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# SUPPORT INSPIRE OVERCOME

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A N N U A L   R E P O R T   2 0 2 0



360°  
kids

Surrounding kids  
in crisis with care

# OUR VISION

Every kid has access to a safe home.

# OUR MISSION

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

# OUR VALUES

Compassion, Integrity, Accountability, Dignity.

# BOARD CHAIR & CEO MESSAGE

We have chosen as our theme of this year's Annual Report to be: Support. Inspire. Overcome. It is a tribute to the 3900 young people who we supported over the past year through the various program offerings at 360°kids. As you peruse through these pages, you will meet some of them who, through their tenacity, perseverance and hard work have achieved success in their lives sometimes despite great odds. They are an inspiration to us all.

In this report we reflect on the year past, and share some of the successes we've achieved through our last strategic plan; yet, we cannot help but also turn our minds to the future as we look ahead at our new strategic plan in a world that is significantly changing. The pandemics of COVID-19 and Anti-Black Racism are having an impact on how we are connecting with each other, while at the same time highlighting the inequities that persist in our society.

As an organization, we believe that one homeless young person is one too many. We are excited about the new 2020-23 Strategic Plan that continues to build on our 30 year history of delivering services that improve the lives of homeless youth and those at-risk of homelessness.

Our 5 point plan focuses on 1) enhancing our work on homeless prevention; 2) strengthening our evidence-based practises; 3) investing in our people; 4) elevating the 360°kids brand; and 5) improving organizational sustainability.

In order for us to achieve our goals, it requires a collective effort-we cannot do it alone. A great example of this is the transformational work being done through the York Region Youth Housing Stabilization Strategy funded by United Way Greater Toronto, of which we are pleased to be the backbone organization. It has been a remarkable achievement to see more than 30 individuals, and agencies coming together on an ongoing basis with one goal in mind—to help put an end to youth homelessness in York Region. What has been especially inspiring has been the youth who are taking a leadership role in the project to provide insights and direction to enable us to better Support, Inspire and help other young people Overcome their challenges. This is the power of collaboration and the only way we will achieve the goal of ending youth homelessness.

Thank you for your tireless support of 360°kids and for wanting to make a meaningful difference in the lives of young people in our community.



*Doug Jones*

Doug Jones,  
Chair, Board of Directors



*CGA*

Clovis Grant  
Chief Executive Officer

# OUR IMPACT

3,921

TOTAL YOUTH  
SERVED LAST YEAR

1,231

YOUTH SERVED  
AT OUR DROP-IN  
CENTRES

260

YOUTH IN  
YOUTHRIVE  
PROGRAM

556

KIDS IN OUR  
AFTER SCHOOL  
PROGRAM

193

YOUTH  
HELPED IN  
OUR HOUSING  
PROGRAMS

# FOUR PROGRAM PILLARS

HOUSING

EMPLOYMENT

EDUCATION

HEALTH & WELL-BEING



# HOUSING

## GOAL

Ensuring youth have access to a variety of housing options available to them.

## PROGRAMS OFFERED

Housing Workers, Nightstop, Connections (Emergency Housing), Youth Residential Homes, Supportive Transitional Apartments for Youth, HOPE and Transitions

- Finding a place to rent in York Region is difficult when there is only a 1.6% vacancy rate (*Human Services Planning Board of York Region, 2017*).
- For those who cannot compete in the rental market, many turn to non-profit and co-operative housing options. However, with only 7,000 of these units available and a waitlist of more than 16,000 applicants, youth and families can be waiting for 8 to 15 years for subsidized housing (*Region of York Community and Health Services Department, 2019*).

**“ALEX”** is an amazing and spirited young woman. Over the course of her short life she has experienced tremendous amount of trauma, emotionally, physically and spiritually. She came to our HOPE program the first time over a year ago, but due to the significant trauma bond she chose to leave, as she wasn’t ready to do that level of work needed.

Alex moved to our Connections emergency housing program where she was able to create the space (with staff support) she needed to change her life. Through informal conversation and kindness Alex learned that transaction based interactions were not the only way to build positive relationships. She returned to the HOPE program later that year ready to work experiencing a few hiccups along the way, and one trip to detox. Alex continues to work through her trauma, and allow herself the space to heal & grow. She has completed the application for post-secondary education; additionally attending weekly meetings for AA and trauma therapy. Her sobriety is important to her, but more importantly she is now important to herself.

**8,369**  
BED NIGHTS  
OFF THE STREETS  
PROVIDED TO  
YOUTH

**193**  
YOUTH SERVED IN  
ALL OF OUR HOUSING  
PROGRAMS

**73%**  
OF YOUTH USING  
NIGHTSTOP MOVED  
ON TO MORE  
PERMANENT  
HOUSING

  
**15**  
YOUTH SERVED  
IN NIGHTSTOP



**“SAM”** entered Connections presenting with severe mental health and getting close to the end of his time as a “youth”. He was mostly non-verbal and could escalate quickly without any antecedents. Staff worked tirelessly to stabilize him by developing rapport, deescalating him in a therapeutic manner and rebuilding his trust in adults, something he hadn’t been able to do in years. Throughout this process it became evident that Sam’s past was drenched in trauma. Immigration from a war torn country, conflict with the justice system, and chronic homelessness were just a few issues this young person has to navigate alone. The small victories began to roll in; less escalations, more conversations and buy-in into a housing plan. Suddenly, during this time of growth, there was another barrier put up when Sam’s immigration status in Canada came into question. He was taken into custody and it seemed like this was the end of the road. Or so it seemed.

With endless advocacy from our team and an already outlined support plan this barrier was overcome and Sam’s ability to move forward was once again enabled. Through collaboration with many service providers, Immigration Services and the Region of York, Sam was able to move into a Housing With Supports location within the Region. There is still much for this young person to overcome and push forward against. The difference between now and his past is that now he has caring adults in his life, a stable home, and supports when needed. Sam still visits the drop-in centre to check-in with staff and plan the transition to adult supports.



**27%**  
OF YOUTH WERE  
REINTEGRATED WITH  
THEIR FAMILIES  
AFTER USING  
NIGHTSTOP

**128**  
HOUSING  
SUPPORT PLANS  
CREATED

**2**  
YOUTH  
SERVED IN  
SUPPORTIVE  
LODGINGS

**108**  
YOUTH  
SERVED IN  
CONNECTIONS



# EMPLOYMENT

## GOAL

Ensuring youth have employment supports to help secure and maintain employment.

## PROGRAMS OFFERED

Youth Job Connection, Youth Job Connection – Summer, Base 4 Success, Every Bite Matters, Youth Success Strategy, Specialized Training Employment Program

- About 1 in 5 youth residing in York Region are unemployed, which is almost four times higher than the adult unemployment rate (*Workforce Trends in York Region, 2017-18*). Shockingly, this unemployment rate dramatically increases to 75% for homeless youth (*Without a Home - The National Homelessness Survey, 2016*).
- In Ontario, there are over 315,000 youth who are not in Employment, Education or Training (NEET) at any given time. This represents 12% of Ontario’s youth population. With NEET youth being 6 times more likely to be in a shelter on any given night, these youth are at very high risk of experiencing homelessness. This costs the provincial government an additional \$25 million per year (*Towards a Better Understanding of NEET Youth in Ontario, n.d.*).



The 360°kids STEP program is overall a very useful and integral program for youth suffering from mental health problems that are looking for employment. From the first interaction, the counselors are very warm and welcoming and have your best interest in mind. They ask plenty of questions both work related and non-work related to try to build a detailed portfolio for each candidate and try their best to find the job that you are looking for. In addition, they have paid programs and certifications that help boost your resume like Standard First Aid, and WHMIS. Most importantly however, the counsellors offer one on one counseling to help you with your problems to get you ready for employment. Also they offer programs like resume building and interview skills so that you can improve your application as a whole. I would greatly recommend the STEP program as it is a safe and efficient program geared to helping youths with mental health problems find work.”

Anonymous STEP Participant



**410**  
FORMAL PRE-  
EMPLOYMENT  
WORKSHOP  
PARTICIPANTS

**81%**  
OF YOUTH WERE EMPLOYED  
OR RETURNED TO  
SCHOOL AFTER THE  
EMPLOYMENT PROGRAM

**449**  
FORMAL PRE-  
EMPLOYMENT  
WORKSHOPS

**“RACHEL”** came to 360°kids in May 2019. At the beginning she displayed severe anxiety and was extremely nervous to interact with anyone. When I took all the youth on a tour of the HUB, they all became connected over a conversation at lunch and I vividly remember Rachel pulling me aside to speak with me, just for her to tell me that this is the first time she was able to make friends since middle school. She has now successfully completed her pre-employment training, completed her placement at Canadian Tire and has been hired on full time. Rachel has said she is grateful and thankful for the opportunity and is in a much better place.

**253**  
YOUTH WHO  
COMPLETED ALL  
COMPONENTS OF  
AN EMPLOYMENT  
PROGRAM

**439**  
YOUTH SERVED IN  
OUR EMPLOYMENT  
PROGRAMS



The program has helped me in several different ways. It gave me the opportunity to be social again with people similar in age group who are struggling like I am. Many classes gave me valuable lessons on stress management and learning about different opportunities available (I.e. entrepreneurship). The class also provided great opportunities for obtaining certifications that would have taken me a few years to get and organize myself. I am very grateful for having been given this opportunity to be part of such a great program. Not to mention they also helped me secure a job, and gave me 2 reliable ‘work’ references which I hadn’t previously had.”

Kate





# EDUCATION

## GOAL

Helping youth achieve success in their educational pursuits.

## PROGRAMS OFFERED

iGrad classroom

- While the dropout rate in Canada is less than 10%, for homeless youth the rate is over 50%. Of those who dropped out, however, 3 of 4 youth would like to return to school (*Without a Home - The National Homelessness Survey, 2016*).
- 50% of homeless youth in Canada are NEET (*Not in Education Employment or Training*) (*Without a Home - The National Homelessness Survey, 2016*).

**“MICHAEL”** was previously associated with a group of youth that led him down a path of criminal activity. Since joining the LEGIT program (gang prevention) he has removed himself from that group of youth and has been accepted into college to pursue his career in the automotive industry and is now working full-time at a mechanic shop and is doing very well.

**“**I wanted to say a sincere thank you and express my appreciation towards you guys for awarding me with the scholarship and for making this a possibility for students like myself and other kids who don’t have anybody looking out for them- I really appreciate this more than you know! I believe I am a prime example of the success rate that programs like home base can have on troubled youth and a reminder of the importance of places like home base for children to reach out to when they are struggling and need a sense of direction.”

Alex



**51 YOUTH  
GRADUATED HIGH  
SCHOOL THROUGH  
IGRAD SINCE  
PROGRAM  
BEGAN IN 2016**

**“HELENE”** was involved in human trafficking and was charged on a related issue prior to participating in our LEGIT program. As a result of connecting with us at 360°kids, she has since graduated from high school and has managed to maintain full-time employment which she achieved through successful completion of our Base 4 Success employment program.

## 2019-2020 IGRAD ACHIEVEMENTS:

**42**  
YOUTH HAVE EARNED  
A TOTAL OF 167  
HIGH SCHOOL  
CREDITS THROUGH  
OUR IGRAD PROGRAM

**\$16,900**  
IN TOTAL  
SCHOLARSHIPS  
WERE PROVIDED  
TO 10 YOUTH

**9**  
YOUTH WERE  
SUPPORTED  
IN APPLYING  
TO POST-  
SECONDARY

**13**  
YOUTH  
GRADUATED  
HIGH SCHOOL  
IN 2019-2020





# HEALTH & WELLBEING

**GOAL**

Ensuring wraparound supports are available to help youth achieve greater independence.

**PROGRAMS OFFERED**

After School Program, YOUTHrive, Counselling, Provincial Youth Outreach Workers, Leadership Engagement Gang Intervention Team (LEGIT), Aftercare and Transitional Support Program (ATS), Youth In Transition Worker (YITW), Home Base – Richmond Hill and Vaughan



“It made me feel good. It made me feel like you’re wanted. It made you feel like someone actually cares about you and what you do in your life and if you achieve or not. Because any time you have a problem you can go talk to somebody. It’s not like you are on your own trying to deal with the problem.”

Piraz

“Home Base is not just a hangout place. It’s a home or what feels like a home for people like me. I get to have hot meals, talk to people, I can look for a job, speak to the staff or just chill out and play pool or workout without having to listen to people screaming at me all the time. People think this is a bad place, but it’s the best place for kids to get help when they need it.”

Richard



65,316  
FOOD SUPPORTS  
PROVIDED TO  
1,901 YOUTH

45,835  
RECREATION  
SUPPORTS  
PROVIDED TO  
1,889 YOUTH

92%  
OF YOUTH FELT  
VALUED AND  
APPRECIATED  
BY OTHERS SINCE  
COMING TO OUR  
DROP-IN CENTRES

1,231  
YOUTH  
SERVED IN  
DROP-IN  
CENTRES

1,188  
YOUTH  
SERVED IN ASP,  
YOUTHRIVE  
AND OUTREACH

106  
YOUTH  
RECEIVED  
COUNSELLING

800  
YOUTH  
SERVED IN  
GANG  
PROGRAM

138  
YOUTH  
SERVED IN  
ATS AND  
YITW

“Being able to speak with one of 360°kids counsellors has made all the difference in the world for me to work through my issues of trauma I’ve experienced from my family. No one ever wanted to listen to me or help me. The counsellors at 360°kids really listen to you and help you work through the next steps you want to take. I am grateful for them for being there when I needed them.”

Chrissy

1,555  
WORKSHOPS/  
LIFE SKILLS  
SESSIONS

93% OF YOUTH  
REPORTED AN IMPROVED  
KNOWLEDGE  
OF SERVICES IN  
THE COMMUNITY

475  
FORMAL  
COUNSELLING  
SESSIONS



# VOLUNTEER OF THE YEAR

## Summit Community Church

It has been a privilege for us to work with 360°kids these past 4 years. Summit Community Church has been providing meals to the homeless of downtown Toronto for over 15 years, but our pastors and elders realized that we could be doing more in our own backyard, our Richmond Hill community. On our first visit, we met with Tammy Mazloumian who kindly brought to light the plight of homeless youth in York region, which we honestly were not fully aware of. We were very impressed with the 360°kids approach of providing a safe environment for these kids, treating them with dignity, and equipping them with housing, education, job skills and counselling. These activities mostly took place during the week, but there was not much happening on weekends. We started in the Fall of 2016 with Saturday pizza nights, then started helping with tutoring, delivering bread, NightStop, and tried many different seasonal activities on Saturday nights to get the kids engaged: wood carving, gingerbread houses, chocolate making, metal and leather stamping, desserts, pumpkin carving, music, painting, volleyball, BBQ's etc. These allowed us to listen to their stories, some of which were quite painful. We appreciate the trust and confidence that 360°kids has shown in allowing us to connect with their youth. In turn, Summit has welcomed 360°kids to raise awareness and donations at our events such as Christmas at the Farm, and our Easter Extravaganza, which enable us to donate food and cash to 360°kids. 360°kids has been a blessing to both our younger volunteers who have a new appreciation for the homes and families that they do have, and for our older volunteers who have been able to share their own stories of overcoming life's challenges. We look forward to connecting with the staff and youth on Saturdays. The Saturday staff are always so welcoming and wish we could come more often. We pray for more resources to be able to do more, and for the staff and youth to be encouraged and strengthened. We remain grateful to 360°kids for the great work that you do and for allowing us to be part of your story.



### 105.9 The Region

Aird And Berlis  
Alexandra Nichols  
AllStar Foundation - Wings  
Of Hope  
Alvaro Almeida  
Andrew Bakhit  
Angelo Zambri  
Aramark  
Aurora High School - SGI

Bazil Developments Inc.  
Benson Kearley IFG  
BMO Financial Group  
BMR Management  
Brady Corporation  
Brands Gone Wild Warehouse  
Brenda McLean  
Broker Team Insurance  
Building Industry and Land  
Developers Association -  
York Chapter

Cadillac Fairview  
Canada Wide Group Ltd  
Canadian Federation Of  
University Women -  
Markham Unionville  
Carol Wildgoose  
Castletown Solutions Inc  
CBRE Land Services Group  
CDP Communications  
Centrade  
Chris Dimitriadis  
City of Richmond Hill  
CN Community Fund  
Colin Bell  
Combined Insurance  
Comtech Group Inc.  
Country Toy Tea

David Smith  
David Young  
Deeks Insurance  
Denise Bilsland  
Desjardins  
DMCC Holdings Inc.  
Doug Jamieson  
Doug Jones  
Dr. Innis Mary MacDonald  
Chapter, I.O.D.E.

E.L. Financial  
Ecole Secondaire Norval-  
Morrisseau  
Elizabeth Marchand  
Elizabeth Terrell-Tracey

FedEx  
Fenyrose Romano  
Fiera Foods Company  
Formative Pharma Inc.  
Frances Foresi  
Francesco Montagnese  
Fun On The Run Pre-School

George Cohon  
Geraldine Montgomery  
Gianlucas Gift  
Glenn MacIntosh  
Grace Anglican Church  
Greater Toronto Apartment  
Association  
Greg Lawrence

Harvey O'Higgins  
Helen Cerny  
Herman Villanueva  
Hilda Braithwaite  
Hockey Helps The Homeless  
Hockey With Heart  
Holy Trinity School

Ian Walterhouse  
Interworld Paper Overseas  
Ltd.  
Irene Bogusky  
Ivanhoe Cambridge

J.S Cheng & Partners  
James Purdie  
Jamie Fung  
Jamie Staples  
Jeff McLean  
Joe Knott  
John Haydn and Ann  
Matthews  
John Vernon  
Joseph Kreiner Real Estate  
Ltd.  
Julie Ralph  
June Collins  
Junior League Of Toronto  
Justin Rangooni

Kam Kassiri  
Karen Cilevitz  
Katherine Montagnese  
Kevin Jin  
King City Lions Club  
King Henry's Arms  
Knights Of Columbus

Laidlaw Foundation  
Laura Luopa  
Laura Wilton  
LifeLong Learning Markham  
Lifford  
Lisa Thain  
Lone Star Group Of  
Companies Ltd  
Loreen Jones

Magna International  
Magna International Inc.  
Mahnaz Shabazi  
Markham Baptist Church  
Markham District High School  
Markham Metals  
Markham Moms Give Back  
Markham Waxers  
Marvin Teperman

Mary Haffey  
Matt Harris Group  
Maxim Chemical  
Mazda Canada Inc.  
McDonald's Restaurants of  
Canada Limited  
Michael Zenteno  
Michels Canada  
Ministry of Advanced  
Education and Skills  
Development  
Ministry of Children and Youth  
Services  
Ministry of Community and  
Social Services  
Ministry of Tourism, Culture  
and Sport  
Mitel  
Motor Impact of Canada  
Motorola Solutions Canada  
MSB Mechanical  
Muhammed Ali

Nellas Canada Ltd.  
New Roads Chrysler  
Norbram Group Insurance  
Benefits Inc.

O'Dee Display Graphics  
Ontario Realtors Care  
Foundation  
Osler, Hoskin, Harcourt LLP

Pather Plastics Canada Inc  
Pfaff Motors Inc.  
Philip & Linda Armstrong  
Foundation  
Primerica  
Proforma Promotional  
Products Canada  
Purolator

Rac N Roll  
Ray Nissan Family Foundation  
Raymond James Canada  
Foundation  
RBC Foundation  
RBC Wealth Management  
RCC Media  
Real Matters  
Rhonda Masterson  
Richard Savoury  
Richland Academy  
Richmond Hill Chinese Baptist  
Church  
Richmond Hill Christian  
Community Church  
Richmond Hill Christian  
Community Church  
Richmond Hill Curling Club  
Richmond Hill High School  
Richmond Hill Professional  
Firefighters Association  
Richmond Hill United Church  
Roger Ball

Magna International  
Magna International Inc.  
Mahnaz Shabazi  
Markham Baptist Church  
Markham District High School  
Markham Metals  
Markham Moms Give Back  
Markham Waxers  
Marvin Teperman

## THANK YOU

Ron Lyons & Teri Murphy  
Royal Auto Body Pickering  
RSM Canada

Salim Henareh  
Sarah Kurtz  
Service Canada  
Shenelle Swanston  
Shimaro Group Incorporated  
Sonny Dhillon  
St Clare Parish Ladies  
St Elizabeth CHS Music  
St. Andrew's College  
Staples- Elgin Mills, Richmond  
Hill  
Stephen Lockington  
Sterimax  
Steve Ley

TACC Developments  
Talize  
TC Energy  
TD Financial  
The Cadillac Fairview  
Corporation Ltd  
The Corporation Of The City  
Of Vaughan  
The Estate of Silvio Benny  
Tachella  
The Farmer Family Foundation  
The Home Depot Canada  
Foundation  
The Regional Municipality of  
York  
The Vegan Broker Inc.  
Times Group Corporation  
TMS School  
Toshiba of Canada Ltd.  
Trevor Chew

United Way of Greater  
Toronto

Versatarm Inc  
Volvo Canada

Wai-Sum Hui  
Waterton Global Resource  
Management Inc.  
Williams HR Law  
Wycliffe Thornridge Homes

Yardi Canada  
York Region Children's Aid  
Society  
York Region District School  
Board

### Give Day Participant Groups

407ETR  
Aramark Canada  
AVI-SPL Canada  
Brady Canada  
CN Rail  
CPD Communications  
In Benefits  
Johnson and Johnson Medical  
Johnson's and Johnson  
Opus Homes  
PWC  
RBC  
Rogers (Brampton)  
Rudner Law

### Schools

Holy Trinity School  
J. Addison School  
Our Lady Queen of the World  
Catholic Academy  
St Anthony CES  
TMS School

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, 2019 - March 31,  
2020.

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

# FINANCIALS

## 360°kids Support Services (operating as 360°kids) Board of Directors 2019 - 2020

### Executive

**Doug Jones**, Chair  
Executive Director, Capital Markets Trading  
*CIBC*

**Laura Williams**, Vice Chair  
President  
*Williams HR Law & Williams HR Consulting*

**Michael Zenteno**, Treasurer  
Partner  
*RSM Canada*

**Annamaria Di Cesare**, Secretary  
Director Human Resources, Corporate & Central  
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*York Regional Police*

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Director, Canadian Wealth Management  
*Scotiabank*

**Jennifer Xu**  
Senior Brand Manager  
*MARS Canada*

**Barry Zeidenberg**  
Head of Marketing Communications  
*Nexans S.A.*

### Leadership Staff

**Clovis Grant**  
Chief Executive Officer

**Bonnie Harkness**  
Director of Strategic Partnerships and Program  
Developments

**Andrew Legatto**  
Director of Programs and Services

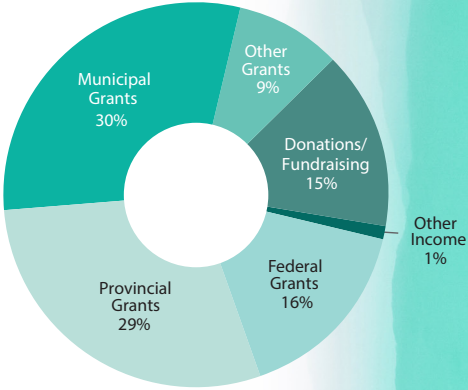
**Tracy Williams**  
Director of Finance

**April Methot**  
Director of Human Resources

**Lesley Sims**  
Director of Resource Development

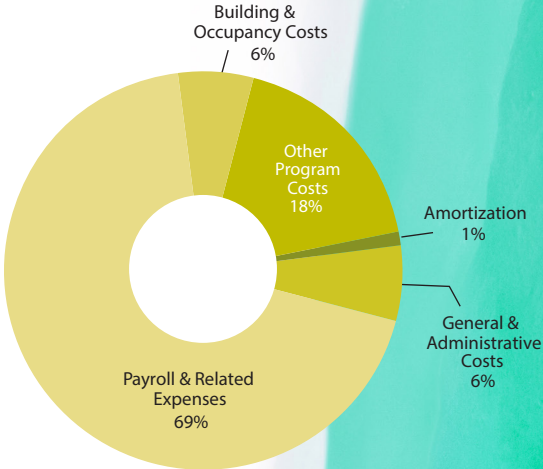
### Financial Snapshot Revenues 2019/2020

	2019/2020	2018/2019
Federal Grants	1,327,295	1,330,467
Provincial Grants	2,420,139	2,333,372
Municipal Grants	2,564,546	2,224,615
Other Grants	782,431	535,100
Donations/Fundraising	1,254,531	975,794
Other Income	92,911	172,364
Total Revenues	8,441,853	7,571,712



### Financial Snapshot Expenditures 2019/2020

	2019/2020	2018/2019
Payroll and Related Expenses	5,847,259	5,004,981
Building & Occupancy Costs	540,510	428,674
Other Program Costs	1,580,534	1,332,314
Amortization	54,622	56,584
General & Administrative Costs	494,485	451,192
Total Expenditures	8,517,410	7,273,745







# 360° kids

Surrounding kids  
in crisis with care

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