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2000 – 2001

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*retired from YSB*

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2000 – 2001

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Canadian Health & Squash Club  
YMCA/YWCA  
United Way, York Region  
Members, Ottawa Carleton Home  
Builders' Assoc.

## The Year In Review

### April 2000

- April 10 – 16: The Popcorn Group undertakes a youth survey of 475 youth.
- The Bureau begins the formation of a Parent Advisory Committee.
- Members of the Community Justice Committee are sworn in.
- Delegates from the National United Way Conference tour the Shelter and Drop-In.
- Frontier College/Beat the Street proposes locating in Downtown Services and Drop-in.
- Staff and youth meet with Minister Claudette Bradshaw to discuss youth homelessness.
- The Bureau hires multi-disciplinary consultants.

### May 2000

- East End staff participate in the Service Info Fair "Under the Tent", hosted by the Conseil des écoles publiques de l'Est de l'Ontario.
- May 10<sup>th</sup>, the West End celebrates its new location with an Open House.
- Housing and Shelter staff participate in a Resource Info Fair at CAS.
- MCSS announces renewed funding for Wraparound Services, including a provincial research project.
- The Regional Youth Advisory Team raises \$2000 for youth shelters during International Youth Week.
- May 27<sup>th</sup>, the Bureau celebrates its 40<sup>th</sup> Anniversary with a full day event at Lakeside Gardens.
- May 31<sup>st</sup>, staff from Wraparound Milwaukee give a presentation at the Hellenic Centre.
- Mark Totten presents a paper at the Learned's in Edmonton on the youth gang study, and at the Millennium Integrated Children's Conference in Toronto.

### June 2000

- The SafetyNetworks program is completed at Foster Farm; however, the Foster Farm Drop-in continues operation with the help of several partner agencies.
- The Bureau is asked to develop and manage the Mobile Crisis and Intensive Services program.
- A purchase of service contract between East End Services and Conseil des écoles publiques de l'Est de l'Ontario is signed to provide counselling service in one high school in the fall.
- June 2nd: Management staff attend a Critical Thinking workshop.
- The Danic database is activated.
- June 7th, 30 agencies participate in the Downtown Services and Drop-In 4th Annual Youth Fair.

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- A GLBTQ needs survey is carried out by the Rainbow Advisory.
  - Mark Totten presents at the International Federation of Social Workers and the International Association of Schools of School of Social Work Conference in Montreal on outcome measures and agency evaluation, and at the Canadian Paediatric Society Annual Meetings.
  - Michael Tross presents at the National John Howard Society Conference on Wraparound Services.

#### July 2000

- Downtown Services assumes responsibility for the Trusteeship Program.
- The Dept. of Justice approves the joint proposal addressing juvenile firesetting in Ottawa.
- An OCISO Liaison Officer provides multi-cultural services to youth in the Drop-in during the summer.

#### August 2000

- The Bureau produces the video “Does It Matter?”
- The Mobile Crisis Unit begins its hiring process with Yvan Roy as Director.
- The CURA project opens an office in the Caldwell Recreation Centre.
- Summer Jobs Service nears completion, with 359 youth placed over the summer.
- Interviews with young offenders are under way for the Youth Homicide Study.
- The book “Guys, gangs, and girlfriend abuse” has been selected as a core text in Canadian and U.S. universities.
- The Bureau has two successful candidates for the Community Foundation Youth Scholarship Program.
- August 31st : Bureau youth participate in the International Youth Conference in Montreal.

#### September 2000

- The Externship Program introduces a two year certificate program to train staff in collaborative therapies.
- Community Programs and Employment Services begin providing services to young offenders in the William Hay Centre.
- Sept. 13th : At the Management Retreat the Bureau’s workplan is drafted for the upcoming year.
- Bureau staff are active in the United Way Campaign Speakers’ Bureau.
- Interim funding is made available to provide Intensive Services in CP units.
- Cognicase Inc. hosts the first annual Bureau golf tournament and fundraiser.
- Nortel and CIBC join Stock Transportation in supporting the Mentoring In School Program.
- The VIRUS project starts up in McArthur High School.
- Sept. 24th: AIDS Walk.

#### October 2000

- Staff raise \$5300 for the United Way campaign.
- October 13th, W. Hay Centre hosts the 5th Annual Little Brown Jug Tournament. The Hay team is this year’s winner.
- Phase 1 Research Report for Wraparound Service is received, and a follow-up study begins.
- Oct. 25th: The Bureau’s AGM is held at Downtown Services and Drop-In.
- Oct. 27th: Open House for the Evelyn Home Residence. United Way presents Evelyn Home with a Community Builder Award. Quota Club sponsors the tea.
- Members of the Regional Youth Advisory participate in the City of Ottawa Youth Transition Council.
- Submission of proposals in response to the Homelessness Initiative’s RFP.

#### November 2000

- Nov. 10 – 13: The HIV Education program facilitates 2 workshops at the R2K Conference in Cornwall.
- Nov. 17th: Media release for the Popcorn Group’s Youth Survey.
- The Bureau participates in the Dept. of Justice’s Round Table on racism and the youth justice system.
- Nov. 18th: Youth Forum 2000 is hosted by Young People’s Perspective.
- Dr. Terry Tafoya provides an educational HIV/AIDS workshop to 200 service providers and service users.
- Nov. 19 – 21: Two Regional Advisory Team youth attend the Ontario HIV/AIDS Network Youth Workshop in Toronto.
- Nov. 24, 25th: A Training conference: “Honouring Differences” with Judith Myers Avis
- Mark Totten presents at conferences in Nova Scotia and PEI on male violence, the youth homicide study, and research methodology.
- Recruits to the Ottawa Police Service spend two days in Bureau units, especially in YO Services, to gain awareness of operations.
- Staff from the YO system in Great Britain tour the William Hay Centre.
- YSB facilitates the first meeting of the Eastern Ontario Wraparound Committee.

#### December 2000

- December 1st , World AIDS Day: Downtown Services takes part in the Paper Prayers workshops and week long events to raise AIDS awareness.
- Dec. 10th: William Hay Centre hosts the Kids' Christmas Party.
- Dan Paré participates on a CMHO Steering Committee to review best practices for conduct disorders and adolescent depression.
- A meeting of the Safe Schools Committee results in the Bureau being asked to partner with the 4 school boards in a response to the Strict Discipline RFP.
- YSB is notified of three successful proposal submissions under the Homelessness Initiative funding.

#### January 2001

- A new Collective Agreement is signed.
- Jan. 22nd: A joint Strict Discipline Schooling proposal is delivered to the Ministry.
- Ottawa University will do a study of outcomes for the VIRUS program.
- East End relocates a staff member into the Overbrook-Forbes Community Centre.
- The Bureau initiates a photo ID system.
- Funding is received from the Dept. of Justice for the National Youth Homicide Study.

#### February 2001

- W. Hay completes a licensing review and an accountability review by MCSS.
- Belair Court is identified as the next Safety Networks Project.
- Feb. 7th: Announcements of funding for the Homelessness Initiative are made at a media event.
- A delegation of Latvian Service Providers tour Bureau facilities.
- Mark Totten is keynote speaker at the Ottawa-Carleton District School Board Special Education Conference.

#### March 2001

- March 2nd: Allan Leschied is guest speaker at a YO Service Providers meeting.
- March 5th: Board of Directors Strategic Planning Session.
- W. Hay Centre hosts a hockey tournament as a charity fundraiser for CHEO.
- March 26th: The Mobile Crisis Unit assumes Bureau on-call responsibilities.
- March 29th: The Eastern Ontario Network of Service Providers for Intensive Services meets to plan training needs and service delivery.
- The report "Maltreated Kids, Violent Adolescents: Is There a Link?" is published for Health Canada.

## Eastern Ontario Mobile Crisis and Intensive Services

### Background

In the May 1999 Budget, the Provincial Government announced additional funding to "enable innovation and better access to mental health services for children and families". This additional funding was allocated to four initiatives that were designed to improve the accessibility, flexibility and responsiveness of the children's mental health service system. Intensive child and family services and mobile crisis response were two of the four initiatives. The others were telemedicine and standardized intake and assessment.

According to the Ministry of Community and Social Services (M.C.S.S.) guidelines: "Intensive child and family service is a process of planned, multi-dimensional, community-based services and natural supports which are individualized for each child and family and responsive to their changing needs. The focus of intensive child and family service is strengthening the ability of children to function effectively in their homes and communities. These services will help parents and schools to develop the skills to manage children and youth between the ages of 0 and 18 years with mental health problems."

M.C.S.S. also provided funding for mobile crisis response workers across the province. The new mobile crisis resources would increase the ability of agencies to respond to children/youth and families in crisis in their homes, schools and communities. The Ministry explains that: "Mobile crisis services will respond to children and youth who are in acute crisis situations and increase the ability of families and communities to keep these children and youth safe outside of hospitals and residential settings".

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## Development of the Program in 2000/2001

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The Youth Services Bureau was selected by M.C.S.S. to be the sponsoring agency for the establishment of Mobile Crisis and Intensive Services in Eastern Ontario. YSB's responsibility is to oversee financial administration, establish service contracts, provide infrastructure, facilitate interface with key stakeholders and support the work of the Steering Committee. In Ottawa, services are delivered in collaboration with Le Centre psychosocial pour enfants et familles and Crossroads Children's Center.

The Steering Committee was formed to oversee the operation of Mobile Crisis and Intensive Services. The Committee is comprised of senior managers of agencies that are involved in delivering mobile crisis and intensive services, M.C.S.S. program manager(s) and other stakeholders such as CHEO/ROH. The role of the Steering Committee is to provide overall policy and guidance, to manage services and collaboration, and to ensure that there are mechanisms for accountability, efficient monitoring and evaluation.

In 2000/2001, the funds provided for intensive services were reinvested quickly in the partner agencies that had been designated by M.C.S.S. Parameters for the delivery of intensive services were established in accordance with the M.C.S.S. guidelines. The Steering Committee and the different local partners continued to develop the framework for the delivery of the services and for the allocation of funds throughout 2000/2001. All of the different regions had also developed a plan for improving crisis services in their respective regions that could be implemented April 2001.

## The Ottawa Mobile Crisis and Intensive Services Program

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There were many key decisions made in regards to the delivery of intensive services in Ottawa for 2001-2002:

- The program will operate on a managed care/purchase of service model.
- The operators are Centre psychosocial pour enfants et familles (Francophone children 0-11), Crossroads Children's Center (Anglophone children 0-11) and Youth Services Bureau (youth 12-18).
- There will be two categories of intensive services: Crisis Follow-up and Intensive Services.
- Services will be accessed through the Mobile Crisis Team for the Crisis Follow-up component and through the Coordinated Access Committee for the Intensive Services component.

## The Ottawa Mobile Crisis Team

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The Mobile Crisis Team started its operation in April 2001. The Mobile Crisis Team will coordinate its services with other crisis providers such as Roberts/Smart, C.H.E.O., the Police and C.A.S. It will provide clients with the most appropriate and least intrusive response. This service is advertised to service providers in Ottawa and is available to complement and enhance existing services. It is not a service that is advertised to the community.

The main goal of the program is to reduce admissions to hospitals' emergency and residential crisis beds by intervening effectively at the time of crisis.

The mobile crisis program will offer the following services:

- Fax Alert/Follow-Up Program: Service providers that are concerned about a particular client can fax information to the Mobile Crisis Team. It will be possible at times for the team to call the client and/or make a mobile visit based on their recommendation.
- Crisis Intervention by Phone: The phone response will be in operation from Monday to Friday: 4:30pm to 9:00am and on weekends: 24 hours
- Home-Based Mobile Crisis Intervention: The mobile response will be available on Monday to Friday 4:30pm to 12:00am and Saturday and Sunday 1:00pm to 12:00am
- Follow-Up Services: Our staff will provide follow-up for up to two weeks. During this time, they will continue the assessment process and provide support to avoid further crisis.
- Intensive Follow-Up Services: When appropriate (clients that are not connected to a service and are high needs/high risk) the Mobile Crisis Team will purchase intensive follow-up services for up to 60 days.

Services are provided by Crossroads Children Centre, Centre psychosocial pour enfants et familles and the Youth Services Bureau.

## Statistical Report - Eastern Ontario Intensive Services, Year 1

Organization	Total New Clients	Total Case Closures	Total Direct Client Contact Hours	Percentage Of Total Contacts Made During Day-Time Hours	Percentage Of Total Contacts Made During Evening/Weekends
YSB West End Services	17	1	310.5 hrs	78% (242 hrs)	22% (68.5 hrs)
YSB Ottawa Services	7	0	289 hrs	89% (257 hrs)	11% (32 hrs)
YSB East End Services	10	1	210.5 hrs	76% (160.5 hrs)	24% (50 hrs)
Crossroads	40	18	997.75 hrs	64% (639.75 hrs)	36% (358 hrs)
Prescott Russell	6	2	322.5 hrs	93% (298.5 hrs)	7% (24 hrs)
Cornwall General Hospital	18	6	439 hrs	61% (266 hrs)	39% (173 hrs)
Renfrew	6	2	411.5 hrs	84% (347.5 hrs)	16% (64 hrs)
Centre psycho-social	10	0	613 hrs	68% (414 hrs)	32% (199 hrs)
Équipe d'hygiène mentale	2	2	129.5 hrs	51% (66 hrs)	49% (63.5 hrs)
Akwesasne	2	1	100 hrs	65% (65 hrs)	36% (36 hrs)
<b>Total</b>	<b>118</b>	<b>33</b>	<b>3823.25 hrs</b>	<b>72% (2756.25 hrs)</b>	<b>28% (1068 hrs)</b>

### Total Unique Clients

366  
**Gender**  
 Males  
 56%  
 Females  
 44%

### Language

English  
 67%  
 French  
 18%  
 Other  
 15%

### Drop-in Clients

#### Total Unique Clients

589  
**Total Visits**  
 1,863  
**Language**  
 English  
 59%  
 French  
 39%  
 Other  
 1%  
 Not indicated  
 1%

### Gender

Males  
 52%  
 Females  
 47%  
 Not indicated  
 1%

### Avg. Visits per client

3.2

## East End Services

The East End Services continued its work with youth and their families in the community and in schools. We continue to prioritize individual and family counseling while being innovative with our programming and investing more time and services in schools. A decrease in the Drop-in's visits, even though we put in a lot of effort to reach clients, has permitted us to reallocate resources dedicated to this program in order to meet demands for counselling services, which remained high during the whole year. These changes allow us to offer more support to clients on the waiting list and to offer to the community an intervention service to families and youth in crisis.

### Drop-in

- East End Services put in a lot of energy into making its Drop-in services known, particularly for the summer employment programs and the individual support offered on how to write a resumé and look for work. From April through June 2000, we helped about 250 clients, with an average of four visits per client.
- The visits gradually diminished, and resources allocated to the Drop-in were reduced in order to best answer the requests for individual and family counselling services. As of March 2001, although youth can still come to get individual help to look for work, the Drop-in has become more of a resource center than a meeting place. The worker on location is now more readily available to meet the individual needs of youth but can also meet parents and

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families who need crisis intervention. This program seems to fulfill a need that was not met in the community and allows the unit to offer support to clients who are waiting for services and who need immediate help.

- East End Services established a partnership with the Boys and Girls Club of Orleans when they closed their center on Youville Street. The Drop-in is now open on Thursday nights, offering young people who came to the Club the chance to meet, get to know other resources, socialize in a secure location and get support from a Club staff and a YSB worker.

#### Rainbow Youth East-End Drop-in

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- The Drop-in is open every Tuesday night and new participants join the regular group of visitors.

#### Vanier / Maison des jeunes

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- The partnership between la Maison Fraternité, the City of Ottawa Department of Health and Community Resources of Vanier continues to operate at la Maison des jeunes although we ceased to be tenants in January. The YSB worker has moved to the Overbrook-Forbes Community Resource Center, where the administrative support allowed us to better serve youth and their families. We are as involved as ever in the development of programs for La Maison des jeunes and have allocated a worker one night/week to the Off the Street Club. This Club sees a lot of traffic and justifies this allocation, since a lot of individual needs are met. There is also the opportunity to address topics that crop up in group dynamics, such as intimidation.
- The partnership with La Maison des jeunes has received the financial support of the National Crime Prevention Center, for a two-part pilot project:
  - Support group to parents and activities for teen parents
  - Community development project "From one teen to another".
- The goal of the project is to offer support to parents of teens and to give low-income families an opportunity to participate in family activities. We hope that youth who live in Vanier and who will receive the training "From one teen to another" will work with their peers, develop a feeling of belonging to their community and will show that they are full fledged citizens and that they have an important role to play in their community.

#### Overbrook

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- The collaboration with the Overbrook-Forbes Community Resource Center continues and so do the multiplication of collaborative efforts since we have one full-time and one part-time worker stationed there. East End staff participate in all drop-in evenings, which are well attended, and work closely with the resource people from the center to develop programs we can offer youth and their families. There are also openings for parents of teens in the community who wish to meet with a worker, without appointment or for crisis intervention.

#### Project VIRUS/Eclipse

Intensive Program (10 weeks, 5 one hour sessions per week) during which youth must participate in Judo classes, group counselling and a cooperative games activity in the gym.

The objectives of the program are:

- Reduce all forms of violence in the school environment
- Offer new alternatives to youth by joining school and community resources
- Have an impact on youth behaviours inside and outside the school

#### Comments from youth participants

*« Well, it gives me confidence. It taught me things I would not have learned because I thought I was dumb. But now, since I'm doing it, it's really fun. »*

*« I talk my way out of trouble in school and at home so now I know how to talk instead of punching the walls, lockers, people and swearing at people. »*

- This year was an important year for Project VIRUS. A grant from M.C.S.S. permitted us to offer this program in more schools, while we kept it up at McArthur and tried it at Béatrice-Desloges (Conseil des écoles catholiques de langue française du Centre-est) and also at the Work-training school (Conseil des écoles publiques de l'Est de l'Ontario).

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- As of September 2000 we brought modifications to our service delivery of the program at McArthur High School. It is now included in the regular grade 9 curriculum and is offered to all students. Five groups of about fifteen participate in this 9-week program.

### A Research Project

Teachers in educational counselling have joined us to start a study of the effects of VIRUS. The objectives of this research is to:

- Study the efficiency of the intervention program combining intensive group counselling and Judo lessons, in developing positive social behaviors and attitudes in adolescents at risk of being suspended.
  - Identify and describe the components of the program that contribute the most and those that contribute the least to the efficiency of the program.
  - Continue to refine and adapt the program according to the needs of participating youth and the results of the research.
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- In December 2000 we obtained a grant from the National Crime Prevention Center in order to expand our interventions further, and to develop a manual, which will serve as a complete guide to implementing the program in a school. It will outline a description of the objectives and educational tools for facilitating every counselling session of the program.
  - We offered the program in two other schools:
    - St-Patrick's Intermediate School (Ottawa-Carleton Catholic School Board): 3 grade 7 and 8 groups.
    - St-Michael's: one group of grade 6 students (Ottawa-Carleton Catholic School Board).
  - The partners of the VIRUS Project (Judo Canada, Ottawa University, Youth Services Bureau) have taken up the challenge of securing financing for the next three years in order to expand services to more schools.

### In-school Services

We are involved in the schools through different projects and modes of intervention. We offer **direct intervention** in many schools of the Conseil des écoles publiques de l'Est de l'Ontario who have purchased our services for a total of 25 hours a week, to work with students in the following schools: Louis-Riel, L'alternative, Formation à l'emploi, and de la Salle.

We offered a total of nine workshops on the subject of **bullying** at Odyssee and Jeanne-Sauvé Schools to grade 7 and 8 students. At Odyssee we formed a group of **student ambassadors** who will receive training to help in their role as mediators in the schoolyard.

Workshops to stop **homophobia** and to deal with questions pertaining to gay and lesbian **sexual orientation** were presented at the following high schools:

Rideau High School  
St-Peter's High School

Sir Wilfrid Laurier Secondary School  
Cité collégiale

## **Downtown Services & Drop-In**

### Services to Youth

Downtown Services and Drop-In provide a range of services to high risk youth, 12 to 20, who are homeless or unstably housed and are facing multiple barriers which prevent them from making positive changes in their lives. Program staff have a strength-based focus, respond to immediate short-term needs, and assist individuals to develop and implement strategies for long-term change.



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## Through the Drop-in

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*A 17 year old youth with mental health issues was prone to aggressive behaviour, which fostered issues with school, housing, employment, and Ontario Works. Through Drop-in services, he learned to act less aggressively, to negotiate difficulties with Ontario Works, and to address the other issues. With a lower level of frustration, his behaviour changed, and he expressed anger towards his worker only once while accessing Drop-in services.*

<b>Services</b>
Phones
Lunches
Snacks
Counselling
Educational Workshops
Employment Services
Ontario Works Trusteeship
Healthy Sexuality Clinic
Housing Help
Beat the Street Ottawa
HIVAIDS Education
Innercity Ministries
Street Outreach
ROH Outreach
CMHA Outreach
Sandy Hill Nurse Practitioner
Rideau Street Youth Enterprises
<b>Downtown Services &amp; Drop-in Clients</b>
<b>Unique individuals</b>
855
<b>Total Visits</b>
13,969
<b>Average visits per client</b>
16
<b>Language</b>
English
54%
French
6%
Not indicated
40%
<b>Gender</b>
Males
56%
Females
43%
Not indicated
1%

*A young woman, ill and without a phone, could not contact her worker for over a month, and found her trusteeship cheque had been put on hold. She was in danger of losing her housing, she needed help getting back into school, and had gone without food for several days. Through the Drop-in, she could access food, phones, get worker support to re-access Ontario Works, be referred to nurses at the Healthy Sexuality Clinic, seek the assistance of Housing Plus, and Beat the Street, all on site. Her comment at the end of her first day in the Drop-in: "Wow, what began as the worst day of my life turned into my best day".*

*A 16 year old new Canadian, struggling with French as her second language, and English as her third, having left a homeland due to war, and witnessing her parents murdered, was having great difficulty with the systems in her new country. She needed to find housing, get into school, find winter clothing, learn the systems. Communicating with her Ontario Works worker by telephone was difficult and frightening. Through the Drop-in she received help talking with her worker, finding housing, getting documentation for school enrollment, getting support for her personal issues. She continues to access the Drop-in as a safe place where she can talk with people who support her.*

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### Housing Plus

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In Housing Plus, youth have access to a range of services that offer assistance to find safe housing and the skills to maintain it. Workshops on tenant rights, safety planning, resolving conflicts with landlords and other tenants, and lifeskills support are regularly provided. As well, ongoing individual support is available to assist youth to maintain their housing, part of achieving successful reintegration into the community.

A Housing Plus Resource Centre has been set up in the Drop-in, with hours of operation giving youth access to staff resources as well as computer and written material regarding housing and related issues. Youth who are regular shelter users are often apprehensive about discussing moving out of the Shelter. With easy access to the Housing Plus Resource Centre, they can explore on their own, or with staff support as needed, information about their rights and responsibilities as a tenant, and their obligations as recipients of Ontario Works. This knowledge helps to demystify living independently and gives confidence to begin the search for permanent housing.

In addition, the Housing Plus Resource Centre provides employment services, linking with the Bureau's Youth Employment Services Unit to provide pre-employment preparation support, employment skills training, and job placement. The Centre also permits greater visibility to the occasional and short term work experiences available at Rideau Street Youth Enterprises.

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## Youth Fair 2000

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The fourth annual Youth Fair was held in this spring. Thirty community health and social service agencies provided information, demonstrations and handouts about their services. 150 youth participated in an afternoon which highlighted issues related to healthy living and healthy relationships.

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## HIV AIDS Education

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The HIV Education Program had a very active year in which there was increased community involvement, youth participation, and staff and program development.

- The HIV Education Program represented YSB at the Pride Parade Information Fair in July 2000.
- A partnership between Paper Prayers and YSB Downtown Services began in July 2000, and the project office is located on site. The HIV Education Program, along with Paper Prayers, facilitated different arts projects and initiatives involving youth throughout the fall.
- Youth completed an AIDS quilt panel under the direction of the Youth Advisory Council and presented it to the NAMES project in memoriam of Ted Marshall in July 2000. Ted Marshall and Todd Davies inspired Jill Sobcov and Beth Ross to begin Paper Prayers in the Ottawa region.
- The HIV Education Program had a role in organizing and promoting the annual AIDS walk. A challenge was issued to all YSB units to participate in the AIDS Walk.
- HIV Education began a campaign entitled "Smarter, safer, sexier" in September 2000. Presentations have taken place at high schools, Algonquin College, and many other community agencies and organizations, including the Sandy Hill Community Health Centre's Young Parents' Drop-in. Ongoing HIV Education presentations are also provided for youth at the Ottawa Carleton Detention Centre and Sherwood Observation and Detention Centre.
- In October, the HIV Education Program, in partnership with Rita Petes from the Regional Health Department, co-wrote an article for publication in the newsletter "Take 5". The article focused on barriers to providing effective HIV education to youth and ways of overcoming these challenges.
- Also in October the Program took part in facilitating the first local two-day Train the Trainer workshop.
- In Cornwall, November 10<sup>th</sup> -13<sup>th</sup>, the HIV Education Program facilitated two workshops at the R2K Conference organized by YOUCAN, a national youth conference whose primary focus is to empower youth to educate and influence their peers in a number of areas.
- In partnership with the Sexual Health Clinic Outreach Team, the HIV Education Program implemented a very successful educational presentation entitled "The Wheel of Fornication" at Downtown Services. Monthly presentations are being planned and the initiative is entitled "Gambling with Sex."
- The Program was a member of the Steering Committee for the December 1<sup>st</sup> World AIDS Day.
- In December, the Downtown Youth Advisory Council, in partnership with the HIV Education Program and The Paper Prayers Project worked on the following projects: Paper Prayer workshops, the World AIDS Day Exhibition at the Museum of Civilization, and AIDS Awareness Week events. As a result, the Paper Prayers Project graciously donated a sum of money to the Advisory to be used for HIV/AIDS awareness.
- The HIV Education Program, along with seven other partner agencies, organized a very successful one-day workshop, featuring Dr. Terry Tafoya, for over two hundred service providers and service users.
- The Program is also involved in the Train the Trainer initiative being facilitated by the Wabano Centre for Aboriginal Health, with a focus on making the program more suited to working in the Aboriginal community. The Program is involved in other initiatives at the Wabano Centre and plays a role in maintaining a strong and effective partnership between YSB and the Aboriginal community.

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## Trusteeship

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Trusteeship, a mandatory program for 16 and 17 year old youth, designed to assist youth to achieve independence by helping them manage their Ontario Works cheques, has been provided through Downtown Services and Drop-in since July 2000. About 80 active clients have been able to select their own trustee and have also taken advantage of the various programs and resources offered at Downtown Services and Drop-In.

The trusteeship program can be seen as a barrier to youth being able to access Ontario Works. It requires more work on the part of the youth (they don't receive their cheque in the mail), but the trusteeship program can also offer the youth extra support and assist them with understanding the Ontario Works system, getting in

touch with their workers, or act as advocates when they have issues with school, home, or work. The program is running well.

## Ottawa Services

Ottawa Unit Services reached low income, high-need youth and families in the communities of Ottawa Center, South-East Ottawa, Gloucester, Osgoode, Manotick and Metcalfe. Services offered included individual and family support, advocacy, and educational workshops on general issues related to youth. Many services were provided in collaboration with schools, community resource/health centres, or other social service organizations.

### Unique Individuals

372 youth and their families

### Outreach services to schools & community agencies

4155 contacts

#### Gender

Males

49%

Females

51%

#### Language

English

77%

French

19%

Other

4%

### Drop-in & Outreach Services

Ottawa Carleton Police Youth Centre  
Young Women's Emergency Shelter  
Belair Court Apartments  
Pink Triangle Youth Services  
Ottawa Church of God  
South East Ottawa Centre for a Healthy Community

### Special Projects/Partnerships

#### Arson Prevention Program

Earlier this year a new project for children and adolescents was initiated. The Arson Prevention Project is a community partnership involving Crossroads Children's Centre, Youth Services Bureau, and the Ottawa Fire Department. The program is a collaborative mental health/fire service assessment and intervention program for firesetters. To date, four families have received assessment and intervention services from the Ottawa Unit.

#### The Belair Drop-In

In collaboration with Carlington Health and Community Resource Centre, Ottawa Unit staff deliver weekly drop-in services to youth living in the Belair Court apartment complex. Drop-in services provide youth seventeen and under an opportunity to take part in recreational activities, workshops, presentations, and groups. Earlier this year, a collaborative agreement with the Boys and Girls Club and Crossroads Children's Centre created additional services to youth and their families in this community.

#### Services in Schools

##### GLBT Support Group:

Glebe Collegiate

##### Anti-homophobia workshops:

Glebe Collegiate

Ridgemont High School

Brookfield High School

##### Crisis intervention/short-term counselling:

First Place School

Richard Pfaff Alternative

##### Individual and family counselling:

St. Mark's High School

Osgoode High School

Metcalfe Public School

## Rainbow Youth Advisory

The Rainbow Youth Advisory is a central advisory mandated to identify issues and respond to the needs of gay, lesbian, bisexual, and transgender youth.

- The Rainbow Youth Advisory experienced significant change in its membership throughout the 2000/2001 year; however, the new team has developed into a strong and vibrant seven-member advisory.
- Considerable time and energy was spent on working towards the development of the first Rainbow Youth Website for GLBTTQ youth created by GLBTTQ youth in Ottawa. The venture has been met with generous support from Storm Internet, the local gay community and its allies, Algonquin College, and the many youth who have served on the Youth Advisory throughout the year. On-line start-up for the website will be later this year.

- The Rainbow Youth Advisory, supported by a Community Foundation Grant, engaged in numerous anti-homophobia workshops throughout local high schools in order to address safety in schools for GLBTTQ youth.
- The Advisory acted as a resource for the Wellness Project, Salamander Theatre, the Aboriginal Women's Support Centre, and YSB's Housing Program, assisting all these groups to understand the issues facing GLBTTQ youth.
- The Advisory attended two conferences, one local conference that was supported by the Pride Committee and the second in Windsor, Ontario, the Validity Conference. The Validity Conference was province-wide and specifically focused on young women and depression.
- The Rainbow Youth Advisory supported the creation of a separate sub-committee to assist GLBTTQ youth in negotiating with local recreational centres for the development of youth programs in the arts, sports, as well as events and activities for GLBTTQ youth. This committee is comprised of six youth and is facilitated through a peer model with two Rainbow Youth Advisors taking the lead.
- The creation of a poster to advertise the website was accomplished through the sponsorship of an art contest for local youth. First place was awarded to Erin Stump who created the following picture for use on the poster.



## Regional Youth Advisory Team (RYAT)

The Regional Youth Advisory Team has had another busy and productive year. In February Susan Kennedy began her maternity leave and we wish her all the best and look forward to her return. The team has completed and continues its good work on a variety of areas:

- Helped to stage the annual Young People's Perspective Youth Forum on Parliament Hill. Work will soon begin on the Youth Forum 2001, which will be held November 24 again on Parliament Hill.
- Met with other YSB advisories to establish closer ties, provide support, and develop consistent procedures.
- Attended meetings at Regional Headquarters to provide youth input during the transition to the amalgamated City of Ottawa. RYAT was a member of the Youth Transition Council that recommended a Youth Cabinet for the new City of Ottawa, which was approved in February 2001.
- Participated in a workshop on Preventing Depression in Young Women and supported YSB participation at the Windsor Conference in early 2001.
- Had a booth with interactive games about YSB services at the Teen Expo held at the new City Hall.
- Acted as consultants to representatives of youth-oriented service providers, sharing information and raising awareness of youth and youth issues.
- Began planning a YSB Youth Advisory Newsletter and a Policy and Procedures Manual for YSB youth advisories.
- Participated in a training conference in Toronto to discuss access to services for youth with HIV/AIDS.
- Participated in YOUCAN's 2<sup>nd</sup> National Peacebuilding and Conflict Resolution Conference in Cornwall. The skills learned at this conference enable RYAT members to develop peace initiatives within their own community.
- Created a board game "Let's Stop Racism" to increase awareness of cultural diversity.
- Celebrated Youth Week, with other YPP members, in May by creating a pyramid called "Building Blocks for Youth". It was a fundraiser (\$2000) for *Youth on the Move*.

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Thanks to the team for their hard work, their welcome of Bill Cameron as their new coordinator, and to Lesa McKinnon for her great support of YPP and RYAT projects.

## Mentoring InSchool Partnership Program

Big Brothers of Ottawa ♦ Big Sisters of Ottawa ♦ Youth Services Bureau

### 84 Matches, 26 Local Schools

The Mentoring InSchool Partnership program is nearing the end of its second year. This year, with the help of devoted volunteers and corporate partners, such as *Stock Transportation*, *Nortel Networks* and *C.I.B.C.*, 84 matches have been arranged. Mentors in 26 local schools spend one hour per week with their Mentee (student) over the period of one school year or more. Mentoring InSchool is gaining in popularity due to the demonstrated benefits for the participating children/youth at risk. Mentors are role models, reliable adult friends as well as resources and guides.

*This year, due to a generous donation from the **Employees of Stock Transportation Ltd.**, we were able to develop "Treasure Boxes" for each school, that contain supplies (games, trivia, chemistry sets, movies, books, etc) for our Mentor/Mentee matches. These resources will provide all with countless hours of fun learning experiences.*

*Thank you all !*

### ***What the Mentees are saying!***

*"My Mentor is the bestest, bestest friend I've ever had! I can tell her anything that I can't tell other people and she understands me."*

*"What I like the most about our meetings is my Mentor!!!"*

*"He volunteers his time to show other people he cares. He came to see me despite bad weather---could have fell on icy sidewalks and hurt himself."*

*"She is very nice. She shares and talks with me."*

*"He's fun to be with, is funny and cool!"*

*"She makes me feel special and that someone cares about me."*

### ***Am I Making A Difference?***

*"When I first met my Mentee, she had trouble showing affection. After our second year together, I received my first hug!"*

*"Initially, my Mentee wanted to keep things for herself. On Valentine's Day, we baked cookies for her whole class."*

*"My Mentee used his money to buy another slice of pizza for me and I bought us Cokes to drink."*

*"My Mentee never had an adult read to him and loved it when I read Goosebumps to him."*

### ***What the Schools Are Saying...***

*"He (the Mentor) is such a special man."*

*"The Mentors are such wonderful and caring people. They have brightened the lives of our students."*

*"Our Mentors are the most amazing people. We love having them on our team."*

*"Can we have more Mentors?"*

## West End Services

The service area for West End Services reaches from Woodroffe Avenue in Britannia, through Nepean, Kanata, Goulbourn and West Carleton Townships. Committees, networks, drop-ins, schools are all vehicles for providing service to at-risk youth in the West End area. The West End office was relocated during the year into larger space in Bells Corners to better serve the increasing number of youth seeking counselling and support. The West End Unit provided intensive child and family services to highly complex teens and their families, through individual and family counselling sessions, as well as part of the pilot phase of the Mobile Crisis/Intensive Services program.

## Total Unique Clients

498

### Gender

Males

60%

Females

39%

Not identified

1%

### Language

English

96%

French

2%

Other

2%

## Drop-ins

- The YSB / Pinecrest-Queensway Health and Community Services Youth Drop-in, combining counselling, employment and health services, has experienced heavy usage by youth.
- As part of the Safety Networks Program, comprising YSB, the Boys and Girls Club, YMCA-YWCA, City of Ottawa Health Department and the Ottawa Carleton Centre for Crime Prevention, a very successful youth drop-in in the Ramsey Crescent/Dumaurier Avenue area was established. Attendance is extremely high, particularly among 16-19 year old youth.
- YSB collaborated with Nepean Community Resource Centre on a weekly parent drop-in for parents of teens in Barrhaven, "Caring Parents for Youth."

## Drop-in/ Contacts

### Total unique clients

1,564

### Total visits

6,598

### Gender

Males

70%

Females

30%

### Language

English

58%

French

9%

Unknown

33%

## Committees and Networks

- West End Youth Service Providers Network
- Youth Employment Research Project, (Barriers for New Canadians)
- Winthrop Court Community
- Safe People Addictions and Community Support Project
- Kanata, West Carleton and Goulbourn Youth Service Providers Network
- Anti-bullying Committee
- Safe Homes Committee
- Safety Networks Committee
  - Wraparound Ottawa Steering Committee

## Issues Addressed in Schools

### Stress reduction:

Woodroffe High School

St. Michael's

Fitzroy

### Suicide prevention:

West Carleton High School

### Relationships, Violence & the Media:

Elizabeth Wynwood & Frederick

Banting Alternate Schools

Woodroffe High School

Insight Theatre staff

### Anti-homophobia:

Frederick Banting

Earl of March

Merivale High School

St. Paul's

E. Wynwood Alternate School

John McRae

Woodroffe High School

## Services in Schools

- Provided counselling to youth at the Woodroffe High School Health Clinic.
- Presented anti-homophobia workshops at many West End high schools. An anti-homophobia video "Does It Matter?" was produced and has been in high demand from both Ottawa area agencies and schools as well as groups across Ontario, Canada, and the United States.
- Conducted presentations for youth in the areas of lifeskills, stress reduction, suicide prevention, anger management and communication.
- Provided counselling in group settings on the issues of problem solving, conflict resolution, peer pressure and assertiveness.

## From Youth and Parents

*"You have made me feel confident and actually gave me a sense of worth in my life".*

*"You have helped me grow into a whole new person with new values and with a new life".*

*"I don't even want to think about where I'd be right now if you hadn't been there to guide me onto the right path".*

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*“I truly want to thank you from my heart for all that you have done for my daughter. You showed her just how special a person she really is”.*

*“Once in a while you meet someone who makes a permanent difference in your life. Thank you so much.”*

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### Services to Young Offenders

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- Provided Community Justice Forums and Wraparound services to youth in conflict with the law, pre and post-conviction, many of whom were in open and closed custody facilities.
- Hosted a workshop on Innovative Pilot Projects at the National Roundtable on Youth Justice.
- Provided weekly counselling sessions to youth in open and closed custody.

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### GLBTQ Services

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- The West End Rainbow Drop-in, operated in partnership with Pink Triangle Services, held a discussion group for GLBTQ youth which celebrated its second year anniversary at the end of the year. Attendance remains high.
- West End Services continued to use a \$ 45,000 grant from the Trillium Foundation to develop further services and resources for gay/lesbian youth. This group of youth is at particular risk due to their significantly high suicide rate.

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### Wraparound Services

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Funders and agencies support a multi-agency partnership designed to improve the lives of children, youth and families with complex needs. West End Services has been involved in a variety of areas:

- Worked actively with the Wraparound Association of Ontario.
- Supported the start-up of an Eastern Ontario Wraparound Association.
- Facilitated a number of Wraparound processes for the Ottawa-Carleton Wraparound Initiative.
- Coordinated the Wraparound Community Resource Teams for the Ottawa area.
- Hosted an inter-agency conference with representatives from Wraparound Milwaukee, who presented findings on the successful 25 Kid Project in their city.
- Began a second Wraparound Research project, along with 7 other communities in Ontario to evaluate the effectiveness of the Wraparound process.
- Coordinated the production of the Wraparound Ottawa newsletter.

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### Youth in the Community

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- Chaired a multi-agency/youth committee, Young People’s Perspective, which organized the Fifth Annual Regional Youth Forum on Parliament Hill. Over 250 youth attended and helped make recommendations for future youth advocacy directions.
- Coordinated, in partnership with Pinecrest-Queensway Health and Community Services, the ongoing publication of a newspaper (DYG – Diverse Youth Growing) for youth who have recently immigrated to Canada and who are living in the West End.

## Young Women’s Emergency Shelter

Young women accessing the Young Women’s Emergency Shelter are typically between 17 and 19 years of age. A significant number of these young women have recently left or been discharged from the child welfare system. Ninety percent are struggling with mental health issues, originating from their experience of physical and sexual abuse. Substance use is a common means of coping with the violence and pressures of living on or close to the street, and enduring unresolved issues of loss.

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**Occupancy**  
92%  
**Unique clients**  
225  
**Av. Length of stay**  
18 days

This year the Young Women's Emergency Shelter occupancy frequently exceeded twelve beds, and on occasion occupancy rose to sixteen young women. There was an increase in young women accessing Shelter services who were leaving the family home for the first time. Young women from diverse cultures continue to reflect approximately thirty percent of those served. These young women report that the problems at home center upon conflict between their culture of origin and the freedom young women have in Canada. Many leave the shelter to live independently.

Within the framework of the values that inform our work, practice at the Young Women's Emergency Shelter comprises a strength-based, harm-reduction approach which responds to short-term needs in order to begin the development and implementation of strategies for long-term change.

### One Young Woman's Story

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*H., a nineteen year old Nigerian woman, fleeing an abusive relationship, came to the shelter in fear for her personal safety. Her stay at the Young Women's Emergency Shelter extended over three months. Staff assisted H. to develop a safety plan and provided ongoing supportive counselling which enabled her to remain in school and continue her part-time job at a local department store. School was very important to this young woman and she maintained a 88% G.P.A. in order to work towards a full scholarship, which would allow her to attend post-secondary education to study political science. H. was determined that she was going to get subsidized housing. Shelter staff clarified the application process and supported H. to be her own advocate at the Housing Registry. After initial setbacks and with ongoing staff support H. was placed on the priority list and moved into her own subsidized housing unit.*

### Other Things Young Women Shared About YWES

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*"They helped me with getting into school, and with welfare..."  
"I've gained trust for people from working with the staff."  
"At the Shelter I learned how to live independently. They helped me budget, staff helped me learn to be on my own...Also I am not as shy as I used to be."  
"I am living a better life."*

### A Research Project Regarding Young Women and Homelessness

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This year a Masters student from Wilfrid Laurier University interviewed 40 young women accessing Shelter services. The study confirmed that:

- 50% had never used a Shelter before
- 38% identified as visible minorities
  - 28% were not born in Canada
- 45% were residing at their family home immediately before coming to the Shelter
  - 39% identified physical health problems
    - 13% were pregnant
- 38% were involved currently or in the past with the child welfare system
  - 10% identified as gay, lesbian, or bisexual
  - 8% were questioning their sexual orientation



# Evelyn Horne Transitional Living Program

The program had its official opening in September 2000. It provides safe transitional accommodation for 3 months to young women (16-20) who are homeless or at risk of homelessness because of unstable housing situations. A majority of these women are struggling to cope with the impacts of physical and sexual abuse, and as a result have mental health issues, often exacerbated by substance abuse. Staff provided support to twelve young women assisting them to develop life skills through individual coaching, peer mentoring and group workshops.

Staff assisted these young women to establish a network of formal and informal supports which helped their transition from the program to independent living. To date, seven of the twelve young women leaving the program to permanent housing have sustained their housing for three or more months.

## Non-Profit Housing

### Youth Homelessness

Youth homelessness is a growing problem in Ottawa where the vacancy rates are the lowest in Canada. Declining turnover rates, increasing wait lists and the “stalled” creation of affordable housing have resulted in more youth being forced to rely on emergency shelters, couch surfing or unsuitable living arrangements in an effort to meet their basic need for shelter. Youth Services Bureau is committed to supporting the development of an expanded continuum of housing options for youth in this community. Youth homelessness has been identified by the Board of Directors as the highest priority for the Bureau in the coming year.

<p><b>Waitlist for Alumni Apartments</b> 115 individuals waiting; 39 on priority list</p>	<p><b>Housing Statistics: January 1 2000 – March 31 2001*</b> <small>(*the additional 3 month period reflects YSB’s transition from a calendar year to fiscal year. Future statistics will be based on the Bureau’s fiscal year)</small></p>	<p><b>Vacancies</b> 2000-01 (15 mos.): 7 1999: 12 1998: 15 1997: 19 1996: 19</p>												
<p>January 2000 – March 2001: 15 month total stats</p>														
<ul style="list-style-type: none"> <li>◦ Drop In contacts : Carruthers 328                                       : Queen Mary 409</li> <li>◦ Contacts from wait list 627   Distinct Individuals 112</li> <li>◦ Other contacts (not wait list or tenants) 1057   Distinct Individuals 768</li> <li>◦ Counselling sessions with Tenants 904 (Non Drop In contact)   Distinct Individuals 92</li> <li>◦ Contacts with Collaterals / Professionals 835</li> </ul>	<table border="1"> <tbody> <tr><td># of males</td><td>12</td></tr> <tr><td># of females</td><td>37</td></tr> <tr><td># of transgendered youth</td><td>2</td></tr> <tr><td># of gay, lesbian, bisexual youth</td><td>11</td></tr> <tr><td># of cultural/visible minorities</td><td>20</td></tr> <tr><td># of children 0-8</td><td>9</td></tr> </tbody> </table>	# of males	12	# of females	37	# of transgendered youth	2	# of gay, lesbian, bisexual youth	11	# of cultural/visible minorities	20	# of children 0-8	9	
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# of children 0-8	9													

### Community Supports and Services

- Tax preparation workshops: Brian Mulligan, CA, former YSB board member
- Legal workshops on tenants' rights and responsibilities: South East Ottawa, University of Ottawa Legal Clinic
- Summer BBQ: Kimberley Pegg, lawyer ( donor)
- Christmas Parties: Kimberley Pegg, Ottawa Bagel Shop, Herb & Spice,

- 
- Thyme and again, HMV Bayshore, Winners, McDonalds, Music World Rideau Centre, YSB Head Office & Ottawa Unit staff
  - Annual Food Drive: Nepean High School
  - Inter-agency support services for two tenants Canadian Mental Health Association

### Ottawa Housing Corporation (formerly Ottawa-Carleton Housing)

September 2000 marked the first anniversary of a successful agreement with OCH. While YSB retains responsibility for tenant selection and support services, OCH is contracted to provide property management services for both buildings.

#### From the Tenants

*"This program has helped me so much! I finished High School, my Bachelors degree and now my Masters degree. I've found a good job, but I can't find other housing to move to. I have been looking really hard."*

*"I feel like this program has saved my life."*

*"I want to tell my whole story to help get more money for youth housing. Having this apartment and the staff's support, totally changed my life."*

*"I feel this program has helped me become a better person, through all the counselling support. The staff will do anything within their power to help, whereas other housing providers will not. I like the fact that I won't be discriminated against for being gay or any other issue."*

*"I feel that housing has provided me a chance to feel safe and comfortable, in order to develop myself as a person, so that I can contribute to society."*

#### New Initiatives

In October 2000, Youth Services Bureau, with support from a number of service partners, submitted proposals for five new initiatives in response to the Region's "Homelessness Initiatives" RFP.

Three of the five proposals were approved for funding and implementation in 2001.

- One time SCPI funding and access to a surplus City of Ottawa property on Laurier will allow for building renovations in order to provide transitional housing to 22 youth. The projected opening for this project is late fall 2001.
- Two year SCPI funding will support the development of a pilot Host Home and Registry for GLBTQ (gay, lesbian, bisexual, transgendered and questioning) youth in partnership with Housing Help.
- Provincial one-time funding will support Youth Services Bureau in coordinating development of a strategic community planning process to address youth homelessness in Ottawa for the next 5 years. A report from this initiative will be produced in March 2002.

#### Success Stories

- *A female tenant from Queen Mary was accepted into the PHD (psychology) program at McGill University.*
- *A number of tenants in both buildings completed high school credits and were accepted into college or university programs for the 2000/2001 school year.*
- *A female tenant at Queen Mary was accepted into the nursing degree program at Queen's University.*
- *A Carruthers tenant was selected by the Community Foundation for a youth scholarship (2,500.00)*
- *A female tenant, during her time at Queen Mary, completed her high school, attained a college diploma and secured full time employment. She was recently awarded a promotional transfer to her employer's Montreal location.*
- *Within her first year at Queen Mary another tenant secured full time employment. After 3 years and two promotions this young woman has been offered a transfer to her employer's Toronto location.*

# Young Offender Services

The Youth Services Bureau presently oversees and operates two young offender residential programs, Sherwood Observation and Detention and the William E. Hay Centre.

## William E. Hay Centre

Clients served in last fiscal year:	217	Total unique individuals:	157
Residents in secure custody:	93	Residents in secure detention:	112
Clients served through Administrative Transfers:	12		

## Livius Sherwood Observation and Detention Unit

Clients served in last fiscal year:	190	Total unique individuals:	123
Residents in open custody:	61	Residents in secure detention:	123
Clients served through CFSA Legislation:	6		

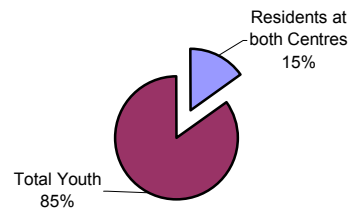
## Residences

During the past year, 15% (50 youth) of the youth served at Sherwood also resided at WEHC during part of the year.

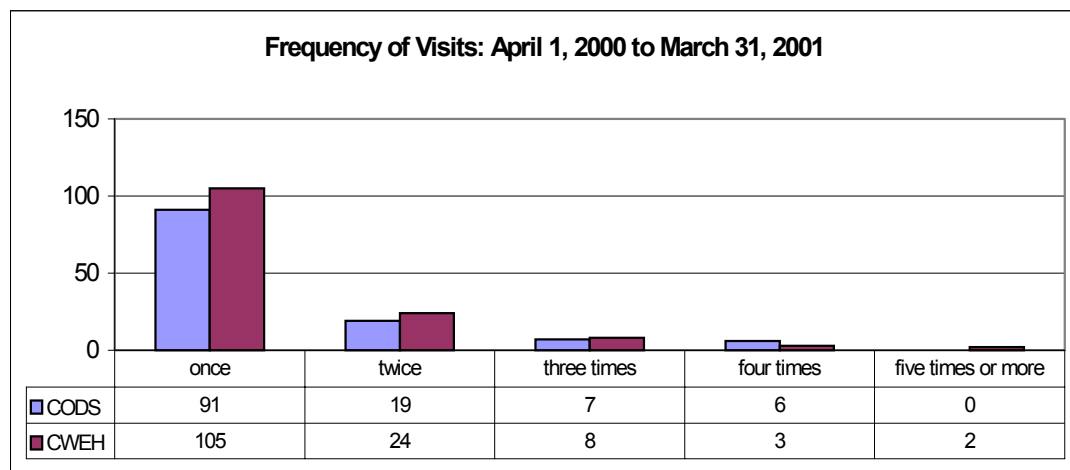
## Clients by Frequency of Visits

It is apparent that only 73 % of the residents of both the WEHC and O&D resided with us only once during the last year. This is down slightly from the previous year; however, we still have a significant drop in the number of youth who return to our centers for more than one stay.

**Total Unique Youth who have Resided at Both WEHC and O&D: April 1, 2000 to March 31, 2001**



**Frequency of Visits: April 1, 2000 to March 31, 2001**



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## Highlights of the Sherwood Observation and Detention Standardized CSQ-8 Satisfaction Survey:

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Reporting Period	April 1, 2000 to December 31, 2000
Surveys Completed	44
Number of Discharges in Reporting Period	227
Completion Rate	19%

The average combined score for all surveys was very high (90%) which indicates a generally high satisfaction with the service.

### Comments from Livius Sherwood's Client Satisfaction Surveys

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*"Sherwood rocks"*  
*"I like Sherwood"*  
*"... I loved the workers here"*  
*"Keep up the good work (no offence, but I hope I never come back)."*  
*"Life skills was good and it helped me a lot with my problems."*  
*"Sherwood was not bad. Staff treat you nice and give all the help you need. Cool"*

### YO Services Outcome Measures Project

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A review of approximately 400 files for youth who were at the William E. Hay Centre and Sherwood Observation and Detention Centre between March 1999 and September 2000 was undertaken. Many of the key questions in this review surrounded post release criminal involvement, education and potential employment.

The criteria to qualify a youth for this study were:

- Have been discharged for more than 6 months
- Held for 30 days or more in detention, and/or
- Received a disposition of more than 30 days.

NB – if a youth receives a disposition of 30 days, but spends less than 30 days at either centre, they are still included in this review.

This ongoing process will review the youth files at 6 month, 12 month and 18 month post-release intervals.

### Comments from Youth Interviewed

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- *"He is grateful that WEHC taught him how to read."*
- *"WEHC helped by getting him back on the right track."*
- *Custody has helped him a great deal with coping with difficult situations and how to respond appropriately.*

### Highlights:

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- Participated in the development of the Alternative School Program Proposal. This was in response to the Ministry of Education's RFP process to run a pilot Strict Discipline School. This project was created as a joint proposal in collaboration with our community partners and the local school boards.
- Staff have been actively involved in a joint local initiative to development a cognitive behavioral report card that will support and monitor continuum of care for youth throughout the young offender system.
- A number of YO staff have participated in the Bureau's Externship Program.
- The woodworking shop has supported individual program requests such as providing end tables and coffee tables for the housing programs.
- The Bureau staff have been recognized for their support and participation in the Latvian Justice renewal project.

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- M.C.S.S. Audit Review for Secure Services has been completed.
  - Discussions with the Ministry of Community and Social Services continue to look at the relocation of the Sherwood program.
  - Staff organized and coordinated the second annual hockey tournament in support of the Children's Hospital of Eastern Ontario.

## Youth Employment Services

### Programs

The year 2000 was one of transition for the Youth Employment Services Unit, with the focus on expanding existing services and programs to better serve the youth population. New workshops on entrepreneurship, Introduction to Computers and Starting your own Business were developed and delivered as a complementary component to the on-going career counselling and Job Connect services.

### Community Partnerships

The unit also continued to nurture the working relationship with community partners like Algonquin College, La Cité Collégiale, and the John Howard Society's Youth Employment Resource Centre. A new community partnership was formed with Rideau Street Youth Enterprises through RMOC's Shelter Redirection funding to demonstrate the link between employment success and stable housing. Through this initiative, youth gained valuable life skills and employment training by accessing work opportunities in the community. An employment/housing counsellor was hired to work on-site with young people seeking employment opportunities and stable housing.

### Off-site Locations

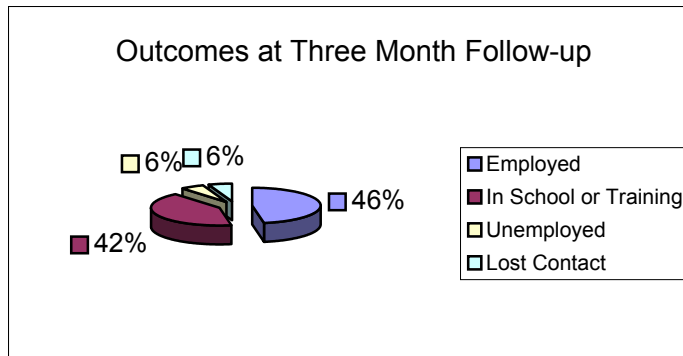
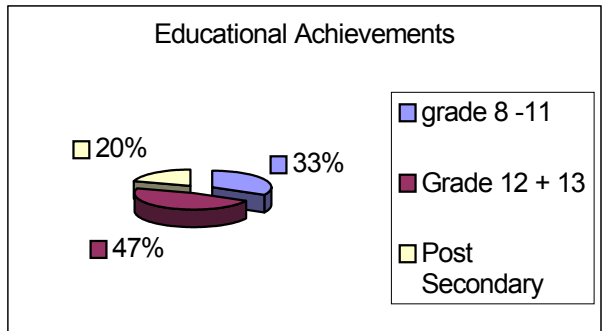
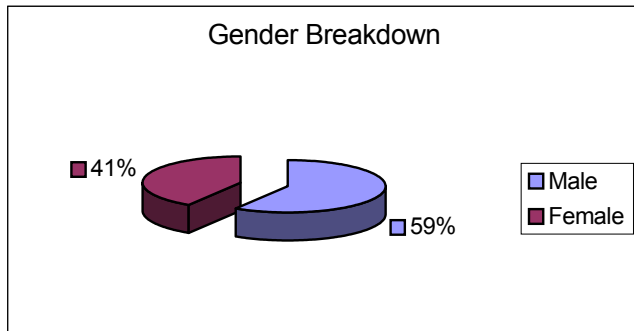
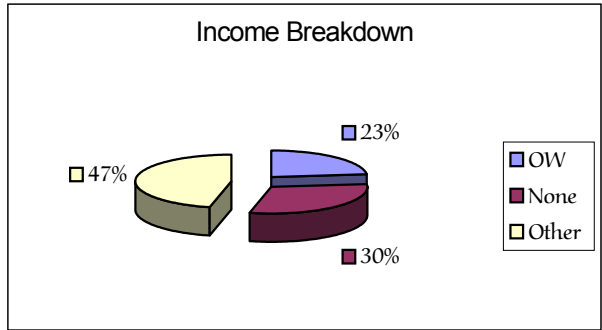
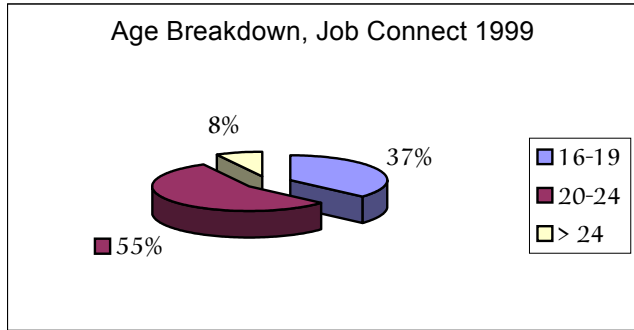
In 2000, employment-oriented services were also delivered off-site to individuals and groups. Counsellors from the YES unit delivered workshops to young offenders in the William Hay Centre on employment preparation. French language students attending L'Alternative received workshops on the career orientation personality test, Myers-Briggs Type Indicator (MBTI). Approximately 50 youth completed this assessment which focuses on self-development, career exploration, problem-solving, education and multicultural training.

### Summer Jobs Services

The Summer Jobs Services program was again successful with **359 students** being placed with employers. Staff delivered weekly workshops to students wishing to gain information on the program and worked with students to locate employment opportunities that ranged from nine to sixteen weeks. Employment sectors in which students were placed ranged from the hospitality industry to the construction industry.

### Outcomes

89% of youth followed-up after receiving employment preparation services from the unit in 2000 were either gainfully employed or enrolled in an education/training program. The Information and Referral Services (IRS) component of the unit saw **7359 youth** access the resource centre for career-oriented information and services.



## Objectives for 2001

- Develop and offer four new employment-oriented workshops
- Implement an aggressive marketing campaign in partnership with other community partners.
- Design alternative forms of funding based upon the delivery of new services and programs to youth.

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## Research Unit, April 2000-April 2001

### 2001 Publications

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#### Book

- “When Children Kill: Youth Homicide in Canada”, by Katharine Kelly and Totten (Broadview Press, 2001) based upon YSB/Carleton University Youth Homicide Study.

#### Journal Articles

- “Girlfriend Abuse as a Form of Masculinity Construction Among Violent, Marginal Male Youth”, by Totten (Men and Masculinities Journal).
- “Conducting Field Research with Young Offenders Convicted of Murder and Manslaughter: Gaining Access, Risks, and ‘Truth Status’”, by Totten and Kelly.
- “Legal, Ethical and Clinical Implications of Doing Field Work with Youth Gang Members Who Engage in Serious Violence”, by Totten.
- “When Children Kill: The Social and Political Context of Canadian Youth Homicide Cases”, by Kelly and Totten.
- “Responding in the Community to Youth in Conflict with the Law”, by Tullio Caputo, Katharine Kelly, and Totten.
- “Personal Reflections on Doing Qualitative Research with Youth Convicted of Murder and Manslaughter”, by Totten
- “Data Analysis Dilemmas in Qualitative Research on Extreme Youth Violence”, by Totten
- “Interpreting Accounts of Adolescent Gang Violence and Homicide”, by Totten.

#### Reports

- “The Special Needs of Females in Canada’s Youth Justice System: An Account of Some Young Women’s Experiences and Views”, by Totten (Dept. of Justice Canada, 2001).
- Department of Justice Canada – funded YSB Community Reintegration Project – Final Report (2001).
- “Maltreated Kids, Violent Adolescents: Is There a Link?”, by Totten (Health Canada, 2001).
- “Data Summary, Youth Services Bureau – Carleton University Youth Homicide Study”, Totten and Kelly, 2001.

### Conference Presentations/Lectures

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- “Guys, Gangs and Girlfriend Abuse”, Carleton University, Oct. 5, Nov. 14 2000.
- “Serious Youth Violence”, St. Mary’s University, Nov. 20, 2000.
- “When Children Kill”, St. Mary’s University, Nov. 20, 2000.
- “Working with Youth Who Engage in Serious Violence”, University of PEI/Holland College, Nov. 21, 2000.
- “Working with Youth Who Engage in Serious Violence”, YSB Honoring Differences Conference, Nov. 24, 2000.
- “The Role of Educators in Addressing Risk Factors and Promoting Resiliency in Special Education Students.” Ottawa-Carleton District School Board, Ottawa, Feb. 23, 2001.
- “When Children Kill: The Social and Political Context of Canadian Youth Homicide Cases” (with Kelly); “Responding in the Community to Youth in Conflict with the Law” (with Caputo and Kelly). Academy of Criminal Justice Sciences, Washington DC, April 3 – 7, 2000.
- “When Kids Kill: Prevention in the Education System.” Pederson Annual Distinguished Lecture, University of Western Ontario, London, April 25, 2001

### Ongoing Research Projects:

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- Longitudinal Outcome Measures Surveys: YSB Young Offender Services, Shelter Services, Community Programs.
- National Youth Homicide Study (funded by Dept. Justice Canada, Carleton University, and YSB)

- Youth Surveys of participants in the “Popcorn Group”, the Network of Youth Service Providers (based upon National Longitudinal Survey of Children and Youth, and done in partnership with the University of Ottawa Centre for Research on Community Services)
- YSB-led Alternative Responses in Communities (ARC) Project, partnered with Carleton University and funded by the Social Sciences and Humanities Research Council of Canada Community-University Research Alliance.
- Project Virus Evaluation, partnered with the University of Ottawa Faculty of Education.

