

Youth Services Bureau of Ottawa
**annual
report**



 “making an
impact”

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
Repère

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 & Drop-in
HIV/AIDS Prevention/Education Program
Housing and Trusteeship Program
Street Outreach Program
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 & 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



FROM THE PRESIDENT

The theme of this year's annual report is **Making an impact**. I invite you to read how YSB's dedicated staff continues to touch the lives of young people, their families and the community.

I think you'll be impressed at what's been accomplished over the past twelve months, the first year of our new 50 And Beyond Action Plan. We've responded to need by expanding and improving programs in all four service areas - community services, employment, mental health and youth justice. We've also strengthened our central services, so essential to making it possible for staff at over twenty locations to do their work.

We lean heavily on others to allow us to achieve common goals. We can support youth in their journey only with the help of our many service partners, who are equally committed to this cause. And, of course, we value our funders' confidence. They entrust us with the public and donor dollars needed to achieve important social objectives. They include the Province of Ontario, City of Ottawa, United Way Ottawa, Trillium Foundation, le

Conseil des écoles catholiques de langue française du Centre-est and le Conseil des écoles publiques de l'est de l'Ontario.

Finally, my sincere thanks to our dedicated Board of Directors. It's been my privilege to be associated with this talented group, many of whom joined this past year. With an impressive history of community contribution - from business to education, health to community services - they have worked hard to ensure YSB stays connected to our community.

As we approach our 50th anniversary I invite you to be part of our celebration and, most importantly, to continue to work with us to **Make an impact**.

Chris Warburton

President, Board of Directors

FROM THE EXECUTIVE DIRECTOR

It's been two years since I joined the remarkable team at YSB. Every day, I continue to be inspired by the work done in every corner of Ottawa, helping youth and families. **Because of this team, people find jobs. Go back to school. Learn new skills. Find shelter. Realize their own power. Choose a better path. Feel hope.** I am proud of what, together, we all accomplish - with plenty of help and support from others.

This coming year, we will continue to do what YSB has done every year since 1960 - build on past success to create future impact. With the help of our staff, partners and clients we developed our 50 And Beyond Action Plan on four pillars: leading-edge quality, community leadership, tools to excel and financial effectiveness.

We spent a lot of time during this past year, the Action Plan's first, preparing for the future. This coming year, we hope to see more results from that planning - expanded

health and employment services, increased youth voice in the agency, a strengthened housing continuum, a centre of excellence in youth justice and leading-edge learning in our mental health program. Effective evaluation measures will help us learn from success, we will expand our communications reach, and we will continue to hone administrative procedures to remain effective stewards of public dollars.

We stand on the shoulders of those who, for half a century, have worked to make this crucial difference. This coming year, we invite you to join with us to help us continue that work.

Alex Munter

Directeur général

MENTAL HEALTH SERVICES



INTEGRATED CRISIS RESPONSE SERVICES

at YSB, include the Crisis Line, the Mobile Crisis Team, and Residential Crisis Unit –all working together to respond to thousands of calls for help each year. YSB provides the hub of support for the larger integrated Child, Youth and Family Crisis Line for Eastern Ontario.

Diamond Award of Excellence at Showcase Ontario, 2008

Making an impact through partnerships



The Child Youth and Family Crisis Line for Eastern Ontario received both an Award of Merit and also the Diamond Award, the highest government Award of Excellence, at Showcase Ontario, the largest public sector information technology education event in Canada, in recognition for a partnership among 9 Eastern Ontario agencies. Congratulations to YSB's Dave McLeod, Ted Charette, and Kim Fenn.

Email from a parent following a Mobile Intervention

I am writing this note in regards to the Mobile Crisis team coming to our home last night to speak with my 15 year old son. He has just recently been going down the wrong path and as a parent I cannot stand by and just let this happen. So out of total lack of not knowing what to do I got in touch with the Crisis Centre who quickly sent a team of counsellors out to our home. I must say they were very professional but at the same time could speak on my son's level of understanding which I found outstanding... It was a relief to hear them tell my son some of the same things I have been trying to get through to him but as we all know kids don't always relate to their parents in times of these situations. Your team did an outstanding job and I thank them with the bottom of my heart.

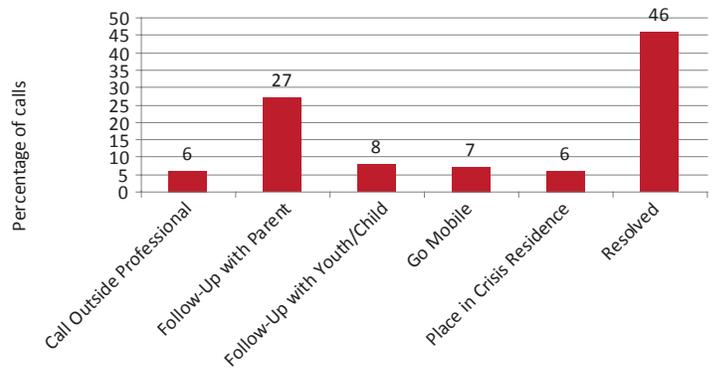
Mobile Crisis: 2008-04-01 to 2009-03-31

5917 crisis calls, 1254 unique clients,
1143 face-to-face sessions

Residential Crisis Unit :

Number of Unique Clients Served: 220
Number of Beds occupied during the period: 1,041

Impact of Response to 5,917 Crisis Calls



E mail from a former youth client

Hey, I think this message is a little belated, but I just wanted to let you know how my life has changed in the past year. I've been able to re-establish relationships with many of my friends from the past and they have all been compassionate to me and in return I've been able to be there for them when they need it to. ...if you were to talk with me today it may seem like I am a different person because I no longer only look at the negativity in the world ...Anyways this letter is kind of a closer for meLet everyone on the team know I've been just fine and that I'm grateful for what they are doing. Thanks again.

"I am aware that things still may not turn out accordingly but for now we are getting the assistance and help that has been so needed and it is for that we want to thank everyone for listening and taking the time to hear what we have been needing."



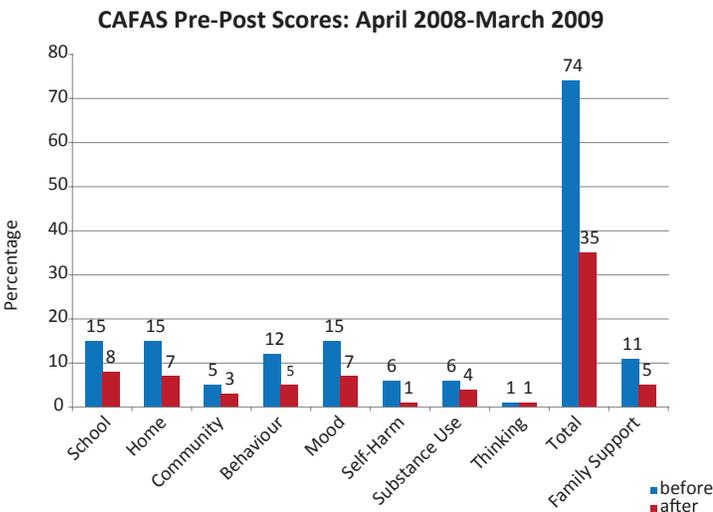
COUNSELLING PROGRAMS

Youth and Family Counselling Services

367 Active Clients, April 1, 2008 to March 31, 2009

CAFAS Scores: A provincial tool for measuring impact of counselling and school based programs, pre and post intervention.

Total Rate of Successful Impact: 73%



MULTI-SYSTEMIC THERAPY - A HOME-BASED INTENSIVE PROGRAM

Making an impact on youth who are at risk of being placed out of their home and into group home, foster care, or a correctional facility, because of on-going, violent, criminal or other serious behaviours.

47 MST clients over the past year received a total of 2,045.8 hours and 1,537 contacts through intensive supports and frequent interventions, with an average length of stay: 156.48 days.

Making an impact

- Improved network of supports: 95.65%
- Success in educational/vocational setting: 95.65%
- Youth involved with pro-social peers/activities: 82.61%
- Cases where changes have been sustained: 91.3%
- Youth living at home: 95.65%
- Youth in school or working: 100%
- Youth with no new arrests: 86.96%
- Parenting skills to handle future problems: 95.65%
- Improved family relations: 95.65%

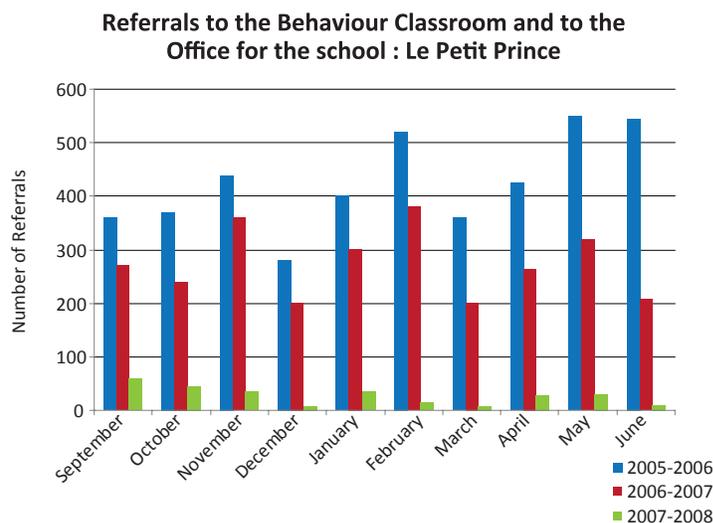
POSITIVE BEHAVIOURAL INTERVENTIONS AND SUPPORTS INITIATIVE (PBIS)

Making an impact in 43 schools across 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.

The goal of the PBIS system is to promote positive behaviour in students as well as to promote academic success. Each school chooses values it wants to promote within the school and defines them in observable behaviour for every living area of the school. Systems supporting positive behaviour as well as managing unacceptable behaviour are established throughout the school, as part of its culture and its priorities, and are implemented by all staff.

PBIS Impact

Results are overall positive in schools that have implemented the PBIS system, but the success of one school in particular is noteworthy. At the end of their first year of implementation, staff of the elementary school Le Petit Prince in Vanier observed a decrease of 91.1% of the number of referrals to the behaviour classroom as well as the principal's office. This decrease represents the equivalent of 152 school days, meaning that students collectively spent more time in the classroom and spent more time learning. At the end of their first year of implementation, provincial testing results showed an improvement of 30% over the previous year.



FRENCH SCHOOL-BASED PROGRAMS

Designed for Francophone youth attending schools in Le Conseil des écoles publiques de l'Est de l'Ontario and Le Conseil des écoles catholiques de langue française du Centre-Est.

Making an impact on more than 100 Francophone youth through service flexibility: Resourcefulness of different service models for different needs, for example:

- A personalized educational program
- A range of specialized workshops
- A school diversion program
- A partnership model with school boards, Ottawa Police Service, and various community service agencies
- A support program for students under long-term suspension or expulsion
- Self-esteem, anger management, and social skills workshops
- Return to school study program (catching up with drop-outs)
- Active community involvement through weekly volunteer activities
- Services by a YSB counsellor.

The Results

Centre éducatif - Section 23

Service Impact:

- June 2008 : 5 youth reintegrated into a secondary school in their community; 6 youth remained in the program
- September 2008 : 9 youth in the program
- March 2009 : 10 youth in the program, one of whom is undergoing partial school reintegration and another has been reintegrated following a gradual transition into his district school.

L'Intersection

Service Impact : April 1, 2008 - March 31, 2009

- 39 clients served

La Relance

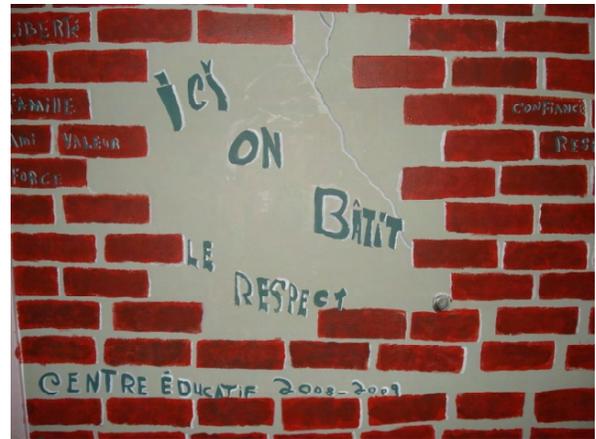
Service Impact :

- First semester : 26 youth served ; 13 returned to their original schools
- Second semester, 18 youth served ; 2 returned to their original schools , 16 remain active in the program.

Repère, a new program this year : Rekindling the desire to learn in youth who have been out of school for a length of time.

Service Impact : 15 youth in the program.

Making an impact with special projects:
(respect, leadership, community ownership)



- One project focussing on Respect was undertaken by the Centre éducatif group. The project included a mural (Ici on bâti le respect) et other art media including clay, wood and drawing, through which the students expressed the importance of having respect.
- A joint project between L'Intersection and le Centre éducatif:
The students gave a presentation at Marie-Curie School on the state in which youth in the rural communities of Togo receive their education. Our students collected and sent off to Togo gifts of clothing, personal hygiene products, books and encyclopedias, and other school supplies.
- This relief project for Togo was started by one student as part of his restitution requirements. He not only gave back to his school and community but also had the opportunity to become a positive leader among his peers by coming to the help of a whole African community.
- In De La Salle School : An anti-graffiti project:
The goals of this project were both prevention and sensitization. About 34 students participated.



Making an impact

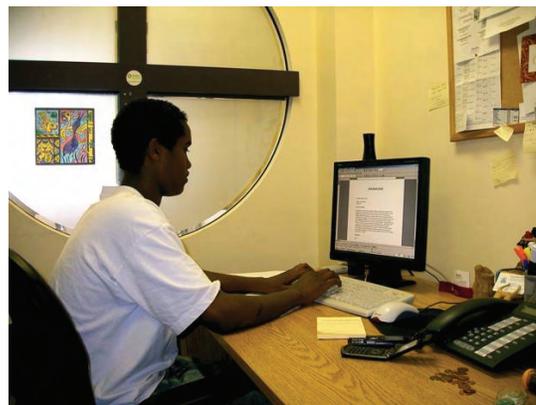
- Bringing the employer and the employment opportunity to the client
- Creating for the client a complete “wraparound” type of return-to-work action plan
- Meeting the challenges for ethnic and visible minorities, new Canadians, aboriginal youth, individuals who have never worked, those seeking summer employment

experience, part-time work experience, multi-barriered youth, youth with disabilities, at-risk youth.

- 6,200 unique individuals were engaged and received support in job experience and placements.
- YES had a 79% success rate for youth accessing services and achieving a successful employment outcome.

YOUTH OPPORTUNITIES STRATEGY: SUMMER JOBS FOR YOUTH (SJFY)

Making an impact for more than 300 youth who gained access to their very first employment experience.



SJFY enabled success for young first-time workers through pre-employment training, work on literacy and numeracy issues, financial lifeskills guidance, and celebration of successes.



SJFY Graduation Ceremonies boosted confidence and self-esteem. 193 of these youth successfully completed their work terms before returning to school in September.

Almost \$300,000 was paid to employers by the Youth Services Bureau as training subsidies for the youth who were being hired in the Ottawa region.



SUMMER JOBS SERVICE



Making an impact 424 youth were matched to summer job experiences in 2008, many of whom were experiencing their very first employment opportunity. The Ottawa Police Service provided summer work opportunities to 17 of our youth.



Making an impact Urge came into our program with no experience and no idea as to what she wanted to do. All she knew is that she wanted to deal with the public and a couple of her interests included food and money... During the pre-employment workshops, a local restaurant in Ottawa South required someone to assist them during the summer. They were contacted and on the last day of the sessions, Urge walked in, did her interview and was hired on the spot. She worked there for six weeks before returning to school in September. She loved working there and they loved having her there.



The Minister of Children and Family Services, the Honourable Deb Mathews, came to Ottawa to launch the Summer Jobs for Youth program and acknowledge the partnership formed between the Youth Services Bureau and Canadian Tire (Heron Road outlet).



" I did not think it mattered to tailor your resumé, but now I see the difference."

"Thank you for all your help. Writing a resumé is intimidating."



JOB CONNECT

Making an impact for 71% of our clients by matching employment with education and training backgrounds. 670 youth found employment within the City of Ottawa across all labour market sectors.

Approximately \$270,000.00 was paid out to employers to support training and the hiring of our Job Connect youth. Many youth explored apprenticeship opportunities within the Auto Service Tech or Autobody trades. Other employers who received training subsidies for hiring youth for summer work experience included: Rockcliffe Landscaping, SunLife Financial, Convergys, East Side Marios, Research in Motion (RIM), Tealus Health Solutions, Alcatel Lucent, Maxsys, and Commissionaires' Office.

WORK PLACE OTTAWA

Making an impact

I got my job through networking, and I never would have had the increase in confidence or the professional resumé that helped me get it without WPO.

I have just landed a great job ...I have recommended your workshops to so many friends and will continue to do so. They are all unbelievably invaluable and you are all incredible at what you do.

I wanted to thank you for your immensely helpful seminars at Workplace Ottawa. If not for your motivational influence and guidance, I cannot be certain that I would be in the position of accepting a job offer today.

INFORMATION TECHNOLOGY ORIENTATION 2.0

Making an impact with the help of an experienced labour market analyst team by providing direction, opening doors, building confidence, finding employment, preparing for the job market, helping to return to the workforce.

"Feedback I could not provide through the feedback forms is the flexibility and enthusiasm you folks have demonstrated in accommodating me and the others. You truly put the client first, which is remarkable."

"The ITO workshops helped me obtain this position by giving me confidence in what I can do, how to look good in an interview, how to act, and how to ask the right questions. How have a conversation about everything that is related to the position and the company and some things that are not."

"About the 3-day ITO LMI workshop, this was an eye opening experience. Changes my current views on

resumé content, cover letter and expanding my thinking on where to look for jobs."

"Your workshop reminded me of principles I already knew but which I haven't been consciously applying for the past few years; your workshop has given me the kick I needed to start thinking more creatively again. Thank you."

EMPLOYMENT RESOURCE CENTRES

Making an impact with employment searches: 2000 individuals were assisted through the Employment Resource Centres in their employment searches: they browsed the web, spoke with employment consultants, trained on-line, reviewed job boards, updated resumé, prepared cover letters, met with prospective employers.

EMPLOYMENT FAIRS

Making an impact by maximizing opportunity across all employment sectors for unemployed youth. Twelve employment fairs were hosted by Youth Employment Services involving more than 300 employers and attracting more than 5000 job seekers.

Making an impact in the schools by preparing students for future employment. Over 1300 students from the Ottawa Public and Catholic Boards received presentations from Youth Employment Services staff.

Making an impact through Community Partnerships:

- The Crown Ward Education Championship Team is geared to enhance the post-secondary success rate of Crown Wards. This partnership involves social service providers including YSB's Employment Services, CAS, guardians and foster parents.
- A partnership with Youville Centre provided employment programming and apprenticeship opportunities for young single mothers.
- Community Relationship-Building: External companies are on-site in one of the YES offices every single week. Other Employment Ontario service providers and other supportive organizations provide presentations to the staff every week on their specific programs and services that can compliment YES programs, thus providing clients with a complete "wraparound" type of return to work action plan.

YOUTH JUSTICE SERVICES

Helping youth get their lives back on track with specialized services and programs



Minister Deb Matthews at the February 3, 2009 opening of the expanded William E. Hay Centre: "This expansion marks the end of an era. No longer will youth in conflict with the law be sharing a facility with adult offenders. Not only will they take responsibility for their actions but they'll have access to dedicated youth programming that will significantly reduce their risk of re-offending."

A year of expansion, transition, and adaptation for the William E. Hay Centre and Sherwood Detention Centre, both facilities now serving only male youth, ages 12 - 18.

Youth Justice Services focus on helping youth in conflict with the law make the transition back into their community better prepared to make the right choices and to be a positive contribution to society.

Making an impact through training and expertise:

This past January 2009, the new William Hay expanded staff team began a full 5 weeks of training to help develop the skills and knowledge of the staff as they faced the challenge and excitement of operating an expanded facility of up to 40 youth. The five weeks of being together also provided the expanded team an opportunity to bond and develop as a cohesive team. The training provided was a once in a career opportunity to develop skills and knowledge on topics such as: fetal alcohol syndrome, therapeutic relationships, diversity and ethnicity, youth and mental health disorders, cognitive behavioural interventions, critical debriefing, instrumental peer aggression, male responsive programming, case management and of course team building.

The Sherwood Team also had an opportunity to participate in some of the training that would help support them with the transition of its program to full age range for male youth.

Making an impact through a continuum of services:

The primary focus remains on success initiatives:

- Enhanced educational opportunities and individualized programming
- Earning a first high school credit
- Continuous learning and support
- Core academic programming
- Job skills: small engine repairs, drywall, ceramic tiling, woodworking, horticulture

- Experiential learning opportunities and apprenticeship initiatives
- Anger management programs
- Basic life skills assisting youth to become more self-sufficient
- Ensuring positive experiences during and post-discharge
- Supportive transitioning back into the community
- Linkages to other YSB services: employment services, transitional housing, individual and family counselling services

Making an impact with the YSB Youth Justice and McHugh Education Centre Partnership:

- A 17 year old youth completes his final two credits while at Sherwood: The new McHugh Outreach Teacher assisted the youth in finding a placement for his 40 hours of community service (diploma requirement). The youth completed his last credit during the morning and spent his afternoons at his volunteer placement, meeting all graduation requirements while in our care! The YSB Outreach Counsellor continues to track his progress.
- 17 year old William Hay youth expresses an interest in co-op for his final 2 credits: The youth started a hotel co-op placement once transferred to Sherwood where staff continued his goal plan seamlessly! He will graduate this June and hopefully have a hotel part-time job that will pay his tuition when he starts at Algonquin this coming Fall.

"Nice place, nice staff, my prime worker made me realize a lot of things. Thanks to him and everyone I will try to stay out of trouble."



The YSB Community Integration Counsellor continues to provide sound advice around integration issues the youth may encounter post-discharge.

- An 18 year old William Hay youth shows promise and drive during brief admission: This self-starter expressed such an ardent interest in the trades he had been able to practice with our teachers, that he applied for a machine metal shop "paid co-op" placement. He is still there and aiming to work through the summer to pay for housing (directed by YSB Outreach Counsellor). He will also start an Algonquin College pilot program whereby he will attend one college course while continuing his McHugh co-op in the Fall.
- A 16 year old youth started to tailspin while at Sherwood. He then heard about a possible co-op experience. During his case management plan, he was given a time frame by his Probation Officer to turn his behaviour around. His Sherwood Prime Worker and YSB Outreach Counsellor counselled with the young man. He was granted a co-op placement (and resulting Probation release allowance) and come June he will double the amount of credits he originally thought that he would receive from the outset.

Work-Related Skills At The William E. Hay Centre

Small Engine Repair, Ceramic Tiling, Horticulture



"William E. Hay is a good place, we get treated fairly."

"I was respected, learned how to cook, play games, self skills, and trust."

YSB's Youth Recognition Event 2008 Goes to the Hay:
Two William E. Hay Centre youth were recognized for their Personal Growth and Achievement. Each youth made amazing progress in the areas of education and commitment to the future.

One Recipient's Story

I was transferred to the William E. Hay Centre in 2007. Here I have met genuine people who have been supportive and positive influences in my life. I have completed the anger management program, and the courage program, which have both helped to change my prior thinking patterns. I have grown both personally and emotionally during my stay. I am on the "achievement level" which reflects an excellent attitude and behaviour toward the program, staff and other youth. I have been a role model for my peers and received a Youth Recognition Award for my personal growth. Among some of my other positive experiences I have been providing tours of the facility to the Minister of MCYS and other prominent figures. In March 2009 I started a co-op placement in the kitchen of William Hay to gain work experience and earn additional credits towards completing my OSSD. I am well on my way to graduating high school and plan to attend Algonquin College this fall.

Youth Justice Services	Unique Clients
WEHC	150
Sherwood	67
Community Reintegration	85
Anger Management	149
Youth Mental Health Court	64

Making an impact Anger Management Survey Results

100% of clients found the program helpful.

Youth Justice Survey Results

91% of youth were satisfied with the service they received during their stay.

Youth Mental Health Court Survey Results

89% of clients and families were satisfied with the connecting support services received.

THE YOUTH MENTAL HEALTH COURT OUTREACH PROGRAM

Making an impact : The Youth Mental Health Court Worker Program diverts youth with serious mental health problems and conflict with the law to community-based mental health resources and services. The YMHCW program has been a part of a groundbreaking initiative that started May 2008, as one of the first of its kind in Canada.

Making an impact : From MACLEANS Magazine, June 11, 2008, A new court for mentally ill youth. "These are the kids you want to help as much as possible," says Breton with some pride. "My hope is that we'll see many more of these courts."

From the Ottawa Citizen, August 30, 2008:
"Prison Break: How a groundbreaking Ottawa court program is diverting young people with mental illness away from the justice system and toward the help they need"



"She is extraordinary," says Judge Nicholas. "She has made all the difference. She has made us aware of some of the resources available for treatment and sadly, very often, what it's made us aware of is what services we don't have. She also has a knack for wading through bureaucracies to find loopholes in accessing services. Part of the impetus for the creation of the court itself emerged when Ms. Breton began to arrange for her youth clients to be sent to adult mental-health court for tests on their fitness to stand trial."

Dr. Davidson called the new court "fantastically important" for improving mental health treatment for youth. "This court-based approach is going to allow for many more youth to get intervention."

"The Hay Centre "is doing unbelievable work," Judge Nicholas said. "It's the closest thing to appropriate parenting and supervision they've had in their lives. They come back to court sometimes changed people."

"I thought I learned a lot in this place mainly behaviour and respect for other residents and adults. Good news is I won't be coming back here. I learned my lesson for sure this time. Thank you for taking the time to teach me all this stuff."



COMMUNITY SERVICES

Making an impact by providing a continuum of support for youth who have no place to live, are living in poverty, have had no positive experiences with adults, and limited access to mainstream systems.

Making an impact with a staff team whose passion is to support, educate, mentor, advocate and act as navigators through a complex system.

Making an impact by forming partnerships with agencies such as the Royal Ottawa Hospital, Algonquin College Dental Program, Sandy Hill Community Health Centre, Canadian Mental Health Association, Ottawa Public Health, to bring expertise for an integrated and comprehensive approach to the needs of street-involved youth.

Making an impact by giving youth the opportunity to demonstrate daily their strength and perseverance, and with that opportunity, great success.

DOWNTOWN SERVICES AND DROP-IN

Making an impact on 800 youth (16,000 contacts a year) entering the Downtown Services and Drop-in.

Making an impact by responding to the unique health care needs of street-involved youth. An extensive community consultation, led by KPMG LLP, highlighted the basic health needs of homeless youth and the urgent need for access to a comprehensive Youth Health Clinic at the Drop-in. A partnership with Sandy Hill Community Health Centre and funding from the Champlain LHIN will bring this to reality in 2009.

Making an impact through the HIV/AIDS Prevention Education Program, delivering outreach services designed to engage high risk youth and to support their access to services that meet basic needs, harm reduction resources, community prevention campaigns, and involvement in the Youth Engagement Program.

Making an impact on 150 clients at risk of homelessness, through the Housing and Trusteeship Program. Over 80% of these clients were able to avoid becoming homeless after meeting with staff to work on lifeskills, conflict resolution, budgeting and housing.

Making an impact through a Street Outreach Program by meeting the more hard-to-reach, at-risk street-involved youth (350 contacts each month) where they are at, providing basic needs and opening doors to other supports: employment, housing, conflict resolution, education on harm

reduction, personal safety, and most importantly trust of an adult and an agency.

Making an impact

- by improving the health and nutrition of street youth with a donations-based food pantry and a partnership with the Ottawa Food Bank;
- by providing support for young single parents in a partnership with the Parent Resource Centre;
- by bringing awareness about sexual exploitation through an Ontario Victim Services Secretariat grant;



With the Governor-General on November 17, 2008 at the Drop-in

"YSB has helped me ever since I found out about them. They have helped me look for jobs, school, housing and they even helped with OW. They have also provided a lot of other services, all you have to do is ask. I also really love the Drop-In."

- by creating a Women’s Drop-in designed as a safe place for the most marginalized young women, and an outreach point for E. Fry Society staff;
- by creating the Ethno-Cultural Community Program, bringing focus on culturally appropriate services for the ethno-cultural and immigrant communities and by setting up an Immigrant Youth Engagement Advisory in the Alexander and Bellevue Community Centres;
- through the numerous contacts of the Michele Heights Drop-In.

A Letter from a Youth

“I’m writing this paragraph, in a simple way so that I may thank all of the wonderful staff at YSB. ...I was sent to the youth center after I had been on the streets for a couple of days. I had nowhere else to go, no food, no shelter, no drinks, nothing. When I first came to the Drop-In I was welcomed as if I was at home already. The staff offered help right away. Giving me food, so I could keep on going.... Right after that I went to see the Housing staff. She helped me look for the most convenient home for me and helped me get some rest. All of the other staff provide all the necessary stuff and they help us forget about our problems with the different activities they provide each week.... I am pretty sure no matter how many words I use it’s not enough to thank these people. They are one of a kind people, the sweet rare kind and I would do lots in return for them. This paragraph is all I can do.”



In the Young Men’s Transitional Housing Program

MAKING AN IMPACT WITH A STRENGTHENED HOUSING CONTINUUM



YOUNG MEN’S EMERGENCY SHELTER

Making an impact : 133 youth, engaged in the program, identified increased school attendance, increased employment retention, and increased requests for family reconciliation support. An increase of youth exiting the Youth Justice System and entering the shelter program experienced success as a result of strengthened partnerships.

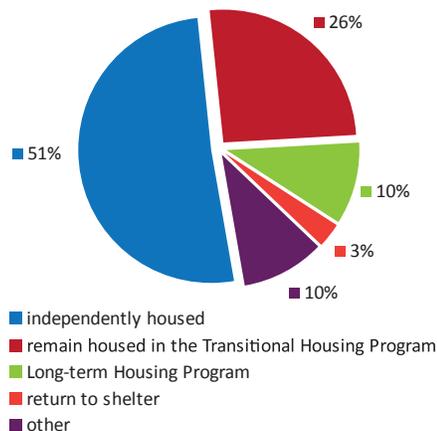
THE YOUNG MEN’S TRANSITIONAL HOUSING PROGRAM

Making an impact for 31 male youth

A Letter from a Youth

“I grew up with a lot of poverty, abuse and drugs. I was ten when I was taken out of my home. I was in more than 20 foster homes before I turned 16. I was sentenced on my 18th birthday and spent 15 months in a closed facility. Today I signed a lease, I have graduated from High School and I got a scholarship to attend a year of college. YSB (The Transitional Housing Program) couldn’t have done more to help me get where I am today.”

Impact of the Young Men’s Transitional Housing Program



“Anything I needed, if the staff couldn’t do, they knew who would help me.”



EVERLYN HORNE EMERGENCY AND TRANSITIONAL HOUSING PROGRAM

Making an impact on 155 young women

- by giving them their first opportunity to achieve safe housing and stability
- by developing individual support systems
- by connecting young women involved in the sex trade or struggling with addictions with supports for the first time
- by taking a leadership role in dialogue with school boards, hospitals, probation services, and the child welfare system to advocate for at-risk young women facing systemic barriers.

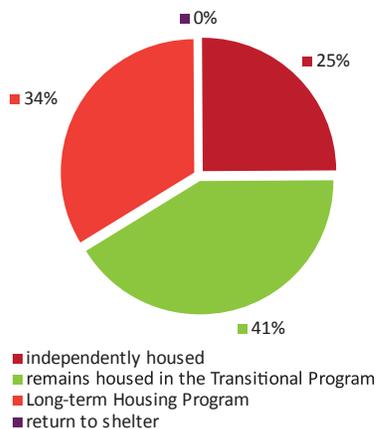
THE EVERLYN HORNE TRANSITIONAL HOUSING PROGRAM

Making an impact on 32 young women

One Young Woman's Story

"Molly" was 19 when she came to the shelter. She had been recently diagnosed with paranoid schizophrenia and struggled to accept this. For Molly functioning anywhere was a difficult task and she had struggled to maintain any past stability or build supportive relationships. In order to provide support that met her needs, shelter guidelines were modified and additional staff support was put into place.... Over time she was able to stabilize and move into the Transitional Housing portion of the Program. She gained the confidence to not only accept her mental health diagnosis, but to seek employment and apply for post-secondary education. Molly has now lived in the Transitional Program for 7 months, has held down full-time employment at a grocery store for 3 months and has been accepted in College in their Visual Arts Program for the Fall.

Impact of the Evelyn Horne Young Women's Transitional Housing Program



LONG TERM HOUSING SERVICES

Making an impact on 87 young people

- by focusing on all aspects of individual health
- by supporting school completion and post secondary enrolment: this year there were several post-secondary graduates and one young woman completing her Masters
- by promoting acceptance and diversity (by providing safe, informed, comfortable allies for homeless youth who identify as gay, lesbian, bisexual, transgender, queer or questioning)
- by supporting young women to address abuse and develop healthy relationships
- by advocating for young single parents living in poverty.



From a Youth entering the Housing Program

I cannot even begin to express how thankful I am for what you three [staff] have given me.... If it weren't for you presenting this program to me in the first place, I would have never known that it even existed.... You assured me that my case was a high priority, and made me feel at ease about being accepted and getting me into an apartment as soon as possible. As a gay and proud individual, I knew that you would be someone I could talk to and trust. Thank you. It truly is through people like you that make me so proud to be living in a place and time where I can be taken care of so well until I get myself back on track. I admire you all.



"Staff are chill, they are really helpful and they know about so many different topics, there are so many things here that work really well for me."

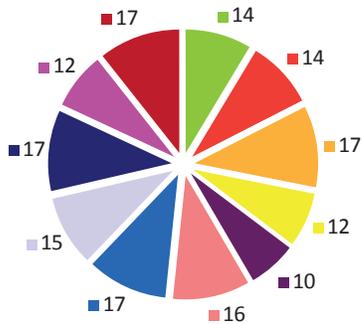


YOUTH ENGAGEMENT PROGRAM

Making an impact on youth at risk.

Youth enter the Youth Engagement program with a long history of challenges facing them.

Profile of 18 Youth in Youth Engagement Program



- physical, emotional or sexual abuse
- family conflict
- young offender
- poverty
- school dropout
- employment issues
- addictions
- sexual orientation/gender identity
- homelessness
- mental health issues
- suicide ideation

The Youth Engagement program creates an opportunity for youth voice and leadership development as well as providing a personally supportive environment. The program's impact comes from increased youth knowledge and awareness, development of activism skills, organizational skills, facilitation skills, communication skills, conflict resolution, and personal self-esteem.

Over the past year, opportunities for youth voice within the Youth Services Bureau and the community at large were vast: 31 training workshops, 5 youth events, 6 panel presentations, 144 youth advisory meetings, 11 Info and Health Fairs, 16 forums and conferences, 25 community meetings.

Making an impact : Youth issues addressed through the above forums were wide-ranging. A sample of events where impact was made include:

- a Hate Crimes Forum;
- the "Creating Safer Schools " Forum;
- a "Youth Against Violence" Network;
- youth-to-youth education on Hepatitis C;
- a Train-the-Trainers forum on barriers to service;
- a discussion forum on youth issues with Her Excellency Governor General Michaëlle Jean;
- a discussion on poverty and homelessness with the Honourable Deb Matthews, Minister of Children and Youth Services;



Youth discussing issues with Her Excellency the Governor General at the Drop-In, November 17, 2008.

"The best decision I ever made in my life is joining this new group of friends and family to talk to."



- a presentation on youth engagement at the CMHO annual conference;
- planning the YSB Youth Recognition Event.

A Youth Engagement Leader's Story

"Natasha", now a 19 year-old Francophone, became homeless at age 15, was in and out of the child welfare system, lived on the streets for a significant period, engaged in risky behaviours including a significant addiction to drugs, experienced partner abuse, and constantly battled inadequate housing. Upon entering the Downtown Services and Drop-In, Natasha received acceptance, supportive referrals to subsidized housing, and support for her addiction issues through a harm reduction approach.

As she began to gain stability in her life, she expressed a desire to become a member of the Youth Engagement Program and "give back" to the community. She began in the Downtown Youth Advisory, where she gave workshops to her peers on health and wellness issues, participated in events where street-involved youth could become better engaged, and acted as a mentor in the area of life skills management.

She then became the leader of the Education and Advocacy Youth Advisory, leading a committee of up to 8 youth. She delivered training on youth issues to service providers and spoke at conferences in Ottawa and Toronto on youth engagement strategies that work. She has spoken out in the media on the impact of poverty. Currently she is leading this Advisory to bring awareness to youth and violence, working with the Provincial Child and Youth Advocate's Office to set up a local anti-violence Network.

Personally, as a resident of YSB's housing program, Natasha has completed high school and begun college study in social work. Her investment of hundreds of hours of volunteer time within the Youth Engagement Program has gained her considerable respect from her peers, colleagues and community agencies.

Making an impact ... IN BOTH OFFICIAL LANGUAGES

Designated under Ontario's French Language Services Act, the Youth Services Bureau is proud of its commitment to deliver service in both official languages and to meet its obligations to ensure Ottawa's Francophone youth and families have access to quality service.

Over the past year, the agency has:

- Entrenched this commitment in its by-laws and strengthened its Francophone Board representation
- Added to its French-language programming
- Improved its French-language materials
- Continued to innovate within its school-based programs that it operates in partnership with the three French school boards: Le Conseil des écoles publiques de l'Est de l'Ontario, Le Conseil des écoles catholiques de langue française du Centre-Est, Le Conseil scolaire de district catholique de l'Est ontarien
- Introduced evidence-based approaches through the implementation of the PBIS model to more than 44 Francophone schools, adapting the material and training the team in the Collaborative Problem-Solving Approach
- Reached out to school early-leavers through a new partnership initiative with the CECLF.



OUR DONORS MAKE AN IMPACT!!

Each year, YSB celebrates the donors, sponsors and volunteers whose support makes it possible for us to do our work and strengthen our programs. These gifts include the Christmas gifts for youth, the anonymous letters that advise us to “use where it is most needed”, the corporate donors who make such a difference in the community.

We acknowledge in particular our **Board Members** who give so much time, energy, knowledge and enthusiasm to this agency.

We recognize the **Hill Charity Golf Classic**, which this year under the leadership of Patrick Dion, ensured that families on the waitlist for the SFI Program, Parenting with Love and Limits, did not have to wait longer.



President Alex Munter and Chris Warburton accept a cheque from Patrick Dion, on behalf of the Hill Charity Golf Classic.

We say a special thank you to **Mike McGahan of CLV Group**, who continues to be a benefactor of the Long-term Housing Program.

Youth Recognition Event: A sincere thank you to the **Sens Foundation**, who, with the support of their president Danielle Robinson, as well as Colleen Clark and Max Keeping, recognized the impact that our Youth Recognition Event made on our young people, and agreed to become sponsors of that event. 48 young people celebrated their personal successes that evening in November, along with their families and their YSB workers.



Alex Munter accepts a cheque from the Sens Foundation.

A thank you to **Bram Potechin, of Merovitz Potechin**, who for years has quietly supported the work of Youth Services Bureau.

To the **anonymous donor through the Community Foundation of Ottawa**, who understands the impact that the Evelyn Horne Emergency Shelter and Transitional Housing Program makes on the homeless young women seeking help and direction there each year - thank you for remembering and understanding.

TO ALL OF YOU: you are our special friends and supporters and we give you our deepest, most heart-felt thanks.



Photos from the Youth Recognition Event

“In a way, I am happy to have come here, because it helped me take stock of certain things. I really feel as if someone has given me the chance to succeed.”



BOARD OF DIRECTORS ~ 2008-2009

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Vice President (retired)
Human Resources, Algonquin College

Brian Ford

Past-President, YSB
Retired Chief of Police

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Youth Inpatient Psychiatry Unit
Royal Ottawa Mental Health Centre

Jane Ironside

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STAFF SERVICE AWARDS

5 YEAR AWARDS - 2004

Steven Boucher	Liette Duguay
Amanda Kilger	Chad Lacharity
Pierre Lemay	Natasha McBrearty
Chip McHugh	

10 YEAR AWARDS - 1999

Jessica Albert	David Lamarche
Gord Boyd	Stacey Lauridsen
Kim Brisson	Jacinthe Leblanc
Linda Byron	Lynn MacMillan
Jennifer Cain	Peggy Levesque
Joan Card	Rui Medeiros
Chris Courchesne	Steve Mealha
Stéphane Danis	Barb Menard
Trevor Dikens	Scott Rickman
Marco Gagliardi	Normand St-Georges
Michael Gill	Chris Strban
Shawn Guy	Terri Thorhaug
Lawren Hill	Sylvie Vallee
Christine Van Leyen	

15 YEAR AWARDS - 1994

Marc Miner	Rebecca Rotenberg
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20 YEAR AWARDS - 1989

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

30 YEAR AWARDS - 1979

Michael Tross

FUNDERS

- Province of Ontario
 - Ministry of Children & Youth Services
 - Ministry of Children & Youth Services, Youth Justice Services
 - Ministry of Community and Social Services
 - Ministry of Training, Colleges & Universities
 - Ministry of Health & Long-term Care
 - Attorney-General of Ontario
- City of Ottawa
- United Way Ottawa
- Trillium Foundation
- Community Foundation of Ottawa
- Public Health Agency of Canada
- Provincial Centre of Excellence for Child and Youth Mental Health at CHEO
- Le conseil des écoles publiques de l'Est de l'Ontario
- Le conseil des écoles catholiques de langue française du Centre-est

"To be honest, the impact that the service had on me was truly amazing. Not only did it help me see outside of the box, now I have more self-confidence and our worker made me believe in myself. Now things are really starting to come together, and it's because of her. She was there for me no matter what situation and she made sure that I knew that."

YOUTH SERVICES BUREAU OF OTTAWA

SUMMARY OF PROGRAM REVENUE AND PROGRAM EXPENDITURES

YEAR ENDED MARCH 31, 2009

Program Revenue		Program Expenditures	
Core Funding		Amortization	\$ 278,916
City of Ottawa	\$ 1,776,866	Building occupancy	1,744,646
Province of Ontario	16,360,493	Direct client care	424,919
United Way / Centraide Ottawa	206,905	Employer reimbursements (Summer Jobs)	261,832
		Employment workshops and assessments	60,918
Purchases of Services		Furniture and equipment	7,506
City of Ottawa	816,966	Interest on debt financing	222,254
Rent	214,880	Office expenditures	411,912
Other	97,844	Other and miscellaneous	109,073
Other Revenue		Program expenditures	664,587
Donations	54,849	Promotion and publicity	143,400
Children's Aid Society of Ottawa	94,110	Purchased professional services	585,797
Government of Canada	14,342	Salaries and benefits	13,467,940
Interest income	4,903	Staff training and development	146,657
Miscellaneous	<u>879,284</u>	Staff travel	143,300
		Youth Justice transportation services	<u>7,559</u>
			18,681,216
	<u>\$ 20,521,442</u>		
		Administration	<u>1,966,096</u>
			<u>20,647,312</u>
		Excess of program expenditures over program revenue	(125,870)
		Net expenditures - Non-Profit Housing	<u>(2,123)</u>
		Excess of expenditures over revenue	<u>\$ (127,993)</u>

Audited financial statements are available.