

ANNUAL REPORT 2018

BUILDING FOR THE FUTURE





Message from the Chair

As my seven-year term on the Board of Directors of 360°kids comes to an end, I'm very proud, looking back, of our organization's strong growth and many accomplishments.

Some of the highlights during this time include the organization tripling in size, anchor funding from the United Way and the advent of a variety of outstanding new programs. These include Nightstop, where 16 low-risk homeless youth have been housed in local family homes for 145 nights. iGrad is a cutting edge alternate

education program, employing a full-time York Region teacher at the Hub. This has allowed 134 youth to continue and 25 finish their high school diploma. Another program of which I'm very proud of is HOPE, a new approach to help victims of human trafficking in York Region.

In 2017, the 360°Experience, our defining fundraising event, continued to grow and evolve as local schools joined the cause together with local political, business and community leaders.

2017 was a year where we saw an explosion of print, radio, tv and digital media exposure and awareness of our organization. Our plan is to leverage this heightened attention toward building corporate sponsorships, such as the successful partnership we have developed with Home Depot.

Forever forward thinking, we hope to establish a new Hub location in Newmarket, currently an underserved area. In addition, we are exploring the potential for a new living arrangement between seniors and youth. Such a partnership would allow seniors to live independently in their own homes longer and more safely, while providing youth with a new affordable living option.

I leave with the knowledge that a full, strong and capable Board, as well as a passionate staff and senior team, is in place to successfully continue the work we've been doing for the past twenty-eight years.

I wish the organization and all its supporters every success and look forward to a day when every youth in York Region has a safe roof, rewarding employment and the opportunity to fulfill their dreams.

My heartfelt thanks,

Mark Zeidenberg,
Chair, Board of Directors

Message from the Chief Executive Officer



360°kids believes that every young person deserves a safe place to call home. We believe that the best way to end homelessness is to **PREVENT** it from occurring in the first place. This is why I am so excited that, over the past year, we were able to launch the Upstream Project, a partnership with Raising the Roof and the York Region District School Board. In the pilot, nearly 2,000 youth participated and we were able to provide early intervention supports to 430 young people in need.

The Upstream Project is just one of a number of programs that underscore our commitment to **PREVENTION**. With this foundation we structure our programs under 4 pillars that mirror Ontario's Profile of Youth Well-Being: **HOUSING, EMPLOYMENT, EDUCATION, HEALTH AND WELL-BEING AND SUPPORTS**.

HOUSING: York Region is one of the fastest growing areas in Canada and it is also one of the most expensive. The shortage of affordable places to live, makes it difficult for struggling youth to find safe places to live while they address the issues in their lives. This is why the renovation of the Mill St. house, a joint initiative with the Toronto and Region Conservation Authority, Hockey Helps the Homeless and The Home Depot Canada Foundation, is such a big deal for us as it converted a vacant house to be used for housing for youth. We look forward to similar properties and partnerships to support youth's housing needs.

EMPLOYMENT: Without employment, youth will not be able to maintain their housing. Yet, we know that unemployment amongst youth is still very high and the situation is worse for homeless young people. In response, over the past year, we have more than doubled our employment program budget adding such initiatives like the Every Bite Matters Program which develops youth's culinary skills while engaging them in skilled trades and the digital economy. We look forward to expanding our efforts to train our young people for the future world of work.

EDUCATION: The importance of education cannot be underscored enough as it the way that our youth will remain competitive in their employment pursuits. The iGrad program has continued to help youth at 360°kids achieve the important milestone of obtaining their high school diploma. We are so grateful for our teacher, Sarah, the support of the York Region District School Board and our staff for another successful year of the program in which we saw 13 youth achieve their high school diploma.

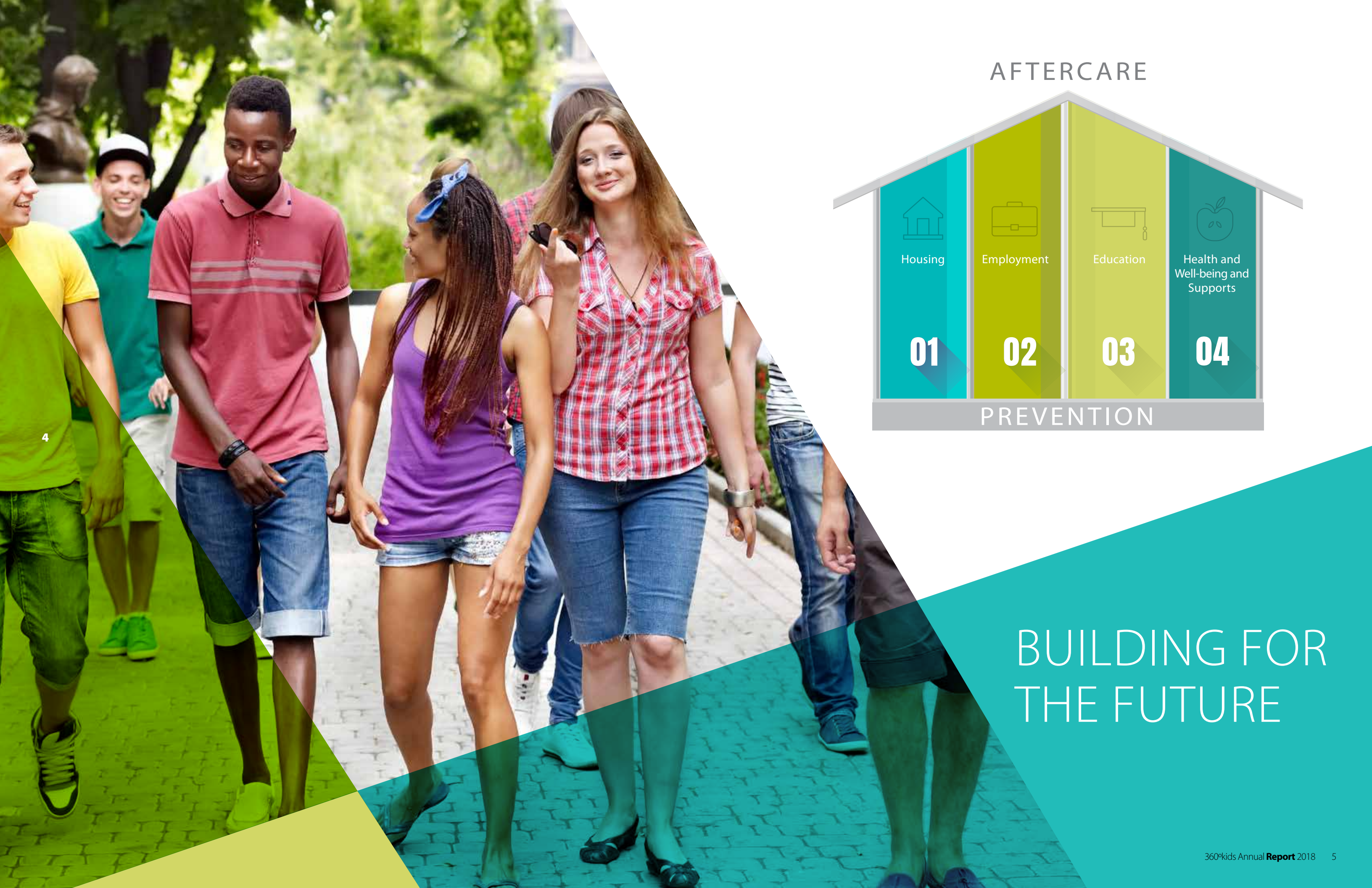
HEALTH AND WELL-BEING AND SUPPORTS. Homeless youth face enormous stresses in their lives and we continued to enhance our counselling, recreation and life skills activities to help them achieve strong physical and mental health.

Our work over the past year has been **Building for the Future** which is at the heart of our 3 strategic priorities: Increasing awareness and operational sustainability; improving the quality of our programs; and increasing our human resources capacity. We were able to engage more participants than ever in the 360°Experience, we ensured the relevance of our job descriptions and staff compensation through the daunting Job Evaluation project and we successfully revamped the Annual Staff Survey to better understand and support the needs of staff throughout the organization with a whopping 75% of staff engaged in the process.

We know that the needs of the youth are ever-changing and as an organization, we are committed to responding because we truly believe that Every Kid Matters. I am grateful to all our funders and partners who contribute to our work. I thank our volunteers including our new Youth Ambassadors who give so much of their time to the organization. We have an incredible Board of Directors who continue to lead by example in giving of their time, money and expertise to the work. And finally, I thank all the staff—they are the true heroes. Their work everyday with the young people is the heart of 360°kids and make us the organization that we are. I enjoy working alongside with you all.

Sincerely,

Clovis Grant
Chief Executive Officer



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AFTERCARE



BUILDING FOR THE FUTURE

PREVENTION AND AFTERCARE

Preventing homelessness is the framework used to guide the work we do at 360°kids because we know that the longer a person is homeless, the poorer their life outcomes.

As a collective, the provincial Youth Outreach Worker (YOW) team and the Leadership Engagement Gang Intervention Team (LEGIT) continues to build community partners, to help surround all youth with care. We continue our regular engagement at the community table in Vaughan and the York Region resiliency table. This is in addition to creating new partners and connections with the York Regional Police PAVIS team through collective community outreach.

We have expanded our engagement with the York Region Transit Special Constable, through formalized training of all new recruits. We have also extended our engagement in the York Region District School Board and the York Region Catholic School Board. The Outreach Team represents 360°kids at the YRDSB Equity and Inclusivity advisory committee that meets bi-monthly, in addition to sitting on their Classism sub-committee during the 2017-2018 school year. The York Region Catholic District School Board invited 360°kids to present to its administration staff, which is a new engagement step for the board to ensure the mental health and well-being of youth is addressed.

Aftercare and Transitional Supports: In the past year the Aftercare and Transitional Supports team has worked together to ensure we are continually developing, coaching, supporting, and teaching our community who we are and what we do. We have collaborated with Toronto JVS, CHEERS BMO Financial Group Mentorship, Community Legal Clinic of York Region, Knowledge Makes Cents, Sandgate, YSSN, and Children's Aid Society (CAS) to strengthen the capacity of our community. In the past fiscal year, one of the key highlights for both programs was drawn from the increase in numbers of workshops.

We were able to provide 14 workshops to our youth which included various facilitators from different agencies who assisted with our Zumba, financial literacy, housing, and employment workshops. Working with other community agencies has not only increased the number of participants per workshop, but also allowed us to expand our resource network while working to strengthen the program.

YOUTHrive: Inclusive, enriched recreation and mentorship programming for residents of 4 housing cooperatives providing a safe place for youth to develop relationships, life skills and gain access to resources in the community for the youth and their families.

After School Program: A program for children in Grades 1-8 with an objective of getting kids active and healthy in both body and mind. The program includes a variety of physical activities, cooking classes, as well as reading and homework help.

Youth Outreach and Upstream project: Street outreach workers provide mobile services to youth ages 16 to 26, meeting them where they are throughout York Region. The Upstream Project is a project that works in tandem with the school board to provide early identification of youth at risk of homelessness and to provide them with the appropriate services to reduce the likelihood of them becoming homeless. This pilot project was only the second of its kind launched in the province and the first that worked with an elementary school program.

Home Base Youth Drop-Ins: Our Home Base programs provide direct services to address issues youth presently face- employment, family issues, life skills, hot meals, counselling, clothing and recreational activities.

Youth Story

Phoebe has been involved with 360°kids since August since 2017. We got connected to her through a family member as she had not left the house in more than six months. Due to her severe anxiety and other disabilities, she felt overwhelmed by the thought of leaving her house. Working with her slowly, we were able to set small goals for her such as walking around the block and gradually increasing her exposure to the outdoors. Phoebe now attends counselling at 360°kids, attends workshops to improve her life skills, goes grocery shopping, and has reconnected with old friends. Phoebe has achieved two of her biggest goals - going to the mall and attending her sister's graduation through our support. Phoebe has decided she would like to find a part-time job with assistance from 360°kids' employment programs.

4,372 youth served

93% of youth with improved knowledge of services: Drop-ins, YOUTHrive

1,250 youth served in ASP, YOUTHrive, Outreach programs

1,533 youth served in drop-in centres

973 youth served in Gang Prevention and Intervention

152 youth served in Aftercare and Youth in Transition



Housing



“To end homelessness requires housing.”

Unfortunately, housing in York Region is unaffordable to many. To address the housing needs of young people, 360°kids provides a range of housing programs including emergency, transitional, residential homes, and specific housing support provided to survivors of human trafficking. Housing workers also meet with youth throughout the Region to assist them in finding and maintaining safe and appropriate housing.

Nightstop As an accredited Nightstop provider, we are able to provide temporary and supportive housing to young people when forced to leave their home. The use of spare rooms in a positive environment makes a huge difference to young people in crisis.

Connections Emergency Housing provides 14 single occupancy rooms for youth aged 16 to 26 who are in crisis. Staff provides basic needs, wraparound case management supports and assistance in finding appropriate and stable housing.

360°kids Residential Program houses 13 youth ages 16 to 19 who are in crisis, providing them with opportunities to continue their schooling while learning life skills to prepare them for independent living.

The STAY (Supportive Transitional Apartments for Youth) program provides 11 beds in three shared apartments in Richmond Hill and is an affordable housing solution for youth ages 16 to 26 who are transitioning to independent living.

The HOPE program serves women between the ages of 16 and 26 who are survivors of human sex trafficking. This is a transitional housing program providing youth with a safe and caring environment focusing on basic needs, health care services, therapeutic opportunities, and life skills programming. In January 2018, the HOPE program expanded by 3 beds to now serve 6 youth with 24/7 support. The program partners with community agencies to enhance programming and additional supports to the youth we serve.

The **Transitions** program is an extended housing program for youth 16 to 26 years old who are preparing for independent living. Over a three-year period the youth are supported by a case manager who helps them develop goals, access necessary supports, and encourages them to commit to a graduated market rent plan.

164 youth served in our housing programs:
Nightstop, Connections, HOPE, Residential,
STAY, Transitions

15,259 bednights:
Nightstop, HOPE, Residential,
STAY, Transitions

22 Connections youth
who moved in with
family or friends

306 housing
supports provided
by Housing
Worker

Youth Story

“Elsa” was a 17-year-old female living at her mother’s house in Kentucky with her stepfather and stepsiblings. This was not a safe setting as the stepfather would often take out his anger and frustration on her. The abuse was verbal and physical.

Putting together what little money she had, Elsa bought a one-way bus ticket to Toronto with the hopes of living with her father in York Region. Unfortunately, when she arrived there wasn’t enough space at her father’s house and he feared that the landlord would evict him for having Elsa there. With nowhere else to go, she entered Connections in January, 2018. Working with the housing workers, Connections staff and one of our counsellors, she developed a plan to get housing, employment and continue her education through iGrad. Elsa was accepted into the Every Bite Matters program and in a month she was placed at a restaurant where she excelled and started to earn money.

Elsa has worked with the housing workers and her father to find a bigger place where she could live and assist with the rent. She and our counsellor worked on communication skills to ensure she could navigate challenges she had with her father previously. Elsa is now living with her father, working full-time until school begins in September and continues to use services at Home Base as needed.

Nightstop Youth Story

“Brian” was using Nightstop for the first time on his birthday. Nightstop discreetly made the Host family aware that it was his birthday. It was also the first time for Rob and Merijam to host. They were both excited and nervous like the youth. They started the house tour and upon entering the kitchen Merijam pointed out the beautifully decorated cupcakes and decadent brownies she made to celebrate his birthday. His eyes lit up with excitement and gratitude. The young man was filled with excitement, relief and so much JOY. He said “This is incredible!!!! I can’t thank you enough! They are amazing and this is all amazing!!!” After staying with the hosts the young man shared that this was better than expected. He was comfortable, he felt cared about, safe, and wanted.

Nightstop:

17 host families
trained

16 youth placed
in host homes

5 youth reintegrated
with families



EMPLOYMENT

The 13.2% unemployment rate for young people in Ontario is more than twice the national average. But for homeless youth, this rate is much higher. 360°kids offers young people a range of employment supports to help them acquire the training and skills needed to enter and stay in the labour market. Over the past year, the program has experienced significant growth to six different program streams and 15 staff members.

Youth Story

Shamar was one of 20 students recognized by the York Board of Education for its “2018 Celebrating Student Success” program:

“Shamar is a positive role model and a cultural representative for the black community. This year he is leading the Black History Month planning committee. He has written and published articles for a local newspaper both in print and electronically. He recently stood up on behalf of T.E.A.M. and the SHSM Environment Programs at MMHS and made a courageous five-minute deputation to the Mayor and council of the City of Markham to call for the protection of threatened wildlife corridors.”

Shamar credits much of his success to the support of 360°kids, especially the employment team who worked with him and helped him gain employment skills through the various programs.

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Shamar Brown

I found out about 360°kids in May 2016 as I was introduced to their Youth job Connection (YJC) program by a relative.

My first time working with 360°kids was an experience I enjoyed. I learned the necessities to obtain a job, completed 60 hours of workshops, and I was in line to work at a local Wendy's. Unfortunately, due to my immaturity and other personal occurrences I was unable to

work. It was a very tough summer for me. I felt as if my life was slipping away from me. Going back to school that year was tough. I was planning on dropping out until my coach, Mr. Williams told me about the possibility to interview national sprint champion and 3-time Olympic medalist Andre De Grasse. It was inevitable that the opportunity would open many more windows for me.

Since then I wrote 5 articles for the Markham Review, got accepted into Centennial College, and won multiple awards. I'm now enrolled in the STEP program at 360°kids. They have welcomed me back with open arms and Kevin has helped me with searching for employment and also still willingly continues to help me with any problems I'm dealing with.



60% of youth who were employed after the program

23% of youth who returned to school after the program

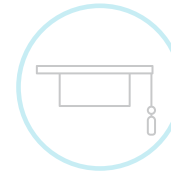
83% of youth who were employed or returned to school after the program

242 youth served

256 pre-employment workshops

202 pre-employment workshop participants





EDUCATION

Low school participation is a factor for most homeless young people. While the dropout rate in Canada has decreased to about 9%, for homeless youth, it is more than 50%. Still, the majority of these young people would like to return to school. The iGrad program at 360°kids, in partnership with the York Region District School Board, provides an opportunity for youth to earn their high school diploma while getting the additional supports needed to be successful.

Youth Story

I have attended the 360 Kids program Youthrive for the last two years. Many people don't know this but I face many challenges at home and school. When I met the 360 Kids staff two years ago I really didn't think much of them but through the months we realized they actually care about us. They make sure we're attending school, we have proper clothing and that we have food to eat. I have gotten really close to both of the staff members and they have helped with homework, groceries and have helped me push through many personal problems. I honestly didn't think I was going to apply for College let alone finish high school but this year and with the support of the staff I was able to pull up my grades enough to apply to University and 360 Kids helped me pay for my application. Things are definitely tough at home and there was no way I would have been able to pay for it. They have showed up to support us at our basketball games and helped us complete major projects at the library, they have also given us time to study for our exams.

Liz, age 17



40 youth have completed at least one credit since September 2017

164 credits have been completed since September 2017

360°kids has made a huge impact on my life. I wouldn't be where I am today without the support that the staff and programming that 360°kids has to offer. When I first came into the shelter, I was into drug use, was behind on several high school credits, and didn't think I would be able to get a job. IGrad played a massive role in my life because it was there. I always did my schoolwork in the classroom because of the teacher Sarah. She went above and beyond to support me in every way possible. She was also a mother figure to me, something I didn't have at the time and never hesitated to help me with whatever I needed. Without that support, I don't think I would ever have passed Grade 11 and be where I am today. I got accepted to college and am excited for my future.

Michelle, age 17

60 youth signed-up for iGrad

11 youth graduated last year

22 high school graduates

7 youth who received scholarships



HEALTH AND WELL-BEING AND SUPPORTS

Homelessness impacts one's health and well-being. Homeless youth often experience symptoms of high distress, have high exposure to physical and sexual violence and experience high mental health risks including suicide.

Over the past year, 360°kids have provided increased supports to ensure the health and well-being of young people. This includes more access to mental health training for staff, additional partnership supports as well as continuing to provide young people with access to healthy meals, recreation opportunities, and access to counselling.

84,335 food supports (meals, snacks, pantry) provided

462 formal counselling sessions to **54** youth and families for family reconciliation



Youth Story

360°kids has helped me a lot. I joined in 2016 when I came from another shelter. I didn't have a home, no income, I was completely homeless. I barely had any lifeskills to survive but living in the STAY program helped me achieve my goals. One of my biggest fears was being sent to Pakistan and being married off to someone way older than me. They helped me through a lot of my personal mental health struggles as well to get access to health care. They have been so supportive and helped to me in my journey. I know rent an apartment and I believe they are one of the reasons I am here today.

Shezin

98% of youth at Drop-in centres found food supports useful


67,546 recreation supports provided to **1,745** youth

98% of youth at drop-in centres found recreation supports useful

95% of youth who felt valued and appreciated by others since coming to our drop-in centres

91% of youth reported improvement in their overall well-being (physical and emotional) since coming to our drop-in centres

1,192 workshops/life skills sessions provided to **642** youth



“Do not fear failure
but rather fear not
trying.”

– Roy T. Bennett, *The Light in the Heart*

Heather Sally Volunteer of the Year



Heather Sally, owner of Heather Sally Design Group is a talented interior designer who was introduced to 360°kids through the 100 Women Who Care (Markham Chapter). Since then, Heather has been an active advocate for our programs and services, and for youth in need. This past year, Heather has shown an even greater amount of passion and drive to making a difference in her community, when she realized 360°kids could benefit greatly from her design skills.

Heather took on her biggest charity project yet with 360°kids. She put together a team of designers, and a network of supporters to help revitalize the interior spaces of our residential homes where our youth live. Within days, she had assembled a full team of support to help her accomplish the huge undertaking of redesigning their living spaces. Over the course of six months, the volunteer team dedicated hundreds of hours, volunteering their time and talents to this project. Heather and her team planned out every detail of their design aspects, and worked closely with staff and youth to ensure they created a warm and welcoming dynamic in each space she worked in. With a limited budget, and multiple locations, Heather worked tirelessly for months to create fresh living areas that felt like home, and bedrooms that felt safe. In freezing cold temperatures in February, Heather and team could be found finding donated and re-purposed furniture, shopping and leveraging contacts for donations and deep discounts, and loading furniture into moving trucks. Heather's leadership on this project has been invaluable to our organization. We are proud to have such a dedicated leader in the community join our team of volunteers.

In addition to her design work, Heather has been a strong advocate for 360°kids. She is a fixture at our events and has connected us with many other members of the community who are looking to support youth in need. Heather uses what she has learned with us, to better educate others around her and we are honoured to recognize her this year as our Volunteer of the Year.

"My work with 360°kids is raising the bar about youth homelessness and breaking barriers on the broken window syndrome that plagues group homes and residential properties of those in need. It is proven that the environment in which you live can have a positive or negative effect on your self worth and we need to give these kids a shot at becoming an active part of our community."

I was first introduced to 360°kids through 100 Women Who Care (Markham Chapter) where I was introduced to Lesley and learned about the HOPE program, which was the recipient of our donation that evening.

Over the years, I have always given back to my community, but hearing firsthand the details of the HOPE program and that growing need in our community was shocking, and I felt compelled to learn more and do more. The work that 360°kids is doing for youth is so important and I can't even imagine being on the front lines. So with all that said, I was thrilled to have the opportunity to put my design skills to work while giving back to such a worthy cause.

As a mom of four, I know how important it is to look after our future, and turning a house into a home is an important aspect of healing, but we all know investing in the home environment becomes a secondary priority, taking a back seat to the immediate needs of these kids. We must also realize that the environment is crucial to the staff who spend their days in these environments. Making a house into a home, a group home, goes beyond the decor itself. Creating spaces where people can go and have private conversations while also having a common area which creates socialization amongst the kids living there. Having a functioning kitchen where everyone can eat a meal together, like a normal family. These are all important aspects of building relationships and creating a home environment that functions on such levels and be critical to the healing process. It is about creating an environment where workers feel proud to spend their time and where children feel proud to live.

THANK YOU

Adnan Zaman
Alexander Polla
Amir Fathollahzadeh
Anna Grant
Antoniette DeBuono
Benjamin Law
Benson Kearley IFG
Bond Lake Public School
Bonnie Dixon
Building Industry and Land Developers Association - York Chapter
Canadian Federation of University Women - Markham Unionville
Caterina Piazza
Christine Walterhouse
Clarissa Developments Inc.
COBS Bakery Rutherford Marketplace
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David Young
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Diane Gale
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Eric Nimigon
Fanoce Investments
Feed My Lambs Ministry
Fight Fitness
Francesco and Rosina DeBuono
Fung Loy Kok Institute of Taoism
Gabriela DaSilva
Geraldine Montgomery
Gianluca's Gift
Greater Toronto Apartment Association
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Hockey Helps the Homeless
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Ontario Realtors Care Foundation
Raising the Roof
Rand Simon
Raymond James Canada Foundation
RBC Wealth Management
RCC Media Inc
Regional Municipality of York
Richmond Hill Christian Community Church
Richmond Hill Professional Firefighters Association
Richmond Hill United Church
Richmond Hill Winter Carnival
Royal Canadian Legion Branch 375
Scott Anderson
Shellee Perkins
Shiu Shan Chen
Sonny Dhillon

St Andrew's College
St. Joseph Catholic Elementary School
St. Theresa of Lisieux Catholic High School
Stan Daneman
TD Bank Financial - Community Sponsorship
The Factory Lounge
The Regional Municipality of York
The Town of Richmond Hill
The Vegan Broker Inc.
Toshiba of Canada Limited
United Way of Greater Toronto
Versaterm Inc.
Waterton Global Resources Management Inc.
Whole Foods Marketplace Unionville
York Region Children's Aid Society
York Region District School Board
York Region Media Group Inc.
Yuen Lee Pang
Zubin Jussawalla

Third Party Events

BILD York Simcoe Chapter - Golf Tournament
Country Toy Tea
Councillor Karen Cilevitz Ward 5 Events
Gianluca's Gift Annual Baseball Tournament

360°kids thanks our many donors and supporters for their generous contributions. Every effort has been made to recognize individuals, corporations, and foundations whose donations of \$1,000 or more were made between April 1, 2017 - March 31, 2018. Please accept our apologies should any errors or omissions have incurred.

Together with your support we can ensure Every Kid Matters!



Thank You to our
amazing Volunteers
and Donors



Leadership

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Inter-World Paper Overseas Ltd.
- Doug Jones**, Vice Chair
Executive Director, Capital Markets Trading
CIBC
- Michael Cheong**, Treasurer
Chief Financial Officer
York Region Rapid Transit Corporation
- Christine Walterhouse**, Secretary
Vice President Human Resources
ONEnergy

Directors

- Scott Anderson**
Vice President, Communications
DBRS
- Denise Bilsland**
Principal,
DBA Human Resources Consulting
- Stephanie Cabildo**
Founder, *Territory Manager,*
Tandem Diabetes Care Canada
- Mike Zenteno**
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RSM Canada
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Williams HR Law Consulting
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Toronto Montessori Schools

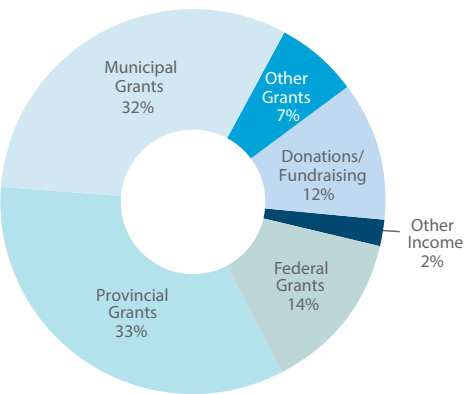
Leadership Staff

- Clovis Grant**
Chief Executive Officer
- Bonnie Harkness**
Director of Operations
- Tracy Williams**
Director of Finance
- April Methot**
Director of Human Resources
- Lesley Sims**
Director of Resource Development

Financials

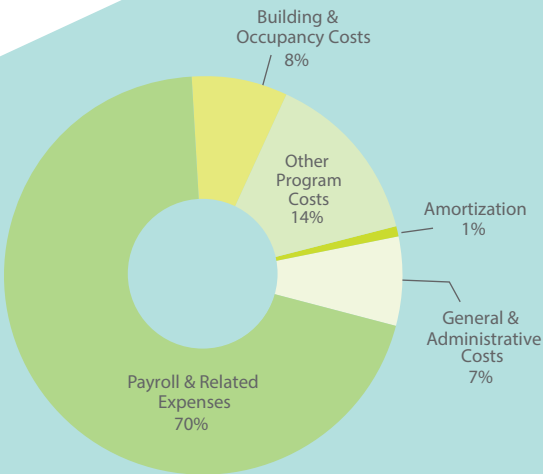
Financial Snapshot Revenues 2017/2018

	2017/2018	2016/2017
Federal Grants	887,757	350,017
Provincial Grants	2,192,509	1,980,834
Municipal Grants	2,075,834	2,055,075
Other Grants	452,818	260,675
Donations/Fundraising	783,300	1,133,254
Other Income	138,742	122,068
Total Revenues	6,530,960	5,901,923



Financial Snapshot Expenditures 2017/2018

	2017/2018	2016/2017
Payroll and Related Expenses	4,291,042	3,911,012
Building & Occupancy Costs	479,561	341,296
Other Program Costs	883,802	783,996
Amortization	61,183	61,858
General & Administrative Costs	403,849	287,936
Total Expenditures	6,119,437	5,386,098





360° kids

Surrounding kids
in crisis with care

Mission

To help youth overcome crisis and transition
to a state of safety & stability.

Vision

Every kid has access to a safe home.

Values

Compassion, Integrity, Accountability, Dignity.

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