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**Annual Report
2014**



Our Mission

Kennedy House works with youth to enable them to grow as individuals to contribute as members of the community. This is achieved in our residential and community based programs by providing customized support and building trusting relationships.



During this past year, our agency made significant strides towards achieving our mission while expanding our services with a new group of clients. Over the last few months we have all worked diligently to open two new services, a shelter for youth and a program for adolescence requiring developmental services, our D-STAY program. The opening of these programs were the result of a tremendous amount of team work, commitment and persistence from all levels of the organization. We ensured that we invested the time to acquire the skills and tools which were required to make these projects a sustained reality and we are pleased with the outcome.

Through the Kennedy House Youth Shelter and D-STAY residential services we will be providing care and comfort to transitional aged youth who have faced various challenges throughout their lives. We have recruited a highly skilled and enthusiastic staff team to ensure we maintain the high standard of a Kennedy House program while providing individualized programs based on client needs. Many agencies strive to open one new major program in a year and we were privileged with the opportunity to open two. The next few months will be spent developing and monitoring these programs.

In addition to these two new services, we continue to offer after school programs, education based services, bailiff services as well as operate group homes and a secure custody facility. It was important for us to ensure that we maintained our previously established programs while pursuing the expansion opportunities. We are confident that we were able to achieve this through the ongoing efforts of our multi level staff team.

Although it was a tremendous year for our agency, we also faced a recurring challenge that continues today. Referrals within the child welfare system continue to be low and it has had an adverse impact on this particular sector of our operations. Additionally, the

clients that are currently in care have very high needs and many children’s services providers are operating on a per diem rate that has been frozen for many years. Under these circumstances, agencies like Kennedy House are being asked to do more for individuals with less resources. This is a struggle we deal with on a daily basis and one that we are constantly striving to resolve. This will continue to be a focus for the upcoming year and future years until a viable solution is achieved.

We look forward to the upcoming year with a sense of eagerness and a resolve to pursue additional expansion opportunities in the youth sector. We have been a youth services provider for approximately 43 years and during this period we have overcome many obstacles and celebrated various successes. We are fortunate that this past year we were able to celebrate more successes and faced fewer obstacles. Over the years we have acquired many skills that are transferable and valuable. Our intentions are to utilize these skills to build upon our new services while we enhance our previously established programs.

In closing, we would like to extend a heartfelt thank you to the board, management and staff of Kennedy House Youth Services for their support and hard work. There were many long days and long work weeks this past year and these efforts were truly appreciated. Kennedy House is composed of a truly remarkable group of people and this was clearly illustrated. The leadership and dedication shown by a core group of people was commendable and sets a high benchmark for others to follow. Thank you team!

Executive
Director &
Board Chair
Report



Shelly Jaigobin
Executive Director



Dr. Peter Ray
Board Chair

Andrew MacDonald Board Member



Learn

In 2008, a family member asked Andrew if he would like to be part of an agency that works with youth. At that time, Kennedy House was going through some changes and Andrew decided he wanted to participate in the transition. He joined our volunteer Board of Directors in 2008. Since that time, Andrew has been actively involved in our strategic planning and is now leading our fundraising efforts.

“Kennedy House has fundamentally shifted how it sees itself,” says Andrew. “When I first joined the Board, we had five group homes and a secure custody facility for youth. Now we’ve moved beyond just seeing ourselves as providing specific services, to actively looking for new ways that our years of experience could be used to meet the needs of youth.”

Andrew is proud to be part of an organization that has been making an impact in the lives of youth for the last 43 years. He feels that we have an exceptional staff and says that everyone he meets has a real passion for helping young people.

He believes that it is time that more people learn about Kennedy House and that we need to start telling our story. Andrew sees an incredible opportunity for the public to share in the mission of Kennedy House by offering support to our programs through fundraising initiatives.

“Fundraising is more than just asking people for money,” Andrew says. “It is about engaging people to partner with us in the transformation we provide in the lives of youth. Fundraising is what allows us to offer extra services and programs that provide the best opportunities for our clients.”

“**Fundraising is about engaging people to partner with us in the transformation we provide in the lives of youth.**”

Kennedy House makes it a priority to ensure that all our youth receive personalized services. This reflects one of the Ministry of Children and Youth Services’ Strategic Priorities.

Jason, one of our School Workers, applied for a position with us because he wanted to make a difference in the lives of the youth we serve. He takes his job a step further by helping our youth understand the importance of school and being there for them when they need assistance along the way.

Jason feels that the mission of Kennedy House and the education we provide to the youth go hand-in-hand. Jason believes that our academic approach allows us to teach youth the essentials of living a happy, healthy life. The education we provide also helps to reintegrate students into community-based schools, post secondary institutions and even employment. Kennedy House partners with several Boards in the Ministry of Education to provide customized support and create trusting relationships. Through this service, an emphasis is placed on daily routines that lead to positive behaviour in our youth.

Dennis, a teacher with the Durham District School Board, accepted a teaching position in our Section 23 classroom because he wanted to provide personalized education for hard-to-serve youth. He uses his skills to impact youth who have the greatest need and to help create an atmosphere where the students, peers and staff value each other.

“Education and program goals at Kennedy House are blended daily through a morning goal setting meeting between the teacher and classroom worker,” says Dennis. “The academic program supports the facility philosophy of cognitive restructuring. Thinking errors in the classroom are labelled when they occur and teachable moments are used to reframe a student’s basic life assumptions.”

“**Education and program goals at Kennedy House are blended daily through a morning goal setting meeting between the teacher and classroom worker.**”

Partnerships



Dennis N.
Teacher



Jason A.
Youth Worker



Louis D.
Supervisor

Before coming to Kennedy House, Louis worked in a number of different positions with hard-to-serve youth. He was living in the United States and had often considered relocating to Canada. He had a friend who worked with Kennedy House and she thought that he held values that would work well with ours. She encouraged him to apply for a position with us and he did. He knew that he wanted to continue to work with these youth no matter where he lived, and felt that his best opportunity would be working with the youth at Kennedy House.

During his 15 years with us, Louis has observed Kennedy House as a place where youth feel safe and appreciated. "Kennedy House Youth Services has a vision to create homes and programs that take pride in the work they do by creating a caring, safe, and nurturing environment, which has been built on respect, honesty and integrity," says Louis. "These factors contribute to staff staying with Kennedy House and the youth having positive experiences."

Louis recently helped to open the Kennedy House Youth Shelter in East York, where he now works to create safe programming for homeless young people in addition to collaborating with outside resources such as

Toronto Public Health, Employment and Social Services, Ontario Disability and Community Crisis Support.

Louis feels that it is very important for every young person to have a voice. Through his position at the shelter, he contributes to teaching communication and social skills through informal and formal conversations with the youth. These interactions take place inside each of the programs at Kennedy House Youth Services and in the community. Louis appreciates the positive strength-based approach in working with youth. He believes that this approach increases the respect shown to youth and helps them build skills they will use when discharged.

"We opened this program in June 2014," says Louis. "And since then, we have ensured that our service is delivered in ways that help homeless youth gain access to housing and support services by providing them with choices while at the same time, respecting their diversity."

“It is very important for every young person to have a voice.”



Dave has worked at Kennedy House and provided meals for our youth for 19 years. He says that he likes working for Kennedy House because it gives him the opportunity to do full time what he enjoys. He likes most that he is able to have a positive impact on the youth we care for. He helps create a positive environment for both the youth and staff. Dave stressed that by being a good role model through his positive interactions and use of humour with our youth, it enables them to grow as individuals and to contribute as positive members of the community.

Antonio has worked with Dave in the kitchen at Kennedy House for almost 3 years. He appreciates that management and staff are always willing to communicate as a team and we are always striving to achieve our goal of "Getting to Better". Antonio says that his favourite part of his job is the confidence that his team has in him. He enjoys the freedom to be creative and the opportunity to offer new ideas and suggestions to menu development.

Dave and Antonio both enjoy their contributions towards programming at the Ajax facility. They work together in preparing monthly cultural events. Everyone involved in service delivery for our youth contributes

to achieving common outcomes. Dave and Antonio choose a culture and prepare a meal based on that culture. They present the meal as well as artifacts from that culture each month. Antonio says that he enjoys this part of his job and it "adds a new dimension of flair to the cultural events. It never ceases to bring laughter to everyone".

Both cooks have expressed that at times the environment can be tense and frustrating due to the high needs of our youth. Both feel that they can contribute to the needs of the youth by helping to set a pleasant tone of the day by offering appetizing meals, comfort foods and creative desserts. "If youth are provided with good well balanced food" says Dave "it will help them in their ability to learn in school, enhance their performance in sports, promote good health, reduce the risk of obesity and provide a sense of well being."

“Everyone involved in service delivery for our youth contributes to achieving common outcomes.”



Dave E.
Cook

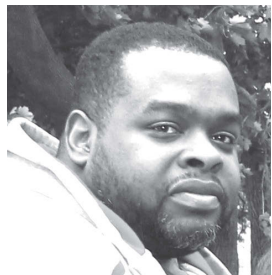


Antonio D.
Cook

Getting to Better



Thanks to Our Volunteers



Earl F.
Assistant Supervisor

Earl has worked at Kennedy House for the last 15 years. He started with us when he was a student at Centennial College and did a student placement at our Galloway Road program. Earl did very well as a student and as a result was offered a full-time Child and Youth Worker position. Since that time, Earl has worked in most of our programs in a variety of different positions. He is currently working as an Assistant Supervisor at our new shelter.

Earl says that his favourite thing about working for Kennedy House is the interaction with the youth. "It really is inspiring to sit with a teenager and have a genuine conversation," says Earl. "You have the opportunity to see light bulb moments occur right before your eyes."

One of the goals for youth when they leave our programs is that they are more resilient. Earl and the rest of the Kennedy House team build relationships with our youth and work with them to grow as individuals and contribute as members of the community.

The youth in our programs are very different and have complex needs which means that it is vital for them to learn acceptable social skills. Earl feels that role modeling is one of the most critical aspects of a Youth

Worker's job. "It is important to teach our youth that not everyone has the same view as they do and that can be challenging," says Earl. "We can teach them positive problem solving and active listening skills they can use when confronted with difficult situations. These are two essential skills they can take with them when they leave Kennedy House."

Earl continues to work with the youth at Kennedy House because he finds it extremely rewarding. "It's a good feeling to know that we have helped, even a little bit, in someone's life," he says.

“You have the opportunity to see light bulb moments occur right before your eyes.”



Celebrating Our Staff



YEARS OF SERVICE AWARD WINNERS

- 2 Year Award

Nadine E. • Renee L. • Angela M.

Dave R. • Sherie W.
- 5 Year Award

David S. • Tammy-Lynn W.
- 10 Year Award

Lisa M.
- 25 Year Award

Judy L.

In addition to the Years of Service Awards, we recognized staff in the areas of Excellence in Relationship Building, Excellence in Program Delivery, Superior Customer Service and in Leadership Achievement.

Excellence in Relationship Building
Irene K. • Adrienne L.

Excellence in Program Delivery
Nadine E. • Sherie W.

Superior Customer Service
Antonio D.

Leadership Achievement
Ryan A. • Michelle W.



Thank you to all our recent supporters. Your contributions allow us to continue to help the youth of today achieve their dreams of tomorrow.

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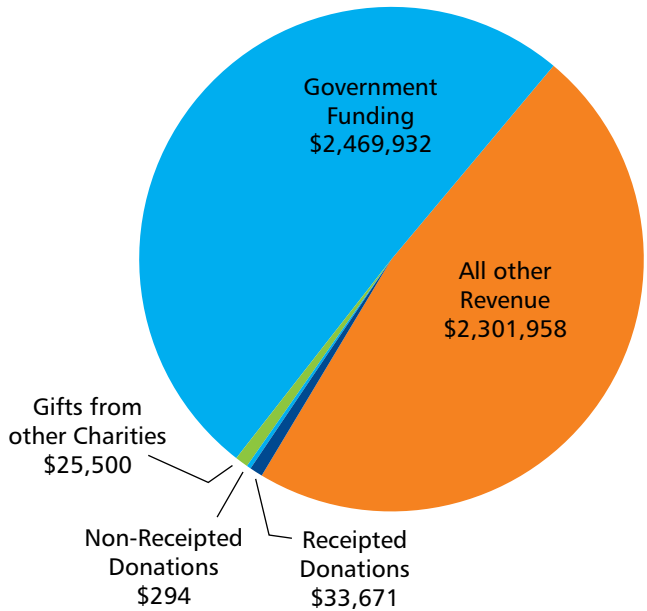
\$10,000+

The Home Depot Canada Foundation
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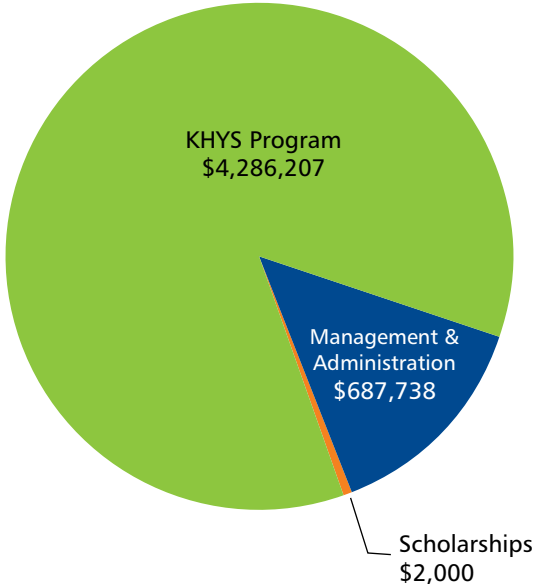
Special thanks to our funding partners: Ministry of Children and Youth Services and Children's Aid Societies

March 31st, 2014 Statement of Revenue and Expenses

Total Revenue: \$4,831,355



Total Expenses: 4,975,945



Total Staff • 70 full-time – 65 part-time

Funding for Kennedy House Youth Shelter (City of Toronto) and D-Stay are not included in Statement of Revenue and Expenses during this period. Revenue and expenses for these programs will be reported next year.