

# ANNUAL REPORT 2018-2019

YES works to reduce and prevent homelessness by providing shelter, education, and transitional supports for youth and families in Peterborough and the Kawarthas.



## A MESSAGE FROM OUR EXECUTIVE DIRECTOR

**YES is an organization that is entirely responsive to community need. This makes it such a rewarding agency to be part of, but also gives us a huge challenge.** We are always evolving to do what our clients and community needs. This year we have focused not only on dealing with the demand for our services, but on new solutions. The youth and families who use our services deserve so much more than homelessness, and we are committed to ending their housing insecurity every single day.

YES has run an emergency shelter in Peterborough for over 16 years, and we do it well. It offers a safe haven for hundreds of people each year. But, the emergency shelter is a temporary solution. I've heard it compared to an emergency department at the hospital. You go to the emergency department when something happens that you need immediate help with, but it's not where you go to care for your health preventatively, or where your long term health needs are met afterwards. The emergency shelter is similar - there for the immediate crisis. And with the emergency shelter seeing more and more people, we realized we needed to do something a little different. YES needs to be supporting our clients to prevent their homelessness, and to quickly and effectively end it when it happens.

In 2018/2019 we launched a prevention and diversion protocol. The protocol is a partnership between YES, Peterborough Youth Services, the Greater Health Team Foundation of Peterborough and 211 Ontario. We are asking everyone in the community to call 211 on their phone when they hear a youth might become homeless.

We then respond right away to help prevent their homelessness. Often it looks like one of our outreach workers meeting the youth in the coffee shop that they're closest to, and getting started to find alternative accommodations.

And.... it's working! This year, there were 39 youth who did not experience homelessness as result of this program.

This year, the YES staff and board have made concrete plans to expand our transitional housing. We were successful in securing \$710,500.00 from the Ontario Trillium Foundation that will start in the 2019/2020 fiscal year.

**“The youth and families who use our services deserve so much more than homelessness”**

While we work on new, and innovative ways to prevent and end homelessness, YES' ongoing services continue to flourish. We have added a trustee program, supporting youth to manage their money and learn to budget. The Carriage House school saw 2 students graduate from high school this year, and 18 credits earned. Our emergency shelter, has shifted to a housing focused shelter model. This approach is an evidence based approach to shelters, and follows the best practice recommended across the country.

Finally, our team of outreach workers grew by 1 full time worker this year, and we now have a worker dedicated to 16-18 year olds who are entering the child welfare system.

Our team of 4 outreach workers support hundreds of youth throughout Peterborough City and County wherever they are at, and with whatever they need.

For these programs to exist in Peterborough, we rely on the community who choose to support us by donating financially, providing critical items we need, fundraising on our behalf and supporting our work by sharing their time. We could not do this without you!

**My sincere thanks to each person who has made YES happen this year.**

As we enter 2019/2020, I look forward to continuing on the current path of our strategic plan. I am confident that I will continue to be inspired daily by our staff team who are embracing change everyday, and learning often about how we can do even better. Our path to focus on prevention and housing supports is well underway, and it is making a difference.

Sincerely,

Meagan Hennekam  
Executive Director



## YES' 5 STRATEGIC DIRECTIVES 2017/2018—2020/2021

Clarify YES' role within the continuum of services

Sustainable growth

Youth support to adulthood

Family homelessness prevention

Staff thriving personally and professionally

# YES PROGRAMS AND SERVICES

## Emergency Shelter

**The YES emergency shelter continues to be a port in the storm for youth and families in the Peterborough community who have nowhere else to go.** These are youth or families at a vulnerable time in their lives, who do not have the support they require to meet their needs. The shelter provides them with a warm bed, three meals per day and connection to the supports youth and families need to resolve their homelessness. Over the course of this past year, the shelter has been at capacity, most of the time. 222 individuals stayed at the shelter. 61% of those were youth, and 39% were families of parents and children.

## Outreach Team

**The YES Outreach team has 4 workers, all dedicated to preventing youth homelessness, and to stabilizing youth in homes after homelessness.** Each worker has a slightly different mandate. One worker supports youth exiting the child welfare system, and one worker supports 16 year olds who are entering the child welfare system. One worker is part of the provincial team of outreach workers, and serves high risk youth

**“Over the course of this past year, the shelter has been at capacity, most of the time.”**

and their families in Peterborough City and County. And finally, we have one worker who focuses on youth housing stability, by finding youth homes with private landlords, and then working with them to stabilize in their housing. It’s hard, but very rewarding work! They prevented homelessness for 39 youth and 7 families.

## Youth Trustee Program

**The YES Youth Trustee acts as a financial liaison for youth aged 16-24 who have identified money management as a barrier to maintaining a safe and affordable lifestyle.** When youth clients meet with our Trustee, they discuss their needs, how to budget to meet these needs and what their financial goals are. They come up with a plan together and enter into an agreement that supports plan. This year our trustee supported 28 youth to stay on track to meet their basic needs with their income. Through this program, youth are learning how to do their own banking, stick with a budget, and even beginning to save.

## Transitional Housing

**YES’ Transitional Housing provides youth with a safe and stable place to live for up to 3 years, while they get the support they need to transition into a positive adulthood.**

This year we continued to house several youth in the program. Abbott House, our location in the north end, houses 7 youth at a time. This Spring, we partnered with All Saints’ Anglican Church to rent an additional 2 units, housing 6 additional youth with supports.

This means in 2018/2019, we just about doubled our transitional housing capacity, and were able to serve a total of 15 youth in transitional housing. 4 of those young people were even able to attend and graduate from high school, while in the program and 3/4 are moving into college programs.

Because of these successes, and because youth need us, YES has begun to make plans to increase our provision of transitional housing for youth.

We have an ambitious, but realistic goal of tripling our transitional housing capacity by the 2020/2021 fiscal year.

And we are on track! The Ontario Trillium Foundation has recognized the strength of the program, and have committed to funding YES’ operations requirements for a program expansion. As well, we’ve created a plan to

**“YES has begun to make plans to increase our provision of transitional housing for youth.”**

build 4 additional apartment units on to Abbott House and have laid all the groundwork in this fiscal year to purchase an additional building in 2019/2020.

This expansion to support youth in Peterborough means that we need all kinds of help. Please connect with us if you would like to help YES provide youth with a way out of homelessness.



## Carriage House School

**The classroom at the Carriage House is an intimate, comfortable loft space in the old carriage house behind the emergency shelter building.** This year, 22 students at the Carriage House earned 18 credits, and 2 youth graduated with their high school diploma. This program helps youth avoid a serious interruption to their education due to homelessness. As YES provides more youth housing, we are finding many youth continue to attend the school from their housing to finish their high school diploma. These youth are well-supported at the Carriage House by both a Kawartha Pine Ridge District School Board teacher and a YES support worker.

## Food and Clothing Cupboard

**YES continues to support youth and families in our community by supplying food and clothing to those who need it through our Food and Clothing Cupboard.** This past year YES supplied 400 individuals with food, and 303 individuals with clothing.





## NEW INITIATIVES THIS YEAR

### Youth Homelessness Prevention

The housing crisis continues to increase in Peterborough, and across the country. We realize at YES that whenever we can prevent homelessness, it makes a huge difference. This year we launched a specific protocol for the Peterborough community. 24 hours a day, 7 days a week anyone in the community can simply dial 211 to get connected to our prevention services. Youth will immediately be connected to an outreach worker (Monday to Friday) who will meet with them to work on what we might be able to do to prevent their experience of homelessness. This year 39 youth and 7 families did not enter the emergency shelter, and did not experience homelessness as a result of this protocol and team.

Most often we are finding that youth have another family member, friend or positive adult in their lives who can temporarily support them, but they need help making it happen. And the adult needs some assurance that we are going to be there with them, helping the youth make a permanent plan. We have partnered with Peterborough Youth Services, on this program, and they intervening when there is a mental health need and the youth is under 18 years old. This program is only possible because the Greater Peterborough Health Foundation chose to invest in this program, and are currently funding it. Our dream is to have this protocol available to the community 7 days a week, as right now it is only weekdays that we can offer it.



### Youth Expressive Arts Drop In

This year the outreach team started a weekly drop in with funds from the Community Foundation of Greater Peterborough. Initially, we were hoping to simply give youth in our community an opportunity to connect with one another, and with YES staff to get what they need. We often find that without an element of social inclusion, youth feel isolated when they move into their homes, and we hoped to change that. We were fortunate to have 2 wonderful volunteers, John Marris and Brian Nichols agree to facilitate arts programming at the drop in. And it has made a huge difference! Each month, youth are able to share a meal together, and connect with positive adult role models from the community. They have an opportunity to try something new, and express themselves through art. It has been an empowering experience for several youth so far, and some have even had their art published in the River Magazine. With additional support from a private donor, we will be able to continue this important new program into the next fiscal year.

### Thomas Fischer Staff Award

Thomas Fischer joined the YES team in 2017 as a placement student. His dedication and work ethic saw him join the staff team later that year, where he worked as a Shelter Worker until his passing in August 2018. Thomas built authentic relationships with staff and clients alike while at YES, demonstrating YES' four values – Advocacy, Dignity, Compassion and Equity. In memory of Thomas, YES has created a staff award in his name. This award, which will be announced annually at the Annual General Meeting and will recognize a staff member that has represented the values displayed by Thomas during his time at YES.



**This year the Thomas Fischer Staff Award was given to Karen Scott, the Carriage House Support Worker.** Karen has been with YES for 14 years, working in the school program. Every single day Karen works tirelessly to ensure youth in the school have what they need to succeed in many areas of their life. As a result of Karen's dedication, youth graduate every single year. But more importantly, these youth have an adult ally who they trust, someone who is consistently encouraging them, cheering them on, and who is there when they need someone most. Further, Karen is a role model to many staff, volunteers and placement students at YES. Always one of the first to welcome people to our agency and she is ready to jump and help whenever anyone needs her. We are so grateful to have Karen on our team, and are pleased to share this award with her.

## THANK YOU TO OUR VOLUNTEERS

Many volunteers have come through for us over this last year. For example, **Ferndale Bible Church** working tirelessly to complete the wall repair and painting of the shelter interior, **Luftansa** employees spending a day at Abbott House doing spring clean up, and **Barbara Card** who comes once/week to clean organize our clothing cupboard, to name only a few. Very special thanks goes out to the above groups/people as well as:

Bill Shields  
Braden Clarke  
Brian Landry  
Brian Nichols

Cam Taylor  
Dan Farrow  
Darlene Weales  
Dave Dame

Duane Potter  
Home Depot Staff  
John Marris  
Lakefield College

Lynne Buehler  
Marion Langford  
Megan Hennessy  
Melissa Hunt

Sara Astrom  
Shannon Culkeen  
Suzanne Galloway  
Tamara Easto

Tammie Astrom  
Wendy Love

# A MESSAGE FROM THE CHAIR OF THE BOARD

The 2018/2019 fiscal year was one of growth and planning at the YES Shelter for Youth and Families. Through community collaboration and keeping up on research-based practices, YES has begun to take innovative steps towards truly reducing youth homelessness in our community.

One of the ways this has been demonstrated over the last year is through the introduction of the 211 Program to our community. In partnership with Peterborough Youth Services and the Greater Peterborough Health Services Foundation, YES is now offering an effective way to resolve homelessness before emergency shelter is needed.

Myself and the board continue to be in awe of the team on the ground at YES, who bare witness each day to the toughest realities in our community and continuously support those most effected. We are grateful for these people everyday and have committed in our strategic plan to ensure their workplace wellness is a high priority.

This past year, we had the pleasure of participating in McHappy Day at all of the McDonalds' in Peterborough and Lakefield and benefitted from the money raised at those locations, and were also the recipients once again of the Orange Door Project efforts at the Peterborough Home Depot. Peterborough has also continued to rally around us through supporting events like John Hoffman's In From the Cold concert, and Wild Rock's Banff Mountain Film Festival.

We are on the precipice of something big at YES. Program expansions that will help more youth out of homelessness, and thereby reduce overall homelessness in Peterborough. But we will continue to need you, more then ever, to support our mission to end youth homelessness in this community.

2018/2019 will be my last year as Chair of the Board at YES. As I look back on my 6 years on the board, I reflect on how devoted, capable and innovative my

colleagues at YES have been over the years. You'll never meet a more devoted group of people than those who have dedicated their time to ending homelessness. Those who work with and support YES are no exception.

I also think about the youth that YES has touched. These are incredible and unique individuals who just need additional support to enter into stable adulthood from what are often rocky and painful childhoods. I have been honoured to help provide that support for these young people.

Sincerely,



Wendy Love  
Chair of the Board of Directors

# HUGE THANKS TO OUR SUPPORTERS

We could not support youth and families without you. Period. The following local businesses and organizations were major contributors to YES over the course of the 2018/2019 fiscal year.

- McDonald's - Peterborough and Lakefield locations
- Home Depot - Peterborough location
- Wild Rock Outfitters
- Trent University
- Royal Bank Wealth Management
- Community Foundation of Greater Peterborough
- Kawartha Food Share
- United Way Peterborough

- CGE S&A Association
- In From the Cold Concert
- Michael Evans and Heather Gardiner Foundation
- Lloyd Carr Harris Foundation
- Joanne's Place
- BEL Rotary
- The Peterborough Navy Club

# YES 2018/2019 FINANCES

