



**YOUTH  
WITHOUT  
SHELTER**

**IMPACT REPORT  
2012-13**

**EMPOWERING YOUTH**



**10,000 Youth** are homeless at one point in any given year in Toronto

## Mission

### Youth Without Shelter

is an emergency residence and referral agency serving homeless youth. We are dedicated to providing shelter and support programs for homeless youth ages 16-24. We provide an independent shelter, committed to diverse, client-focused services, in a safe, non-judgemental environment. Our programs enable youth to live responsibly and independently in society.

## Vision

Ending homelessness... one youth at a time, one step at a time.

## Values

Accountability, client-focused, collaboration, communication, creativity, excellence, diversity, integrity, respect.

### Board of Directors

David Mielke, Chair  
David Beeston, Vice Chair  
Moez Bawania, Treasurer  
Ryan Dzierniejko, Secretary

Amy Barkin  
Peter Campbell  
Talya Gaborieau  
Ali Mukhtarali

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Tony Small  
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Halinka Dybka

### Advisory Board

Lee Barter  
Dan Shea

# Management Letter

As we look back on the past year, we see great cause to celebrate. Hundreds of youth in need have come to Youth Without Shelter's doors in search of safety and support, and we have been there to welcome them. The feedback from our clients, our volunteers, and our community have all communicated a clear, resounding message: Youth Without Shelter is a vital part of our community, and makes important differences in the lives it touches.

The accomplishments of the extraordinary youth we serve remind us that, with the right support, happy endings can result from even the bleakest beginnings.

During an age when our youth should have been nurtured and protected, instead they survived experiences few of us can imagine. Now they must bravely take the first steps toward a different kind of life – learning to trust others, asking for help, confronting problems that have shadowed them for years.

Youth Without Shelter is there to help them take these necessary steps; we provide safe, supportive spaces; guide and encourage them with people who care and offer services that set the youth on a course for independence – toward careers, further studies, or whatever dreams they see on their horizon.

We are extremely grateful for having generous funders, donors and volunteers, who year after year step forward to

assist us in our mission. Each contribution is significant and moves us forward in making a difference in young lives.

Breaking the cycle of abuse, neglect and poverty, which is the root of most youth homelessness, will always be a challenge. There are no easy answers; however we are committed to providing the support that homeless youth need to reach their full potential.

We look forward to another year of providing dedicated services that address each of our clients' individual needs, goals, and desires, and we thank you—our friends, old and new—for sharing our youths' remarkable journey to self-sufficiency and empowerment.

David Mielke,  
Chairman of the Board

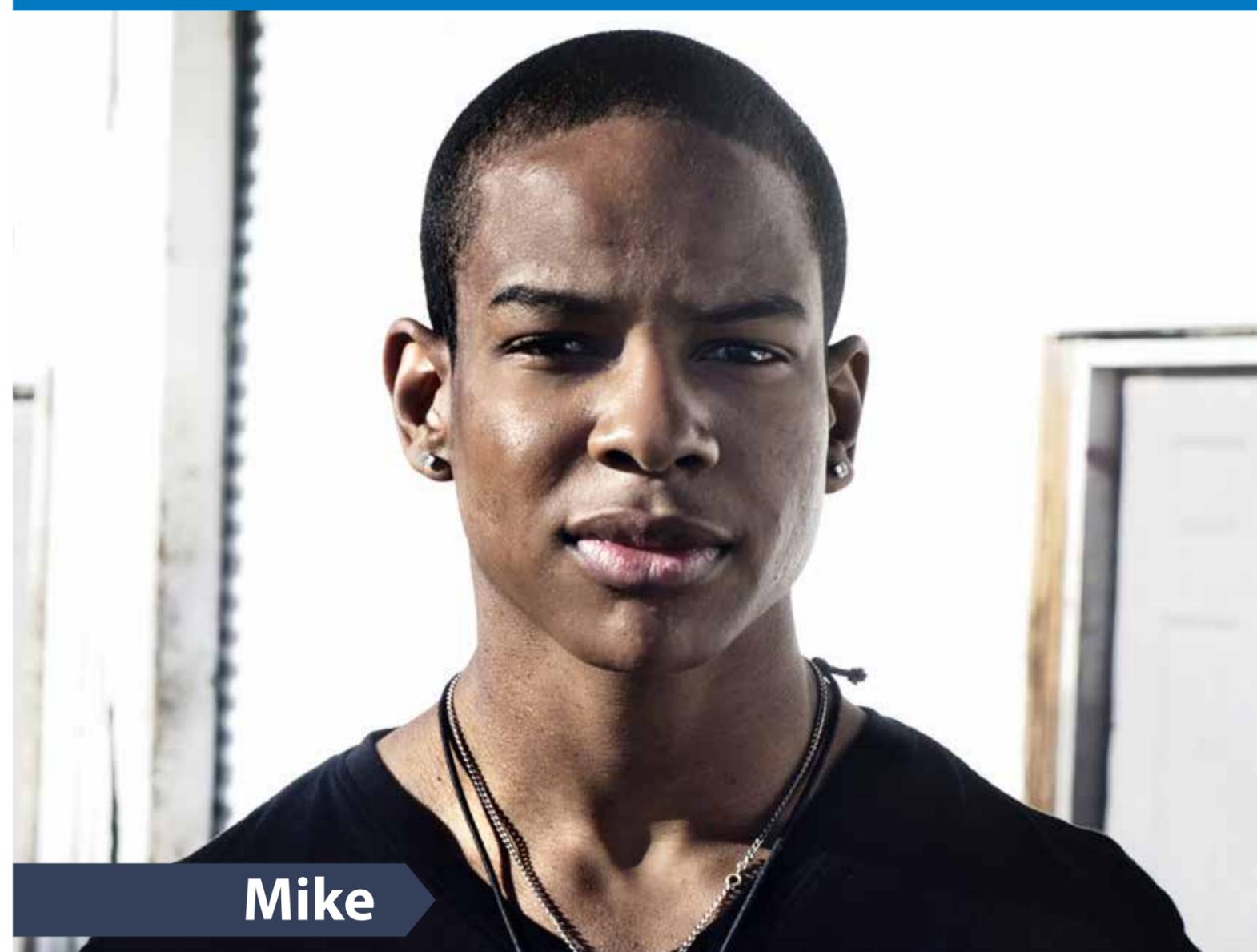
Wendy Horton, CAE  
Executive Director



**Over \$700,000 must be fundraised annually to help youth reach their potential**



of donations made to YWS are given by individuals



**Mike**

Mike desperately needed a place to stay, and more immediately food and a bed. He was at a turning point in his life, having been homeless for much of his teen years, and in and out of shelters and jail. A phone call brought Mike to Youth Without Shelter (YWS) early last fall.

After living in shelters for so long the concept of living on his own was daunting. Mike had never acquired housing before. He thought that finding housing was impossible after all of his failed attempts. One of Mike's first meetings at YWS was with the housing coordinator. He soon found he was not searching for housing alone. Now he had someone to coach him for calls to landlords and to tell him the right questions to ask. Within weeks he had secured housing.

At the same time Mike worked closely with his case manager to transition to independent living. For years Mike had been just credits away from completing high school. He simply lacked the knowledge on how to get registered in school. With his case manager's help Mike obtained his high school credit transcript and registered at an adult learning centre. Mike shared: *"Now I believe I may have a shot at the normal life I've been dreaming of since my life started going downhill."*

On the day of his move Mike was confident that he would be successful knowing that YWS's support would be there on an ongoing basis. In a parting note to the YWS Team Mike wrote: *"You do more than build lives, you save them."*

# Our Programs



## Emergency Residential



Our 30 bed emergency residential program addresses the needs of diverse youth who unfortunately share something in common; they are victims of abuse, abandonment or have no family at all. Youth Without Shelter welcomes each resident into our brightly painted environment and provides crisis counselling, safe shelter, nutritious food, and clothing and hygiene products.



## Stay in School

The 20 bed Stay in School Program addresses the many barriers homeless youth face in completing their education. Along with safe housing, clothing, hygiene products, nutritious food and counselling, the program provides those things that enable youth to succeed in school. Tutoring, computer time, school supplies, transportation and perhaps most importantly, support and encouragement are provided on an ongoing basis.



## Employment



The youth employment rate is at an all-time high. Considering this and the fact that our clients have no fixed address and in many cases limited education, the challenge for our youth to find employment can be daunting. Our employment councillor provides assessments, job searching assistance, resume writing and interview skills development and employment appropriate clothing. Connections to training programs, career shadowing and volunteer opportunities are also made.



## Housing

The young people at Youth Without Shelter often encounter socio-economic status and age discrimination when seeking housing. Our housing workers guide and support them through the process of attaining permanent housing. When housing is obtained, workers provide them with household goods and referrals for necessary furniture. In order to ensure the stability of the youth's housing, we continue to offer support to former residents with laundry facilities, a food bank, and a bi-weekly social program.



## Steps to Success



The majority of youth who seek our aid have poor life skills. In order to address their needs, the Steps to Success Program offers a variety of workshops presented by our staff as well as partner agencies. Topics such as budgeting, healthy sexuality, substance use, anger management, communications skills, among many others are presented. Recreational activities are also provided to develop social skills and ease some of the inordinate daily pressures these youth face.



## Educational Outreach

The program's interactive workshops conducted in grades 3-12 in local schools break down stereotypes and myths and introduces the students to the realities of youth homelessness. The goal of the program is to build knowledge, tolerance and empathy. An additional goal is to make the students aware of resources in the community that can provide assistance in preventing and responding to family emergencies.



# Resilience Based Case Management

Youth Without Shelter practices resilience based case management which is based on identifying and building upon the strengths of each youth. It also creates the ability to build strong relationships and trust with clients. In an atmosphere of trust, youth share the true facts of their situation. For most, it may be the first time an authority figure has indicated belief in their abilities to achieve success. This greatly improves their self-esteem and builds the confidence needed to achieve their goals.



*Youth having a responsible adult in their lives who motivates them to believe in their dreams and abilities, is the foundation for resiliency.*



**Winona**

Winona's father punished her not only with words of anger, but with angry fists. Winona knew she had to leave home for her own survival. She set aside money each week from her pay cheque but it was not enough to afford a place of her own. The turning point was when Winona's brother started to join her father in the physical assaults. Winona arrived at Youth Without Shelter (YWS) feeling the whole world was against her. Most of all Winona found it hard to believe that there were people who would want to help someone like her.

Winona came to YWS as someone who is working but homeless. No one had any idea she was homeless where she worked. Winona arrived at work in professional clothes like everyone else. She was very focused on getting a second job to save for first and last month rent. Right away the morning routine

at the shelter had a positive effect. The 7 am wake-up got her to work on time! Together with the YWS Employment Facilitator she created a professional resume, boosting Winona's confidence. Within weeks Winona landed a second job.

Working with the housing coordinator, Winona moved out to her own place. She recently returned to visit the YWS food bank to help stretch her monthly budget and to pick up an "On The Move Package" (sheets, towels, pots, cleaning supplies to get started in her new place). Winona has these words of advice for youth in situations like hers: *"Be patient, stay focused on your goals, and don't fight against those trying to help you. At YWS I did not feel disadvantaged, my morale was not broken, and I was never made to feel like I lived in a shelter."*



# Measuring Impact

## Emergency Residential

**ISSUE** 10,000 homeless youth in Toronto in one year or 3 out of every 100 youth are homeless in Toronto.

*"Thank you for being there and letting me know I can accomplish more than I believed I could."* - N. age 18

- IMPACT**
- x 10,742 safe shelter nights
  - x 53,710 nutritious meal & snacks
  - x 8,040 hygiene items
  - x 5,256 client case management meetings
  - x 684 pieces of clothing
  - x 792 referrals



## Stay in School

**ISSUE** Unemployment rates among high school drop-outs are twice that of high school graduates.



*"Staying in the SIS program has been a real breakthrough for me."*  
- B. age 18

- IMPACT**
- x 7,015 safe shelter nights
  - x 35,075 nutritious meal & snacks
  - x 1,204 hygiene items
  - x 479 school supplies
  - x 237 TTC monthly metro passes
  - x 99 supports to former residents

## Employment

**ISSUE** Youth unemployment rate in Toronto: 16.5% (Toronto 2011)

*"I had someone to talk to about problems I was having with my boss."*  
- P. age 23

- IMPACT**
- x 84 youth employed
  - x 376 employment supplies
  - x 753 employment meetings
  - x 1,111 transportation assistance



## Housing

**ISSUE** Vacancy rates in Toronto: 1.7%

- IMPACT**
- x 68 youth permanently housed
  - x 823 housing assessment meetings
  - x 286 former resident meetings
  - x 448 food and hygiene packages
  - x 362 former resident assistance

*"The housing worker made sure I had all the resources I needed to get out of the shelter."*  
- P. age 22



## Steps to Success

**ISSUE** Many homeless youth lack the life skills necessary to live independently.

- IMPACT**
- x 478 workshops
  - x 3,084 attendees

*"They showed me how to cooperate and to function with my peers."*  
- K. age 21



## Educational Outreach

**ISSUE** Homeless youth find it hard to connect with teaching staff, and peers at schools who cannot understand what they are experiencing.

*"I learned not to judge people by the way they look and that anyone could be homeless, depending on their circumstances."*  
- Gr. 9 student

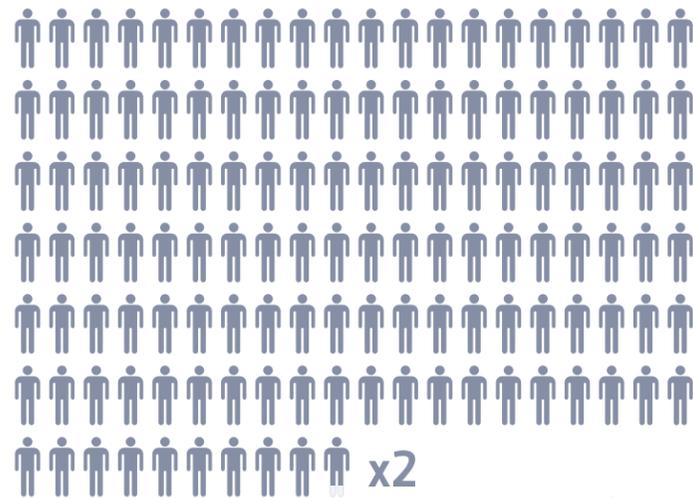
- IMPACT**
- x 30 schools
  - x 44 workshops
  - x 2,378 students



# Volunteer

- ▶ 23 projects were led by volunteers to make YWS feel like home
- ▶ 173 nutritious meals were prepared and served by volunteers

Each day volunteers create positive change in a young person's life at YWS.



**470** volunteers

canvassed for Tokens4Change in 23 TTC stations and PATH locations in the biggest snowstorm Toronto has seen in decades



A Queen's Diamond Jubilee Medal was awarded to our Executive Director, Wendy Horton for her outstanding efforts to end youth homelessness.



## Zania

At 16 years of age Zania would never have thought she would be living in a shelter. Zania's father had recently committed a crime and been incarcerated. Her mother was not part of her life. Zania was couch-surfing – living at one friend's place and then the next, until she was no longer welcome. She finally reached a point where she needed a place to stay desperately. Zania's high school guidance counselor told her about the Stay in School Program at Youth Without Shelter.

Zania arrived with the counselor for a tour and a meeting with the Stay in School Program Coordinator. She was nervous, with negative images of what a shelter would be like. But as soon

as the tour was over, she had made her decision. Zania felt the Stay in School Program was a safe place to stay. She moved in, welcomed the regular meals, and participated in daily chores. After one month Zania said she felt the shelter was her home: "All the other youth who live here, they feel like family to me, and at 16 years old I am the youngest in the house." Zania had a case manager to talk to regularly about her goals, access to school supplies, a computer lab at her disposal, and was equipped with a monthly transit pass. Now, Zania is focusing on finishing high school: "I'm going to have to say I couldn't be in a better place than this."

# Fundraising and Fiscal Responsibility

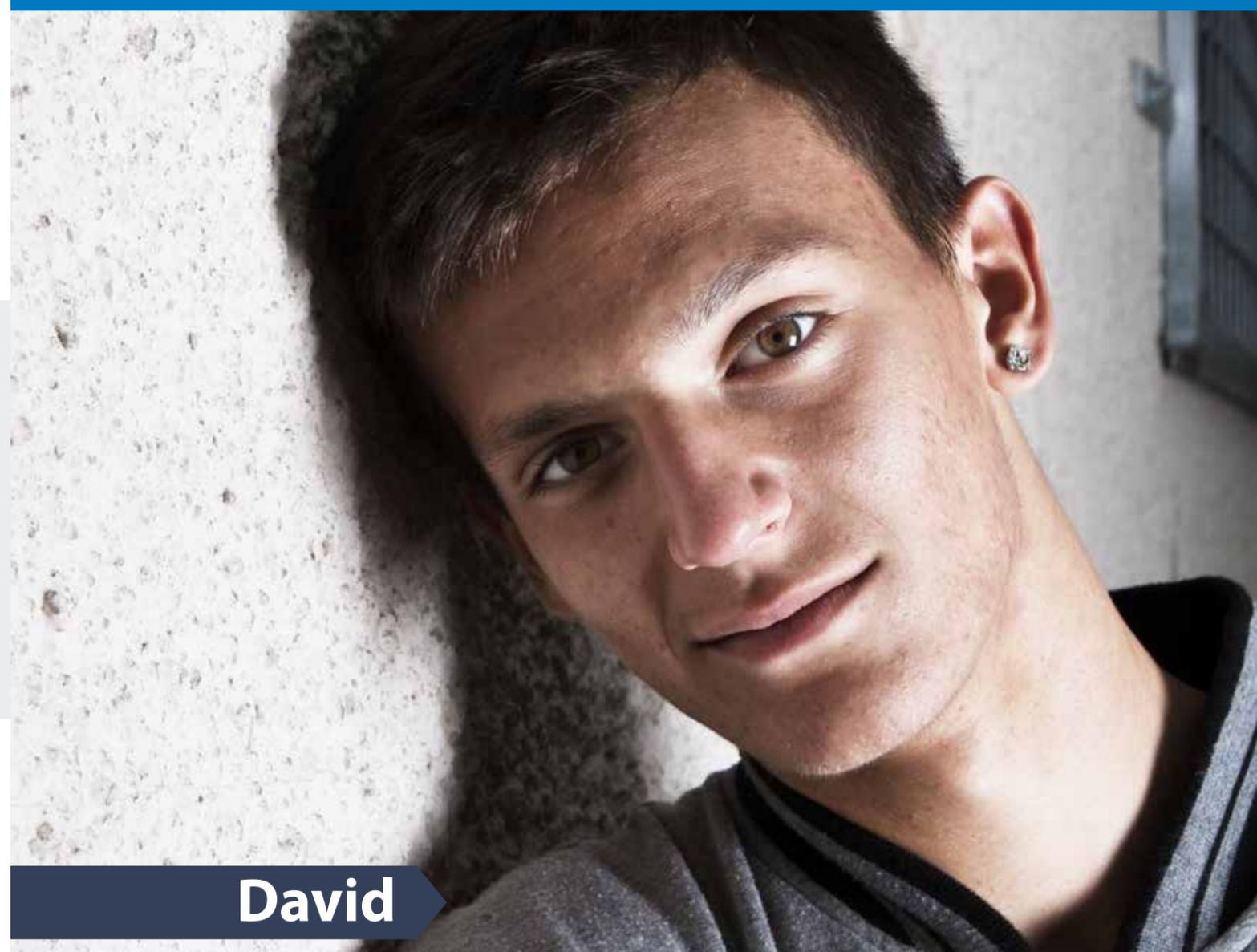


## WE DO

- ✓ Post our Impact Reports and Audited Financial Statements on the YWS website for transparency.
- ✓ Use all donations for the maximum benefit of the youth we serve.
- ✓ Work in collaboration with a volunteer board of directors, finance/audit, fundraising and human resource committees to accomplish our mission.
- ✓ Share that for the past three years YWS has been recognized as a top charity pick by Charity Intelligence.
- ✓ Operate within the Donor Bill of Rights adopted by the Canadian Association of Fundraising Professionals.

## WE DON'T

- ✗ Rent, sell or trade our donor list.
- ✗ Use any unethical or unlawful techniques to solicit funds or sell products and services.
- ✗ Engage in any activities that involve discriminatory practices against any individual or group based on gender, sexual orientation, religious or political affiliation, citizenship, age, race or ethnicity, record of offences, disability, income or family status.



## David

The taunting from his brother was relentless. At first it was verbal, and then moved to a job here and there. His brother even got his friends involved in the teasing. The threat always was "I am going to tell Mom and Dad about you, and then you are going to have a problem." So David told his parents himself; he was gay. David's father reacted with anger. His mother told David it was just a teenage phase. Life at home became intolerable. David's parents told him to leave as he was no longer welcome in their home.

David's first refuge had always been school. He loved learning and was involved in multiple leadership roles at high school. It was a teacher that recommended to David that he would find

comfort and all the supports he needed in the YWS Stay in School Program. Much has happened in David's life since coming to YWS. He graduated high school with accolades (his Stay in School Program Case Manager was his guest at the graduation) and went on to complete a college diploma in public relations. Volunteer tutors at the shelter assisted David in learning a necessary second language for the diploma. The YWS team has worked with David on reconciling with his family. Sadly, his family cannot come to terms with David being gay. This spring David graduated from college, secured a position in his field, and moved to a place of his own. He regularly checks in by phone with his YWS family, giving updates on milestones in his life.

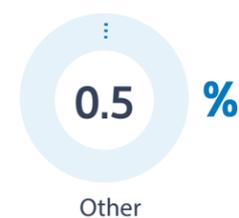
# Financials

The Fiscal 2012 - 2013 Condensed Statement of Financial Position and Condensed Statement of Operations are derived from the Audited Financial Statements of Youth Without Shelter's auditor, Cowperthwaite Mehta Chartered Accountants. The full audit may be obtained by calling Youth Without Shelter's Executive Director 416 748-0110 ext.23 or on our website [www.yws.on.ca](http://www.yws.on.ca).

## Statement of Financial Position as at March 31, 2013

	2013	2012
<b>Assets</b>		
<b>Current Assets</b>		
Cash	\$ 436,932	\$ 440,871
Short-Term Investments	147,184	105,950
Account Receivable	60,620	55,759
Prepaid Expense and Deposits	3,867	39,339
	648,603	641,919
Internally Restricted Reserves	463,800	500,000
Property and Equipment	2,216,014	2,260,008
Assets Held in Trust	16,305	
	\$ 3,344,722	\$ 3,401,927
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts Payable and Accrued Liabilities	\$ 67,266	\$ 34,995
Deferred Revenue	94,683	185,144
	161,949	220,139
Deferred Property and Equipment Grants	435,874	331,951
Long-term Forgivable Capital Loan	1,380,000	1,533,333
Funds Held in Trust	16,305	
	1,994,128	2,085,423
<b>Net Assets</b>		
Designated for Capital and Contingency	463,800	500,000
Invested in Property and Equipment	400,140	394,724
Unrestricted	486,654	421,780
	1,350,594	1,316,504
	\$ 3,344,722	\$ 3,401,927

## Source of Income



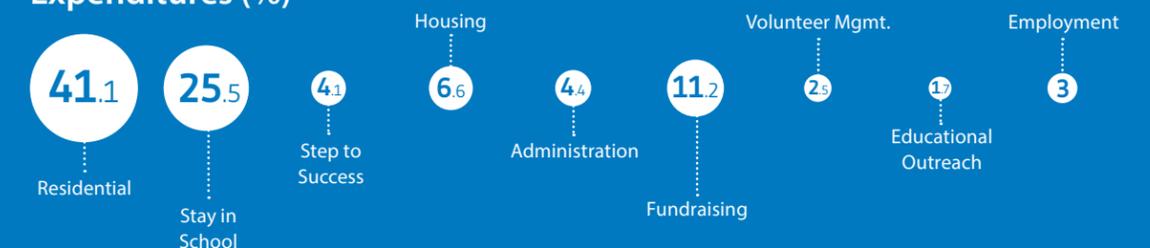
The Condensed Statement of Operations shows a surplus for 2012- 2013 of \$34,090. The surplus is due to increased fundraising efforts; these funds will be primarily utilized to support implementation of projects and programs to be defined during our Strategic Planning Process in 2013.

The organization is in a stable financial position and is committed to ensuring the continued viability of its programs and services.

## Statement of Operations for the Year Ended March 31, 2013

	2013	2012
<b>Revenue</b>		
Government Funding	\$ 1,142,739	\$ 1,132,437
Grants and Fundraising	872,590	742,579
United Way	176,491	172,660
Other	10,664	6,867
Amortization of Deferred Grants	116,395	118,552
<b>Total Revenue</b>	<b>\$ 2,318,879</b>	<b>\$ 2,173,095</b>
<b>Expense</b>		
Residential Program	\$ 887,644	\$ 814,020
Stay in School Program	544,632	590,985
Steps to Success Program	87,685	103,783
Housing Program	142,672	111,718
Administration	94,870	78,912
Fundraising	242,301	184,179
Volunteer Mgmt.	59,832	25,037
Educational Outreach	36,547	
Employment Program	63,803	33,959
Amortization	124,803	112,492
<b>Total Expense</b>	<b>\$ 2,284,789</b>	<b>\$ 2,055,085</b>
Excess of revenue over expenses	34,090	118,010

## Expenditures (%)



## Thank you for your commitment to enabling YWS to be a welcoming place of safety and support.

### Primary Funding Partners

City of Toronto  
United Way of Toronto

### Adopt A Bed Monthly Donors

Anonymous  
Eddie and Mary Alkemade  
George Amaral  
Alan Bowman  
Caroline and John Cho  
Nicole Craig  
Bronwen Evans  
Anup Gupta  
Louise Hope  
Wendy Horton  
Susan Huizinga  
David Lawson  
Sarah Lerchs  
Lynn Manning  
Sheila Masters  
David Mielke  
Karin Miskovsky  
Muzunza Musumbulwa  
Rhonda Nemeth  
Misato Okutsu  
Janet Percival  
Michael Reel  
Michale Reisacher  
Morgan Russell  
R.T. Ryan  
Holly Simpson  
Lynne Strathern  
Judith Weir  
William E. Wilson

### Room Mates Donors

Bangia Family  
Barker Family  
Bombardier  
Bromstein Family  
Esplen Family  
Rotary Club of Etobicoke  
Karen Trimble  
Stratafly Inc. and Prospect Media  
Vallis Family

### Corporate Community

ADP  
Bake Sale on the Kingsway  
Bombardier  
CIBC  
Cirque du Soleil  
Communiqué  
Crowne Plaza Toronto Airport  
Da Vinci Banquet Hall  
DUCA Financial Services Credit Union Ltd.  
Foxy Jeans Co.  
General Mills Canada Corporation

GUESS? Canada  
Hewlett Packard (Canada) Company  
Hope Beckwith Group  
Jang Contracting Ltd.  
John Wiley & Sons Canada Ltd.  
KIK Custom Products  
Levi Strauss & Company Canada Ltd.  
Mark's Work Wearhouse (Milton)  
Medium Rare  
Mercedes-Benz Financial Services Canada Corporation  
National Silicates Ltd.  
Pattison Outdoor Advertising  
Pizza Pizza Training Centre  
Print Three  
Puh-Nash  
Reynolds and Reynolds (Canada) Ltd.  
Rogers Communications Inc.  
SCE Construction Management Inc.  
Sheraton Centre Toronto Hotel  
Schneider Electric  
SNAP Newspaper Group  
Softchoice Corporation  
Stratafly Inc. and Prospect Media  
Stratcom Strategic Communications Inc.  
TD Insurance  
Tennis Canada  
The Woodbridge Corporation  
Toronto FC  
UPS Canada  
Vending Products of Canada  
Woodbine Centre & Fantasy Fair

### Faith Communities

All Saints Kingsway Anglican Church  
Bedford Park United Church  
Beraca Ministries International  
Bharat Sevashram Sangha  
BLD Covenant Community  
Bloordale United Church  
Bread of Life Ministries  
Church of Atonement  
Humber Valley United Church  
Islington United Church  
Islington Evangel Centre  
Kingsway-Lambton United Church  
Kingsview Village Seventh Day Adventist Church  
Martin Grove United Church  
Redeemed Christian Church of God, Covenant Chapel  
Rehoboth Fellowship Christian Reformed Church  
Revival Time Tabernacle Worldwide Ministries  
Royal York United Church  
Sai Nilayam Spiritual Organization  
St. Matthias Anglican Church

Toronto Diocesan Anglican Church Women  
Yog Vedant Sewa Samiti of Canada

### Foundations

Betty Averbach Foundation  
C. Dennis Flynn Foundation  
CHUM Charitable Foundation  
Geoffrey H. Wood Foundation  
Intact Foundation  
Norman Black Foundation  
OPG Employees' & Pensioners' Charity Trust  
Paloma Foundation  
Qualcomm Foundation (CAF America)  
R-Trading Trust  
RBC Foundation  
REALTORS Care Foundation  
Schneider Electric/Square D Foundation  
The Bedolfe Foundation  
The Giving Tree Foundation  
The Hustler Young Men's Bible Class Foundation  
Toskan Casale Foundation  
Trek for Teens Foundation Inc.  
W. Garfield Weston Foundation  
Winkworth Family Fund at the Community Foundation Of Mississauga

### Agencies, Associations, Clubs and Schools

Agnes Potts and Friends Garage Sale  
Cardinal Leger Secondary School  
Central Ontario Building Trades  
Elementary Catholic Student Leadership Impact Team  
Etobicoke Quilter's Guild  
Francis Libermann Catholic High School  
Greenholme Junior Middle School  
Greenwood College School  
I.O.D.E. Kathleen Drope Chapter  
John G. Althouse Middle School  
John D. Parker Elementary School  
Kingsway College School  
Kiwans Club of Islington  
Knights of Columbus Our Lady of Grace Council 3401  
La Citadelle International Academy of Arts and Science  
Lakeview Lodge #272 I.O.O.F.  
Mary Ward Catholic Secondary School  
Mentor Educational Inc.  
Millwood Junior School  
North York Harvest Food Bank  
Rotary Club of Etobicoke  
Rotary Club of Toronto Lottery Trust  
Second Harvest

Sierra Global Foundation  
Smithfield Middle School  
St. George's Golf and Country Club  
St. Thomas Aquinas Secondary School  
The Backpacks 101 Project  
The Student School  
United Way of Peel Region  
West Mall Lightning Hockey Association  
West Humber Collegiate Institute  
Windfall Clothing  
York University Rotaract Club

### On The Right Track... Racing Towards A Solution

Avison Young Real Estate Management Services  
BTI Brand Innovations Inc.  
Contac  
J.E. Russell Produce Ltd.  
Lakeview Lodge #272 Independent Order of Oddfellows  
Pattison Outdoor Advertising  
Sheraton Centre Toronto Hotel  
TD Bank Group  
The Jewel 88.5 FM  
Toronto Community News  
UPS Canada  
Woodbine Entertainment Group  
Yamana Gold

### Tokens4Change

Barrick Gold  
Boston Pizza International Inc.  
Category 5  
Faren Agency  
ING Direct Café (Toronto)  
KiSS 92.5  
KPMG  
Mantella Corporation  
Pattison Outdoor Advertising  
Rogers Media Inc.  
Sheraton Centre Toronto Hotel  
SNC –Lavalin Inc.  
Partner Schools: Brooklyn College, Blyth Academy, George Brown College of ESL, Greenwood College, Humber College, La Citadelle Academy, Martin Grove CI, Mentor College, New College, Senator O'Connor, St. John Evangelist, Sir John A. MacDonald, U of T, Upper Canada College, Woodsworth College, York University Choir

**A special thank you to each one of our individual donors!**

Your support can help Youth Without Shelter as it meets the needs of young people in our care. Whether you would like to make your gift on-line [www.yws.on.ca](http://www.yws.on.ca), by cheque or credit card, with a legacy or in memory of a loved one, your support will reach the youth who need our help the most. To discuss your donation options, please call the Development Office at **(416) 748-0110 ext.26** or [communications@yws.on.ca](mailto:communications@yws.on.ca).

*"Community involvement, by businesses and individuals who offer funding, know-how, or something as simple as time, calls to the youth that we are here as a collective group, willing to support them as they lay the ground-work for a better future."*

*- David Mielke*



[www.yws.on.ca](http://www.yws.on.ca)

**Youth Without Shelter**

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[communications@yws.on.ca](mailto:communications@yws.on.ca)

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**United Way**  
Member Agency

 **Top Pick Charity 2012**