

KINGSTONYOUTH**HUB**

Year One Funder's Report 2017-2018

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Kingston Community Health Centres
Centres de santé communautaire de Kings



*In Loving Memory of Beth Couture
November 13, 1999 - September 9, 2018*



*I am sorry this world could not keep you safe, may
your journey home be a soft and peaceful one
- Rupi Kaur*

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Letter from Program Leadership

It is with great pleasure that we were able to build and establish One Roof-Kingston Youth Hub. From the planning committees, research, partnerships, and building acquisition, to the first youth who stepped through our front doors in October of 2017, this has been a labor of love. The Kingston community has come together to better meet the needs of homeless youth, establishing a collaboration between twenty-seven organizations.

Although we still have work ahead of us, we are impressed and humbled by all that has already happened in this first official year, and plan to continually develop and improve our services to address the needs of homeless youth. Thank you to everyone that has made this project a success, to the Government of Canada's Homelessness Partnering Strategy's Innovative Solutions to Homelessness for funding the first year of this project, and to the Kingston, Frontenac, Lennox & Addington (KFLA) United Way for sustaining the funding into 2019, allowing us to continue this very important work!



History

One Roof-Kingston Youth Hub opened its doors on October 2nd, 2017. This has truly been a community project since first establishing a vision for the project in 2014. The Kingston Frontenac Lennox and Addington (KFL&A) Children and Youth Services Planning Committee (CYSPC) held a World Café Conversation to identify possible action priorities to guide and inform the work of the CYSPC for the next 2-5 years. One of the four overarching priorities, endorsed by the planning committee, was to improve outcomes for youth in KFL&A with attention to healthy transitions to adulthood and self-sufficiency. In February 2015, a working group came together to concentrate on improving the transition from youth services to adult services; the goal for this working group was to create a vision for a Youth Service Hub in Kingston.

The original vision of a Youth Service Hub was to improve access to essential services for at-risk and homeless youth. This meant existing service providers coming together and working collectively to meet the needs of the most marginalized sub-population of young people in the Kingston community. The Youth Services Hub would offer a variety of supports and services which would: a) help prevent a youth from becoming homeless, or b) bring them out of homelessness, by getting them connected to any services and supports they might need, as soon as possible. In June of 2017, after two years of collaboration and vision planning, contribution funding from the Government of Canada's Homelessness Partnering Strategy's Innovative Solutions to Homelessness was approved for the development of a Youth Action Center (YAC), which would come to be known as One Roof-Kingston Youth Hub.

The original working group members included Addictions and Mental Health Services of Kingston, Frontenac, Lennox and Addington (AMHS), the Kingston Community Health Centres (KCHC), Home Base Housing, the City of Kingston, Girls Inc and KEYS Employment Services. In addition, the Youth Hub Committee engaged in regular communications with the United Way's Youth Homelessness Steering Committee and the CYSPC around the development of the youth hub.

This working group conducted research on similar Youth Hub programs that had been implemented across Canada. An emphasis was placed on [The Foundry](#) in Kelowna, BC, a mental health focused hub for transitional-aged youth (age 12-25) and their families (<https://foundrybc.ca/>). In addition, focus groups were held with at-risk and homeless youth in Kingston to ensure the voice of youth was heard throughout the process.

With the vision, collaboration and funding established, a youth friendly location was chosen in a residential area that was walking distance to the downtown core. Within one year, we had 215 unique encounters with young people to provide support.

Core Values



Mission Statement

One Roof-Kingston Youth Hub is an integration of services for young people in an open and inclusive location to ensure quick and easy access to appropriate supports.

Vision Statement

All young people deserve access to a range of appropriate services and to have their voices heard in a setting which will engage with them, listen to them, and empower them, with the goal of fostering their wellness.

Rationale

Youth homelessness is different from adult homelessness in terms of its causes and conditions, and therefore, the solutions should also differ. Unlike homeless adults, most youth are leaving homes where they are dependent upon adult caregivers and are in the process of transitioning to adulthood. Additionally, young people are still developing cognitively, emotionally, socially and physically. Youth tend to respond to services and supports differently than adults experiencing homelessness, often due to mistrust of systems and adult workers, or out of fear of authorities, violence or discrimination. There should always be a commitment to supporting youth experiencing homelessness to find stable and safe housing as quickly as possible, and in an appropriate and planned manner. The focus needs to shift away from managing homelessness to preventing the youth from becoming homeless in the first place (Gaetz, S., & Redman, M. 2016)

When homeless or at-risk youth are asked about youth services, they often report that a youth hub should be a “youth friendly” safe space. As homelessness is often characterized by isolation, couch surfing, and a lack of resources to meet their daily needs, youth suggested a hub to coordinate their service needs and a resource center to find out what else is available in their community with respect to housing, income supports, food security, employment opportunities, alternative schooling, mental health and addictions supports, and supports to navigate the judicial system. Historically, the service landscape in Kingston has been very disconnected with varied youth service providers funded by different ministries with very defined mandates. Youth have often been forced to travel to multiple locations to get their service needs met and tell their story repeatedly to many different people. Organizations work in silos, leaving the youth social service system disconnected. As a result, many young people have fallen through the cracks, especially those most vulnerable with complex needs.

Data collected from the Homeless Individuals & Families Information System (HIFIS) showed that from July 20, 2015 – June 10, 2016, 406 youth (16-24 years old) had “touched” the homelessness system through a coordinated intake process at one of the homeless service providers location (Kingston Youth Shelter, Home Base Housing or Salvation Army). This system-wide data became accessible for the first time in our community through HIFIS and the coordinated intake protocol which helped to support the vision and the need for an integrated youth services hub by the volume of young people that were entering the homeless system.

The service integration design of One Roof allows service providers to work collaboratively, in the same physical space, thus developing a system that will directly

impact homeless and at-risk youth by not only connecting them with the varied services they require in the moment, but also to better understand and address the underlying issues that contribute to a young person becoming homeless.

Research identifies the leading causes of youth homelessness as follows:

- Aging out of Family and Children's Services and subsequently being discharged from group and foster homes into homelessness;
- Being released from juvenile detention or jail, or mental health and addictions institutions into homelessness;
- Other contributing factors including mental health and addiction issues, family conflict, child/youth maltreatment, and family poverty;
- All compounded with high unemployment rates and low school attendance (Gaetz, S., & Redman, M. 2016)

The Youth Service Hub partners address these key factors by using a community approach. Working together in a single location allows young people to build stronger and more trusting relationships with services and individual staff from multiple organizations. The Youth Hub uses a wraparound and team approach to service delivery, working together across systems to improve outcomes for homeless and at-risk youth.

Youth Wellness Hubs Ontario

One Roof, Kingston Youth Hub was created using Youth Wellness Hubs Ontario's model.

*“The right services to youth and their families –
at the right time and in the right place.”*

Youth Wellness Hubs Ontario (YWHO) is an initiative that aims to bring the right services to youth (and their families) at the right time and in the right place. This initiative is a critical step toward improving Ontario's mental health and addiction services for youth and young adults by:

- Providing rapid access to easily identifiable mental health and substance use services with walk-in, low-barrier services and clear service pathways;
- Providing evidence-based interventions matched to an individual's level of need, and supported transitions to specialized care services when the severity of need is evident;
- Integrating mental health, substance use, primary care, vocational, housing and other support services into a one-stop-shop model of care offered in a youth friendly space;
- Reducing transitions between services through co-location and shared services in a single place;
- Establishing common evaluation across sites; and
- Co-creating services with youth and their families.

YWHO builds on similar initiatives and other evidence-informed models already underway in Canada such as ACCESS Open Minds (Pan-Canadian) and Foundry (British Columbia), as well as previous international initiatives in Jigsaw (Ireland) and Headspace (Australia). There are also four existing research-funded hubs in Ontario – Scarborough, Toronto East, Central Toronto (YouthCan IMPACT), and Chatham-Kent (ACCESS Open Minds) as well as many youth hubs in development across the province.”

[2018 Youth Wellness Hubs Ontario](https://youthhubs.ca/en/) – Retrieved from URL <https://youthhubs.ca/en/>

One Roof - Kingston Youth Hub Team

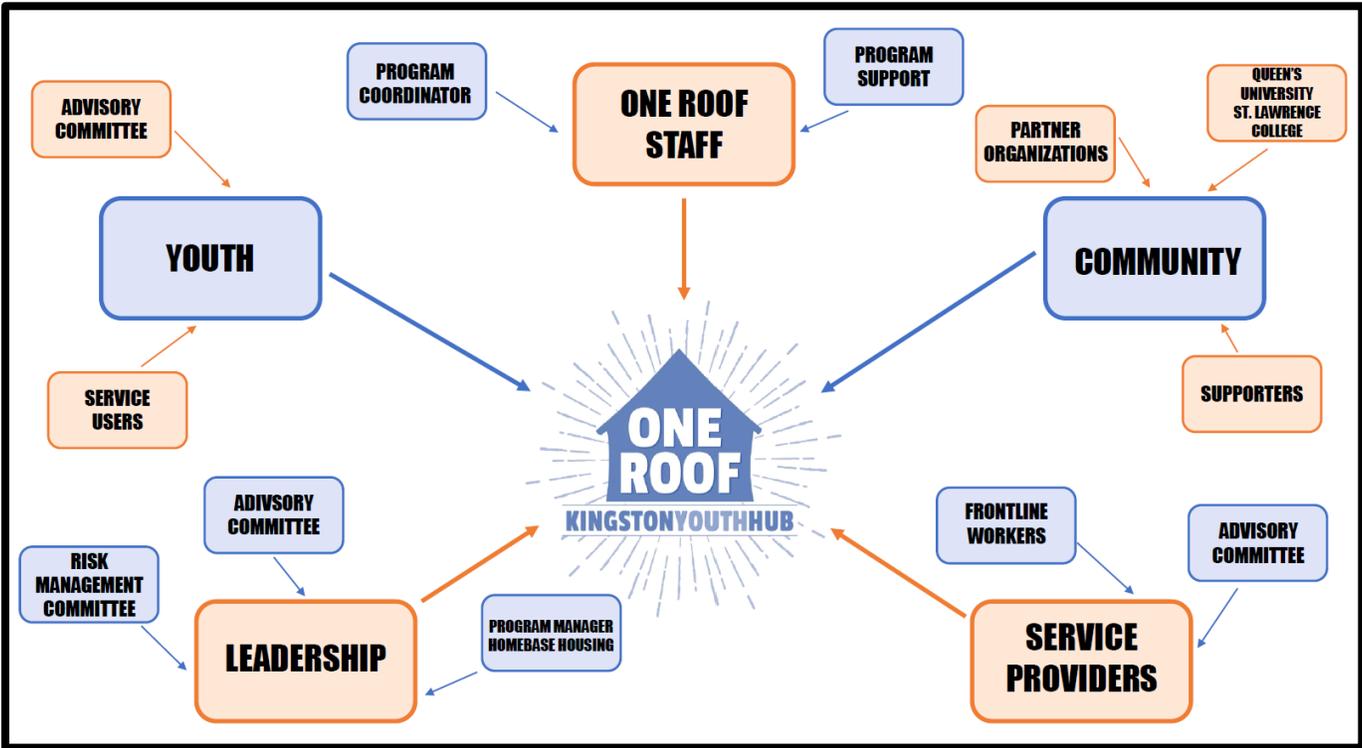
One Roof - Kingston Youth Hub is a community initiative that includes several health and social service organizations in the City of Kingston (see list below). Each organization is an integral part of One Roof's success by working collaboratively to provide the right services at the right time and in the right place.

1. ACFOMI Employment Services
2. Addiction Mental Health Services KFL&A – AMHS-KFLA
3. Community Living Kingston & District
4. Family and Children Services Frontenac, Lennox and Addington – FACSFLA
5. Four Directions Aboriginal Student Centre
6. Girls Inc
7. HIV/AIDS Regional Services – HARS Kingston
8. Home Base Housing
9. Katarowki Learning Centre - KLC
10. Kingston Community Health Centre
11. Kingston Employment Youth Services – KEYS
12. Kingston Health Sciences Centre
13. Kingston Interval House
14. Kingston Pregnancy Care Centre
15. Kingston Youth Shelter
16. Loving Spoonful
17. Mohawks Bay of Quinte – Tyendinaga Mohawk Territory
18. Ontario Works – City of Kingston
19. Providence Care
20. Resolve Counseling Services
21. ReStart Employment Services
22. Sexual Assault Crisis Centre
23. St. Lawrence Youth Association
24. The Maltby Centre
25. Youthab
26. Youth Diversion – KAIROS
27. Y2K – Youth 2 Kingston

Staffing Model

Home Base Housing (HBH) is the lead agency that oversees all financial responsibilities of One Roof. Home Base Housing’s Program Manager, who oversees all services for youth within Home Base Housing, took on the responsibility to manage two additional staff hired to support the daily operations of the Youth Hub. The Program Coordinator is responsible for all coordination – policy development, program development, grant applications, partnership building, and communication. One Roof’s Program Support person provides all administrative support, social media communication, intakes, referrals and short-term case management for the youth accessing One Roof. One Roof’s Program Manager, Program Coordinator and Program Support person work within a community approach to ensure all levels of governance, partners, community members, and the young people of One Roof are working collaboratively guided by our mission and vision to meet the needs of the young people we serve.

Below is a mind map that displays the inter-connecting community partnerships that play a role in One Roof operations.



Governance Model

Leadership Committee

Senior management from each partner organization meet on the first Tuesday of each month to provide oversight of One Roof-Kingston Youth Hub. Senior managers discuss risk management protocols, in-kind staff contributions, funding opportunities to enhance programs, and sustainability planning.

Service Provider Committee

Staff members from partner organizations who provide front-line and direct services meet on the third Thursday of each month to discuss day-to-day services, programming, groups and workshops.

Youth Advisory Committee

The Youth Advisory Committee is a monthly meeting to engage youth in the leadership and direction of One Roof-Kingston Youth Hub. Youth who access services at One Roof meet on the third Monday of each month to provide feedback and recommendations that guide services at One Roof. Questions and topics of discussion for each meeting include opinions on the group programs that are run, ideas and suggestions for additional programming, any gaps in service, and thoughts regarding the Basic Needs program, including the food that is prepared during these times.

Thanks to a generous Home Depot Grant, youth are paid by way of gift cards to participate in giving feedback and recommendations, as well provided with food during the meetings and transportation to and from the committee.

**HEY YOU! JOIN
OUR YOUTH
ADVISORY
COMMITTEE.**

WE INVITE ANY YOUNG PEOPLE ACCESSING SERVICES AT ONE ROOF TO JOIN US FOR A ONCE-A-MONTH YOUTH ADVISORY MEETING. WE WILL DISCUSS ONE ROOF PROGRAMMING AND POLICIES AND WELCOME FEEDBACK ON WHAT'S WORKING AND WHAT'S NOT. YOUTH WILL RECEIVE A \$10 GIFT CARD FOR THEIR PARTICIPATION IN EACH MEETING THEY ATTEND. NO SIGN-UP REQUIRED.

MEETINGS ARE HELD THE 3RD MONDAY OF EACH MONTH FROM 2-3PM.

OCTOBER 15TH NOVEMBER 19TH DECEMBER 17TH

LET YOUR VOICE BE HEARD.

 Funded by the Government of Canada's Homelessness Partnering Strategy's Innovative Solutions to Homelessness. The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the

Operations

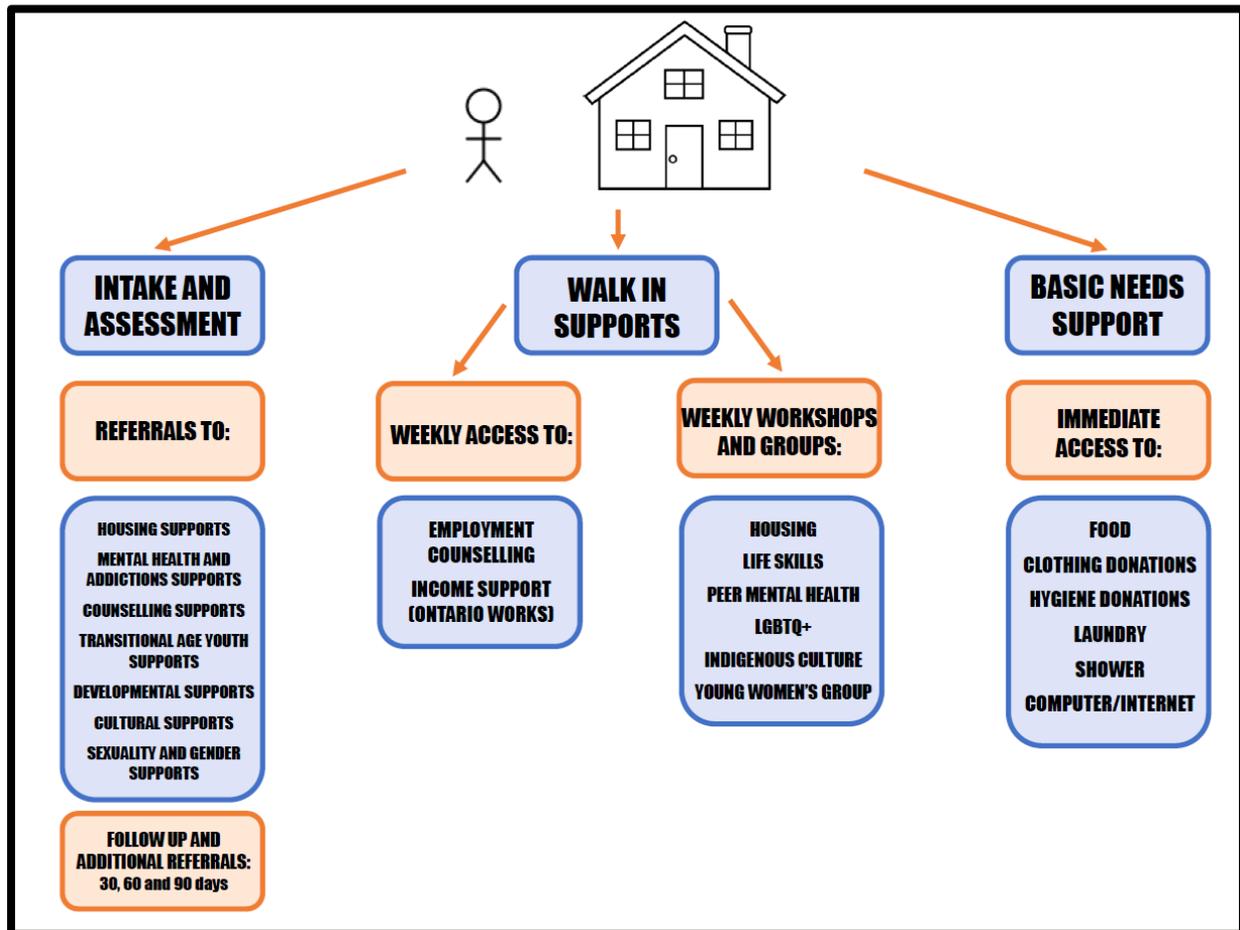
The Youth Pathway to Services

One Roof Kingston Youth Hub's goal is to provide the right service, at the right time, and in the right place. Youth can walk-in without an appointment and be served immediately through intake. Partner organizations are committed to consistent times each week at One Roof's facility. During the intake process, appointments are scheduled directly with those workers for the convenience of the youth accessing services. As organizations are scheduled to be on location at the same time each week, youth can also walk-in during those times to see an Employment Counselor, an Ontario Works Case Manager, an Indigenous Support Worker and a Mental Health Support Worker. Scheduled appointments are made for addiction counseling, ongoing mental health counseling, and housing support. Young people are encouraged to receive weekly walk-in support through ongoing groups which include: Housing 101 workshops, Life Hacks (a life skills group), New Mentality (a mental health advocacy group), FUSE (LGBTQ+ group), and Young Women's Empowerment Group.

The intake process for new youth accessing services at One Roof is as follows:

- Youth entering One Roof are immediately welcomed and given a tour
- Youth are informed of all individualized services and groups available, including an opportunity to participate in development of programming through our Youth Advisory Committee
- Staff discuss confidentiality and youth give consent to participate in an intake meeting to identify their needs and work with staff to prioritize them to collaboratively create a wraparound care plan (see Appendix A)
- Our Youth Hub Support Worker will engage with youth within the first 30 days to ensure they are set up for success in the following ways:
 - Complete intake and create a wraparound plan of support
 - Use a wraparound approach to facilitate case conferences as needed
 - Focus on relationship building with the young person
 - Provide intensive one-on-one support
 - Remind youth about appointments
 - Ensure transportation to appointments
 - Advocate for youth involved in the child welfare and criminal justice systems
 - Actively engage with youth during transitional phase to referral services
 - Problem-solve barriers within their wraparound care plan
 - Follow-up at 30, 60 and 90 days to ensure the youth has been connected. At this time, problem-solve any issues, complete additional referrals as needed, and support the meaningful relationships that have been developed.

Below is a mind map that displays the pathway to services upon entering One Roof.



Non-Priority Population Pathway to Services

One Roof-Kingston Youth Hub was developed to prioritize and serve transitional aged youth (16 – 24 years old). However, youth will be served based on their developmental needs and not solely based on age. Consultation with community partners will identify the best pathway to services when a young person seeks support at One Roof outside of this age group.

Basic Needs Program

Our Basic Needs Program has filled a major gap in youth services for homeless and at-risk youth in the City of Kingston. Youth are required to leave the local Youth Shelter each day. Our Basic Needs Program gives young people a safe place to go to start their day.

As our highest accessed program, this has proven to be the most successful in building connectedness and belonging. Ensuring that youth feel a sense of community, comfort and safety in our space has allowed staff to form meaningful relationships built on mutual respect. Young people who are often hesitant to engage in services because they have had negative experiences of stigma and/or have experienced trauma, most often participate in our intake process via the basic needs program and get connected to further community supports.

The Basic Needs Program is a collaboration between St. Lawrence Youth Association, Family and Children's Services of Frontenac Lennox and Addington, Kingston Interval House, Youthab, The Maltby Centre, Youth Diversion, Street Health Centre, Resolve Counseling Services, and Home Base Housing. Each of these agencies have committed to providing in-kind staff to supervise and engage with youth accessing this program. This program is designed to ensure each youth accessing this space is getting connected to the supports they need.

Safe Space

Youth are welcome to 'just be' in our space between the hours of 9:00am – 2:00pm, Monday to Friday. The Basic Needs Program staff engage with youth and support them to access basic need services as needed. Staff are often found playing board games, cooking, helping with laundry, and most importantly hanging out with youth in a casual way. Building relationships with young people in this manner decreases power imbalances as relationships do not get built across a desk. One Roof ensures a safe space by having an expectation of kindness. We have zero tolerance for racism, bullying, sexism, ableism, homophobia, fatphobia, transphobia or general hatefulness.

Food

One Roof does not have a budget for food and has strongly relied on a partnership with Loving Spoonful to provide food donations through their Food Rescue and Fresh Food Delivery programs. These generous community donations and small fundraising events allowed One Roof to frequently provide food during our basic needs program. Loving Spoonful also chose One Roof to take part in their Community Kitchens program which provided multiple cooking classes to youth with a focus on building community through preparing and eating a meal together. Recently, One Roof has secured a small grant of \$5,000 through President's Choice's Children's Charity to provide brunch options to young people accessing the basic needs program.

Computers

Young people have access to several computers to stay connected with important people in their life through social media platforms, look for employment opportunities (which almost always involve web-based applications) and complete housing searches.

Clothing Donations

Kingston community members generously and consistently donate gently used clothing that youth can obtain at no-cost. Youth often show off their new finds through impromptu fashion shows and always express gratitude when this basic need is met.

Laundry

Washer, dryer, laundry soap, and dryer sheets are provided to young people to do their laundry. Free on-site laundry access allows young people to save a significant amount of their limited monthly income. This service is also an opportunity to be in a safe space outside of a laundry mat where they can socialize with other youth and staff.

Shower

An on-site shower is available to young people who are provided clean towels, shampoo, conditioner and body wash.

Lockers

Twelve lockers are available to young people to safely store their belongings. The locker program has been very successful with many youth accessing a secure place to lock up their items as there are no lockers available at the Youth Shelter or for the youth who may be living on the streets or precariously housed. One Roof was able to purchase lockers thanks to United Way KFLA and the City of Kingston's Community Investment grant.

Basic Need Items Available

Requests for needed items are put out to the Kingston community through our social media outlets. The Kingston community is generous, and these needs are met on an as-needed basis to ensure youth have access to the following items: toothbrushes, toothpaste, shampoo, conditioner, feminine hygiene products, hairbrushes, razors, and body lotion.

Additional Supports Offered

Naloxone Distribution

One Roof is an official outreach organization providing Naloxone distribution through Kingston Frontenac, Lennox and Addington (KFL&A) Public Health. Naloxone is a medication that can temporarily reverse an overdose caused by opioid drugs and other drugs contaminated with opioids. It is easily administered by a spray into the nose.



Common opioids include morphine, codeine, oxycodone (e.g., Percocet), hydromorphone (e.g., Dilaudid), heroin, and fentanyl. Naloxone will only reverse an opioid overdose; it does not prevent overdose caused by non-opioid drugs such as cocaine, ecstasy, gamma hydroxybutrate (GHB), benzodiazepines (tranquilizers like Xanax®, Klonopin® and Valium®), methamphetamine (meth) or alcohol. However, many drugs in the Kingston area (including non-opioid drugs) are being cut or pressed with powerful opioids like fentanyl putting anyone who takes any illicit drugs at-risk of an opioid overdose. It is recommended that anyone using illicit drugs or who is on long-term opioids have a naloxone kit. Friends and families should be trained on how to detect an opioid overdose, call 9-1-1, and to administer naloxone. Recognizing overdose symptoms, calling 9-1-1, and administering naloxone quickly can prevent injury and death.

Harm Reduction

One Roof, Kingston Youth Hub focuses on educating and supporting youth to reduce harm associated with their substance use by taking a non-judgmental approach and supportive stance to increase wellness in young people's lives.

Needle Distribution Program

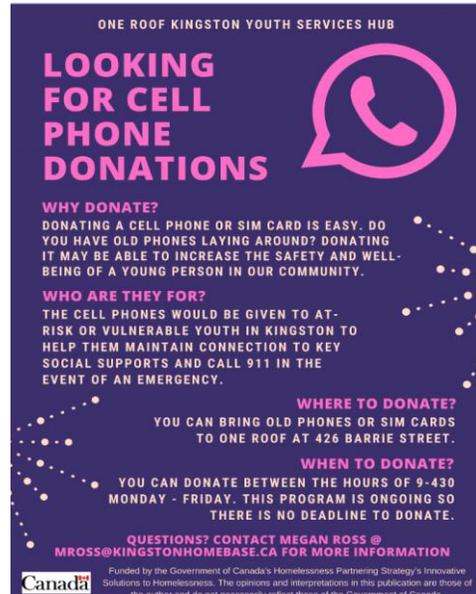
One Roof is an official satellite site of Street Health Centre's needle distribution program. Young people using injection and inhalant drugs can access clean, free, sterile equipment at One Roof. This program is run by dedicated staff who engage in conversations with youth to ensure they are using in the safest ways possible and facilitating connections to further supports to reduce their use if they desire to . One Roof provides a variety of needles and syringes as well as sterile water, tourniquets, Vit C, spoons, stericups and alcohol preparation pads. We also provide filters, screens, glass stems, rubber tubing, condoms and biohazard bins for disposal. All products are provided for one-time use only.

Community Voicemail Box

Youth who do not have access to a cell phone or answering machine can sign up for a community voicemail box which allows callers to leave messages that can be checked and returned when the youth is able. This service allows family, friends, potential landlords and workers to contact youth who may otherwise be unreachable.

Cell Phone Program

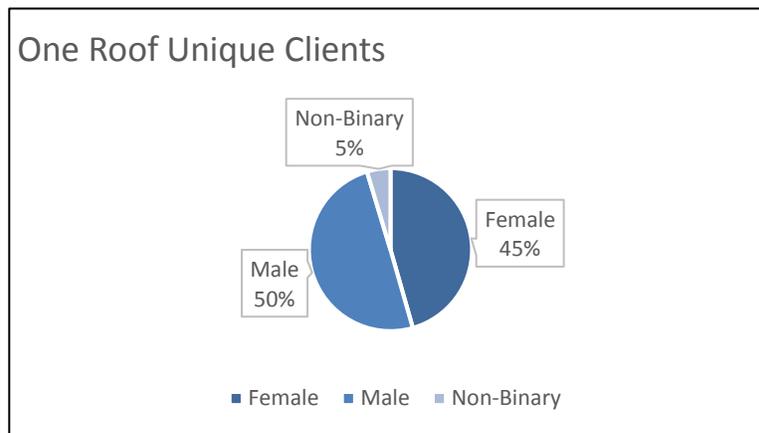
One Roof collects used cell phones to re-distribute to youth who do not have a cell phone. The cell phones are distributed to at-risk or vulnerable youth in the Kingston area to help them maintain connections to key social and institutional supports, and crucially, to allow them to call 911 in the event of an emergency.



Statistics

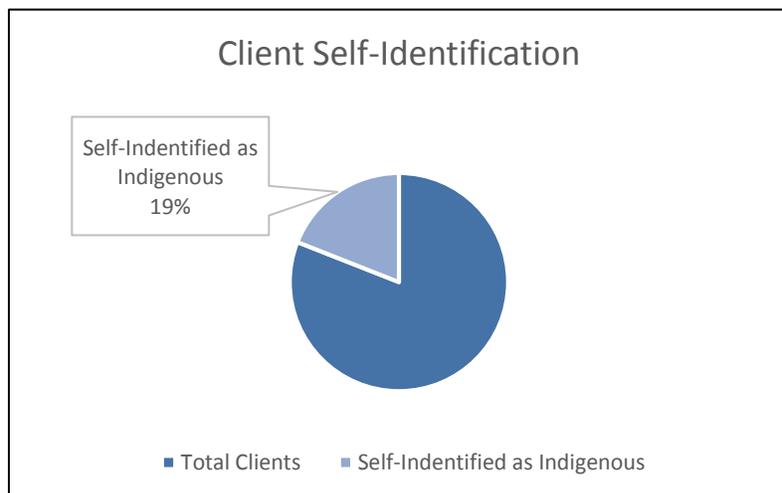
As seen in Figure 1, between October 1, 2017 and October 31, 2018, One Roof has served 215 unique clients (98 female, 107 male, and 10 non-binary individuals). One Roof established a policy to allow youth to self-identify their gender without having to specify if they are transgender, cis-gendered, intersex or otherwise. The philosophy of the current policy is one of inclusion, self-determination, and respect for each person's right to choose whether they would like to disclose the details of their identity or not. However, to actively work against trans-erasure, going forward, the intake is going to be modified to give youth a chance to self-identify as transgender, cisgender, two-spirit, intersex, genderqueer, genderfluid, agender, gender variant or gender fluid.

Figure 1:



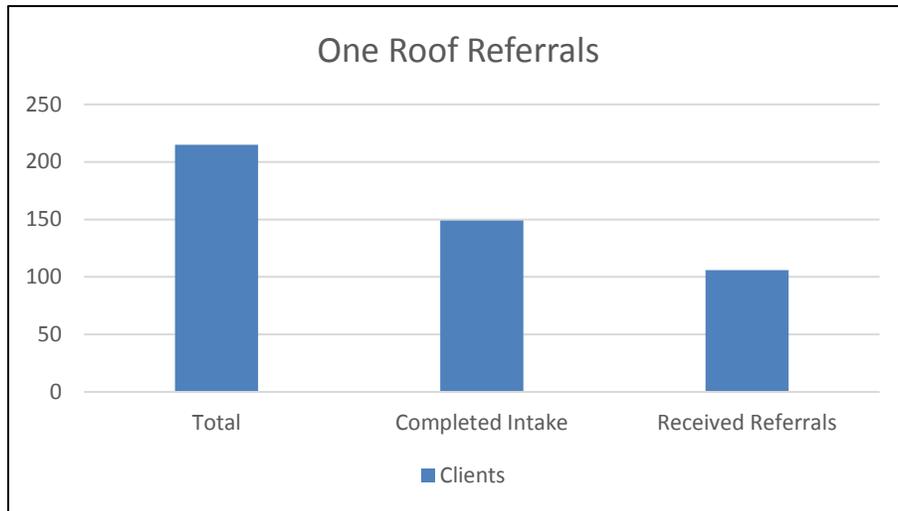
During the intake questionnaire, staff ask each client if they self-identify as Indigenous (First Nations, Métis, or Inuit). Of the 149 clients who completed the full intake, 35 self-identified as Indigenous (Figure 2).

Figure 2:



Of the 215 unique clients, 149 completed full intake questionnaires, as shown in Figure 3. There were 259 referrals made to multiple organizations at the time of intake, with an additional 11 referrals made at the 3-month follow-up, for a total of 270 referrals. Young people did not always fill out an intake form in the first few months as operations were still being developed.

Figure 3:



From January 1, 2018 to October 31, 2018, there were 1,744 services accessed via the Basic Needs Program. These services are divided into five categories, 'Safe Space' meaning youth came in for a place to spend time, 'Food', 'Clothing' indicating either accessing clothing donations or washing clothes, 'Hygiene' referring to youth either showering or accessing hygiene supplies, and 'Computer' access, which allows youth to maintain contact with family, friends and support persons (Figure 4).

Figure 4:

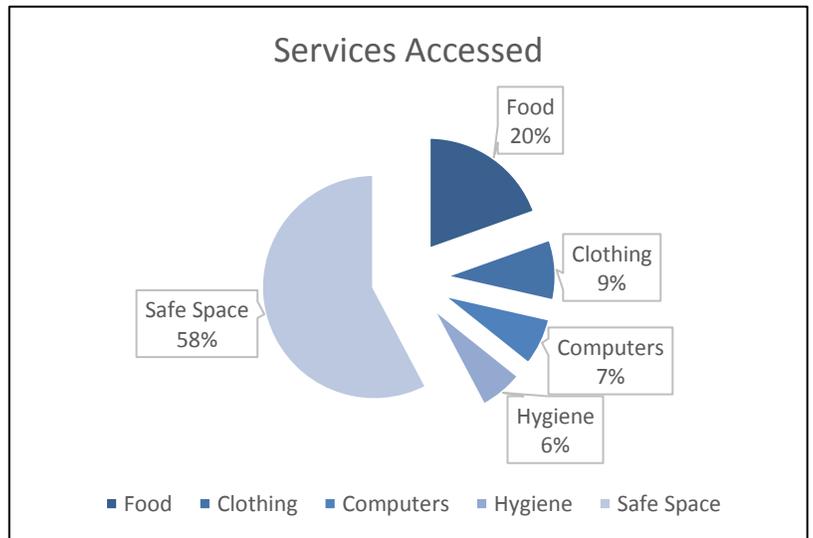
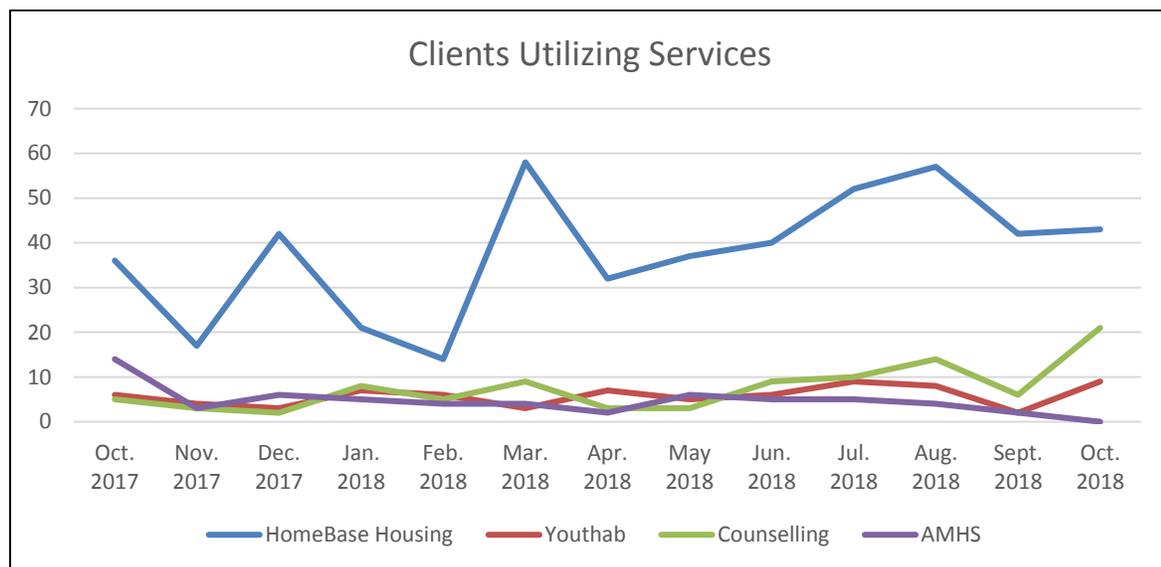


Figure 5 shows the five (5) of the most utilized services available at One Roof are housing supports with Home Base Housing, mental health supports with Youthab and Addictions and Mental Health Services (AMHS), counselling services offered through Resolve Counselling, Youth Diversion/Kairos and the Sexual Assault Centre of Kingston. Over these first 13 months, Home Base Housing had a total of 491 appointments, Youthab had a total of 75, AMHS had 60 appointments, and between the four counselling providers there were a total of 98 appointments. These figures likely do not express the full number of youth who accessed these services, as a system for tracking all agency appointments has yet to be developed. Due to this lack of a computerized system, most appointment statistics are reliant on front-line staff accurately reporting.

Figure 5:



Youth Stories

The names of the following youth have been changed to provide confidentiality.

Ava – age 17

Ava has been coming to One Roof since October of 2017. Ava is currently dealing with substance abuse and addiction and is prone to suicidal ideation. She is a sensitive, deep feeling person who brings energy and joy where ever she goes. When asked about what she likes about One Roof, she spoke about the sense of community, both with the service providers and the other youth who come by the Hub. Since first coming to One Roof, Ava has secured housing in a Home Base supportive housing youth program but continues to come to the Hub on a regular basis because she feels supported and welcomed by the staff every time she comes by. When talking about what makes One Roof unique, Ava said she felt the staff **“want to help people, not just because they’re getting paid.”**

Zoe – age 23

Zoe is a young woman who has experienced long and recurring bouts of homelessness throughout her youth. She has been in shelter for over 6 months and has also struggled with substance use and addiction for years. Zoe is a natural leader who can translate her own pain and difficulties into insight and wisdom that she spreads to others. Through working with staff at One Roof, Zoe has found a home in transitional housing, and continues to work through her addiction and mental health struggles. Zoe spoke about One Roof, saying that it’s **“amazing being a part of an organization that’s actually working to stop youth homelessness.”** When talking about One Roof, Zoe consistently mentioned that the **“people are all great,”** and that she had very positive experiences with everyone she worked with. When asked what One Roof means to her, Zoe said, **“I wouldn’t be where I am without One Roof.”**

Elliot – age 19

Elliot first started coming to One Roof with his girlfriend and friends, hanging out in the Basic Needs Program. He got connected with several community resources and eventually found housing with one of Home Base Housing’s Housing First workers, signing a lease on a place of his own for the first time. Elliot describes One Roof as a place that **“brings people together,”** and said that though negative things like homelessness might have brought him to One Roof, he was glad he came, because it lead him to where he wanted to be. One Roof is unique, Elliot said, because of **the staff’s “focus on the youth,”** and that in having **all the services in one place,** youth find the help they need instead of being sent “around and around”. Finally, Elliot said that if he were to tell someone about One Roof, he would want them to know that **“One Roof is an amazing place, and you shouldn’t be afraid to come here.”**

Programming

Weekly Programming

Weekly group programs in partnership with ACFOMI Employment Services, KAIROS – Youth Diversion, Providence Care, The Maltby Centre, Good Minds – Mohawks of the Bay of Quinte, Resolve Counseling Services, ReStart Employment Services, HIV/AIDS Regional Services, KEYS – Kingston Employment Services, and Ontario Works – The City of Kingston.

WEEKLY SCHEDULE @ ONE ROOF

426 BARRIE ST., KINGSTON ON.
OPEN 9 - 4:30 MONDAY - FRIDAY

613-776-9996
oneroof@kingstonhomebase.ca
@oneroofkingston

MONDAY	<ul style="list-style-type: none"> Bilingual Employment Support: 10AM-12PM (ACFOMI) Substance Use Counselling: 12-2PM (Kairos) Housing 101 Workshop: 3-4PM
TUESDAY	<ul style="list-style-type: none"> PhotoStory: 1-3PM New Mentality Youth Group: 3-6PM
WEDNESDAY	<ul style="list-style-type: none"> Indigenous Worker - Handcrafts & Teachings: 10AM-2PM Counselling: 1-3PM (Resolve) Employment Services: 1-3PM (ReStart) FUSE LGBTQ+ Youth Group: 4-6PM (age 12-19)
THURSDAY	<ul style="list-style-type: none"> Employment Services: 1-3PM (KEYS) Counselling: 3-5PM (Resolve)
FRIDAY	<ul style="list-style-type: none"> Ontario Works: 12-2PM Counselling: 1-3PM every 2nd Friday (Resolve)

Canada Funded by the Government of Canada's Homelessness Partnering Strategy's Innovative Solutions to Homelessness. The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.

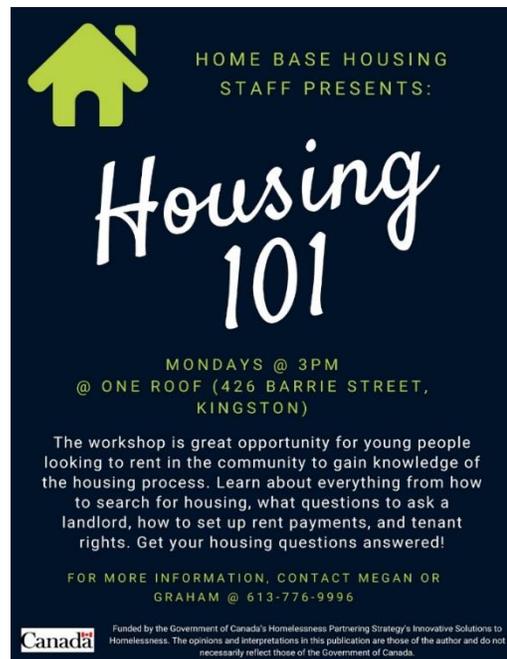
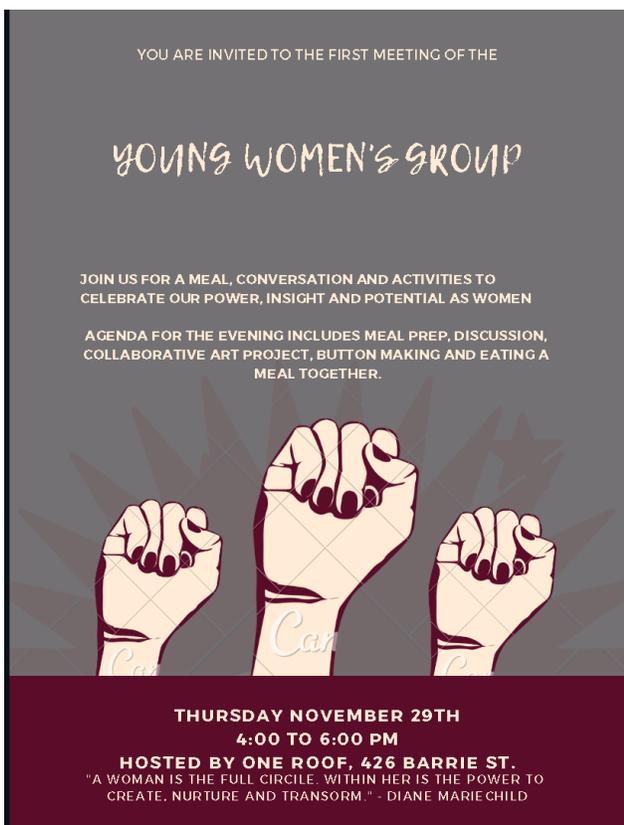
Workshops

Housing 101 workshops are hosted weekly in partnership with the Kingston Youth Shelter and Home Base Housing's Kingston Youth Services Team. This workshop is a great opportunity for young people looking to rent an apartment in the community to gain knowledge of the housing process. Youth learn how to search for housing, what questions to ask a landlord, how to set up rent payments, and tenant rights.

Dark Moon Ceremonies are monthly gatherings during the New Moon for self-identified women (including non-binary, gender non-conforming and trans+ identities). This is a guided meditation and circle discussion to empower youth, to set intentions, release negativity and build positive empowering community connections as women.

Loving Spoonful was granted \$20,000 through Kingston's 100+ Women Who Care to partner with One Roof to deliver a Young Women's Empowerment Program. This program is an inter-agency group, designed to give high risk and vulnerable, self-identified women (including non-binary, gender-nonconforming, and trans+ individuals) a safe space in which to share their experiences as women, connect with women at other agencies, and engage in empowering, community-building activities. This group is designed through a cooking program in partnership with Loving Spoonful staff.

Sample Workshop Posters



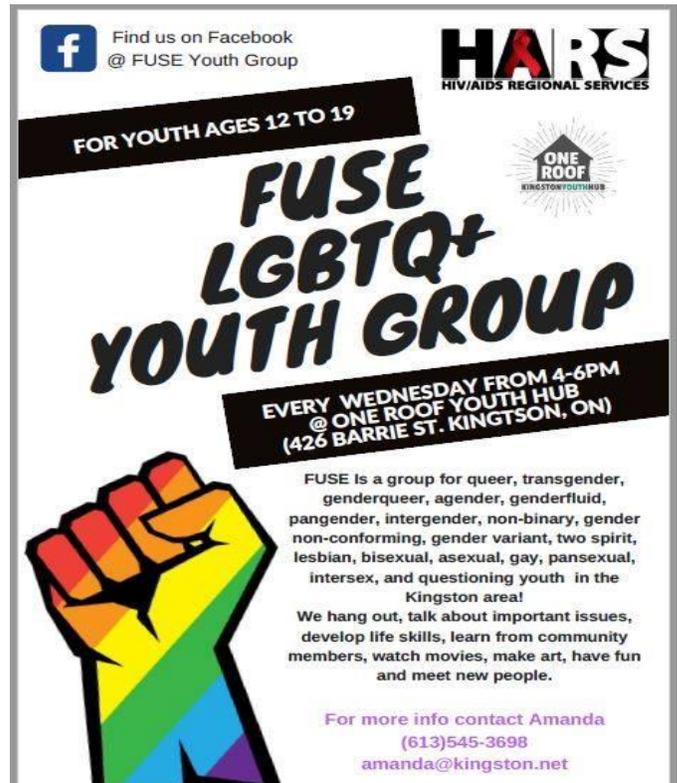
Community Groups at One Roof

THE NEW MENTALITY

DISABLE THE LABEL

The New Mentality are groups across Ontario that have youth who are leading youth in reducing the stigma around mental health. Kingston's New Mentality Group supports youth and professionals in working together to create more accessible mental health services and reduce mental health stigma. The Group is led by Maltby Centre staff and youth facilitators.

FUSE is a group for queer, transgender, genderqueer, agender, genderfluid, pangender, intergender, non-binary, gender non-conforming, gender variant, two-spirit, lesbian, bisexual, asexual, gay, pansexual, intersex, and questioning youth in the Kingston area. FUSE is led by HIV/AIDS Regional Services staff and volunteers.



The poster features a rainbow fist icon at the bottom left. At the top left is a Facebook icon with the text 'Find us on Facebook @ FUSE Youth Group'. At the top right is the HARS logo (HIV/AIDS REGIONAL SERVICES) and the One Roof Kingston Youth Hub logo. A black banner across the top reads 'FOR YOUTH AGES 12 TO 19'. The main title 'FUSE LGBTQ+ YOUTH GROUP' is in large, bold, black letters. Below the title, another black banner reads 'EVERY WEDNESDAY FROM 4-6PM @ ONE ROOF YOUTH HUB (426 BARRIE ST. KINGSTON, ON)'. The bottom right section contains a paragraph of text describing the group and its activities, followed by contact information for Amanda.

Find us on Facebook
@ FUSE Youth Group

HARS
HIV/AIDS REGIONAL SERVICES

ONE ROOF
KINGSTON YOUTH HUB

FOR YOUTH AGES 12 TO 19

**FUSE
LGBTQ+
YOUTH GROUP**

EVERY WEDNESDAY FROM 4-6PM
@ ONE ROOF YOUTH HUB
(426 BARRIE ST. KINGSTON, ON)

FUSE is a group for queer, transgender, genderqueer, agender, genderfluid, pangender, intergender, non-binary, gender non-conforming, gender variant, two spirit, lesbian, bisexual, asexual, gay, pansexual, intersex, and questioning youth in the Kingston area!

We hang out, talk about important issues, develop life skills, learn from community members, watch movies, make art, have fun and meet new people.

For more info contact Amanda
(613)545-3698
amanda@kingston.net

Lessons Learned

As the Youth Wellness Hub model of service delivery was brand new to the City of Kingston, it was likely that One Roof would have many challenges along the way. A strong partnership commitment enabled us to face these barriers as a community and led us to success.

Coordination using a Community Approach

It was crucial to ensure **communication** was open, transparent and consistent at all levels of governance. The Leadership Team, Service Provider Team and Youth Advisory Team met monthly to discuss policies and implementation strategies. A large governance structure brought many organizations to the table with their own set of policies, practices and priorities. The One Roof community took an honest look at existing practices to identify where the gaps existed so new practices with limited barriers in regard to accessibility could be created.

Partnerships and Scheduling

Attempting to schedule multiple partners with very limited office space was quite challenging in the beginning and continues to be. Home Base Housing had five full time employees relocate to the Hub and Family and Children Services designated a full-time staff to work from the space. The remaining partner organizations typically designated a staff person 2-4 hour per week. With only five offices in the space, it was quite challenging to accommodate office space for everyone. In addition to the physical space, it was a struggle initially to determine the role of some staff and their organizations at the Hub.

To address some of the spacing issues Home Base Housing decided to build two (2) more offices about eight (8) months after opening and this helped significantly. As the word spread about One Roof, more youth came and began accessing services and supports. There was a huge increase of homeless and street-involved youth accessing the space, especially first thing in the morning. One Roof staff realized these were youth who were accessing the local youth shelter who had to leave between the hours of 9:00 am and 12:00 pm and thus were looking for a warm, safe space during this time.

Initially, One Roof did not plan to offer a basic needs program. As youth became more comfortable in the space and developed relationships with staff, they started “hanging out” in the main floor and loft areas. One Roof had an entire basement space with laundry, showers and a full kitchen, but did not have enough staff available to monitor this space. As One Roof’s vision is to reach out to the most marginalized young people in our community by building trusting relationships in a safe space, the importance of providing some sort of daily activity for these young people was quickly identified. This is when One Roof reached out to partner organizations to review staff roles.

Staff work out of the Hub either to provide a specific service for young people (i.e. counselling, employment support, and/or providing extra staffing support for the Hub to ensure two (2) staff are on-site at all times). Staff designated to provide additional staffing support were therefore also asked to supervise youth in the basement space while providing services. This additional role would help create a quieter (and more productive) office area on the main floor and allow young people more opportunity to engage in activities, games, laundry and cooking in the basement space. Creating more defined spaces within the hub and better utilizing the basement space is when the official “Basic Needs Program” began.

Basic Needs Program

There has not been a “drop-in” or day services specifically for the youth population in the Kingston community for many years. These services typically do not get funded due to negative stigma attached to such programs, such as youth dealing drugs, getting in fights or getting involved in other related criminal activity.

Part of the vision of One Roof was to create a safe space where staff can build positive relationships with some of the most marginalized and at-risk youth in our community. It is challenging to do this if there is no safe space for these young people to congregate. In addition, by providing a safe space and day services for homeless and street-involved youth, risk of harm for the youth is reduced by removing them from the street and giving them another option rather than “hanging out” in businesses where they are not always welcomed in.

Through a United Way project, One Roof was chosen by Novelis Kingston to receive a \$20,000 renovation to the basement space. This generous renovation from Novelis provided a beautiful welcoming space for the Basic Needs Program. See appendices for article.

As One Roof did not apply for staffing to fund such a space, we rely on volunteers from partner organizations to do so. This ensures youth have access to food, showers, laundry and programming. Thanks to the Community Investment Fund, a grant from the United Way and the City of Kingston, we were also able to purchase lockers to provide a safe place for young people to store some of their belongings and/or identification without fear of loss or theft. The Basic Needs Program to date has been very successful with an average of 10 – 15 youth accessing this service each day. Running this program has been a huge success for organizations to work together to support this population of youth (often outside of their own agency mandates). This program also gives youth ownership of the space by creating a feeling of belongingness as youth spend a lot of time together with staff in the space. It is also recognized by youth that One Roof is only able to keep this program open due to the generosity of partner organizations.

Client Loss

On September, 9th 2018 One Roof lost a young woman who was just shy of her 19th birthday. Beth Ann Couture died by an accidental fentanyl overdose. This loss shook our entire youth-serving community as she was well-known and loved by many. A Celebration of Life was held at One Roof with this young woman's family, her friends and front-line workers. This was a devastating loss for many young people and front-line workers who knew her well.

The loss of Beth is the worst-case scenario that front-line workers and young people face every day. Front-line workers found themselves prioritizing support to grieving young people, while trying to manage their own grief. The community model of One Roof provided comfort and grief support to all those affected by Beth's death; breaking down the agency barriers that are often put up that keep us separate and alone. The loss of Beth and remembering her is deeply important to everyone who comes to One Roof. She is a reminder of the presence she had in our lives, the importance of community and building on our individual wellness and resilience. She reminds us of the importance of the work we do to prevent accidental overdose, and our goal of working together to ensure we are doing everything we can to break the stigma that surrounds mental health and addictions.

Beth's family asked that donations be given to One Roof and put towards overdose prevention in lieu of flowers. Approximately, \$4,000 was donated to create a Youth Harm Reduction Ambassador Program in her memory. This program pays young people at-risk to attend a half-day training to learn about addiction services in the community and how to prevent overdose. Participants are compensated \$50.00, provided with a Youth Harm Reduction Ambassador Certificate with the goal that they will pass on the information to their naturally existing networks. One Roof hopes to reach young people we are not currently reaching and to prevent another tragic loss of a beautiful young person in our community.

Funding

The original proposed budget for this project was underestimated, as was the scope of the Program Coordinator's role. Much of the budget outlined in the original proposal was for rental and staffing cost (one Program Coordinator) and initial startup costs. The role of the Program Coordinator goes far beyond the daily operation of the hub but has included, grant writing to assist with sustainability and gaps in funding, leading and facilitating the 3 governing committees, identifying gaps and building partnerships to address such gaps and more. In addition, the Coordinator deals with the day-to-day operations of the Hub, addressing client behavior and getting them connected to services through referrals. It was soon realized that in addition to the One Roof Program Coordinator, one more full time Hub support staff would be needed. In retrospect, an

additional staff person to assist with the daily operations should have been incorporated into the original proposal.

Originally, the location for a Youth Hub was planned in a repurposed school that the Board of Education was renting out for a very low cost. After receiving youth feedback, it was identified that they preferred a less institutionalized setting. Therefore, the initial budget allocated for the physical location was based on the initial school location but ended up being almost double the originally estimated cost.

The Basic Needs Program was not part of the original proposal, and therefore, there was no budget for food, items, or staffing associated with this program. Thankfully One Roof was able to meet an identified need to fulfill a basic needs program with the generosity of in-kind staffing support by partner agencies.

As the word spread and the Hub grew in popularity, the need for additional staffing support became apparent. Assistance with administration-related duties, support for the launch of our social media sites, and training volunteers to support youth accessing our Basic Needs Program became a necessity. Due to our partnerships with our local employment agencies, we were able to access the Career Connect program through KEYS (Kingston Youth Employment Services) that eventually led to the hiring of a Program Assistant for a period of six (6) months. A Community Investment Grant, through the United Way and the City of Kingston, was also secured for 2019 to support another staff designated for the hub to ensure effective service delivery.

System barriers

The organizations who assisted in the development and operation of One Roof were very engaged from the onset of the project. However, at times some agencies were bound by their own organizational policy and mandate restrictions. Many of the youth who access One Roof also struggle with mental health and addiction issues, so it would seem obvious to build on the resources available in this area to enhance supports for these young people. However, this continues to be a gap in service which we hope to minimize in the future.

Appropriate mental health and addiction support which addresses the unique needs of the transitional-aged youth population is still a barrier for this population. Recognizing this, our local mental health care organization put forward a proposal to our Local Health Integration Network (LHIN) for additional support for transitional-age youth but have not been successful in achieving any new funding to date. In addition, the United Way-KFLA and Kingston Health Sciences Centre is collaborating with community organizations to identify gaps and barriers to develop potential solutions to address these issues, particularly acute mental health care for youth in distress and/or at risk of suicide.

Youth Voices

One Roof initially asked Youth Advisory Group members to participate in the Leadership Committee and Service Provider Committees each month. Youth participation on these committees was challenging from the beginning. Many young people had no interest in participating, and the ones who expressed interest often did not show up even when transportation was offered. Youth who did participate did not find these committees as meaningful as they hoped, mainly because the agendas were often lengthy in order to work out and plan system delivery. Youth are still welcome and encouraged to sit on these committees. However, the Youth Advisory Committee itself has been extremely successful in ensuring their voice is heard. Suggestions from the monthly Youth Advisory group informs staff to make changes as needed, allowing for continuous improvement in the effectiveness of programming.

Community Education Model

Many of the front-line staff from partner agencies expressed safety concerns initially as our low-barrier approach seemed to be more flexible than the policies within their home organizations. We had to recognize the various safety levels of staff and identified a need for an increase in education as this was a new model of service delivery. One Roof utilized the vast knowledge of community partners to provide free monthly education sessions on the following topics:

- Harm Reduction
- Addiction
- Methamphetamine
- safeTALK certification in suicide alertness
- Fetal Alcohol Spectrum Disorder
- Effectively Supporting Youth with Intellectual Disabilities
- Dialectical Behaviour Therapy
- Cannabis & Psychosis
- Anti-Oppression Training
- Responding to Disclosures of Sexual Violence
- Food Freedom/Body Love
- Naloxone Training

Future training sessions are scheduled for grief, vicarious trauma and dual-diagnosis in the future.

Future Uncertainties

After one full year of operation, Ontario had their provincial election. The change in government leadership in 2018 has led to the implementation of a mandate to cut

spending and restructure provincial ministries, causing some setbacks and uncertainty moving forward. A recent grant was completed through Community Hubs Ontario, which would allow some financial resources to strengthen our vision and partnerships and evaluate our work to date. However, we are unsure of the status of Community Hubs Ontario and have been unable to submit the grant application. Additionally, the Ministry of Children and Youth Services has now changed to the Ministry of Children, Community and Social Services, which will affect many of our partner agencies and we are still unclear on the impact (if any) on these organizations or on any new Youth Wellness Hub funding.

Successes

The United Way identified youth homelessness as a priority and has been working with the Kingston community to address needs regarding youth homelessness since 2014. (<https://www.unitedwaykfla.ca/youth/>). The City of Kingston focused on its 10-year Housing and Homelessness Plan in 2015 to reduce chronic homelessness in our community. Therefore, when our contribution funding proposal from Government of Canada's Homelessness Partnering Strategy's Innovative Solutions to Homelessness was approved, the community was in a great position to deliver this program.

There were five youth-serving organizations around the planning table in 2014 and after one year of operating, there are now twenty-seven official partner organizations. This has proven to be a preferred model as requests for community partnerships increased, even when they were not always sought out.

The Community Hub Model encourages collaboration and partnership on a new scale. Youth workers have stated that, historically, it was common for communication with each other to be through email, or by phone. Now, front-line staff at the Hub are seeing each other at least once a week and report a significant increase in communication. "Warm referrals" and transitions are made with ease as workers facilitate wrap around care through a team approach.

Our community education model has increased access to education. Not only have front-line workers access to free monthly educational sessions increased but it has also increased familiarity with available services.

At the end of each day, and in reflection of the past year, our success is measured by the young people we serve (Hughes et al., 2010). Monthly operating evaluations, and two annual program evaluations distributed to youth demonstrate that integrated services that provide a safe sense of belonging can be life changing. Youth report feeling that they are part of a community, stating "**it feels like home**" and "**This Hub has given me hope to get my life back on track and work harder to be a better me**".

Moving Forward

As we enter year two, we are very thankful to the United Way – KFLA for providing our second year of funding to support rental costs and the position of a Youth Hub Coordinator and a Youth Hub Support Worker.

Our goal to achieve sustainable funding has included a submission in July of 2018 in the amount of \$863,266.00 to the federally funded National Crime Prevention Strategy (NCPS), which could provide five years of funding to enhance One Roof's community response using a crime prevention model. A total of thirty million dollars is to be allocated across the country to organizations for service delivery designed to prevent and reduce criminal activity. According to 2017 statistics, Kingston had the highest increase in youth violent crime in all of Canada (Statistics Canada). The One Roof-Youth Hub proposal is geared towards staffing costs to fill mental health and addiction gaps, a peer support program for addictions and indigenous youth, housing workers to support harm-reduction housing and hub support staff which would include extended hours and weekend support.

- 1 FTE Youth Hub Program Supervisor
- 1 FTE Indigenous Support Worker
- 1 FTE Youth Addictions (12-17)
- .5 FTE Youth Mental Health Counsellor
- .5 FTE Family Liaison Worker
- 2 FTE Youth Hub Case Managers
- 1 FTE Intake & Assessment Worker
- 1 FTE Youth Addiction Worker (18-24)
- 1 FTE Community Worker
- 2 FTE Transitional Housing Support

If this grant application is successful, the funding for these positions would be allocated to the most appropriate partner agencies to deliver these services.

Homeless and at-risk youth need more than emergency housing; they need access to programs to help acquire the skills to transition successfully to adulthood, a living wage, secure shelter, and mental health and addictions supports to address their trauma. For all youth, a multi-pronged policy approach is best practice. This approach also is beneficial in terms of cost savings in areas such as social justice, social and health services. Based on an American study, investing in multi-systematic therapy for street youth reported a cost saving ranging from seven to thirty-one dollars in savings across the lifespan for every dollar spent (Aos et al., 2004).

Our greatest focus in strengthening the Hub, and increasing positive outcomes for transitional age youth in our community, is to assist where we can to **bolster mental health and addiction services and supports for youth** (Kulik, Gaetz, Crowe & Ford Jones, 2011). The Kingston Health Sciences Center and the United Way are currently working together to take the lead on improving acute care systems and access in this area for transitional-age youth. With three post-secondary institutions in the Kingston community, it is not just the most marginalized young people that are facing these barriers. Our local Emergency Departments has been highly impacted in trying to deal with mental health and addictions.

Enhancing **peer support programs** within the Hub is another area of focus. We will continue to look for funding to build upon this community model of support in all areas, with priorities on harm reduction, Indigenous supports, family models, healthy relationships and wellness for vulnerable populations.

When we talk about homeless, street-involved and at-risk youth, we need to focus on housing. Research and best practices state we need to do more than just manage the symptoms of homelessness, but to address it at its cause and to prevent a young person from ever becoming homeless or to end their homelessness as quickly as possible (Aos et al., 2004; Gaetz, 2016; Gaetz, O'Grady & Buccieri, 2013; Grant & Pan, 2011; Kulik et al., 2011; McBride, 2012). Providing options for housing for transitional-age youth creates client choice and takes pressures off a single organization to have to serve all youth in a program model that does not "fit all." Kingston has options for supportive and transitional housing for youth, but unfortunately not enough to meet demand. The Kingston Youth Shelter provides two shared-housing programs, which are staffed 24 hours and can accommodate a total of 15 youth. Home Base Housing offers a 21-unit apartment building which is staffed 16 hours/day and two shared houses for another 8 beds of housing for youth (29 in total). These programs are currently full and often with a waitlist (especially for the individual apartment units).

Currently Kingston lacks supportive housing programs for young parents and supportive housing programs for youth dealing with complex concurrent disorders. **Harm Reduction Housing** would allow youth to get the intensive support they need, build community while reducing the stigma associated with their drug use (Csiernik, Forchuk, Buccieri & al., 2017; Hadland, Kerr, Li, Montaner & Wood, 2009). A genuine Harm Reduction model would work on a housing continuum; allowing movement to other types of supportive or non-supportive housing should the young person desire to. The young person should have access to an abstinence base-housing environment should they decide this is best for their recovery. Currently, high acuity youth are provided supports under the Housing First program. However, with the opening of the Hub, we have discovered many youth could benefit from more intensive supportive-housing programs which address their limited life skills, developmental stage, cognitive ability and reduce

their isolation by building a sense of community (Aos et al., 2004; Kulik et al., 2011). This type of housing is not currently offered using a genuine Harm Reduction approach.

Youth Wellness Hubs Ontario

Although we are not a funded site through Youth Wellness Hubs Ontario, we align ourselves with the YWHO's mission and priorities. We plan to follow the YWHO journey as a non-funded partner and stay connected through the EENet – Evidence and Exchange Network for Mental Health and Addictions. We are committed to the Youth Wellness Hub Model and hope to grow alongside this Provincial initiative.

Additional Funding Support

One Roof gives many thanks to the following supporters who financially contributed to ensure the success of adequate program delivery.

Home Base Housing donated \$20,000 to support One Roof start-up costs and first year sustainability.

United Way KFLA & City of Kingston's Community Investment Fund streamlined granting program, administered by the United Way at \$24,975. Jan 2018 - Dec 2018. Final three months of a 16-month period for staffing and lease expenses, 12 lockers, Smart TV and 2 computers.

Home Depot – Orange Door Grant, \$5,000 for Youth Engagement to pay the Youth Advisory Members for their participation in our Youth Advisory Committee.

Presidents Choice Children's Charity. \$5,000 to provide higher quality nutrition for children and youth to empower them to be their own good food champion. This funding provided food in the Basic Needs Program.

Kawartha Credit Union. \$1,000 for Youth Engagement to pay the Youth Advisory Members for their participation in our Youth Advisory Committee.

United Way KFLA & City of Kingston Community Investment Fund streamlined granting program administered by the United Way at \$24,975. Jan 2019 - Dec 2019. To continue a .5 FTE staff to engage youth, complete initial intakes, referrals and provide short-term case management to ensure youth receive the supports they need.

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Youth Wellness Hubs Ontario
<https://youthhubs.ca/en/>

United Way KFL&A
<https://www.unitedwaykfla.ca/youth/>

Appendices

Appendix A

Intake and Referral Form

ONE ROOF
Kingston Youth Services Hub
426 Barrie St.
Kingston, ON, K7K 3T9

Phone: (613) 776-9996 Fax: (613) 767-3996

One Roof, Kingston Youth Services Hub, collects personal and sensitive information on young people to better assess and guide referral services. **The One Roof**, Kingston Youth Services Hub, is a collective community initiative to provide multi-agency support under one physical roof. Home Base Housing is the lead agency for this initiative and the Executive Director is the Privacy Officer, whom will be responsible for the organization's compliance with all privacy legislation.

All staff working at **One Roof** work for well-established agencies and organizations that provide services and supports in the Kingston area. **One Roof** offers groups, drop-in services, and basic needs support. In addition, we assist young people in identifying more individualized needs, with their consent, and connect them with other community supports. We will accomplish this by collecting information through a referral questionnaire which will be kept secure by the Youth Hub Coordinator. The questionnaire will be utilized to check in with clients on an ongoing basis to ensure agencies have offered the appropriate services and clients' needs are being met.

It is important for you to understand the following:

1. Your name and other identifying information will not be shared with any agency or organization other than a Partner agency (as listed on page 2) unless we are authorized or required to do so by law or unless you have given specific consent.
2. You will be given a copy of this consent form and a copy of the referral form.
3. Authorizing your information to be shared among partner agencies is voluntary. Refusing to do so will not limit your access to **One Roof's** drop-in services, groups, or basic needs support.
4. The referral questionnaire will act as a guide to identify possible needs but a referral will only be made with your consent.
5. You can re-visit your referral needs with the Youth Hub Coordinator or another **One Roof** staff member at any time.

Consent to Complete Referral Questionnaire

One Roof, Kingston Youth Services Hub, will complete the referral questionnaire to assess my needs and guide referral services to community organizations. I understand that **One Roof**, Kingston Youth Services Hub, may collect, use and disclose my personal information as described above. I understand and acknowledge that in addition, **One Roof**, Kingston Youth Services Hub, will also collect, use, and disclose my personal information as required by the law.

Print Client Name	Date
Client Signature	Worker Signature

*Copy to client

Version 2.0; Page 1 of 6

ONEROOF
Kingston Youth Services Hub
426 Barrie St.

Kingston, ON, K7K 3T9
 Phone: (613) 776-9996 Fax: (613) 767-3996

I, _____ (*Client Name*) have verbally discussed with, _____ (*Worker*) about sharing and disclosing my personal information for referral purposes to the agreed agencies checked and initialed below. Personal information is subject to, but not limited to, the Referral Questionnaire. I understand the sharing and disclosure of my personal information is for the sole intent to receive the most appropriate supports that are in the best interests of my needs.

I consent to the sharing and disclosure of my personal information to the following agencies:

Selection	Agency	Need	Client Initials
	Addiction and Mental Health Services - KFLA		
	Community Living Kingston		
	Family and Children's Services of Frontenac, Lennox & Addington		
	Four Directions Student Centre		
	Girls Inc.		
	HIV/AIDS Regional Services		
	Home Base Housing		
	Immigrant Services Kingston & Area		
	Katarokwi Learning Centre		
	KEYS Job Centre		
	Kingston Community Health Centres		
	Metis Nation of Ontario		
	Ontario Works		
	Providence Care Hospital		
	Resolve Counselling		
	Restart		
	Sexual Assault Centre Kingston		
	St. Lawrence Youth Association		
	The Maltby Centre		
	Youth Diversion		
	Youthab		

Please identify any other agencies or organizations not listed above.

Please identify any barriers to receiving support or services (e.g., transportation). _____

A worker (_____) has discussed the referral options with me and any questions I raised have been answered.

Client Signature	Date

Personal and Emergency Contact information

1. Preferred name: _____

2. Name at birth: _____

3. What gender and pronouns do you identify with? _____

4. When is it safe to use preferred name/pronouns?

Notes: _____

5. Date of Birth: (mm/dd/yyyy) _____ Age: _____

6. Do you identify as First Nations, Métis, Inuit or otherwise of Indigenous ancestry? (Choose one) **YES NO**

If yes, please circle type of support you need: Elder support, Traditional Teachings, Indigenous Youth Worker, and/or Indigenous Groups. Please identify any other traditional supports: _____

7. Contact Info:

Phone: _____ Email: _____ Other: (Facebook) _____

If no access to a phone - Would you like a Community Voicemail box? (Choose one) **YES NO**

8. Emergency Contact Name: _____ Relationship to you: _____

Phone Number: _____

Income and Housing

9. Do you currently have stable housing (Choose one) **YES NO** If no, Are you homeless? (Choose one) **YES NO**

Are you staying at The Youth Shelter? (Choose one) **YES NO**

Notes: _____

10. Do you currently have an income? (Choose one) **YES NO**

Notes: _____

ONEROOF
Kingston Youth Services Hub
426 Barrie St.
Kingston, ON, K7K 3T9

Phone: (613) 776-9996

Fax: (613) 767-3996

11. Would you like support to receive OW/ODSP or Employment? (Choose one) **YES NO**

Notes: _____

12. Have you been in care? (Choose one) **YES NO** If so, are you interested in finding eligibility for potential funding or support from FACSFLA? (Choose one) **YES NO**

Notes: _____

Medical and Psychosocial Information

13. Do you currently have a family physician/doctor? (Choose one) **YES NO**

Notes: _____

14. Do you currently experience difficulties emotionally or mentally that disrupt your day-to-day activities? (Choose one) **YES NO**

Notes: _____

15. Do you currently have a professional diagnosis or self-diagnosis? (Choose one) **YES NO**

Notes: _____

16. Are you receiving any mental Health Support? (Choose one) **YES NO** If no, do you want Mental Health support? (Choose one) **YES NO**

Notes: _____

17. Have you ever thought about suicide? (Choose one) **YES NO**

Notes: _____

18. Are you currently using any substances? (Choose one) **YES NO**

i) Which substances do you use? Amount/ Frequency (Discuss Overdose Prevention, Harm Reduction)

ii) Do you have concerns with your substance use? (Choose one) **YES NO**

If yes, would you like support? (Choose one) **YES NO**

19. Do you have any physical health concerns? (Choose one) **YES** **NO**

Notes: _____

20. We want to ensure that anyone who has ever experienced violence is supported. Violence can include physical and sexual assaults and/or verbal abuse. Have you ever experienced violence in any of your relationships? (Choose one) **YES** **NO**

Would you like to talk with someone about your experience? (Choose one) **YES** **NO**

Notes: _____

Alternative Services and Supports

21. Do you have support from another worker from any other agencies? (Choose one) **YES** **NO** Any supports from friends or family? (Choose one) **YES** **NO**

Notes: _____

22. Are you currently enrolled in school? (Choose one) **YES** **NO** If no, would you like to be? (Choose one) **YES** **NO** **Unsure**

i) Where are you at in terms of your education?

Notes: _____

23. Do you or have you ever received EA supports while in school? (Choose one) **YES** **NO**

Notes: _____

Strength Based Questions

25. On a scale of 1 to 10 (where 1 is crappy and 10 is fantastic), please rate how you feel overall right now:

1 2 3 4 5 6 7 8 9 10

How can we get you from a ____ to a ____?

Notes: _____

26. Is there another area of your life that you feel you could use support? (Choose one) **YES** **NO**

Notes: _____

ONE ROOF
Kingston Youth Services Hub
426 Barrie St.
Kingston, ON, K7K 3T9

Phone: (613) 776-9996

Fax: (613) 767-3996

Prioritizing Need

Please rate your immediate needs from 1 (Most important) to 10. (Least important)

Only score the identified needs

Housing	
Mental Health	
Addiction	
Income	
Family	
Education	
Employment	
Cultural	
Medical	

APPENDIX B

Youth Evaluation #1

September 2018

Surveys will be anonymous and information will be used to improve services and supports at One Roof, Kingston Youth Hub. Please place survey without your name or any identifying information in the survey box at the front desk. We thank you for agreeing to provide feedback so we can ensure One Roof is meeting the needs of young people and is a place that you feel comfortable, safe and respected!

Total surveys: 20

1. How did you find out about One Roof?

- Mutual friends at the Shelter
- From new mentality
- Amanda at Home Base Housing
- I started going to The New Mentality and through that found out about other programs there. Youth Worker at Regi showed me the New Mentality.
- E. Fry
- My friends
- Through a friend
- One of my friends
- Rise Homebase housing
- Shelter
- From my social worker at CAS
- The youth shelter
- Danny
- Helped make it
- A friend brought me
- From OW

2. During your First Visit to the Hub:

- | | |
|--|-----------------|
| a. Did staff introduce themselves? | Yes - 20 No - 0 |
| b. Did staff give you a tour? | Yes - 14 No - 5 |
| c. Did staff tell you about our hours? | Yes - 13 No - 6 |
| d. Would you change our hours? | Yes - 9 No - 11 |

If yes, what should our hours be?

- 8 to 5 instead of 9 to 5
- Drop-in should last longer
- Longer hours
- Open 24/7
- I'd run a littler later to be able to help more people
- I would make it longer until 3pm or 4pm
- Open longer and open on weekends

Appendix B

- Just different drop-in hours, or something more regulated/programmed for after 2
- no because I was only here to see a counsellor*

3. Did staff explain our:

- | | |
|-----------------------------|-----------------|
| a. Services | Yes - 20 No - 0 |
| b. Intake Process | Yes - 16 No - 3 |
| c. Groups | Yes - 15 No - 2 |
| d. Youth Advisory Committee | Yes - 14 No - 4 |

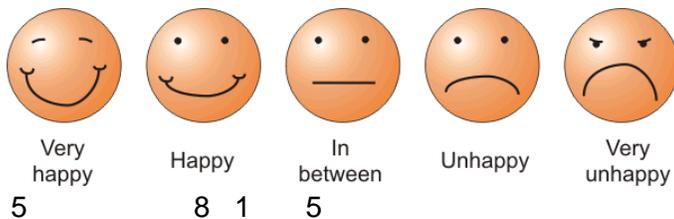
4. Out of the following services and programs, please check which services you accessed:

- Intake with Megan or Ashley – 12 (1 – Don't remember)
- Basic Needs Support (Clothing, Food, Laundry, Hygiene, Shower Facilities, Kitchen) – 16
- Housing Support – 11
- Mental Health Support – 9
- Substance Use - Harm reduction education and supplies available – 7
- Education - Support to get back into school – 5
- Youth Connectors – 4
- Income Support – 4
- Employment Support – 3
- Youth Advisory Committee – Monthly evaluation of services – 2 (1 – Going to start)
- Groups (please check)
 - Wellness/ Life Hacks Group – 2
 - New Mentality – Mental Health Advocacy Group – 4
 - Young Women's Empowerment – 2
 - Drop-in – 13

5. Does our location work for you to access services? Yes - 19 No - 0
If no, what part of the City would be easier for you to access if we were to move?

- It works for everyone else as well.
- Just another location

6. How did you feel during your first visit to One Roof? Please circle!



If your answer was in between, unhappy or very unhappy please tell us what would have improved your first experience at One Roof?

- Felt awkward, being my first visit here
- Was anxious
- I was shy; I was unsure of what one roof was; I was also sick that day
- Not being homeless
- Nothing personal, was just feeling down at the time
- The people were very welcoming

7. Do you have any suggestions for possible services, groups and/or programs that we could offer?

- No/Nope/Not that I can think of - 9
- More Native programs, and religious groups
- Baby groups/parenting
- Nope, you guys are doing a good job with groups/services/programs being offered

8. What is your favourite part of the Hub?

- It's a nice building
- Out of the rain
- Staff and the general resources and support in the building
- The food, the friendly staff and people
- Laundry services, clothing donations
- The people, groups and drop-in
- Friends
- Drop-in and WiFi
- I don't know
- All of it
- Crystal (staff)
- Shower
- The drop-in
- The community room for the amenities
- Probably laundry/shower in the mornings
- Fridge; couch
- Shower
- The drop-in space

9. Is there anything that you do not like about the Hub?

- No/Nope - 9
- Not sure
- Doesn't always have stuff to drink; the hours, open one day on the weekend
- The hours that it's open; more food options

Appendix B

- All good
- The hour

10. Is there anything else that you want us to know to make One Roof better?

- No/Can't think of anything - 9
- Bigger roof? 😊
- Not that I can think of. It's a pretty cool place!
- Video game system, TV, DVD player
- Working TV; more spots to sit; new dryer; more silverware
- I feel one roof is fine

Thank you! One Roof appreciates you and your feedback! 😊

Youth Evaluation #2

January 2018

Surveys are anonymous and information are used to improve services and supports at One Roof, Kingston Youth Hub. Please place survey without your name or any identifying information in the survey box at the front desk. We thank you for agreeing to provide feedback so we can ensure One Roof is meeting the needs of young people and is a place that you feel comfortable, safe and respected!

Total Responses: 26

1. **How did you find out about One Roof?**
 - **Jodi Brown from Nexus in Frontenac Secondary School**
 - **Through Ashley O'Brien when it opened (through FUSE)**
 - **CAS Workers**
 - **Hospital – HBH**
 - **Tammy came to my school to advertise**
 - **Ashley – staff**
 - **My worker, Jackie O., CAS**
 - **Worker through family and children services**
 - **Danny**
 - **I found out through Home Base Housing**
 - **Via staff at AMHS**
 - **Other youth**
 - **A friend**
 - **RISE**
 - **Family**
 - **Worker**
 - **Ashley told me at Street Health**
 - **Friend, Facebook**
 - **Staff**
 - **New mentality**
 - **Jessica (dual-diagnosis)**
 - **Home base housing**
 - **School worker**
 - **Rhonda Storms**

2. During your First Visit to the Hub:

- e. Did staff introduce themselves? Yes **25** No **1**
- f. Did staff give you a tour? Yes **23** No **3**
- g. Did staff tell you about our hours? Yes **22** No **4**
- h. Would you change our hours? Yes **10** No **16**

If yes, what should our hours be?

- Open select times for weekends
- Open later in the evening
- Just later hours
- 24/7
- Drop-in for mornings during the weekend
- Open later
- Just a bit later

3. Did staff explain our:

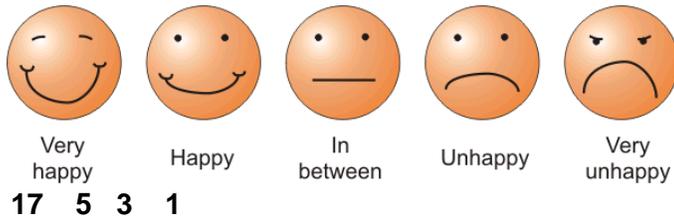
- e. Services Yes **25** No
- f. Groups Yes **25** No
- g. Youth Advisory Committee Yes **23** No **2**

4. Out of the following services and programs, please check which services you accessed:

- Basic Needs Support (Clothing, Food, Laundry, Hygiene, Shower Facilities, Kitchen) **16**
- Housing Support **15**
- Mental Health Support **14**
- Substance Use - Harm reduction education and supplies available **3**
- Education - Support to get back into school **6**
- Youth Connectors **7**
- Income Support **5**
- Employment Support **1**
- Youth Advisory Committee **11**
- Groups (please check)
 - Wellness/ Life Hacks Group **5**
 - New Mentality **7**
 - Drumming Group
 - Young Women's Empowerment **6**
 - Drop-in **10**

- 5. Does our location work for you to access services? Yes 17 No**
If no, what part of the City would be easier for you to access if we were to move?
- **Central**

6. How did you feel during your first visit to One Roof? Please circle!



If your answer was in between, unhappy or very unhappy please tell us what would have improved your first experience at One Roof?

- I don't know, I'm just sad
- I just felt awkward when I first came here
- Nothing, I've had a great experience with One Roof
- I'm depressed, it's not your fault!
- Nothing
- More information, I just got placed on a waiting list and didn't really know what was going on or what my options were

7. Do you have any suggestions for possible services, groups and/or programs that we could offer?

- No
- More food
- 3ml injection syringes
- I think the main and necessary groups are already set in place and youth committees is a big helping hand
- I would personally like to see a group for young mothers with mental health struggles. I would also personally benefit from and be able to provide support for a 1 on 1 youth support system. Like if a youth came in looking for advice or someone to vent to there could be youth going through similar issues to help them through it. Also gender identity/acceptance training
- Mental health groups/programs
- Not yet, check back later
- Groups for young women with children/ women who have mental illness and children
- No
- No
- More counseling options
- Art group?
- LGBT 18-25 – any other sort of socials?
- No
- Tara we need a pool
- Maybe more clothing
- Gay club ☺

8. What is your favourite part of the Hub?

- The water
- The community around the services, the welcoming and comfortable environment, and the overall initiative to make Kingston a better and more acceptable place
- Meeting other youth, mental health support, groups
- New Mentality
- I don't really have a favourite part because I love every part of it
- Welcoming environment
- Ashley
- The loft! Lots of books, cozy couches and access to internet. Perfect combination.
- The welcoming environment and supports. I also am very happy that there's a safe and non-judgemental space to wash clothes, or shower, or get hygiene products, etc.
- The gathering and staff
- My favourite part of the hub is how welcomed and included they make you feel.
- Food
- You guys (staff)
- Welcoming environment
- The staff
- The groups and the building itself
- Youth only place
- New Mentality
- Showers
- Alicia
- Alicia and Steph x2

9. Is there anything that you do not like about the Hub?

- No x 4
- The students
- It's too hot
- More artwork or better, Maybe some moving around, Something to fettle with, Maybe more computers
- Lack of understanding at times from peers due to lack of education regarding gender identity
- Not so far
- There would ideally be more mental health support workers, because our current few have long waitlists
- Nope
- No 😊
- Nope
- Nope! All of my experiences since the first one have been amazing

10. Is there anything else that you want us to know?

- This place is super helpful for the youth of Kingston. Feels like home!
- Maybe write a routine for youth that have trouble getting up and doing what they have to do maybe step 1-2-3 etc.
- Watch the thieves

Appendix B

- I have only positive things to say
- I love it here 😊
- I f*cking love you guys
- Happy place 😊
- You're great
- Love you guys!

Thank you! One Roof appreciates you and your feedback! 😊



Youth Hub Article

Youth hub brings services, resources together under 'one roof'

By [Meghan Balogh](#), The Whig-Standard

Friday, March 16, 2018 4:13:03 EDT PM



An initiative in Kingston is bringing together youth-serving organizations under one roof as a way to connect with marginalized and high-risk young people.

One Roof Youth Services Hub is a non-threatening space designed for youth ages 16 to 24 in the Kingston community who require assistance from local services to help them with issues such as housing, education, employment, mental health, addictions and more.

One Roof brings 21 local agencies into one location, improving speed and ease of accessibility for youth to get the help that they need.

One Roof began as the seed of an idea between a dozen local organizations who were meeting to address some shocking numbers revealed by the City of Kingston's 10-Year Municipal Housing and Homelessness Plan. That report revealed that as many as 270 youth in Kingston were experiencing housing challenges.

"About 270 youth had had some point of contact into homelessness services," Tara Everitt, program manager of Home Base Housing, said.

Under the umbrella of Home Base Housing, representatives from a number of agencies, including Youth Diversion, Resolve Counselling Services, Kingston Community Health Centres, Providence Care, Family and Children's Services of Frontenac, Lennox and Addington, and others, formed a model for a hub that would be the first point of contact for youth seeking help with various issues in their lives.

The centre opened in November 2017, and since then more than 100 unique youth have come through the doors.

One Roof draws much of its inspiration from Youth Wellness Hubs Ontario, a new initiative launched in 2017 that will see a partnership between the Ministry of Health and Long-Term Care and the Ministry of Child and Youth Services set up nine youth hubs across the province. Proposals from various communities are now in review, including a proposal for funding support from Kingston, and YWHO will announce its selections sometime this spring.

Joining that initiative would assist One Roof moving forward, but Everitt said the hub in Kingston has some unique elements that are tailored to the Kingston community. “We’re all learning as we go, nobody has all the answers,” Everitt said. “We did do research on the youth wellness hubs, which we really liked their model, ... but it was really unique to Kingston community, because we identified the needs of this community and the youth that are here, and then we tried to design the hub model around it, based on input from service providers and youth themselves.”

The needs among local youth that local organizations have observed are wide-ranging. “I would say the biggest challenge is mental health and addictions support for transitional-aged youth,” One Roof co-ordinator Ashley O’Brien said. “If they need a psychiatric assessment, or are using substances, it often is a really, really long waitlist for them to get services. We’re trying to look at the gaps in those services and when we’re applying for funding, trying to figure out ways that we can fill those gaps.”

Gaps in services could include disconnections or a lack of shared information between agencies, or the simple fact that some of the services have offices that are a great distance apart from one another.

“There are a lot of services in Kingston, but it’s typically been a very disconnected system,” Everitt said. “This has really helped build a collaboration on the ground, working with service providers on the front lines, and the youth themselves, in trying to identify some of those gaps. I think we are starting having those conversations with mental health and addictions agencies in terms of how we can work towards that common goal and kind of meeting the needs of these young people better.”

One Roof is governed by three committees: a Leadership Committee, a Service Provider Committee, and a Youth Advisory Group Committee.

“Everything that goes through the other two committees is going through the Youth Advisory Group Committee, and we also have young people from that Youth Advisory Group Committee sitting on the others,” O’Brien said. “That youth voice is at every level of governance, and their transportation is covered to every meeting, and they are paid to be part of this, as paid staff members.”

O’Brien said the inclusion of youth in the governance is something that sets One Roof apart from other youth hubs. (Misquoted – O’Brien said “the inclusion of youth in the governance is something that sets One Roof apart from other youth services.”)

“We really are youth engagement-focused, and we want the youth to lead the services.”

One Roof has adopted the slogan, “The right service, at the right time, in the right location.”

That location was key in setting up shop, O’Brien said.

“The right location makes a really big difference,” she said. “We didn’t want to have a space that was too clinical, too institutionalized. We wanted a space that was very welcoming and youth-friendly, and really focus on the vibe of the place. We know that a stigma exists, so we want young people to feel comfortable coming in, and that this is a safe space for them.”

The two-story building on Barrie Street houses a kitchen for shared meal preparation, a living room area, and a main level with offices for service providers to hold private consultations. A loft on the main level has a space with a computer for accessing the internet, as well as a collection of clothing, a lending library, and toiletries available. The One Roof building isn’t just for meetings or drop-ins, though. It also offers some other services and empowerment groups as well.

“We have showers, laundry, and drop-in services, and we’re getting a locker program so that people can store their belongings,” O’Brien said. “We also have a community voice mailbox system.”

Empowerment groups include a mental health support group, a queer youth group, an Indigenous drumming circle, and food and art drop-ins and activities.

“The people are great,” said Madelin Bond-Sayeau, a young person who visits One Roof multiple times per week. “They encourage me to think positively about myself. They try to help me.”

“It’s been really exciting for me to be involved with this,” said Arryn Hill, a young person who was referred to One Roof through a community organization. “I think that One Roof is a really great place. It gives a lot of opportunity for the youth here, and I just like the environment here. It’s very welcoming, it’s very homey. I feel like it’s a great resource.” Young people with housing, mental health and addictions issues in their lives are often stigmatized in a community, and Everitt wants the wider Kingston community to seek to educate themselves about the issues facing many young people in the city before passing judgment.

“Sometimes there is stigma against young people, and people think, ‘Oh, just get a job, quit doing drugs.’ It’s not that simple,” Everitt said. “I think for the broader community, just being open-minded, being tolerant and asking the question what they can do. Sometimes it’s about educating yourself on the issues.

“We want the broader community to know that each young person is going through their own specific issues. Some are going through trauma, abuse, and ultimately sometimes the result of that becomes addiction. This is a very slow process — this doesn’t change overnight — and it’s about outside-the-box thinking: What can we do differently as a

Appendix C

community to connect with these young people and keep them safe. I think typically what we have been doing hasn't been working. We need to look at what we can do differently."

mbalogh@postmedia.com



Family Advocacy Award Article

Local youth services hub wins advocacy award



By Meghan Balogh_

[More from By Meghan Balogh](#)

Published on: February 27, 2018 | Last Updated: February 27, 2018 11:12 AM EST



One Roof Youth Services Hub is the 2018 recipient of the Family and Children's Services Family Advocacy Award.

Staff with Family and Children's Services of Frontenac, Lennox and Addington presented the award at One Roof Youth Services Hub, located on Barrie Street, on Tuesday.

The centre offers youth ages 16 to 24 access to services from 21 different agencies and organizations in Kingston. Those services include access to health, mental health and addictions support, housing services, and educational assistance.

"We're recognizing One Roof for their outstanding work with the youth of Kingston," Dan Corbett, Family and Children's Services board chair, said. "This is truly a great community partnership."

One Roof partners with agencies such as Youth Diversion, Resolve Counselling Services, Kingston Community Health Centres, Providence Care, and Family and Children's Services, among others.

"Our aim is to decrease barriers and provide the right service at the right time for young people in the city of Kingston," Ashley O'Brien, co-ordinator at One Roof, said. "We very much appreciate this award. This is absolutely wonderful. Thank you."

O'Brien later added that One Roof is a collective that should be recognized as such.

Appendix D

“Although there is one name on this award, this truly is a community award that we’ve won, because we have 21 youth-serving organizations who are all partnered in this together,” she said. “So we’ve all won this award today.”

One Roof opened in November 2017 after three years of co-ordination between involved Kingston agencies.

“This is the kind of program and the kind partnership that I think we need much more of in the city,” said Corbett. “I think there are a lot of really dedicated people within this community who are doing things within their own organization, but it would be so much better when [they can] work across organizations and start to develop the kind of partnership [we see] here. And then something like this happens, and you can actually see why we need to have more of this.”

Family and Children’s Services executive director Steve Woodman said that of 17 nominations for the Family Advocacy Award, One Roof was the deserving choice for the organization this year.

“Every year we try to take a look at an individual or organization that’s really making an impact on bettering the lives of families, or in this case youth,” Woodman said. “This collaboration of bringing people together and giving youth a real safe space to go to, this is exactly the reason we invented this [award]. It’s to celebrate the accomplishments that organizations like this and the collaborations like this are really having on groups of people, and the youth are really benefiting from this collaboration.”

Woodman said the Advocacy Award is about shining a spotlight on good work that is often done behind the scenes and out of the public eye in the region.

“This gives them a chance to be celebrated for the great impact they’re having,” he said. mbalogh@postmedia.com



APPENDIX E

Novelis Renovations

'It's great to give to the community'

By [Ian MacAlpine](#), Kingston Whig-Standard
Monday, October 30, 2017 5:14:21 EDT PM



Novelis employees Grant Sutherland, from left, technical manager, James Lee, reliability leader, and engineer Edwardo Chuc volunteer their time to help renovate the kitchen, shower and bathroom area of the Youth Hub on Barrie Street in Kingston on Monday. The company also paid about \$20,000 for the renovation supplies. They were working through a United Way project. (Ian MacAlpine/The Whig-Standard)
About a dozen Kingston Novelis employees used their day off or vacation time on Monday to help the local community.

As part of the company's global Novelis volunteer month projects, the employees are all this week renovating the new United Way of Kingston, Frontenac, Lennox and Addington Youth Hub at 426 Barrie St.

Novelis, as a company policy worldwide, provides large-scale volunteer projects every year.

"For the last six years, Novelis has had this initiative globally where Novelis provides the funds for a project in the community," Audy Tallack, environmental co-ordinator for the Kingston Novelis plant, said in an interview on Monday.

Novelis provided \$20,000 to pay for a brand-new kitchen with new appliances, flooring, paint for the walls, new cupboards and a renovation of the bathroom and showers.

The Youth Hub opened earlier this month and helps young people between the ages of 16 to 24 who are homeless or not in education, employment or training to connect, a statement from the United Way said.

The renovation will provide an area where youth can learn about healthy cooking and provide a workspace where they can prepare meals.

The hub provides services and supports through a co-ordinated intake, referral and service system at a single-site location at 426 Barrie St.

The program allows youth to easily access multiple service agencies under one roof, providing a community approach to wraparound care.

On Monday, Novelis employees were laying new flooring and gutting one of the hub's bathrooms.

"We have employees from every department and it's completely volunteer. They're taking a day off to come here," Tallack said.

Novelis also participates in the annual United Way Day of Caring in the spring, where employees help fix up and spruce up United Way-supported agencies.

"It's great to give to the community," she said. "Novelis has been here 77 years.

"We are proud members of the community, have very good standing in the community, and we like to help."

Novelis, the world's premier producer of rolled aluminum and the global leader in aluminum recycling has 286 employees at its Kingston site.

"We're busy and it's going great right now," Tallack said.

The project continues all week with volunteers on-site daily from 9 a.m. to 4 p.m.

imacalpine@postmedia.com

Appendix F

Home Depot Grant Article – Youth Engagement Funding



APPENDIX G

Lieutenant – Governor Visit

Lieutenant-governor inspired by personal stories

By [Julia McKay](#), Kingston Whig-Standard

Thursday, January 18, 2018 7:13:31 EST PM



Ontario Lt.-Gov. Elizabeth Dowdeswell meets with a number of staff and youth clients at One Roof Youth Hub on Barrie Street following a roundtable discussion at City Hall and a visit to Queen’s University during her visit on Thursday. Dowdeswell was in town to discuss and listen to stories from Kingstonians about the community’s approach to homelessness. (Julia McKay/The Whig-Standard)

Sharing personal stories can mean more than others realize.

Ontario Lt.-Gov. Elizabeth Dowdeswell was in Kingston on Thursday to speak at a number of engagements and to listen to the stories of youth and community members surrounding the issue of youth homelessness.

“I’ve had a wonderful visit to Kingston today. It’s been such fun and so inspirational,” Dowdeswell said after an informal meeting at One Roof Youth Hub on Barrie Street. “I started out this morning at Queen’s University giving a so-called lecture, but I was able to talk about what 2017 has meant to me, all the stories that I’ve heard around this province, and how we must make sure that we don’t lose the momentum.”

Dowdeswell was particularly interested in how the collaborative work in the Kingston community has created a positive impact on issues of inclusive prosperity, youth homelessness and social cohesion.

“This afternoon I had a chance to sit down with a lot of people, courtesy of the United Way,” Dowdeswell said. “Many, many organizations have really come together around

the issue of youth homelessness, and it's so obvious that in this community, people have worked very hard to focus on that. They've identified a problem and they've worked together to try and make it happen."

In the afternoon, Dowdeswell visited One Roof Youth Hub, which included a tour and informal sit-down chat, and Dowdeswell got to meet with staff and some youth clients to discuss the services offered at the location, which opened in October 2017.

"Here at One Roof, you can actually see a physical manifestation of how people have worked together," Dowdeswell said. "What impresses me is the collaboration and the fact that around a very specific target group, people can come together in an integrated way, because so often we deal with problems and issues in silos, and what I saw today is the opposite of that. It's really saying that if we care deeply about investing in these young people, then we work together as agencies or whatever. Whether it's schools or justice or police or social services, we come together because we all have the same purpose in mind."

The tour and discussion were led by Tara Everitt, Home Based Housing Youth Services and Program manager.

Also in attendance at the youth hub were United Way president Bhavana Varma, Mayor Bryan Paterson and Kingston and the Islands MPP Sophie Kiwala, along with representatives from Home Based Housing, Addiction and Mental Health Services and other social services that offer services through the hub.

Dowdeswell said she was impressed with the stories she's heard from the young people.

"So many of these young people are already giving back [to their community] because of the positive experience they've had, and that's the first sign of growing a culture of citizenship and inclusion. You've got some things that work well in this community and I think that's to be congratulated."

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