



LGBT youthline

Annual Report
2015/16

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Letter from the Executive Director

As the new Executive Director, I am thrilled to once again be part of this Youth Line community and work with each of you to better our support for LGBTQ2S youth across Ontario. I believe LGBTQ2S communities are at a pivotal point and am proud to represent an organization that embodies and centres anti-oppression, equity and access and continues to put work into learning how to be better at supporting queer, trans youth.

This past year saw many exciting new projects and improvements. We engaged in a Deaf Queer Community Inclusion Project (funded by Toronto Vital Ideas) that allowed us to hire multiple Deaf/HoH Queer, Trans people as outreach staff, videographers and accessibility consultants. We learnt more about what Deaf/HoH Queer, Trans people need from us and how we could become more accessible. We developed resources like a Trans 101 Video, Anger Vlogs, and a Deaf Queer Zine for Deaf/HoH Communities and those that support them, along with internal resources for staff and volunteers to better support Deaf/HoH youth that contact us.

Recognizing the value of in-person connections with youth to build trust, we also ran 4 workshops as part of the 'For All The Feels' series. These workshops led to a successful ArtReach grant that will allow us to deliver 8 more workshops by local queer, trans young people in different parts of Toronto. Our commitment to accessibility means that each workshop will have ASL interpretation, tokens, and food and be run in physically accessible locations.

We continue to foster and strengthen partnerships across Ontario. We are part of the LGBTQ Youth Initiative led by Planned Parenthood Toronto along with 6 other organizations. We also built multiple partnerships in London to acquire a Rainbow Health Ontario grant to host a Healing Justice Conference this year. In addition, we continue to foster strong relationships with Native Youth Sexual Health Network, Toronto Rape Crisis Centre, Pieces to Pathways, Rainbow Health Ontario, and Sprott House.

This coming year, we are excited to bring back the Youth Awards after a four year break. Recognizing the history of Youth Line, we will be fostering our alumni relationships to re-build connections. For our service, we are looking forward to upgrading our phone systems, bettering our evaluation processes and increasing our provincial presence.

The Youth Line continues to thrive thanks to its volunteers, members, donors, community partners, and funders.

Thank you so much for your unwavering support, stories, and kindness.

Berkha Gupta
Executive Director



Letter from the Board Co-Chairs

2015-16 was another exciting year for the LGBT Youth Line.

First of all, we would like to thank all of our staff, volunteers, members, and community partners for supporting the important work we do for LGBTQ2S youth in Ontario. Because of you, Youth Line can provide outreach and confidential peer-to-peer support and referrals for youth across the province through phone, text, and online chat.

This past year Youth Line experienced a change in leadership as we said goodbye to Gitanjali Lena as Youth Line's Executive Director. We would like to thank Gitanjali for her years of compassionate leadership and dedication to Youth Line. We also welcomed Berkha Gupta as the new Executive Director and are excited about the experience and commitment to LGBTQ2S youth that they bring to the organization.

We would also like to acknowledge our funders and donors for their financial support. This past year, we launched the Go Steady campaign to increase our monthly donors, which resulted in doubling the number of monthly donors we had in the previous year. We also held Youth Line's first ever Craft-a-thon that brought together youth, volunteers, staff, Board members, and community members for an afternoon of crafting fun. We successfully raised over \$3,500 for our services and outreach through Craft-a-thon and we are already looking forward to next year's, so mark your calendars for February 11, 2017! Finally, we would like to thank the We're Funny That Way Foundation and individual donors for their help in raising funds for a new phone system and the estate of James D. Stewart for their extremely generous bequest, which will support our service.

This year, we look forward to continuing to find ways to better support Youth Line and the youth we serve. We will be engaging in board development to increase the capacity of board members and promote learning and skills development. We are also excited about bringing back the Youth Awards to celebrate the achievements and resilience of LGBTQ2S youth in our communities.

We are very much looking forward to another year of working with the passionate and dedicated Youth Line community, all of whom allow us to continue providing vital support to LGBTQ2S youth across Ontario.

Sincerely,

Adriana Chang & Amy Verhaeghe
Co-Chairs,
LGBT Youth Line Board of Directors



Financial Report

Lesbian Gay Bi Trans Youth Line

Statement of Operations and Changes in Net Assets Year Ended March 31

	2016	2015
Revenue		
Corporation and foundation grants (Note 3)	\$ 68,500	\$ 64,550
Ministry of Health	86,160	86,160
City of Toronto grant	41,790	40,925
Canada Summer Jobs grant	7,031	5,150
Donations	113,127	34,668
Fundraising	11,188	19,055
Other income	682	3,069
	<u>328,478</u>	<u>253,577</u>
Expenses		
Charitable activities expenses (Schedule 1)	217,991	196,250
Administration expenses		
Accounting and audit	12,345	13,816
Amortization	2,615	2,829
Board of directors costs, insurance	3,203	2,718
Office supplies, bank charges and other	37,748	10,549
Salaries, benefits and related costs	51,749	49,196
Special projects	-	707
	<u>107,660</u>	<u>79,815</u>
	<u>325,651</u>	<u>276,065</u>
Excess (deficiency) of revenue over expenses for the year	2,827	(22,488)
Net Assets, beginning of year	97,598	120,086
Net Assets, end of year	\$ 100,425	\$ 97,598

See accompanying notes to financial statements

Peer Support Service (15/16)

4,590

youth supported

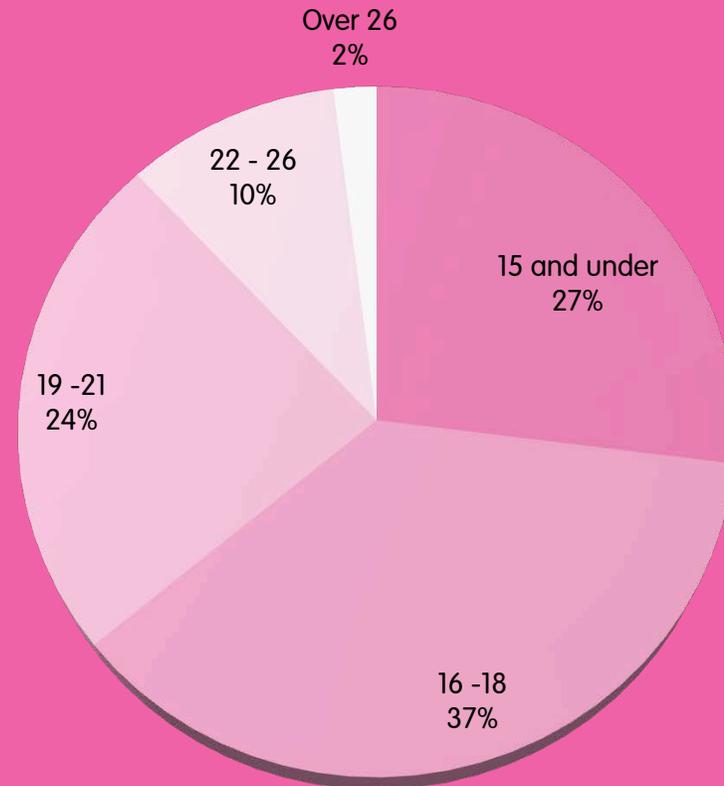
29% Black, Indigenous,
People of Colour

55% Contact by phone

23% Contact by text

21% Contact by chat

Age Breakdown



Peer Support Service (15/16)

Breakdown by Region/Area Code

Thunder Bay, Dryden and neighbouring areas (807): 2%

Sudbury, North Bay, Durham Region and neighbouring areas (705): 12%

Wellington County, Windsor, London and neighbouring areas (519, 226): 13%

Ottawa, Kingston and neighbouring areas (613): 17%

Peel Region, York Region, Halton Region, Hamilton and neighbouring areas (905, 289): 19%

Toronto (416/647): 37%

Top 5 issues

1. Coming Out
2. Questioning Sexuality and/or Gender
3. Peer Relationships
4. Sexual Health
5. Trans Issues

Volunteers

Our lines wouldn't exist without the amazing work of our Peer Support Volunteers that support their Peers across Ontario on a weekly basis.

of active volunteers: 46
of volunteer hours: 2,706

Training

We started training earlier (September) this past year to allow for the entire training to be completed before the holidays. This allowed new volunteers to start shadow shifts in January while allowing us to recruit during Pride season. **16 volunteers** completed **12 weeks** of training totaling **36 hours**.

We continue to adapt our training each year to better equip volunteers to be able to provide anti-oppressive, accessible, appropriate support to their peers. This year we brought in community guest facilitators to lead different workshops and share their expertise. We added a workshop on 'Racism and Settler Colonialism' along with one on 'Workshopping our Identities'. The training manual included additional resources on asexuality, transmisogyny, violence and consent.

Volunteers

Boosters and Debriefs

Boosters and debriefs allow volunteers space over the year to build skills in specific topics while having space to build community and get support from each other. Last year, we ran **3 boosters** and **3 debriefs** with **15-20 volunteers** at each.

Appreciation

While we can't publicly acknowledge and thank our volunteers for the amazing work that they do, we host socials and find other ways to thank them throughout the year. These also serve as opportunities for volunteers to meet each other and build community. Last year we hosted a summer and fall bonfire and a winter appreciation party. Each of our socials are abundant with food, socializing time and lots of fun.

Youth Line Online (2015/16)

youthline.ca

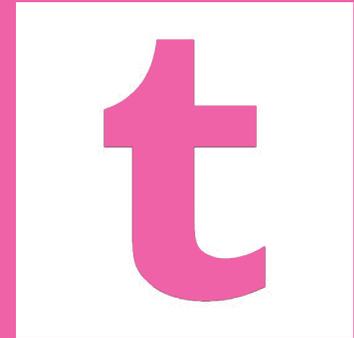


26,005 Users
23% Returning Users
72% of Users are
18-34 years old
Average User views
4 pages/ session

425 new likes
(18% increase)
Average of
22,000 views
per months



186 new followers
(3.5 increase)
Average of
19,000
impressions per
month



We're on Tumblr!
We already have
over 100 dedicated
followers in the first
year and are able to
answer questions
anonymously.

Outreach



Summer is Pride season for Youth Line and we were proud to go to more than 15 pride events around Ontario to celebrate with many of our partners.

Some of the organizations we came out to celebrate with were:

- Halton Pride
- U of T's Pride Pub
- York Pride
- Spratt House Pride
- SOY Pride
- Access Alliance's Pride
- East Metro Youth Service's Q-Dance
- Pride Prom
- East Side Pride

One of our biggest events is Toronto Pride, where we joined in with the Trans March, Dyke March, and Pride Parade. We also hosted activities at Family Pride, Fruit Loopz and the Trans Fair. During and post Pride, we were and continue to be proudly in solidarity with Black Lives Matter Toronto.

For All The Feels Workshops



We ran a successful event series for queer, trans and questioning Youth in Toronto over four months. Hosted by Peer Facilitators, all of these workshops supplied food, tokens and ASL interpretation, and were attended by over **50 youth**. The success of these workshops encouraged us to successfully apply for an ArtReach grant to continue the series for 2016-17.

For All the Feels Workshops:

- BIPOC self care
- Navigating anger in healthy ways
- ASL and Trans 101
- Comics & Disability

For info and updates on upcoming workshops in 2016/17, visit www.youthline.ca or follow us on Facebook.

Partnerships and Outreach Activities



As an organization, we aim to help build connections within our various LGBTQ2S+ communities. This past year, we were excited to build new connections in London and Sudbury with:

- Thames Valley Family Services
- Regional HIV/AIDS Connection
- Middlesex London Health Unit
- Reseau ACCESS Network.

40+ Outreach Events Attended
20,000+ Youth Line Materials Distributed

Deaf Queer Community Inclusion Project

This year we were able to engage in a Deaf Community Inclusion and Outreach Project thanks to the Vital Ideas Grant from the Toronto Community Foundation. The project allowed us to review and better our Deaf Inclusion throughout the Organization while hiring a Deaf Community Outreach Assistant, ASL Videographers, Accessibility Consultants, all of whom were queer, trans deaf community members.

Some key milestones:

- Accessibility Review of Organizational Policies and Procedures
- Assessment of Deaf inclusion at Youth Line and other community organizations
- Guide of best practices to create and foster Deaf inclusion
- The Anger Vlogs, created by Deaf Queer, Trans Youth
- Zine workshops that created a Deaf Queer Zine
- Building relationships with Deaf Organizations
- A Trans 101 ASL video

What's Next?

LGBT YOUTHLINE
PROUDLY PRESENTS THE 15TH COMMUNITY

Youth Awards Gala



What's Next?

For All The Feels Workshop Series

Sat. Oct. 8	Indigenous Beading (by Shane Camastro)
Thurs., Oct. 20	Comics & Disability (by Jes Sasche)
Thurs., Nov. 24	Crafting Self Care Kits (by Kat Champs)
Sat., Dec. 10	Trauma-Sensitive Yoga for ALL Bodies (by Demetria Jackson)
Sat., Jan. 14	Vlogging in ASL (by Sage Lovell)
Thurs., Jan. 26	Black Poetry (by Julie Gordon)
Thurs. Feb. 23	Trans Femme Glam Show: A Make Up/Make Over (by Franny Monroe)
Sat., Mar. 11	Zine Making (by Eddie Jude)

For more info on workshops and to rsvp, visit www.youthline.ca or follow us on Facebook.

What's Next?

Craft-a-thon

Spend a Saturday afternoon Crafting and raising money for the LGBT Youth Line.

February 11, 2016

Healing the Whole Conference

Thanks to funding from Rainbow Health Ontario. We will be hosting a Healing Justice Conference in Winter 2017 in London, Ontario.

More info about the Craft-a-thon and Healing the Whole Conference will be posted on our website and social media accounts in the coming weeks.

Our Funders



Individual Donors

\$50,000

Estate of James D.
Stewart

Over \$1,000

Colin Carroll
Daniel Engel

Over \$500

Anonymous
D. Arcand
Frank Lowery
Harold Wu
Mark Swartz
Martha McCain
nigel wynne
Saira Muzaffar
Taxearhes Chutas

Over \$250

Anthony Meehan
Daniel Turko
Justin Creally
Matthew Eger
Mundy McLaughlin
Paul Brennan
Pike Krpan
Steven Green

Thanks to the many individuals that donate to us through their Employee Giving Programs!

Go Steady with Youth Line

Very special thanks to our Monthly Donors that provide us with a reliable stream of funding to support our programs

Tim Guimond
Karen Wheeler
Saira Muzaffar
Suvendrini Lena
Blair Caines
Hans-Peter Skaliks
Antoine Houdeville
Rachel Muehrer

Fern Mosoff
Adriana Chang
Fiona Buttars
Hanna Wolff
George Pyron
Jennifer Welsh
Marisa Gatto
Cathy Gulkin

Berkha Gupta
Valerie Kostyniuk
Boneventure Lena
D'Arcy McLenaghan
Anna Penner
Saadia Muzaffar
Anonymous

Other Donors and Supporters



Agincourt Community Services Association
Students for Barrier Free Access
CUPE Local 1281

Show Your Love



Third Party events offer a fun way for individuals, groups and organizations to raise funds for us

of events last year: 12
Amount raised: \$10,240

Events included:

- Axe Out Homophobia by Jeff Cooke
- Portion of sales from Trove
- Drag show proceeds from UC Literary and Athletic Society
- Candy sales by the Positive Space Network

Want to run an event to support us?

Get in touch (donate@youthline.ca) and we can support your event!

Our Board, Staff and Volunteers

Board of Directors

Adanyi Phillip
Adriana Chang (Co-Chair)
Amy Verhaeghe (Co-Chair)
Ashlee Chatten
Colan Wang (Treasurer)
Khadijah Kanji (Secretary)
Saira Muzaffar

Staff

Berkha Gupta
(Executive Director)
Naomi Martey
(Services Coordinator)
Tamar Brannigan
(Outreach Coordinator)
Tanya Neumeyer
(Fundraising Coordinator)

Past Board and Staff

Gitanjali Lena
George Georgievski
Gunjan Chopra
Jeff Cooke
Juan Saavedra
Kadeem Brown
Kavita Bissoondial
Ko Clemenston
Sarah Peek
Valerie Kostyniuk

Our confidentiality and anonymity policies don't allow us to thank all of our wonderful volunteers publicly. The work we do would not be possible without their incredible individual and collective efforts.

Thank you all on behalf of all of us at Youth Line and the thousands of youth you support each year :)

Our Mission and Values



Our Mission

The Lesbian Gay Bi Trans Youth Line exists to provide service for youth, by youth that affirms the experiences and aspirations of lesbian, gay, bisexual, transsexual, transgender, 2-spirit, queer, asexual, intersex and questioning youth in Ontario. Working within an anti-oppression and anti-racist framework, we provide leadership opportunities, outreach, confidential peer support and referrals by telephone, texting and online.

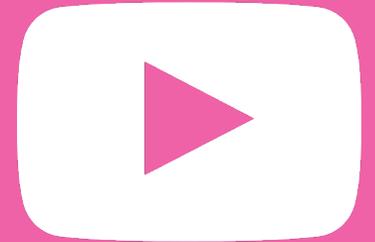
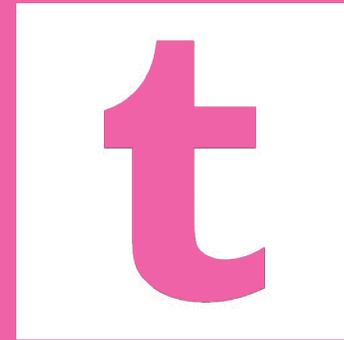
Our Values

In all aspects of our work and throughout the organization, as we pursue our mission, we live by the values listed below. Together, they provide a picture of who we are and how we want to be:

- Caller-centered and Non-judgmental
- Respectful and Inclusive
- Committed to Confidentiality
- Embracing Diversity
- Sex-positive
- Building a Learning Community
- Collaborating, Networking and Partnering

Keep in touch!

youthline.ca



[And don't forget to sign up for our Newsletter](#)



Thank
you.

