter, who is up to the challenge of running this first class organization, and we look forward to the future under his leadership.

To all staff, thank you for a tremendous year. I have always believed in the power of one: the power of an individual to make a difference in the lives of others, and the cumulative effect of that difference. You are all making a tremendous difference in the lives of young people in our community. We won't know for generations the outcomes, but they will be enormous. For that we thank you.

Brian J. Ford



DAN PARÉ

Executive Director: 1994 – 2007

Retiring after 35 years of service to the youth of this community

A celebration was held on November 23rd, 2006, at which time a large number of staff, family, friends, community partners, and funders honoured Dan for his many years of service to YSB. Dan began his career at YSB in 1972 as a youth worker and held numerous positions until he was appointed Executive Director in 1994. His extensive support of community partnerships is illustrated through his involvement in the associations listed below:

- Board of Directors, Children's Mental Health Ontario, 2002-2006
- Ottawa Community for Children, Youth and Family Services (CEO group), 1995-2005
- Network of United Way Community Partners Implementation Task Force, 2003-2005
- Founding member of POPCORN GROUP/Network of Youth Service Providers (1996); Chair 2001-2003
- Chair of the Mobile Crisis and Intensive Child and Family Services Program of Eastern Ontario, 2001-2002
- Founding Member Ottawa Youth Justice Services Network, 1999
- Established Wraparound Ottawa, 1996
- Served on various local MCSS/MCYS Restructuring Committees during career.
- Crime Prevention Ottawa - Founding Board Member, 2005

Dan's passionate hobby is his garden. All board and staff at YSB celebrate his achievements, thank him for his incredible dedication to the agency, and wish him many hours of gardening happiness.



YOUTH ENGAGEMENT PROGRAM

The **YSB Youth Engagement Program** is a diverse collection of numerous youth advisory teams and peer-to-peer mentoring services offered throughout the City of Ottawa.

YOUTH ENGAGEMENT TEAMS

Education & Advocacy Youth Advisory
Rainbow Youth Advisory
Downtown Youth Advisory
Harm Reduction Youth Advisory
Ethno-Cultural Youth Advisory

Each team met on a weekly basis and worked in partnership with YSB's Board of Directors and the various YSB programs to foster youth engagement through education, advocacy, training, program development and youth-initiated activities and events. Working in partnership with the Board of Directors provided a model for youth to impact the organization's strategic planning process by providing input to the setting of goals and action plans for the future direction of the agency.

This past year the Youth Engagement Program has been both tremendously busy and inspiring. We have seen youth become engaged and offer amazing amounts of time and energy to the many different committees for which they volunteer their time. The program has gained substantially with the ongoing involvement and high dedication that each and every youth brings to the table. Not only has the program, the agency and the community benefited but also the youth involved, acquiring many new skills and making a real impact on their lives.

Since I joined the Youth Engagement Program, I have a new perspective on life. I finally have hope for the future, and my self-confidence raised so much. I find it easier to communicate and have found employment for the first time in three years. I've made friends with so many awesome people. Without this amazing program, I would not be advancing in school, and I don't know where I'd be.

Krista Driscoll, age 21

EVENTS & ACTIVITIES

✦ In partnership with the Children's Aid Society and with the filmmaker Andrée Cazabon, the YEP hosted a film screening of "Wards of the Crown", a film produced by Andrée Cazabon about youth in our child welfare system. Film screening took place May 29th at the YMCA-YWCA, followed by a candid and heart-warming discussion with the filmmaker and some of the youth from the film.

✦ Hosted a "BEACH PARTY" in May at the Saw Gallery to support recreational activity for homeless youth, an event funded by a PLAYWORKS grant.

✦ "**COLOURING OUTSIDE THE LINES**", an event hosted during Pride week and funded by the Community Foundation of Ottawa, Youth Empowerment Grants provided youth with a way to openly express themselves and their pride.

✦ In partnership with the GLBTTQ Service Providers Network and the Ottawa Carleton Board of Education hosted the 2nd Annual **CREATING SAFER SCHOOLS FOR RAINBOW YOUTH** Initiative, a one-day training event offered to educate schools on GLBTTQ youth issues.



✦ Hosted the **ANNUAL YOUTH/BOARD RETREAT** to provide feedback to the Board of Directors on current youth issues and participate in the strategic plans for the agency for the following year.

✦ Hosted the **ANNUAL HOLIDAY PARTY** for the Downtown Services and Drop-In program to support homeless and “street-involved” youth over the Christmas holidays. Over 80 youth attended the celebration. St. Mathew’s Church through their “Angels with Backpacks” program graciously donated enough backpacks for each youth to receive a gift. In addition, two Scotiabanks (Preston St. & Elgin St. branches) also supported the donation of many wonderful gifts for the youth.

✦ Organized an event at the Downtown Services & Drop-In to honor **NATIONAL DAY AGAINST HOMOPHOBIA** on May 17th to bring awareness that homophobia/ biphobia & transphobia still exist in our society.

✦ Hosted the 1st Annual **YOUTH SEXPO** in March, supported by the United Way of Ottawa through a Youth Action Grant. This event showcased a number of innovative and creative ways to deliver safer sex education.

✦ Developed a **GAY/STRAIGHT ALLIANCE NETWORK** to create opportunity for youth leadership development within Ottawa area schools and to foster a system to work collectively to impact change. Supported by a Youth Action Grant through the United Way of Ottawa.

✦ The **HARM REDUCTION YOUTH ADVISORY** Committee advocated during Ottawa City Council budget deliberations for harm reduction by speaking on the need to maintain funding for the City’s Needle Exchange program.

✦ **TOWN HALL MEETING WITH THE PREMIER:** Eight youth had input into the Youth Town Hall Forum, hosted by YSB with Premier McGuinty and Ministers Chambers and Meilleur. Two youth also participated in the Premier’s media conference, where he announced new summer youth employment funding.



URBANA FUNDRAISER

In partnership with Dharma Developments the Youth Engagement Program has been assisting Akash and Katie Sinha to create the up-coming annual Urbana Fundraiser for 2007.



Dharma Developments places a strong emphasis on giving back to their community, and this past fall embarked on a journey to support the Youth Services Bureau by creating a fundraiser to help homeless youth in the City of Ottawa. This fundraiser will be held on April 11th, 2007 at the National Gallery of Canada and will feature a fashion show of "street" attire created by Jordan Kent, and will showcase hand-painted birdhouses created by YSB youth.

TRAINING AND CONFERENCES

- ✦ Presented a panel discussion for front line workers as part of a series of workshops organized by the City of Ottawa
- ✦ Presented at a Train-the-Trainer workshop for front-line workers, providing information from a youth perspective on harm reduction
- ✦ Attended the World AIDS Day Conference in Toronto
- ✦ Provided youth-to-youth workshops to the Ottawa CAS PIP Program on GLBTQ youth issues
- ✦ Participated in the Gay Men's Health Conference in Toronto

- ✦ Presented two workshops at the "Pump Up the Volume" Conference hosted by the Office of the Child Advocate in Toronto, the first on homeless youth issues and the second on Gay, Lesbian, Bisexual, and Transgender youth issues



- ✦ Participated in a "Health Fair" at three Alternative High Schools to provide youth-to-youth education on GLBTQ youth issues
- ✦ Ten youth attended and facilitated at the Provincial Youth Summit in Toronto
- ✦ Delivered a poster presentation on the Youth Engagement Program at the 2006 Joint CMHO/CAS conference in Toronto
- ✦ The Rainbow Youth Advisory facilitated a workshop at Sir Wilfred Laurier High School on National Anti-Homophobia Day and participated in an Information Fair on GLBTQ youth issues.

PARTNERSHIPS

- ✦ Participated on the Ottawa Integrated Drugs and Addictions Strategy Working Group



✦ Worked in partnership with the Youth Sexuality Coalition comprised of local agencies focusing on increasing sex-positive education in schools and youth organizations

✦ Participated on the Trends and Issues Committee, serving the Downtown core and looking at the issues faced by homeless youth

✦ Participated on the YSB Youth Recognition Committee to plan and develop the annual Youth Recognition Event

✦ Sat on the YSB Speakers' Bureau to develop strategies to focus on dealing with issues such as media, positions on youth issues, and public relations.

Youth Engagement has made a huge impact in my life. It's given me an opportunity to make a significant difference in my community and among other youth. It's very rewarding coming from a workshop knowing that I've given youth knowledge that they may not have had the opportunity to receive otherwise. Yeah Youth Engagement!

Sophia Kelly, age 15

✦ Worked in partnership with the HIV/AIDS Prevention Program to support youth-to-youth programs and initiatives, including the Kondoms n'Karaoke Program

✦ Worked in partnership with the Young Women's Emergency Shelter to create a more youth-friendly physical plant. Actual plans developed will be seen in 2007

✦ Worked in partnership with the Downtown Services and Drop-In staff team to create youth-to-youth activities and opportunities for homeless and "street involved" youth



✦ Developed a strong working relationship with the Office of the Child and Youth Advocate in Toronto to begin developing opportunities for youth in Ottawa to have impact on provincial legislation affecting youth and an increased voice on a variety of issues. This has created opportunity to secure future funding and to expand

the Youth Engagement Programs' initiatives to include such things as facilitating mini youth summits, facilitating workshops on youth rights, and providing expertise on sex-positive education training

The Youth Engagement Program has helped me in my day-to-day life as well as professional from being more organized and punctual to being a better leader. It has also permitted me to get my voice heard about issues I feel strongly about.

Raphaëlle Ferland, age 18

✦ Assisted Children's Mental Health Ontario in their project to further Youth Engagement Initiatives within youth institutions and programs in Ontario

✦ Developed a partnership with the Social Service Program at Algonquin College to provide field practicums for second year students

✦ Provided opportunity for youth requiring community service hours to complete these hours within the Youth Engagement Program. This has created a viable means for youth to engage and remain involved in volunteer work within their community.



The Youth Engagement Program has helped me to realize that my input does matter. It has also helped me to understand my skills and my faults. It has helped me to grow into a stronger and better person.

Tania Delangis, age 21

The Youth Engagement Program at the Youth Services Bureau of Ottawa has given me an increased sense of self-confidence and strengthened leadership skills. My experience on the Rainbow Youth Advisory is something I'll be sure to remember for a long time to come.

Kyle MacRae, age 17

The Youth Engagement Program has given me a sense of self, a better sense of community, wonderful experiences, new friends, and a little bit of money. But that's not important

Ariel Slootsky, age 15



FUNDING OPPORTUNITIES

Several of the youth advisory committees have applied for funding to support different events and activities throughout 2007/2008 including submitting applications to the United Way of Ottawa's Youth Action Grants and the Community Foundation of Ottawa's Youth Empowerment Grants. They are presently awaiting word on the success of these applications.



A SUCCESSFUL YEAR

The **YOUTH ENGAGEMENT PROGRAM** worked to create strong youth leadership in our community, supported youth-to-youth initiatives, and celebrated the achievements of youth on a day-to-day basis. Through the development of youth leadership programs we have effectively met the needs of some of the most at-risk youth in our city. Fostering youth leadership through programs that support "power with" versus "power over" assisted in developing trust, self-esteem, motivation, and a security within a youth's own self to bring about dramatic change in their lives. The program has been a powerful tool to engage youth who have not traditionally experienced success.



YOUTH EMPLOYMENT SERVICES



The 2006/07 fiscal year for the employment unit was an extremely busy year.....one that saw a tremendous amount of growth, labour market changes and opportunities.

Did you know? The Youth Services Bureau's Employment Services unit is the largest provider of career assessment and employment services to youth in Eastern Ontario. Currently programming for community employment initiatives is provided across the City of Ottawa to displaced, unemployed and under-employed youth in four primary Ottawa communities - Orleans, Gloucester, Ottawa-south (two locations) and Kanata.

Two factors, the Echo" generation (children of baby boomers) now entering the labour force, and recent changes in Ontario's education system have resulted in an increase of youth looking for employment opportunities. Youth aged 15 to 24 still have the highest unemployment rate amongst eligible working Ontarians. Of particular note is the fact that youth are becoming more selective in the types of jobs they are willing to do while becoming more interested in alternative career options such as the trades. This makes for a more challenging environment for career and employment specialists and has contributed to the growth experienced within the Employment Services unit during the 2006/2007 fiscal year.

Job Connect: www.needajob.org

One of the most significant programming changes that occurred in 2006 was the enhancing of the Job Connect program delivered to 16 to 24 year olds. In the spring of 2006 youth registered to receive Job Connect services could qualify to also receive comprehensive job development services. This new programming enhancement would augment the existing career and employment services very well and would further enable our staff to work with youth from the point of

entry "into the service" to the point where they would be gainfully employed.

To adequately serve the growing number of youth accessing our Job Connect program, new expanded space was acquired in Ottawa south across the street from Billings Bridge Shopping Plaza, which would place us closer to the growing youth population in that community and would see us co-housed in the same location as the Ministry of Training, Colleges and Universities' local apprenticeship office. This location has enabled us to better serve the youth in a much larger, open and user-friendly environment – one that is easily accessible and more central.

Community Info Fairs:

With the addition of job development services the amount of employer interactions and community information forums to the Job Connect program increased significantly, both off-site as well as on-site. One of the employer activities that grew tremendously this past year was the coordination of job fairs. While in the past, Job Connect would offer one to two events per quarter directly to the employer, during this past year two to three such events were held each and every month. These events were very successful for both job seekers and employers, in some cases with employment being offered "on the spot." One of the largest events was for a new Giant Tiger store opening in Orleans. Staff worked with the owner of the store to coordinate a large-scale employment event. More than 600 people applied for the various employment opportunities.



To provide additional information to job seekers on local employment opportunities, monthly information sessions were also being offered with a focus on the following employers: Ontario Provincial Police, Ottawa Police Services, Public Service Commission, and the RCMP. Youth could also choose to participate in workshops relating to working in the trades or starting a real estate career. All sessions could be booked on-line and were usually well attended.

The official grand opening of the new Job Connect office was held October 19, 2006 and attracted numerous community partners, youth representatives, employers and government officials. A former client of the program who has gone on to establish a very successful graphic design business was commissioned to paint a wall mural in one of the meeting rooms. The mural was unveiled at the grand opening. The event was a huge success, thanks to the hard work and dedication of the Employment staff and was capped off by the official ribbon cutting ceremony and cutting of the cake.

Summer Jobs Program

During the summer of 2006 Youth Employment Services' Summer Jobs program found employment opportunities for 421 Ottawa youth aged 15 to 24 years. The program again attracted more than 100 employers with over 40 employers being new to the program for 2006. Opportunities for youth ranged from working with landscaping companies, summer camps, parks and recreation to jobs in tourism, hospitality, Information Technology, trades and

business. The program is offered every summer from April to August and is now in its 10th successful year.

Work Place Ottawa: www.workplaceottawa.com

This program for individuals in career transition is now in its second year of operation, in two locations, Ottawa south and Orléans, (co-housed with the Orléans Employment Resource Centre). It offers a series of workshops and information sessions to youth aged 18 to 30 years seeking employment opportunities in the Ottawa area. This client-focused program provides individuals with the opportunity to "hand-pick" particular workshops that meet an individual's specific needs, fast-tracking them back into the work force.

During the past year more than 885 individuals have participated in various work shops and information sessions. Many requests to this client-focused program have been received and over 70 presentations to groups of youth, students and career practitioners have been made to such organizations as University of Ottawa, Ottawa Talent Initiative, Algonquin College, Willis Business College, Ottawa Public Library, Northern Lights Vocational Services and Youth Zone Jeunesse.

Information Technology Orientation:

www.itottawa.com

This three-day seminar continues to be a popular briefing for individuals who have been displaced from the Information Technology (IT) sector or who intend to find employment within that sector. The seminar reviews current and future labour market trends that are or will be impacting employment opportunities in Ottawa as well as globally.

Individuals also learn of the numerous restructuring initiatives taking place within the IT sector, and global off-shoring trends within the manufacturing sector, that will impact future employment opportunities. Dissecting job descriptions, developing IT-specific resumé and identifying transferable skill sets to other employment sectors form just a part of the core curriculum offered to individuals.

During this past year, the number of requests for presentations on the Information Technology Orientation program and local labour market projections have



doubled from previous years, suggesting a sector that is continuing to undergo much change. Presentations included the following groups: Ottawa Talent Initiative, World Skills, Carleton University, University of Ottawa, Canadian Career Academy, VPI Employment Strategies Solution and Pinecrest-Queensway Community Centre. In addition to employment locations in Gloucester and Kanata, there are available on-line quarterly labour market webcasts to inform clients.

Orléans Employment Resource Centre

The Employment Resource Centre in Orléans opened its doors to the general public in the spring of 2006 and has been the destination of choice for many job-seekers living in Ottawa's East End. The Centre has a fully-equipped reference library of career and employment resources complemented by six computers with high-speed Internet access. The Centre also has a reading room for individuals to browse through one of the most extensive libraries of information on apprenticeships and the trades.

The job posting board is always full of employment opportunities available to individuals seeking employment in the East End as well as the rest of Ottawa. New jobs are posted on a daily basis. The employment consultants on-site are always available to assist whether individuals are looking for information on the local labour market, seeking input into the design of a resumé, or writing a covering letter for a job application.

Every month individuals using the centre have the opportunity to provide feedback on the quality of services received. Comments below reflect the level of satisfaction experienced.

"The employment staff are very helpful and I left feeling I had accomplished what I needed to accomplish."

"This is all so overwhelming. Thank you for taking the time to walk me through it."

"I had no idea this centre was here in Orléans. What a great service!"

"I am happy my friend referred me to this centre."

"I have already told many people of the great experience I had here. Expect more people to stop by for employment help."

Youth Opportunities Strategy

In February 2007, the Ministry of Children and Youth Services announced that the Youth Services Bureau Youth Employment Services Unit had been successful in acquiring a new summer jobs program geared to provide summer employment opportunities to 180 youth aged 15 to 18 years. This program will be offered to youth living in 11 Ottawa neighbourhoods.

Premier Dalton McGuinty and the Minister of Children and Youth Services, Mary Ann Chambers and Madeleine Meilleur, Minister of Community and Social Services and Minister Responsible for Francophone Affairs, made the announcement from the Youth Services Bureau's Job Connect office on February 22, 2007.



As part of the official announcement and to gather youth feedback on youth issues, a “town hall” forum was organized for youth wishing to speak with the Premier, Minister Mary Ann Chambers and Minister Madeleine Meilleur. A total of 44 youth participated in the forum presenting their thoughts and opinions to the Premier and Ministers. Minister Chambers initiated the discussion by asking, “What has worked well and what are some of your challenges?” Some of the comments expressed were.....

“I am impressed by the Youth Services Bureau. Its Youth Engagement program is opening doors for youth.”

“Job Connect is a great program. It should be advertised on television for more youth exposure.”

“Another Youth Services Bureau program that is helpful to youth is the Hep C program. It provides knowledge to youth about this issue as well as providing youth exposure.”

The Numbers

1. 56,453 unique sessions to the needajob.org web site
2. 5342 visits to the Job Connect resource centre
3. 4704 visits per month to the needajob.org web site
4. 1979 visits were made to the Orléans Resource Centre
5. 1192 students in schools received information on employment services
6. 885 individuals attended Work Place Ottawa employment sessions
7. 563 registered Job Connect clients
8. 421 students found summer employment through the Summer Jobs Service program
9. 370 attended Information Technology Orientation work shops
10. 131 employers provided summer work experiences to students

11. 47 high schools in Ottawa received employment services presentations
12. 36 employer job fairs were held (on-site and off-site)

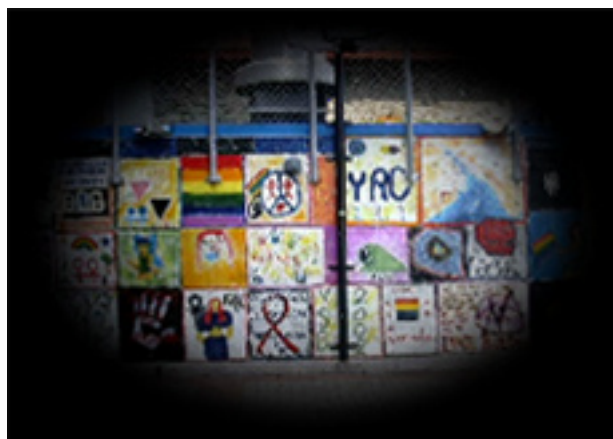
The growth and success experienced by the Employment Services unit during the past year can be attributed to the professionalism and dedication of a wonderful staff team. These individuals are committed, on a daily basis, to assisting our clients to achieve a better quality of life and to reach their career aspirations.

At the provincial level, Jeff Burry is the Eastern Ontario Director for the Ontario Association of Youth Employment Centres (OAYEC). He has been serving as a board member and for the past two years has served as chair person for 15 Eastern Region members. Over the years, OAYEC has forged a close working relationship with the Ministry of Training, Colleges and Universities, and currently sits on the provincial advisory forum which oversees policy decisions relating to youth programming and their employment requirements



COMMUNITY SERVICES

Downtown Services and Drop-In



ANGER MANAGEMENT AND SHORT-TERM COUNSELLING

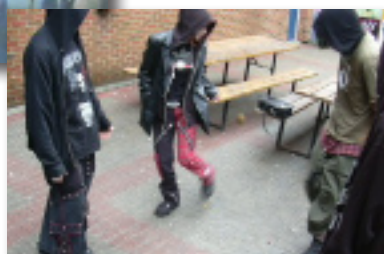
Anger Management is a 4 to 5 session program that has a cognitive-behavioural approach based on the program developed by William W. Creighton. The staff also offer individual short-term support to youth, based on their needs.

Service Activity:
37 unique clients have accessed counselling and/or anger management

DROP-IN SERVICES

Downtown Services and Drop-In provides a safe place for youth 12-20 years of age, who have complex needs and are homeless or at risk of becoming homeless. The Drop-In is open 365 days a year. Services include: lunch, showers, laundry facilities and access to telephones, crisis intervention, assessment of needs, short-term supportive counselling and goal development, information and referral, health services, housing services, employment support, anger management, trusteeship and HIV/AIDS prevention/education.

Service Activity:
Unique clients: 860
Visits: 15 126



YOUTH STORY

"I came to Ottawa in October (2006). When I got here, I was new to town and the YSB Drop-In was the first resource I accessed. At first, I started accessing the drop-in, then I starting going to their morning resource program, where I got my first job in Ottawa as the cleaner and kitchen server for the Drop-In. I also signed up for their arts program, which is an amazing program, but should have more time spent on it. I have also been able to stay in touch with my family. And recently, I got my first apartment in Ottawa with the help of drop-in services. I also got help with maintaining full time employment. Now I still access the drop-in but my life is more stabilized."



MORNING RESOURCE PROGRAM

The Morning Resource Program opened its doors in August 2006. In a welcoming, focused and empowering environment, youth are supported in identifying and using their strengths leading to goal-setting and skills acquisition. Youth have self-directed access to internet, newspapers, telephones, housing search and employment lists. Staff can provide one-to-one assistance for youth seeking further support in the areas of education, employment and housing.

Advocacy is a major staff role in the Morning Resource Program. Youth have benefited from staff's lead in navigating through the complexity of systems and structures. Moreover, the goal is to role model and teach youth the advocacy skills necessary for future independence and success.

Service Activity: Unique clients: 115; Visits: 310



MULTI-DISCIPLINARY HEALTH CLINIC

The multidisciplinary Health Clinic was developed two years ago in collaboration with several community partners. Throughout the year, the following community partners have offered services to our clients: Algonquin Collège through the Dental Hygienist program; a nurse from the Sexual Health Centre; from Elizabeth-Bruyère, a chiropodist; and from Sandy Hill Community Health Centre, a nurse practitioner. This valued community collaboration allows many high-risk youth access to basic medical services that they would not normally receive.

HOUSING PLUS

This bilingual service assists at-risk youth ages 16-20 to find and sustain safe and affordable housing. Youth are provided with a range of lifeskills, counselling, advocacy and mediation services to support them in finding housing and meeting other social determinants of health.

The housing worker supports clients according to their needs in exploring their emergency, short and long-term housing options; calling city emergency shelters; applying for YSB transitional and long-term housing; accessing the Ottawa Housing Registry or YMCA second stage housing, and a variety of other youth-friendly housing providers; helping the youth know their rights as tenants; responding to eviction notices; and, helping them maintain their housing once it is acquired.

Service Activity: Unique clients: 434; Visits: 2604
Client Profile: Initial Housing Status
Number of youth at imminent risk of being homeless that kept their housing: 45
Number of youth assisted in moving to permanent housing: 127
Percentage of those youth that maintained their housing for 3 months or more: 80%

YOUTH STORY

"Melanie" was referred to the Housing Plus and Trusteeship program by a community partner since she was asked to leave home due to ongoing conflict with her mother. At 16, she was out of school, living with friends and having difficulty meeting her basic needs. With staff support, Melanie was found eligible for Ontario Works, registered for school in an alternate program, started a co-op placement that allowed her to empower herself and meet new friends. Melanie was also accepted in the Evelyn Horne Transitional Housing Program, which gave her the stability to work on her goals.

Melanie is now accessing staff on a weekly basis for support in reconnecting with her mother and developing a new relationship with her based on open communication. She is searching for long-term housing and is looking into registering in a college program for the fall semester.



DOWNTOWN TRUSTEESHIP

This is a bilingual mandatory provincial program for 16 and 17-year-old youth who can no longer reside with their parents, are attending or will be attending school, and are receiving Ontario Works benefits.

The YSB trustee:

- assists clients in complying with Ontario Works' conditions of attending school and securing/maintaining safe and affordable housing;
- receives and distributes Ontario Works cheques to registered Trusteeship clients;
- supports clients with financial, housing, educational and vocational issues;
- serves as a liaison between clients and their Ontario Works case coordinators;
- refers clients to a variety of community partners.

Service Activity:

Unique clients: 168 (Monthly visits or more based on needs)

OUTREACH SERVICES

The Downtown Services and Drop-in Outreach Services started on Friday and Saturday evenings last August, in order to respond to the needs of homeless and at-risk youth and to connect them with appropriate services in our community. The team strives to empower youth and enables therapeutic relationship-building. Staff provide basic supplies (pamphlets with information on shelters and food banks, YSB outreach cards, socks, underwear, gloves/mitts, hats, granola bars, muffins provided by Second Cup, juice boxes, water, condoms and personal hygiene items). In collaboration with the City of Ottawa, youth also receive boots, blankets, sleeping bags, hats and mitts over the winter season. Staff offer supportive and crisis counselling, provide youth with different lifestyle choices, help youth identify their needs, make referrals, and educate youth on topics such as the Safe Streets Act and harm reduction.

Referrals are made to: Downtown Services and Drop-in, the SITE, Evelyn Horne Emergency Shelter, Shepherds of Good Hope, The Mission, YMCA (interim Young Men's Emergency Shelter), O'Connor Women's Shelter, Salvation Army (outreach van and shelter), medical clinics and hospitals, Sexual Health Centre and Aids Committee of Ottawa.

Service Activity:

Contacts on outreach: Males 1,251; Females 1,009; Total 2,260

YOUTH STORY

Workers engaged a young woman who was in distress. She had been on the street and couch-surfing for about a year. She found herself faced with being on the streets again while trying to hold down a minimum wage job. Outreach helped her to overcome her fear of accessing the Evelyn Horne Emergency Shelter, and she entered the service for about two months. She expressed how well she was supported and respected at the shelter. She was able to continue working and two months later she informed outreach that she had secured housing.



PINK TRIANGLE YOUTH DROP-IN

This drop-in is a support and social group for gay, lesbian, bisexual, transgender and questioning (GLBTQ) youth twenty-five and under in the Ottawa area. It is run for youth by youth in partnership with Pink Triangle Services and the Youth Services Bureau of Ottawa. Youth have an opportunity to meet peers who are going through similar life experiences, share the highlights of their week (both good and bad) with the 'Positives and Negatives' weekly activity, and participate in myriad activities that are organized and coordinated by the peer leaders of PTY.

Two GLBTTQ-identified counsellors from YSB support



youth with coming-out issues, sexual orientation and gender-identity issues on an individual and group basis, as well as support the peer leaders in their roles with the group.

Service Activity:

1,203 youth attended PTY from April 1, 2006 to March 31 2007.

WESTERN RAINBOW DROP-IN

The Western Rainbow Drop-In is run by the Youth Services Bureau in partnership with the Western Ottawa Community Resource Centre and Centretown Community Health Centre. Facilitated by two YSB youth counsellors, the Western Rainbow Drop-In supports youth ages 12-20 in the western Ottawa region who identify as GLBTQ (gay, lesbian, bisexual, transgender, two-spirit, queer and/or questioning their sexual orientation or gender identity). The Drop-in also offers individual counselling services on an as-needed basis, provided by a Centretown CHC youth counsellor specialized in the issues that queer youth face.

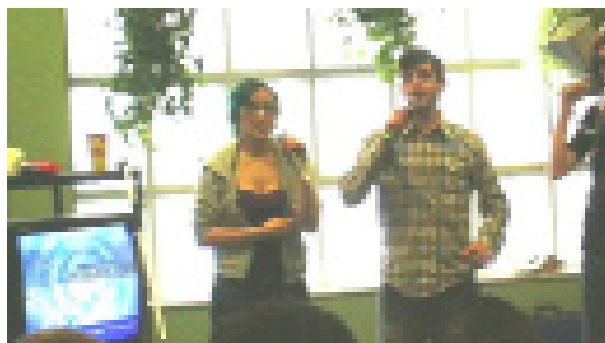
In Fall of 2006, the Western Rainbow Drop-In closed its services temporarily so that its community partners could focus on reaching out to the local area high schools to promote the service and to support those schools who are currently running Gay-Straight Alliances or who may be interested in doing so in the future. The attendance at the Drop-In has increased as a result of this outreach. This year, 17 young women and 8 young men attended the drop-in.

HIV/AIDS PREVENTION EDUCATION PROGRAM

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. To raise awareness about HIV/AIDS, staff also provide educational presentations and training for front-line workers in the community and offer activities for high-risk youth at Alternative Schools, detention facilities, youth shelters, the housing program at YSB, and community events such as health fairs and community forums. The aim of the program is to work within a network of supports for youth to empower them to engage in safer practices. Supports include the Needle Exchange program, a supply of condoms, and referrals to other services for youth.

Kondoms 'N Karaoke Peer Program

This interactive prevention activity 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 about healthy sexuality in a safe environment. Kondoms N' Karaoke, which is now facilitated by youth for youth, has presented in a diverse number of environments: Overbrook Forbes Community Centre, YSB Housing, Western Rainbow Drop-In, Pink Triangle Youth Group, Downtown Services and Drop-In, Ten Oaks Camp, and at several conferences.



HCV (Hepatitis C Virus) Peer Education Program

Funded with a grant from Health Canada until April 2007, the HCV Peer Education Program aimed to engage at-risk youth in order to provide them with tools necessary to prevent the spread of HCV and to connect them to service providers and agencies. The HCV Educators involved their peers through interactive presentations about Hepatitis C in schools, at community events, and at services that engage at-risk youth.

The Youth Group

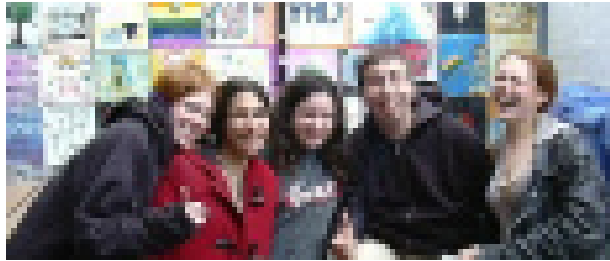
The Youth Group is a social group for young people living with or affected by HIV/AIDS. The mandate of this group is to offer a place to talk and share with peers. The group is youth-led with the support of the AIDS Committee of Ottawa and the Youth Services Bureau.

The Harm Reduction Youth Advisory Committee

The HRYAC addresses the needs of young people who have experience with substance use, providing advocacy, education, service information and identification of gaps in services. Over the past year the HRYAC presented at the request of the City of Ottawa to front-line workers, connected with several hundred youth at Alternative Schools through Health Fairs, presented at the 2007 Opening Doors Conference,



and advocated for harm reduction to Ottawa City Council. Program staff and youth attended the 2006 International AIDS Conference in Toronto. The program launched a youth-created 'Zine, provided ongoing facilitation of the Pink Triangle Youth Group, and facilitated the Fantastica Bombastica Song Circle (a youth choir).



Community Involvement

During the year, the HIV program participated on different community committees such as: Needle Exchange Partnership Committee, the Youth Sexuality Coalition, the Ottawa Integrated Drugs and Addictions Strategy Working Group, the Ottawa Council on AIDS and its Joint Action teams: IDU (Intravenous Drug Users) Joint Action Team, the HIV Prevention Education Committee, AIDS Walk Ottawa, and World AIDS Day Committee. The HIV program also chaired the Health Fair Planning Committee and worked in partnership with the Youth Engagement Program from the Youth Services Bureau.



AIDS WALK OTTAWA
September 2006

COMMUNITY DROP-INS

Michelle Heights Older Youth Drop-In

Michelle Heights Older Youth Drop-In program was established in 2002 as a collaboration with Youth

to address the needs of older youth (17-23 yrs old) in Britannia Woods and Michelle Heights communities. It has grown from a three-month pilot project to one of the most successful year-round youth support programs, with the potential to be replicated in other communities or cities.

The program offers a range of services including recreational activities, employment support, personal counselling, health promotion, workshops on leadership, youth empowerment and fundraising. It is a well-attended program with an average of 70 youth per night, which offers an outlet for youth energy and reduces their vulnerability to problem behaviours. It has become very popular among the residents in the area, particularly parents, who 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.

Safety Networks in the Ledbury/Banff neighborhood

Safety Networks (SNW) community partner agencies: Youth Services Bureau, City of Ottawa, National Capital Region YMCA-YCWA, the Boys and Girls Club, Southeast Ottawa Centre for a Healthy Community and Banff Community House have continued the Safety Networks project begun in 2004. The project consists of two components: Youth Empowerment and Community Mobilization. Staff began the youth empowerment model by establishing a Youth Advisory Committee. This year, Ledbury/Banff Youth Advisory Committee organized a number of activities including setting up a reading club for children under the age of 12 in the community, movie nights for children, and youth focus group.

The SNW project has also offered other supportive activities intended to help neighborhood youth develop skills, confidence and awareness. These include employment workshops, substance abuse presentations, and leadership training. In addition to providing youth empowerment support, SNW staff also assisted residents in Ledbury/Banff neighborhood to form their own Tenant Association.

For the first time, United Way Ottawa, the funder of the SNW project, agreed to provide funding for three years. Keeping the project in the same community for more than a year has had an important impact, giving the community time to develop strategies for sustaining the project.



YSB office in the Southeast Ottawa Centre for a Healthy 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 in the Southeast Ottawa Centre for a Healthy Community (SEOCHC) to address the needs of youth and their families in this part of the city. Services offered at this office include: crisis intervention, short-term counselling, conflict resolution workshops, organizing youth/parent advisory groups, and providing referrals to other services. As part of this partnership and collaborative service delivery, Youth Services Bureau staff sit on several steering committees, including “No Community Left Behind Initiative”, Youth and Children Services Coordination, and Somali Youth Support Group.

The Community Programs office in Southeast Ottawa is currently working with YSB’s Youth Employment Services to implement the province’s recently announced Youth Opportunities Strategy Initiative in several neighborhoods in Southeast Ottawa. This initiative is designed to offer employment and social skills development opportunities to youth in designated neighborhoods of the city.

EMERGENCY, TRANSITIONAL AND LONG-TERM HOUSING

Evelyn Horne Emergency and Transitional Housing Program for Young Women

It is just a little more than one year after the opening of the new 30 bed emergency and transitional housing program for young women ages 12 to 20. Protocols established with our service partners, CAS and the Ottawa Police, assist us with those youth under 16 who enter looking for shelter and safety. Staff have established a youth empowerment model for the new program, enabling the young women to build on their strengths and help them to overcome with determination the barriers and challenges of their lives. The young women who enter our program have a wide range of issues to address. They may be “street-involved” or homeless; they may have been involved in the child welfare or youth justice system; they frequently have experienced parent-child conflict; some have mental health issues; some are visible minorities and new Canadians. Their average age is 17 and usually they are truly on their own. Traditional services have not worked and their mistrust of adults and systems is quite common. Their coping skills can be either healthy through school, work and sports, or

unhealthy through addictions, the sex trade, self-harm and/or eating disorders.

They quickly appreciate the privacy that their new accommodation offers them, and they learn to accept the diversity of their co-residents. Staff encourage their strengths and celebrate their resiliency.

Two Youth Recognition Award Winners last November

A 16 year-old young woman was taken from her family home along with her 14 year-old sister, as a result of physical abuse. Her sister went to a foster home and the young woman came to E. Horne. In order for her to achieve her goals, many skill sets still needed to be developed quickly, including ones like riding a bus for the first time. She had tremendous courage and gained more self-esteem by accomplishing these tasks. She ended up moving in with her sister and her foster family.

A 19 year-old young woman we have worked with over the years came back to E. Horne, in order to do what was needed to have her son live with her again. She had conditions to fulfill and worked very hard to complete these, in order for her son to have a safe and stable life. She worked on her goals and did find housing, where she lives today with her son.

In August 2006 the transitional housing component of the Evelyn Horne Program opened. Within a month, it was full, and staff began the consultation process with the young women to outline guidelines. Regular Tenants’ meetings were initiated, processes for female and male visitors were drafted, and accommodation of some small pets was implemented. Individual case management was started, and basic living skills developed.

The Evelyn Horne Program’s role as advocate for marginalized young women expanded last May as our first transgender youth entered the program for five weeks. We readily accepted our responsibility as advocate for this young woman’s right to access services.

Transitional Housing Youth Stories

A 17 year-old young woman with complex needs moved into transitional housing. She attended school on a regular basis, worked part-time, and was able to develop independent living skills. She has been able to maintain this housing and is extremely proud of this, given her unstable transient housing past. She



continues to work hard on developing her skills in order to eventually move into more permanent housing.

A young woman moved from our emergency housing program into transitional housing. She had many very serious physical health issues that were difficult to manage in emergency housing. Since her move into transitional housing, she has been self-sufficient financially for the first time in her life and has been able to budget accordingly. She has really grasped the concept of what it takes to live on her own and how much it costs to do this. Her relationships with her family have improved with her new-found independence.

Community Partners

Trends over the year have shown an increase in young women with mental health and addictions issues, and involved in the sex trade, who are accessing the program. To meet the needs of these young women we have linked with a number of community partners. We have developed a protocol with CAS for young women with more complex needs. Ontario Works, Royal Ottawa Hospital, Canadian Mental Health Association, Sandy Hill Community Health Centre continue to support our young women by providing outreach services to us. Our newest community partner is the Elizabeth Fry Society, whose staff has begun doing weekly visits to connect with young women in contact with the law and involved in the sex trade. Our community service partners continue to call us when they need support to house and counsel young women with very complex issues.

During the first year staff have welcomed visitors and given tours on a regular basis to help the community become aware of our incredible young women who still need some help.

Gifts of Support from Community Heroes

Thank you to our supporters. We truly appreciate you!!

- Our generous community donors
- The YSB Volleyball Fundraiser
- The CLV Group annual golf tournament fundraiser
- Community members, whose gifts allowed the Evelyn Horne Program to bring in the Youth Engagement Team to make the program youth-friendly
- Our Board members and community friends at Christmas time
- A volunteer who provides income tax clinics
- Two student placements from Algonquin College, Corrine and Terri, who helped the young women immensely.

On May 10th, 2006 the Program underwent a City of Ottawa Shelter Compliance Review. Two days were spent reviewing policies and operations' manual, interviewing staff and young women. Results were very positive, with some aspects identified as best practices, to be shared with other shelter providers.

Service Activity

12 Emergency Beds

Number of young women served: 199

Admissions: 527

Carried in: 13

Total days occupied: 6729

Total days available: 4380

Average days: 33.8

Occupancy rate: 153.6%

16 Transitional Beds

Number of young women served: 23

Admissions: 22

Carried in: 0

Total days occupied: 3111

Total days available: 4380

Average days: 135.3

Occupancy rate: 53.3%

Note: Transitional Housing access did not open until early fall of 2007. Shelter over flow youth were housed in the swing beds (4) which is recorded as part of the transitional stats. Statistically that reflects a 71% occupancy rate in 6 months calculated over 12 months

Young Men's Emergency and Transitional Housing Program

The celebration of the past year was the successful completion of construction of the Young Men's Emergency and Transitional Housing Program. Twelve young men transferred from the National Capital Region YMCA-YWCA as the building was opened. The community celebrated together at the grand opening on June 8th 2007.



Long-term Housing Program

Another year has passed in the Youth Services Bureau Housing Program and the Housing Staff have continued to offer support and counselling to the 65 tenants located in our three apartment units. In the past year we have welcomed 18 new tenants into the program and celebrated the birth of two children. The old and new tenants reflect the wide diversity of the community and we continue to work with them to provide a safe and open environment so that they may work towards accomplishing their personal goals despite the issues of poverty, loss, abuse, homophobic attitudes and acculturation that many of them have faced.

Throughout the past year we have seen many of our tenants seek to further their education by completing their GED, applying for college, or continuing their studies at college or university. Others have entered the workforce and are accumulating the skills and experience that they will need throughout their careers.

In the three apartment units the Tenant Resource Teams have brought a supportive and dynamic element to the program. Initiatives begun by the tenants resulted in a youth leadership workshop as well as First Aid and CPR training for those interested. An evening of "Kondoms 'N Karaoke" was presented to the tenants to help further their awareness of healthy sexuality.

A recreational component to the program was developed, with tenants applying for memberships at the YMCA. Two applications were made to the United Way for Youth Action Grants. Both were successful and a young women's softball team and young men's soccer team are looking forward to the beginning of the season.

The annual Housing Program BBQ took place at Mooney's Bay despite the wet weather and our three Seasonal Celebration Parties were hugely successful with each resident and child receiving gifts with the support of generous individuals and groups in the community.

The theme of "giving back" to the community was again evident throughout the year. Many residents acknowledge the support that they are receiving and hope one day to be able to offer guidance and hope to others. Tenants have participated in committees and groups dealing with harm reduction, education, and other youth issues. One resident has turned the idea

of "giving back" into a reality. After successfully raising funds she has recently traveled to an orphanage outside of Katmandu to bring support and much-needed school supplies to the children living there. Throughout her two month stay she will work with the children to advance their educational goals, language skills and social development.

Other tenants are planning on enrolling in college and university courses to become the youth counsellors and support workers of tomorrow. The hope and dedication of the young people in the Housing Program continues to be a source of pride and inspiration to the staff and, by working together, they are ready to meet the issues and challenges of tomorrow.



YOUTH JUSTICE SERVICES

WILLIAM E. HAY CENTRE

A twenty-four bed residential facility, serving male youth in secure detention (pre-trial) and secure custody (post-trial sentence), ages 12-18. Referrals are from the courts, Probation Services, Police and other youth justice facilities.



LIVIUS SHERWOOD OBSERVATION & DETENTION CENTRE

An eight bed residential facility (co-ed) for court-ordered detention, open custody and place of safety ages 12-15. Referrals are from the courts, CAS, Probation, the Police and other youth justice facilities.



As part of Sherwood's residential services, staff offer a place of safety and security to the youth. Counselling needs for the youth while in custody include one-to-one and group counselling, as well as daily living skills. Programs include anger management, Young Men's Work/Young Women's Lives, and cognitive-based skills. Case management sessions focusing on education, employment, and counselling are held with the youth to assist in the process of reintegration to society. Advocating for the youth is an integral part of our job, ensuring that the rights of the youth are being met.

Some of the youth's comments from these surveys include the following:

- *This place would be better... I wish I could stay here*
- *It waz cool*
- *I LOVE U*
- *All in all I thought it would be worst. I guess it was okay. The staff here are pretty nice.*
- *Staff are really nice, I wouldn't mind another stay at Sherwood.*
- *Needs to be more physical activity in the program fighting obesity in youths.*

From the Youth Satisfaction Surveys at Sherwood and the Hay:

The Question	% said Yes at Sherwood	% said Yes at WEHC
Were you treated fairly upon your arrival?	Yes: 90.7%	Yes: 85.71%
Were you listened to and treated with respect?	93.02%	57.14%
Did you feel safe during your stay?	93.80%	57.14%
Overall, are you satisfied with the service during your stay?	77.52%	100.00%



Highlights for Youth Justice Services' Partnerships, Programs, and Training

- New Anger Management partnership with CAS
- New Mental Health Court Worker
- Youth Justice Services working together with Youth Employment Services to improve the Young Men's Work Program.
- New Courage program: a structured, experiential writing process that motivates and guides individuals toward positive lifestyle change
- Gender-responsive training for males
- Guns and Gangs training
- FASD general training and case management
- Self-injurious Behavior training
- Youth and Mental Health training
- Crisis Intervention training for all staff

We are pleased to introduce our 2006-2007 Youth Justice Training Teams:

Prevention Management of Aggressive Behaviour:

Jack Boersma, Mike Noel

CPR/First Aid:

Claude-Eric Lafrance

Suicide Intervention and Prevention:

Bill Fenn, Barb Menard, Terri Kehoe,
Mike McInrue, Michaela Rodd

Member of the Ministry's Critical Incidence Response Team:

Bill Fenn, Terri Kehoe

McHugh School Program within the Youth Justice Services & the Youth Justice Team of Teachers



Frank

This year is a year of firsts at the Hay. Charlene Hayes and Frank Scanga are first timers at the Hay as well as first timers with the McHugh Education Program. In addition to providing support in academic courses, Charlene and Frank have brought some hands-on learning to the kids at the Hay by introducing small engine repair, drywall installation and repair, and painting. Valuable skills acquired in these programs will assist with the challenges of community reintegration.



Charlene

Starting in December 2006, the W.E. Hay Centre began accepting older youth (16 and 17 years old). In the classroom these older students tend to be more focused on attaining high school credits, which has a positive influence on the younger students. This may be the first time teachers at the Hay have granted a 4U history credit.



Kevin

The Sherwood McHugh Classroom caters to both male and female learners ages 12 to 15. The students take advantage of the non-intimidating and welcoming educational wing as a support mechanism to continue their academics while not being able to attend their local community school. If a student is enrolled in a community school, he/she is able to complete assignments as they are received from the school. This continuity helps greatly in the re-integration of the student upon discharge.

More accurately, however, a greater number of our students this year have come to us without being registered in a community school. In addition, many of these youth typically have yet to earn their first high school credit. It is extremely rewarding, and this continues to be an on-going highlight, when students are able to complete their first credits. This is often a motivational starting point for the youth. With so many stressors in their lives, and school attendance being just one of these, school success is incredibly empowering to our Sherwood youth.



From the McHugh Program:

- This year 20 youth have obtained credits attending McHugh school program.

Accordingly, the core values of one dominant course, "Learning Strategies", in which many students are enrolled at Sherwood, revolve around a youth's "readiness" to learn. Fundamentally, success is predicated upon being "ready" to deal with challenges in these key areas: goal-setting, school attendance, inter-personal skills, motivation and attitude, and learning from mistakes. A new Educational Film Program has been well received by youth. We rely on the use of current teen high-interest films that support our "Learning Strategies" course. Students openly discuss a weekly film's themes, but they do so comfortably knowing that they are analyzing the characters' growth and not necessarily opening themselves to criticism. On the whole, such a course blends well with the YSB values that are reinforced at Sherwood on a daily basis: a focus on individual accountability; an awareness that responsibility is characterized by healthy choices; and an appreciated understanding that life is a journey of choices and not a destination that is determined so early in a young person's life.

COMMUNITY YOUTH JUSTICE PROGRAMS

The Youth Mental Health Court Outreach Program



Tania

The Youth Mental Health Court Outreach Program diverts transitional-aged youth with serious mental health problems and in conflict with the law to community-based mental health resources and services. The program has been running since September 1, 2006 and referrals generally come from judicial sector stakeholders, community agencies, Probation Officers and /or other Youth Justice service providers. The program has served 17 clients to date and continues to assist these youth through support services. The program has participated in a dozen presentations in the Ottawa area to collaborative partners. The program was also recognized by the "Models of Excellence for Youth" Provincial Congress in March 2007. Tania was invited to present at the Congress as representative of the thirteen mental health court worker sites in the Ontario area.

Community Reintegration Worker Program

This year alone, the Community Reintegration Worker program has served 123 clients.



Gord

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 behaviors. 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.

The first point of contact with the young person is in the open custody or secure custody setting, where the process of building rapport and planning for community reintegration begins. At this initial meeting, the community reintegration worker describes his role and presents the potential benefits of the program. The service is voluntary and the young person is invited to accept the opportunity to participate in on-going support and counselling (during custody and post-discharge).

"Don't laugh at youth for his affectations; he is only trying on one face after another to find his own."

Logan Smith (1865 - 1946)

Anger Management Program

To date we have served 119 unique clients, of which 102 were referred from Probation Services and 17 were referred from the Ottawa Children's Aid Society.

Our Anger Management program has been in existence since 2003. This cognitively-based program consists of 4 individual sessions involving the active participation of our clients. The program is designed to assist youth in identifying their anger, managing their frustrations more effectively by developing a process for dealing with their anger, and developing steps to use for self-control. Some of the different techniques we use include understanding self-talk, challenging distorted-thinking patterns, understanding and utilizing problem-solving techniques in daily living situations.





An Old Cherokee, teaching his grandchildren about life, said to them, "A battle is raging inside me... it is a terrible fight between two wolves. One wolf represents fear, anger, envy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority and ego. The other stands for joy, peace, love, hope, sharing, serenity, humility, kindness, benevolence, friendship, empathy, generosity, truth, compassion and faith."

The old man fixed the children with a firm stare. "This same fight is going on inside you and inside of every other person too."

They thought about this for a minute and then one child asked his grandfather, "Which wolf will win?"

The old Cherokee replied, "The one you feed."



Jack



Lynn

This year has been an exciting year for this program in respect to recognition and growth. We are continuing to serve our Probation-referred clients, but we have also developed a partnership with the Ottawa Children's Aid Society. The CAS Anger Management program is a similar program but on a fee-for-service basis.

From the Anger Management Client Satisfaction Survey:

What was the most helpful?

- Talking about life and situations that go on
- Having someone who was totally understanding of my point of view
- It's easier with real life situations
- Being able to express myself freely
- To learn how to keep my cool when I get upset
- One on one
- The teacher himself.

April 2006 – March 2007 Program Statistics

Youth Justice Services	Unique Clients Served
Number of clients in WEHC Detention	57
Number of clients in WEHC Custody	14
Number of clients in WEHC Section 88 Transfers	23
Number of clients in Sherwood Detention	62
Number of clients in Sherwood Custody	4
Number of clients in Sherwood CFSA	10
Number of Clients served in the Community Reintegration Program	123
Number of Clients served in the Anger Management Program	119
Number of clients served with the Youth Mental Health Court Worker	17



MENTAL HEALTH SERVICES

YSB'S INTEGRATED CRISIS SERVICES

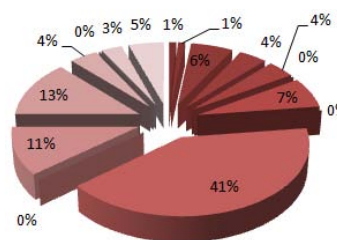
Last year the Youth Services Bureau was selected by the Ministry of Children and Youth Services (MCYS) as the single service provider for bilingual crisis services for children, youth and families for the City of Ottawa, integrating the Residential Crisis Unit with the Mobile Crisis Service. The integration was successfully implemented on April 1, 2006.

Services Provided

The Integrated Crisis Team provided service to 1,403 unique clients with a total number of contacts being 7,142 throughout the year. This involved telephone crisis counselling, home-based interventions, short-term stabilization in residential facility, and follow-up counselling. The Crisis Line is available 24/7, home-based interventions occur between the hours of 4:30 p.m. and midnight from Monday to Friday and from 11:00 a.m. to 11:00 p.m. on Saturdays and Sundays. The residential component is also available 24/7.

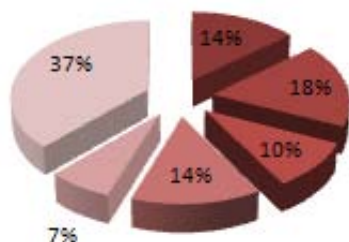
Crisis staff supported youth and families referred by the YSB intake team, providing counselling while they were in the process of completing their assessment for mental health services and/or while waiting for service. The team's collaboration with multiple community partners resulted in the provision of crisis support for their existing clients and the referrals of youth, children and families to the appropriate agency. Over the year, staff training was ongoing and included suicide intervention (ASIST), crisis intervention (CPI), as well as crisis and solution-focused therapy.

Presenting Issues: Reasons for Contact by Mobile Crisis



	Presenting Issues	%
■	Abused	1%
■	Abuser	1%
■	Addiction	6%
■	Basic Needs	4%
■	Crime	4%
■	Cultural Issues	0%
■	Education	7%
■	Employment	0%
■	Family	41%
■	Gender	0%
■	Mental Health	11%
■	Relationships	13%
■	Self-Harm	4%
■	Sexual Orientation	0%
■	Suicide	3%
■	Information Unavailable	5%

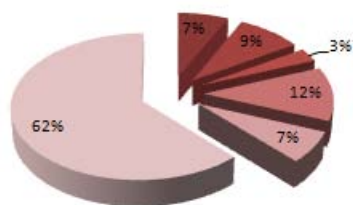
Possible Involvement Was Averted



	Possible Involvement was Averted	%
■	CAS	14%
■	Crisis Bed	18%
■	Hospital	10%
■	Police	14%
■	Other	7%
■	Not Applicable	37%



Outcomes of Crisis Calls



	Outcomes	%
■	Call Outside Professional	7%
■	Follow-Up with Parent	9%
■	Follow-Up with Youth/Child	3%
■	Go Mobile	12%
■	Place in Crisis Residence (stabilization)	7%
■	Resolved	62%

Thank you all very much for the help you have given me. I intend to listen to my "Self-Talk" more often now
A thank you card from a youth after receiving a visit from our service

*To the staff of the Crisis Centre
 Your professionalism, sensitivity and overall caring approach was so appreciated. A job well done. Thank you!*
A thank you card from parents

Service Activity

Total Unique Clients Served: 1,403

Total Number of Contacts: 7,142

Service Language:

English: 92.8% French: 7.2%

Gender: Female: 60% Male: 40%

Residential Unit

Unique Clients: 235

Gender: Female: 48% Male: 52%

Language: English: 91% French: 9%

Total days of care: 1,088

Eastern Ontario's New Integrated Crisis Response Service

www.icrs.ca

Children, youth and families across Eastern Ontario now have



access to a crisis line 24 hours a day, seven days a week. Eastern Ontario region includes Ottawa, Renfrew, Stormont, Glengarry and Dundas. The new crisis service is also linked to Prescott-Russell's existing crisis line. The Child, Youth and Family Crisis Line for Eastern Ontario is a new bilingual telephone service designed to provide immediate and longer-term professional support to children and youth ages 18 and under who are experiencing a crisis, as well as their families. In Ottawa, young people who are in crisis or adults concerned about a young person, can call 613-260-2360, including in the evenings and on the weekends, to get in touch with a trained crisis professional who can assess how to respond to their needs. Outside Ottawa, the toll-free number is 1-877-377-7775.

The Crisis Line is the entry point to the new Integrated Crisis Response Service which brings together nine major child and youth agencies, resulting in a comprehensive crisis support and intervention service across the Eastern Region. The Youth Services Bureau of Ottawa is the host agency for the service. The development of the Child, Youth and Family Crisis Line for Eastern Ontario was supported by the Ontario Ministry of Finance's "Strengthening our Partnerships" Initiative, as well as by the Ministry of Children and Youth Services. The goals of the SOP Initiative are to improve client service, increase efficiency, strengthen partnerships among provincially-funded agencies, and increase modern controllership capacity in the broader public sector.



Partner Agencies

- *Centre psychosocial pour enfants et familles d'Ottawa*
- *Cornwall Community Hospital*
- *Crossroads Children's Centre*
- *Équipe psycho-sociale pour enfants, adolescents et familles*
- *Mohawk Council of Akwesasne*
- *Phoenix Centre for Children and Families*
- *Prescott-Russell Services to Children and Adults*
- *Roberts/Smart Centre*
- *Youth Services Bureau of Ottawa.*

The Eastern Region's Integrated Crisis Response Service began servicing clients of the partnering agencies on January 15, 2007. In April and May community launches were held in all four areas of the region involved in the project. These launches provided information to the communities and service providers about the Child, Youth and Family Crisis Line for Eastern Ontario and actually began their access to the service. As the community moved ahead, the new Integrated Crisis website, which allows users access to information as well as the ability to send crisis alerts directly from the internet site, was unveiled.

Promotion of the new services continues in order to ensure that all communities and service providers are aware of the Integrated Crisis Response System, the crisis line and the web alert ability, and to ensure improved access to crisis services across the region for our children, youth and families.

INTAKE SERVICES

BCFPI

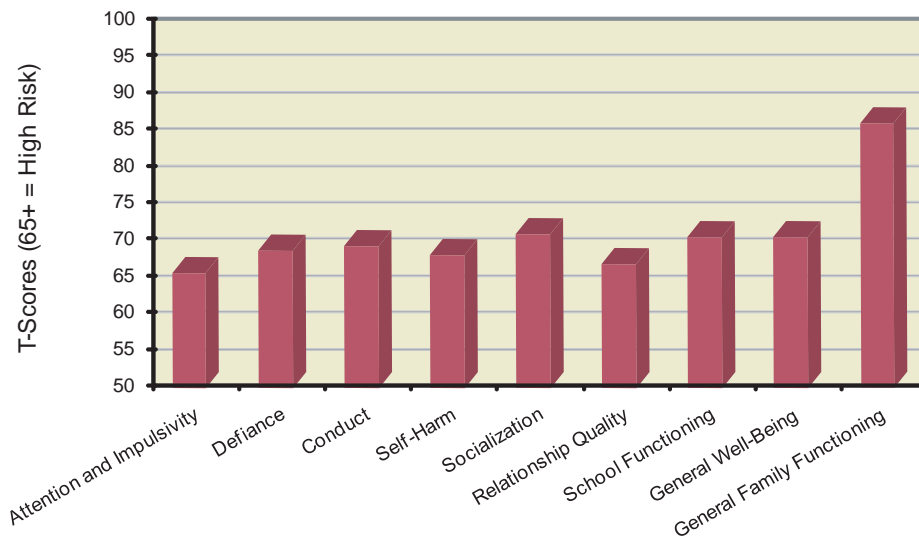
The Brief Child and Family Phone Interview is a tool used by the Intake Department to assist in evaluating the needs of youth and their families. The BCFPI is a standardized tool used by Children's Mental Health Agencies across Ontario.

In 2006 – 2007 the BCFPI was administered to 410 youth and parents who requested services through the Intake Department. The BCFPI compares an individual child's scores to two samples from the Ontario Child Study's Revised Measurement Study. A population sample is compared to a sample of school-aged children; a clinical sample compares the child's score to a sample referred to children's mental health centers. The average score for the population on which the score is based is 50. Scores of approximately 94% of the population are below a T-score of 65. The score of approximately 98% of the population is lower than a T-score of 70. As the graph below indicates, the interview scores for YSB clients accessing services total 65 or higher. The high levels in socialization, self-harm and general well being, and general family functioning indicate that youth and families experiencing significant difficulties are accessing the services.

The Intake department will continue to administer the BCFPI in order to help determine the severity of the problems of youth and families at the onset of services, and to assist in identifying program needs in Mental Health Services and align professional development accordingly.



BCFPI T-Scores



YOUTH AND FAMILY COUNSELLING

From the Clients:

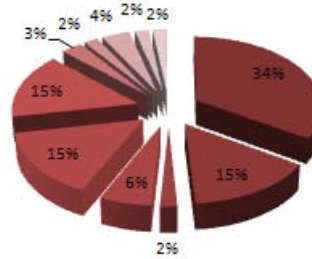
"Things are going so good and I really want to take a second to just thank you for everything you did for me. It was a huge turning point in my life, that ended up shaping the individual I am today."

"I know a youth worker.... She saved my daughter's life..... My daughter was really struggling... She is 18 years old now, is doing well and going to University. The worker was wonderful and really helped her and me. She was easy to talk to and my daughter thinks the world of her."

"Thank you for all your advice, determination, and help. Over the past four months, you helped me out more than I can put into words. ... You have shared great ideas to cope and think straight... You have helped give me just that much more hope that things can be ok, and to looking forward to the days ahead."

Service Activity: 318 unique clients

Goal Areas for 202 Closed Clients



	%
Family	34%
Relationships	15%
Abuser	2%
Abused	6%
Health	15%
Education	15%
Addictions	3%
Suicide	2%
Basic needs	4%
Self-harm	2%
Employment	2%

Community Involvement and Supervision Groups

Throughout the past year, counsellors have had the opportunity to attend a variety of training. Topics included Fetal Alcohol Syndrome, Drama and Narrative therapy, Autism Spectrum, Intergenerational Trauma Treatment Model, Violence and Aboriginal Women, and Internet Safety with the RCMP.



Counsellors also offered training and presentations within YSB and to the community, (high schools, college, universities, and resource and health centres). Two days of clinical training in Brief Solution-focused Intervention and Cognitive Behavioural Therapy was provided by YFCS staff to the Downtown Drop-In staff team. Following this training, an ongoing supervision group was established.

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. Christine Novy joins the team of supervision consultants which includes Dr. David Paré and Dr. Augustine Meiers.

In the spring of 2006 the broader community was introduced to collaborative practice through a day long "gathering" organized and facilitated by one of the YFCS supervision groups. This event created such considerable interest within YSB and the community that a second collaborative supervision group was established in the fall of 2006.

Bi-weekly supervision sessions continued to provide counsellors an opportunity to develop and enhance their clinical skills. We have, once again, included staff from a variety of community settings. This diversity of experience and practice has reinforced the values of community collaboration and ongoing staff growth and development.

The use of Reflection Teams and consultations gave counsellors more opportunity to invite colleagues and community partners with diverse backgrounds and skill sets into individual and family sessions. This process facilitated goal attainment and increased client satisfaction.

Research

The YFCS team has also become actively involved in research projects, in collaboration with the University of Ottawa. Grants were awarded to research the following topics:

- how reflecting teams have an influence on clients, families, and clinicians
- the process of how ongoing community practice groups come together.

MULTI-SYSTEMIC THERAPY

Multi-systemic Therapy or MST is an intensive family and community-based therapy that addresses the multiple factors of anti-social behaviours to help support youth ages 12 to 18 and their families. The MST approach uses only counselling methods shown to be effective through extensive research. MST is a family preservation program. Its main goal is to help parents develop effective parenting strategies to reduce the need for out-of-home placement into group home, foster care, or into the youth justice system, because of on-going violent, criminal or other serious anti-social behaviour. Issues might include lack of attendance at school or other school problems, serious disrespect, oppositional and aggressive behaviour (fighting, property destruction), criminal behavior, drug and alcohol problems, running away, and taking part in risky activities that could result in self-harm.

MST strives to promote behavioural change in the youth's natural environment, including family, friends, school and the community. MST work focuses on several factors such as family relationships, school performance, getting along with peers, and neighborhood and community relationships. All interventions are created in partnership with family members and key people in the youth's life including parents or legal guardians, other family members, teachers, principals, Probation officers, C.A.S., and counsellors.



Instrumental Outcomes for Youth/Family Receiving MST

Average length of service in days for youth receiving MST	183.94
Percent with parenting skills necessary to handle future problems	94.44 %
Percent with improved family relations	88.89 %
Percent with improved network of supports	66.67 %
Percent with success in educational/vocational setting	61.11 %
Percent of youth involved with pro-social peers/activities	72.22 %

Outcomes for Youth Receiving MST Service

Percent of youth living at home	83.33 %
Percent of youth in school/working	83.33 %
Percent of youth with no new arrests	83.33 %

From a Parent

"This has made a big difference for my family. My marriage is better and we have a plan to deal with our kids."

From a Youth

"I needed this support. You have gone over and above for us and I needed that."

The team is actively promoting the service within the community. By establishing more contacts they will ensure that all community service providers have a good understanding of the service, how to access the service and some of the beneficial outcomes of having families participate in the MST process.

PARENTING WITH LOVE AND LIMITS (SFI)

Thirteen groups were offered throughout the year, 12 English and 1 French, involving 131 participants, (youth and parents).

A number of collaborative ventures within the community resulted in an increase in requests for this service. In collaboration with the Western Ottawa Community Resource Centre, a group was delivered to parents and teens out of a local high school. The Department of National Defence Employment Assistance Program, (EAP), once again requested our involvement in four training workshops with their referral agents. In keeping with our goal to maintain an ongoing presence in the community, attendance at a number of local events resulted in information being disseminated to parents throughout the community. The Ottawa Children's Aid Society, (CAS), continued to retain the services of the parenting group for their families. Between September 06 and March 07, 34 unique families referred from CAS attended the parenting group.

Due to the ever-increasing demand for this service, 8 new facilitators were trained during the past year.

From the parents

"Each week made me feel more hopeful! I was able to take something away from each class, from a facilitator or a parent or one of the teens."

"They explained how to stay in control and to think before you get mad."

"I wish I could show other families how my daughter's changed!"

"I appreciated knowing that I'm not alone with the challenges that occur in raising teens."

"Very informative, fun. Gave me energy and understanding to help with our problems."

"It would have been good to attend before things escalated."



From the teens

"The people who held the classes were cool!"

"I liked that the parents and the teens were together to learn together."

"It was like taking medicine for your cold. It made things better and it didn't even taste bad!"

"Honest and helpful facilitators."

L'INTERSECTION : SCHOOL-BASED DIVERSION PROGRAM

This year provided a new opportunity to continue our collaboration with « Le conseil des écoles catholiques du centre Est » and « Le conseil des écoles publiques » by way of a pilot project funded by MCYS Youth Justice Services. By means of a partnership with the Education Sector, Police Services, and a youth service provider, a program was designed to offer extra-judiciary measures, prevention programs, and peer mediation training. The focus of these interventions was to lower the risk of school dropout among youth who were deemed high-risk by offering an alternative to the judicial measures that would be imposed as a result of incidents taking place at school or implicating youth from the same school. The whole school benefits from this initiative by offering an opportunity to staff and youth to help make their school a harmonious learning environment. The project was implemented in two secondary schools: Franco-Cité (CECLFCE) and Gisèle Lalonde (CEPEO).

By way of a restorative justice forum, the people involved have the opportunity to discuss the crime and its impact and develop a fair plan of restitution acceptable to all. The process allows the offender to take responsibility and correct the wrong committed, and the victim to express his/her needs. The process allows harmony to be restored in their school, restitution for the offence committed, and reintegration or maintenance of the student in the school.

Individual support is offered voluntarily to the youth and his/her family after the restorative justice forum. Once an assessment of the individual and family's needs is completed and risk factors are identified, an intervention plan is established collaboratively with the youth and the family. Other community resources

and supports can be accessed as well, if the needs identified for the family require it. This year 25 youth were referred to the program.

SECTION 23: THE EDUCATION CENTRE: DAY TREATMENT PROGRAM

Youth Services Bureau, in partnership with the school, Le Transit, offered a day treatment class for the fourth year in a row. The class at the Education Centre welcomed 12 young Francophone youth, grades 7 and 8, who were exhibiting defiant and aggressive behaviour. The schools from the two French language school boards in Ottawa wanting to refer a youth to the program had to submit their request to the Coordinated Access Committee, the sole point of access for all day treatment programs.

The program offers individual instruction and a whole range of specialized workshops designed to meet the needs of our clients: anger management, stress management, conflict resolution, and social skills instruction. The team evaluates the individual, family and community needs of the client and works to put in place all the services necessary to bring about a positive outcome.

A warm and collaborative atmosphere

In spite of limited resources, the Education Centre team continues to work passionately to offer a treatment program that follows best practice guidelines. In its fourth year, the team has served 12 students with complex needs, both in relation to their school work and their behaviour. After more than a two month period of adjustment, the team successfully restored a positive and warm group dynamic which lasted for the year. The group dynamic allows the youth with great difficulties to blossom, grow, develop a pleasure for learning and adopt sound values to guide their choices and their behaviour.

Activities

This year the youth at the Education Centre participated in several extracurricular activities such as downhill skiing, tobogganing, skating, a visit to the Museum of Science and Technology, a visit to Bonnechere Caves, etc. The youth also participated in several cooking classes where they had to use mathematical concepts while learning to cook different meals.



Service Activities:**Served: 12 unique clients (all boys) from April 2006 to March 2007****Outcomes:****One client was integrated back into the regular school setting;****One client was integrated into a specialized program;****4 clients are currently partially reintegrated and will be fully reintegrated in September;****One client had to end his placement;****One client had to end his placement due to a move out of the service area;****4 clients will continue in the program.****Services for clients and families served during the year****From Youth Services Bureau: 6 youth received individual counselling; 4 youth received family counselling; there was collaboration with the Integrated Crisis Services.****Professional Consultation Services:****2 youth had consultations with a psychiatrist;****2 youth received remedial instruction assessments;****10 youth received psychological assessments.**

Four students from the University of Ottawa offered tutoring services to 5 youth in the program as part of their training curriculum. These students chose to offer their services to the youth in the program in order to complete the hours of community service required by the University. This experience was a resounding success.

Two youth also received financial support through the Coordinated Access Committee to allow them to participate in extracurricular sport activities. One of them participated in two Ottawa University GG's basketball camps, while another received a bicycle to give him access to some physical activity. The Education Centre team always works in close collaboration with different community agencies to support the youth enrolled in the program.

LA RELANCE

During the 2005-2006 school year the Ontario Ministry of Education informed us that the strict school discipline programs that were being offered across the province would be in transition and would cease operations at the end of the 2007-2008 school year. During the past two years representatives from the Ministry enhanced the programming for La Relance

and were able to offer more support services to the school boards. Their main objective was for the schools to become self-sufficient in dealing with behavioural problems with high needs students within their schools. The program continued to offer training as well as support through the use of multidisciplinary team consultation to the different schools within the three different French language school boards. Among the services offered was training for the school personnel around behaviour management within the classroom as well as support services for students and their families who were struggling.

To be able to meet the goals set out by the Ministry of Education, the program mandate for La Relance changed for the 2006-2007 school year. Services were now being offered to the students who were fully expelled, partially expelled and students with repeat suspensions. In order to make this change happen the three French language school boards provided additional funding to supplement the funding already provided by the Ontario Ministry of Education. Two sites were chosen to provide the service, one in Ottawa and the other in Hawkesbury. Each site offered the students and their families an educational component as well as individualized support and intervention. The students with a full suspension were given high priority for the service.

The Ottawa site offered the service to two students who had been fully expelled and nine students who were partially expelled (meaning that they could return to their school the following year; however, they were unable to return during the current school year). The Hawkesbury site offered services to a total of twelve students who had either a partial expulsion or who had been suspended. Counselling services were offered to the students and their families by professional clinical counsellors in both of the sites. The Ottawa site was provided counselling services by the Youth Services Bureau of Ottawa, and the Hawkesbury site was provided counselling services through the Child and Adult Services of Prescott-Russell. As always, an individualized intervention plan was provided to the family that would address the needs of the youth and/or family using a strength-based approach.

The Working Committee that was established in 2005-2006 which gathered representatives from all three participating school boards along with the staff from the Bureau spent the last school year reviewing and researching programs and approaches that were being used in different school settings that could help



support the work being done with high-risk, high-need students. The Positive Behaviour Intervention and Support program was identified as being a program that had a lot of potential and could be used in our schools. A funding application was submitted to the Ontario Ministry of Education and was approved. The Youth Services Bureau of Ottawa in partnership with the three different school boards is now in the implementation phase of this new initiative.

RESEARCH UNIT APRIL '06 – APRIL '07

Research Consulting Grants Awarded

- Northern Youth Services
- PlayWorks Partnership
- Ontario Ministry of Child and Youth Services
- Ontario Ministry of Community Safety and Correctional Services
- National Crime Prevention Strategy, Department of Public Safety Canada

Ongoing Projects

- Gender-Responsive Program Development for the Ontario Ministries and Organizations across Ontario
- Gang Intervention and Evaluation consulting for Department of Public Safety Canada.
- Program Development for Evidence-Based Interventions with Severely Violent Youth for Ontario Ministries and Organization across Ontario.
- Expert Witness Testimony on gangs and youth homicide.

Publications

Government Reports

- *The Cost of Excluding Ontario's Youth from Play.* Playworks Partnership. Toronto. 2006.
- *Parental knowledge of child-reported bully-victim and sexual harassment problems in seven Canadian schools: Implications for policy and program development.* Ottawa: National Crime Prevention Strategy, Department of Public Safety and Emergency Preparedness. 2006

Youth Services Bureau Reports

- *Evidence-based Services for Youth with Developmental Disabilities, 2007.*

In Press

- *Wounded Boys, Heroic Men: An Evidence-based Program for Breaking the Cycle of Violence in High Risk Young Men Aged 12 - 20 Years. Facilitator's Manual.*
- *Wounded Boys, Heroic Men: An Evidence-based Program for Breaking the Cycle of Violence in High Risk Young Men Aged 12 - 20 Years. Youth Manual.*

Conference Keynote Presentations and Consulting Work

- *Keynote Speaker, I Am Safe Bullying Conference, April 4, 2007, Ottawa.* Title: Unwrapping Masculinity: Showing Boys How To Be A Man Differently.
- *Plenary Address, I Am Safe Bullying Conference, April 2, 2007, Ottawa.* Title: See No Evil, Hear No Evil: The Parents Are Out to Lunch.
- *Keynote Speaker, National Crime Prevention Centre Learning Day, Department of Public Safety, April 17, 2007, Ottawa.* Title: Youth Gang and Violence Prevention.
- *Quinte Coordinating Committee to End Violence against Children and Youth, March 20 – 22, 2007, Belleville, ON.* Title: Community Strategies to End Violence Against Children and Youth.
- *Quality Programs for Young Men and Youth Women in the Youth Justice System, Northern Youth Services, February 27 – March 2, 2007, Sudbury, ON.*
- *Quality Programs for Young Men in the Youth Justice System.* Ontario Ministries of Child and Youth Services and Community Safety and Correctional Services, December 4 – 6, 2007, Trenton, ON
- *Quality Programs for Young Men in the Youth Justice System, YSB Youth Justice Services, November 29 – 30, 2006, Ottawa.*
- *Bureau des Services a la Jeunesse et Ecoles Catholiques de l'est de L'Ontario.* Formation en Justice Réparatrice et les jeunes, le 27 – 28 Novembre, 2006, Ottawa.



- *Quality Programs for Young Men in the Youth Justice System.* Ontario Ministries of Child and Youth Services and Community Safety and Correctional Services, November 14 – 16, 2006, Thunder Bay, ON.
- *Keynote Speaker, Probation Officers Association of Ontario Annual Conference,* November 7, 2006, Stratford, ON. Titles: *Quality Programs for Young Men in the Youth Justice System; The Trauma – Offending Link.*
- *Quality Programs for Young Men in the Youth Justice System.* Ontario Ministries of Child and Youth Services and Community Safety and Correctional Services, October 17 – 20, 2006, Sault St. Marie, ON
- *Quality Programs for Young Men in the Youth Justice System.* Ontario Ministries of Child and Youth Services and Community Safety and Correctional Services, October 3 – 5, 2006, Toronto.
- *Gender-Responsive Programs for Young Women in the Youth Justice System.* Ontario Ministries of Child and Youth Services and Community Safety and Correctional Services, April 18 – 21, 2006, Kingston, ON.
- *Quality Programs for Young Men in the Youth Justice System.* Ontario Ministries of Child and Youth Services and Community Safety and Correctional Services, May 23 – 25, 2006, North Bay, ON.

STAFF SERVICE AWARDS

5 Years – 2002

Chantal Charlebois
Rachel Hammer
Vicky Maloney
David McLeod
Andrea Poncia
Nicole Richardson

10 Years – 1997

Lawren Hill
Sheila Kennedy
Dave Wiseman

15 Years – 1992

Michelle Earle
Christine Graham
Pascal Hamelin
Colette Kelso

20 Years - 1987

Pam Storey Baker
Carl Sullivan
Ken Yeomans

30 Years – 1977

Judy Perley

FUNDERS

Ministry of Children and Youth Services
Ministry of Children and Youth Services, Youth Justice Division
Ministry of Finance
Ministry of Health and Long-Term Care
Ministry of Training, Colleges & Universities
Government of Canada (Service Canada)
City of Ottawa
United Way Ottawa
Trillium Foundation

