



YSB: ANNUAL REPORT 2016/2017

BUILDING



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BUILDING ON – THE YEAR AT YSB

FROM: JOANNE LOWE, EXECUTIVE DIRECTOR, YSB

Every year we learn, every year we grow. This year, we acknowledge and celebrate all the great people and programs that make YSB what it is. We commit to building on that strength, building on that success, and building on the great YSB spirit of “power with.”

Here at YSB we want the youth of Ottawa to know that every door is the right door. We are working hard to integrate our services, so that someone seeking mental health services, might also end up finding a job through our employment services. Or, youth who have been in one of our youth justice facilities, will be able to work with community services towards securing housing. YSB staff have truly stepped up to the plate this year, making sure that YSB’s valuable services were accessible and visible to people in Ottawa, and that the voice and perspective of youth are truly heard. There have been many highlights and successes this year, and we salute those who have made it happen: each and every YSB staff member, the youth who give our work life and direction, and the many volunteers who care so deeply for the young people in Ottawa.

A THANK YOU TO OUR BOARD OF DIRECTORS

To our amazing YSB Board of Directors, thank you for your time, energy, and experience that you bring to our work. Your commitment to improving the lives of youth in our community is amazing and has served to continue to advance our strategic priorities once again this year.

As always, YSB values accountability and continuous learning. This year, you embarked significantly on one of our strategic priorities: Intentional Learning and Building a Culture of Evaluation at YSB. We have appreciated your leadership in applying the LEAN methodology to ensure that we are maximizing your expertise, time and interests as we continue to face complex issues in our decision-making processes. Your commitment of time at numerous community events hosted by both YSB and the YSB Charitable Foundation once again, reflect your enthusiastic support for the fundamental notion that YSB is committed to partnerships and collaboration that will improve the lives of young people and their families in our community. Your leadership and support both locally and provincially have been greatly appreciated as we navigate changes on so many levels in our role as a Lead Agency for Child and Youth Mental Health, Housing First for Youth, Youth Justice and Employment Services changes and initiatives. We are so very grateful for all of your unique individual contributions as well as the whole of the Board of Directors.

SUPPORTIVE HOUSING PROJECT

We were thrilled this year to receive the wonderful news that YSB’s supportive housing project was selected for funding by the City of Ottawa. In response to a request for proposals from the City of Ottawa late in 2016, YSB submitted a proposal to develop a 39-unit supportive housing project that also includes the development of a Youth Hub on the ground

floor of the building. The building will provide housing and supports to youth 16 to 24 years of age and it will include some 2-bedroom units for single parents and their children. The building will be situated on our Riverside property with plans to move Sherwood to a renovated building at the William E. Hay site. This is an ambitious and exciting project that we have embarked on. Thank you to all who were instrumental in getting us this far!

MCYS MENTAL HEALTH LEAD AGENCY

YSB continued in its role as lead agency. Priorities that have been identified for this year and next include: ensuring access and coordination of services across a client's lifespan including the full implementation of the Choices and Partnership Approach Framework with our mental health partners; addressing gaps in services for marginalized populations; developing a collective voice on the importance of promoting and protecting infant and early childhood mental health; contributing to youth and family engagement through supporting development of resources and training for service providers; and, identifying and addressing the unique mental health needs of Francophone children, youth, and families in Ottawa. Without the ongoing support and commitment of our tremendous community partners and our Ministry of Children and Youth Services Regional Office none of the progress in these key areas would have been possible.

YSB BOARD OF DIRECTORS: **Donna Serafini**, Chair Algonquin College (Retired), **Susan Tataryn** Counsel, Dr. **Phil Ritchie** CHEO, **Rebecca Murray** Carleton University,

Paddy Moore CHEO, **Johanne Levesque** Ottawa Regional Cancer Foundation, **Michael D'Amico** Stratford Managers Corporation, **Anne Huot** Ottawa Children's Treatment Centre, **James Malizia** RCMP, **Jack Aubry** Finance Canada, **Robbin Tourangeau** Council of Ontario Universities, **Jacqueline Lawrence** Ottawa-Carleton District School Board, **Tom Foster** Odgers Berndtson (Retired), **Adam Kane** Scotiawealth, **Sumaiya Ahmed** Student, University of Ottawa

YSB CHARITABLE FOUNDATION

**FROM: PATTI MURPHY, EXECUTIVE DIRECTOR,
YSB CHARITABLE FOUNDATION**

Proudly supporting the life-changing work of YSB, the YSB Charitable Foundation raises funds for the programs and services offered to youth and their families in Ottawa. The Foundation sets out to help bring YSB's goals to life through critical funding in support of its efforts. The YSB Foundation team is proud to highlight several accomplishments supporting YSB this past year: The Foundation introduced a new donor database management system, a peer-to-peer fundraising application, and a direct mail program to continue to steward donors and welcome new supporters into the YSB donor family. The YSB Foundation Board of Directors was actively engaged in supporting the work of the Foundation, showing their passion and commitment for YSB through their involvement in the Ottawa Dragon Boat Festival, SleepOUT for Youth, Moms for Mental Health, and third-party golf tournaments, among many other events.

COMMUNITY SERVICES

YSB's fifth annual SleepOUT for Youth event took place on December 1, 2016 at its new home – The Stadium at TD Place – raising \$206,000. The Foundation's Youth Cabinet, made up of 12 youth from high schools throughout Ottawa, contributed an impressive \$25K to the SleepOUT fundraising total. Their efforts inspired an additional pledge from a generous anonymous donor of \$50,000 to be directed to the new supportive housing project. As the continuing top-tier charity with the Tim Hortons Ottawa Dragon Boat Festival, YSB received a \$125,000 grant from the Ottawa Dragon Boat Foundation. For a third year, YSB was selected as a regional partner with the Home Depot Canada Foundation and received a grant of \$100,000 to renovate the McEwen Long-term Housing building and enhance and expand our existing employment supports for homeless and street-involved youth at the Drop-In and Shelters. YSB was also a continuing partner in Home Depot's The Orange Door Project campaign at local stores, which raised an additional \$26,368. The REALTORS Care Foundation awarded YSB a grant of \$6,000 to renovate the bathroom at the Young Men's Emergency Shelter.

EMPLOYMENT SERVICES

Accenture Inc. contributed \$30,000 to YSB for the Skills to Succeed program. A portion of the Home Depot Canada Foundation's grant of \$100,000 awarded to YSB was directed towards enhancing employment services for homeless youth.

MENTAL HEALTH SERVICES

YSB was selected as a partner of the Dancers Give Back weekend event for a second year in a row. Local dance schools and youth dancers came together in support of YSB's mental health initiatives and raised \$50,000 to support YSB's

Mental Health Walk-In Clinic. The RBC Foundation supported the Wraparound Program with a grant of \$49,000, allowing the program to hire an additional staff member. The Foundation hosted three Moms for Mental Health events, sponsored by Bell Let's Talk, raising \$28,645 and engaging with hundreds of community members and business leaders. The events have featured a range of mental health advocates and professionals. The Adobe Foundation provided a \$9,800 grant to support the Spectrum Drop-In Program. The Jamie Hubley Memorial Scholarship granted two youth each with a \$2,000 scholarship towards their post-secondary education.

YOUTH JUSTICE

The Foundation re-engaged the stakeholders and supporters who assisted in the outfitting of the Tamarack Trades Training Centre to continue to build on partnerships in support of our youth.

YSB FOUNDATION BOARD OF DIRECTORS: **Scott Lawrence**, Chair, CGI, **Charles Bordeleau**, Ottawa Police Services, **Christopher Rheume**, Ottawa Police Services, **Bruce Millar**, CPA, **Julie Taggart**, Taggart Realty, **Alan J. Tippett**, Welch LLP, **Adrian Sciarra**, OSEG, **Tanya Woods**, Kind Village, **Isabelle Perreault**, Blueprint, **Kevin Cinq-Mars**, Tomlinson Developments, **Raylene Lang-Dion**, Community Activist and Feminist, **John Jarvis**, ADGA Group of Companies, **Martin Sampson**, Centre for Israel & Jewish Affairs, **Kerry Patterson-Baker**, Symantec, **Carol Anne Meehan**, Self-employed, **Joanne Lowe**, Ex-officio, **Patti Murphy**, Ex-officio

YSB FINANCIALS

REVENUE 2016/17

Ministry of Children & Youth
Services - Youth Justice
\$8,490,109

Ministry of Children & Youth
Services \$7,526,980

Ministry of Advanced Education
and Skills Development
\$5,722,554

City of Ottawa \$3,345,714

Ministry of Health & Long Term
Care \$497,730

United Way Ottawa \$257,019

Miscellaneous \$1,650,253

TOTAL \$27,490,359



EXPENDITURES - 2016/17

Program Salaries and Benefits
\$18,069,023

Professional /Client Services
\$3,907,368

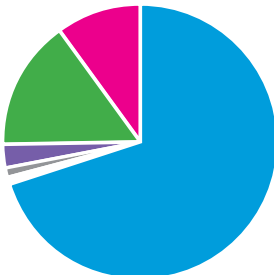
Administration \$2,552,136

Building Occupancy \$1,849,607

Travel and Communications
\$323,556

Program Supplies \$711,211

TOTAL \$27,412,901



FOUNDATION FINANCIALS

FUNDS RAISED IN 2016/17

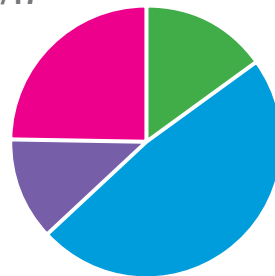
Special Events
\$558,000

Foundations
\$175,725

Corporations
\$285,475

Individuals
\$139,935

TOTAL \$1,159,135



EXPENDITURES - 2016/17

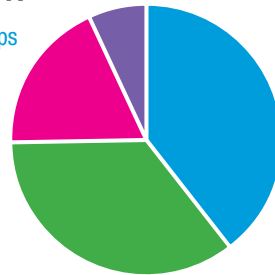
Donations to YSB / Scholarships
\$420,783

Salaries and Benefits
\$374,642

Other Operating Expenses
\$195,090

Fund Raising
\$71,884

TOTAL \$1,062,399



MENTAL HEALTH HIGHLIGHTS

Making access to mental health services easier and faster

This spring our Mental Health team undertook an ambitious new model, and starting delivering services using the Choice and Partnership Approach (CAPA). CAPA is a service delivery model for child and youth mental health services that combines collaborative and participatory practice with clients to enhance effectiveness, leadership, skills modelling and demand. Delivery and management of services ensure improved client flow and quality of care. CAPA was developed as a way to continue to provide high quality services in the face of pressures of long wait times and reduced funding in context of rising referral rates. CAPA was developed to address many of the system issues identified in our consultations with youth, families, caregivers, and service providers with an emphasis on clear pathways and developing a service that is user friendly, client centered, accessible, safe and effective. Thank you to all of our Mental Health staff who have undertaken this new system with enthusiasm and ambition.

Below are some of the other changes that occurred in the various Mental Health programs. The school-based programs will be providing counselling in a new school this year, Holy Trinity. The Residential Crisis Unit (RCU) maintained a consistent service to the community based on the number of unique clients. There was a slight increase in the number of days beds were accessed compared with the last three years. The community continues to benefit from the RCU's services for families who are struggling and in need of external support.



Youth and Family Counseling served **252** youth and families, providing more than **40,000** days of service.



6,002 followers



YWES Shelter Occupancy for the year: **105%**

YWES Transitional Occupancy: **98%**

YMES shelter occupancy: **105%**

YMES transitional housing occupancy: **95%**



3,468
likes

The Youth Mental Health Walk-in Clinic experienced high attendance at the walk-in clinic and high client participation in short-term counselling. The Mobile Crisis team provides an attentive ear and a helping hand to those who reach out and they manage it blanketed with empathy and compassion to support youth, families, and community partners with the limited resources available. The small but mighty Intensive Family Support team served 54 families. Our Wraparound program worked with 22 unique families this year, using skills in planning meetings with community partners to ensure that systems are effectively coordinated. Youth and Family Counseling served 252 youth and families, providing more than 40,000 days of service. The Bridges Program continues to thrive, heading into its fourth year of operation. The inter-disciplinary team maintains a high standard of excellence in the delivery of intensive clinical services to youth and their families presenting with complex mental health needs.

COMMUNITY SERVICES HIGHLIGHTS

Downtown Services and Drop-in extended the age of access to 24 during weekends. Peer supporters started a quarterly youth newsletter. The Ethno-Cultural Youth Advisory Group created a zine and video (in six languages!) about destigmatizing mental health. The West End Youth Motivators hosted a successful First Annual Balling for Our Brothers basketball tournament and received the Joe Assabgui Community Champion Award from West End Legal Services of Ottawa. The Hep C educators made 700 contacts at their Harm Reduction Drop-In, which takes place every Tuesday. The Purple Sisters hosted a successful Think Better Together forum. The Queer Youth

Action Committee delivered workshops for the Open Your Eyes event at Fisher Park Public School and at YSB's Youth Employment Services. The Drop-in had 706 unique clients and 13,798 contacts.

In the spirit of Housing First principles, both YSB shelters implemented the Supportive Shelter Bed Program, enabling youth to spend nights out without losing their housing. This supports youth to experience renewed or new opportunities, such as spending time with family, friends, or attending school trips out of town. In some instances, this measure has supported youth to return home. Both shelter programs piloted use of the Youth Service Prioritization Decision Assistance tool (A Housing First assessment tool) in order to examine levels of acuity and supports required for housing.

YOUTH JUSTICE HIGHLIGHTS

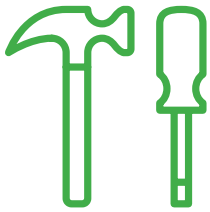
The Sherwood Detention and Custody Centre daily skills programming is running along strongly, an 'Eat Together, Eat Better' initiative, a cooking program, drumming program, visits to the Food Bank farm, and education on sexual health and mixing medication with our nurse practitioner. At the William E. Hay Centre staff support various programs for youth including a music program with guitar lessons and drumming circles. The LEAD Program with the Ottawa Humane Society, which is a therapeutic program with dogs where youth learn leadership, patience, empathy, and many other skills while working one-on-one with a shelter dog. Blueprint Pathways with Blueprint for Life which engages youth in positive development through hip hop, spoken word, and photography. Staff are also facilitating specific education



61 young women from the shelter moved into stable housing.
49 young men from the shelter moved into stable housing

22 young women from Transitional Housing moved into stable housing
31 young men from Transitional Housing moved into stable housing.





The Long-term Housing Program (LTH) provides safe, stable, affordable supportive housing services to **65** youth at three different sites throughout Ottawa.

In 2016, LTH served 79 unique clients and 20 children. Our annual occupancy rate was **98%**.

LONG-TERM HOUSING CLIENTS:

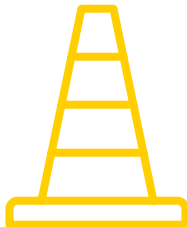
87% were involved in educational and employment goal areas

57% of youth are from different ethno-cultural backgrounds

10% identify as LGBTQ

15% are Francophone

21% are single parents



and skills training programs for youth, such as: 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. Hep C Prevention and Harm Reduction – education and awareness for youth on reducing harms associated with risky behaviours (drug use and unsafe sex).

Staff Champions at the Hay are also working on a new fitness program and new crochet program, and revitalizing the cooking program, weekly life skills modules, and monthly social skills programming. Recently we have been very busy with high numbers of youth in our facilities and supporting high-risk youth with many complex needs. 2016 marked the one-year anniversary of the Tamarack Trades Training Centre (TTTC). Youth from the Hay, as well as Sherwood, participated in numerous programming activities. Our educational partners from the McHugh Education Centre guided many of our young men through mechanics, welding, drywall, carpentry, and horticulture. In addition, with the guidance of TTTC staff, youth participated in various projects such as building Muskoka chairs and planter boxes. The Community Justice Multidisciplinary Team added a transitional youth justice worker to the team in September. This provides support for youth transitioning from custody or detention back into the community with the goal of facilitating successful reintegration.



226
followers



EMPLOYMENT HIGHLIGHTS

YSB Employment Services offer job seekers of all ages support to prepare for the job market and find employment. Some of the highlights for this year include 750 youth were engaged, youth-focused job fairs, with more than 300 visitors and 25 employers, more than 20,800 hours of pre-employment training, and more than 50 workshops delivered.

Our core programs continued to enhanced service integration; the results of these efforts have generated much excitement with our colleagues as well with our service partners across the community. During this time we worked with 1943 clients, successfully delivered training programming under the Canada-Ontario Job Grant for 244 people, worked with more than 300 employers, 5000 users accessed our resource rooms, and we increased program delivery with YSB community partners, such as the Salvation Army - Bethany Hope Centre, Ottawa Community Housing, local school boards, Accenture, Ottawa Community Loan Fund, and the Children's Aid Society.

OUR VISION: IMPACT TOMORROW TODAY

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

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

Through our services, we:

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



YSB

613-729-1000, info@ysb.ca
2675 Queensview Drive
Ottawa, Ontario K2B 8K2

YSB'S 24/7 CRISIS LINE:

613-260-2360
Toll-free for Eastern Ontario:
1-877-377-7775, chat.ysb.ca

YSB CHARITABLE FOUNDATION

You can help us make an impact.
613-729-0577 x 1262,
foundation@ysb.ca