

Annual Report 2013-2014

A Message from the Executive Director

It's been an exciting year of change at YES, starting with a name change to better reflect our client base. For the first time ever, YES received funding from the Ministry of Children and Youth Services to offer a new transition program for youth who have had involvement with the Children's Aid Society (CAS). A YES staff acts as a coach, mentor and advocate to support these youth as they transition into adulthood. It's inspiring that advocacy by CAS youth was pivotal in convincing the province to fund these important transitional supports across the province.

In this past 2013/14 fiscal year, YES provided emergency shelter to over 261 different individuals. Nine young adults lived independently in our second stage housing facility with the support of a mentor. Thirty eight different students attended YES' on-site Carriage House high school classroom, where students receive support in both their academic and personal lives. Countless other individuals gained nutritious food from YES' on-site food bank and referrals to community supports from our resourceful and dedicated staff.

YES increased its programming this past year. In addition to our usual housing search, hygiene, and household maintenance programs, we offered several health-focused sessions. Carriage House students and shelter residents participated in workshops on emergency first aid, safe food handling, sexual health, cooking, yoga, and shopping on a budget. YES partnered with the VON 360 Nurse Practitioner Led Clinic to have a social worker come on site to provide additional service navigation. In particular, she facilitates access to the clinic for clients without primary care.

YES' Board of Directors developed a Strategic Plan to lead the agency into 2018. As part of the process, YES surveyed clients, staff and community partners. We were pleased that over 80% of the 34 past and present residents who responded to our client survey found the shelter welcoming, the staff knowledgeable, and the services of high quality. Issues related to the physical environment received the lowest rating (77%). In response, YES has recruited expertise to a property committee and has dedicated more resources towards building maintenance. The function and comfort of our buildings have already improved.

In response to staff feedback and an organizational review, YES consolidated its staff team to offer more full-time positions. The result has been both better working conditions for staff and also more continuity of care for clients. Increased training and communication have strengthened our staff team and created more consistency in service provision. I am grateful to YES' staff for their insightful feedback, grace, and good humour throughout these changes. The thoughtful and energetic leadership of YES' Board of Directors is also appreciated.

As evidenced by our clients' "Reason for Service" illustrated on page 2,

relationship breakdowns and a lack of affordable housing continue to drive a need for YES' services. In the coming year, base funding will mean that YES will no longer lose money when we work to keep our shelter numbers low by offering supports such as case management, education, a food bank, etc. With stable funding, YES is positioned to be even more innovative and evidence-based in our efforts to prevent and reduce youth and family homelessness.

New research on successful approaches to mitigating homelessness indicates that rapidly re-housing residents of emergency shelters yields the best benefit for them and is most cost-effective. However, research specific to youth and homelessness affirms that many youth require transitional supports and intermediary steps before they are prepared to live independently. YES' goal to provide a continuum of responses to youth and family homelessness is illustrated below. YES is grateful for and welcomes your ongoing support as we continue to grow and change.

Respectfully,
Suzanne Galloway, BES, MA
Executive Director



A Message from the Chair of the Board

This past year has been a very exciting one for the shelter and our thanks go largely to our Executive Director, Suzanne Galloway. We were very fortunate to hire Suzanne just over one year ago. She has brought significant positive change to our agency. There has been a restructuring of the staff as well as increased partnerships in the community.

You will note that the name of the agency has been lengthened to ensure that the community is aware that we serve families as well as young adults who are in need. The needs of the homeless are not decreasing in this city and the supports that YES provides are a significant part of the necessary

safety net. The board also worked together this past year to develop a new strategic plan for the agency that will provide direction and focus for the next five years.

We were fortunate to have received stable funding for a three-year period despite significant cuts that the City faced due to provincial cutbacks. We are thankful to the City staff who worked with us to ensure that we would have this funding. Now that the shelter is on base funding rather than a per diem rate, we are able to plan ahead with confidence.

There have been many wonderful donations again to YES this year and we are very grateful to those people who continue to support our work. Our thanks go to the staff and students of Holy Cross and St. Peters for their wonderful variety show that

raised more than \$8,000 this year. Also John Hoffman and his great friends who once again put on the In From the Cold Christmas concerts that raised over \$6,000. The Home Depot Canada Foundation also provides great financial and personal support to YES in the form of working teams who have done maintenance on our building as well as grants that provide site improvements.

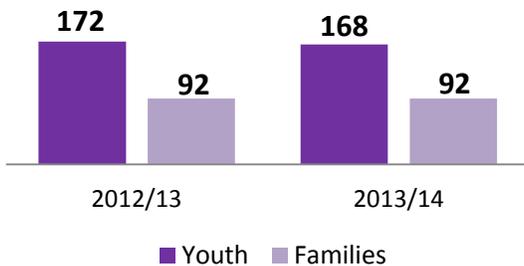
Our thanks must also go to the caring and dedicated staff and volunteers at YES who are serving the youth and families who come through the doors at all hours seeking safety and support.

Thank you,

Don Bocking, MSW, RSW
Chair, Board of Directors

In 2013-14, YES provided emergency shelter to 168 youth and 92 family members.

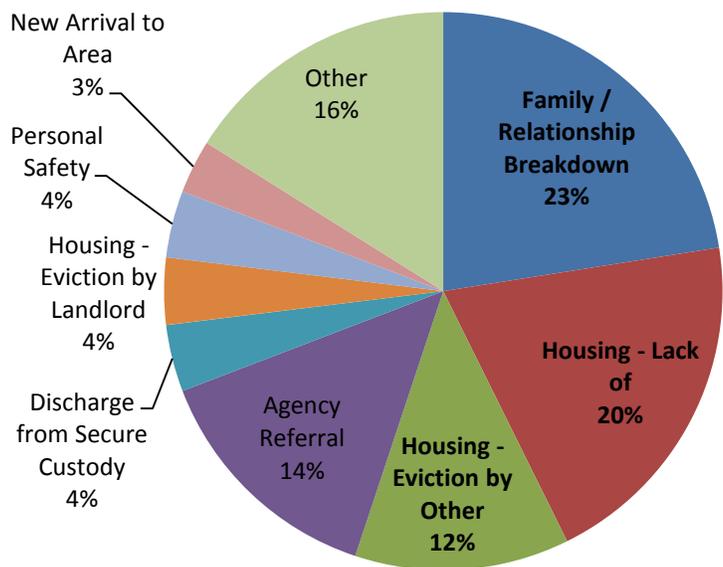
**Unique Individuals
2012/13 & 2013/14**



**Total Bednights
2012/13 & 2013/14**



Reason for Service 2013/14

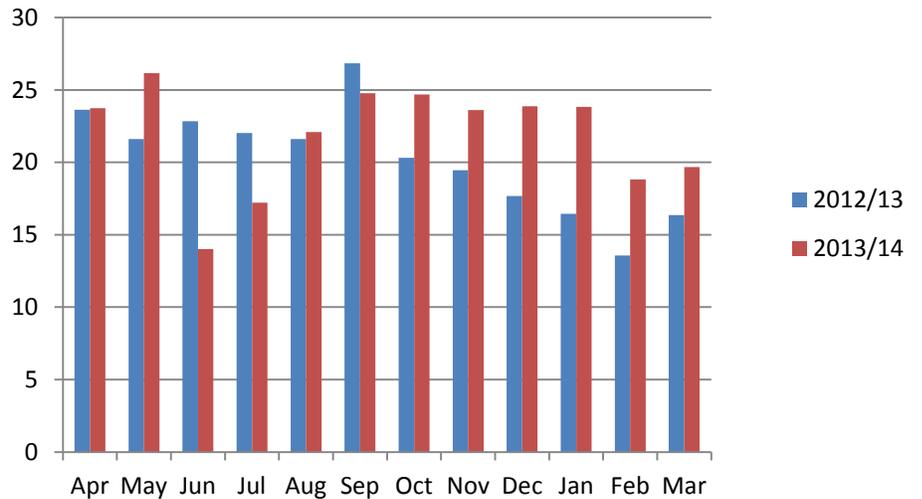


YES never closes. Our services are needed 365 days a year. Anytime, day or night.

YES experienced higher average occupancy for 8 months of 2013/14 compared to the previous year.

The number of residents in our emergency shelter fluctuates between 9 to 28, without any recognizable pattern throughout the year.

Average Occupancy 2012/13 & 2013/14



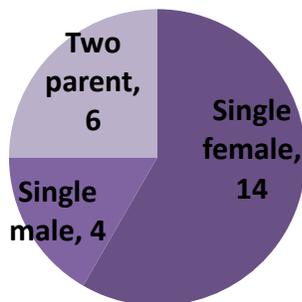
YES Offered Emergency Shelter to 24 Families

Over 80% were single parent families. YES staff offered the Nobody's Perfect parenting program to 5 parents, in partnership with the Peterborough County City Health Unit.

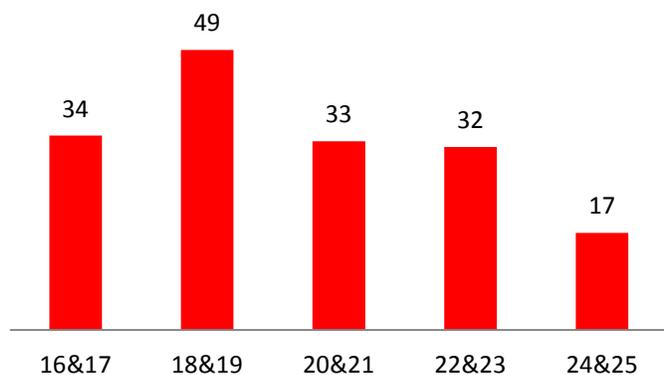
YES Provided Emergency Shelter to 168 Unique Youth and Transitional Housing to Nine Youth

The gender composition of youth residents was 58% male, 32% female and we served 3 transgender individuals. YES provides shelter to some youth more than once, given the challenges for a young person to maintain their housing independently. YES also provided temporary housing to 10 youth involved with the Children's Aid Society, through a separate funding contract.

Family Resident Composition

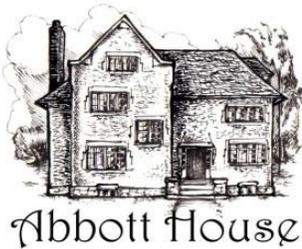


Age of Youth Residents 2013/14



YES Helps Youth Transition to Independence

“Max” grew up in Peterborough. When his parents divorced, he moved to Toronto with his mom and got involved in a bad crowd. At age 17, he wanted to start a new life and returned to Peterborough to live with his father. Unfortunately, his new home became unsafe for him as his father's verbal abuse and physical violence escalated. After just a week at the shelter, Max moved into YES' transitional residence, Abbott House, where he receives weekly support from a mentor. With this stability, Max has managed to keep his part-time job and intends to complete high school this year. He hopes to get his own place soon and is working with the house mentor on a budget and seeking housing he can afford.



YES' Transitional Facility "Abbott House"

was home to nine young adults this past fiscal year. Residents have the support of a mentor to learn life skills such as cooking and budgeting and to work on the goals they have set out. YES is excited to have negotiated a rent supplement with the City of Peterborough to support Abbott House operations. YES has agreed to put up to six months of the rent supplement away 'in trust' for Abbott House residents. A young adult who stays the whole year will move out with life skills, a 'landlord' reference, and up to \$1,350 in savings to put towards their next steps.



Carriage House High School

The Carriage House is a high school Classroom operated by YES in a building behind the shelter, in partnership with the Kawartha Pine Ridge District School Board. This year 34 students attended and enjoyed art and health classes.

Transitional Worker Program

This new program began in February to serve youth aged 16-24 with involvement in the Children's Aid Society (CAS). YES' new Transition Worker has already supported many youth to find housing, research bursaries for post-secondary education, navigate the justice system, and get out of a bad contract. This program has been funded by The Ministry of Youth and Children Services for at least 2 more years. YES is enjoying the strengthening of our partnership with Kawartha Haliburton CAS as we continue to work together to serve youth in our community.



YES provides food to an average of 84 individuals with 41 children each month. Recipients benefit from YES' partnership with Red Lobster that provides seafood to our cupboard.

Thanks to Our Volunteers

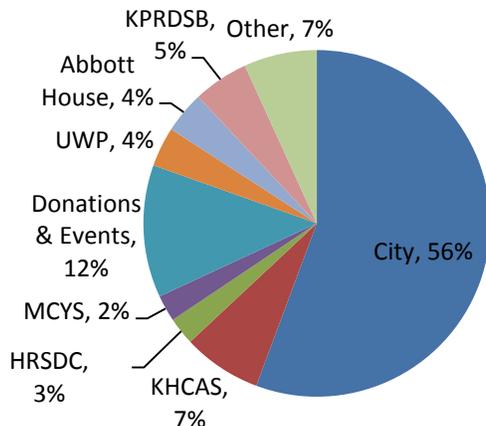
YES experienced a significant loss when our long time invaluable volunteer, Don Lynch, died suddenly in May 2013. In his honour, YES has decided to recognize an outstanding volunteer each year. The recipient of the Don Lynch Memorial award this year is Barbara Card who gave over 185 hours since she started July 20th 2013. She helped with YES' first ever garage sale, did filing, acted as receptionist during interviews, and transformed YES' storage space. Now when staff notice someone coming to our food bank without adequate warmth, we can easily give them new boots or a coat of their size. YES is also grateful to the over 70 volunteers who contributed hundreds of hours doing maintenance, cooking, pick-ups, sorting donations, staffing the food cupboard, and many other tasks that allow us to serve our clients better.

Thanks to Our Donors

As illustrated below, YES relies significantly on donations from foundations and individuals to meet our base budget – and particularly to offer additional programming. We are sincerely grateful for your generosity – you make a difference!

YES works to reduce homelessness by providing shelter, training, education, and transitional services for youth and families in the Kawarthas.

Revenue 2013/14



Expenses 2014/15

