



ANNUAL REPORT

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Celebrating 20 Years of supporting LGBTQ youth across Ontario

MISSION STATEMENT

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-spirited, queer and questioning youth in Ontario. Working within an anti-oppression framework, we provide leadership opportunities, outreach, confidential peer support and referrals by telephone and online.

VALUES

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

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Charitable Registration Number 89756 4951 RR0001

Letter from the Board of Directors

2012-13 has been a busy year for the LGBT Youth Line. In changing our chat service from Windows Live Messenger to iCarol, we expanded our technology to allow a text message support service. The new system also allows youth to chat with us anonymously from our website. These innovations have increased the number of youth contacting us by chat by over 200% since the switch occurred.

During this period we welcomed and trained dozens of new volunteers, and continue to provide essential service to thousands of Ontario youth. We also oversaw the implementation of some exciting projects dedicated to reaching underserved communities in Ontario. We look forward to leveraging the relationships built through these projects to connect with even more communities across the Province in the year to come.

Youth Line was proud to be recognized by the broader community in the 2012-13 year. We believe that our accolades from Pride Toronto, Now Magazine, and others are testament to the outstanding work of our extended team. We are forever grateful to our dedicated staff, volunteers, members and committed supporters, past and present, for their passion, energy and commitment to the work that we do. In the report to follow we will touch upon some of these exceptional efforts.

Letter from the Board of Directors

In the last year, LGBT Youth Line has undergone some organizational restructuring. This has been both challenging and exciting, as it has required extra time and effort (and much patience!) from many of our staff, volunteers and community partners. Throughout this period, we have looked to our core mandate for direction. We believe this change is critical to strengthening our financial position and ensuring our ability to continue to provide essential service to queer, trans and questioning youth across Ontario. As we enter this new year, we are proud to have Gitanjali Lena on board as our new Executive Director.

LGBT Youth Line is thrilled to be entering our 20th year of operations. With our strategic plan up for review and our organization under new leadership we look forward to using this milestone as a launching point for further excellence. While the nature of our work has definitely shifted since we first opened the lines, its relevance has not. As we look back on the last 20 years, we celebrate and honour the tremendous resiliency of LGBTQ youth and offer thanks to the thousands who have joined the Youth Line community as peer support volunteers. The work is far from over, but thanks to the strength of our community we are confident in our ability to foster continued youth leadership and support across the Province of Ontario.

Yours sincerely,

Board of Directors
LGBT Youth Line

LESBIAN GAY BI TRANS YOUTH LINE

Statement of Operations and Changes in Fund Balance

For the year ended March 31, 2013

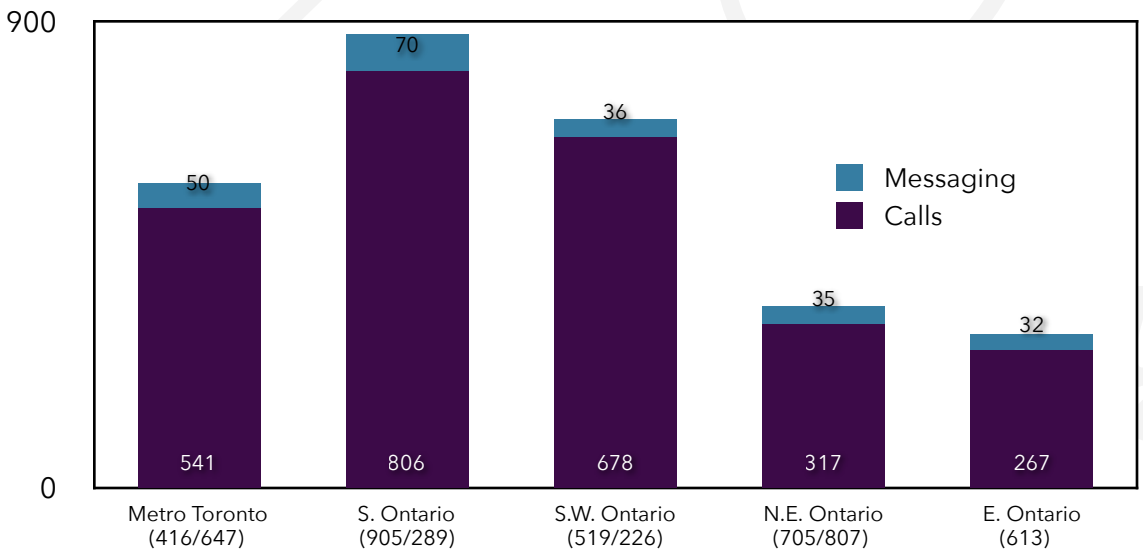
	2013	2012
Revenues		
Dividend and interest income	\$ 66	\$ 96
Donation Scholarship	10,000	10,000
Donations	54,164	50,869
Donations in kind	42,675	44,025
Fundraising	65,157	59,133
Grants:		
City of Toronto	31,765	31,765
Corporation grants and foundation grants, Schedule 1	59,640	84,135
Ministry of Health	86,160	86,022
Pride & Remembrance Foundation (note 7)	29,092	-
Trillium Foundation (note 7)	71,900	78,200
	450,619	444,245
Charitable activities expenses, Schedule 2	369,230	366,079
Excess of revenues over charitable activities expenses before undernoted items	81,389	78,166
Administration expenses		
Accounting and audit	11,210	8,637
Amortization	307	2,341
Board of director costs, insurance	3,949	3,138
Office supplies, bank charges and other	11,218	24,148
Salaries, benefits and related costs	57,827	68,591
	84,511	106,855
(Deficiency) excess of revenues over expenses	(3,122)	(28,689)
General fund balance, beginning of year	142,159	170,848
General fund balance, end of year	\$ 139,037	\$ 142,159

See accompanying notes to financial statements

PEER SUPPORT SERVICE

In January of 2013, we introduced iCarol as our instant messaging provider. This replaced MSN Messenger and allowed us the ability to respond to youth via text messaging. This has greatly improved our communications with youth aged 12-15, as many of them have mobile phones but minimal private access to computers. iCarol also allows us to centralize our call reporting, statistical analyses, scheduling and tracking of volunteer hours.

Number of Youth Supported (2841)



twenty



Volunteers and Training

In September, Youth Line welcomed our largest ever group of volunteers to begin training. 48 youth from around Toronto participated in our 36-hour training program. Our boosters and debriefs occurred throughout the year, with facilitation from some truly inspiring community organizers and artists. Keeping in line with the aim of boosters, topics were chosen that were relevant to improving our ability to serve youth across the province. We worked with the Madvocates, Arti Mehta and Kumari Giles amongst other facilitators. In our debriefs, we focused on the internal dynamics of the service room, and things volunteers need and want from the organization. We heard a need for open communication and more opportunities for staff, volunteers, and board to get together. Our training program as well as our service would not be possible without the funding we receive from the City of Toronto.

What topics did the Booster trainings cover?

There are 6 in total: Mental Health and the Mad Movement, Asexuality, Consent, Idle No More, Desirability and HIV.

Peer Support in Theory and Practice

In April of 2012, our Service Coordinator completed a report on Peer Support in Theory and Practice thanks to funding from the Counseling Foundation of Canada. The research involved conducting interviews with 7 organizations about how they operate and handle different situations. She conducted a literature review on methods of listening and counseling by peers as well as strategies to identify and disrupt fantasy calls. In the process of researching the report, the Youth Line built valuable connections with other similar organizations and initiated ongoing bi-annual meetings.

OUTREACH

This year Youth Line's Outreach Program participated in many activities and projects, including the Provincial Ambassador Program and Community Engagement Program. Under this year's outreach strategy Youth Line connected with thousands of queer, trans, and questioning youth across Ontario. A few of the tools and strategies used were: community education, art based workshops, youth-led peer leadership models, community based research, social media tools, public awareness campaigns, advertising, and resource distribution. Through this work, Youth Line engaged with 27 different communities: **Ottawa, Sudbury, Townsend, Chelsey, Newmarket, Hamilton, Kitchener-Waterloo, St. Catharines, Peterborough, Trenton, Belleville, Welland, Muskoka, Midhurst, Barrie, Brampton, North Bay, Kingston, Oshawa, London,**

Public Awareness Campaign



The *Switch It Up* Campaign addressed how homophobia and transphobia impacts LGBT youth. For this initiative we partnered with groups across Ontario gathering over 200 personal submissions from youth. In their accounts, youth shared their experience of what homophobia and transphobia sounds and feels like to them. Together they created a public service announcement (PSA) called "Switch it Up". This initiative was funded by the Ministry of Community Safety and Correctional Services.

online views to date: 14,636!

Switch It Up launch:
150 attendees

did you know?

youth submissions: 200

DVD's sent to partner
agencies and Police
Services in Ontario: 249

OUTREACH

Where's Youth Line in the Media?

As a result of the increasingly visible work done within communities across Ontario, the LGBT Youth Line has received press through various media outlets including Xtra, Now Magazine, and Day Time Toronto at Rogers television.

LGBT Youth Line recognized as:

- Pride Toronto Honoured Group 2012
- Best Youth Organization by Now Magazine annual Reader Poll



In 2012, Social Media was an increasingly important part of our outreach strategy as LGBTQ youth are heavily invested in the digital world. Using Facebook, Twitter and Wordpress to engage with current and potential service users, regular updates are made sharing community events throughout the province, LGBTQ news, resources and organizational updates. During this year we also used social media to initiate a project with the goal of connecting more meaningfully with LGBT Youth Line Alumni.



3,764 Followers on Twitter (84.4% increase since last year)

2,187 Likes on Facebook (21.8% increase since last year)



We've worked with organizations across Ontario to support LGBT Youth!

These include Pride Line Durham, OUTline, Rainbow Health Ontario, The Centre for Women and Trans People, Project 10, the 519 Community Centre, Access Alliance, Jer's Vision and Kaleidoscope.

Provincial Outreach Ambassador Program

The Provincial Outreach Ambassador program (POAP) followed on the heels of the Community Engagement Project. It grew from seed money provided by the Pride and Remembrance Foundation and is part of Youth Line's long term strategic plan to ensure province-wide service delivery. Teaching local youth outreach skills enables them to raise awareness of Youth Line and mobilize queer and trans youth within their own communities. The POAP mandate is to reach out to people, neighborhoods, and organizations. Ambassadors also manage their own community development projects with the help of the Outreach Coordinator. They run drop-in groups, workshops for teachers and service providers, and host social events. They have directly and indirectly reached 5000 members in communities across Ontario.



How many Youth Ambassadors represent the LGBT Youth Line?

There are ten, representing Almonte, Belleville, Brantford, Kitchener, London, Ottawa, Rockland, Sudbury, Thunder Bay, and Windsor!

Community Engagement Program

The Community Engagement Program was a 2 year effort funded by the Ontario Trillium Foundation. It aimed to increase the support felt by LGBT youth in rural and small urban settings in *Chatham-Kent*, *Kingston*, *Renfrew County*, and *Simcoe County*. We worked to increase the number of service users from the 4 regions and to enhance the capacity of organizations in those regions to serve LGBT youth. LGBT youth and partners conducted community maps, needs assessments, formed Youth Planning Committees and organized a themed event in each community such as the Rainbow Haunt and several queer youth proms.

YOUTH AWARDS 2012

The 14th Annual Community Youth Awards celebrated LGBT youth across the province for their outstanding achievements and contributions. For the second year, the night included the presentation of the Spirit of Will Munro Award, a \$10,000 award made possible through the generous support of Kristyn Wong-Tam and Michael McClelland. Held at the Glenn Gould Studio at the CBC Building in Toronto, the night was full of beautiful representations of youth art and stories. It was an emotional event, with the crowd finding themselves in tears multiple times throughout the evening.



Winners

This list of award recipients represents only a small subset of the amazing youth across Ontario who continue to impress us with their creativity, resiliency and determination.

- The Spirit of Will Munro Award - *Right To Dance/ILL NANA*
- Outstanding Contribution to Trans Youth Visibility - *Arthur Peltier*
- Outstanding Contribution to Community Empowerment - *Brenda Smith*
- Outstanding Personal Achievement - *Gabe Holt*
- Outstanding Contribution in an Academic Environment - *Interrogation*
- Outstanding Contribution to Arts and Culture - *Michael Lyons*
- Outstanding Contribution to Queer Youth Visibility - *rio rodriguez*
- Outstanding Contribution to Health and Social Services - *Spencer Sawyer*
- Outstanding Contribution to Social Justice - *Lali Mohamed*

LINE ART 2012

On November 6, 2012, the LGBT Youth Line held the 13th Line Art Auction at Neubacher Shor Contemporary in Toronto. The event provided an opportunity to bring together our community for a night of bidding, socializing and support. Top designers and artists, Jeremy Laing, Derek Liddington and Perry Tung, who amassed an eclectic ensemble of works from over 50 established and emerging Canadian artists, curated this year's collection. Not only were the works of art displayed on the walls of the gallery, but also in the hands of bidders. The paddles used at the auction were pieces of art themselves, donated by 20 local artists.



Paddle Designers

Adam Zinza
Alexx Boisjoli
Amy Markanda
Barr Gilmore
Christina Zeidler
Deanne Lehtinen
Grant Heaps
Ian Phillips
Jade Rude
John Webster
Katherine Morley
Katrina Tompkins
Lisa Kiss
Matthew Robin Nye
Pamila Matharu
Parimal Gosai
Public Studio (Elle Flanders
& Tamira Sawatzky)
Shaun Moore
Thom Sevalrud
ZAB (E.A. Hobart)

Live Auction Artists

Adam David Brown
Alex McLeod
Allyson Mitchell
Andrew Harwood
Andrew Jones
Barbara Astman
Bogdan Luca
Brendan Fernandes
Brendan George Ko
Bruce La Bruce
Cameron Lee
Chris Curreri
Dagmara Genda
Derek Liddington
Derek Sullivan
Douglas Coupland
Elise Victoria
Fastwurms
Georgia Dickie
Guntar Kravis
Hanna Hur
Estate of Harold Town
Jennie Suddick
Jennifer Rose Sciarrino
Jennifer Marman &
Daniel Borins
Jillian Kay Ross
John Monteith
Keith Cole
Kris Knight
Kristiina Lahde
Louise Windsor
Luke Painter
Margaux Williamson
Micah Lexier
Nadia Belerique
Oliver Husain
Paul P
Shaan Syed
Shary Doyle
Shauna Born
Scott Treleaven
Stephen Andrews
Stephen Lavigne
Vanessa Maltese
Estate of Will Munro
Winnie Truong

Funders

Carolyn Sifton Foundation	Ontario Ministry of Health and Long-Term Care
City of Toronto	Ontario Trillium Foundation
Counselling Foundation of Canada	PricewaterhouseCoopers
Deloitte	Pride and Remembrance Foundation
Ernst & Young	TD Canada Trust
The Geoffrey Wood Foundation	The Yonge Street Mission
J.W. McConnell Family Foundation	
KPMG	
RBC Bank	

Donors

CB2	Kristyn Wong-Tam & Michael McClelland
Spearhead L.D.S.C.	

Event Sponsors

Akasha Art Projects	Rainbow Health Ontario
Akau Inc.	Ross Slater & Wayne Smith
Artverb	SOY (Supporting Our Youth)
Bonhams	The Late Sharon Moroney
El-Farouk Khaki & Troy Jackson	Sherbourne Health Centre
Gavin Clarke (BMO Nesbitt Burns)	Steam Whistle
The Gilder	Superframe
Made Design	Xtra!

We also want to acknowledge our individual donors who recognize the importance of the work that we do and through their monetary and in-kind contributions support the Youth Line's ongoing operations. The work would not be possible without your support; thank you.

BOARD, VOLUNTEERS AND STAFF

Executive Director

Gitanjali Lena

Service Coordinator

Kavita Bissoondial

Outreach Coordinator

Kelisha Peart

Shift Supervisors

John Paul C. Catungal

Katelyn Ott

Kim Trenchard-Kozuch

Shane Owens

Past Staff

Alex Looky

Bernice Chau

Emma Moss Brender

j wallace

Melissa Deleary

Mohsin Bhujwalla

Current Board Members

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Daniel Engel

David K. Seitz

Jeff Cooke

Ko Clementson

Incoming

Adam Wheeler

Natasha Novac

Parul Pandya

Outgoing

Becky Idems

Kai Wa Yapp

Kate Klein

Lauren Snowball

Leon Mar

Tyson P. Smith

While we cannot personally name all of our wonderful volunteers due to our policies around confidentiality, we want to acknowledge their incredible individual and collective efforts in the fulfillment of the LGBT Youth Line's Mission.

Thank you all; and much love.



www.youthline.ca



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