



PATHWAYS OUT OF POVERTY

ANNUAL REPORT

2015 | 2016



Changing Lives Building Communities Transforming Toronto

Our **MISSION:**

The Yonge Street Mission exists so that all the poor and vulnerable in Toronto that we encounter will experience God's love, peace, and justice at a level that represents the highest stewardship of the resources invested.

Our **GOAL:**

The Yonge Street Mission will work in partnership toward the realization of the end of chronic poverty in Toronto.

Our **CORE VALUES:**

LOVE

CREATIVITY

INTEGRITY

DIGNITY

JUSTICE

GRATITUDE

PEACE

Pathways out
of **POVERTY**





Letter from the Board Chair & CEO

As you go through the pages of this report you will read of the many ways YSM has walked alongside our community members in need, stories of hope and transformation and how the tireless efforts of our team have helped people on their journey out of poverty this past year. These stories of hope and progress would not be possible without you, our loyal donors, partners and volunteers, so we thank you for your support and trust.

In 2015/16, YSM helped foster leadership in local youth and walked alongside them as they worked on anti-bullying initiatives, created a space where families can form a community, formed a program supporting transformative change for adults living with chronic poverty, and also purchased a 24,000-square-foot location on Spadina Avenue in Chinatown - a much needed space three times the size of our current drop-in centre.

YSM continues to invest in and improve upon our services because the challenges facing people, who are experiencing poverty in our city, are extremely difficult and urgent. This means continuing to collaborate, convene partners, and build the capacity of community residents. We will also automate TIMES™, our measurement system, a new software-based support system which will improve our ability to measure outcomes at the individual and community level. The process of sharing our system and our findings with the city and our partners is already underway as we seek to contribute to the overall outcomes in Toronto. Building on over 120 years of experience, we will continue to help people take positive steps toward their goals and out of poverty, while keeping our eyes fixed on our goal of ending chronic poverty in one generation. We are moving toward this goal with your help, one year at a time.

With gratitude,

A handwritten signature in black ink, appearing to read 'Angie Draskovic'.

Angie Draskovic

President and CEO

A handwritten signature in black ink, appearing to read 'William Onuwa'.

William Onuwa

Chair, Board of Directors



STREET YOUTH

CREATING GREATER CIRCLES OF SUPPORT
TO ENGAGE STREET YOUTH IN SUSTAINING CHANGE

No one chooses to live on the street. Yet many do and sadly, many are youths. They have fallen through the cracks of the foster system or have faced physical or sexual abuse or LGBTQ discrimination at home. Many street-involved youth want to look to the future, but often lack the education needed to find employment and regularly show signs of post-traumatic stress disorder (PTSD).

For over 30 years, YSM's Evergreen Centre for Street Youth has been a leader in meeting the complex needs of Toronto's street-involved youth. Their journey starts with a no-cost meal and a safe space to rest. At these drop-ins, our staff develop relationships and, most importantly, build trust. We advocate on their behalf to secure housing, offer employment counselling and resume building, provide workshops and support programs and deliver free health and dental services. We focus on treating each person with respect and dignity to help them get to a place where they can progress and sustain change.

Sara, a former street-involved youth, praises Evergreen Centre for helping her turn her life around.

“Without Evergreen I would have ended up dead in a ditch somewhere. My life was saved because of the staff and all the hard work that they did and made me do. I used the Art Program, Employment Services, Health Centre and Foot Clinic. Now I am soon to be married and pursuing a career as a Child and Youth Worker.

Thanks and God Bless you all!”

- Sara

By the end of 2017, Evergreen Centre will move from its iconic Yonge Street location into a newly renovated 24,000-square-foot space on Spadina Avenue, in Chinatown. The new Evergreen Centre is being designed with input from stakeholders — including youth — to have multiple practical spaces to meet our community's diverse program needs. There will also be a rooftop terrace, a larger healthcare area so that multiple practitioners can be available at a time, and an expanded mental health centre to address the complex needs and traumas of street-involved youth in our community.

In partnership with other agencies that share the same or similar goals, our new home will allow us to build greater circles of support that engage youth to take positive strides in their lives.



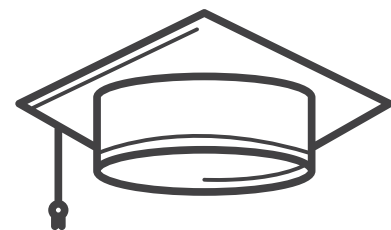
90% OF STREET YOUTH

that engage with YSM's Evergreen Centre for Street Youth show signs of PTSD.

47% OF YOUTH

are homeless because their parents/care-givers were no longer willing to accommodate them.

This is the leading cause of youth homelessness.

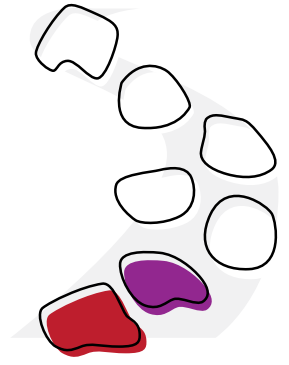


65% OF HOMELESS YOUTH

have failed to complete high school

FAMILIES IN CRISIS

SUPPORTING STRUGGLING FAMILIES ON THEIR JOURNEY TO MAKE POSITIVE CHANGES



There are many ways a family can end up in a crisis situation. Job losses, relationship breakdowns, legal issues or a death in the family can affect any family but for low-income families with little financial stability, these situations can have a more serious impact. Sadly, it is single-parent families, many of whom live below the poverty line, and new immigrant families, many of whom struggle with poverty as they adapt to life in Canada, who most often find themselves spiralling into a desperate struggle.

YSM's Family Services support, stabilize and restore families. We build meaningful relationships with every member, offering a holistic approach to family care that helps all families in need achieve stability so that they can live fulfilled lives and build healthy family units.

Through our education, daycare, employment and counselling services, we touch the lives of hundreds of families and keep them from falling into a cycle of poverty.

Our goal is to assist as many families as possible. In 2016, we introduced family-to-family mentoring, to strengthen our support for families.

THE PROGRAM IS THE FIRST OF ITS KIND IN TORONTO

A family who shows great commitment, determination and progress on their journey to change is paired with a mentor family who encourages, challenges and supports them by modeling healthy relationships, sensible choices and positive interactions.



Andrea* is a single mother of three. The family was living in a shelter and visiting YSM's food bank to meet their basic needs when she first reached out for help. We supported and guided her as she fought for child support, found an apartment and registered for school. When Andrea and her children were ready, they became one of our first mentee families. Her family was paired with another to guide, encourage and help them connect with community. The two families meet often and have formed a strong bond.

As we look to the future, we will track and measure the progress of these relationships using our new proprietary **TIMES™** framework so we can offer the best possible wrap-around care, both from within our community and in partnership with external agencies, and identify key factors for success.

*Name has been changed for privacy

OVER 1.3 MILLION CHILDREN

in Canada live in poverty, with
Toronto as the child poverty
capital of Canada.

In Toronto, Regent Park
continues to have the
highest rate of child
poverty at

58%

30,000 + VISITS

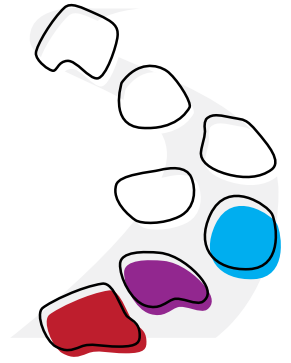
to YSM's Family Services Program
in 2015/16



Andrea and her three children.

CHRONIC POVERTY

BUILDING RELATIONSHIPS TO TRANSITION OUR COMMUNITY INTO FULFILLING AND HEALTHY LIVES



People living with chronic poverty are often trapped in situations that are difficult to overcome. They often struggle with multiple disadvantages and can face employment barriers because of low levels of education, mental health or addiction issues or poor social skills. These experiences can cause stress and marginalization and can lead to decreased physical and mental health.

At YSM, we believe that change starts with building relationships. Our committed staff support by providing counselling, pastoral care and planning in context with what each community member wants to see changed in their lives. We build confidence and provide opportunities to learn without fear of failure and we invite community members to believe their lives **can** be different. We then work to provide a stable home base and help see people educated and employed.

In the fall of 2016, we introduced the Bridges program to increase support to adults living with long-term poverty on their journey to change. Open to our adult community, including those who have outgrown YSM's Evergreen Centre for Street Youth, Bridges builds personal well-being and interpersonal skills, all while maintaining a high level of dignity, so that our community members can transition into fulfilled and healthy lives.

The vital life and employment skills taught at Bridges have transitioned those in our community from surviving to thriving. As we look ahead, we will harness the depth of experience and build strategic partnerships to join our voices and effect positive and transformative change in Toronto.



James* is a regular at Bridges, and as his Building Self-Esteem course ended, he explained how it changed his life.

“When I started this course, I was really depressed because my landlord wanted to evict me (I’m a hoarder). I’ve never told anyone this before and I don’t know what happened, but something clicked for me while attending the program and a couple of weeks ago I went home, started clearing things out and even painted my apartment. My landlord isn’t evicting me anymore and I feel so much better about myself.”

*Name has been changed for privacy



In Toronto,

47%

of those living on low income experience some form of chronic poverty.

Their experience usually crosses generations.

\$750

average monthly income of clients accessing food banks in Toronto.



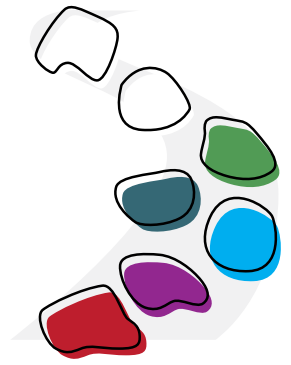
Leaving just

\$6.13

per person per day left over for food.

COMMUNITY DEVELOPMENT

INVESTING IN COMMUNITIES TO CREATE A VIBRANT AND SUPPORTIVE PATH TO POSITIVE CHANGE.



Community means much more than simply sharing a postal code. Community means a place of belonging and a network of interconnected relationships that contribute to everyone's health and well-being. Without community, people can feel trapped, frustrated, disillusioned and, ultimately, apathetic at finding a way beyond the barriers that constrain them.

At YSM, we believe that by investing in the health of communities, people who are marginalized or living with long-term poverty can have the opportunity to discover, develop and gain greater control over their skills and talents, allowing them to create new opportunities for themselves.

Our Community Capacity Builders work in Regent Park, Moss Park and St. James Town. All three communities are home to many people who are isolated or marginalized because of cultural, economic or social barriers. They all have many gifts to offer others but often have difficulty finding an avenue to contribute.

Together, with members of these communities and partner agencies, we work to equip residents with the skills, resources and tools they need to create sustainable solutions to their unique challenges. One such partnership is with Grassroots Growth, a Volunteer Toronto initiative. Together, we are training more than 100 community members to make a positive difference in their community.

Our Voices, Out Loud (O.V.O.L) is a new community-led initiative that supports youth experiencing bullying and victimization. Gogigan explains how the peer leadership model empowered him.

"I started off as a nobody during the summer. With O.V.O.L. I began to realize my full potential. I have a mouth to speak; I don't need others to defend me anymore. I speak up for me and speak up for others who get bullied, that's our mission to fulfill as a group."

- Gogigan,
O.V.O.L. youth group member

Vital community programs like O.V.O.L. are why in 2018, YSM will open a Regent Park hub for community members. This will be a safe gathering place and we are currently planning its focus and designing the purpose of the space in collaboration with community members, including the O.V.O.L. youth group, the Regent Park Neighbourhood Association and other social enterprises.

By coming together through shared interests and activities, this community will not only be a healthier and more inclusive neighbourhood, it will also be creating a vibrant and supportive path for its own future.

Usha, Women's Development Network Sewing Collective volunteer and previous member



Recent immigrants are more likely to be unemployed than established immigrants:

5.4% unemployment rate for established immigrants (10+ years)

12.9%

unemployment rate for immigrants of 5 years or less.

64% OF NEWCOMERS REPORTED

their most significant barrier to finding employment was their lack of Canadian experience.



Foad, YSM's Community Capacity Builder and members of the O.V.O.L team meeting with Mayor John Tory to discuss bullying

YEAR AT A GLANCE

2015/16 YONGE STREET MISSION



IMPROVEMENTS IN OUR POPULATION GROUPS SINCE IMPLEMENTING TIMES™

Families in Crisis	+24%
Community Support Services	+24%
Street Involved Youth	+43%



PROGRESS THIS YEAR

Placed an average of over **3 people per week** through youth employment programs

65% of families and adults that visited housing services received support, including housing supports, crisis intervention, conflict mediation and housing advocacy

Worked with **197 youth** to prevent homelessness and support transition to housing

70% of youth served through pre-employment programs are employed or in training



PROGRAM STATS



+7,700
computer lab visits



4 Kids Camps
(summer, March Break)



+15,000
visits to the
daycare centre



2,500 Families
helped by the Christmas
Toy & Food Market



30,000
food bank visits



+80,000
meals served

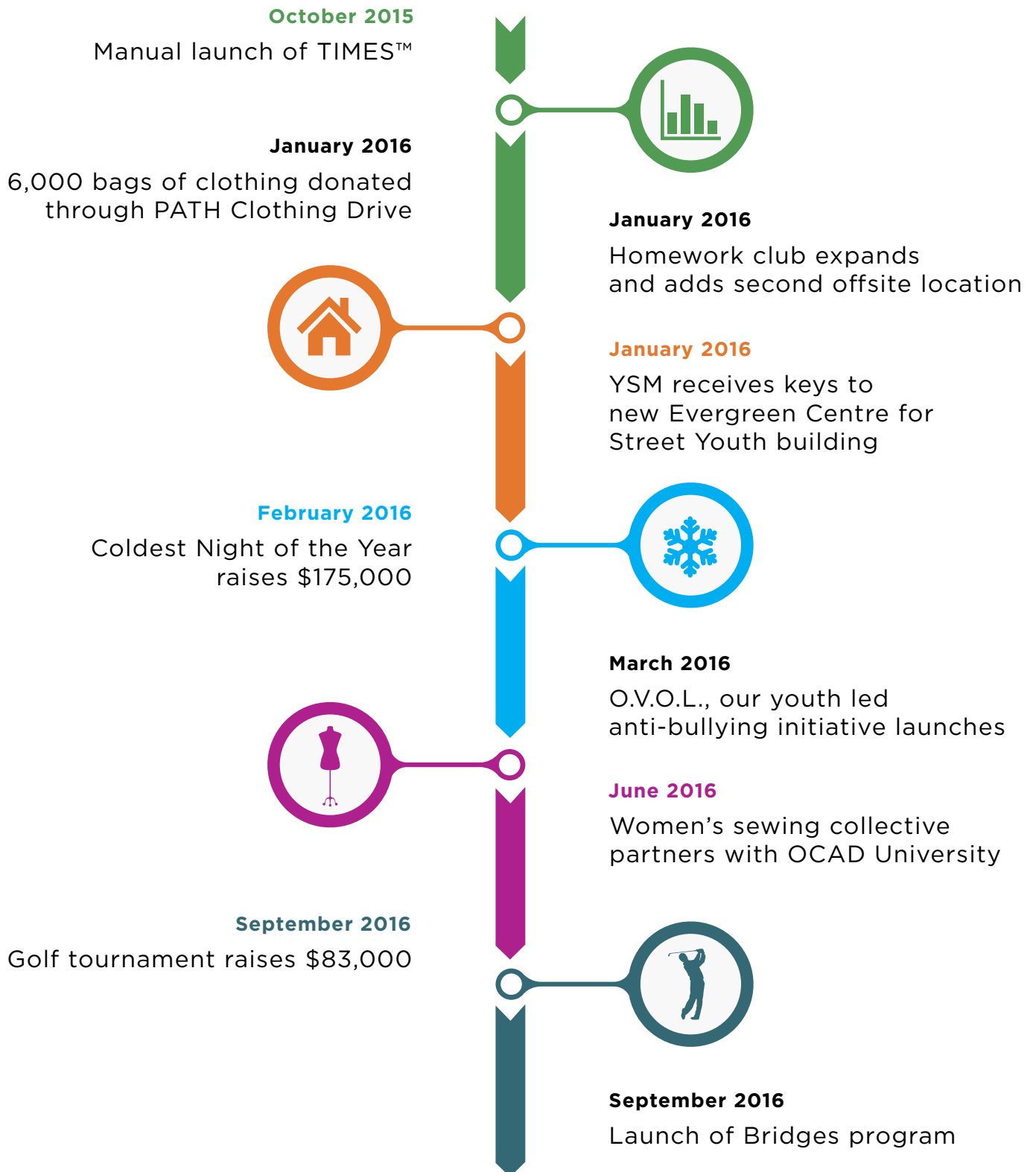


7,200
visits to Evergreen's
Employment Centre



3,700
volunteers across YSM

PROGRAM MILESTONES



FINANCIAL STATEMENTS

REVENUE

	2016	2015
General Fund Contributors	5,724,857	5,705,980
Scholarship Contributions	16,410	33,306
Other Restricted Contributions	692,717	713,395
Bequests and Estate Income	1,646,780	964,456
Gifts In Kind	204,234	142,272
Government Grants and Subsidies - Housing	514,769	556,951
- Daycare	878,239	761,593
- Other	1,626,428	1,315,602
Sales and Program Income	1,043,345	929,666
Rental Income	111,171	92,552
Interest Income	141,100	135,568
Total Revenue	12,600,050	11,351,341

EXPENSES

Relief and Support	1,138,669	1,155,450
Transitional Services		
Education	1,852,636	1,617,873
Employment	2,433,585	1,970,497
Housing Support and Stabilization	666,842	725,727
Community Development	2,258,592	1,652,238
Church at the Mission	301,002	333,469
Counselling	151,687	118,664
Advocacy	128,093	193,082
Program Development	218,719	195,614
Administration	579,436	581,675
Public Relations and Fundraising	2,283,230	2,379,696
Total Expenses	12,012,491	10,923,985

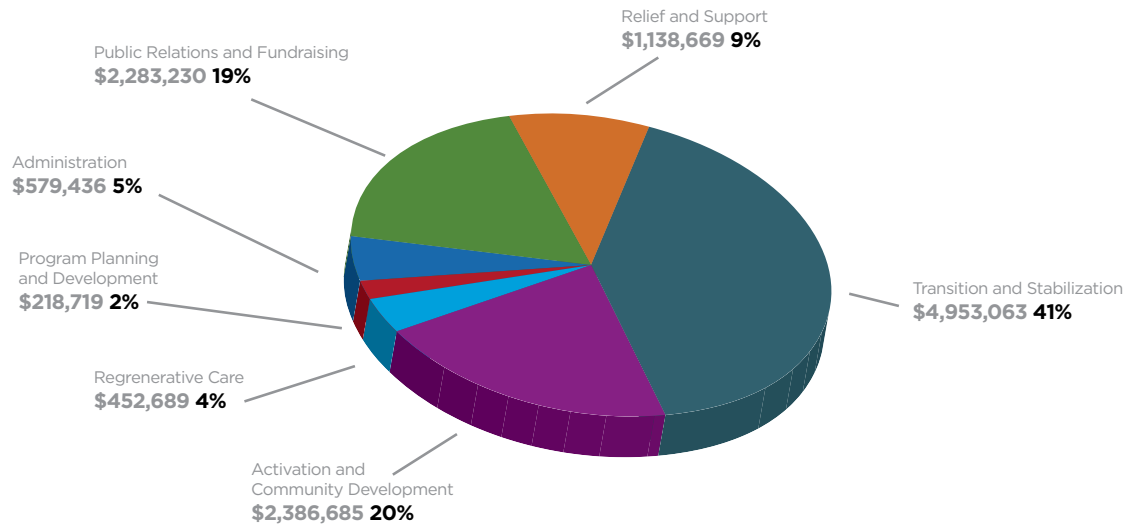
EXCESS (deficiency) of revenue over expenses for the year after interfund transfers

General Fund	-	(7,639)
Housing Fund	14,172	(7,298)
Capital Fund	2,778,022	(283,080)
Restricted Funds	(310,917)	716,693
Scholarship Fund	80,164	(26,387)
	2,561,441	392,289

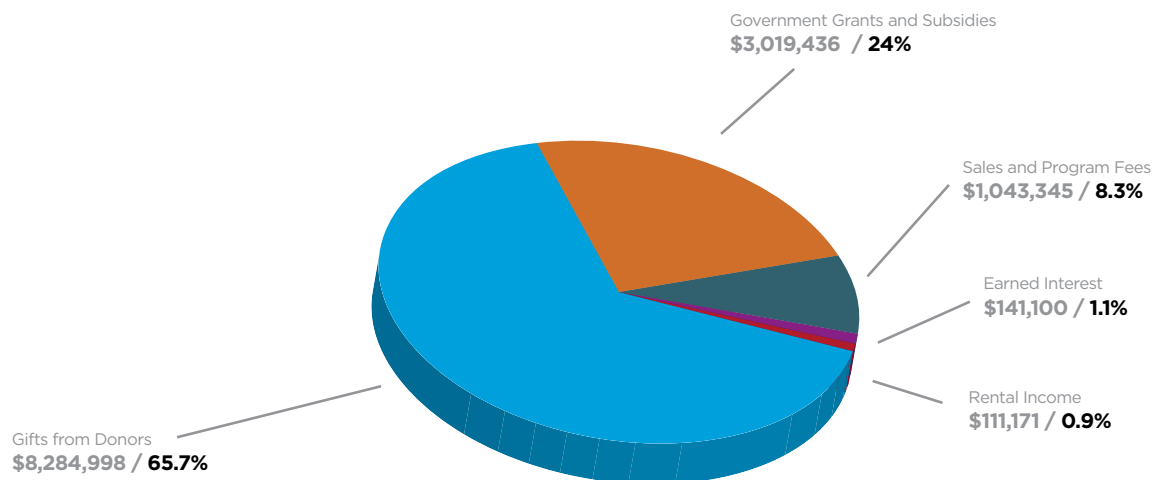
FUND BALANCES at end of year

General Fund	300,000	300,000
Housing Fund	5,456	(8,716)
Capital Fund	9,539,617	6,761,595
Restricted Funds	2,306,335	2,617,252
Scholarship Fund	1,706,908	1,626,744
	13,858,316	11,296,875

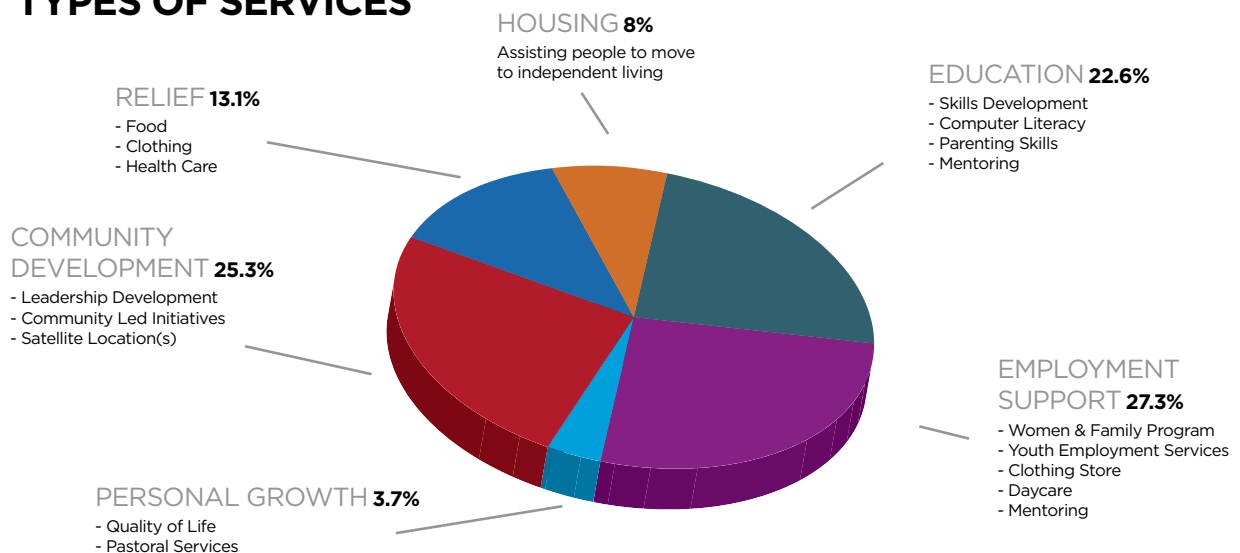
ALLOCATION OF REVENUE



SOURCES OF REVENUE



TYPES OF SERVICES



VISION FOR TOMORROW

OUR PATHWAY TO ENDING CHRONIC POVERTY IN ONE GENERATION.



Since 1896, The Yonge Street Mission has been helping people living in poverty take positive steps to improve their lives. Yet sadly, poverty remains a reality for half a million people in Toronto — including 133,000 children.

Without positive and effective change, this relentless cycle of chronic poverty will continue. While there will always be a need to provide support services for people who experience episodic challenges that lead to crisis situations, such as a job loss or a critical illness, there is no reason to accept chronic, entrenched and systemic poverty as an inevitable reality.

“Poverty is not a simple concept; it is a complex and evolving challenge. Building on over 120 years of helping people take positive steps towards moving out of poverty and because of our deep desire to ensure that we are always doing our best to help those in our community, we established a robust framework to measure the impact of our efforts.

The Transformation Integrated Measurement and Evaluation System (TIMES™) allows us to gauge progress and outcomes at the community level as well as track individual case management throughout our holistic approach to supporting those in our community on their journey to change.”

- Angie Draskovic, President & CEO

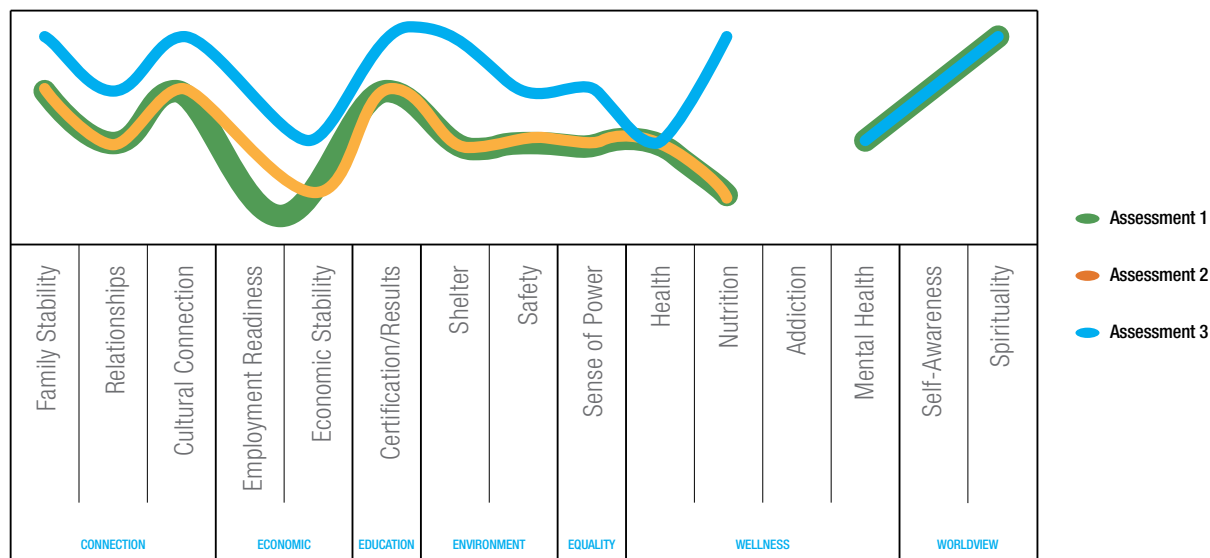
The data collected will determine where to focus resources as well as how to customize our programs, improve our services and build stronger cases for advocacy to influence systemic change across our three intentional and interconnected intervention strategies — Changing Lives, Building Communities and Transforming Toronto. Already, plans are underway to open a Regent Park hub to create a safe multi-purpose gathering space for community members, and new opportunities to strengthen relationships with mental health partners are being explored to better address the complex needs of those in our community.

We will share and collaborate with other like-minded service providers and the City of Toronto to ensure that, as we each expand, we are increasing our collective reach. Through this approach, we will foster change and pave the way for those living with poverty to move from surviving to thriving.

TIMES™

TIMES™ will measure well-being and help our case workers track progress of the families and individuals we are working with.

INDIVIDUAL TIMES CHART - FAMILY 1



Graph illustrates a family's progress as tracked by case worker.



"Times™ is a reflection of YSM's holistic response to helping people rise out of poverty and our unique way of measuring people's progress on their journey out of poverty. The outcomes will allow us to determine program effectiveness and best practice in serving our three population groups, which will help us meet our goal of ending chronic poverty in one generation."

- Brent Mitchell, Programs Officer



TESTIMONIALS

“ I have learned a lot since volunteering at YSM and really like assisting youth in creating a vision as they prepare to move beyond the streets. It is very humbling to be able to help some of the street youth in Toronto. ”

— Evergreen Volunteer

“ It is so rewarding to see the kids improve their marks and also build confidence and I am very happy to be a part of that success. I also like that the staff at YSM make me feel like a part of the team and not just a volunteer. ”

— Homework Club Volunteer

“ I knew about YSM and liked what they do for the community, so I wanted to be a volunteer and help my community. ”

— Food Bank Volunteer

“ YSM provided me with so many great opportunities as a child, so I wanted to find a way to give back. I now teach one of the computer classes and the amazing students in my classes are what make my experience so rewarding. They inspire me to do so much more, and I learn from them as they learn from me. ”

— Computer Lab Volunteer

THANK YOU

DONORS AND VOLUNTEERS



Thanks to our donors, volunteers and loyal supporters, The Yonge Street Mission was able to help almost 12,000 people on their pathway out of poverty and worked towards strengthening the bonds of community in Regent Park, St. James Town and Moss Park.

Your generosity, compassion and trust in us has made a powerful impact on our community, especially in the lives of street youth, families in crisis, and neighbours struggling with chronic poverty. These strides towards positive change and fullness of life would not be possible without you. **As we look forward to another exciting year, we hope that you will continue on this journey with us.**

Leadership Listing



BOARD OF DIRECTORS

William Onuwa
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Vice Chair

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Gundy Jackson
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Erik Parnoja

Heather Percy

Jayne Taylor

Jim Chestnutt

Dr. Merry Lin

SENIOR LEADERSHIP TEAM

Angie Draskovic
President & CEO

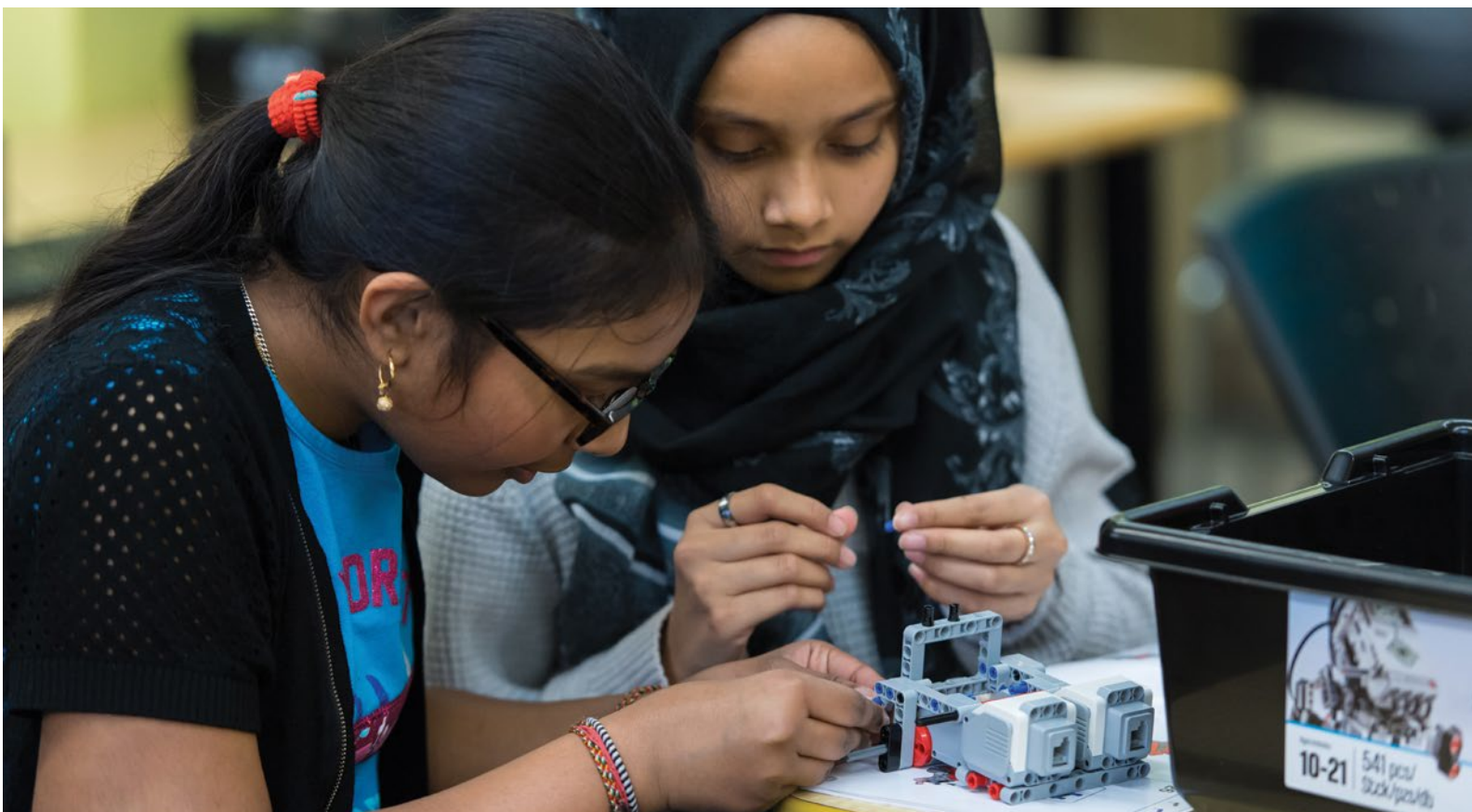
Brent Mitchell
Mission Program Officer

Liz Shelton
Mission Partnerships & Expansions Officer


Cliff Cline
Mission Administrative Officer

Angela Solomos
Chief Philanthropy Officer





Learn more about Changing Lives, Building Communities,
and Transforming Toronto with The Yonge Street Mission.

 **416-929-9614**

 **info@ysm.ca**

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 **www.linkedin.com/company/the-yonge-street-mission**



**Y O N G E
S T R E E T
M I S S I O N**

YSM services and programs operate from these locations:

YSM's Evergreen Centre for Street Youth, 381 Yonge Street

Christian Community Centre, 270 Gerrard Street East

Genesis Place, 280 Gerrard Street East

Double Take & TD Computer Literacy Centre, 310 Gerrard Street East

St. James Town, 225 Wellesley St E, Unit 4B

H.B. Martin Family Centre for Urban Education & Church at the Mission,
306 Gerrard Street East

The Yonge Street Mission has been on the front lines of service since 1896, providing emergency help, and fostering long-term change in the lives of individuals, families and the community itself.

We are a Christian faith community working in downtown Toronto and a registered Canadian charity. All assistance is given strictly on the basis of need, regardless of colour, culture, religion, economic status, gender, sexual orientation or social condition.

We believe that all individuals are created in the image of God and deserve the opportunity for full and just participation in society.

Charitable Registration Account # BN119306181RR0001