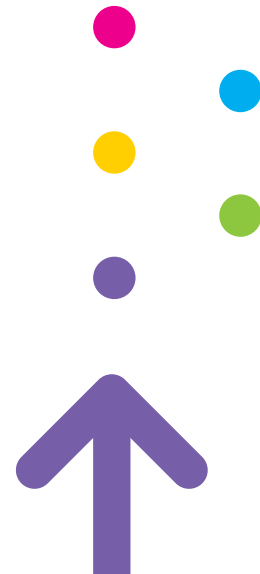
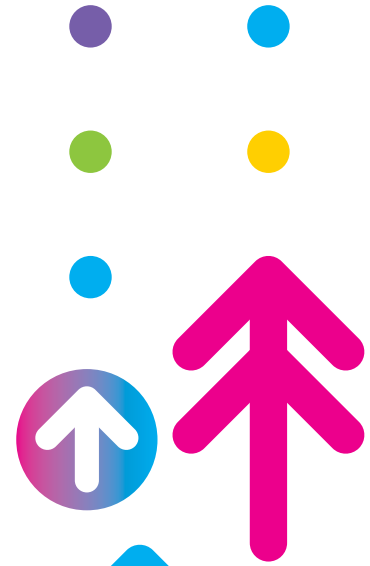




YSB 2017-2018 ANNUAL REPORT

# CONNECTED





# WORD FROM THE EXECUTIVE DIRECTOR AND CHAIR

As we mark another interesting, challenging, fulfilling year at YSB, our annual report allows us to soak up a flavour of the year that was. And it was an outstanding year of unprecedented change and growth. Across YSB, staff and volunteers accomplished great things, dealt with a wide variety of issues and circumstances, and learned more every day. It has been a fantastic team effort.

Connections are all about building on our work and our mission here at YSB. Here are a few highlights from the year that was.



Joanne Lowe,  
Executive Director



Donna Serafini,  
Chair of YSB's  
Board of Directors





# YOUTH JUSTICE SERVICES

## Sherwood and the William E. Hay (WEH) Centre

In October, the Sherwood program moved from its longstanding location on Riverside Drive to its new digs on the WEH campus. The WEH program continues to benefit from the dedication of staff champions who have developed and implemented new life skills programming, including a music program with guitar lessons and drumming circles; MANifest Change, a 'for men by men' program to sensitize young men to the dynamics of violence against women and girls, and prevent misogynist attitudes, beliefs, and behaviours; the Hep C Prevention and Harm Reduction education and awareness for youth on reducing harms associated with risky behaviours (drug use and unsafe sex); a revitalized cooking program that includes sessions on healthy nutrition, grocery shopping on a budget, and accessing community resources; a new fitness program with free weights and other components that staff and youth both really enjoy; and the week-long Blueprint Pathways hip hop program with Blueprint for Life, which engages youth in positive development through hip hop, spoken word, art, and photography.

## The Tamarack Trades Training Centre (TTTC)

In early 2017, a review was conducted of the first two years of the TTTC to explore its successes, challenges, and lessons learned to date. Some of the changes include focusing on equity of access for all youth in justice programs, developing an effective risk and needs assessment for youth access, streamlining the roles and responsibilities of both our staff and educational staff, and increasing capacity to include our Employment Services staff in our onsite and transitional work with clients.

## Change in Leadership

This year Gord Boyd announced his retirement as Director of Youth Justice. The team welcomed Melanie Bania as the new Director in early April. Melanie looks forward to continuing to support the youth and the staff team and developing initiatives that support their wellbeing.



# EMPLOYMENT SERVICES

Our youth employment programs have made a positive impact in our community. Some of the numbers for this year include:

- **354 youth** completed an employment placement program through Youth Job Connection
- More than **400 youth** had a positive outcome (employed and/or returned to school)
- More than **300 hours** of in-class workshops were offered to more than **286 unique clients**
- More than **1900 clients** accessed services at our locations (Bank St & Moodie Dr)
- We successfully delivered training programming under the Canada-Ontario Job Grant for more than **250 people**
- Over **100 employer events**

## COMMUNITY PARTNERSHIPS

Increased program delivery with YSB community partners, in-house and community-based, such as Ottawa Community Housing, RBC, Accenture, and Jaku Konbit, to name just a few.







# MENTAL HEALTH

## Youth and Family Counselling Services

### CAPA

Like all sectors, this past year has been a very busy one for us all in Mental Health services. The implementation of the Choice and Partnership Approach (CAPA), meant that our structure to delivering services to clients and how we organize our work have significantly changed.

CAPA is a philosophy of care that puts the clients in the centre and aims to provide a goal-oriented intervention, based on a collaborative approach. CAPA challenges our approach by incorporating LEAN principles to our structure. To date we have reduced our wait times to access, on average, a choice appointment in 11 days, and core services 28.5 days. This is a significant improvement compared with our average wait of 163 days last year.

Here are what clients have to say about the service they received:

**“Excellent service!  
Our first session  
gave us hope and  
direction to move  
on to our next step.”**

**“Very positive  
and helpful. I felt  
listened to and  
understood and  
have options now.”**

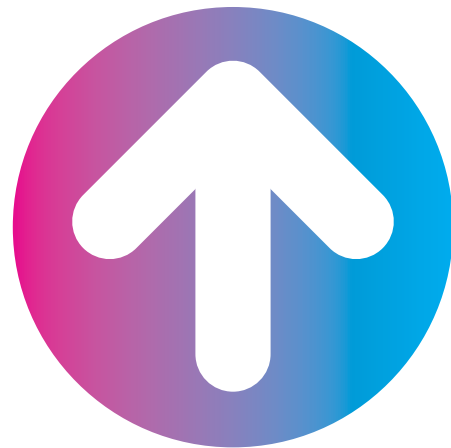




Here are highlights from some of the other programs at YSB's Mental Health Services.

- The Educational Centre offered creative workshops called Inner Heroes. These workshops aim to develop and put into practice communication tools that promote openness, active listening, non-judgement and a certain degree of empathy and kindness.
- The Residential Crisis Unit (RCU) has continued to support our crisis services in collaboration with Mobile Crisis.
- RCU was the beneficiary of advancements in technology over the last year and the installation of wifi.
- The Mobile Crisis team provided services to 1381 unique clients, for a total of 7530 contacts equalling 4115 hours. This year, the program was also able to support more youth struggling with anxiety through the new online chat counseling option.

- The Mobile Crisis team benefited from the generosity of Versature, who donated a new Ford Escape 2018 to the program.
- The BRiDGES – Passerelles inter-disciplinary team made up of clinicians from YSB, CHEO, the Royal and OPH, continued to excel providing intensive integrated mental health treatment to youth presenting with complex mental illness. Bridges served 91 clients and made 3,345 client contacts.





# COMMUNITY SERVICES

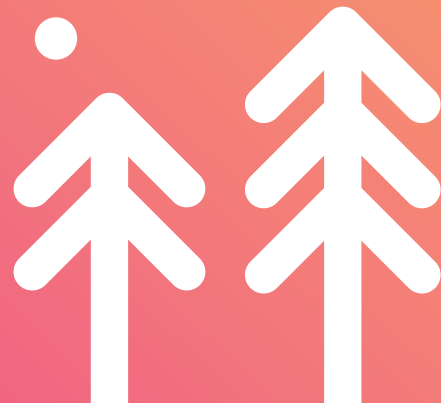
Ground has already been broken on Riverside Drive, at the old Sherwood location, for the new Housing Hub for Youth, a four-storey, 39-unit apartment building that will include an innovative youth hub. Our new building will bring youth those supports that we all need in order to grow to a healthy independence. The Youth Hub, on the main floor of the building, will bring together diverse organizations providing vital services for youth. This is an important project for us. Not only will it represent vital housing for youth, but the youth hub will also provide comprehensive, fulsome skills development, and supports around housing, education, finances, mental health, and so much more.



## Youth Engagement:

- The Queer Youth Action Committee (QYAC) in partnership with the Housing First for Youth (HF4Y) peer supporters now deliver the peer-to-peer services for queer and trans youth at the Spectrum Drop-In every Tuesday. They've delivered consistent and amazing programming thanks to the support from a Dare to Dream grant.
- The Purple Sisters remain in demand for their expertise in delivering workshops on a variety of young women's issues within the community. This year they presented to the Banff-Ledbury Community House, Fisher Park Alternative School, and the Come Up Away Conference.
- The HF4Y peer supporter team is continuing to develop and implement strategies and processes to support the Housing First for Youth Model. This will complement the services delivered by housing-based case managers and push the envelope on the implementation of a peer support model within Community Services.
- The Ethno-Cultural Youth Advisory Committee (EYAC) and the West End Youth Motivators (WEYM) hosted the Active Minds event and had an amazing turn out of more than 200 attendees. The groups celebrated diversity and mental health through education.

**“Thank you for giving me a safe & accepting place to land when I needed some where to go and for providing a supportive environment to be in. Although the circumstances under which I came weren’t ideal, I couldn’t have asked for a better place to stay while I figured out my next step. From the bottom of my heart thank you guys so much.”** - Youth when she left the shelter



- With support from the United Way, EYAC and YSB's Employment Services are working together, delivering peer-to-peer employment supports for immigrant and newcomer youth.
- WEYM's annual basketball tournament, Balling for our Brothers, had a turn out of more than 250 people to promote youth leadership and community development through pro-social activities. The youth continue to build partnership with the City of Ottawa, the Somali Centre, Pinecrest Queensway, Ottawa Community Housing, Barristers for a Better Bytown, Carleton University, and the University of Ottawa.
- At the Downtown Drop-in we launched extended access to the weekends, all-day Monday, and evening programs. Extended access on Mondays will allow for intentional work with youth aged 21-24, providing referrals and warm transfers to help them transition to adult services.
- A new schedule was created to establish more consistency with evening programs, such as Spectrum, The Circle, Women's Space, and the concurrent disorders group.

The housing-based case managers made an intentional shift from place-based, traditional long-term housing support workers to a mobile case management housing framework. Continued implementation of HF4Y with a focus on LGBTQ youth is in progress, facilitated by an important financial investment by the Trillium Foundation.

## Young Women's Emergency Shelter and Transitional Housing Statistics

### SHELTER

Occupancy rate: <b>102.60%</b>	Unique clients: <b>111</b>
Average age: <b>16.87</b>	Average length of stay: <b>33.18 days</b>

### TRANSITIONAL

Occupancy rate: <b>98.07%</b>	Unique clients: <b>36</b>
Average age: <b>17.39</b>	Average length of stay: <b>150 days</b>

## Young Men's Emergency Shelter and Transitional Housing Statistics

### SHELTER

Occupancy rate: <b>103%</b>	Unique clients: <b>94</b>
Average age: <b>17.17 years</b>	Average length of stay: <b>38.14 days</b>

### TRANSITIONAL

Occupancy rate: <b>95.51%</b>	Unique clients: <b>43</b>
Average age: <b>18.41 years</b>	Average length of stay: <b>121.26 days</b>





# YSB FOUNDATION

With the unwavering support of our Foundation Board members, YSB colleagues and our giving community, the YSB Foundation continues to grow its reach and impact. This past year has been one of great pride for the Foundation Board and team. We surpassed our annual giving fundraising goal, and proudly began raising funds for YSB's Supportive Housing Residence.

Our team is honoured to raise funds to support YSB programs and services, and ultimately the youth who benefit so greatly from YSB's work. In partnership with corporations, community members, foundations, and the youth of Ottawa, we've been able to support YSB with funding, gifts in-kind, and volunteer engagement.

The YSB Foundation team is proud to feature a number of our successes during this past fiscal year:

- The Foundation has made solid progress in its first year of fundraising for YSB's 39-unit Supportive Housing Residence. To-date, the Supportive Housing Committee has raised \$1 million of its \$3 million goal.



Patti Murphy,  
Executive Director  
YSB Foundation



Scott Lawrence, Chair  
of the YSB Foundation  
Board of Directors

- The Foundation participated in its final year as the top tier charity recipient in the Ottawa Dragon Boat Festival. We enjoyed a remarkable six years benefitting from this unique partnership that brought in an astounding \$606,000 for Community Services
- Raising more than \$251,000 for Community Services, the Foundation is proud to have hosted its biggest and most successful SleepOUT for Youth event to-date. For a second year in a row, SleepOUT took place at The Stadium at TD Place, and even with cold rain attempting to spoil the fun, more than 650 community members and supporters showed up and slept out in support of ending youth homelessness.

- For the third consecutive year, the Bridges Program benefitted from the generous investment of \$100,000 through our partnership with the Ottawa Senators Foundation, Bell Let's Talk, DIFD and the Danbe Foundation
- The Home Depot Canada Foundation continued its investments in YSB's youth programs, including \$60,000 in Employment support services for youth, \$40,000 in capital renovations in our buildings and an additional \$50,000 in funding for the Supportive Housing Residence.
- For a second year in a row, the RBC Foundation invested \$50,000 in YSB's Wraparound Program, ensuring youth and families are connected with the right resources and supports they need to meet their goals
- For another year, studio owners and dancers from across the city participated in the Dancers Give Back event, which raised more than \$50,000 for the Walk-In Clinic
- In May 2017, the Foundation entered into a new partnership with Cadillac Fairview, with \$25,000 in generous support for the Drop-In Centre
- The Rexall Foundation granted YSB \$10,000 to support the Mental Health Walk-In Clinic
- Accenture Inc. contributed \$10,000 to be directed to YSB's Employment Services
- The Darkness Into Light Ottawa run took place on May 6, 2017 and raised \$10,000 for YSB's Mental Health programs
- The Foundation began an exciting partnership with telecom company Versature, who is funding a three-year lease of a new Mobile Crisis vehicle
- The Foundation hosted two Moms for Mental Health events, raising funds, garnering new donors and introducing audiences to interesting guest speakers. The series was sponsored by Bell Let's Talk.
- Donors provided hundreds of gifts in-kind to YSB for a wide range of our programs. Items include socks, backpacks, hygiene products, toiletries, warm winter clothing, home essentials, and more.
- The Foundation Board of Directors has welcomed several new members and continues to support the Foundation staff through their participation in YSB and third-party events, committees and working groups, the Supportive Housing Residence and other Foundation initiatives.

## YSB Foundation Board of Directors

Scott Lawrence – (Chair)  
HealthCraft Products Inc.

Michael Weider Clearwater  
Clinical Limited

Charles Bordeleau, (Past Chair)  
Ottawa Police Services

Christopher Rheaume  
Ottawa Police Services

Bruce Millar, (Board Secretary-  
Treasurer)

Julie Taggart Taggart Realty

Alan J. Tippet Welch LLP

Adrian Sciarra OSEG

Tanya Woods Kind Village

Isabelle Perreault Differly

Kevin Cinq-Mars Tomlinson

Raylene Lang-Dion Community  
Activist and Feminist

Kerry Patterson-Baker

Martin Sampson Centre for  
Israel & Jewish Affairs

Andrew Arnott RBC

Neda Amani The Real You

John Jarvis ADGA Group of  
Companies



## YSB Board of Directors

Donna Serafini (Chair) (Retired)  
Algonquin College

Susan Tataryn (First Vice-Chair)  
Counsel

Dr. Phil Ritchie (Second Vice-  
Chair) CHEO

Rebecca Murray (Secretary/  
Treasurer) Carleton University

Donna MacNeil-Charbot Ottawa  
Police Services

Johanne Levesque Ottawa  
Regional Cancer Foundation

Michael D'Amico Stratford  
Managers Corporation

Anne Huot Ottawa Children's  
Treatment Centre

James Malizia RCMP

Jack Aubry A/Director  
Strategic Communications and  
Parliamentary Affairs, Finance  
Canada

Robbin Tourangeau Strategic  
Initiatives Council of Ontario  
Universities

Jacqueline Lawrence Ottawa-  
Carleton District School Board

Tom Foster

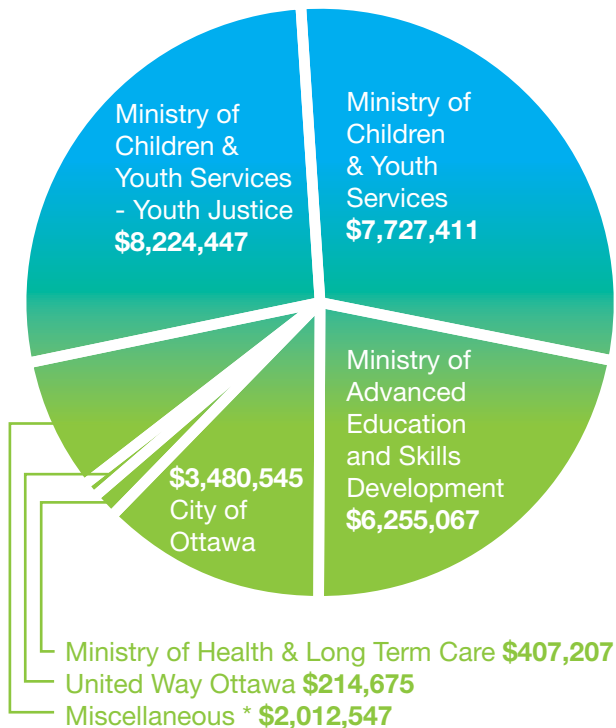
Adam Kane Scotiawealth

Sumaiya Ahmed Student UOttawa

# YSB FINANCIALS

## 2017/18

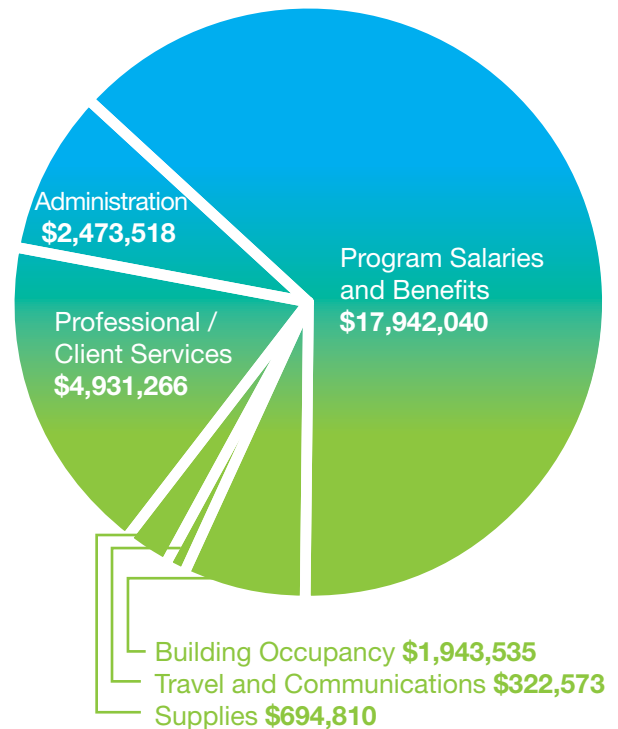
### Revenue 2017/18



\*CAS, Public Health Agency of Canada, Centre of Excellence, Trillium, Foundation, MCSS

**YSB Revenue \$28,321,899**

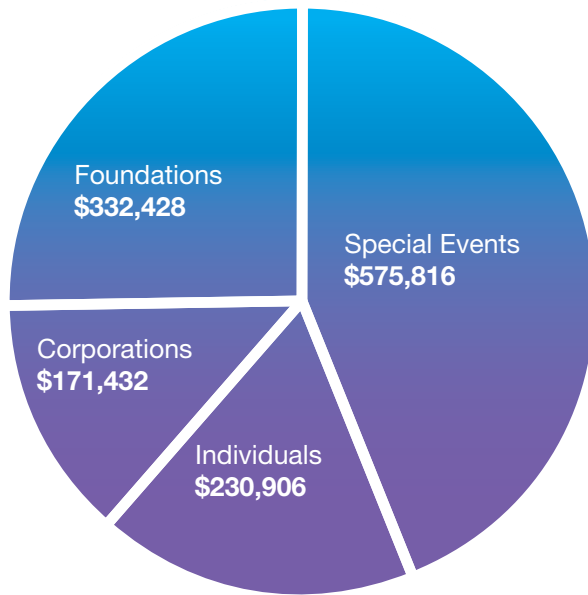
### Expenditures 2017/18



**YSB Expenses \$28,307,742**

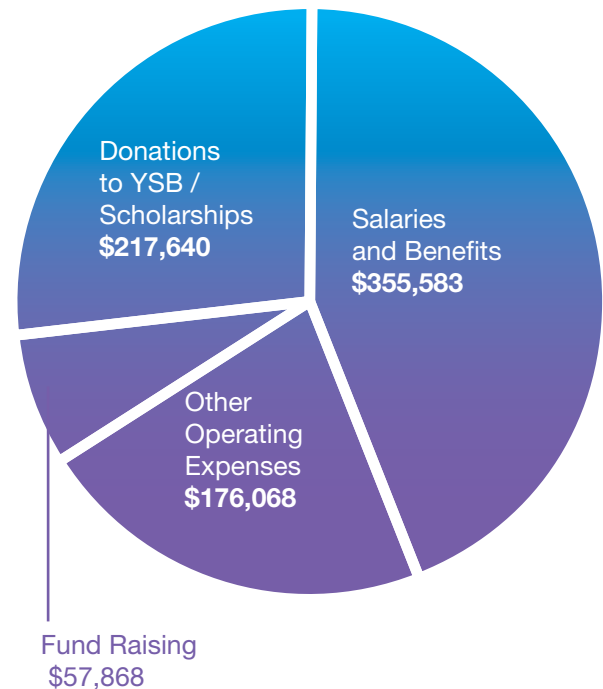
# YSB FOUNDATION FINANCIALS 2017/18

## Funds Raised in 2017/18



**Foundation Revenues \$1,310,582**

## Expenditures 2017/18



**Foundation Expenses \$807,159**



**THE YOUTH SERVICES BUREAU OF  
OTTAWA PROVIDES LIFE-CHANGING  
SERVICES FOR YOUTH AND THEIR  
FAMILIES. OUR SERVICES SUPPORT  
YOUNG PEOPLE AND THEIR FAMILIES  
AS THEY RESOLVE COMPLEX ISSUES.**

**YSB.CA**

**THE YOUTH SERVICES BUREAU  
OF OTTAWA (YSB) IS ONE OF THE  
LARGEST NON-PROFIT AGENCIES  
SERVING YOUTH IN OTTAWA AND  
IS A REGISTERED CHARITY.**

**YSB'S HIGHLY TRAINED STAFF  
MEMBERS PROVIDE A SAFE,  
NON-JUDGMENTAL ENVIRONMENT  
FOR YOUTH WHERE THEY ARE  
VALUED AND ENGAGED.**

**YSB SERVES MORE THAN  
3,000 YOUNG PEOPLE  
AND FAMILIES EVERY MONTH.  
OUR SERVICES ARE ACCESSIBLE  
BY PUBLIC TRANSIT, WITH SITES  
ACROSS OTTAWA.**

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info@ysb.ca  
Facebook.com/ysb.bsj  
Twitter.com/ysb\_bsj

**NEED TO TALK TO  
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communications@ysb.ca

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FOUNDATION**

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