



**360°  
kids**

Surrounding kids  
in crisis with care

**ANNUAL REPORT**

**2021**

**RESILIENCY IN  
THE FACE OF THE  
PANDEMIC**

# MESSAGE FROM OUR CEO AND BOARD CHAIR

Unprecedented...an overused word from the past year to describe COVID-19 and its worldwide impact.

**RESILIENT**- not as frequently used but such an important way to describe the young people who came to 360°kids over the past year. **RESILIENT** means being able to withstand or recover from difficult conditions... It is a fitting theme for this Annual Report as we look back on the work of 360°kids over the past year, supporting vulnerable young people whose world got even more challenging but who found a way forward, despite great odds.

We saw this in our iGrad program. While there were reductions in the number of youth served overall in our programs, this was not so in our education partnership with the York Region District School Board. Despite the closure of in-person classes and the many uncertainties related to schooling, we had 54 youth enrolled in iGrad classes, 12 more than the year prior with 10 of them graduating for a total of 61 youth graduates since the program began in 2016. That's **RESILIENCE!**

As an organization, we were resilient by remaining focused on helping the youth and the staff who support them, providing staff with access to a broader number of wellness resources, additional days off with pay and a temporary wage top up, thanks to the funding support of the United Way Greater Toronto and our government partners. We are grateful for the dedication of staff who adapted to new roles overnight, who provided stability to youth during times of uncertainty, who pivoted through changing information during what seemed like an interminable pandemic. Through their efforts, not one youth living in our residential facilities tested positive for COVID-19 during this fiscal year.

The pandemic has reminded us about the importance of homelessness prevention, one of our key priorities as we completed year one of our 3-year Strategic Plan. Our Youth Strategy, which has engaged over 30 service providers and young people, is helping us provide leadership in York Region on this issue of homelessness prevention. We remain focused on the other 4 Strategic Priorities – Evidence-based practices/Outcome Measurement, Invest in our People; Elevate our Brand and Organizational Sustainability.

As we think about the year ahead, we know that there will still be uncertainty about the pandemic and the lasting impact on the lives of young people, especially those who are most vulnerable. We are heartened however by the commitment of a community that came through for us in unprecedented ways over the past year, helping us surpass some of our financial goals. It is because of you that we were able to be there for the young people and for that, we are grateful. Thank You! We look forward to your continued support in the year ahead.



*Clovis Grant*

**Clovis Grant**  
Chief Executive Officer



*Laura Williams*

**Laura Williams**  
Chair, Board of Directors

## 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.

# YEAR IN REVIEW HIGHLIGHTS

2020-2021 proved to be a year of resilience and adaptability for 360°kids and the youth who utilize our programs. Here is a snapshot of the impact our program and services had on our youth clients throughout York Region.

1,488

youth served across York Region

62.5%

increase in youth gaining essential job training and work placements in our Every Bite Matters program

*32 youth in 2019/2020 to 52 youth in 2020/2021*

95.3%

increase in youth served in our counselling program

*106 youth clients in 2019/2020 to 207 youth in 2020/2021*

10,914

bed nights provided to youth across our 7 housing programs

\$31,000

awarded in scholarships to youth in our 360°kids programs

*20% more youth were awarded scholarships this year in comparison to last year*



## LETTER TO STAFF

I want to give a huge shout-out to 360°kids staff and all the kids we've served this year. It has been an absolute challenging 18 months trying to care for our personal safety and our families, and then going in, day in, day out, to take care of our community's most vulnerable has been incredible. And our staff has done just that.

Each day they've gone in, they've had to be extremely creative in their programming, being able to entertain young people while they are asked to stay inside with mental health and challenges beyond our imagination. But yet our staff did it, and they did it with grace.

It always reminds me of our mantra: support, inspire, and overcome. That's just what you did this year. You supported our kids in a way that makes me so, so pleased. I'm inspired by everything you've done and your dedication, and I believe that we will overcome this pandemic together, and out the other side, we will all be better off because we'll appreciate the kind of interactions that we long for.

I appreciate everything you've done from the bottom of my heart. From all of the kids that we've served, as well as our Board of Directors, I want to say thank you. Thank you for your time, thank you for your dedication and thank you for your commitment to serving our young people.



**Bonnie Harkness**  
Chief Operating Officer

# HOUSING

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.

## OUR GOAL

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

10,914

bed nights provided to youth throughout the 2020/2021 lockdowns

600%

increase in youth moving from our **connections program** into **secure** housing

2

youth transitional isolation beds created to **to support youth to safety quarantine** prior to moving to more stable housing

12

youth **reunited with their families** through the support of the 360°kids team and moving to more stable housing programs

8.3%

increase in youth leaving our 360°kids housing programs and **moving on to independent housing**





## EMPLOYMENT

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).

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 seven different program streams and 15 staff members.

### OUR GOAL

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

**427**

youth served in our  
**7 different employment  
program streams**

**196**

youth **successfully  
completed** a 360°kids  
employment program

**75%**

of youth in our programs  
were **employed or  
returned to school**

**249**

**training certifications  
earned** by youth clients  
in our programs

**491**

**pre-employment  
workshops held**

# EDUCATION

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). 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.

## OUR GOAL

Helping youth achieve success in their educational pursuits

# 10

youth graduated through our **iGrad program** in 2020/2021

# 79

high school **credits earned** in 20/2021

# 12

youth awarded academic scholarships toward post secondary education

# \$31,000

record high total of **scholarship dollars awarded**

# 54

total students **enrolled in iGrad** over the past year





## **HEALTH & WELL-BEING**

360°kids have provided increased supports to ensure the health and well-being of young people throughout the pandemic. 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.

### **OUR GOAL**

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

**8,576**  
meals **provided** to youth  
across York region

**575**  
youth **served in our**  
**drop-in centres**

**1,003**  
life skills **workshops**  
**held**

**207**  
youth who **received**  
**counselling**

**3,161**  
recreation **support**  
**provided** to youth

# YOUTH INTERVIEW

Jesse

Age: 20 years

**How did you get connected with 360°kids?**

I first heard of 360°kids at the hospital, actually, when I was hospitalized. There was a support worker that spoke to me about 360°kids and the idea was in my head at first, that first time. Then a couple of people from my high school also recommended me to seek services from 360°kids.

**When you started with 360°kids, did you have any specific goals?**

Actually, yes. My goal when I first started accessing services at 360°kids was counseling. I was looking to work on my mental health and wellbeing. Yeah. Just take care of the mental health piece.

**And do you feel like you faced any challenges while you were working towards those goals?**

I faced many challenges when I first started seeking out that goal. I was homeless when I first started seeking counseling from 360°kids. And it was quite difficult to take care of my mental health and go to school and also worry about where I was going to sleep. They helped me with a lot of things. On the first point of contact with 360°kids the counseling helped a lot because it was a big transition from just doing, like your typical therapy with a therapist and it's all formal to, like, just seeing a counselor who just wants to listen to you. They just want to hear you out and give you space to be you.

**From standing where you are now do you feel like you've achieved those goals that you set from the start?**

Yeah. I feel like I've achieved my goals pretty well over time, actually. You know, when I first started, when accessing services at 360°kids, I was not in a good mental place, you know? And a lot of the people at 360°kids - the counselors, the staff and even the youth that I was around, they taught me so many things. And I feel like I'm in a much better head space, and I've got a much more stable head on my shoulders.

*“For me, being part of 360°kids means to make a better change”*

**What are you most proud of when you look back from where you started to where you are now?**

I am most proud of accomplishing all of this and doing it on my own, too. You know, not like entirely on my own but not having parents to support you through that... Not having a lot of things. Right. And you would naturally assume that I wouldn't make it. I'm most part of my resiliency. That's what I'm most proud of.

**Do you think 360°kids have played a part to getting you where you are now?**

For sure. Of course. If I wasn't involved in 360°kids and if I didn't meet the people that I met, I wouldn't be the same person. I wouldn't have all of these values that I have about life, like taking it one thing at a time. You can't think about everything all at once or you're not going to get anything done. Prioritizing yourself and loving yourself, first and foremost, having a positive attitude towards yourself and just so many things, you know, that I would not have learned if I didn't come in contact with 360°kids.

**What do you think is the most impactful piece of knowledge or advice you learned in one of your programs?**

I think the most important thing that I've learned from my programs at 360°kids is that you have to love yourself. You have to be kind towards yourself because you cannot guarantee anyone else being good to you in this world. You cannot guarantee anyone giving you anything in this world. So, you have to at the end of the day, be kind towards yourself.

**In your own opinion, what are you most excited for in the future?**

I'm most excited to grow in the future and just see where life will take me and where I will take myself because I've come such a far way. It's crazy. So, I can only imagine the things I'll do in the future.

**Any big concerns that you have when you think about the future?**

I'm always afraid of going back to where I was, in the future. You know, it's kind of... going through homelessness and mental health issues and breakdowns and all of that jazz kind of puts it in your brain that that can happen at any moment. That it catches you at any point in life. You know, one day you could have a home in the next, you don't, right? And I'm always afraid that that's going to happen in the future. Right. But at the end of the day, I have all of these support systems around me to make sure that that doesn't happen.

**What advice do you have for someone your age or younger who might be going through a hard time and is watching this video?**

My piece of advice to you is that everything is temporary, nothing is permanent, and that may seem a little sad at first, but I think that it's very, very comforting because that means that sadness isn't forever, and that means that pain isn't forever. That means that where you are right now isn't going to last forever. Sometimes it takes time, but things will always, always change.

**What does it means to be part of 360°kids?**

For me, being part of 360°kids means to make a better change. It means to do things that are impactful for me and for the people around me and for my community.

**Is there anything you'd like to add to this interview that I haven't already asked you?**

I'm not superhuman. I'm not an alien. I'm not some kind of magic creature. I did all of this, and I've come to where I am because it's possible. Not because it was a miracle... Well, maybe it was just a little bit, but not because it was a miracle, but because it is possible. Which means that if I can do it, that anyone else can do it. Absolutely anyone else. Don't ever... I don't ever want people to feel like they can't achieve the same things as other people can achieve. Because I am living proof that you can. And that's... that's what I want everyone to know.



# THANK YOU TO OUR GENEROUS DONORS

We have never been more thankful for the generosity of the York Region community, than in this past year. Overall fundraising revenue was higher than ever before. We asked the community to step up in a new and different way and they showed up for the youth who needed them most.

Despite the shutdowns and stay-at-home orders, people still held drives and dropped off Personal Protective Equipment (PPE) and the safety items youth needed when masks and sanitizer and food where hard to find.

## Thank you so much to our donors who throughout the pandemic didn't step away, but stepped up.

- ABC Technologies Inc.

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## THANK YOU LETTER FROM YOUTH

To donors,  
Im writting this to you as a thank you card for everything you gifted me and provided me with. Im trying to come up with the right words to thank you with but theres no words big enough to express how thankful, greatful and the rush of positive emotions you provided me with. I Never expected to receive so much, not only gifts but the time, effort and support from someone that I dont even know. It wasnt the gifts but it was the thought and love that was behind it. But dont get me wrong the gifts were amazing and all will be put to good use between the amount of Chocolate in my stomach, the pretty and naturel make up on my face, the socks I wear to bed when I get cold, the hair and body products I use to feel refreshed, you have not only made my Christmas but this will stay with me forever. I thank you for showing me the possitivity and good side of the world when I got lost trying to find it ♡♡♡



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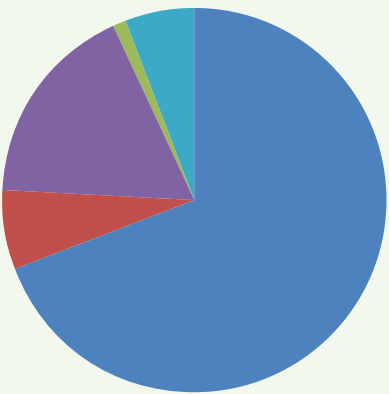
# FINANCIAL SNAPSHOTS

360°kids have provided increased supports to ensure the health and well-being of young people throughout the pandemic.



## REVENUES

Federal Grants	\$ 1,790,688	19%
Provincial Grants	\$ 2,336,923	24%
Municipal Grants	\$ 2,421,513	25%
Other Grants	\$ 1,287,487	13%
Donations/Fundraising	\$ 1,532,085	16%
Other Income	\$ 309,752	3%
<b>Total</b>	<b>\$ 9,678,448</b>	<b>100%</b>



## EXPENDITURES

Payroll and Related Expenses	\$ 5,907,535	71%
Building & Occupancy Costs	\$ 566,594	7%
Other Program Costs	\$ 1,227,451	15%
Amortization	\$ 49,929	1%
General & Administrative Costs	\$ 494,462	6%
<b>Total</b>	<b>\$ 8,245,971</b>	<b>100%</b>



360°  
kids

Surrounding kids  
in crisis with care

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