

Youth Line gave me clarity, a new perspective, emotional support, and insight.

The volunteer was very supportive and helpful, and tried to understand my situation as much as possible.

It was nice having someone to talk to, it was nice they had time to hear me out.

This was the best chat yet. They really made me feel safe chatting to strangers.

The volunteer asked insightful questions and I felt that they were authentic and empathetic, not just going through the motions.

I hope they keep doing what they're doing!

-YouthLine Service Users



YouthLine is exactly the kind of service I wish I had growing up, and being able to help fill that need makes me extraordinarily proud.

Connecting with other volunteers at YouthLine has been amazing and I appreciate YouthLine's unique understanding and appreciation for their volunteers, which makes doing peer-support even better!

YouthLine gives me a real feeling of giving back to the community—of supporting countless LGBTQ+ youth and knowing I'm making a difference in their lives.

Volunteering with YouthLine has been one of the most informative, profound, and inspiring decisions in my life.

-YouthLine Volunteers

KEEP IN TOUCH

youthline.ca



@lgbtyouthline

WHAT'S NEW

Our Service Coordinator position was split into two full-time positions, **Programs Coordinator & Volunteer Engagement Coordinator**, providing much needed additional supports for the Peer Support Program and Volunteers

Launched a new **resource database** giving youth direct access to detailed info about resources near them.

Launched **YouthOrganize**, a new online platform for 2LSGBTQ youth organizing in their communities

Renovated our Service Room and office, adding a kitchenette, two small meeting rooms, and a leased photocopier.

Rebranded two fundraising campaigns - **Show Your Love** (Third Party Events) and **YL BFFs** (Monthly Donors)

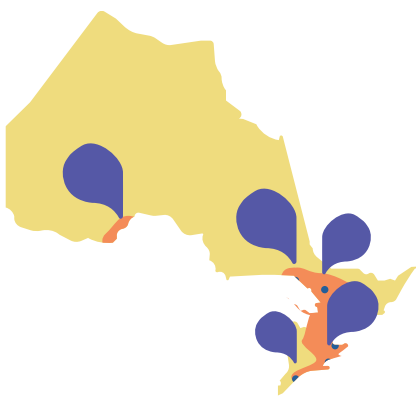
NEW PARTNERSHIPS

Partnered with **The Arquivos** to launch a '25 years of YouthLine' digital exhibit

Organizational Mentor for **Ill NaNa DCDC's three-year project** with the Ontario Trillium Foundation Youth Opportunities Fund

FOR MORE, VISIT YOUTHLINE.CA

In 2019, LGBT YouthLine supported **3,769 youth across Ontario.**



LOCATION OF SERVICE USERS

32% Toronto	25%* Peel Durham York	14%* Hamilton and Niagara
13%* London Windsor Kitchener Waterloo	12%* Ottawa and Kingston	4%* Sudbury North Bay Thunder Bay

*Includes neighbouring areas




TOP ISSUES DISCUSSED

- Peer and Family Relationships
- Mental Health and Isolation
- Coming Out
- Questioning Gender/Sexuality
- Homophobia/transphobia

AGE OF SERVICE USERS

<12 5%	13-15 33%	16-18 21%
19-21 15%	22-29 24%	

SERVICE USERS BY PLATFORM

 37% Phone	 37% Text	 26% Chat
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63% OF YOUTH IDENTIFY AS Trans, Non-Binary or Questioning

34% OF YOUTH IDENTIFY AS Black, Indigenous, People of Colour

7% OF YOUTH ARE FROM Rural or Remote Ontario

56 Active Volunteers

3,439 Volunteer Hours

25 New Volunteers Trained

47,911 Unique Website Visitors

13,209 Outreach Cards Distributed

931 Outreach Posters Distributed

16 Outreach Events Attended

11 Prides Attended

MISSION

LGBT YouthLine is a Queer, Trans, Two-Spirit youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario.

WE DO THIS BY:

- Providing anonymous peer support and referrals;
- Training youth to provide support to other youth; and
- Providing resources so youth can make informed decisions.

VISION

Youth of all sexual and gender identities are celebrated and supported.

LAND ACKNOWLEDGEMENT

LGBT YouthLine acknowledges that the land we work on throughout Ontario is colonized land, and encompasses an array of Indigenous territories. Our head office, in Tkaronto (Toronto), remains the home of many Indigenous people from across Turtle Island, subject to the Dish With One Spoon Wampum Belt Covenant.

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REVENUES

APR 2018-MAR 2019

Corporations & Foundations	\$ 88,000	21 %
Ministry of Health	\$ 87,685	20 %
City of Toronto	\$ 44,480	10 %
Other Project Funding	\$ 64,997	15 %
Donations	\$ 92,477	22 %
Fundraising	\$ 52,017	12 %
TOTAL	\$ 429,656	

EXPENSES

APR 2018-MAR 2019

Programs and Volunteers	\$ 76,610	19 %
Program-related Salaries	\$ 208,730	53 %
Special Projects & Events	\$ 10,935	3 %
Admin, Finance & Governance	\$ 98,993	25 %
TOTAL	\$ 395,268	