

## MISSION STATEMENT

*The Youth Services Bureau of Ottawa serves youth aged 12 and older. We focus on youth with difficulties affecting their physical and/or emotional well-being and development. We support youth in making positive health and lifestyle decisions.*

## SERVICE LOCATIONS

### Head Office

1338 \_ Wellington Street, Ottawa  
Tel.: 729-1000  
Email: [headoffice@ysb.on.ca](mailto:headoffice@ysb.on.ca)

### Ottawa Central Services

147 Besserer Street, Ottawa  
Tel.: 241-7788  
Email: [besserer@ysb.on.ca](mailto:besserer@ysb.on.ca)

### West End Services

3730 Richmond Road, ste. 107, Nepean  
Tel.: 596-5621  
Email: [west@ysb.on.ca](mailto:west@ysb.on.ca)

### East End Services

3013 St. Joseph Blvd., Orléans  
Tel.: 834-2660  
Email: [orleans@ysb.on.ca](mailto:orleans@ysb.on.ca)

### Youth Employment Services

360 Laurier Ave. West, ste. 302, Ottawa  
Tel.: 236-8244  
Email: [employment@ysb.on.ca](mailto:employment@ysb.on.ca)

### Mobile Crisis Unit

Tel.: 562-3004  
Fax: 562-0229

### Young Women's Emergency Shelter

Tel.: 789-8220  
Email: [shelter@ysb.on.ca](mailto:shelter@ysb.on.ca)

### Non-profit Housing

Tel.: 729-1000  
Email: [headoffice@ysb.on.ca](mailto:headoffice@ysb.on.ca)

### E. Horne Program

Tel.: 565-1651  
Email: [ehorne@ysb.on.ca](mailto:ehorne@ysb.on.ca)

### Livius Sherwood Observation & Detention Centre

Tel.: 523-5812  
Email: [sherwood@ysb.on.ca](mailto:sherwood@ysb.on.ca)

### William E. Hay Centre

Tel.: 738-7776  
Email: [williamhay@ysb.on.ca](mailto:williamhay@ysb.on.ca)

YSB Website: <http://www.ysb.on.ca>

## FUNDERS

Ministry of Community, Family & Children's Services  
Ministry of Training, Colleges & Universities  
Ministry of Health

City of Ottawa  
United Way Ottawa  
Government of Canada  
Trillium Foundation

---

## BOARD OF DIRECTORS 2001 - 2002

**Al Hatton**

*President  
Youth Services Bureau of Ottawa  
E.D. National Voluntary Organizations*

**Charles Bordeleau ~ 1st Vice President**

*Inspector, Ottawa Police Service*

**Steve Wisking**

*Secretary-treasurer, YSB  
V.P., Eastern Canada Region, Canada Trust*

**Chris J. Hughes**

*Senior Vice-President  
Strategic Relationship Sourcing Inc.*

**Barbara Stollery**

*Superintendent, retired  
Ottawa-Carleton District School Board*

**Mike McGahan**

*President  
Commoesco Levinson-Viner Group*

**Joseph Assabgui**

*CA, retired*

**Maggie Turgeon**

*Youth representative*

**Patricia Sauvé-McCuan**

*Past President, YBS  
Senior VP , Cognicase Inc*

**Dr. Katalin Nathan**

*2nd Vice President  
Clinical psychologist  
Family Therapy Associates*

**Andrew Tremayne**

*Lawyer  
Emond-Harnden*

**Dr. Paul Reed**

*Senior Social Scientist  
Statistics Canada*

**Brian Ford**

*former Chief of Police*

**Chris Warburton**

*VP, Human Resources  
Algonquin College*

**Tricia Chilton**

*Pharmacy Assistant*

**Marc-André Belair**

*Youth representative*

## DONORS

Mr. & Mrs. A. Gow  
 Mr. Daniel Schaffler  
 Ms. Shauna Luckasacitch  
 Ms. Julie Bourdeau  
 Mr. Alfred MacLeod  
 Ms. Robin Beardsley  
 Mr. & Mrs. Cheryl and Brian Ladgerwood  
 Ms. Michelle Valiquet  
 Mr. Paul Kralik  
 Mr. David Rushton  
 Ms. Nora McBean  
 Ms. Kathy Nathan  
 Mr. Howard Nathan  
 Mr. & Mrs. William and Carolyn McAndrew  
 W.A. & M.R. Mullins  
 Ms. Elizabeth Falzon  
 Ms. Lynda Lennon  
 Ms. Ann Mimee  
 Mr. Paul Thompson  
 Ms. Roberta Huebener  
 Ms. Margaret Hughes  
 Ms. Sheila Acheson  
 Ms. Donna Brown  
 Ziev Strzellzyk  
 Ms. Susannah Dalfen  
 Ms. Jo-Ann Robertson  
 Ms. Linda Thompson  
 Ms. Anna Kobor  
 Briargreen Public School  
 Gowling Lafleur Henderson LLP  
 Nelligan Power Services Limited Partnership  
 Michael D. Edelson & Associates  
 McCarthy Tétrault  
 Beament Green Management  
 Soloway, Wright  
 Rasmussen Starr Ruddy  
 Hamilton Appotive Callan  
 Borden, Ladner, Gervais  
 Edmond, Harnden Lawco  
 Tierney Stauffer Barristers and Solicitors  
 Augustine, Bater, Polowin  
 Logique Discrète Inc.  
 Ms. Norma Gauld  
 United Way of Ottawa  
 United Way of York  
 Mr. Douglas Hume  
 Stock Transportation  
 Mr. John Bradley  
 St. Stephen's Presbyterian .Church  
 The Aids Committee of Ottawa  
 Ont. Power Generation Employees  
 Ms. Moira Wheeler  
 Tecskor Software Inc.  
 Boomerang Kids  
 YMCA-YWCA  
 Museum of Science and Technology  
 Queen Elizabeth School  
 Tunis Shriners  
 St. Vincent de Paul  
 McCay Duff & Company  
 Ms. Nikki Deslauriers  
 M.s Louise Mainville  
 Margaret Brand Chapter IODE  
 Valerie's Vitality Studio  
 Elmdale Public School  
 Mme Dube  
 LOEB  
 Senators Foundation  
 Cognicase, Inc.  
 Ms. Patricia Sauv -McCuan  
 Ms. Nicole Brown  
 "Youth in Mission", St. Stephen's Presbyterian Church  
 Ms E. Wilkinson  
 St. Mark's  
 Ms. Susan Smith  
 Ms. Freida Lake  
 Mr. Ron Kolodij  
 Cotton Ginny, Place D'Orleans  
 Ms. Gail Steeds  
 Ms. Shirley Pihlainen  
 Ms. Diane Edwards  
 Pathfinders-Nepean  
 Lenscrafters  
 The Honest Lawyer  
 Robi Smith-Tysick  
 Commvesco Levinson-Viner Group  
 Bushtakah  
 Mr. Pierre Vinette  
 Value Village  
 Fairweather  
 Mr. Michael Hutt  
 Probation Services  
 Ms. Jackie Ellis  
 Party World (Bank St.)  
 Loblaws (Merivale/Baseline)  
 Storm Internet  
 Saw Gallery Clubhouse  
 Out Stuff  
 National Indian Brotherhood  
 Beechwood Pet Palace  
 Mr. Paul McPherson  
 Mr. Laurie Scheer  
 Ms. Jackie Cyr-Russo  
 Brian Mulligan, Chartered Accountant  
 Computer Access Program  
 Ottawa 67's Hockey Club  
 Garvey Construction  
 Korban Ltd.  
 Federal Electric Ltd.  
 Piamonte Paint & Wallcovering

---

## OVER THE PAST YEAR ....

### *April 2001*

- The Mobile Crisis Unit is activated and assumes responsibility for the Bureau's on-call after-hours service.
- The Bureau takes the lead in setting up the Eastern Ontario Intensive Workers' Service Network.
- Contracts with other agencies are signed, and staff in each CP unit are identified to provide Intensive Services to clients, as follow-up to mobile crisis interventions.
- Dr. Mark Totten completes the Youth Homicide Study, in preparation for the book "When Children Kill". It receives a favourable review from the Bureau's Research Advisory Committee.
- Francine Gravelle is one of the organizers of a forum on Francophone collaborative service delivery.
- Dr. Karl Tomm, professor in the Dept. of Psychiatry, U. of Calgary, provides training in "Systemic Therapy with Individuals and Families: Ideas and Practices"
- Dan Paré is part of the CMHO Best Practices Steering Committee, developing training manuals for conduct disorder and adolescent depression.
- The Law Day Run, April 27<sup>th</sup> raises money for three Youth Scholarships.
- Mark Totten presents findings from the youth homicide study, and from the CURA project, to the Academy of Criminal Justice Sciences in Washington D.C.
- Wraparound facilitator training takes place in Smith Falls, to expand an Eastern Ontario wraparound network.
- The Bureau begins a review of its organizational structure, with the assistance of Strata Partners.
- A multi-rater feedback exercise is completed with a number of units.
- W. Hay undertakes a Longitudinal Research Study of young offenders entering its facility.
- A presentation is made to the Pederson Distinguished Lecture Series at Western University on "When Kids Kill: prevention is education".
- The Steering Committee for the Youth Housing Visioning Exercise holds its first meeting.

### *May*

- Youth celebrate Youth Week 2001 with a fundraiser: "Building Blocks for Youth": a youth-designed and sponsored structure.
- May 3: A Brazilian delegation tours YSB.
- A contract is signed with David Paré to undertake a CP file audit.
- May 8<sup>th</sup> : Y.E.S. is identified as one of the City's new SMART sites.
- The Management Retreat, May 11 addresses strategic directions and training.
- The Ministry of Education debriefs the Bureau on its response to the Strict Discipline RFP and begins discussions on an alternative program.
- May 25<sup>th</sup> : Training with Dr. Mark Sanford, from Chedoke Child & Family Centre, McMaster University, focuses on adolescent depression and anxiety.
- HRDC considers a OneStopShop for youth employment services.
- BCFPI ( Brief Child & Family Phone Interview) is introduced provincially as the required assessment tool.
- Summer Jobs Service begins registration of employers for its summer youth placement program.
- The Bureau establishes its Information Technology Committee.
- The GLBTTQ Host Home project begins a set-up process.
- Yvan Roy and Dan Sabourin present the Mobile Crisis program to the CMHO annual meeting

---

in Niagara Falls.

- Neil Slattery presents to the Child And Youth Worker Conference in London on GLBTQ issues.
- May 24-25<sup>th</sup> : YES staff hold the first of a series of student job fairs.
- Youth Employment Services launches its new website: [www.needajob.org](http://www.needajob.org)

#### *June*

- June 13<sup>th</sup>: Downtown Services hosts its 5<sup>th</sup> annual Youth Health Fair, with 30 community agencies participating.
- AGM: June 27<sup>th</sup> at Tudor Hall
- Cognicase Inc. hosts its 2<sup>nd</sup> annual Golf Tournament fundraiser for YSB.
- Francine Gravelle meets with French Catholic School Board officials to discuss purchase of service arrangements with the Bureau for the fall.
- An IT staff training centre is established at W. Hay.
- Mark Totten presents to the London International Family Violence Conference on Children Exposed to Violence; he also presents three papers to the Learned's Conference in Quebec City.

#### *July*

- The YSB golf "team" participates in the Quota Club Golf Tournament July 11<sup>th</sup>.
- A contract with the Canadian Public Health Association is signed with the Research Dept. for a violence-prevention low-literacy project. Downtown Services will be a test site for the project.
- Four youth from the Downtown Youth Advisory Council attend the 3<sup>rd</sup> Annual HIV/AIDS Skills Building Conference in Toronto.

#### *August*

- Mark Totten receives the Frederic Milton Thrasher Award from the National Gang Crime Research Centre in Chicago.
- Aug. 16<sup>th</sup>: Youth Employment Services hosts a Job Fair, involving 12 employers and 165 youth.
- A memorandum of agreement is signed with the Ministry of Education to provide the Extended School Program jointly with the English school boards.
- The Laurier Apartment Project under the Homelessness Initiative cannot proceed because of the engineer's assessment of the building, and a process is started to select another site.
- Discussions with MCSS regarding the relocation of Sherwood O&D to the W. Hay campus, and the sale of the Riverside property are halted.

#### *September*

- The first Ottawa Wraparound Newsletter is published.
- Sept. 28<sup>th</sup>: Management holds a retreat to build the Bureau's Workplan for 2002.
- Y.E.S. participates in an Employment Info Fair, held at Foster Farm Community Centre.
- Units support the United Way campaign with fundraising events. Total funds raised by the Bureau: \$8083.01. Congratulations to Sherwood O&D, winner of the Little Brown Jug Volleyball Tournament.
- The annual AIDS Walk Ottawa takes place on Sept 22.
- Administration of the Bureau's Pension Plan is transferred to Buck Consultants.
- The Young Women's Emergency Shelter participates in a community orientation program for two new police officers.

#### *October*

- October 1<sup>st</sup> : The Young Women's Emergency Shelter assumes responsibility for distributing the Personal Needs Allowance from the City of Ottawa to shelter inhabitants.
- The Ottawa University criminology class receives a presentation of Bureau preventative programs: Eclipse, CURA, and Mentoring.
- The MCSS report reviewing the transfer of W. Hay to the private sector indicates a satisfactory process, ahead of others in Ontario.
- YSB has 173 clients respond to the Popcorn Group Youth Survey between Oct 15 - 30.

- 
- CP staff are trained in CAFAS, (Child and Adolescent Functional Assessment Service), a provincial assessment tool.
  - An anti-bullying research proposal is submitted to Health Canada.
  - The corporate name of the Bureau becomes the Youth Services Bureau of Ottawa.
  - St. Lawrence College takes over responsibility from Algonquin College for the Job Development Placement Service of Job Connect, and discussions begin regarding co-location with Y.E.S.
  - A developer submits a proposal for a 22 unit site on McEwen Drive for youth transitional housing.
  - October 25<sup>th</sup>: a presentation of Bureau services is made to vice-principals of the OCCSB.
  - Kathy Nathan and Sue Pihlainen present Shelter services to OCDSB superintendents.
  - SafetyNetworks has a project under way in the Carlington area.

#### *November*

- The Bureau and Carleton University co-host the National Restorative Justice and Youth Conference, November 2 - 4.
- Mayor Chiarelli tours the Mobile Crisis Unit on Nov. 7<sup>th</sup>.
- Nov. 14<sup>th</sup>: Training takes place with Bill Madsen, author of "Collaborative Therapy with Multi-stressed Families: From Old Problems to New Futures".
- November 15<sup>th</sup> : a Y.E.S. job fair is held in partnership with John Howard Society.
- November 24<sup>th</sup> is the 5<sup>th</sup> annual Youth Forum on Parliament Hill, funded by the City.
- CAS initiates a discussion of joint services for the hardest to serve male youth in the OPR system.
- Systemtech is awarded the contract to update the Bureau website.
- Transfer of Young Offender Services from MCSS to MCS is announced.
- The Bureau creates the position of Clinical Director.
- The Bureau's Program Committee establishes a YO Working Group to do strategic planning around the Burritts Rapids, Phase Two Young Offender facility.
- City councillors Herb Kreling and Rainer Bloess, and Youth Cabinet member Ryan Pierce, tour the W. Hay Centre.

#### *December*

- A very successful Kids' Christmas Party is hosted by the W. Hay Centre for children of Bureau staff.
- Coordinated Access is restructured to include cases from the Developmental Services Sector.
- A six month workplan is developed to present anti-homophobia workshops around the city.
- The Youth Housing Development Team tours Bureau housing facilities as part of its Visioning project.
- The E. Horne program is transferred to the Housing Department.
- The Bureau recognizes World AIDS Day December 1<sup>st</sup> with a pancake breakfast at Downtown Services and a "Hands Across the Bridge" Ceremony.
- The Housing Program participates in Share Central, a CBC fundraiser at Carlingwood Shopping Centre on December 14<sup>th</sup>.

#### *January 2002*

- Amalgamation of Ottawa Services and Downtown Services into Ottawa Central Services takes place, to be located at 147 Besserer as of January 21<sup>st</sup>.
- A community consultation on the McEwen project is held at the Halcyon Apartments.
- YSB participates in the Popcorn Group's presentation of rural services to the City of Ottawa Rural Affairs Committee.
- Francine Gravelle signs a contract with school board officials to develop La Relance: the strict discipline program in the Upper Canada French School Board.

- 
- W. Hay hosts a tour for a delegation from Ireland.
  - Rainbow youth develop two proposals for submission to the United Way Youth Action fund.
  - United Way staff tour the Young Women's Emergency Shelter.
  - MCSS informs the Bureau of a three-year extension of contract to operate the W. Hay closed custody facility.

#### *February*

- The Bureau website [www.yzb.on.ca](http://www.yzb.on.ca) is updated and launched.
- Commvesco Levinson-Viner group takes over property management of Non-Profit Housing, Feb 1<sup>st</sup>.
- Training with Jeff Chang, supervisor in the AAMFT ( American Association of Marital and Family Therapy), and director of the Family Psychology Centre in Alberta, on Collaborative Approaches with Children and Adolescents, takes place Feb. 21 and 22.
- Staff attend a 95<sup>th</sup> birthday party for Evelyn Horne, Bureau past-president.
- Bureau board representatives meet with United Way board members to address issues raised through the Network of United Way Community Partners.
- Mark Totten facilitates a series of youth workshops across Canada to develop non-traditional violence prevention learning materials for high-risk youth.
- The evaluation report of the Eclipse Program is completed.
- A Y.E.S. Job Fair has 200 youth attending, resulting in 67 new employment clients.
- The contract for Internet Working has been signed, with summer staffing and implementation to follow.
- YSB discusses with Kinark the development of an Ontario MST model of service.
- Jeff Burry presents Bureau services at the OCDSB professional development day, Feb. 22.

#### *March*

- Ottawa Central Services supports the 3<sup>rd</sup> annual Youth Memoriam on Parliament Hill to remember street youth who have died.
- Bureau services are presented to the annual VP Intern Program of the OCDSB.
- March 21<sup>st</sup> : Launch of the Rainbow Youth Website: [www.rainbowyouthtalk.com](http://www.rainbowyouthtalk.com)
- Dan Paré gives a presentation of Bureau services to the Community Foundation.
- HRDC signs the funding contract for YSB to develop a transitional housing facility on the McEwen site.
- Bill Winogron brings a proposal from Technica to develop in partnership with YSB e-tools for counselling.
- Staff are trained in CAFAS, with an end of April implementation date.
- The MacLaren site is sold.
- Y.E.S. explores a new location where it can co-locate with St. Lawrence College.
- Mark Totten presents three papers to the Academy of Criminal Justice Sciences in Anaheim, CA.
- Y.E.S. participates in a job fair at the RA Centre with 3 other service partners; 22 employers are involved.
- Osgoode Township is the location for the next SafetyNetworks project.
- CP directors agree to an April 2003 accreditation date.

AREA SERVED: CITY OF OTTAWA

**WEST END  
SERVICES**

**OTTAWA CENTRAL  
SERVICES**

**EAST END  
SERVICES**

**CORE  
SERVICES**

Individual & Family Counselling  
Group Services  
Drop-ins  
Outreach  
Mobile Crisis  
Intensive Services

**PROJECTS**

Eclipse  
Wraparound  
Mentoring InSchool  
La Relance/School Re-entry

**COMMUNITY  
PARTNERSHIPS**

Coordinated Access  
HIV/AIDS Education  
Healthy Sexuality Clinics  
Housing Plus  
GLBTTQ Services  
Peer-to-Peer Outreach  
Safety Net(Works)  
Personal Needs Allowance  
Trusteeship

**YOUTH  
INVOLVEMENT**

Youth Advisories  
Youth Focus Groups & Forums  
Youth Board Members

**COMMUNITY SERVICES**

## 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 main West End office is located in Bells Corners, with branches in Kanata and Britannia. West End Services provides counselling to high-need teens and their families, through individual and family counselling sessions as well as parenting groups.

### DROP-INS

The YSB / Pinecrest-Queensway Health and Community Services Youth Drop-in, combining counselling, employment and health services, experienced heavy usage by youth.

- YSB collaborates with Nepean Community Resource Centre on a very popular weekly parent drop-in for parents of teens in Barrhaven, "Caring Parents for Youth."
- Provided youth counselling to the Bayshore Youth Drop-in

### DROP-IN STATISTICS

PQ Drop-in	1109
Rainbow Youth Drop-In	545
Parenting Drop-In	254

### SERVICES IN SCHOOLS

Provided weekly counselling to youth at the Woodroffe High School Health Clinic and a number of other high-need schools.

- Conducted presentations for youth, parents and professionals in the areas of lifeskills, stress reduction, relationships, violence, anger, abuse, suicide prevention, anger management and communication.

### SERVICES TO YOUNG OFFENDERS

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

- Provided weekly counselling sessions to youth in open and closed custody
- Trained open custody staff

- Presented to the National Young Offenders Conference at Carleton University

### GLBTTQ SERVICES

The West End Rainbow Youth Drop-in celebrated its third anniversary at the end of the year.

- Staff presented anti-homophobia workshops at many West End high schools and agencies.
- The YSB-produced anti-homophobia video "Does It Matter?" has been in high demand from both Ottawa area agencies and schools as well as groups across Ontario, Canada, and the United States.

### COMMITTEES AND NETWORKS

West End Youth Service Providers Network

- Youth Employment Research Project, (Barriers for New Canadians)
- Youth Retail Project Advisory Committee
- Police GLBTTQ Liaison Committee
- United Sisters Steering Committee
- West End Crime Prevention Committee
- Safe People Addictions and Community Support Project
- Kanata, West Carleton and Goulbourn Youth Service Providers Network
- Anti-bullying Committee
- Safe Homes Committee
- Wraparound Ottawa Steering Committee
- Youth Make It Happen Committee
- Preventing Youth Sexual Assault Committee

### YOUTH IN THE COMMUNITY

Provided youth counselling to participants in the Youth Retail Employment Project,

---

in partnership with Pinecrest-Queensway Community Health Services.

- Provided Trusteeship services to 10 youth on welfare

### **YOUTH IN CONFLICT WITH THE LAW (YCL): ALTERNATIVE RESPONSES IN COMMUNITIES (ARC)**

The ARC Project uses a community-based approach in dealing with youth in conflict with the law. This is a three year project, funded by Social Sciences and Humanities Research Council Of Canada (SSHRC) Community-University Research Alliance program (CURA), led by YSB in partnership with Carleton University Department of Sociology. Three full-time workers staff the project.

The main objective of this project is to reintegrate youth in conflict with the law back into their community, and help address the needs of offenders and victims using Community Justice Forums (Restorative Justice) and Wraparound or intensive counselling. The project targets low-income, complex-need families with youth aged 12-17 years involved with the justice system. Special priority is given to ethnic and visible minorities.

Referrals to the Project come from Ottawa Police Services, Crown's Office, Ottawa School Boards, lawyers, parents, and service providers. Referrals can be pre-charge (charges have not yet been laid), post-charge (charges have been laid, but there has not been a conviction), or post-conviction (charges have been laid and there has been a conviction).

45 Community Justice Forums have been held involving 55 youth, and 6 Wraparound cases are in progress.

The majority of the conditions imposed on offenders at the Community Justice Forums have been met. These conditions include:

- *anger management sessions*

- *volunteer community service hours*
- *in person or letters of apology, and*
- *financial restitution.*

Since the introduction of the Safe Schools' Act, the Project has also embarked on assisting students who are serving suspensions/limited expulsions. As of January 2002, the ARC Project has been running a homework club for these students Monday and Wednesday mornings. Two retired teachers and a retired nurse are assisting the project with the homework club. Seven homework club students have been readmitted to school.

The ARC project has organized community meetings to discuss topics such as:

- *Safe Schools' Act*
- *Crime prevention*
- *Drugs*
- *Child safety issues.*

Staff have worked closely with the Bellevue Manor and Debra/Dynes community residents, along with Carlington Community & Health Services, Debra-Dynes Family House, Bellevue Manor Community Center, Bellevue Manor Tenants' Association, and the John Howard Society.

<b>STATS FROM ARC PROJECT</b>	
Referrals	104
Community Justice Forums	45
Wraparound cases	6
Gender	18% Female 82% Male
Cases Referred By Police	43 ( 41%)

### **WRAPAROUND OTTAWA**

Youth Services Bureau has continued to assist with community coordination of Wraparound Ottawa over the past year. 2001-2002 has been a particularly exciting time for Wraparound Ottawa as it included a record number of families helped, volunteers and businesses involved and donations made. The Provincial Wraparound Research Study, to which Ottawa was a major contributor,

was also completed with highly positive outcomes for Wraparound.

- Wraparound Ottawa served **48 children, youth and their families** over the past year. Average age of the children and youth was 13. All of these high need families were referred to Wraparound by Ottawa's Coordinated Access Committee.
- 27 Wraparound facilitators worked for Wraparound Ottawa in 2001-2002. Many of these facilitators were loaned to Wraparound by their home agencies.
- Community volunteers helped produce volume 2 of the Wraparound Ottawa newsletter, *Wraparound Rap*. Stories for the newsletter were provided by facilitators and families and gave our community partners an opportunity to read about how their generosity affected the life of someone in need. The newsletter is produced quarterly.
- Our volunteers were also invaluable in helping locate essential community resources for families involved in the Wraparound process. This included such items as assisting with getting bus tickets for transportation, funding for swimming lessons and tutoring, and contributions of building supplies for much needed repairs to homes. Businesses have been extremely generous and helpful to our Wraparound families. Their care and consideration have been much appreciated. Donors included the Computer Access Program, the Ottawa 67's Hockey Club, Garvey Construction, Korban Ltd., Federal Electric Ltd., Piamonte Paint and Wall Covering, St. Vincent de Paul, Boomerang Kids, YM-YMCA, Museum of Science and Technology and Queen Elizabeth School.
- Volunteer help has been an important and essential part of the success of Wraparound. Our volunteers are students, professionals, business people and other generous community members willing to donate time and energy into making Wraparound Ottawa the success it is to date. Their knowledge, patience

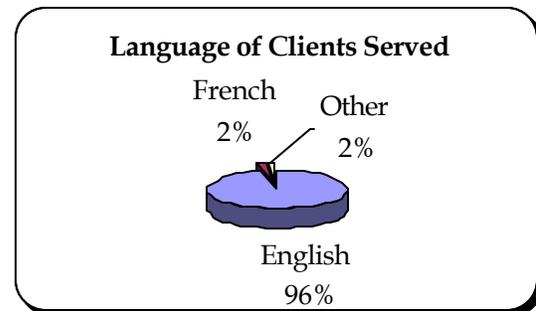
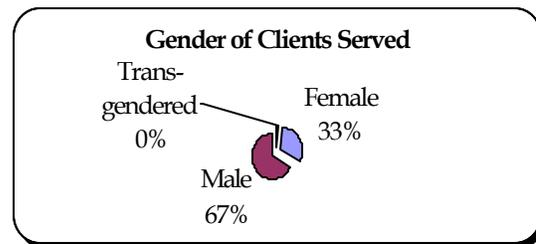
and willingness to help make community connections has been crucial to the success of Wraparound.

**The 18 month Provincial Wraparound**

**Research Study** led by McMaster University, was completed in early 2002. The study involved 200 families in Wraparound and 200 matched control group families receiving other kinds of counselling. Results reflected very favourably on Wraparound. Major findings included:

- Parents in Wraparound were significantly more satisfied overall with the services they received than those in the control group
- Low income and single parent families made significantly more gains in Wraparound than in other kinds of counselling
- Wraparound services were two-thirds less expensive than other counselling services

WEST END SERVICES' CLIENTS	
Total Number of Unique Clients	392
Total Number of Unique Contacts	2836



# OTTAWA CENTRAL SERVICES

## AMALGAMATION OF OTTAWA SERVICES AND DOWNTOWN SERVICES & DROP-IN

On January 22, 2002 the staff team located at 465 MacLaren St. joined the team at Downtown Services and Drop-In on 147 Besserer Street. Amalgamation of the two teams has allowed increased operational efficiencies and permits us to more effectively serve the Ottawa Community.

Ottawa Central Services provides a full range of services including individual, family and group counselling to high-need high-risk youth ages 12-20, and drop-in services to youth 12-20 living on or close to the street.

### OTTAWA CENTRAL SERVICES STATISTICS

Total Unique Clients	
Drop-in	907
Counselling	240
Total Drop-in contacts	15,737
Housing Plus Total Unique Clients	363
Housing Plus Total Contacts	971
Trusteeship	68
Mentoring	83 matches 39 schools

### SERVICE ACTIVITY

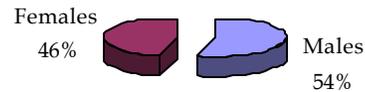
Downtown Services and Drop-in served 907 unique clients totaling over 15,737 visits. It provides an emotionally and physically safe environment in the downtown core for all youth who access services. It continues to ensure a youth-driven program aimed at working towards meeting individual youth needs.

Ottawa Central Counselling Services provided support to 240 high-risk youth, 12 to 20, and their families who are living in poverty, and are facing multiple barriers hindering their ability to sustain positive change in their lives.

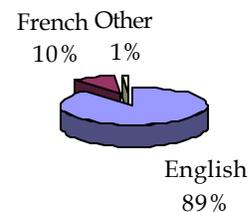
Program staff have a strength-based focus, respond to immediate short-term needs, and assist individuals to develop and implement

strategies for long-term change.

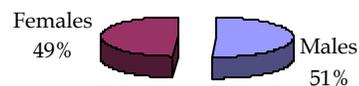
Gender of Clients Served in Drop-In



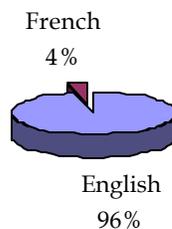
Language of Clients Served in Drop-In



Gender of Clients Served in Ottawa Counselling Services



Language of Clients Served in Ottawa Counselling Services



### HOUSING PLUS

The program had a very busy year, 363 youth accounted for 971 visits to the Housing Plus Resource Room. These young people received support, including assistance with housing searches. 30 youth avoided eviction with staff support and 51 young

---

people secured either transitional or permanent housing. A significant number of young people were supported to retain their accommodation for more than three months.

Youth living in the Shelters who regularly use drop-in services are now actively engaging Housing Plus services, seeking to take advantage of Housing Plus resources by regularly accessing the computer, as well as learning about their rights and responsibilities as a tenant. Housing Plus staff facilitate greater self-confidence in youth by demystifying the process of finding and maintaining accommodation, all the while being realistic about the limited availability of affordable housing.

#### **A Success Story**

**A** 19 year old woman accessed the Housing Plus Resource Room three days after her release from the Ottawa Carleton Detention Centre. This young woman had lost her housing due to her incarceration. In discussion with Housing Plus staff the young woman disclosed that she was a victim of domestic violence and needed safe accommodation. In the interim she was residing at a Shelter.

*Housing Plus staff assisted the young woman, and a safe room was secured within two days. Now she regularly drops in to the Housing Plus Resource Room and has been assisted in completing applications for subsidized housing. As well, staff encouraged her to request letters of support to enclose with her housing applications, which she did, receiving letters from the various social services she has accessed. This young woman is now exploring how to complete her high school diploma and has expressed a desire to attend college.*

Young people 16 and 17 years of age who have named YSB as their trustee are regularly accessing Housing Plus staff support and the services of the Resource Room. At any given time, on average 50 youth are actively involved in trusteeship with the Downtown Services and Drop-In and the Housing Plus program.

---

#### **HIV/AIDS EDUCATION**

**P**rogram staff developed and co-facilitated the first Ottawa Train the Trainer workshop in collaboration with partner agencies providing HIV/AIDS education to service providers in Ottawa.

The 5<sup>th</sup> annual Youth Health Fair was held at Downtown Services and Drop-in on June 13<sup>th</sup>, 2001. It was a great success, giving youth access to workers and information from over 30 community agencies. The HIV/AIDS Education Prevention Program took the lead in organizing the Fair and presented a variety of educational activities on that day, most of which were facilitated by youth. There was lots of fun, food, and prizes for everyone.

Four youth from the Downtown Youth Advisory attended the 3<sup>rd</sup> annual HIV/AIDS Skills Building Conference in Montreal in July. The youth played an important role in both volunteering their time as facilitators at the conference as well as discussing their role as youth advisors at Downtown Services with their peers.

Community development and partnership-sponsored activities emphasizing youth participation have been a primary focus this year. As well, the Youth Services Bureau's HIV/AIDS Educators have had contact with a significant number of high-risk youth.

Community development, in collaboration with partners included planning for HIV/AIDS-focused events. HIV/AIDS Education Prevention program staff were involved in shaping a number of activities including the AIDS Walk and World AIDS Day. Program staff facilitated youth involvement in these events, including, for World AIDS Day, Hand Puppets created by youth commemorating those who died. To start the World AIDS Day events, program staff prepared a pancake breakfast for youth. Approximately thirty youth enjoyed the breakfast prior to attending the annual "Hands

---

Across the Bridge”, linking people from Quebec and Ontario and remembering those who have died and all who are directly and indirectly affected by HIV/AIDS.

---

### SAFETY NET(WORKS)

The Safety Net(Works) project was designed to encourage youth 12-17 to learn skills that will enable them to make changes in their lives and also to expand the community resources, opportunities and capacity.

SNW activities have occurred across the City of Ottawa, rotating annually to a new "intervention site" each year. Last year Belair Court was the selected community. This community is comprised of four apartment complexes housing youth and families, as well as singles. This population is typically working poor or receiving Ontario Works. The population of youth in this community is significant.

A core group of youth identified and created the following changes in their community:

- *Created a Youth Advisory Committee*
- *Developed an Employment Skill Development Program*
- *Commenced a Friday Recreation Group at Boys and Girls Club*
- *Initiated a Sunday Youth Drop-In*
- *Organized the First Annual Hockey Tournament*

---

### RAINBOW YOUTH ADVISORY

In January of this year youth members of the Rainbow Youth Advisory submitted two proposals to the United Way Youth Action Grants.

- “Rainbow Youth Website”, which outlined the need for funding to support the official community website launch, received \$2,400.00 to support the costs of advertising the event, the equipment rental, and refreshments.
- “Rainbow Youth Cultural Event”, a day for GLBTTQ youth to share and showcase their cultural backgrounds and abilities, provided a day of fun and learning.

---

### RAINBOW YOUTH ADVISORY – WEBSITE LAUNCH

The Rainbow Youth Advisory's launch of the [rainbowyouthtalk.com](http://rainbowyouthtalk.com) website was a tremendous success. Supported by the United Way of Ottawa through a Youth Action grant, the event was attended by approximately eighty people. Those in attendance, including youth, service providers, funders, politicians and the general public joined in to celebrate the official showcasing of the site. Although this event transpired on the day of the worst snowstorm of 2002, the turnout was amazing.

The launch was a first class event with rainbows galore signaling a tremendous pride in themselves and their community.

Keynote speakers included Alex Munter, Bruce Bursey and Sue Pihlainen. The main presentation, unveiling of the site by the youth advisors, was quite remarkable and proved to demonstrate their compassion, commitment, and understanding of the issues affecting Gay, Lesbian, Bisexual, Two-Spirit and Transgender youth.



---

## TRUSTEESHIP

**D**owntown Services currently has 68 active Trusteeship files. Trusteeship is a mandatory program designed to assist 16 and 17 year old youth to achieve independence by helping them to manage their Ontario Works cheques. As trustees, Bureau staff offer youth extra support in assisting them with understanding the Ontario Works system, getting in touch with their worker, or advocating for them when they have issues with school, home, or work. Many of the youth who have accessed trusteehip have also taken advantage of the various programs and resources offered at Downtown Services and Drop-In.

---

## PEER YOUTH OUTREACH

**T**he Peer Youth Outreach Program workers provide outreach services in the community with staff support. Five evenings a week the team goes out into the market area to connect with youth in the community. The outreach workers give information on resources, accompany youth to services, and offer general peer support. Currently the program is working on implementing additional services including a resource card and possibly workshops for youth.

---

## MENTORING INSCHOOL

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

**T**he Mentoring InSchool Partnership program is now well into its third year of pairing young people, aged 7 to 14 with adult Mentors in the Ottawa area. Last year, 84 such matches were arranged in 27 local schools. To date this year 83 matches are meeting in 39 high-need schools. In addition this year the program has:

- Received reports from schools of a 70% improvement rate in the self-esteem of participating students
- Achieved a 60% return rate of our Mentors
- Developed resources and materials for services in French

- Had 17 new schools become part of the program
- Established a biannual newsletter "Mentoring In Motion"

Coming from all walks of life, Mentors include students, business people, professionals and retirees. They act as friends and role models, as allies and advocates, rather than as authority figures. They provide support and help build self-confidence by encouraging Mentees to make informed choices and take responsibility for their decisions. Corporate partners include **Stock Transportation, Nortel Networks, CIBC** and **The Royal Canadian Mounted Police.**

### WHAT THE SCHOOLS ARE SAYING...

- "Our students eagerly await the day when their Mentor comes and this provides a very positive confidence building experience in their lives."
- "Our school uses the services of the Mentoring Program and depends upon the help offered to our students by their trained volunteers."
- "This initiative is adding value to the lives of our students."
- "He (student) is experiencing a positive role model, a valuable lesson for a student with behaviour problems"
- "At our school, Mentoring is smiles and laughter. It's sharing and growing, caring and nurturing, teaching and learning."
- "Mentoring is enthusiastic children who get their very own special person all to themselves for one perfect hour every week."
- "Can we have more Mentors?"

**"Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has. – Margaret Mead**

---

## MENTORING INSCHOOL PARTNERSHIP PROGRAM ACKNOWLEDGEMENTS

*Our Sincere Thanks to:*

**Stock Transportation Inc.** for their generous monthly financial contributions and the precious gift of their employees' time.  
**Stock Transportation Employees** for their wonderful fundraising activities and financial support that allow us to provide our Mentors and Mentees with "Treasure Boxes" full of resources and hours of fun and learning

opportunities.

**Linda Carter** at **Loeb Inc.** for 3 years of commitment and devotion to the program and her Mentee

**Rob Long**, Director of Community Relations at **Nortel Networks**

**Sgt Ron Charlebois**, **RCMP** who fervently recruited members/officers and so graciously organized on-site interviews and training sessions.

**Marc Gosset** from Stock Transportation Inc. for taking on the lead role for our Amazing Stock Mentors.

**Hector Lamrock** for providing us with wonderful catering services

Last but certainly not least...

**To all of our 39 Amazing School Liaisons who demonstrate such concern and devotion to their students**

#### *Elementary schools*

Barbara Wright, Cambridge St. PS

Angela Cosgrove, Georges Vanier Catholic

Penny Cushing, Glen Cairn PS

Cathy Faux, Our Lady of Peace

Naomi Lindstein, York Street PS

Sacha Guilbault, St. Anthony

Karen Burt, Regina St. PS

Leslie Cardarelli, St. Catherine, Metcalfe

Dan Jassiman, D.Roy Kennedy PS

Darlene O'Connor, St. Anne

Susan Foote, Leslie Park PS

Patricia Morden Kelly, Blessed Kateri

Tekakwitha

Connie Watson, Bridlewood PS

Brenda Mulvihil, Our Lady of Fatima

Alice Johnson, St. Mary PS

Lisa Kennedy, Corpus Christi

Suzanne Dubreuil, Vincent Massey PS

Janet Marr, Blossom Park PS

Leslie Walker, W.O. Mitchell PS

Barbara Campbell, Mutchmore PS

Marianne Wouters, Queen Mary PS

#### *Conseils de langue française*

Denise Poirier, Robert Hopkins PS

Donna Faulkner, Greely Elementary PS

Lise Brazeau, Montfort

Edith Dumond, Des Pionniers

#### *Intermediate*

Barbara Breault, Charlotte Lemieux

Paddy McCavour, J.H. Putman

Suzie Ouellette, Trillium

Susan Yansouni, D. Aubrey Moodie

Michel Chartrand, Sir Winston Churchill

Colleen Hutcheson, Glashan

#### *High Schools*

Sherry Eaddie, Laurentian High School

Phillip Capabianco, Mother Teresa High School

Barry Armstrong, Bell High School

Paul Brown, St. Mark High School, Manotick

Pat Kulka, A.Y. Jackson

An Tompkins, Ottawa Technical Learning Centre H.S.

Lisa Bottriel, J.H. Woodworth

Katie Jarvis, Woodroffe H.S.

*To all of you, our most heartfelt gratitude for believing in Mentoring !*

#### **SCHOOL EVALUATION STATISTICS, 2000- 2001**

	<b>Much Improved</b>	<b>Improved</b>
Self-esteem		70%
Social Skills		63%
Making Choices		50%
Attendance		21% *
General Behaviour		60%
Interaction with Peers		43%
School performance		39% *
# of returned program evaluations		60/84

This is the result of a comparative study of the identified areas needing improvement at referral and the school's assessment of progress at the end of the school year.

*\*According to the initial referral forms, ratings reflect that for many participating students these areas were not identified as problematic and therefore didn't require improvement.*

## EAST END SERVICES

The East End Services serves low income and complex needs youth and families from *Vanier, East Gloucester, Cumberland Counties and rural areas of Sarsfield, Navan, Vars and Notre-Dame-des-champs*. The services offered include individual and family counselling, crisis intervention and informal help through the Drop-in and school-based interventions.

### DROP-IN

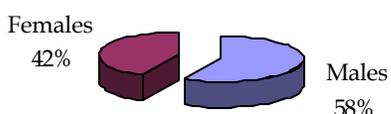
Since March 2001 resources have been available to families and youth who needed crisis intervention or occasional help in situations not needing formal follow-ups.

- Individual help for résumé writing and job search via Internet is also available.
- The nurses from the Healthy Sexuality Clinic greet youth from the region two Tuesdays a month.
- The Rainbow Youth Drop-In continues on Tuesday nights and welcomes a group of bilingual youth from the east end and surrounding area.

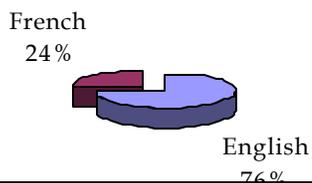
### CLIENTS FROM THE EAST END UNIT

Individuals served at the Drop-in	226
Contacts at Drop-in	396
Individuals served by counselling services	327

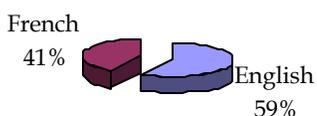
#### Gender of Clients Served in Drop-In



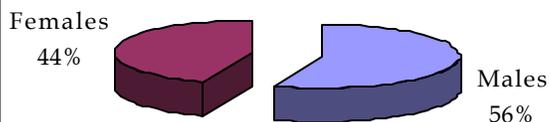
#### Language of Clients Served in Drop - In



#### Counselling Services: Unique Clients



#### Counselling Services: Unique Clients



### OVERBROOK-FORBES

The collaboration with the Overbrook-Forbes Centre continued with a worker stationed at the center and a worker available two nights a week to fill the needs of parents and youth from the community. The worker on duty is also there to offer informal help and referral services to our programs and other appropriate community resources

### IN-SCHOOL INTERVENTION

We got involved in the schools through a variety of projects and intervention models:

- The Conseil des écoles catholiques de l'Est de l'Ontario renewed *its purchase of services* for four schools, totaling 25 hours of direct intervention per week for students at Louis Riel, L'Alternative, Formation à l'Emploi and De La Salle schools. 180 students used services during 600 visits.
- In collaboration with the Canadian Mental Health Association we opened a *Drop-in* at Louis-Riel School, for students living far from services offered in Orleans. For two lunch hours a week the Drop-in offers a meeting place for students who are not very involved in the social life of the school. Different initiatives favoring youth involvement in their school have been a success. Themes touched on during dynamic activities

include self-image, stress management, actual tools and advice to survive exams, multiculturalism, racism, body image for girls and boys and healthy relationships.

- At the request of the schools different workshops were offered.
  - Orientation for students of Algonquin College for intervention with the GLBTQ while responding to their needs.
  - Anti-homophobia: three workshops at la Maison des jeunes; one workshop at Formation à l'emploi school.
  - Respect Differences: workshop at school in job training
  - Anger Management: workshop given at Norman Johnson School.

### ECLIPSE PROGRAM

For a third year in a row and thanks to the financial support of the National Centre for the Prevention of Crime, 150 students from the Ottawa Technical Learning Centre and the Collège Samuel Genest participated in the program.

Ottawa University developed a research protocol and evaluated the efficiency of the program, youth, teachers and parents' satisfaction with Eclipse.

Staff worked in collaboration with Judo Canada to develop a support manual for workers involved in the In-school Program. The manual offers a description of the judo training sessions, the sport philosophy and teachings in the context of the Eclipse Program. The counselling section gives a detailed description of each session and activity. The manual will be offered to those school workers who receive the program in their school.

#### THE RESULTS OF THE RESEARCH CONCLUDE THAT:

*“Students who reported having higher than average aggressive tendencies upon entry to Eclipse reported reduction in their aggressiveness at program completion.”*

*Additionally, students who began the program with a tendency to attribute responsibility factors reported a shift toward taking more responsibility for their actions over the course of the Eclipse program. (D. Smith and D.Paré,2002)*

#### COMMENTS FROM STUDENT PARTICIPANTS:

- *“My attitude has changed...I well I changed...(at home) I've gotten less aggressive... like before I was more bossy, really bossy, now not as much...”*
- *“This program taught me self-control and how to respect others...”*
- *“I loved the experience and would have kept going...I have more discipline and more confidence in myself since the beginning of this program.”*
- *“We can see the anticipated results in the behavior of students at school and outside the school walls”.*

Gertha Janvier-Decoste (social worker at Collège Samuel Genest)

### STRICT DISCIPLINE PROGRAM LA RELANCE

After the adoption of the Safe Schools Law in 2000, the government of Ontario instituted a Provincial Conduct Code with precise measures in order to maintain a safe climate in all Ontario schools. This Conduct Code established provincial behavioral norms with clear and specific consequences, that students will be subjected to if they do not conform to these norms. A student under complete suspension will not be able to attend school in the province as long as he or she has not completed a strict discipline program or the equivalent. La Relance is a program whose objective is to bring students from elementary or secondary school to understand and assume the consequences of their choices and to modify the behavior that has caused the suspension. The program has two sections one academic, one intervention and was developed for each participant. Reaching one's objectives is the key to student reintegration in the school.

La Relance is offered in partnership with the three French school boards of Eastern and

Central-Eastern Ontario. The East End coordinates the academic and intervention sections. On full-time worker assumed this responsibility under the supervision of the East End Services Director as of February 2002.

La Relance is a two year pilot project which has raised enthusiasm with its innovative

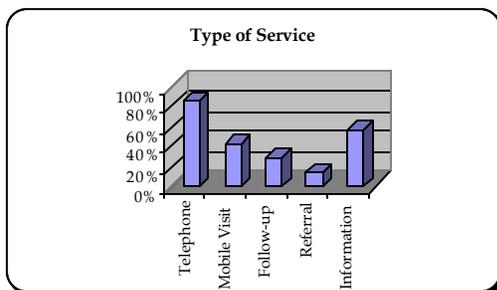
approach. It sends a worker into the community in order to reach clients within a wide area. The involvement of Community Resources, the support offered to the family, and the commitment of the family to the Program are needed to help the student in this process.

## MOBILE CRISIS

The main objective of the Ottawa Mobile Crisis Team for establishing crisis response to the community was to provide clients with the most appropriate and least intrusive response by complementing and enhancing existing services. The Ottawa Mobile Crisis Team was very successful in achieving their first year goals.

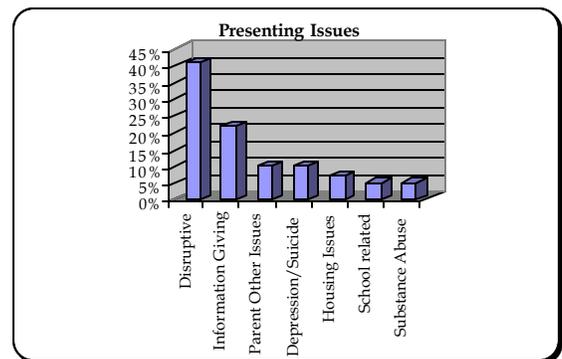
### SERVICES

The program offered a fax alert program, crisis intervention by phone, home-based intervention, follow-up services, assessment and referral. Staff received and continue to receive many hours of training related to the spectrum of issues brought forward from consumers of the service. In addition, the Ottawa Mobile Team was supported by clinical consultations through CHEO psychiatry.

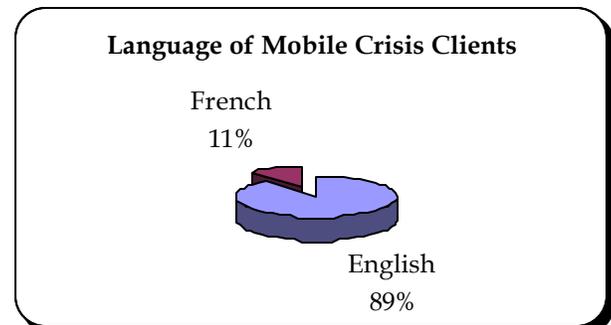
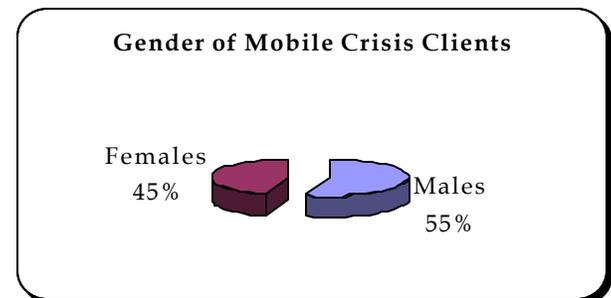


MOBILE CRISIS STATISTICS	
Unique clients	430
Total direct contact hours (face-to-face & telephone)	1054
Fax Alerts Received	84

Calls Averted As a Result of A Mobile Intervention	
Police Services	39%
Roberts/Smart Crisis Unit	29%
CAS	17%
CHEO	15%



**Mobile Crisis Client Profile**  
71% between the ages of 12 and 17



---

## COMMUNITY PARTNERSHIP

Collaborative working relationships were developed with “first line crisis” responders: Children’s Aid Society, Roberts/Smart Crisis, Children’s Hospital of Eastern Ontario and the Ottawa Police. These providers were given orientation and information about the services provided by Mobile Crisis. CHEO utilized our fax alert program for discharged clients who voluntarily requested additional support. CAS accessed the fax alert program and follow-up services to provide additional support services to families. Ottawa Police have called us after their intervention to secure appropriate follow-up for families in distress. Communication between the Roberts/Smart Centre and the Ottawa Mobile Unit provided the community with alternatives not otherwise available. In addition, Ottawa Mobile completed many presentations to special interest groups, the education sector, Community Resource Centres and parenting groups.

---

## FOLLOW-UP SERVICE

Our crisis follow-up program, which provides an additional 10-20 hours of immediate crisis counselling to high-risk, high-need families, assessed and referred 29 families to Mobile’s

partners: Centre psychosocial pour enfants et familles, Crossroads Children’s Centre and Youth Services Bureau of Ottawa.

---

## CLIENT SATISFACTION SURVEY

In April of 2002, Mobile developed and sent out 23 client satisfaction surveys. 35% of clients responded. Here are the results.

### Client Satisfaction Survey

#### Responses:

57% parents; 43% youth

#### Overall Client Satisfaction:

100% Very Satisfied

#### Response Time:

71% Faster than Expected

29% Reasonable

### COMMENTS:

- *The people working in your unit are amazing. They are professional and knowledgeable...a definite asset to the system.*
- *Keep up the good work! Families need your help!*
- *I got someone to talk to when I needed to vent.*
- *No one could have given me better help than you guys...you rock!*
- *Just having someone to talk to - to say out loud what you already know - but to be reassured is very comforting anyway.*

---

## COORDINATED ACCESS

The Youth Services Bureau was mandated to operate Coordinated Access in October 2001. Coordinated Access is a collaborative interagency mechanism overseen by a steering committee with representation from CHEO, ROH, Roberts/Smart Centre, Youth Services Bureau of Ottawa, Crossroads Children’s Centre, C.A.S., M.C.S.S. Regional Office and Centre psychosocial pour enfants et familles. It operates three areas of service.

---

### SINGLE ACCESS POINT TO RESIDENTIAL BEDS

Coordinated Access Committees (English and French ) act as a single access point to C.F.S.A. residential treatment beds. The Coordinated Access Committees make access decisions for Roberts/Smart Centre, Crossroads Children’s Centre, and Centre psychosocial pour enfants et familles Residential Beds.

---

## CASE RESOLUTION

Complex cases are brought to the Coordinated Access Committees by agency staff for the development of service plans. When cases are brought forward, multiple agencies and/or services are often involved. Services that are in place are not working and agencies have no other options available. The family may have tried many services with little or no improvements. There is often an immediate risk of family breakdown.

The service plans developed by the committee will often include formal services from the agencies represented at the committee as well as other components. The committee provides access to Wraparound,

Intensive Services and has access to a limited amount of flexible funds.

---

## SINGLE REFERRAL POINT FOR SECTION 19

The Coordinated Access Committees act as classrooms. Day Treatment Services in Ottawa are provided by both Francophone and Anglophone agencies in partnership with local boards of education.

### UNIQUE CLIENTS SERVED

Anglophone Coordinated Access	73
Francophone Coordinated Access	41
Adolescent Anglophone Section 19	32
Latency Anglophone Section 19	38
Francophone Section 19	82
<b>Total: 266 clients</b>	

# EASTERN ONTARIO 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 was one of the four initiatives. The others were mobile crisis teams, telemedicine and standardized intake and assessment.

According to the 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.”

---

## STEERING COMMITTEE

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. Y.S.B.’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 oversees 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.

### EASTERN ONTARIO INTENSIVE SERVICES WORKERS' NETWORK

The Steering Committee approved of the establishment of an Eastern Ontario Intensive Services Workers Network, comprising staff involved in the provision of Intensive Services and Crisis Follow-up. The network started to meet in March 2001 and met three times over the course of the year. The staff from different agencies (Ottawa, Prescott-Russell, Renfrew, Akwesasne, Stormont-Dundas-Glengarry) took time to present their programs, to discuss their models, and to share ideas about their work with clients. The group also focussed its attention on clarifying reporting procedures and program expectations. A Network conference was held from November 13<sup>th</sup> to the 15<sup>th</sup>. The workers attended three days of workshops dealing with Wraparound, M.S.T. and Home-Based Collaborative Therapy.

### THE OTTAWA INTENSIVE SERVICES PROGRAM

In Ottawa, Intensive Services for youth 12-18 are delivered by our Community Program offices. There are 3 full-time staff providing the service. In 2002, the decision was made to provide a more defined model of intervention for the team. As a result, Y.S.B. is now working with other agencies across the province in order to establish a Multisystemic Therapy team.

Crossroads Children's Centre and Le Centre psychosocial pour enfants et familles deliver services to 0-11 year old children.

There are two categories of intensive services delivered in Ottawa:

- *Crisis follow-up*: Short-term services (60 days) focus on stabilization and providing linkages to resources. Those services are requested by the Mobile Crisis Team.
- *Intensive Services*: Longer-term services (4-6 months) focus on achieving sustainable change in the client's lives. Those services are requested by the Coordinated Access Committee.

Protocols for the delivery of Intensive Services were developed and approved for the Ottawa partners (YSB, Crossroads, Centre psycho-social). Having access to immediate follow-up resources for the Mobile Crisis team is reported to have made a significant difference in the effectiveness of their interventions. It is felt that intensive services have been effective in providing clients with the supports needed to ensure that crises do not continue to occur.

Intensive Services is often used in combination with other services (Section 19, brief hospitalization, wraparound, concrete support through the use of flexible funds, mobile and residential crisis services) in order to develop a comprehensive plan of care. Intensive Services has also been used as part of a discharge plan from hospital.

### INTENSIVE SERVICES STATISTICAL REPORT APRIL 1, 2001 TO MARCH 31, 2002

ORGANIZATION	TOTAL CLIENTS SERVED	DIRECT CONTACT HOURS	FACE-TO-FACE CONTACT DAY-TIME HOURS	FACE-TO-FACE CONTACT EVENINGS & WEEKENDS	TELEPHONE CONTACT DAY-TIME HOURS	TELEPHONE CONTACT EVENINGS & WEEKENDS
Y S B	58	1520	1222	226	63	9
CROSSROADS	69	2102	1133	738	183	48
PRESCOTT-RUSSELL	19	693	576	103	8	6

CORNWALL GENERAL HOSPITAL	42	1070	691	234	141	4
RENFREW PHOENIX CENTRE	16	890	553	313	16	8
CENTRE PSYCO-SOCIAL	24	418	301	97	17	3
ÉQUIPE PSYCHO-SOCIALE	5	116	76	33	7	0
<b>TOTAL</b>	<b>175</b>	<b>5289</b>	<b>3330</b>	<b>1518</b>	<b>372</b>	<b>69</b>

## CLINICAL SERVICES

### COMMON INTAKE AND ASSESSMENT TOOLS

This year, MCSS introduced its common intake and assessment tools as part of the reinvestment in children's mental health across Ontario. The common intake tool is the Brief Child and Family Phone Interview (BCFPI) and has been fully implemented across Community Services and at Mobile Crisis.

We are now in the process of implementation of the assessment tool. Staff training occurred in the fall 2001 in the use of the CAFAS, and full implementation is expected in June 2002.

### CONFERENCES

The Youth Services Bureau organized three major conferences in 2001-2002 in collaboration with Saint Paul and Ottawa University.

- **April 2001 - Dr. Karl Tomm: Systemic Therapy with Individuals & Families: Ideas & Practices**

Dr. Karl Tomm, a professor in the Department of Psychiatry, Faculty of Medicine at the University of Calgary and founder of the Family Therapy Program in 1973, has been at the forefront of a new approach to therapy that has emerged from systemic, cybernetic, constructivist and social constructionist ideas.

His two-day intensive workshop involved didactic sessions and discussions, practice exercises, and the microanalysis of videotape material. There was also an opportunity to

observe a live interview of a therapy session with an individual or family, along with a reflection team.

- **November 2001 - William Madsen: Collaborative Therapy with Multi-Stressed Families: From Old Problems to New Futures**

William Madsen, Ph.D, the training coordinator at the Family Institute of Cambridge and the Director of Family-Centered Services Project, has spent most of the last 20 years in public sector mental health working with "high risk" multi-stressed families. He provides agency training and consultation regarding narrative therapy and the development of institutional structures and organizational climates that support family-centered work.

Participants had the opportunity to examine the effects of the way in which they position themselves with families. They were exposed to a conceptual model that highlights family strengths and seeks to understand their difficulties in non-shaming and non-blaming ways. They explored a questioning process that elicited and amplified family competencies in order to more effectively address the difficulties confronting families.

- **Feb 2002 - Jeff Chang, Collaborative Approaches with Children & Adolescents**

Jeff Chang, M.A., an Alberta Chartered Psychologist, and a Clinical Member and Approved Supervisor in the AAMFT, has practiced solution-oriented and collaborative approaches since 1985.

Jeff presented a social constructionist

---

approach to therapy which recognizes that culture creates specifications of life at various “ages and stages”; that language shapes and mediates interaction, and that behaviour is embedded in patterns of interactions.

His workshop involved didactic sessions, practice exercises, and microanalysis of video material. There was also an opportunity to observe a live interview of a therapy session with an individual, along with a reflective team.

#### **EXTERNSHIP IN COLLABORATIVE THERAPY**

The Externship Program within Youth Services Bureau continued to be very successful. Staff who participated in year one of the training program provided very positive feedback regarding the quality of the training format and content.

The Externship continued to provide training to 13 staff in the second year. The program started in September and will end in June 2002. Each year of the Externship consists of three sections:

- a series of one-half day training and didactic sessions once every two weeks from September to June, eighteen (18) in total;
- a series of group supervision meetings once every two weeks, alternating with the training and didactic sessions, where externs may focus on their own counselling and clinical work, seventeen (17) in total;
- participation in a series of reflection groups once a month with other externs, providing counselling services to Y.S.B. clients and their families.

#### **The objectives of this externship are:**

1. *to encourage and foster the development of counselling skills and practices in counselling and therapy*
2. *to extend the participant's understanding of and familiarity with the ideas, theories and practices of the narrative approach to counselling and therapy*
3. *to introduce participants to some of the ideas and practices involved with various family therapy and systemic approaches*
4. *to encourage the participant to re-connect with their own self-narrative as a counselor, and to*

*understand their own family and relationships as the site for the development of their own skills and knowledge*

5. *to provide an intentional milieu where externs are able to reflect on their own clinical work, and develop supportive professional relationships with other externs who share a common interest and therapeutic discourse*
6. *to augment existing training programs in counselling and reflection groups in the three community-based units, and to explore the possibility of developing a fourth group based in a youth custody unit within the YSB*
7. *to build collaborative relationships with other agencies in the Ottawa-Carleton area.*

#### **CLINICAL DIRECTOR**

In January 2002 the Youth Services Bureau created the position of Clinical Director.

Areas of responsibility include:

- *Client Information System*
- *Program Design*
- *Training*
- *Program Development*
- *Quality assurance*

#### **YSB'S MULTIDISCIPLINARY TEAM:**

#### **CONSULTATIONS WITH THE PSYCHIATRIST AND PSYCHOLOGISTS**

In an effort to develop a multidisciplinary approach to clinical work, the Youth Services Bureau negotiated with CHEO to have Dr. Palframan provide consultations to the different YSB programs. We also hired Dr. Whelan (psychiatrist), Dr. Nandi and Dr. Heney (psychologists) to act as consultants.

The consultants meet with the Youth Services Bureau staff, either individually or as a group depending on the Bureau's needs and availability, to discuss client-related issues and provide suggestions or other feedback to the participants. They also meet with clients of the Youth Services Bureau when requested, so as to be able to provide an assessment and recommendations to the Bureau's staff and the client.

The Mobile Crisis team negotiated ongoing clinical consultations with Dr. Palframan which began in January 2002. He meets with

the staff team every two weeks to discuss cases and/or to assess individual clients and

make recommendations.

<b>MULTI-DISCIPLINARY CONSULTATION REPORT</b>							
<i>July 2001 - May 2002</i>							
YSB Unit	West	Ottawa	East	Mobile Crisis	Sherwood	William Hay	TOTAL
Total Visits	18	3	8	8	4	1	42
Dr. David Palframan	6	2	4	8	2	1	23
Dr. Chantal Whelan	1	0	3	0	0	0	4
Dr. Jan Heney	5	1	1	0	2	0	9
Dr. Sandra Nandi	6	0	0	0	0	0	6
Total Consultant Cancellations - 9				Total Unit Cancellations - 5			

## **YOUNG WOMEN'S EMERGENCY SHELTER**

### **HOUSING NEEDS**

The Young Women's Emergency Shelter continues to provide services to vulnerable young women with complex needs. During the 2001-2002 fiscal year 194 different young women accessed Shelter service. The issues which continue to have a significant impact on young women leaving the Shelter are the lack of safe affordable housing and special needs housing. As the housing market in Ottawa has reached the lowest vacancy rate, landlords can be selective and youth on social assistance are not always viewed as potential candidates. In addition, contributing to the lack of affordable housing is that many landlords are renovating apartments and leasing them at costs unaffordable to those on social assistance, which allows \$325.00 for monthly rent. Given the increase in length of stay at the Young Women's Emergency Shelter, community outreach partners' support has been vital in supporting young women to find housing.

### **AT CAPACITY**

The Shelter continues to operate at maximum capacity and admissions frequently go into overflow. On a number of

occasions as many as sixteen young women were accessing services intended for twelve. Between February and April the Overflow Shelter, operating out of The Well assisted in

keeping the YWES overflow rate lower; however, upon its closure at the end of April staff expect the numbers of young women accessing the Shelter to increase. In addition, young women with special needs resulting from mental health problems have ongoing difficulty living independently and frequently return to the Shelter seeking safety and support. Due to the lack of special needs housing, many young women leave our Shelter and move on to the Women's Shelter and some will grow old in this milieu.

### **DIVERSE BACKGROUNDS**

Young women from diverse cultural backgrounds continue to represent approximately thirty percent of the admissions to the Shelter. Work continues with young women in the care of the Children's Aid Society and former crown wards who access Shelter services on a regular basis.

---

## PNA

A significant addition to programming at the Shelter is a result of new legislation passed by the Provincial government. In October of 2001 all Shelter operators were responsible to distribute "Personal Needs Allowance" (\$3.61 per day) to Shelter residents. On a weekly basis data listing the number of days young women reside in the Shelter is sent to the City. The data is approved and returned to the Bureau enabling Shelter staff to pay each young woman for her length of stay for that week.

## Two Stories

*A young woman arrived at the Shelter in the midst of winter. She spoke neither French nor English and, as it was discovered later, she had just arrived in Ottawa, her home being a country in Africa. She had never seen snow before, let alone arriving in a foreign country and a shelter for young women. Staff made her feel welcome, arranged for an interpreter, connected her to local community supports, and helped with financial assistance. This young woman ended up renting a room from a family who were willing to help support her. Advocacy with and for young women continues to be an integral part of the Young Women's Shelter.*

*Parents brought their fifteen-year-old young daughter to the Shelter looking for support. These parents were at a loss regarding how to cope with their daughter and felt they had no other choice but to leave her at the Shelter. Shelter staff helped the family identify the problems, and develop strategies. The family was also assisted in identifying the supports*

*they would need in order to ensure their daughter could stay at home. Referrals to community services were completed and for that evening the family decided they would try some of the strategies they had identified and returned home with their daughter. Staff helped support the family on one other occasion and Mobile Crisis continued to be supportive and provided links to the appropriate community-based services. The young woman has not returned to the Shelter.*

The additional work involved in accounting for and administering payments is a challenge which, while staff are managing very well, makes a usually busy week more hectic.

# NON-PROFIT HOUSING

---

## YOUTH HOMELESSNESS

Youth homelessness was identified by the YSB Board of Directors as the highest priority for the Bureau over the past year. Although some progress has been made, Youth Services Bureau remains committed to continued support for the development of an expanded continuum of housing options for youth in this community.

---

## VISION PLANNING PROJECT

During the past year, Youth Services Bureau coordinated an inter sectoral planning process to create a shared

vision and to develop a collaborative plan to address the youth housing crisis in Ottawa. The Youth Housing Development Team, the Steering Committee for this project included representation from:

- *Housing Help*
- *YMCA/YWCA*
- *Young Single Parents Support Network (YSPSN)*
- *Children's Aid Society of Ottawa (CASO)*
- *Canadian Mental Health Association (CMHA)*
- *Pink Triangle Services*
- *City of Ottawa, Homelessness Initiative Team*

- *Human Resources Development Canada (HRDC)*
- *Youth Services Bureau of Ottawa*

Information used to inform the planning process was gathered through surveys, focus groups and consultations with both youth and services providers. The resulting report has recently been submitted to the City.

### **PROJECT VISION: A TRANSITIONAL HOUSING PROGRAM FOR OTTAWA YOUTH (MCEWEN APARTMENTS)**

The concept for the McEwen apartments arose from the deliberations of the Youth Housing Development Team, the Steering Committee of the “Vision” Project.

YSB, on behalf of the Youth Housing Development Team, submitted proposals to Human Resources Development Canada (HRDC) to access funding under the Supporting Community Partnerships Initiative (SCPI) Youth Envelope. In March 2002, the McEwen Project was awarded full funding. In response to the City of Ottawa’s Homelessness Initiatives Fall 2000 RFP, Youth Services Bureau had also submitted a successful proposal to lease a surplus City owned property on Laurier and renovate the building to provide supportive transitional housing for 22 youth. Unfortunately the results of a structural engineering report revealed a significant deterioration in the building during the two years following the original report upon which the proposal was based. YSB was therefore unable to lease and renovate the Laurier site as planned. The City agreed to terminate the lease and approved (following a phone poll of the original selection committee) the Laurier Avenue allocation being applied to the McEwen site.

The successful completion of this project will result in the capacity of this community to house an additional 30 individuals (22 youth and 8 small children) who would otherwise be homeless or at risk of being homeless. Ground breaking and start of construction are

targeted for June of 2002 with completion scheduled for March of 2003.

### **GLBT HOST HOME PROGRAM**

In 2001 Housing Help and Youth Services Bureau partnered on a pilot project to increase housing options for GLBT youth in Ottawa. The Host Home Program proposed assistance to youth who are at risk of being homeless by matching them with caring, supportive individuals or families who have an understanding of GLBT issues and have a ‘spare’ room in their home to offer. A Community Advisory comprised of youth and adults has contributed to the development of this pilot program.

The first annual review of the GLBT Host Home Program was completed in early 2002. Following discussion between the partner agencies and the City of Ottawa Housing Branch, it was determined that this program is a ‘better fit’ with the mandate and services of the Youth Services Bureau. Therefore, effective April 12, 2002 day-to-day management of the GLBT Host Home Program transferred from Housing Help to YSB. Housing Help will continue to maintain a registry of GLBT-friendly landlords.

### **CURRENT SERVICES IN THE NON-PROFIT HOUSING PROGRAM**

- Weekly drop-ins, offered at both the Queen Mary and Carruthers buildings, are attended on average by eight tenants. The highest attendance was eighteen.
- Individual Counselling: Forty-six tenants engaged in individual counselling this year.
- Brian Mulligan, chartered accountant and past Board Member, presented his annual income tax workshop at both Carruthers and Queen Mary
- Seasonal celebrations were held in both buildings in December.

---

## TENANT STATISTICS

# of males	13
# of females	40
# of transgender	2
# of gay, lesbian, bisexual youth	9
# of cultural/ visible minorities	27
# of children, ages 0-9	16

### SUCCESS STORIES

- *A youth who identifies as transgender, successfully challenged a nationally-funded program, to have their gender identity acknowledged and respected.*
- *A young woman who was new to Canada, with no family supports here, learned to speak English while completing her high school credits.*
- *Several tenants completed college or university degrees, while engaged in individual counselling to address abuse issues, and have subsequently secured full-time employment in their field of work.*

---

### VACANCY RATE

There were twelve departures during this past year, producing a vacancy rate higher than the previous two years. This higher turnover rate resulted from many youth having successfully met educational and employment goals, while others departed as a result of struggling with their financial obligations.

---

### WAIT LIST

Housing Services recently undertook a review of its waitlist management system. Experience over the years has demonstrated the challenges of maintaining an accurate waitlist. Youth, particularly homeless youth, are a dynamic not static population to track, often in transition, moving from place to place. Their circumstances and living situations change frequently, impacting their priority and “reachability” when a unit becomes available.

The program is therefore evolving to an

“Interest List” model of application management. One standard application form will be used for all of YSB’s housing sites (Carruthers, Queen Mary, Evelyn Horne and eventually McEwen). In order to remain current on the Interest List, youth will be required to contact Housing Services a minimum of every two months. It is expected that this change will shorten the period needed to assess applications when a vacancy occurs.

### INTEREST LIST STATISTICS 2001/2002

80 unique individuals are currently waiting for housing  
21 have been assigned priority status  
There were 106 files closed during this period  
51 had found housing  
29 were over the age of 21  
26 could not be located

---

### PROPERTY MANAGEMENT SERVICES

In late September 2001, the second annual review of Ottawa Housing Corporation’s Property Management Services was undertaken. Youth Services Bureau was extremely satisfied by the performance of Ottawa Housing Corporation and its personnel, and the agreement was extended until early 2002.

Effective February 1, 2002 property management services were transferred to Commvesco Levinson-Viner Group. As a generous donation in kind, the CLV Group has offered to provide this service at no cost to the agency. We are extremely grateful to the staff and management of CLV Group for their support of the Bureau and its work.

---

### EVELYN HORNE CO-OPERATIVE HOUSING PROGRAM

In December of 2001, the Evelyn Horne Program transferred from Shelter Services to Housing Services at the Bureau. Opened in July of 2000, Evelyn Horne provides accommodation to young women aged 16 to 20, who are homeless or at risk of being homeless due to unstable housing situations.

This transitional housing program offers young women an opportunity to build an individualized safety plan, enhance life skills and develop a comprehensive community support plan within a five 'room' co-operative living environment.

<b>E. HORNE STATISTICS</b>	
<i>a. January to December 2001</i>	
Average Age	19
Occupancy Rate	82%
# of young women served	22
Average Length of Stay	85 days
<i>b. Fiscal Year, April 2001-2002</i>	
(Reduced numbers reflective of contract renegotiation with the City of Ottawa re Length of Stay)	
Average Age	19
Occupancy Rate	86%
# of young women served	19
Length of stay	83 days

### SUCCESS STORIES

- A 17 year old woman who was escaping life-threatening abuse at home, managed to stay in school and maintain a part-time job. She has now moved on to permanent housing.
- One 19 year old woman spent considerable time "on the street" and had a child in the care of the Children's Aid Society. With support and advocacy she has been able to take parenting courses, meet with the CASO's expectations regarding housing and begin the process of getting her child back.
- One 19 year old woman escaped a brutal regime in Africa and spoke neither English nor French. She was able to go to school, learn to speak English, acquired some lifeskills and got a part-time job. She has since moved on to permanent housing.
- A 16 year old woman struggled to cope with issues as a result of horrendous childhood abuse. With support she was able to access therapeutic counselling, learn some basic lifeskills and move on to an independent apartment.

## YOUTH EMPLOYMENT SERVICES

### THE EMPLOYMENT SECTOR

The labour market for youth (aged 15 to 24 years) in Canada stalled in 2001 with an average unemployment rate of 12.5%. The Ottawa area experienced higher unemployment among youth, averaging 14.6%. This in part was due to the significant downturn in the Information Technology industry. The downturn however was partially offset by growth in the service and retail sectors, sectors that typically employ a high percentage of youth. In the final quarter of 2001, youth aged 15 to 24 years of age were experiencing employment growth at a rate of 1%.

### JOB CONNECT

Youth Employment Services' primary objective during the past year was to stabilize the Job Connect program (achieve

set targets) and write two proposals to be submitted to Human Resources Development Canada focusing on providing training opportunities to youth. In achieving this objective, Youth Employment Services will expand its range of services to youth to include training and upgrading opportunities. Such opportunities would then complement the existing employment preparation, workshops, and information and referral services to enable a full continuum of services geared towards assisting youth entering the workforce. Contracts were secured for both *InternetWorking* and *Breakaway*, both of which will start later this year.

A total of **1051 youth** registered with Job Connect during fiscal year 2001, **32%** or 336 of whom were **Ontario Works** clients. Another **8327** accessed information and

referral services on-site. The average length of time that an individual was in receipt of service was three months. During the past year there was also a significant increase in individuals requesting services who possessed more significant barriers to employment. As of year-end, **67%** of youth were **gainfully employed within three months** of receiving service, three percentage points above the target set by the Ministry of Training, Colleges and Universities.

### COMMUNITY WORKSHOPS

Over **75 workshops** were provided to youth in the community with more than **900 individuals** attending. These workshops were typically delivered to youth in public schools, alternative schools, community centres (e.g. Somalian Family Service Centre) and within our own facility. A number of other off-site workshops were also delivered to Ontario Works clients attending Employment Development Initiatives (multi-week re-skilling programs) funded by the City of Ottawa.

### JOB FAIRS

Youth Employment Services coordinated **four** very successful job fairs held during the months of August, November, February and March. Three of the four events were held on-site with the fourth one in March being held at the RA Centre. The March student job fair, held during the March break, was a collaborative one in partnership with St. Lawrence College, John Howard Society, and La Cité collégiale. A total of **25 employers** were present with a total of **371 students** attending looking for summer employment opportunities.

### SUMMER JOBS SERVICE

The Summer Jobs Service program surpassed expectations last year with over **130 registered employers**, 20% of whom were registered for the first time. Of these employers, a total of 1030 summer positions were available. Sectors represented were as diverse as the students themselves ranging from hospitality and tourism to the trades and Information Technology. A total of **344 students** were employed before returning to school in September, 2001.

### AN EMPLOYMENT WEBSITE

Youth Employment Services launched a brand new web site – [www.needajob.org](http://www.needajob.org). The site contains information on the Job Connect and Summer Jobs Service program with links to numerous other employment and career-oriented sites. Youth can request information on-line and browse an easy-to-read listing and description of services being offered. More information on employment tips, training opportunities, job postings, etc. is currently being planned to further enhance the site. The site receives on average 1000 “hits” per week.

EMPLOYMENT SERVICES STATISTICAL SUMMARY	
Job Connect	1051
Referral Services	8327
Summer Job Service	130 employers 344 students
Job Fairs	4 fairs
Community Workshops	75 workshops 900 individuals

# 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

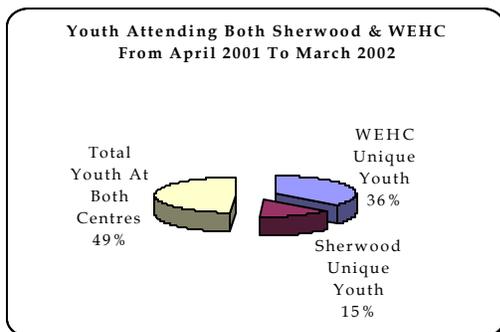
<i>Clients served in last fiscal year</i>	268
<i>Residents in secure custody</i>	129
<i>Residents in secure detention</i>	122
<i>Clients served through administrative transfers</i>	17
<i>Total unique individuals</i>	175

## LIVIOUS SHERWOOD OBSERVATION & DETENTION UNIT

<i>Clients served in last fiscal year</i>	204
<i>Residents in open custody</i>	127
<i>Residents in open detention</i>	70
<i>Clients served through CFSA legislation</i>	7
<i>Total unique individuals</i>	132

## RESIDENCES

During the past year, 49% (101 youth) of the youth served at Sherwood also resided at WEHC for part of the year.



## Sherwood Observation & Detention Standardized CSQ-8 Satisfaction Survey:

*Reporting Period: April 1, 2001 to March 2002*  
*Surveys Completed: 67*  
*Number of Discharges in Reporting Period: 204*  
*Completion Rate: 33%*

The average combined score for all surveys was very high (81%) which indicates a generally high satisfaction with the service.

## COMMENTS FROM LIVIOUS SHERWOOD'S CLIENT SATISFACTION SURVEYS

- "I like the staff that are here. They are all kind and helpful."
- "I think that Sherwood is a good detention center and that you receive respect if you give respect. I enjoyed getting to know the staff and everybody was really nice."
- "To tell you the truth, it was a good stay at Sherwood and you people have a great program. I think the staff was pretty cool too."
- "All I want to say is that the staff was great and I thought this was going to be hard, but the staff helped me through my time here at Sherwood, so thank you".
- "Staff was very fair. Listened and helped when needed."
- "I'm glad to leave this place."

## TRAINING ACTIVITIES

- All front line full time staff have completed 2 days of diversity training as part of their yearly training plan.
- Staff have been offered a refresher on Suicide Prevention and Intervention Training.
- The unit continues to support staff involved in the 2 year Externship Training Program.
- Annual Training has been completed for staff in First Aid, CPR, CPI.

## COMMUNITY ACTIVITIES

- Active members of the Young Offender Services Network. A Fall Conference will look at the challenges and opportunities associated with the new Youth Criminal Justice Act (YCJA).
- Actively involved in the Children and Youth at Risk Advisory Committee sponsored through the Ottawa District School Board.

- Active member of OCCODHA (Ontario Contract Custody Observation and Detention Homes Association). This year the Youth Services Bureau will be hosting the Annual Provincial Conference in Ottawa during the month of September.
- Member of the Young Offenders Service Providers Working Group
- Active participants in the Cognitive Working Group looking at standardized reporting methods of clients' achievements in programs across service providers.
- Young Offender Services sponsored the 3<sup>rd</sup> annual Hockey Tournament for CHEO, with 14 teams participating in this good will event.

#### PROGRAM DEVELOPMENT

- Integration of Jack Bush intervention strategies into programming.
- Dawn Program (an educational substance abuse program) is being offered to our residents.

## YSB RESEARCH UNIT, APRIL 2001-APRIL 2002

#### RESEARCH GRANT PROPOSALS SUBMITTED

- **January 2002 National Crime Prevention Centre/Health Canada, Population Health Fund** (with Canadian Public Health Association): \$400,000 for National Anti-Bullying Evaluation Project (response expected by May 2002).
- **April 2002 National Crime Prevention Centre/Health Canada/HRDC** (with Technica Software Corporation): \$600,000 for therapeutic e-program development for youth involved in YSB services.

#### RESEARCH GRANT AWARDS

- **April 2002 Human Resources Development Canada, Youth Initiatives Directorate**: \$9,000 for writing "Connecting Youth at Risk" report and pamphlet.
- **April 2002 Canadian Centre for Excellence on Youth Engagement**: \$6,000 for consulting services on participatory research project on boys and masculinity.
- **June 2001 Human Resources Development Canada, Literacy Secretariat** (with Canadian Public Health Association): \$25,000 for consulting services on Youth Literacy and Violence Prevention Project.
- **January 2001 Social Sciences and Humanities Research Council of Canada (SSHRC)** (with Carleton University and Youth Services Bureau): \$10,000 for

organizing and hosting national restorative justice and youth conference.

#### PUBLICATIONS

##### Book

- **"When Children Kill: A Psycho-social Study of Youth Homicide"**, by Katharine Kelly and Totten (Broadview Press, 2002).

##### Refereed Journal Articles

- "Legal, Ethical and Clinical Implications of Doing Field Research with Youth Gang Members who Engage in Serious Violence", *Journal of Gang Research* 8(4), Summer 2001.

##### Reports

- "Maltreated Kids, Violent Adolescents: Is There a Link?", by Totten (Health Canada, 2002).
- "Youth Literacy and Violence Prevention Research Report" (Totten and Perpetua Quigley), HRDC Literacy Secretariat, 2002.
- "Non-traditional Learning Activities for Preventing Violence with Out-Of-School Youth" (Totten and Perpetua Quigley), HRDC Literacy Secretariat, 2002.
- "Reducing Youth Homelessness in Ottawa: Needs Survey and Action Plan (City of Ottawa)", by Totten and Judy Perley, 2002.

---

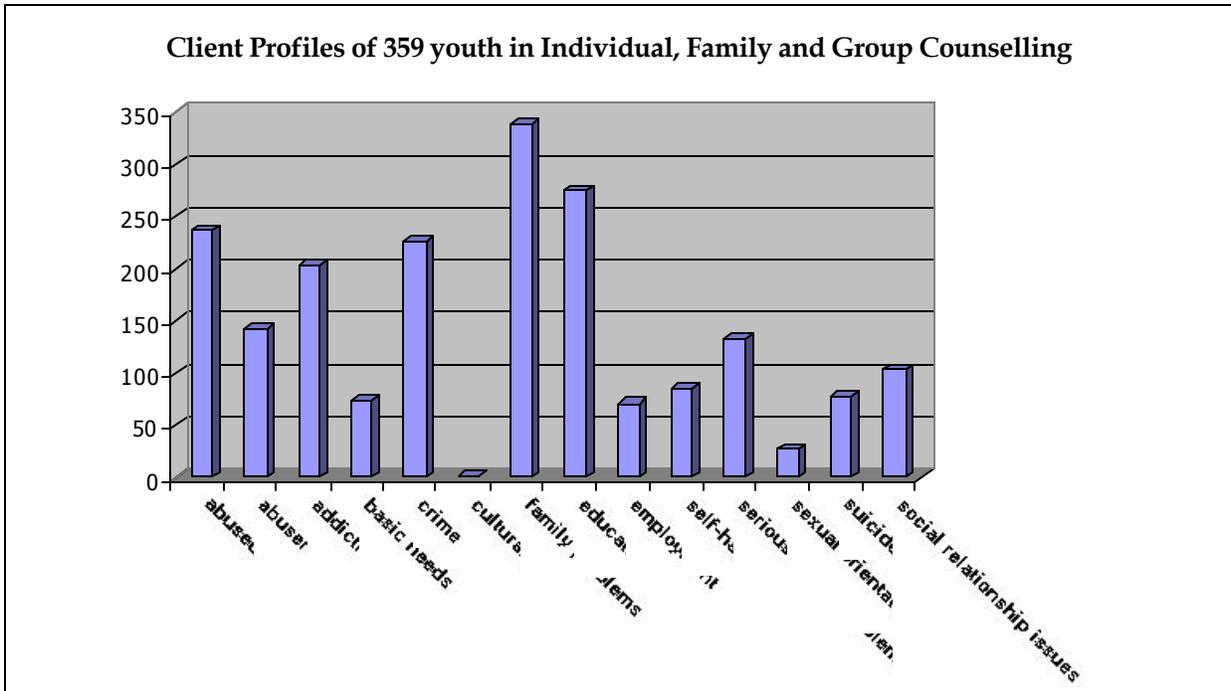
## Conference Presentations/Lectures

- “Restorative Justice with Youth: Doing Research at the Local Level.” Paper presented at the *Community Based Research Network of Ottawa Symposium*, Ottawa, ON, April 18, 2002.
- “Youth Gangs and Violence: Current Research and Best Practices.” Workshop presented at *Ottawa Young Offender Professional Development Day* (William Hay Secure and Sherwood Open facilities, Probation Services), April, 2002, Ottawa.
- “Pathways to Homicide” (with Katharine Kelly); “Community-Based Responses to Youth Crime: Challenges and Opportunities” (with Tullio Caputo and Katharine Kelly); *Alternative Responses in Communities: Restorative Justice with Youth*” (with Katharine Kelly and Tullio Caputo). Three papers presented at the *Academy of Criminal Justice Sciences Annual Meetings, Anaheim, CA, March 3 – 9, 2002*.
- “Environmental Influences on Child and Youth Behaviour: A Practice Perspective”; *What Do You Mean? Working Together After Deciding to Work Together – The Challenges of Doing Research at the Community Level*”. Two papers presented at *Human Resources Development Canada’s “Ready, Set, Go!” Conference*, Ottawa, Jan. 29 – Feb. 1, 2002.
- Panel Moderator and Discussant, *YSB – Carleton University national conference “Restorative Justice – Working with Youth”*, Ottawa, Nov. 2 – 4, 2001.
- “Developmental Pathways of Violent Canadian Youth Gang Members”, half-day workshop at *National Gang Crime Research Center’s International Gang Conference*, Chicago, August 15 – 17, 2001.
- “The Link between Serious Child Maltreatment and Extreme Youth Violence”, half-day workshop at *International Conference on Children Exposed to Domestic Violence, Centre for Children and Families in the Justice System*, London, June 6 – 8, 2001.
- “Personal Reflections on Doing Qualitative Research with Youth Convicted of Murder and Manslaughter” (Joint session of SSS, CWSA, CSAA); “Data Analysis Dilemmas in Qualitative Research on Extreme Violence”; and “Interpreting Extreme Youth Violence in Ethnographic Research”. Three papers presented at the *Canadian Sociology and Anthropology Association Annual Meetings, Congress 2001*, Université de Laval, May 23 – 30, 2001.

---

## ONGOING RESEARCH PROJECTS

- Longitudinal Outcome Measures Surveys: YSB Young Offender Services, Shelter Services, Downtown Drop-in, Community Programs.
- 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 Eclipse Evaluation, partnered with the University of Ottawa Faculty of Education.

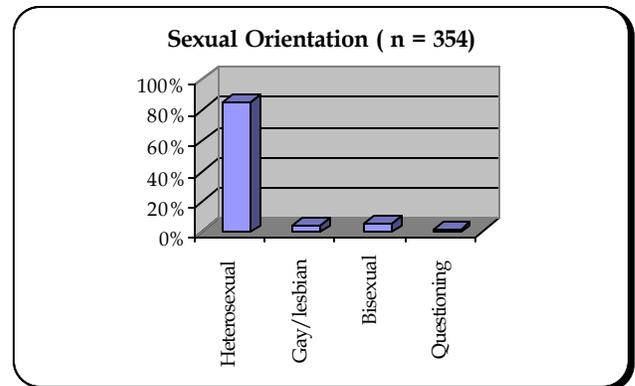
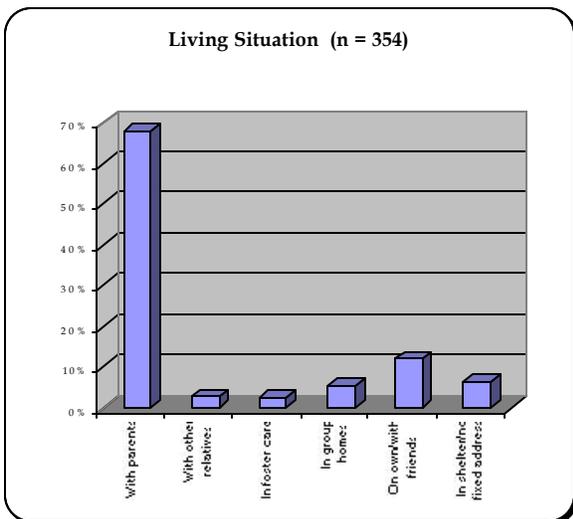


## SUMMARY OF POPCORN GROUP'S YOUTH SURVEY, OCTOBER 2001

A “snapshot” survey was conducted during the weeks of October 15-29, 2001, of the participants in the Ottawa Network of Youth Service Providers (ONYSP) programs. The survey was conducted by the Centre for Research on Community Services at the University of Ottawa. 395 youths aged 12 to 23 participated in the survey, and 354 questionnaires were usable.

**Participants:** The average age of respondents was about 16 years of age, and about 44% received services from YSB.

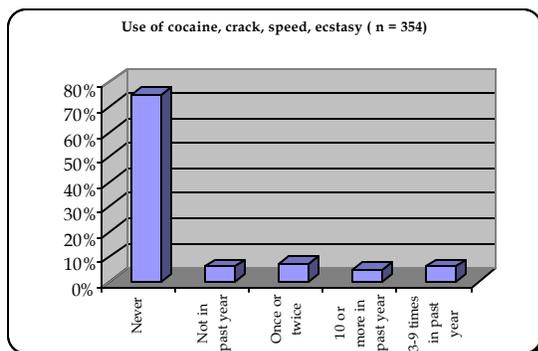
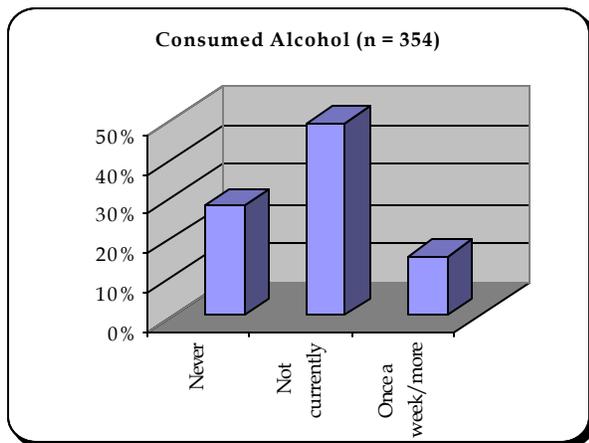
**Sexuality:** Approximately 12% of respondents reported a sexual orientation other than heterosexual, and most of these were in the 18 years of age or older. About 16% reported having been pregnant or made someone pregnant.



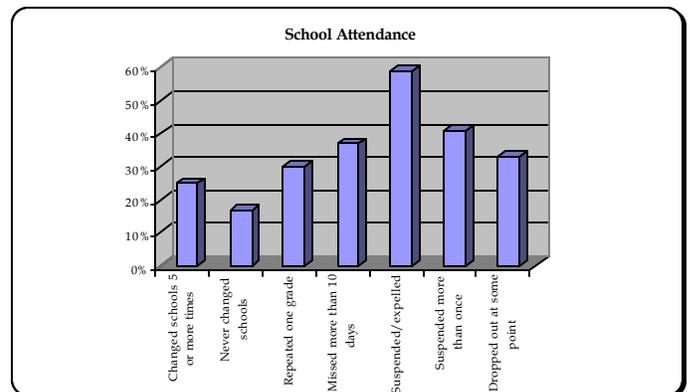
**Health:** Males reported themselves more physically active than females. There was a strong correlation between physical activity

levels and self-perceived general health. More than half reported chronic health problems. Nearly one in five participants had a health condition that limited participation in school or other activities, with females twice as likely to report this. The majority of participants had visited a doctor during the last year, but over one-third had not visited a dentist. Over 80% described themselves as happy or somewhat happy, with those who rated themselves higher on physical activity more likely to report themselves as happy. Less than half reported that they ate breakfast everyday.

**Drug use:** One third smoked cigarettes daily, while 14.5% reported that they consumed alcohol once a week or more. One-quarter used cannabis products once a week or more, and one-fifth reported having used cocaine, crack, speed or ecstasy once or more during the previous year.

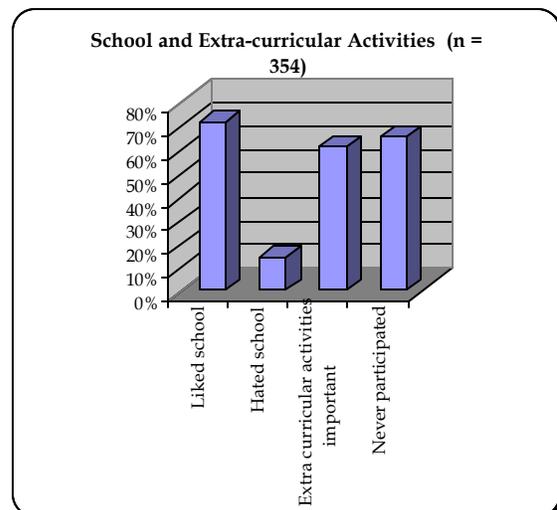


**School:** Almost one-fifth of participants are not currently in school or training. One-quarter received special services or resources at school. Most indicated that they liked school to some degree, and nine out of ten rated getting good grades as important. One-quarter had changed schools 5 or more times, and one-third repeated a grade. 60% had either been suspended or expelled during the previous year or had dropped out at some time.



**Employment:** About 35% reported being employed: 7% full-time and 28% part-time.

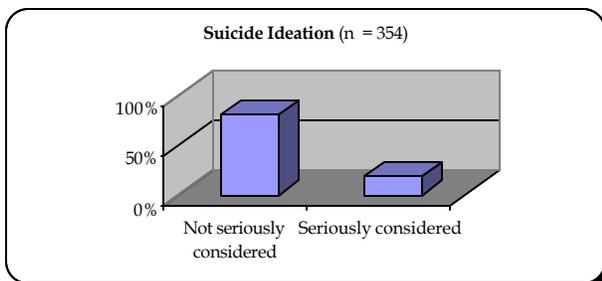
**Activities:** Participation in healthy activities was associated with age: younger respondents took part in these activities more often than older ones. Two-thirds played non-coached sports once a week, slightly less did with a coach. One in five participated in art, drama or music. Most did not participate in clubs or similar groups.



**Relationships:** Males and females 16 years and older perceived the parenting they received as more rejecting than their younger cohort. Older participants perceived themselves as having less positive peer relationships.

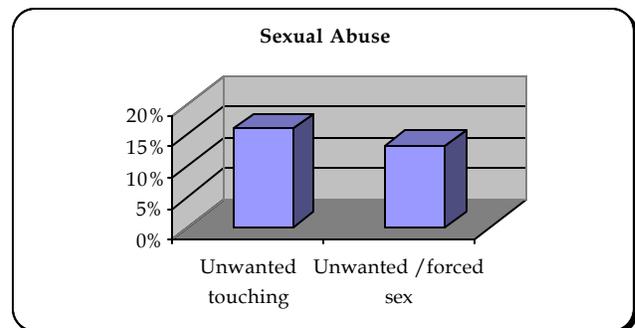
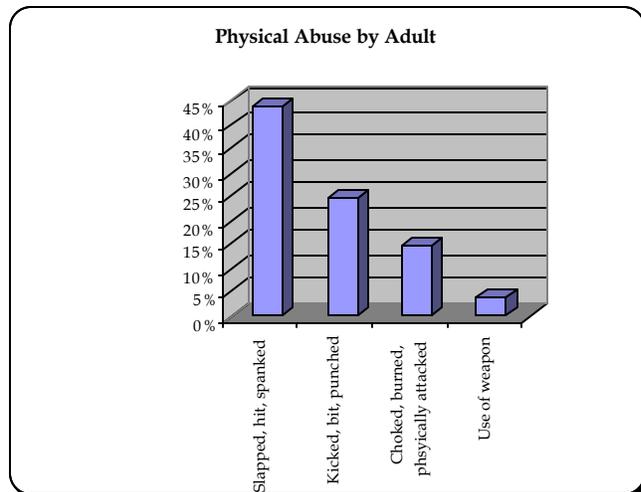
**Emotions and Behaviour:** Levels of general self-esteem were lower for older participants than for younger ones. Females reported less confidence in their physical appearance and lower general self-esteem than males. Females scored higher on the measures of emotional distress and of pro-social behaviour, and males scored higher on the measure of conduct disorder. For males there was a decrease by age in scores on the conduct disorder scale and on the indirect aggression scale. Scores for pro-social behaviour increased with age for both genders. Older females scored higher on the measure of anxiety and emotional distress.

**Suicidal Behaviour:** One-fifth had seriously considered suicide during the previous year, but the rate was higher for females (25%) than males (14%). Females were more likely to have planned or attempted suicide.



**Experiences of Violence:** About one in five had seen their parents or other adult caregivers hit each other; 8% saw other adults or teenagers in their household physically fighting during the previous six months. 17% reported that their parents or other adult caregivers had hit them or threatened to do so during the previous year. 40% had been slapped on the face, head or ears or spanked with an object; for 16%, this had happened

more than 10 times. One-quarter had been kicked, bit or punched, and 8% said this had happened more than 10 times. 15% had been choked, burned or physically attacked by an adult. 28% of females and 6% of males had been subjected to unwanted sexual touching; and one-quarter of females and 5% of males reported unwanted or forced sexual experiences.



**Risk Variables and Protective Variables:**

Predictors of risk of emotional distress are: gender, sexual orientation, parental rejection, physical abuse and sexual abuse. Several variables were associated with higher scores on the anxiety and emotional distress index. Females were more distressed than males, and sexual orientation was significantly associated with higher distress ratings. Higher scores on both the physical and sexual abuse indices and on the parent rejection index were associated with significantly higher distress rates. Gender and age significantly predicted higher scores on the physical aggression and conduct

---

problems index, as did parental rejection and absences from school. Being male was associated with significantly higher scores on the conduct problems index, as was being younger. Higher scores on the parental rejection scale and more absences from school were correlated with higher ratings on the conduct index. Predictors of higher scores on the happiness/optimism scale were parental nurturance and positive peer relationships.

**Comparisons with the NLSCY - Cycle 3 data FOR 12 – 14 year olds:** Females reported significantly less positive peer relations than the national average from the NLSCY. Males reported significantly higher means on the Indirect Aggression Index, the Anxiety and Emotional Distress Scale, the Conduct Disorder Scale, and the Hyperactivity and Inattention Scale, than their peers on the NLSCY. Male respondents on the ONYSP survey reported higher levels of both internalizing and externalizing symptoms than did males who responded to the national survey. A similar pattern was found for females, who had significantly higher mean scores on the Anxiety and Emotional Distress Scale, the Conduct Disorder Scale, and the Hyperactivity and Inattention Scale than did their peers on the NLSCY. Males also had a significantly higher average rating on the Parental Rejection scale than did their counterparts on the National survey.