

**2013-14**

**ANNUAL**

**REPORT**



**YOUTH  
SERVICES  
JEUNESSE**

*a message from the...*

# YSB EXECUTIVE DIRECTOR AND CHAIR OF THE BOARD OF DIRECTIONS

*One of the great aspects of creating an annual report is the opportunity to pause, and reflect on a busy year. Here at YSB, we are forever moving and evolving. Our existing programs in our services areas of employment, mental health, youth justice, and community services continue to meet the needs of Ottawa's youth, and are growing in response to newly identified gaps in the community.*

Our work is fundamentally dedicated to our clients, to the youth and families of Ottawa. The YSB staff has been engaged in a number of program enhancements over the past year, along with accomplishing key projects.

In **Community Services**, our core business of providing low-threshold access to a whole host of programming to street-involved youth continues to be strengthened through important partnerships with community service providers. We paid particular attention this year to our Youth Intensive Case Management program, youth engagement services,

and new programming developed for transitional-aged youth being served by the Downtown Services Drop-in Centre. We were especially pleased that United Way extended funding for "Youth to Homes" — which contributes to the operation of our emergency shelters — until June 2015. They also renewed the Immigrant Youth Employment Program funding for another 3 years, recognizing it as an effective and necessary program.



Joanne Lowe,  
YSB Executive Director



Louise Tardif,  
YSB Board of Directors Chair





Three significant research studies involving the homeless youth population were also completed through academic partnerships with University of Ottawa.



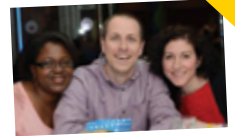
YSB's **Employment Services** area has been recognized as a lead organization with the new Employment Ontario Service Delivery System. With the support of Accenture, a Youth E Learning Centre was launched. Staff are working closely to provide employment counseling, employer services, service coordination, and community outreach. The team strived this year to provide services in a multitude of languages, while respecting cultural differences. This year they have helped hundreds of people secure employment, including the youth who participated in the Summer Jobs for Youth program.

The team at **Youth Justice** secured funding and support for the Trades Training Centre, a full-service training centre for youth at-risk and in detention to be trained in the skilled trades. This innovative and important addition is now being built at the William E. Hay Centre. It will link postsecondary education, trades programming, and employable skills. Youth Justice staff

were successful in leading the Ministry of Child and Youth Services' Provincial Gang Mapping and Asset Project. Staff working with youth also developed a module on cyber bullying. At the Sherwood Centre, key projects included first aid and CPR training, a new cooking program, and a retooled life skills and social skills program.

As the community has become more aware of the services offered by the **Mental Health** team, areas such as the Youth Mental Health Walk-In Clinic and Crisis Line have been especially busy. The Residential Crisis Unit, Mobile Crisis team, Intensive Family Support, Youth and Family Counseling, Wraparound, and Schools program, have been busy working with clients and being active out in the community, facilitating workshops, presenting to school staff, and helping the Ottawa High Conflict Forum. New projects, such as trauma-focused cognitive behavioural therapy intervention, have been implemented.

**Bridges**, a collaborative services supported by four partner agencies (YSB, CHEO, the Royal, and Ottawa Public Health) continues to offer a link between hospital and community, with intensive short term clinical intervention and skill building for youth and their families.





## COLLABORATION AND LEADERSHIP

Over the past year, people from all across YSB have actively participated in leadership positions in the committees such as Community Suicide Prevention Network, MCYS Service Collaboratives, Ottawa Local Immigration Partnership Initiative, City of Ottawa Housing Services Working Group, Employment Ontario Ottawa Network, Alliance to End Homelessness, Youth Justice Service Collaborative, and the Ottawa Integrated Local Labour Market Partnership, among others.

## YSB'S CHARITABLE FOUNDATION

As you'll read later in this document, YSB's Charitable Foundation has had another imaginative and busy year. Among the highlights were being selected as the top-tier charity for the Dragon Boat Festival and the Sleep OUT for Youth Event. We thank the Foundation for their diligence and energy in making sure that YSB programs are able to properly respond the needs of youth and their families in Ottawa!



## STAFF RECOGNITION

As with any year, we welcomed wonderful new staff members and said farewell to cherished colleagues. Employment Services Director Jeff Burry left YSB at the end of April to explore new opportunities in his home town of St. John's after 13 years with YSB. During this time, he provided exceptional leadership through some unprecedented change in our employment services.

As we do every year, in 2013-14 we celebrated the accomplishments of our staff with long-service awards, ranging from 5-year service awards to those who received the 25-year awards. Our "Class of '99," those receiving the 15-year long service award was particularly big, as 1999 was the year that the William E. Hay Centre came over to YSB.

The work done across YSB is supported in all ways by the staff of Central Services. The services that they provide, whether it's Finance, Human Resources, Quality Assurance, IT, Communications, or Administration, provide the engine that keeps us running. We thank them for their work, and speak for the management team and Board of Directors in thanking all those whose efforts are reflected throughout this annual report.





## YSB BOARD OF DIRECTORS

Thank you to YSB's dedicated and hard-working Board of Directors. Their guidance and input are a big part of what makes our work successful, and their dedication is greatly valued. Sadly, this year we will be saying goodbye to esteemed members Mike Baine and Jim Roche. Mike has served diligently on the Board, both as Chair and Vice-Chair. Mike was Chair during critical moments of growth and change, including the recruitment of our current Executive Director. Mike's passion for our work and his wonderfully engaging style of leadership was a gift to YSB that we truly cherish. We were equally lucky to have had Jim Roche's extensive and thoughtful expertise and stewardship at the table, helping tremendously with the Central Services and Audit Committee. His rigour and expertise regarding financial systems will be sorely missed. Thank you Mike and Jim – while you will no longer be at the boardroom table with us, your legacy and example will live on.

The year ahead will no doubt be an interesting one, with projects such as embarking on the planning stage in our role as the provincial lead agency for child and youth mental health in Ottawa. We will also be moving into the third year of our strategic plan. A new round of strategic planning will begin soon. Our plans over the coming years will undoubtedly be, as has been the tradition at YSB, ambitious. We are proud of our work, and honoured to be working in a caring community with such an engaged and motivated workforce and Board of Directors.





HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS

## MENTAL HEALTH

### MOBILE CRISIS:

MORE THAN  
7000  
CRISIS  
CALLS

460  
MOBILE  
INTERVENTIONS

1360  
CLIENTS



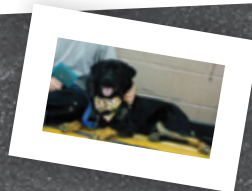
### BRIDGES:

77 CLIENTS SERVED

YOUTH MENTAL HEALTH  
WALK IN CLINIC:  
640 CLIENTS

## YOUTH JUSTICE

Construction has begun on the William E. Hay Centre's Trades Training Centre, linking postsecondary education, trades programming, and employable skills. The centre is slated to open in fall 2015. Programs across the Youth Justice site this year included a cooking program at the Sherwood Centre and the instrumental peer aggression program, which was developed to raise awareness about bullying in detention and custody settings. Other initiatives include a new recycling program, the Youth Justice and Youth Employment Partnership, the LEAD Program, and the Provincial Asset Mapping and Program Inventory Project.





HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS ... HIGHLIGHTS

## COMMUNITY SERVICES

### LONG-TERM HOUSING:

60% OF YOUTH ARE FROM DIFFERENT  
ETHNOCULTURAL BACKGROUNDS

18% IDENTIFY AS LGBTTTQ

20% ARE FRANCOPHONE

20% ARE SINGLE PARENTS

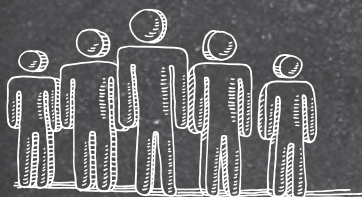
### YOUNG MEN'S EMERGENCY SHELTER:

THIS YEAR: WE SERVED 158 YOUNG MEN

OCCUPANCY RATE: 103.3%

AVERAGE LENGTH OF STAY IN SHELTER: 16 DAYS

AVERAGE LENGTH OF STAY IN TRANSITIONAL HOUSING: 164 DAYS



## EVELYN HORNE EMERGENCY AND TRANSITIONAL HOUSING:

162 SHELTER CLIENTS (UNDER 18, 36%; 18-24, 64%)

AVERAGE LENGTH OF STAY:

13 DAYS IN SHELTER AND 132 DAYS IN TRANSITIONAL HOUSING

AVERAGE AGE: 18

## EMPLOYMENT SERVICES

2014 OTTAWA YOUTH JOB FAIR

30 EMPLOYERS AND 450 YOUTHS ATTENDED

CLIENTS SECURED EMPLOYMENT IN CUSTOMER SERVICE,  
OF CE ADMINISTRATION, WEB DESIGN AND RETAIL

2014 OTTAWA HIGH TECH JOB FAIR

40 EMPLOYERS AND 600 JOB SEEKERS

CLIENTS SECURED EMPLOYMENT IN CALL CENTRE, TRAINING AND  
EDUCATION, PROJECT MANAGEMENT AND SOFTWARE DEVELOPMENT



# BOARD OF DIRECTORS

LOUISE TARDIF, CHAIR  
VICE PRESIDENT (RETIRED), NATIONAL BANK FINANCIAL

DENISE ANDRE, DEPUTY DIRECTOR OF EDUCATION AND  
ASSISTANT SECRETARY TREASURER, OTTAWA CATHOLIC  
SCHOOL BOARD

LYNN GRAHAM, CHAIR (RETIRED), OTTAWA CARLETON  
DISTRICT SCHOOL BOARD

PADDY MOORE, COMMUNICATIONS MANAGER,  
OTTAWA HOSPITAL RESEARCH INSTITUTE

REBECCA MURRAY, SENIOR DEVELOPMENT OFFICER,  
DEPARTMENT OF UNIVERSITY ADVANCEMENT,  
CARLETON UNIVERSITY

JIM ROCHE, SECOND VICE CHAIR  
PRESIDENT/CEO, STRATFORD MANAGERS CORPORATION

DONNA SERAFINI, (RETIRED) PROFESSOR OF CHILD AND  
YOUTH WORK, ALGONQUIN COLLEGE, SCHOOL OF HEALTH  
& COMMUNITY STUDIES

PARUL SHAH, COUNSEL, HEALTH CANADA LEGAL SERVICES

FOWSIA ABDULKADIR, PLANNING & EVALUATION ANALYST,  
PUBLIC HEALTH AGENCY OF CANADA

MICHAEL BAINE, PAST CHAIR  
CONSULTANT, MIKE BAINE AND ASSOCIATES

CHERYL GORMAN, FIRST VICE-CHAIR  
PRESIDENT, INTEGRARE CONSULTING INC.

UDAY JASWAL, SECRETARY-TREASURER  
SUPERINTENDENT, PATROL DIRECTORATE,  
OTTAWA POLICE SERVICE

DANIELLE MASSÉ, GENERAL MANAGER (RETIRED),  
SOCIAL SERVICES, CITY OF OTTAWA

DR. PAUL RITCHIE, PSYCHOLOGIST, CEO

SUSAN TATARYN, COUNSEL, SUSAN G. TATARYN  
PROFESSIONAL CORPORATION

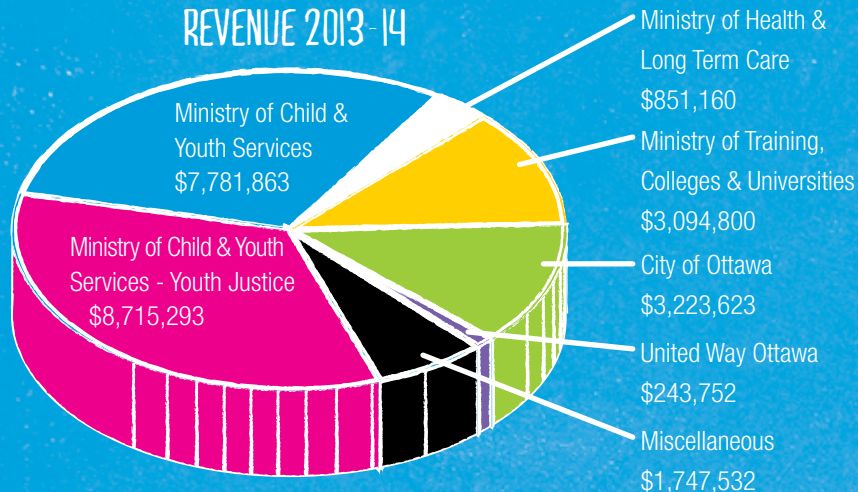
JOANNE LOWE, EX-OFFICIO EXECUTIVE DIRECTOR, YSB



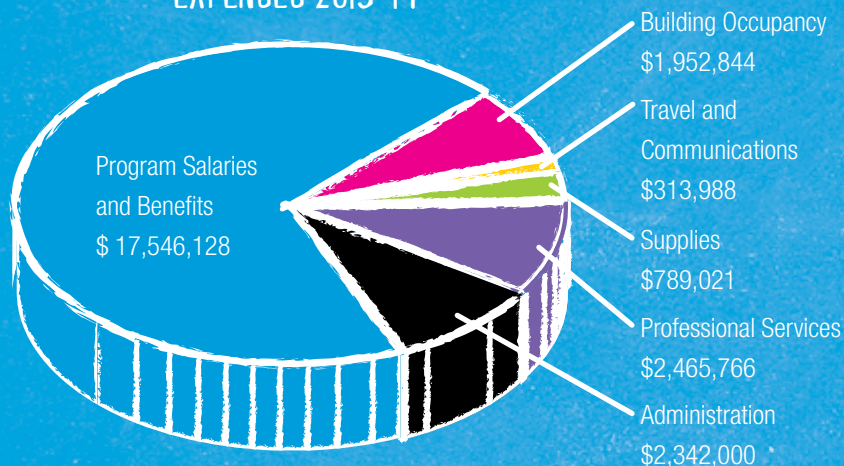
# FINANCIAL STATEMENTS



## REVENUE 2013-14



## EXPENSES 2013-14



## OTHER FUNDERS

- Children's Aid Society of Ottawa
- Public Health Agency of Canada
- Le Conseil des ecoles catholiques de langue française du Centre-est
- Ontario Centre of Excellenace for Children and Youth Mental Health
- Ministry of Community and Social Services
- Trillium Foundation

There is an excess of operating revenues over expenses and this is due to accounting entries for accrued pension expense, amortization, and deferred capital contributions. This excess is not available for operations.

Audited financial statements are available on request.



a message from the...

# YSB FOUNDATION'S EXECUTIVE DIRECTOR AND BOARD CHAIR



Janice Baretti, YSB Charitable  
Foundation Executive Director



Marc Golicoeur, YSB Charitable  
Foundation Board of Directors Chair

*As we reflect on last year's accomplishments we are inspired by the response that the Foundation has received from people in our community. For every event, every story, every youth who needs a helping hand, there's someone ready to step up. People from all across the city have rallied behind YSB's programs and services, and we are incredibly grateful for this support.*

It's been a busy time, with projects, plans, and paddling. The support that we have received from the people, corporations, and organizations of Ottawa has made our work all the more rewarding this year. The goal for the Foundation is to continue to support the life-changing work provided by YSB's programs and services in the community. Here are some of the highlights from the year that was:

In November, for the Ottawa SleepOUT for Youth, more than 200 people slept outside and helped to raise \$100,000 for both of YSB's shelters, the Young Men's and the Young Women's. What a night that was! City dignitaries, media, and an astounding representation

of youth, braved the chilly night to experience what it's like to spend the night outdoors. Their commitment and hard work in sharing the message of youth homelessness were truly inspiring!

YSB was thrilled to be selected as the top-tier charity for the Tim Hortons' Ottawa Dragon Boat Festival. This four-year agreement represents a \$500,000 commitment to YSB. In recognition of the partnership, a Dragon Boat sign now adorns the YSB Downtown Services Drop-in.

Through the Trading Up fundraising campaign, the Foundation has been focused this year on raising funds to purchase the tools and equipment necessary to outfit the new Trades Training Centre at the



William E. Hay Centre, to teach skilled trades to youth at risk and in detention. This campaign will continue through the coming year and we are incredibly grateful to our generous donors for stepping forward to help launch this innovative and life-changing program in our community. The support from the Maurice Price Foundation has been key in launching this initiative, and now we will continue to look to the community to rally behind this project, and support YSB to outfit the centre!

Where would we be without the support of our third-party events? We would like to thank all those who chose to dedicate their hard-earned fundraised dollars to youth in our community. We are grateful for your support and want to personally thank all those who worked countless hours to make all the events a success. Your actions truly confirm that it takes a village!

Thanks to the Dine Wine Wintertime event, presented by Scotiabank and the Ottawa Gatineau Hotel Association in January, funds raised went towards providing street-involved youth with more than 10,000 nutritious meals.

This year, corporate partners continued to step up to make a difference at various YSB locations, both in their volunteerism and their fundraising support. With support from the Home Depot Foundation, and through extremely successful in-store campaigns, the Young Men's Emergency Shelter was able to complete some necessary capital projects including replacing the shower areas, and other repairs needed as a result of some extensive water damage.

Corporate community workdays sponsored by KPMG, Adobe, Bell, Intact, and Ashbury College helped to refresh many YSB program sites with countless hours of painting, cleaning, and sorting. KPMG staff worked alongside YSB staff to prepare for the annual client

Christmas party. Over three days and countless hours, our volunteers and staff filled more than 150 backpacks for youth. Thanks to the support of TELUS, LGBTQ youth were able to access a safe youth group space that is geared for their needs, through program funding.

With support from Bell, YSB's Mental Health Services launched a dialectical behaviour therapy program. In addition, the RBC Foundation provided a financial commitment to support YSB's school-based mental health programs. The Foundation secured an additional \$25,000 grant from the RBC Foundation in support of YSB's leadership on the Community Suicide Prevention Network, TD Bank Group provided support for our Youths to Homes program, while Adobe provided much needed support to the youth programs through our YSB Downtown Drop-in.

This year the Foundation was able to award the first of hopefully many Jamie Hubley Memorial Scholarship grants. Two \$2,000 scholarships were granted to outstanding and well-deserving recipients.

None of this would be possible without the incredible effort and dedication of the Foundation's Board of Directors. Not only do they impress all of us again and again with their acumen and commitment when guiding our work, they are great ambassadors for YSB in the community. Continually talking about YSB and praising its life-changing programs and services, attending events, and, as we saw at the Dragon Boat races, putting their muscle where their mouths are, and helping us make it to the finish line. We gratefully acknowledge their commitment and dedication in helping us to accomplish all that we've done this year. Finally, we salute the resiliency of the youth who access YSB programs. Their strength and spirit keep us going year after year, as they strive to create a future that works for them.



# YSB FOUNDATION BOARD OF DIRECTORS

CHARLES BORDELEAU, BOARD PAST  
CHAIR, CHIEF, OTTAWA POLICE  
SERVICES

BRIAN FORD, CHIEF OF POLICE  
(RETIRED), OTTAWA POLICE SERVICES

SCOTT HANNANT, PRESIDENT, HANNANT  
MEDIA SOLUTIONS INC.

MARY JARVIS, DIRECTOR OF PLANNING  
AND LAND DEVELOPMENT, URBANDALE  
CORPORATION

KEVIN CINQ-MARS, VP,  
TOMLINSON DEVELOPMENTS

JANE DUCHSCHER, REGIONAL SENIOR  
VICE-PRESIDENT, TD

SCOTT LAWRENCE, VICE-PRESIDENT,  
INTELLECTUAL PROPERTY CGI

KERRY PATTERSON-BAKER, DIRECTOR,  
CANADIAN GOVERNANCE AFFAIRS,  
SYMANTEC

WALTER ROBINSON, BOARD SECOND  
VICE-CHAIR VICE PRESIDENT,  
GOVERNMENT AFFAIRS CANADA'S  
RESEARCH -BASED PHARMACEUTICAL  
COMPANIES(RX&D)

AKASH SINHA, PRESIDENT,  
DHARMA DEVELOPMENTS

MICHAEL WEIDER, CO-FOUNDER & CEO,  
BLAZE SOFTWARE

JANICE BARRETT, EX-OFFICIO  
EXECUTIVE DIRECTOR, YSB CHARITABLE  
FOUNDATION

JOHN JARVIS, GENERAL MANAGER,  
THE WESTIN OTTAWA

LAWRENCE GREENSPON, LAWYER,  
GREENSPON, BROWN & ASSOCIATES

MEGAN CORNELL, LAWYER,  
CORNELL LEGAL

DENNIS JACKSON, BOARD,  
FIRST VICE-CHAIR (RETIRED)  
VICE- PRESIDENT, SCOTIABANK

MARC JOLICOEUR, BOARD CHAIR,  
REGIONAL MANAGING PARTNER,  
BORDNER LADNER GERVAIS LLP

LIANNE LAING, HOST, /A\ CHANNEL

BRUCE MILLAR, BOARD SECRETARY-  
TREASURER DIRECTOR, CANADA  
MORTGAGE AND HOUSING CORPORATION

JULIE TAGGART, GENERAL MANAGER,  
TAGGART REALTY

SCOTT BRADLEY, VICE PRESIDENT,  
CORPORATE AND GOVERNMENT AFFAIRS  
HUAWEI TECHNOLOGIES (CANADA)

DENISE SIELE, SENIOR PROJECT  
MANAGER, SEM GROUP

ALAN J. TIPPETT, PARTNER & PRACTICE  
LEADER, KPMG LLP

JOANNE LOWE, EX-OFFICIO EXECUTIVE  
DIRECTOR, YSB

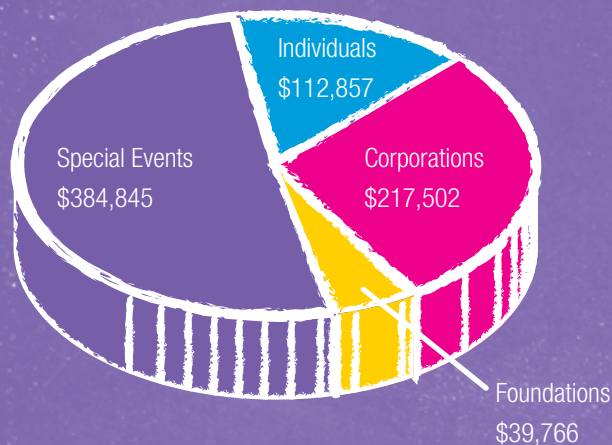
LOUISE TARDIF, EX-OFFICIO -  
YSB BOARD CHAIR, VICE PRESIDENT  
(RETIRED), NATIONAL BANK FINANCIAL



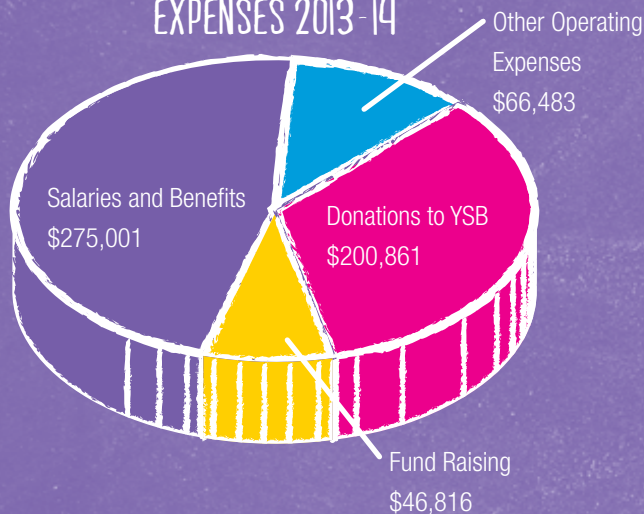
# FOUNDATION FINANCIAL STATEMENTS



## \*FUNDS RAISED 2013-14



## EXPENSES 2013-14



## HIGHLIGHTS

13,505 MEALS FUNDED

700 COUNSELLING HOURS FUNDED

SIX LARGE CORPORATIONS

INVESTED **HOURS** IN  
CLEANING, PREPARING  
GIFTS, COOKING WITH  
YOUTH, PLAYING BASKET  
BALL, PROVIDING  
WORKSHOPS, AND OTHER  
INITIATIVES







**OUR VISION:** IMPACT TOMORROW TODAY

**OUR MISSION:** We are committed to providing a safe, non-judgmental and accessible environment where individuals 12 years and older can pursue their life goals and be encouraged in making informed decisions.

**OUR MANDATE:** YSB is a multi-service agency that provides services in French and English in employment, health and housing, mental health, youth engagement and youth justice. We work in partnership to develop, deliver and advocate for better conditions, services and opportunities for youth and families.

Through our services, we:

- Value our clients' strengths
- Believe in empowering youth and families
- Value diversity
- Value accountability for our clients & ourselves
- Believe in meaningful youth engagement as core to our practice
- Value the continuous review of the quality of our work
- Believe in collaboration

## YSB'S STRATEGIC PRIORITIES FOR 2012 – 2015

**LEADING EDGE QUALITY** Responding effectively to the diverse and often complex needs of our clients and their families through continually evaluating and innovating our services and programs.

**COMMUNITY LEADERSHIP** Playing both a leading and a collaborative role in our community to ensure the needs of our clients and their families are being met.

**BUILDING CAPACITY TO EXCEL** Striving for excellence by investing in and supporting our staff to enable them to make a positive difference for our clients and their families.

### FINANCIAL SUSTAINABILITY & EFFECTIVENESS

Securing financial sustainability that allows us to adapt and innovate to meet the needs of our clients and their families.

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2675 Queensview Drive Ottawa, Ontario K2B 8K2

**YSB'S 24/7 CRISIS LINE:** 613-260-2360  
Toll-free for Eastern Ontario: 1-877-377-7775

### YSB CHARITABLE FOUNDATION

You can help us make an impact. Please contact:  
613-729-0577 x 1262, [foundation@ysb.on.ca](mailto:foundation@ysb.on.ca)