



ANNUAL REPORT

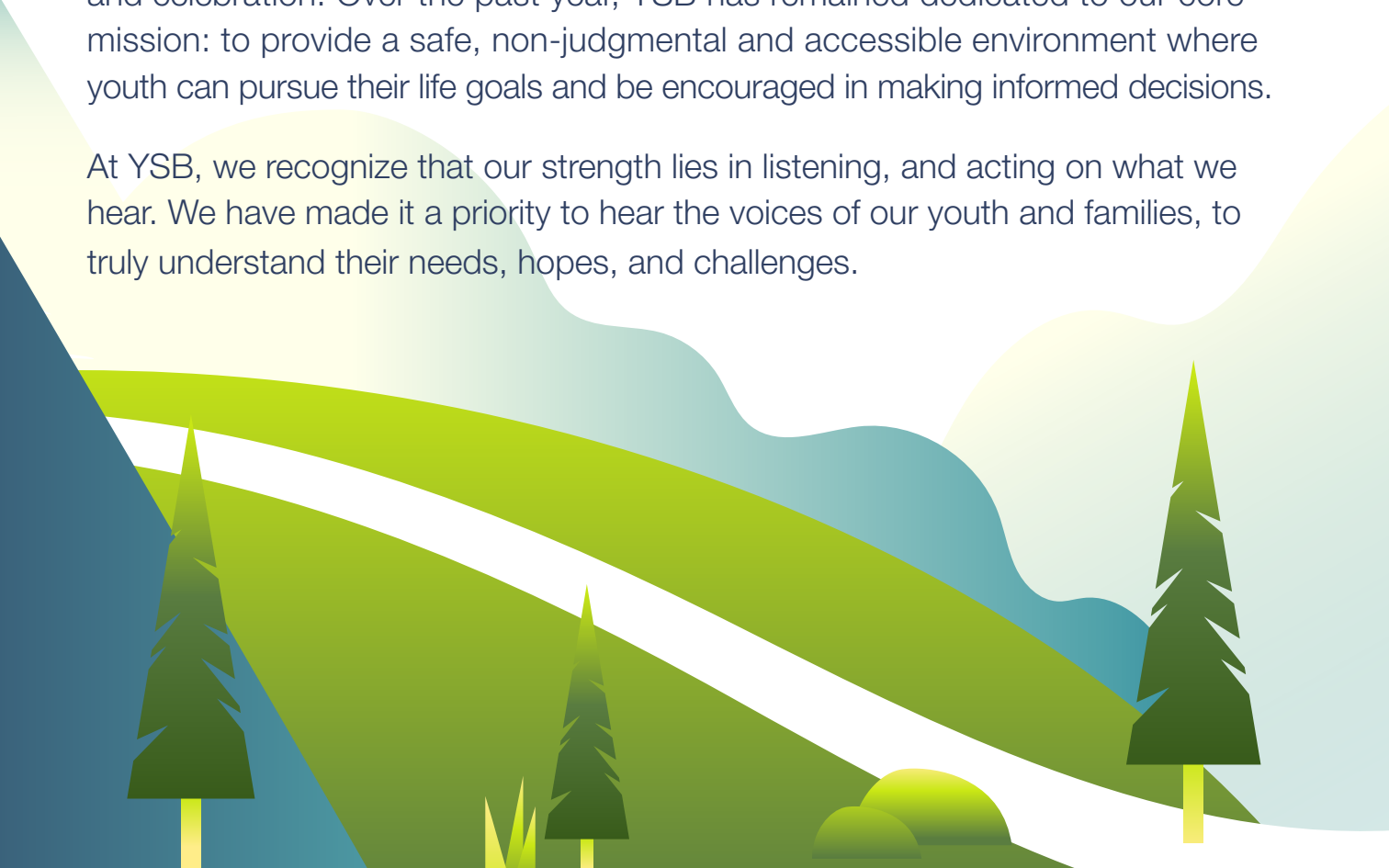
2022-23



NURTURING INCLUSIVITY AND EMPOWERMENT

In the pages of this annual report, we invite you to embark on a journey of reflection and celebration. Over the past year, YSB has remained dedicated to our core mission: to provide a safe, non-judgmental and accessible environment where youth can pursue their life goals and be encouraged in making informed decisions.

At YSB, we recognize that our strength lies in listening, and acting on what we hear. We have made it a priority to hear the voices of our youth and families, to truly understand their needs, hopes, and challenges.



This year, we have intensified our efforts to address key areas:

1 Housing and supportive services: Recognizing the fundamental importance of stable housing, we have amplified our efforts to provide safe, accessible housing for youth, in our shelters, transitional housing, and long-term apartment buildings. Our Downtown Drop-In, open every day of the year, offers youth what they need – whether it's a visit to the health clinic, finishing up a credit at school, or simply enjoy a satisfying meal.

2 Mental Health services: As we continue to see unprecedented acuity and complexity of mental health needs in our youth and families, the mental health team continues to focus on expanding their skills to deliver a comprehensive continuum of quality services to respond to these needs. This continuum includes our 24/7 crisis line and chat, mobile crisis team, wraparound, mental health walk in clinic, ongoing counselling services and intensive services such as the Bridges program and our live-in treatment program, Step Up Step Down.

3 Employment Support: We understand that employment is a cornerstone of self-sufficiency. To this end, we have bolstered our employment support programs for clients of all ages, equipping people with the skills they need to thrive in the job market.

4 Youth Justice: Our Youth Justice services include dedicated programs to ensure successful community reintegration for youth who have been in conflict with the law. We believe in the power of rehabilitation and reinforcement, working tirelessly to support the transition of our clients back into the community.

At YSB our commitment to fostering diversity, equity, and inclusion is a fundamental principle that guides our every action. We understand that creating a truly welcoming and inclusive environment is not only essential for our staff, but also crucial for effectively serving our diverse clientele. We have embarked on a transformative journey to combat racism and promote understanding, respect, and equal opportunities for all. Through ongoing education, open dialogues, and strategic initiatives, we are building a culture where every staff member feels valued, and every client receives the care and support they deserve.

YSB'S INCREDIBLE TEAM

Our team of dedicated professionals is the driving force behind our success. We extend our deepest appreciation to every member of the YSB staff team, for their unwavering dedication and tireless efforts. Your passion and commitment are the bedrock of the work we do for youth and families in Ottawa.

A GRATEFUL NOTE TO OUR BOARDS

To our esteemed board members, we extend our heartfelt gratitude for your invaluable time, guidance, and unwavering support. Your wisdom and commitment to our mission have been instrumental in our progress.

STABILITY, SUPPORT, EMPATHY

In a world often marked by uncertainty, YSB is proud to offer stability, support, and empathy. We believe that by working together, we can create a brighter future for youth and families who access our services.

To the incredible youth we serve, remember that your uniqueness is your superpower. Each one of you has the potential to change the world for the better, and we're here to support you every step of the way.

YSB FOUNDATION

The YSB Foundation Board and team are honoured to work in support of YSB's positive and lasting impact on youth and their families. They are also immensely grateful to their generous corporate and foundation partners, individual donors, and community groups for their unwavering support during the past year. The YSB Foundation exceeded its fundraising goal and raised \$1.57M for YSB programs!

Our integrated fundraising program includes direct mail and email campaigns, digital marketing and fundraising, signature and third-party events, corporate partnerships, as well as foundation grants. At the core of the team's work is YSB's mission of supporting youth and engaging the community to connect with that mission. A few key highlights from last year:

- A reimagined shelter sponsorship campaign Room to Grow was launched with lead partners the Taggart Parkes Foundation, resulting in 34 youth shelter rooms being sponsored for one year and a total of \$136K raised.
- The YSB Foundation raised vital funds for our youth mental health programs, thanks to valued partners including Bell Let's Talk, the Senators Community Foundation, the Medavie Foundation, the Danbe Foundation, Telus and several generous, anonymous corporate and family foundation donors.
- The Home Depot Canada Foundation continued its investments in YSB housing improvement projects and employment supports, while RBC Future Launch funding supported some of the community's most vulnerable youth and their access to pre-employment support and entering or re-entering the workforce.
- Partners Engel and Völkers and their team of realtors continued to invest in YSB's dedicated housing building for youth who identify as part of the LGBTQ2S+ community. TD also supported YSB's shelters with their sponsorship of two shelter rooms for one year.
- The Foundation's bilingual virtual signature event, Stay Up Ottawa, continued in its 10th year and raised \$122K in support of YSB's two shelters and four housing buildings for previously homeless youth. The Foundation also participated for the third year in the national Coldest Night of the Year event and raised \$26K in support of YSB shelters and housing.



YSB

- The Foundation continued to welcome additional 3rd party events in support of YSB, including CLV's Charity Golf Tournament, and the 2nd annual On the Road to Mental Health organized by Greg McPherson and family in memory of their son Aric that raised more than \$11K for YSB youth mental health services.
- With its Mind Matters youth mental health event series, the Foundation conducted inspiring interviews with YSB staff in the areas of anxiety, the mental health impacts of homelessness and disordered eating.
- The Ottawa Community Foundation continued investing in YSB' Diversity at Work program focused on Equity, Diversity and Inclusion.
- With its continued focus on donor relations and stewardship, the Foundation Team was pleased to resume donor tours to YSB program locations.
- The Foundation's community of in-kind donors, including Sox Box, Langar for Hunger, Pajama Patrol, Aesop, LUSH, the annual Angels with Backpacks campaign – a partnership between Ashbury College, KPMG and Khalsa Aid – along with additional retail groups, businesses, government departments and workplaces provided considerable in-kind support for youth in YSB programs.
- The Foundation's Youth Cabinet, a small group of ambitious young leaders from local high schools, also collaborated throughout the school year raising awareness and funds for YSB's youth shelters and housing, as well as youth mental health.

Our Foundation Board and Team continue to give their passion and expertise in support of YSB's work and of the thousands of youth who turn to YSB in a time of need.

**Patti Murphy, Executive Director, and
Isabelle Perreault, YSB Foundation Board Chair**

MENTAL HEALTH

Youth and Family Counselling: 800-1000 clients in Choice appointments

Core counselling: youth and/or their caregivers are seen for an average of 10-12 sessions

Bridges: supports 45-50 youth and their caregivers a year.

Average age of clients: 15 years old

Mobile crisis team receives more than 5,000 crisis calls and chats a year

Step Up Step Down: supports about 60 youth and their caregivers a year. Average length of stay in the program is 21.5 days.

Wraparound facilitator supports 25-30 youth and families a year.

1Call1Click.ca, an initiative of the Kids Come First Health Team, assists children and youth from birth to 21 years and their caregivers.

COMMUNITY SERVICES

More than 200 youth have been supported in housing acquisition and retention

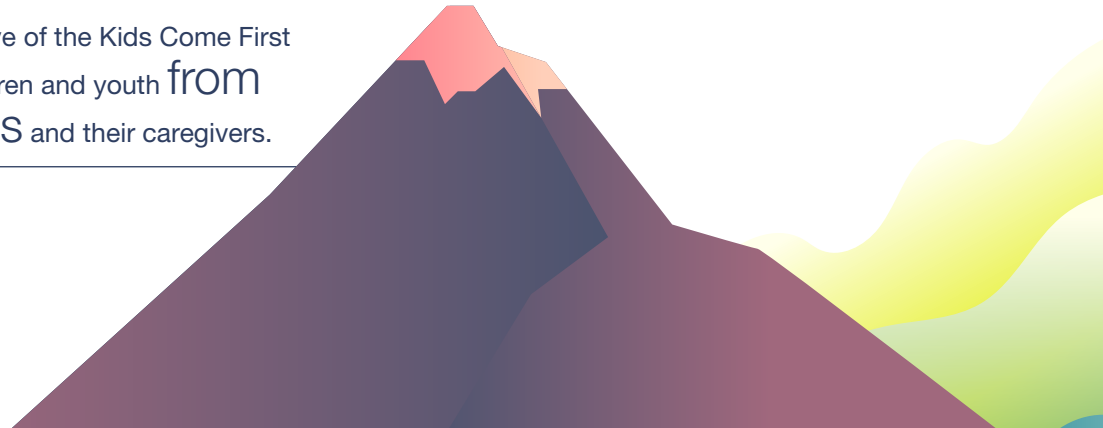
Downtown Services and Drop-in: Unique individuals visits increased by 30%

The dental clinic now provides year round service

Health Clinic: 377 unique clients and 1878 visits

YSB/OCDSB school 2022-23 school year: 65 students, 9 graduates, 88 credits granted

151 PLAR and PLE1N credits granted



YOUTH JUSTICE

Facility Individual Data	# of unique clients	Total # of Admissions
Sherwood Detention	37	49
Sherwood Custody	15	16
William Hay Detention	91	120
William Hay Custody	8	9

COMMUNITY JUSTICE

	# of unique clients
Transitional Worker Program	38
Reintegration	80
Anger Management	48
MH Court	34

We completed 192 transports totaling 42,587 km across Ontario (YJ data from April 2022 – March 2023)

TRADES TRAINING CENTRE

Programming included carpentry, welding, small engine repairs, drywall/framing, and building and maintaining gardens.

EMPLOYMENT

Supporting clients to access the training, skills and gain experience they need to achieve their goals. Connecting people looking for work with employers looking for workers through two locations across Ottawa.

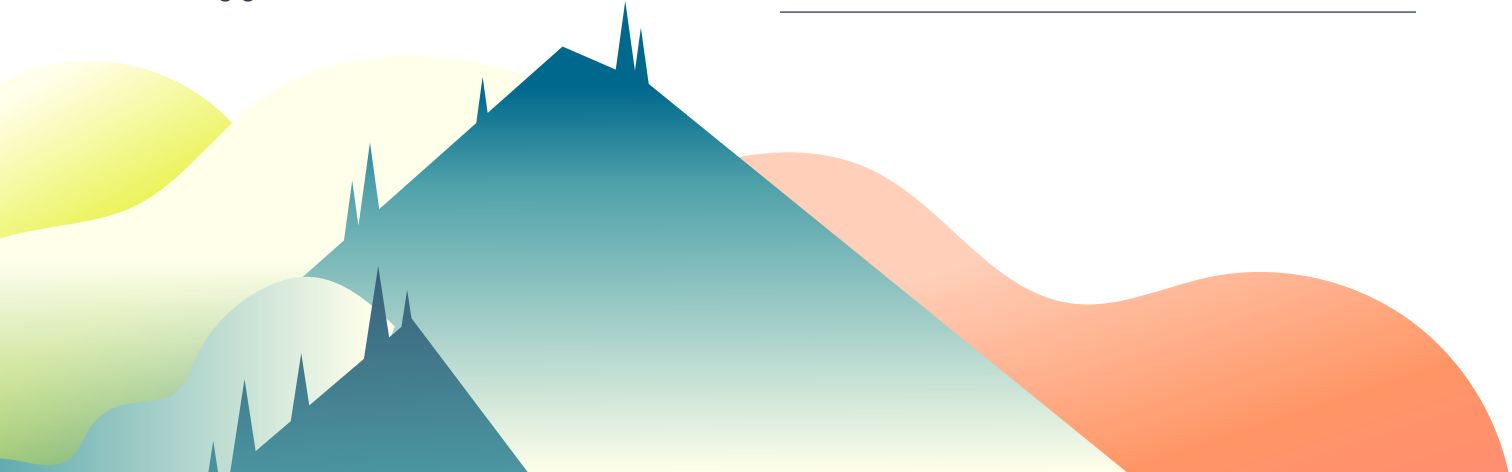
Resource and information services:
10,241 clients

Accessed counselling services (ASI):
1,678 clients

Employed, in a training program, or started school:
1,329 clients

\$760K spent in Canada Ontario Job Grant (COJG)
funding to 36 employers to train
153 employees

Hosted 10 hiring events: 49 employers,
355 participants





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

OUR VISION:

IMPACT TOMORROW TODAY

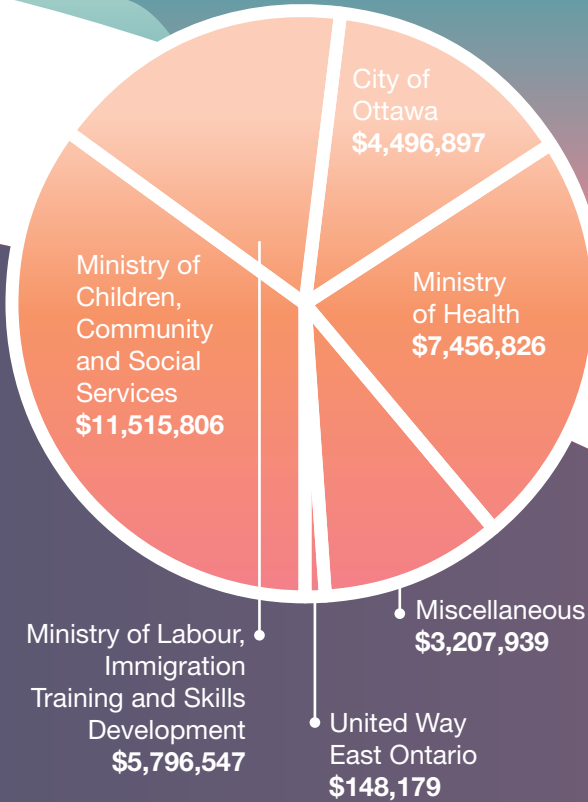
OUR MANDATE: YSB is a multi-service agency that provides services in French and English in employment, health and housing, mental health, youth engagement and youth justice. We work in partnership to develop, deliver and advocate for better conditions, services and opportunities for youth and families.

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.

YSB FINANCIALS 2022-23

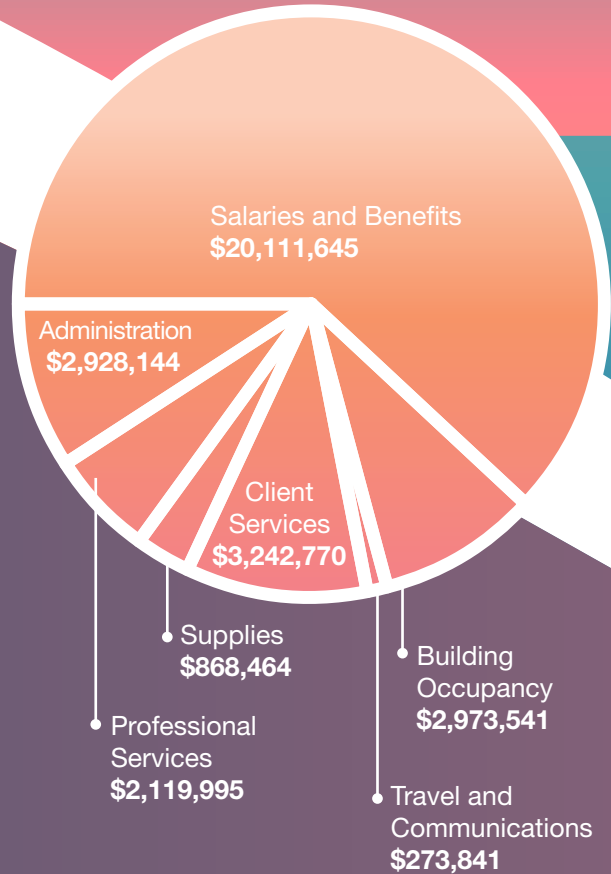
Revenue 2022/23

\$32,622,194



Expenditures 2022/23

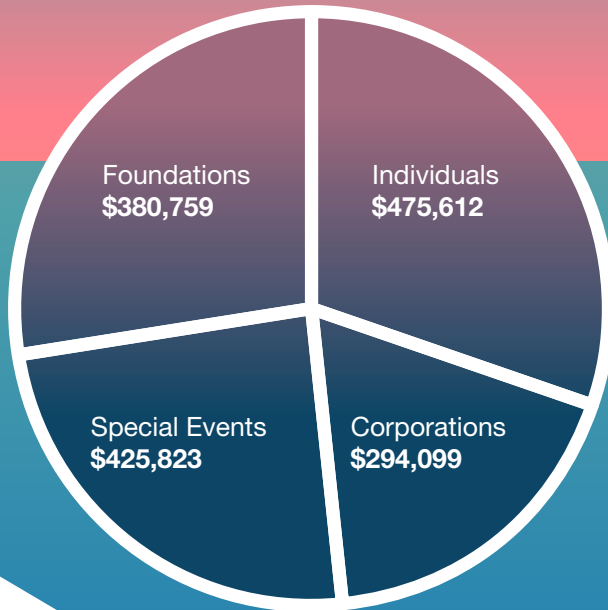
\$32,518,400



YSB FOUNDATION FINANCIALS 2022-23

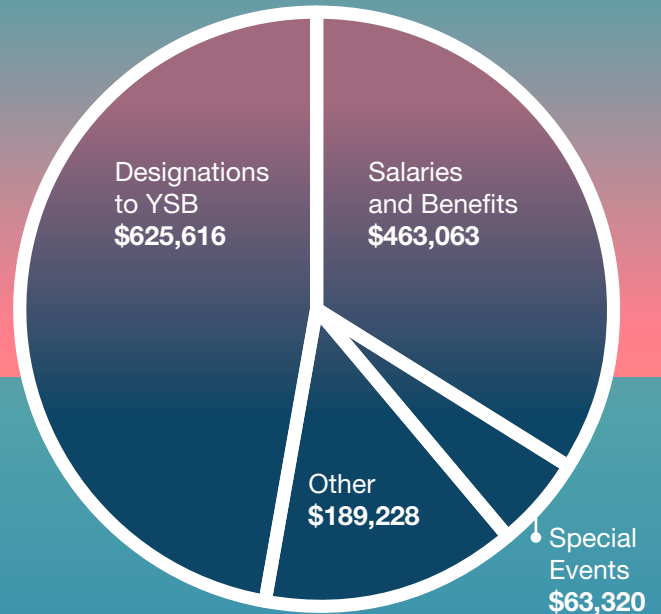
Funds Raised in 2022/23

\$1,576,293



Expenditures 2022/23

\$1,341,227



YSB BOARD OF DIRECTORS

Michael D'Amico (Chair), Stratford Group

Tanya Gracie (1st Vice Chair), Central 1 Credit Union

Meena Roberts (2nd Vice Chair), Nawitka Capital Advisors Ltd.

Susan Tataryn (Past Chair), Tataryn Law

Donna MacNeil-Charbot (Secretary), Ottawa Police Service (Retired)

Mark Taylor (Treasurer), United Way East Ontario

Anne Huot, CHEO (Retired)

Robbin Tourangeau, National Cybersecurity Consortia

James Malizia, Royal Canadian Mint

Melissa Forgie, University of Ottawa, The Ottawa Hospital

Duane McNair, Algonquin College

Michel Guilbeault, University of Ottawa

Robert Rhéaume, CCSR Advisory Services (Retired)

YSB FOUNDATION BOARD OF DIRECTORS

Isabelle Perreault (Chair), Differly

Rebecca Murray (Vice Chair), Carleton University

Geoff Publow (Treasurer), Myers Automotive Group

Scott Lawrence, HealthCraft Products Inc.

Christine Leadman, Bank Street BIA

Shawn Hamilton, Proveras

Christopher Rheume, Ottawa Police Services

Martin Sampson, Canadian Parks and Recreation Association

Maria McRae, Community Advocate, Lawyer

Chris White, Canadian Meat Council

Jennifer Stewart, Syntax Strategic

Balwinderjit Singh Kapoor, MDS Aero Support Corporation

Justin Veale, Forest Products Association of Canada

Erika Falconer, RBC

Greg Kung, GK Consulting and Lanark County Paramedic Service

Mike D'Amico (YSB Board Chair), Stratford Group



YSB

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**YOU CAN HELP
US MAKE AN
IMPACT**



**YOUTH
SERVICES
JEUNESSE**