

2018-2019

ANNUAL REPORT

FOR THE YEAR ENDED
MARCH 31, 2019



youturn Youth Support Services
250 City Centre Avenue, Suite 303
Ottawa, ON K1R 6K7
613-789-0123

BOARD OF DIRECTORS 2018-2019

PRESIDENT

Shirley Rocque
Manager (retired), Ontario Ministry
of Education

PAST-PRESIDENT

Lynn LaHam
Finance Director, Crossroads
Children's Centre

VICE-PRESIDENT

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Family Physician (retired)

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Katherine Neff

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Corporate Controller, Nunavut
Trust

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Director
Lynn LaHam
Past-President

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Rhapsody Strategies

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Principal (retired)
Ottawa Catholic School Board

Joanne Ennis
Retired

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Barrister and Solicitor
Hale Criminal Law Office

Cathy Hay
Owner
Hay Design Incorporated

Kathy Hryshko-Renaud
Financial Advisor
Indigenous and Northern Affairs Canada

Stefan Keyes
News Anchor
CTV

OUR MISSION:

To provide evidence-informed, individualized services helping high-risk youth develop the skills to become strong participating members of the community.

MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

The 2018-2019 accomplishments are a testament to the dedication and collaboration of our staff, Board and partners.

We are delighted to highlight a few of the milestones that demonstrate our capacity to deliver services using best practice, evidence-based models and tools.

1. Evaluation completed by the School of Social Work at Carleton University with a focus on recommendations for the creation of a residential program for survivors of human trafficking.
2. Completion of year 2 of a 3-year pilot focused on youth at risk of or victims of human trafficking.
3. Evaluation completed by John Howard Society upon closing the three-year Justice Canada contract reports that youturn's involvement can and does prevent homelessness and provides support to youth through mental health crisis.
4. Continuation of Saint John Bosco Achievement Centre (JBAC) school program delivered in partnership with the Ottawa Catholic School Board relocated and integrated with the Achievement Centre at Operation Come Home. Two youth graduated this year.
5. Increased reception of donations has allowed us to extend addictions programming at Operation Come Home as well as expand our charitable activities in support of our youth.
6. Joined the Canadian Centre for Accreditation and began the journey to becoming an accredited service provider in 2021.

We are thankful for the support of our program supervisors with the Ministry of Children, Community and Social Services, Louise Marinier, Irene Bilinsky and Karen Derochie.

The Board and staff of youturn look forward to even more exciting and innovative challenges benefitting our clients in the future.

Respectfully submitted,
Shirley Rocque, President
Kathy Neff, Executive Director
September 24, 2019

The youturn Board of Directors and youturn staff extend best wishes and thanks to Kathy Neff as she begins a new journey in the wonderful world of retirement.

MESSAGE FROM MARISA MOHER, EXECUTIVE DIRECTOR

I am absolutely thrilled and honoured to be joining Youturn in the role of Executive Director, replacing the organization's long-time and highly respected leader, Katherine Neff who retired in August. I would like to thank the entire youturn staff and Board of Directors for ensuring that our programs, services and daily operations ran smoothly during the transition for this position.

What has stood out to me immediately is the immense passion that our staff has for our programs, services for the youth we work with. The work is not easy and yet they start each day with drive, dedication, integrity and of course a healthy level of humour.

I bring over 14 years of experience in the community health sector focused on health promotion, community development, mental health, partnership development, system change and project and performance management. I started my career working with vulnerable and at risk youth, a population that has always held a special place in my heart. My passion for front line work has been reignited as I watch our staff buzz around the office with remarkable passion and feel so incredibly lucky and privileged to be able to help lead this organization to grow and flourish.

With gratitude,

Marisa Moher

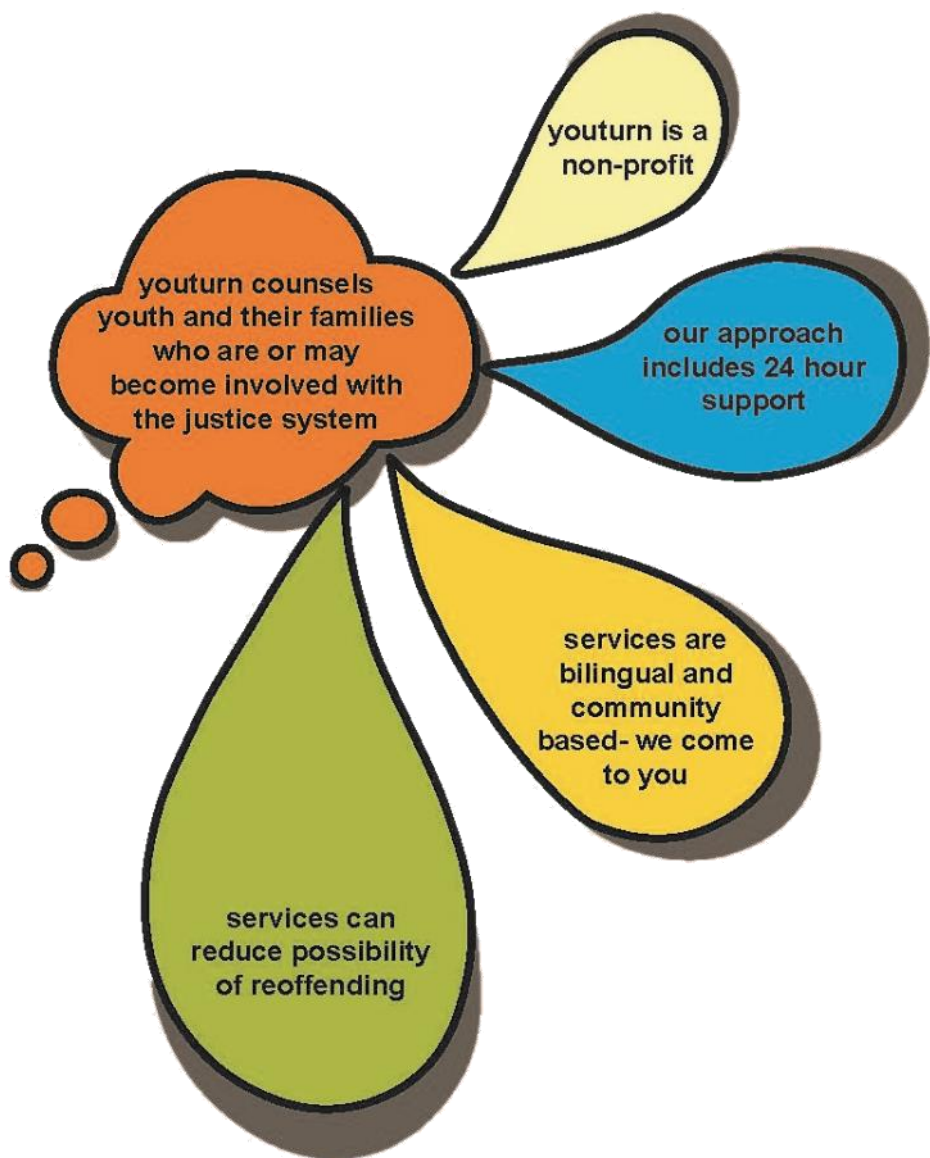
GUEST SPEAKER

ROB DALE, PROFESSIONAL SPEAKER

Rob is a dynamic and versatile communicator with over 30 years of experience, having delivered talks in front of thousands as well as more intimate gatherings. His weekly video talks have been viewed by people in over 20 countries. He earned Master Coach status with Rhapsody Strategies, an award-winning coaching firm. He is also coach mentor for all business and life coaches at Rhapsody Strategies. Rob also serves as a

director on the youturn-Youth Support Services board. Rob joined the Board of Directors at youturn in February 2019.





PROGRAMS

COMMUNITY SUPPORT TEAM (CST)

The CST program is an individualized, comprehensive and integrated treatment program — with services and supports customized to address the youth's specific needs with the over-arching goal of reducing recidivism.

INTENSIVE SUPPORT & SUPERVISION PROGRAM (ISSP)

The ISSP is an individualized, comprehensive and integrated treatment program — with services and supports customized to address the youth's specific mental health and/or developmental needs.

ON POINT

(GANG PREVENTION/INTERVENTION PROGRAM)

The On Point program provides support for youth between 12-21 years of age, who are gang involved and/or at risk for future involvement in gang activities. A youth worker will work with the identified youth, their siblings and family to reduce recidivism rates and [risk of] gang involvement. The Prevention component is being rolled out by the John Howard Society of Ottawa in collaboration with youturn.

YOUTH IN TRANSITION WORKER (YITW)

The youth in transition worker helps youth to develop and pursue their goals, and supports them to identify, access, and navigate adult service systems relevant to their specific needs. They support youth to connect to existing supports and resources within their communities including, housing supports, education resources, employment services and training, life skills training (e.g. financial management, household management), health and mental health services, and legal services.

ST. JOHN BOSCO ACHIEVEMENT CENTRE (JBAC)

The Achievement centre provides an individual educational program for youth who have struggled in a regular school setting and cannot, for various reasons, attend mainstream or alternative programs. The classroom is located at the Operation Come Home (OCH) site, 150 Gloucester St, and students will have the opportunity to engage in services offered by OCH such as employment and addictions counselling.

A DIFFERENT STREET HOUSING (ADS)

The ADS program provides a structured and stable home-like environment. This is a partnership program with John Howard Society — youturn provides the services of on-site counsellors and community supports.

NEXT CHAPTER (ANTI-HUMAN TRAFFICKING PROGRAM)

The Next Chapter program provides community based counselling support to young people who are vulnerable to, or who have survived human trafficking. Our aim is to focus on the unique needs of each youth and create an individualized service plan that reduces the risk for further involvement in human trafficking activities. We work in conjunction with each youth's formal and informal support system, providing direct interventions combined with system navigation to link participants with longer term supports.

YOUTH IN TRANSITION — ANTI-HUMAN TRAFFICKING PROGRAM (YITW—HT)

The youth in transition—HT works in a similar fashion to the YITW but works specifically with youth involved, or at risk of becoming involved, in Human Trafficking. The worker assists youth connecting with support agencies in their community such as Voicefound, sexual health supports, housing supports, education resources, employment services and training, life skills training (e.g. financial management, household management), health and mental health services, and legal services. The worker can also support youth in developing goals around their specific risk areas.

YOUTURN: BY THE NUMBERS

340

Clients Served

102

CST

85

YITW

73

Psychological/Psychiatric

15

Supporting Families

33

On Point

19

Next Chapter

14

CAS-CST

12

ISSP

9

YITW-HT

29

JBAC

247,777

Kilometers Driven

The youturn Difference

- Client-centered programming
- Individualized service delivery
- Community based & mobile
- 24hr on-call support
- Highly flexible & dedicated staff
- Extension of service to caregivers

CLIENT SUCCESS STORIES

“One of my clients graduated from high school and received an award for completing all of her schooling in French despite English being her first language. She was also given a bonus at work for going above and beyond company expectations!”

“JBAC is proud to announce that we have had our second graduate complete his full high school diploma and graduate! We are so proud to report that a returning student to the program committed to his final 3 credits and completed them in one semester. This young man has overcome many obstacles in his life to ensure he would graduate. This young man is now enrolled in the plumber apprenticeship program at Algonquin College for the September 2019 semester.”

“I had a 12 year old client that after 2 years of evading school began attending regularly through working with CAS-CST. Improvements in life skills and self-esteem were made as well as coping tools for managing anxious moments. The youth has completed the CST program and now has regular school attendance.”

“A youth who became a young mother was able to get into Saint Mary’s Program. The youth had been using hard drugs, running away from her grandparents’ home and living on the streets. The youth is now drug free, a healthy young mom with plenty of supports. Through Saint Mary’s, the youth started to participate in the Art drop-in program and gaining school credits. This writer also was able to get the youth a housing based case manager. The HBCM will support the young mother in finding appropriate accommodation once she no longer needs the support of Saint Mary’s Home. The youth cleaning up her life style and taking proper care of her child has improved relations with her grandparents and her mom.”

Amazing Youth Worker Race 2018



Food Sort Challenge 2018



Trees of Hope 2018





Shirley Rocque (left) presenting flowers to Lynn Laham (right), departing Board President



Cathy Hay (left) presenting a cheque from Hay Design



KATHY'S RETIREMENT PARTY

**STAINED GLASS BY
FORMER YOUTURN
EMPLOYEE DAVID
HAUGHTON**



STAFF TEAM 2018-2019

COUNSELLORS

Andrew Austin
Bryn MacDonald
Carley McKenna
Dan Wodzinski
Danielle Pelletier
David Bower
Dean Gervais
Derec Potter
Elizabeth World
Erika Burns
Erin Oakie
Heather Loynachan
Jenna Boucher
Jessica Perrin
Jessica Whelan
Jordan Peleshok
Kristen Lafleche
Luke Smith
Mara Rothschild
Mariella Greatbanks
Matt Kennedy
Mike Black
Mylène Côté
Pierre-Luc Dignard
Stephanie Campbell
Taylore Mattice
Victoria VanRoon

LEADERSHIP TEAM

Katherine Neff
Leigh Couture
Letitia Hodge
Louise Burness
Marv Johnston
Melanie Black
Michelle Prud'Homme
Sarah Mouchet

ADMIN SUPPORT

Amanda Kealty

VOLUNTEER

Tom Hicks

SPECIAL THANKS

Glenn Green
Teacher
St. John Bosco Achievement Centre
Krystle Fountotos
Residential Director
A Different Street

YEARS OF SERVICE

AWARD

Luke Smith—5 years

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2019

REVENUE	2019	2018
Ministry of Children, Community and Social Services		
CST	\$ 846,343	\$ 840,676
ISSP	425,789	432,473
GPP	233,000	233,000
YITW	112,500	112,500
JBAC	80,790	80,060
Reintegration supervision	37,319	41,133
ADS	33,397	34,467
Reintegration	3,494	10,331
	<u>1,772,632</u>	<u>1,784,640</u>
Other		
Children's Aid Society of Ottawa	186,995	201,811
John Howard Society	121,223	176,145
Ministry of Community and Social Services (PATCO)	95,266	94,073
Ministry of Justice	75,637	107,143
Charitable donations	34,256	15,630
OCCSB	28,355	30,218
Other program revenue	7,345	21,748
Investment revenue	1,305	-
	<u>550,382</u>	<u>646,768</u>
TOTAL REVENUE	<u>2,323,014</u>	<u>2,431,408</u>
EXPENSES		
Ministry of Children, Community and Social Services (Schedule)		
CST	852,064	854,240
ISSP	427,869	431,956
GPP	233,000	233,000
YITW	112,500	112,499
JBAC	80,790	82,835
Reintegration supervision	37,319	41,133
ADS	33,397	34,467
Reintegration expenses	3,494	10,331
	<u>1,780,433</u>	<u>1,800,461</u>
Other (Schedule)		
Children's Aid Society of Ottawa	184,051	201,811
John Howard Society	121,223	176,145
Ministry of Community and Social Services (PATCO)	95,266	92,511
Ministry of Justice	75,637	107,143
Other program expense	28,654	16,492
OCCSB	28,355	27,443
	<u>533,186</u>	<u>621,545</u>
TOTAL EXPENSES	<u>2,313,619</u>	<u>2,422,006</u>
NET REVENUE (EXPENSES) FOR THE YEAR	<u>\$ 9,395</u>	<u>\$ 9,402</u>

THANK-YOU TO OUR DONORS



**OTTAWA
COMMUNITY
FOUNDATION**

invested for good



THANK-YOU TO OUR PARTNERS



The Children's Aid
Society of Ottawa

La Société de l'aide
à l'enfance d'Ottawa

La société
JohnHoward
SOCIETY OF OTTAWA

Ontario 
Ministry of
Children, Community and Social Services

Operation
Come Home  Opération
rentrer au foyer



**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*A Trusted Partner in Community Safety
Un partenaire fiable de la sécurité communautaire*



**OTTAWA
CATHOLIC
SCHOOL BOARD**

voicefound.



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www.youturn.ca

 Youturn Youth Support Services

 @youturnyss

31 YEARS