

Youth Services
Bureau of Ottawa

annual report

2007-2008



YSB



BSJ

Youth Services Bureau of Ottawa
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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 Response Services: Mobile and Residential Services
 - Intake Services
 - Youth and Family Counselling Services
 - SFI: Parenting with Love and Limits
 - MST/Intensive Services**Francophone Schools' Programs:**
 - Centre éducatif: Day Treatment Program
 - L'intersection : School-based Diversion Program
 - La Relance**PBIS: Positive Behavioural Interventions & Supports**
Wraparound Services
- **Child, Youth & Family Crisis Line for Eastern Ontario**
613-260-2360
1-877-377-7775
www.icrs.ca
- **Youth Employment Services**
613-236-8244
www.yesottawa.com
 - Job Connect
 - Summer Jobs Service
 - Youth Opportunities Strategy
 - Work Place Ottawa
 - Information Technology Orientation 2.0
 - Orléans Employment Resource Centre
- **Community Services**
613-241-7788
Drop-in Services:
 - Downtown Services and Drop-in
 - HIV/AIDS Prevention/Education Program
 - Housing Plus Services and Trusteeship
 - GLBTTQ Drop-In
 - Drop-in Health Clinic
 - Michele Heights Drop-In**Youth Shelters and Housing Programs:**
 - Evelyn Horne Emergency and Transitional Housing for Young Women
 - Young Men's Emergency and Transitional Housing
 - Long Term Housing Services
- **Youth Justice Services**
613-738-7776
 - William E. Hay Centre
 - Livius Sherwood Observation and Detention Centre
 - One-on-one Anger Management Program
 - Community Reintegration Program
 - Youth Mental Health Court Worker
- **Quality Assurance and Standards**
613-729-1000
- **Coordinated Access and Referral Committee**
(YSB as host agency)
613-729-0577 X 1251

www.ysb-bsj.on.ca

Accredited by Children's Mental Health Ontario

BOARD OF DIRECTORS, 2007-2008

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University of Ottawa

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Patricia Sauvé-McCuan
ADM, Information Management
Department of National Defence

Scott Hannant
News Director, CTV

50 AND BEYOND: AN ACTION PLAN FOR EXCELLENCE FOR 2008-2011

Where we're headed: Our four strategic directions

Ottawa's Youth Services Bureau recommits with renewed conviction, to strive for excellence in everything that we do. We listen to our clients, collaborate with our partners and empower our staff so that we are always present when youth, families and the community look to us. On the path towards our 50th anniversary, we rededicate our energies with particular emphasis on...

... **Leading-edge quality**: Making accessible to all our clients a quality of service that is responsive to changing needs and driven by the goal of attaining optimal results.

... **Community leadership**: Ensuring that we play an active and collaborative role in our community.

... **Tools to excel**: Providing our staff with the tools, resources and environment that enables them to make a positive difference for our clients and their families.

... **Financing effectiveness**: Securing the financial sustainability that allows us to innovate, adapt and better meet the needs of our community.

FROM THE PRESIDENT

It's been another productive year at the Youth Services Bureau, as our dedicated staff continue to make a difference daily for the youth and families of our community.

As you will read in the pages of this report, at 20 locations throughout Ottawa and in countless homes, schools, workplaces, community settings - and even out on the street - staff in very different programs are unified by a shared goal: to unleash positive human potential and to ensure that no young person's future be defined by an obstacle they face, a struggle they confront or a single choice they have made.

In these pages, you'll read how our services are changing to meet community need -- from beefed-up crisis response services to an expanded youth justice centre, from helping more people find jobs to reaching more at-risk youth with health services, naming just a few. The excellence of our programs continues to earn the confidence of provincial, school board, municipal and United Way funders as, together, we increase our capacity.

Organizationally too, we have seen changes. Our already-impressive management team was joined by new Executive Director Alex Munter and Associate Executive Director Jane Fjeld. Our organization nearly quadrupled in budget over the past decade so senior managers are reviewing how we do business in order to make sure the administrative supports our programs rely on - Finance, Human Resources, Information Technology - are as innovative and cutting-edge as the services we provide. Since 90 cents of every dollar goes directly to client service, stretching the remaining dime as far as it can go is quite the challenge.

As I conclude my two years as Board President, I am very excited about the agency's future. We have conducted the most extensive consultation in YSB's history, asking about 500 youth, parents, staff, supporters and community partners how we can best serve our city's changing needs. As we approach a half-century of community service in 2010, our new 50 And Beyond Action Plan is built on four pillars: leading-

edge quality, community leadership, tools to excel and financial effectiveness.

I became a believer in the mission of YSB when I worked in policing in this community. I saw the agency transform lives, reconnecting youth with their own sense of optimism. On behalf of the Board, I want to express our particular gratitude to the passionate, dedicated frontline staff who make that difference every day, day after day, even while all kinds of transitions, expansions and changes are happening around them. Today's staff team is part of an ongoing history in this organization of people who have worked with commitment to build a strong foundation to serve our youth.

To our many service partners, I want to extend a thank you for helping the agency in such varied ways to meet the needs of the youth of our community. I acknowledge the generous support of our funders: the Province of Ontario, City of Ottawa, Government of Canada, United Way Ottawa, Trillium Foundation, Le conseil des écoles publiques de l'Est de l'Ontario, Le conseil des écoles catholiques de langue française du Centre-est, Le conseil scolaire de district catholique de l'Est ontarien. You all have recognized the importance of our well-being, supported our directions, and worked in partnership with us. A special thank you to the current board members who have worked tirelessly on behalf of the Bureau always with the goal of making this organization a great one.

Finally, I want to thank six Board members who are retiring after a combined 77 years of committed service to YSB: Chris Hughes (who joined the Board in 1989), Pat Sauvé-McCuan (1989), Andrew Tremayne (1995), Charles Bordeleau (1998), Kathy Nathan (1999) and Mike McGahan (2001). Four are past presidents; all have added infinite wisdom, guidance and support. We will miss you!

Brian Ford
President, Board of Directors

MENTAL HEALTH SERVICES

Integrated Crisis Services

The Integrated Crisis Team offered support to children, youth and families over the year in a continuum of service that included telephone crisis counselling, home-based interventions, and short-term stabilization in the residential crisis unit, as well as follow-up counselling and referral.

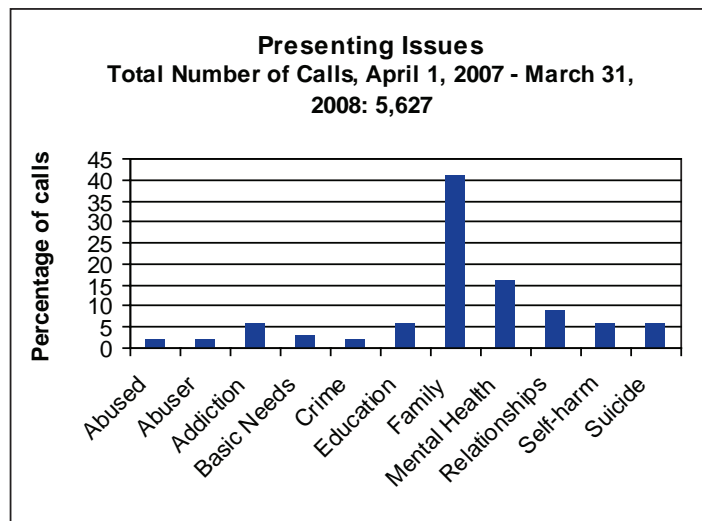
Service Activity:

Total Unique Clients Served: 1,299
 Total Number of Contacts: 6,743
 Residential Crisis Unit: Unique Clients: 229
 Total Days in Care: 1,026

RCU Evaluation

After the first year of service (April 1, 2006 to March 31, 2007) following the transfer of the residential crisis beds from Roberts/Smart Centre to YSB, the Youth Services Bureau and the Eastern Regional Office of the Ministry of Children and Youth Services jointly decided to evaluate the service of the Residential Crisis Unit, with the aim of determining how to further enhance its benefits to youth, families and service providers. Recommendations ranging from staff training, continued collaboration with community partners, and lessening barriers to access for rural clients have been incorporated into a workplan for the upcoming year.

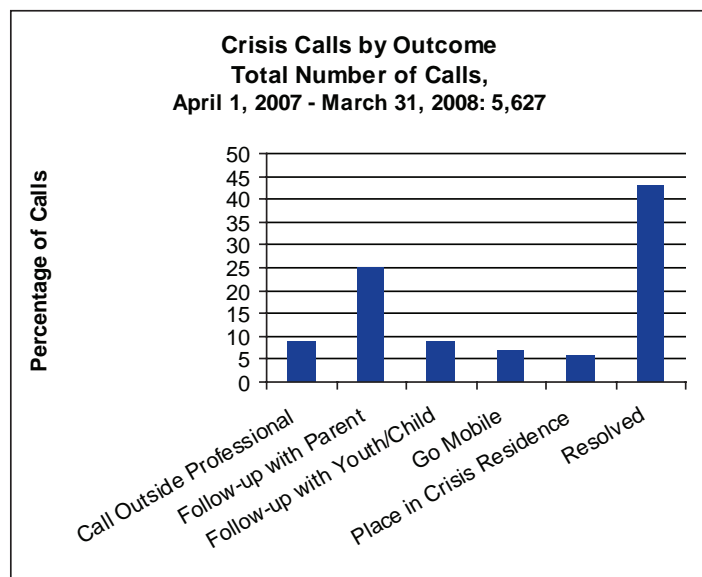
YSB's Integrated Crisis Services is part of the broader Eastern Ontario's Integrated Crisis Response Service (www.icrs.ca), which has been in operation since January 2007, providing 24 hour, seven days a week crisis support for the communities of Ottawa, Renfrew, Stormont, Glengarry and Dundas, as well as a link to Prescott Russell's existing crisis line. The "Strengthening Our Partnerships Initiative", which was supported by the Ministry of Finance as well as by the Ministry of Children and Youth Services was successfully completed in March 2007; however, the commitment of all 9 children and youth-serving agency partners to maintain and promote this valuable service for youth and families of the Eastern Region has continued, and YSB has remained as host agency for this service.



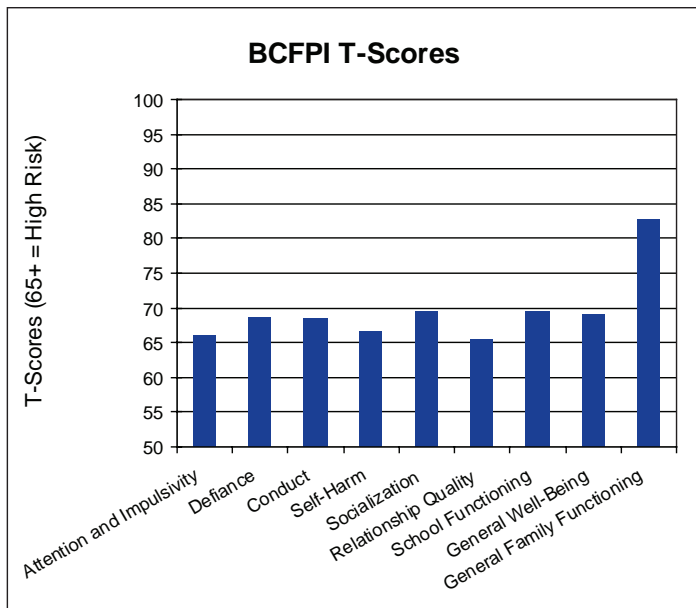
Intake

Service Activity:

561 clients referred for services
 417 intake assessments completed
 Language: English - 93%; French - 7%
 Gender: Male - 36%; Female - 64%



The Intake Team is responsible for assessing referrals from youth and families wishing to access Mental Health Services. The initial screening of all referrals within 48 hours is followed by a face-to-face assessment interview in order to complete the assessment process. The BCFPI tool is applied at the assessment phase, which helps determine risk level and identify which service would best meet the needs of the youth and family. Assessment findings are presented to the Intake Committee, where recommendations for services are formulated.



Youth and Family Counselling (YFCS)

Service Activity:

Unique Clients: 356; SFI Parenting Group: 67
 Gender: Male 43%; Female:56%; Unknown: 1%
 Age: 15 and under: 48%; 16-17: 31%; 18-24: 20%; over 25 (parents of clients who refuse counselling): 1%
 Language: English: 92%; French: 8%

System of Care Program Review (SOCPR)

Imported from the University of South Florida as a systems' measurement tool, SOCPR was used this past year by YSB, Crossroads Children's Centre, Children's Aid Society and Coordinated Access to explore and evaluate clients' experiences with the systems of services. The SOCPR philosophy is built on three core values, which are also the foundation of the MCYS Policy Framework for the provision of mental health services: child-centred and family-focused, community-based, and culturally competent. Two YSB staff trained as certified trainers in the use of this tool, and internally they carried out the review and supported the research evaluation and follow-up. The review provided valuable information and initiated discussions among service providers regarding areas of strengths, challenges and potential training.

This process holds great promise, in that it promotes the development of partnerships among service providers and sectors involved with youth. It also acts as a useful mechanism to assess changes needed at the system level as well as in programming, and it supports the strategies already outlined in the Ministry Policy Framework.

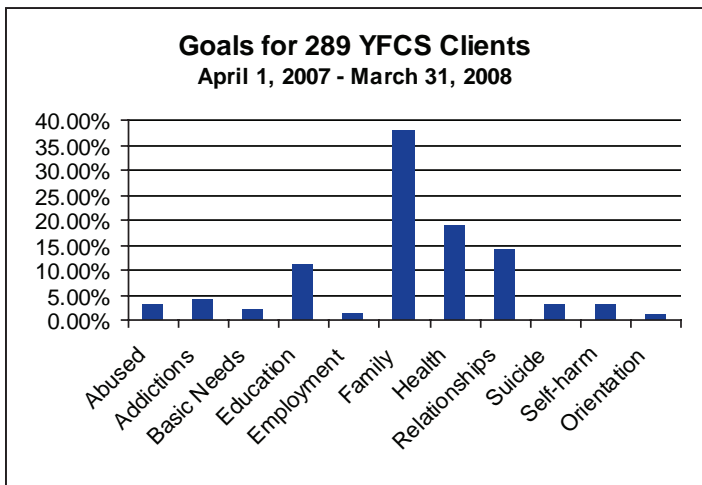
YFCS: Counselling to Meet Client Needs

The client profile of youth and families served through the past year, as evidenced through the BCFPI and CAFAS tools, drew the attention of YFCS staff. A noted increase in complex mental health issues in clients impacted the directions of counselling, advocacy, collaboration and training. Staff sought and received training that mirrored the increased needs, such as updating suicide intervention certification (ASIST), fetal alcohol spectrum disorder, and sexual abuse treatment strategies when counselling males. Collaboration and advocacy with community partners increased also. Working relationships with CHEO, addictions services, and community resource centres were all part of the supportive networks required by the clients served. Internally, outreach services were established with the Downtown Services and Drop-In, Shelters and Youth Justice programs, to provide more immediate service for those clients. Requests for parenting groups continued to increase, and six groups were offered in SFI: Parenting with Love and Limits during the year.

A third Intake Worker was added to the team last fall, in order to address the increasing demands on the Intake Team and to provide additional resources to clients on the wait list. The Intake Team works closely with the Mobile Crisis Team, providing support to the crisis line during the day and collaborating on how to best support clients who are in crisis, or accessing services for the first time.



The Integrated Crisis Response Team



YFCS Expertise

To enhance clinical skills, staff continued to participate in one of three clinical supervision groups offered bi-weekly. The groups facilitated by Dr. David Paré, Dr. Augustin Meiers, and Christine Novy (M.A.) allowed for opportunities to collaborate with staff from other community agencies. Special initiatives during the year included the planning, development and opening of the Ottawa Institute for Objects Relations Therapy, training in the SOCPR Review philosophy, and participation in the research among local service agencies regarding cultural competency.

In the community, the team's expertise as trainer and mentor was provided as supervision to interns from the Social Work and Master of Education programs at Carleton and Ottawa Universities. Staff knowledge on a variety of youth and family-related issues was shared in training workshops for the Department of National Defense, with local school boards, and with universities. Their success was recognized through achievement awards given to their youth clients at the annual Youth Recognition Awards ceremony.

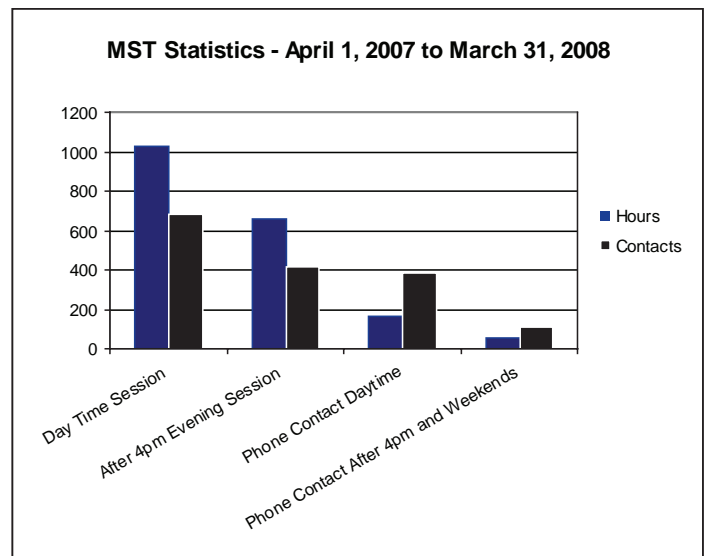
Multi-Systemic Therapy (MST)

MST is an intensive family-and-community based support program for youth 12 to 18 years of age and their families that addresses the multiple factors of anti-social behaviour. These youth are in danger of being placed out of their home and into group home, foster care or correctional facility, because of on-going, violent, criminal or other serious behaviours. Issues might include not going to school and/or other school problems, serious disrespect, oppositional and aggressive behavior (fighting, property destruction), criminal behaviour, drug and alcohol problems, running away, or taking part in any risky activities that could result in self-harm.

MST strives to promote behaviour change within the youth's natural environment, including family, friends, school and the community. All interventions are created in partnership with family members and key people in the youth's life including parent or legal guardians, other family members, teachers, principals, Probation officers, C.A.S., and counsellors. MST treatment adherence is supported by research-based, quality assurance mechanisms that are highly recognized in the field of mental health.

Instrumental Outcomes for Youth / Family Receiving MST Services

- Parenting skills necessary to handle future problems: 77.78%
- Improved family relations: 77.78%
- Improved network of supports: 77.78%
- Success in education/ vocational setting: 83.33%
- Youth involved with pro-social peers/activities: 66.67%
- Youth living at home: 77.78%
- Youth in school/working: 83.33%
- Youth with no new arrests: 77.78%



Programs in Francophone Schools Section 23, Centre éducatif

This is a program of individualized instruction and a range of specialized workshops designed for Francophone youth with complex needs, referred to the program through the Coordinated Access and Referral Committee from the school boards: Le Conseil des écoles publiques de l'Est de l'Ontario, Le Conseil des écoles catholiques de langue française du Centre-est.

Financial support for program enhancements such as sports equipment, art material, supplies for the cooking program, and funds for a ski camp registration and a

YMCA program were received through the Coordinated Access Committee. Outings and activities during the year included a sugar shack visit, downhill skiing and boarding, hockey, football, skating, a Christmas break brunch (prepared with the clients), a multi-cultural potluck dinner. Student placements from La Cité collégiale and University of Ottawa were welcome supports in the classroom. Services were provided by the YSB Counselling Program and MST. The partnership with L'école Marie-Curie produced positive benefits for clients, who would occasionally assist a teacher during gym class or read with students in a classroom.

Service Activity:

June 2007 : 5 students reintegrated into their community high schools
 4 students remained in the program
 September 2007 : 7 clients in the program
 March 2008 : 11 clients are currently in the program. 2 are successfully completing partial integrations.
 5 students will be leaving in June to reintegrate into their community school in the coming school year.

L'intersection

This school-based diversion program expanded this year into 8 schools in the two French language school boards, with other schools showing interest in the advantages of the program. Success of the program lies in the partnership model with the school boards, their school resource officers, and with various community organizations.

Service Activity:

April 1, 2007 - March 31, 2008
 25 clients, with 11 successful completions to date.
 Referrals: 1 to Job Search, 2 to Maison Fraternité, 2 to YSB counselling and crisis, 1 to Ottawa Police Services' support for victims of crime.

La Relance

With the amendments to the Safe Schools Act implemented on February 1, 2008, La Relance program grew from a capacity of 15 students to 24 students, resulting in the addition of a second classroom for the program. These students have been either expelled or suspended for more than 5 days from one of the French language schools boards. YSB provides services to La Relance clients who are placed there for more than ten days. Services include assessments, referrals, individualized counselling and work with families.

Service Activity:

Up to December 2007: 15 students
 January 2008: 12 students had reintegrated into their school of origin.
 February 2008 (date of the new Safe Schools Act) : 4 students were in the program.
 Two classrooms with 6 to 9 students on average in each classroom have continued during this semester.

Positive Behavioural Interventions and Supports (PBIS)

PBIS is a collaborative project between the three French Language School Boards of Eastern Ontario: le Conseil des écoles catholiques de langue française du Centre-Est, le Conseil des écoles publiques de l'Est de l'Ontario and le Conseil scolaire de district catholique de l'Est ontarien, and the Youth Services Bureau. The three Boards purchased coordination services from the Youth Services Bureau to implement the initiative, which is aimed at promoting positive student behaviour as well as setting up systems to collect and analyse school data relating to student behaviour.

The PBIS system was implemented in a total of 15 schools, at elementary, intermediate and secondary levels, during the 2007-2008 school year across the three Boards. Many training activities aimed at increasing the capacity of the teams to implement the PBIS system with success and fidelity took place within each Board. The success of this PBIS initiative has ensured it will continue during the 2008-2009 school year.

COMMUNITY SERVICES

The Community Services Continuum

Downtown Services and Drop-in, Evelyn Horne Emergency and Transitional Housing Program, the Young Men's Emergency and Transitional Housing Program, and Long-term Housing continue to work as a continuum in order to close service gaps, create greater access, streamline systems, and advocate with and for the youth we serve.

Downtown Services and Drop-In (DSDI)

For youth with complex needs, and who are homeless or at risk of becoming homeless, the Drop-In provides a safe place 365 days a year. Key to the well-being of these youth are the partnerships forged with our community partners. Services to youth entering the multidisciplinary health clinic are one example:

- A nurse from the Sexual Health Clinic helped over 130 youth in a few months.
- Dental hygienist students from Algonquin College provided services to over 100 youth.

Expansion of the services offered through the Health Clinic is one of our goals for next year. New partners to DSDI over the past year include:

- Catholic Immigration Centre: support to new Canadians;
- Ontario Works through the City of Ottawa: support and information on programs;
- City of Ottawa Employment and Financial Assistance Branch: 1500 bus tickets from the Operation and Program Support Division, allowing over 100 youth to attend medical appointments, employment-related activities, housing search, etc.

Youth have been encouraged and empowered to contribute to their Drop-In environment by volunteering time for cleaning and for lunch hour support. A empowering practice called "The Youth Wall of Fame" has recognized in the last few months, over 30 youth who have contributed over 80 hours to their program.

Elsewhere in the community, staff participation on committees such as the Trends and Issues Committee, the Byward Market Business Improvement Association (BIA), the Rideau BIA as well as the City of Ottawa Outreach Committee ensures that the needs of youth and the well-being of the local community are jointly addressed.

Service Activity:

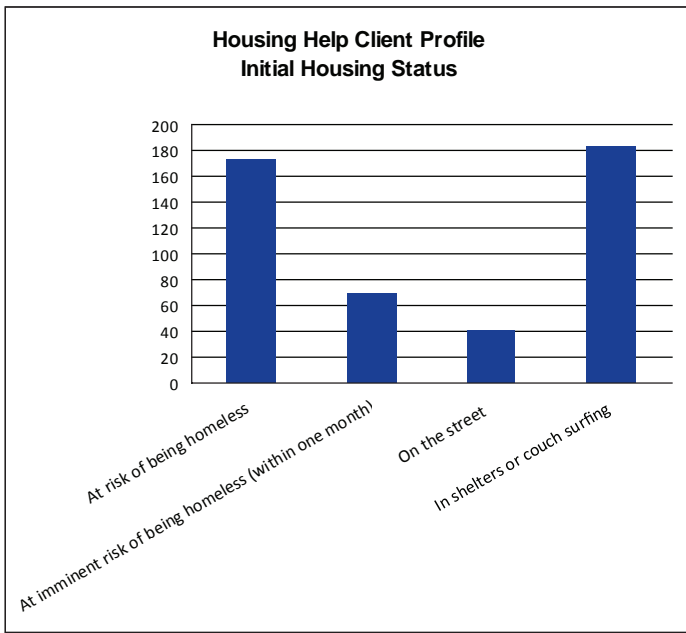
Drop-In Services: 851 individual clients in the past year (a total of 16,036 visits) received support.
 Trusteeship: 127 active Trusteeship clients
 Street Outreach Program: Total contacts: 4,797; male contacts: 2,074; female contacts 1,093.
 Pink Triangle Youth Drop-In: 972 youth attended the jointly operated PTY weekly Drop-in in the past year.
 Michele Heights Drop-In: 1,440 youth during the year, averaging 120 youth every weekend.



On February 7, 2008, the Downtown Services and Drop-In hosted an event at which Ontario Attorney General Chris Bentley was joined by community partners to announce a \$70,000 Anti-Hate Crimes grant to YSB to develop a initiative culminating in a forum that will bring together youth, parents, service providers, youth justice workers, police services, and the community, who will work together to increase vigilance against hate crimes and improve support for victims. This forum is one of 23 hate-crime projects funded by the Province of Ontario.

Housing Plus

Housing Plus provided support to 466 unique clients, and received 2,848 visits during the past year. 293 clients served were in a housing crisis when initially accessing Housing Plus.



AIDS Walk 2007

70% of these clients found emergency, transitional or permanent housing with staff support:

- 39 moved to emergency shelters;
- 25 entered youth-friendly transitional housing and other supportive housing;
- 143 found permanent independent housing.

HIV/AIDS Prevention Education Program

The HIV/AIDS Prevention Education Program aims to increase accurate understanding of issues relating to HIV/AIDS among high-risk youth, youth who are living with HIV, and service providers in the City of Ottawa through outreach, educational presentations and youth engagement. Partnerships with youth leaders and peer educators through the Harm Reduction Youth Advisory Committee raise awareness about the various health issues relating to addictions. Links with the Sexual Exploitation Program promote health and support youth who are at-risk of or involved in sexual exploitation. Through our work in educating youth about safety strategies, opportunities are created to support youth in many other ways.



HIV/AIDS Prevention Education Program and Sexual Exploitation Program reached:

- 2,142 youth and service providers through 67 educational presentations and information booths.
- 2,541 youth through outreach in the community and within YSB's Housing Continuum.

Youth Story

A 17-year-old youth arrived at the Downtown Drop-In. She was six months pregnant, homeless, and not sure where she would be living when her baby arrived. She had already lost custody of her first child, a daughter, who was apprehended by CAS due to her past drug addiction and other safety concerns. When asked how staff could support her, she replied that she needed support in finding an affordable home for herself and her child. Staff helped her with filling out subsidized housing forms, advocated for her with Ottawa Housing, referred her to parenting programs and a shelter where she stayed for one month until she secured a unit with Ottawa Housing. This young woman is still living in her subsidized unit with her son, will be returning to school to obtain her high school diploma in the Fall and feels that her life is back on track.

The Young Men's Emergency and Transitional Housing Program

Service Activity:

Emergency Shelter: 12 beds (opened May 7, 2007)
 Unique Clients: 104 young men; admissions: 357
 Total bed nights available: 3,960; total beds used: 4,446
 Occupancy rate: 112.27%: two shelter overflow beds and one emergency bed account for rate overage.
Transitional Housing: 15 beds (fully opened August 2007)
 Unique Clients: 20 young men
 Total nights available 3,660; total used 2,392: occupancy rate: 65.36%.



Celebrating the opening of the Young Men's Shelter: Michael Allen, United Way; Councillor Diane Holmes; The Honourable Madeleine Meilleur, MPP; MP and Parliamentary Secretary Lynn Yelich, and Brian Ford, YSB.

In the first year of the full Community Services continuum, the Young Men's Shelter saw one of its youth successfully move from Downtown Services and Drop-In, to emergency shelter, to transitional program, to long-term housing. This success reflects the development of a comprehensive service model that, in the transitional program, includes community support, enhanced one-to-one opportunities, and programming designed to meet a youth's individual needs. Development of that model included initial staff training provided by youth from the Youth Engagement program. It also included regular group meetings with the youth who access the program, to receive valuable feedback that is crucial to ensuring that our program's growth matches the needs of the youth we serve.

Essential community partnerships include Royal Ottawa Hospital Outreach, Canadian Mental Health Association Outreach, City Of Ottawa, Ontario Works, Centretown Community Health Centre, Inner City Ministries, Centretown residents and community, our many generous donors, Café Supreme, YSB Volleyball fundraiser, and United Way Ottawa.

The Community Services continuum and in particular the Young Men's Shelter was the focus of numerous visits during the year. Visitors who toured the shelter and expressed interest in the well-being of the young men being served included Members of Parliament, numerous community agencies, City of Ottawa, Ottawa Police Service, Youth Justice Services, YSB staff and board members, the Ministry of Children and Youth, United Nations Human Rights Council members, the Provincial Minister of Children and Youth Services, parents, and the youth themselves.

In the community, homelessness remains a key concern to housing service providers. In ongoing meetings with the City of Ottawa, YMCA, Forward Family Shelter, and the Salvation Army, staff have sought to better the emergency housing system for homeless youth in Ottawa through improved communication, service development and systems reviews.

Evelyn Horne Emergency and Transitional Housing for Young Women

Service Activity:

Unique clients: 187; Admissions: 531;
Total beds available: 4,404; Total beds used: 4,195;
Occupancy Rate: 99.22%.

Our program prides itself on supporting young women in achieving their goals by considering their individual needs and celebrating their successes whether they are big or small. Partnerships with CMHA, Royal Ottawa Hospital, Sandy Hill Community Health Centre, Elisabeth Fry Society, Ontario Works, offering in-house service to our clients, are essential supports for these young women. CAS and the Ottawa Police linkages also ensure that clients under the age of 16 are effectively and appropriately cared for. In-house programming is designed to meet all needs. This includes programming focused on education (sexual health, positive self image, etc.), life skills (cooking, budgeting, etc), and a full case management system that includes the search for housing. In the transitional housing program this year, two staff were dedicated to working more intensely with the young women to provide life skills and encourage self efficacy. The ultimate goal is for the young women to acquire the skills they need to be successful in maintaining long-term housing.

Five student placements during the year enhanced our basic programming with items such as Glamour Gala, weekly housing support meetings, and a cooking program. The housing support meetings ensured that youth had the opportunity to voice any concerns and provide feedback toward improvements that would meet their needs.

One woman's success story:

A 16 year old young woman was brought to the shelter by a community partner; she had been hospitalized due to malnutrition and neglect and was recently discharged. This young woman did not speak any English and was very frightened to be in a new place. Overtime this young woman adapted to the shelter environment, made some new friends, and communicated with staff despite the language barrier. On many occasions the young woman explained to staff how grateful she was there was

a service like ours and that she was in a safe and supportive environment. Despite her circumstances this young woman remained in school, was linked with counselling services, and managed to remain positive and goal-oriented. Today she lives in our Transitional Housing program and is preparing to move into her own apartment that she has been offered.

Long-term Housing Program

The Housing Program continues to provide safe, affordable accommodation to 65 youth who have experienced significant difficulties, through no fault of their own. Clients, through counselling, crisis support and case management are encouraged to build healthy support networks whereby they can heal from traumatic childhood experiences and move towards acquiring academic or vocational qualifications. The occupancy rate for the year was 98%, indicating the number of youth being supported in achieving their goal of successful independent living.

Client needs were met in a variety of ways:

- through workshops (everything from healthy relationships to pet care)
- through a focus on developing healthy coping strategies (sports teams, recreational partnerships, donations of iPods, yoga mats)
- through Tenant Resource Team members working to develop safe, healthy communities
- through a youth inspirational series, where youth shared their healing journey to inspire new or younger tenants.



YOUTH ENGAGEMENT PROGRAM

- Education and Advocacy Youth Advisory
- Rainbow Youth Advisory
- Harm Reduction Youth Advisory
- Ethno-Cultural Youth Advisory
- Sexual Health and Wellness Youth Advisory

In the past year, the Youth Engagement Program continued to work to create youth leadership in our community, to develop a strong youth voice, to bridge partnerships between youth and adults, to support youth-to-youth initiatives and to celebrate the achievements of youth on a day-to-day basis. The development of this youth leadership program has effectively met the needs of some of the most at-risk youth in our city. This program has seen many successes through the year made possible by the ongoing enthusiasm and commitment of the many youth volunteers. Here are the highlights.



Workshops developed and delivered with United Way Youth Action Grants

- “Healthy Minds, Healthy Bodies”, a youth-to-youth workshop to support self-esteem development for homeless or street-involved youth;
- “Safer Sex Super Heroes” workshops to provide safer sex education for youth;
- Presentations facilitated by the Harm Reduction Youth Advisory Committee (HRYAC) in schools about addictions and harm reduction;
- A grant to support the “Safety Rocks” initiative that provided first aid education to homeless and street-involved youth;
- “Camp OUT”, a 2-day youth leadership experience for Gay, Lesbian, Bisexual, Two Spirit and Transgender youth and their allies. With support also from the Pride Centre at the University of Ottawa.

Other Grants

- A Dare to Dream Grant funded by the Provincial Center of Excellence for the 2008 “Camp OUT” program;
- A Youth Empowerment Grant through the Community Foundation of Ottawa for Youth Sexpo 2008;
- An Ontario Trillium Foundation Grant to support the expansion of the Youth Engagement Program physical space, develop a manual on Youth Engagement, and create a youth advisory committee to focus on Sexual Health and Wellness;
- A grant through the Ontario Attorney General Victim Assistance Secretariat’s Program to support a community forum on hate or hate-related crimes in relation to the GLBTQ youth community.

As Advocates

- HRYAC actively participated on a committee of Ottawa’s Integrated Drug and Addictions Strategy where they advocated (successfully) for increased peer-based education programs for addictions;
- Supported City Council to direct funds for addictions in Ottawa towards a treatment centre, but also advocated for increased peer engagement and harm reduction services, drawing on their own experiences as evidence that harm reduction saves lives;
- Presented alongside Libby Davies and Eugene Oscapella in public forums to put a human face to addictions for the AIDS Committee of Ottawa’s Harm Reduction Forum;
- Provided a personal perspective for City Council when the decision to cancel the Safer Inhalation Program was being deliberated;
- Wrote a letter of support for the University of Ottawa’s community-based research project, the Ontario Women’s Study, explaining how this study would benefit them personally, and participated in community-based research (ie. The Social Networks Research Study);
- Helped to facilitate a Day of Action in partnership with the Centre for Students for Sensible Drug Policy on Parliament Hill, where they met with individual Members of Parliament to encourage support for harm reduction;
- Submitted an article for the Compass Newsletter’s youth edition.

An Active Voice at the Provincial Level

- Presented at the Canadian Association of Nurses in AIDS Care conference;
- Presented at the “Harm Reduction: What Works” conference;

- Presented a workshop at the “Re-Thinking Poverty” forum on youth poverty and homelessness;
- Presented 4 workshops at “Youth Synergy ’08”, sponsored by Children’s Mental Health Ontario and Ontario Association of Children’s Aid Societies;
- Delivered a workshop on “Youth Engagement” at the annual Children’s Mental Health Ontario conference in Toronto;
- Partnered with the Child and Youth Advocate’s Office in Toronto to host a Youth Forum “Echoes in the Hallways”, bringing together youth to discuss their experiences within our many social and justice systems;
- Participated in the “Youth Engagement: Towards a Community of Practice” forum, sponsored by Youth Voices: University of Toronto Research;
- Participated in the Gay Men’s Health Conference in Toronto;
- Participated in the “New Mentality” training with Children’s Mental Health Ontario.

- Worked with the Young Women’s Emergency Shelter staff to create a more youth-friendly physical plant;
- Delivered training modules to the staff at the Young Men’s Emergency Shelter and Transitional Program on GLBTTQ youth Issues, harm reduction, youth engagement, and issues affecting homeless and street-involved youth;
- Participated on the YSB Strategic Planning Committee to develop goals for the 50 and Beyond initiative.

At the Local Level

- Provided youth-to-youth workshops to the Ottawa CAS PIP Program on GLBTTQ youth issues;
- Organized recreational activity for a young women’s basketball group;
- Participated in a Health Fair at five High Schools to provide youth-to-youth education on GLBTTQ youth issues and harm reduction;
- Participated on the Trends and Issues Committee, looking at the issues faced by homeless youth;
- Worked in partnership with the “Creating Safer Schools for Rainbow Youth” Committee, a partnership with the GLBTTQ Service Providers Network and the Ottawa Carleton District School Board;
- Worked in partnership with Child and Youth Friendly Ottawa and Apathy is Boring to deliver a workshop on youth engagement;
- Participated in multiple focus groups with the Inner City Health Project in helping them to define the direction for HCV in Ottawa;
- Supported and organized fundraising in partnership with Ridgemont High School;
- Supported co-op placements from St Nicholas Adult High School and from Rideau Street Youth Enterprises.



Active within YSB

- Participated on the Committee to plan the Annual Youth Recognition Event;
- Worked in partnership with the HIV/AIDS Prevention Program to support youth-to-youth programs and initiatives, including the Kondom’s n’ Karaoke Program, the World AIDS Day and AIDS Walk for Life;
- Supported the annual holiday party at the Downtown Services and Drop-In for 80 youth;

YOUTH EMPLOYMENT SERVICES

A YES Annual Snapshot

"Growth is the only evidence of life". (John Henry Newman). Employment Services was full of life and growth in all its wondrous forms this past year. Programming offered to both youth and adults was wide and varied, responding to local labour market needs. Business engagement became a core component of YES programs this year. With every employment initiative providing opportunities for individuals to meet hiring managers from various companies across all labour market sectors, employment outcomes were very positive.

Youth have always faced greater challenges when it comes to unemployment even in an employment-rich area such as Ottawa. While Ottawa experienced an increase in entry-level job opportunities available to youth, particularly in the service and retail sectors, higher paying jobs for this demographic were on the decline in 2007 - 2008. Thus many youth, striving to live independently, struggle with doing so as these entry-level wages are simply not enough to support independent living, even with the positive increase in the minimum wage rate to \$8.75 per hour. Employment Services made a concerted effort during the past year to focus on assisting their clients with acquiring the necessary certifications and on-line training that would enable them to be more qualified for the jobs for which they apply.

Job Connect: An Expanding Mandate

In 2007, the Job Connect program, traditionally available only to youth ages 16 to 24 years, was given a mandate by the Ministry of Training, Colleges and Universities to also offer services to a small number of adults. This proved to be a relatively easy transition as many adults were already accessing our resource centres to browse the Internet, revise their resumés and search for jobs on-line.

At client and employer request, the number of on-site and off-site organized employment fairs was increased. During the past year some of the employers for whom we held recruiting events included Ottawa Police Service, Rogers Communications, Loblaws, Rockcliffe Landscaping, Convergys, RCMP and the Public Service.



Job Connect Resource Room

Award of Merit

Carl Sullivan, YSB's youth employment counsellor and Job Connect coordinator, received well-deserved recognition from the Ontario Association of Youth Employment Centres at their annual conference in Collingwood for his 23 years of dedication and service to the youth of Eastern Ontario. Carl was one of only four counsellors from across Ontario to receive this prestigious award in front of colleagues and managers who work within the Ontario employment sector. Congratulations Carl on a job well done!



Carl Sullivan and Jeff Burry, Director of Youth Employment Services

Summer Jobs Service: Success for 2007 Summer Season

In 2007 the Summer Jobs Service program found employment opportunities for over 435 youth ages 15 to 24 years. More than 150 employers registered to be part of the program with 20 percent of those being new to the program in 2007. Promotional presentations, conducted throughout the community, and on-line registration access for both employers and youth enhanced the program's effectiveness.

Work Place Ottawa : A Client-centered Approach to Employment

In its third year of operation, Work Place Ottawa offers a customized, client-centered approach to unemployed individuals who require assistance in returning to the workforce. A wide variety of half-day workshops such as Hidden Job Market, Government Jobs, Electronic Job Search, Ace Your Next Interview and Employment in the Trades can be "hand-picked" by interested clients. Core programming provides opportunities for individuals to meet potential employers face-to-face. Hiring managers and human resource personnel give presentations about their respective organizations and the job opportunities that exist. Most company representatives are more than willing to accept resumés on the spot.



Work Place Ottawa Classroom

Work Place Ottawa As Community Partner

Work Place Ottawa maintains a close collaboration with the larger Employment Ontario Network and works closely with other service providers to coordinate services for unemployed individuals. To promote new and innovative programming, presentations have been delivered to the following organizations: Northern Lights

Vocational Services, City of Ottawa Partners for Jobs, Youth Zone, Canadian Hard of Hearing Association, Career Orientation - Pathways for Employment, South East Ottawa Community Health Centre.

Information Technology Orientation

2.0: *A Specialized Employment Program for Displaced Technology Workers, Unique to Eastern Ontario and Western Quebec*

Originally a three-day labour market workshop on the Information Technology Communications sector, core services were expanded in November 2007 to also include one-day and half-day workshops. Session titles range from Salary Negotiations and Developing a Technical Resumé, to Environmental Technologies and Renewable Energies. In December 2007, ITO opened its third office in Ottawa. Expanded resources to support the clients included over 5000 certification titles in Resource Rooms in two of the three offices.

Peer group and business engagement activities provide opportunities for companies such as CSIS, Rim, Dell Computers, RHI Technology, Macadamian and the Public Service to give on-site presentations regarding their in-house technical and staffing requirements. These activities present excellent opportunities for individuals to submit their resumés, and it is not uncommon to have individuals to receive follow-up job interviews.



Information Technology Orientation Workshop

Orléans Employment Resource Centre

This busy hub of activity for both youth and adults helps approximately 300 individuals weekly with the latest employment postings, resumé updates, or personal assistance on career objectives. High-speed Internet access and a comprehensive library of resources assist the job seeker. On a daily basis the job board is updated with

job opportunities forwarded by employers primarily available in the Orléans area. Tracking of service needs, activity, and feedback is done by a new electronic intake system, with ID card and PIN numbers. In the Fall of 2007, an employment job fair was hosted by the Resource Centre for Shopper's Drug Mart and Walmart, both of whom were opening new stores in the area.

Youth Opportunities Strategy

This MCYS pilot initiative in 2007 focused on providing youth between the ages of 15 and 18 with the opportunity to gain their very first employment experience. Over 170 youth in targeted neighbourhoods were provided with work placement experiences during July and August. Over 80 employers registered to be part of this initiative offering a variety of workplace experiences to youth. A September graduation ceremony hosted by the Boys and Girls Club of Ottawa provided an excellent opportunity for youth to share their experiences with their peers, family and friends and to receive their certificates of completion.

YES in the Community: Contact North Partnership

A new partnership formed with Contact North also saw the Resource Centre in Orléans hosting an e-learning facility, the first of its type in Eastern Ontario. Through this facility, individuals in Eastern Ontario may enroll in up to 800 on-line college and university courses.



Celebrating the opening of the Contact North e-learning centre in the Orléans Resource Centre are: Alex Munter, Executive Director, YSB; Councillor Bob Monette; Ashleigh Lamontagne, elearningnetwork.ca; Carole Miles, Carleton University; Christian Blanchette, Université d'Ottawa; MPP Phil McNeely.

Crown Ward Championship Team

In response to a provincial initiative, Ottawa was one of four cities across Ontario to develop and promote opportunities to encourage youth in Children's Aid Society's care to complete high school and transition successfully into post-secondary education, or to be successful in securing employment. Funding provided by the Ministry of Children and Youth Services, Ministry of Education, and Ministry of Training Colleges and Universities has supported an extraordinary partnership in the Ottawa area, including the following: the four local school boards, Ottawa CAS, La Cité collégiale, Algonquin College, Carleton University, Université d'Ottawa, Odawa Native Friendship Centre, and Youth Services Bureau. YSB's involvement was on an experiential learning sub-committee, aimed at providing youth with knowledge of post-secondary educational sites and various workplaces in Ottawa.

Service Activity:

61,875 unique sessions to the needajob.org web site.
 3,633 unique individuals used the Job Connect resource room.
 2,056 students in schools received presentations from YES staff.
 2,024 unique visits were made to the Orléans Employment Resource Centre.
 1,239 individuals attended Work Place Ottawa employment workshops.
 722 youth ages 16 to 24 received Job Connect employment services.
 608 students received summer employment placements.
 529 individuals attended Information Technology Orientation workshops.
 290 employers registered with YES to provide summer work placement opportunities.
 24 employment job fairs were held both on-site and off-site.
 7 YES employment offices are located across the city of Ottawa.

YOUTH JUSTICE SERVICES

Centre William E. Hay

The William E. Hay Centre is a twenty-four bed residential facility, serving male youth (ages 12 to 18) in secure detention (pre-trial) and secure custody (post-trial sentence).

The Centre is named in honour of William E. Hay, former Chief, Social Services Department, Ottawa Board of Education, who was an advocate for troubled youth. Mr. Hay and his wife, Jean, were the first group home parents for the Ottawa Court Home on Bronson Avenue. He was also president of Youth Services Bureau Board of Directors in 1979. Construction on the original Centre began in April 1994 with the official opening on April 27, 1995.



Groundbreaking Ceremony at the Wm. E Hay Centre, 2008: MCYS, Youth Justice ADM Gilbert Tayles; MPP Yasir Naqvi; the Honourable Jim Watson, MPP; Alex Munter, Executive Director, YSB; the Honourable Madeleine Meilleur, MPP



On June 8 2007, the Ministry of Children and Youth Services announced the expansion of the Centre, adding 16 beds to bring the total capacity to 40. The Centre was initially planned with the notion of future expansion and therefore has the capacity of absorbing such growth without creating major changes to the site or interruption of client services. The site changes are to become operative by April 1, 2009.

Livius Sherwood Observation and Detention Centre

An eight bed co-ed residential facility for court-ordered detention, open custody, and a place of safety for youth ages 12 to 15.

Programs include daily living skills, individual and group counselling, anger management, Young Men's Work / Young Woman's Lives, and cognitive-based skills. Case management sessions focused 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 service, ensuring the rights of the youth are being met.

Youth Justice McHugh School

What a fantastic year! Teachers Kaethe and Frank have worked hard to establish a positive classroom environment where both staff and students have an opportunity to grow socially and emotionally. By providing a lot of encouragement and positive feedback everyone works on becoming comfortable with making mistakes and learning valuable lessons from them.

Program Highlights:

- This year over 50 school credits were obtained through the McHugh School program.
- One student successfully completed the Ontario's Secondary School Literacy Test.
- A group of students learned the art of drywall - How to install tape, mud, and paint and repair minor holes.
- The introduction of horticulture at the Hay has been well received. Students planted perennials and bulbs in anticipation of spring and had an opportunity to grow their own amaryllis bulbs in December.
- School of...Blues? Students took part in twice weekly harmonica lessons learning something about the history of roots music.

Sherwood School Highlights

Reflecting on the value of the program after six years and 500 students served:

What most youth ages 12 to 16 who are admitted to Sherwood have in common is a heightened state of tension

over the baggage of their lives that has become too heavy to handle. A secure place in which staff help them to feel safe, respected, and confident greets them, thereby allowing for a manageable, sensitive, and deliberate handling of their issues. Personal working relationships develop, goals are set, and the youth taste genuine and meaningful success. This holds true in the classroom.

For most of the 80 youth served throughout the school calendar year, during their McHugh Sherwood admission, the importance of the program can be seen in the following:

- A very first high school credit is earned!
- A return to their own community school is marked by an infectious injection of the self-esteem of a more confident learner!
- A self-reflection process takes place whereby they are exposed to the troublesome realities of a future if one does not have an education!
- The intrinsic rewards of an “I can because I am able” attitude fuels their positive energy by way of a quality work ethic!

Highlights from Youth Justice Services' Partnerships

- YSB, OBE, and Trading Places Project supporting young people in vocational training through its successful Brick Laying Program;
- Ottawa Crime Prevention, Ottawa Police Services, YSB coordinating the Youth Gang Initiative;
- Ottawa Humane Society and YSB in partnership supporting the Youth and Dog Program;
- MYCS, MAG, Canadian Mental Health Association and YSB have had a successful first year of the Mental Health Court Worker Outreach Program;
- The Ottawa Youth Justice Service Providers' Network Conference planning committee May 2008.



2008 Charity Volleyball Tournament for YSB's Young Women's Shelter and St. Mary's Home



OYJSN Award of Excellence, presented to Jacquie Woodward, CAS by Gord Boyd, representing the OYJSN



Youth Gangs Initiative

Partnership with YSB's Employment Services Program

A YES counsellor offered weekly individual employment counselling sessions and monthly employment workshops, working directly with the youth to assist them with post-discharge employment goals. Employment counselling included identifying realistic employment goals, facing employment barriers, and assistance with resumés and covering letters. Workshops included apprenticeships, employability skills, preparing for an interview, workplace safety, community resources, networking, and maintaining employment.

The Youth Mental Health Court Outreach Program

The Youth Mental Health Court Outreach Program diverts transitional-aged youth with serious mental health problems and 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 continues to assist collaborative partners with supportive services and resources.

Tania Breton, program leader, was invited to a Provincial forum for youth mental health court workers to present on the Youth Mental Health Court (YMHC) Initiative in Ottawa. The YMHC Initiative is a committee of collaborative partners that have worked very hard in developing the first Youth Mental Health Court in Canada. The court opened under a pilot status as of May 9, 2008 and has already demonstrated great accomplishment.

Community Reintegration

The Community Reintegration Worker provides individual, couple, and family counselling with the goal of reducing recidivism. 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 that addresses the underlying issues that are the drivers for offending behaviours.

Anger Management Program

Anger Management is a four-session individualized program offered to youth within the community on a referral basis from Probation Services.

"Just a short note to thank you for the excellent Youth Justice Anger Management program... I have referred a number of youth ... and without fail every teen ... has shown improvement in attitude and conduct..."

Youth Justice Training Teams

- Prevention Management of Aggressive Behaviour (PMAB): Jack B, Mike N, Stephane D
- CPR / First Aid: Claude-Eric L
- Suicide Intervention and Prevention: Bill F, Barb M, Terri K
- HIV / Aids Education Awareness: Michelle C, Stephane D, Julie B
- Critical Incident Response Team: Bill F, Terri K
- Instrumental Peer Aggression: Jason K, Vallan L, Jenn C, Sarah G, Patrick O, Bill F, Brian K, Terri K

Youth Justice Client Satisfaction Survey Comments

"This place is a wonderful memory. I enjoyed the staff and the food! 2 thumbs up!!!"

"Sherwood has taught me many things. The staff really helped me a lot. Every member of the staff was amazing and helpful in so many different ways. Thank you so much!"

"Staff were very kind and they treated me with the respect a person deserves. Overall, I kinds of liked it here, but not too much to come back."

Service Activity:

| Youth Justice Services | Unique Clients |
|--|----------------|
| WEHC Secure Detention | 62 |
| WEHC Secure Custody | 28 |
| WEHC Section 88 Transfers | 8 |
| Sherwood Open Detention | 53 |
| Sherwood Open Custody | 9 |
| Sherwood CFSA Beds of Safety | 14 |
| Community Reintegration Program | 65 |
| Anger Management Program | 149 |
| Youth Mental Health Court Outreach Program | 44 |

A THANK YOU TO OUR DONORS

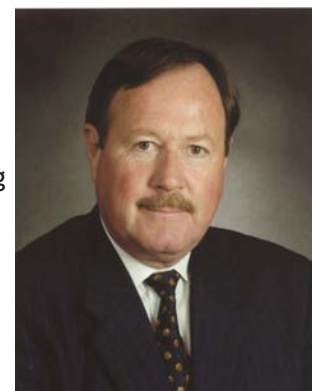
Your warm-hearted generosity brings a smile, a thank you, a boost of self-esteem, an ounce of encouragement to the youth you are supporting, and a realization that they are important and wished every future success.

This is YSB's special thank you to our supporters:

- To Board Members who annually donate to the Youth Recognition Awards, to the Drop-In Christmas party, to the Housing Program, and to agency events in general
- To the anonymous community donors who quietly mail a cheque "to be used where needed"
- To the Corporate Community members who donate gifts throughout the year to support youth and events
- To the schools and churches who support the Housing Food Bank
- To the community supporters who donate backpacks, toiletries, gifts, clothing, calling cards etc.

- To the community members and organizations who donate hockey tickets, soccer tickets, theatre and circus tickets
- To staff volunteers who actively organize the YSB Volleyball fundraiser and the Golf Tournament
- To our hosts at special community golf fundraisers: CLV Group; the Georgetown Sports Pub Mike George Memorial Golf Tournament
- To Jim Durrell, President of Capital Dodge Chrysler Jeep for leading others from his industry, through the Fishes and Loaves Charity, to contribute \$25,000 to the Young Men's Emergency Shelter and Transitional Housing Program.

THANK YOU!!!



STAFF SERVICE AWARDS

5 year Awards (2003)

Natasha Tatartcheff-Quesnel
Daniel Prieur
Rocio Del Valle
Almarine Thomas

10 year awards (1998)

Lorna Harvey

15 year awards (1993)

Mark Marsolais
Kim Fenn

20 year awards (1988)

Wes Richardson
Diane Mathieu
Sue Pihlainen

25 year awards (1983)

Brian Brown
Bill Cameron
Mary Conroy
Sean O'Connor
Paula Marsh

30 year awards (1978)

Brenda Allard
Linda Smith

FUNDERS

- Province of Ontario
 - Ministry of Children & Youth Services
 - Ministry of Children & Youth Services, Youth Justice Services
 - Ministry of Training, Colleges & Universities
 - Ministry of Health & Long-term Care
 - Attorney-General of Ontario
- City of Ottawa
- United Way Ottawa
- Trillium Foundation
- Le conseil des écoles publiques de l'Est de l'Ontario
- Le conseil des écoles catholiques de langue française du Centre-est
- Le conseil scolaire de district catholique de l'Est ontarien

YOUTH SERVICES BUREAU OF OTTAWA

SUMMARY OF PROGRAM REVENUE AND PROGRAM EXPENDITURES

YEAR ENDED MARCH 31, 2008

| | | | |
|----------------------------------|----------------------|--|-------------------|
| Program Revenue | | Program Expenditures | |
| Core Funding | | Amortization | \$ 291,723 |
| City of Ottawa | \$ 1,707,902 | Building occupancy | 1,200,913 |
| Province of Ontario | 13,274,977 | Direct client care | 395,480 |
| United Way / Centraide Ottawa | 236,747 | Employer reimbursements (Summer Jobs) | 394,426 |
| | | Employment workshops and assessments | 17,934 |
| Purchases of Services | | Furniture and equipment | 1,961 |
| City of Ottawa | 636,770 | Interest on debt financing | 119,506 |
| Rent | 175,213 | Office expenditures | 292,724 |
| Other | 99,805 | Other and miscellaneous | 96,196 |
| | | Program expenditures | 779,033 |
| Other Revenue | | Promotion and publicity | 85,463 |
| Donations | 30,944 | Purchased professional services | 475,855 |
| Children's Aid Society of Ottawa | 148,095 | Salaries and benefits | 12,246,366 |
| Government of Canada | 1,347,195 | Staff training and development | 66,967 |
| Interest income | 11,533 | Staff travel | 162,862 |
| Miscellaneous | <u>865,010</u> | Youth Justice transportation services | <u>11,913</u> |
| | | | 16,639,322 |
| | <u>\$ 18,534,191</u> | | |
| | | Administration | <u>1,648,326</u> |
| | | | <u>18,287,648</u> |
| | | Excess of program revenue over program expenditures | 246,543 |
| | | Net expenditures - Non-Profit Housing | (41,200) |
| | | Interest income - administration | <u>35,411</u> |
| | | Excess of revenue over expenditures | <u>\$ 240,754</u> |

AUDITORS' REPORT

To the Members of Youth Services Bureau of Ottawa

We have audited the Summary of Program Revenue and Program Expenditures of Youth Services Bureau of Ottawa (the "Bureau") for the year ended March 31, 2008. This financial information is the responsibility of the management of the Bureau. Our responsibility is to express an opinion on this financial information based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial information is free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial information. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial information.

In our opinion, this summary presents fairly, in all material respects, the program revenue and program expenditures of Youth Services Bureau of Ottawa for the year ended March 31, 2008 in accordance with Canadian generally accepted accounting principles.

This summary has been prepared from information in the Bureau's annual audited financial statements.

Logan Katz LLP

Chartered Accountants
 Licensed Public Accountants

Ottawa, Canada
 June 23, 2008