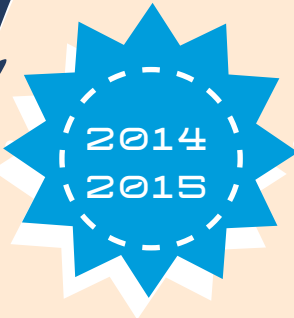




YOUTH
SERVICES
JEUNESSE



Annual Report



PASSENGER

FROM

DESTINATION

TO

FLIGHT | CLASS | SEAT



IMPACT TOMORROW TODAY.

A WORD FROM...

Louise Tardiff and Joanne Lowe



As we reflect back on another year at the Youth Services Bureau, there are many noteworthy developments to share, and accomplishments to celebrate. One of the agency-wide accomplishments was a thorough strategic planning process for the next 3 years. We confirmed the following broad categories as our thematic areas of work: integration and coordination; intentional learning; youth and family engagement; and, healthy and supportive work environments. These 2015-18 Strategic Priorities offer a roadmap into the future of YSB that will guide and focus our energies to ensure excellence of services and pathways to care and a strong community that supports children, youth, families, and caregivers. We believe that they will also ensure that our organization continues to be healthy, innovative, and responsive.

LEAD AGENCY

This year we continued working on our new role as Lead Agency for mental health services for children, youth, and their families in the Ottawa area. Our focus at this point has mostly been in systems planning, with the objectives of access, consumer engagement and voice, parity of access and quality of services. This work is a part of the Ontario government's Moving on Mental Health initiative, which seeks to ensure that children, youth and families are able to get mental health services in their communities that are accessible, responsive and based on the experiences of the children, youth and families who need help. We have been gratified by the sense of readiness and collaboration in the community; everyone that we talk to has expressed a desire to work together, to improve pathways to service for people all across the region. We're proud to have been selected for this exciting opportunity.

TAMARACK TRADES TRAINING CENTRE

This year we celebrated the official opening of the Tamarack Trades Training Centre at the William E. Hay Centre. This centre will serve at-risk youth to help them learn trade skills, and make a positive contribution in their communities after their release. Research shows that youth in the justice

system, who have access to vocational or employment training programs while in school, are more likely to have successful rehabilitation and reintegration. The Tamarack Trades Training Centre will play an important role in ensuring that at risk youth are not defined by their past. It will help give them skills that will equip them to make good choices and a positive contribution to society.

ACCREDITATION

This year YSB underwent a full accreditation review with the Canadian Centre for Accreditation (CCA) team. We were thrilled after the exhaustive process to learn that YSB achieved accreditation with a score of 100%. This result was thanks to the incredible work, done day in and day out, by the staff from all across YSB's service areas.

The accreditors said that YSB staff should wholeheartedly embrace the positive feedback from this process, as it highlights the excellent work they all do with youth, having an impact on their lives forever. The passion, dedication, skill, professionalism, and client-driven approach to responding to the needs of youth were repeated over and over again by the CCA Team.

DONOR SUPPORT

We send our unending thanks to the donors who support our work, whether it's helping us to renovate our shelters, delivering services to homeless youth, outfitting the Tamarack Trades Training Centre, improving access to mental health services, or making advancements for youth unemployment through our learning centre. To address youth homelessness, we have been working with CADCO on a feasibility study for a new building, which will help address needs in Ottawa. Thanks to funding from Kiwanis Club of Ottawa we hope to develop more housing for youth, in a supportive environment that will allow youth to grow and mature into independence. This is the time to end homelessness: ending youth homelessness will ultimately translate to an end to adult homelessness.

INNOVATION

We are not staying static; we never stop innovating, never stop imagining. Our presence on social media is strong, allowing us to celebrate accomplishments by youth and to engage fully with the public. Through continually evolving our practices, we are able to reach out to more young people.

In the following pages you will find updates from across our services areas. You will find that we are working to ensure a strong emphasis on the consumer voice: we're asking the youth and families who come to us to help us continually improve and innovate. Collectively we will strengthen our combined efforts. We celebrate our partners: ours is a vibrant, ever-evolving group of individuals and organizations, and we firmly believe that it's our community that makes us.

GRATITUDE

Our YSB Board Members continue to impress us with their dedication, strategic vision, and support. We thank them, and send a special note of gratitude to the departing Board members:

Fowsia Abdulkadir | Lynn Graham | Denise André | Cheryl Gorman

As always, we send out huge thanks to YSB's Charitable Foundation, whose dedicated staff and Board Members work tirelessly each year to ensure that YSB is able to offer excellent programming across the service areas.

We will close by thanking YSB's hardworking and thoughtful staff members, and the youth of Ottawa to work alongside us to ensure their best future. We want the youth and their families who come to YSB to have a seamless experience. We're looking at doing something fundamentally different with the youth of Ottawa, and we appreciate their guidance in getting us there.

Louise Tardiff,
Chair, YSB Board of Directors

Joanne Lowe,
Executive Director, YSB

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, Director of External Affairs, BioCanRx

Rebecca Murray, Senior Development Officer, Department of University Advancement, Carleton University

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

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. Phil Ritchie, Psychologist, CHEO

Susan Tataryn, Counsel, Susan G. Tataryn Professional Corporation

Mike D'Amico, HR Practice Leader, Stratford Managers Corporation

Johanne Levesque, Vice-President, Survivorship Care and Professional Practice, Ottawa Regional Cancer Foundation

Joanne Lowe, Ex-officio Executive Director, YSB



Employment Services



Community Services



Central Services

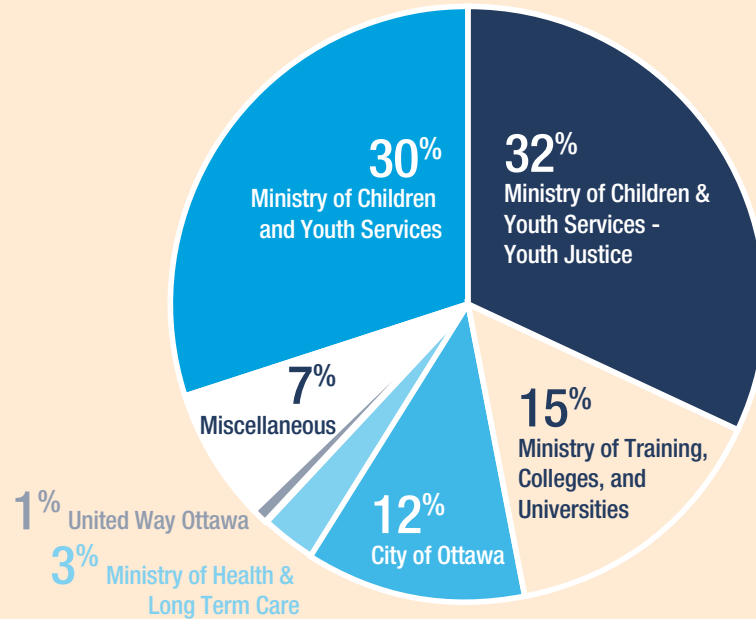


Flight Crew

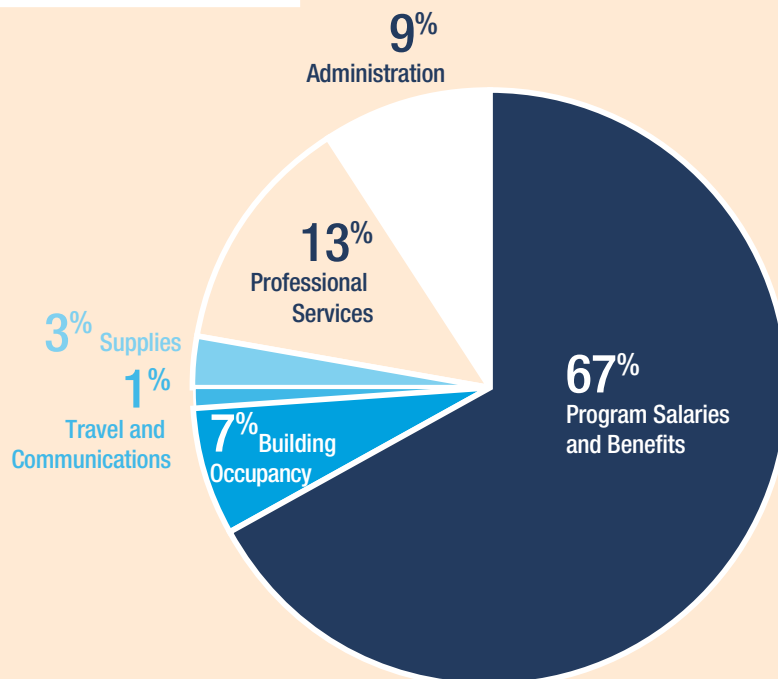


YSB Financials

REVENUE 2014/15



EXPENSES 2014/15



A WORD FROM...

Marc Jolicoeur



With so many determined, generous people contributing to YSB and our programs, it comes as no surprise that we have been able to achieve exceptional things this past year. It is inspiring to see our community – individuals, corporations, organizations, and beyond – rally around our community's youth in times when they need it most. We are grateful for the many people who have helped us to provide life-changing programs and services to young members of our community.

It's clear that YSB is critically important to our community and the thousands of young people who access our services annually. The YSB Charitable Foundation has seen countless achievements over the past year that have had profound impacts in the lives of the youth and families we serve, including dozens of special events, a rise in individual giving, and increased corporate sponsorship support. The YSB Charitable Foundation's purpose is to continue to support the crucial work provided by YSB's programs and services. We have been able to make a difference in our community thanks to the many donors, volunteers, and supporters of YSB.

With the support of incredible corporate donors, we were able to open the Tamarack Trades Training Centre (TTTC) for at-risk youth. The TTTC will provide valuable skills in the trades to 300 at-risk youth annually, allowing them to discover interests and passions that will help them find meaningful employment in the future. The collaborative partnership between the public sector and several generous corporate donors made this impressive facility possible, which will provide youth with the tools and skills they require to help them change their lives for the better.

On a cold night in November, our third and most successful SleepOUT event brought together more than 200 people to raise awareness and funds for homeless youth in Ottawa. Thanks to the generosity of community members, the event raised \$125,000.00 for YSB's Young Men's and Young Women's Emergency Shelters, allowing us to continue to reach and assist the hundreds of young people that depend on our shelters every year.

YSB's 24/7 Crisis Line is an invaluable community resource to youth struggling with mental health issues; last year, it received more than 7000 calls from youth and families. Thanks to our philanthropic corporate partners, we were able to enhance this program by adding a chat feature to our existing 24/7 Crisis Line, allowing counsellors to reach youth through their

preferred mode of communication. By providing mental health and crisis support in a format that's familiar and comfortable to young people, this program advancement will provide fast access to high-quality services, early identification and support, and help vulnerable youth with unique needs.

This past year, the YSB Charitable Foundation facilitated an important partnership with the Home Depot Canada Foundation, who, together with YSB, seeks to support the skills, training, education and employment of homeless or at-risk youth in Ottawa. This partnership represents a \$135,000.00 investment from the Home Depot Canada Foundation and a shared commitment to propelling homeless and at-risk youth towards brighter futures. Their efforts to revitalize and renovate our Young Men's Emergency Shelter will make it a comfortable space that young men in our care can enjoy.

The many successes we've achieved simply would not have been possible without the expertise, hard work, and dedication of our Board of Directors, who have raised critical funds for our programs. They have consistently put YSB's life-changing services in the spotlight in our community. We are lucky to have dedicated Board members who believe that by supporting youth in need, we are able to help them change their life's trajectory.

Collectively as donors, volunteers, staff, and supporters of YSB, we are investing in the future of our community. I would like to offer our sincere thanks to the many people who have and continue to help us make a difference in the lives of young people in Ottawa. With YSB evidently being close to the hearts and minds of Ottawans, I am thrilled to see what we are able to accomplish together.

Marc Jolicoeur,
Chair, YSB Charitable Foundation Board of Directors

YSB FOUNDATION BOARD OF DIRECTORS

Marc Jolicoeur, Board Chair, National Head, Specialized Business Law, Bordner Ladner Gervais LLP

Charles Bordeleau, Past Chair, Chief, Ottawa Police Services

Lawrence Greenspon Lawyer, Greenspon, Brown & Associates

Brian Ford, Chief of Police (Retired), Ottawa Police Services

Megan Cornell, Lawyer, Cornell Legal

Scott Hannant, President, Hannant Media Solutions Inc.

Dennis Jackson, Board First Vice-Chair Retired Vice - President, Scotiabank

Mary Jarvis, Director of Planning and Land Development, Urbandale Corporation

Kevin Cinq-Mars, VP, Tomlinson Developments

Lianne Laing, Host, /CTV Morning Live

Jane Duchscher, Regional Vice-President, TD

Bruce Millar, Board Secretary-Treasurer
Director, Portfolio Management, PPP Canada

Scott Lawrence, Vice-President- Systems Integration, CGI

John Jarvis, Vice President- Finance, ADGA Group of Companies

Kerry Patterson-Baker, Director, Canadian Governance Affairs, Symantec

Scott Bradley, Vice President, Corporate and Government Affairs Huawei Technologies (Canada)

Akash Sinha, President, Dharma Developments

Alan J. Tippett, Partner & Practice Leader, KPMG LLP

Michael Weider, CEO, Clearwater Clinical

Louise Tardif, Ex-officio (YSB Board Chair) Vice president (Retired), National Bank Financial

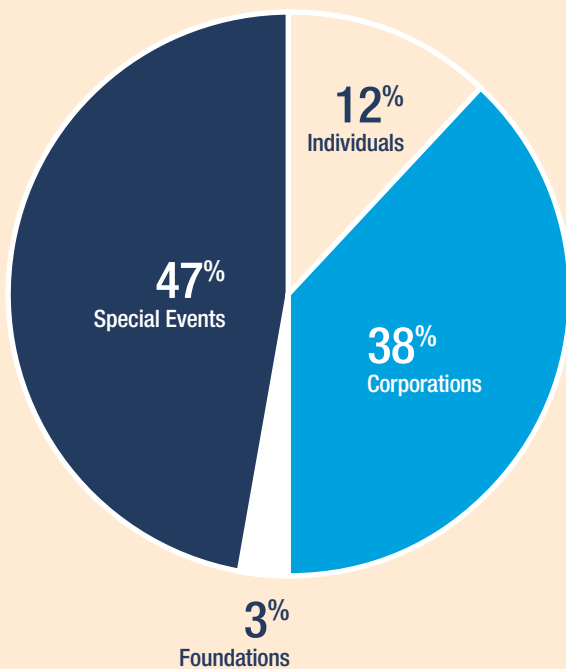
Julie Taggart, General Manager, Taggart Realty

Janice Barresi, Ex-officio, Executive Director, YSB Charitable Foundation

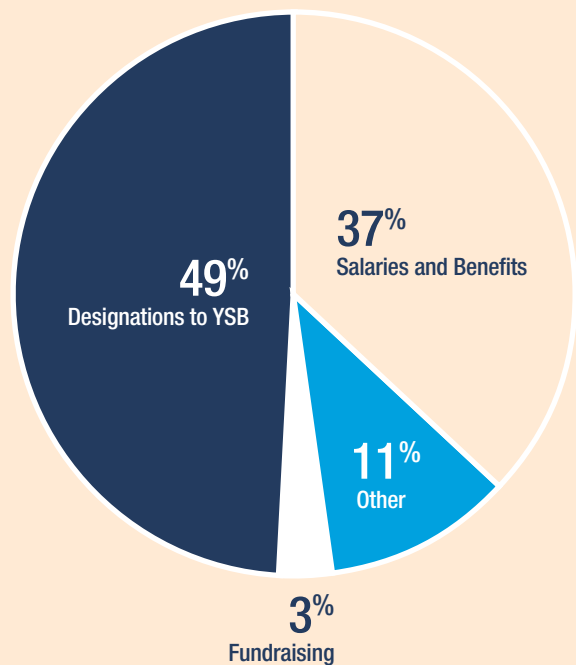
Joanne Lowe, Ex-officio, Executive Director, YSB

Foundation Financials

REVENUE 2014/15



EXPENSES 2014/15





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 2015 - 2018

INTEGRATION & COORDINATION

Influence, innovate and collaborate across services, agencies and communities to effectively respond to the needs of children, youth, families and caregivers.

INTENTIONAL LEARNING

Foster a culture of intentional learning across YSB and the broader community that cultivates effective, efficient and innovative approaches to responding to the needs of those we serve.

YOUTH & FAMILY ENGAGEMENT

Strive for effective, collaborative and sustainable youth and family engagement approaches that will ensure a partnership in planning, service delivery and advocacy.

HEALTHY & SUPPORTIVE WORK ENVIRONMENTS

Strive for effective and supportive work environments across YSB enabling a continued positive impact on the lives of youth and families.

HEAD OFFICE:

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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