

MEMO / NOTE DE SERVICE



Information previously distributed / Information distribuée auparavant

TO: Community and Protective Services Committee

DESTINATAIRE : Comité des services communautaires et de protection

FROM: Aaron Burry
General Manager, Community and
Social Services

Clara Freire, Strategic Community
Initiatives Branch, Community and
Social Services, Ext 15868,
clara.freire@ottawa.ca.

EXPÉDITEUR : Aaron Burry
Directeur Général, Services sociaux et
communautaires

Personne ressource :
Clara Freire, Direction des projets
communautaires et stratégiques, Poste
15868, clara.freire@ottawa.ca.

DATE: March 11, 2016

11 mars 2016

FILE NUMBER: ACS2016-COS-CSS-0003

SUBJECT: City of Ottawa Youth Summit Action Plan Final Update

OBJET : Dernière mise à jour sur le Plan d'action du Sommet pour les jeunes de la Ville
d'Ottawa

PURPOSE

This IPD provides a final progress report on the implementation of the Youth Summit
Action Plan (YSAP) 2013-2014 and highlights next steps in the development of a Youth
Action Plan (YAP) for 2015-2018.

BACKGROUND

On October 12, 2012, City of Ottawa Mayor Jim Watson and Councillor Mathieu Fleury, hosted the Mayor's Youth Summit. At the event, over 180 youth aged 16 – 25 years participated in discussion groups on topics including civic engagement; employment; entrepreneurship; safety; mental health; and volunteerism. Youth were asked for their feedback on how the City could enhance and improve services for youth.

The ideas and suggestions identified by youth at the Mayor's Youth Summit were analyzed and summarized into 8 key areas for action including:

1. Communicate more effectively – create a youth portal and reach out to youth in different ways, including social media (e.g. Facebook, Twitter, etc).
2. Improve relationships – build relationships between youth, police, OC Transpo security personnel, City staff, and business people.
3. Engage youth in decision-making – ensure that the youth voice is represented in decision-making and make a concerted effort to engage all youth, including youth living on low income, street involved or otherwise at-risk youth.
4. Engage youth in mentoring – promote and engage youth in meaningful mentoring opportunities, and opportunities to access key community leaders.
5. Provide practical career advice – provide information on the critical information needed for employment (such as, labour market trends, French language training).
6. Outreach to rural youth – ensure that services and programs are available to rural youth; make a concerted effort to outreach and hear the youth voice.
7. Promote volunteering – ensure volunteering opportunities are advertised, available and recognized for employment.
8. Facilitate peer support and tailored interventions – ensure interventions and programs for youth are appropriate for the audience and wherever possible, provided by youth.

The Youth Summit Action Plan 2013-2014 committed to 31 action items. The Plan complemented and was built upon existing youth services and strategies delivered by the City and assigned responsibility for each action to a City Department or Service, which had committed to its implementation within the stated timeline. All actions were implemented within existing departmental operating budgets.

The Youth Summit Action Plan was reviewed by Youth Summit participants and approved by Community and Protective Services Committee on May 16, 2013 (ACS2013-COS-CSS-0005) and by Council on May 22, 2013.

Also in 2013, City Council approved funding to Youth Ottawa (formerly Child and Youth Friendly Ottawa) to establish and coordinate a youth committee to ensure that youth played a key role in championing, monitoring and assisting with the implementation of the actions contained in the Youth Summit Action Plan (ACS2013-COS-CSS-0006). Since its inaugural meeting on February 5, 2013, the Ottawa Youth Engagement Committee (OYEC) has been meeting on a monthly basis. The Committee is made up of 18 youth from a variety of backgrounds, demographics and ages (15 – 25). Councillor Fleury is the Council Liaison for this Committee.

DISCUSSION

The Youth Summit Action Plan was implemented during 2013 and 2014. At the end of 2014, 29 actions were completed and 2 actions were deferred.

The Youth Summit Action Plan led to many achievements, related to the City's programs and services, communication, and access to supports. A detailed Final YSAP Report is attached (Document 1).

Examples of YSAP achievements include:

- The Ottawa Youth Engagement Committee (OYEC), formed to act as a vehicle for youth engagement at the City and to support implementation of the YSAP
- A new Youth Portal on Ottawa.ca. The Youth Portal brings together all youth-related program/service content in one place on ottawa.ca and is a vehicle for youth engagement with the City.
- 32 presentations with approximately 6,700 attendees at various high schools and Community outreach organizations on transit safety and crime prevention initiatives in an effort to increase youth awareness of the role of transit safety and enforcement staff.

- A new Youth Mentoring Program for the City was created to match interested youth aged 15 to 30 years with a City of Ottawa employee based on their career interests
- New training workshops for youth on the Microsoft suite of tools with 4 workshop sessions delivered at the centrally located Youth Zone Jeunesse at 370 Catherine Street
- A more streamlined volunteer application and recruitment processes in order to make the process more youth-friendly
- Increased use of social media (e.g. Twitter and Facebook) to reach out to youth about topics of health and safety and increase awareness of services
- A youth lens integrated into Corporate Communications planning templates to consider the needs of youth and ensure that communications efforts for youth are appropriate and tailored to their diverse needs
- A Summer Student Job Shadow program in order to raise awareness of the range of job possibilities at the City of Ottawa
- Over 250 youth were engaged by OYEC in 2015 to inform the next Youth Action Plan (YAP)

Two YSAP actions were not completed. Action #7.2 (*Engage youth to develop a youth friendly look and feel for the City's Volunteer Strategy*) was deferred due to the fact that the development and approval of a revised Volunteer Strategy was deferred.

Action #7.4 (*The Mayor and Councillors' offices will provide volunteer opportunities for youth*) was integrated into the Youth Mentorship Program. Youth who request a volunteering or mentorship opportunity with a City Councillor are referred directly to their Ward Councillor.

Several actions in the YSAP will continue as part of regular City operations (see Document 1).

An update on implementation progress of the YSAP was presented to Community and Protective Services Committee on April 17, 2014 (ACS2014-COS-CSS-0003). At that time staff committed to work with the Ottawa Youth Engagement Committee (OYEC) to develop a 2016-2018 Youth Action Plan.

The 2016-2018 Youth Action Plan (YAP) represents one of the initiatives included in Strategic Initiative: *Inclusive Community Initiative* (#31) in the City of Ottawa 2015-2018 Strategic Plan.

The Community and Social Services Department is currently leading the development of the Youth Action Plan. In 2015, OYEC consulted with over 250 local youth to identify issues important to youth and to inform the development of the next Youth Action Plan. Findings from this consultation exercise, as well as ideas generated through the process, will be considered in the development of a draft YAP 2016-2018.

CONCLUSION

CSSD staff will work with the Ottawa Youth Engagement Committee (OYEC), Councillor Fleury and City Departments to identify actions for inclusion in the Youth Action Plan 2016-2018. OYEC members will be engaged throughout the process. The Youth Action Plan will be presented to Community and Protective Services Committee and Council for approval in May 2016.

Aaron Burry

General Manager, Community and Social Services

CC: Executive Committee

Manager, Strategic Community Initiatives Branch

SUPPORTING DOCUMENTATION

Document 1: Final YSAP Report