

McMan Calgary & Area

REPORT TO THE COMMUNITY 2018-19



McMan

Our mission, vision and values



Vision

Together we transform the lives of children, youth and families through sustainable supports and connections, leading to healthy and fulfilling lives.



Mission

To support and encourage individuals and families to achieve their full potential as members of their community.



Values

Commitment, trust, empathy, respect, genuineness.

Our 2018–2022 strategic priorities



Service and employee excellence

To develop a strong workforce that meets client needs through service excellence.



Technology

To effectively use technology to improve organizational efficiencies and client outcomes.



Funding and agency profile

To maximize stakeholder engagement and funding opportunities.





A message from the Executive Director

McMan Calgary & Area supports children, youth, and families with complex needs that can include mental health issues, addiction, homelessness, poverty, and disability by providing them with the services and resources they need to thrive. Over the past year, we helped 2,500 children, youth, and families through over 20 programs.

We measure our work in lives changed and by the individuals and families that are empowered to reach their goals. This is accomplished through balancing the provision of adaptive, professional services with strengthening connections to family, friends, and community. A core component of

building connections is ensuring individuals and families have the skills needed to build lasting relationships that support their resilience and well-being throughout their lifetimes. To reflect this, last fall we changed our vision to:

Together we transform the lives of children, youth and families through sustainable supports and connections, leading to healthy and fulfilling lives.

A perfect example of our vision in action is a new program launched this spring called Journeys. Together with Aventa Centre of Excellence for Women with Addictions, the Journeys Program combines professional addiction treatment with empowering a network of family and friends, to provide pre- and post-treatment care for women, who are pregnant or parenting, to increase successful treatment and prevent relapse.

This report will provide you with a snapshot of the impact we are making and a few stories of the change, connection, and hope that results from our services; whether that be through the skills that our Dialectical Behavioural Therapy (DBT) groups build with youth like Elliot, or by planting the seeds of change in our Positive Parenting Group for Young Incarcerated Fathers.

Looking forward to the upcoming 2019–2020 year, McMan Calgary & Area will be enhancing our technology infrastructure, which will include the development of a new website, launch of an e-learning system, and implementation of tools designed to ease client access to services. Further, across the entire agency we are committed to deepening our expertise in both helping clients build connections and providing trauma informed care.

I would like to extend my sincerest gratitude to the staff who work with such intention, innovation, and dedication towards excellence. I would also like to thank our donors, volunteers, and community partners for your ongoing support, which ensures that programs have the means to serve more clients, innovate, and adapt to emergent needs. Together we are transforming lives!

Soraya Saliba, MA, RSW

McMan Calgary & Area's Regional Board of Directors 2018–19

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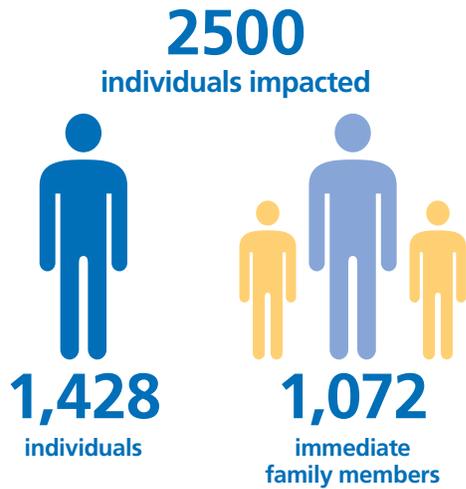
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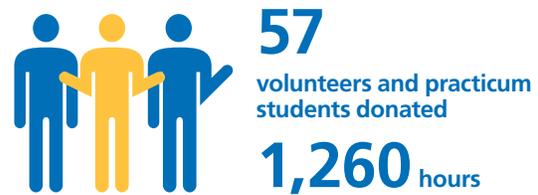
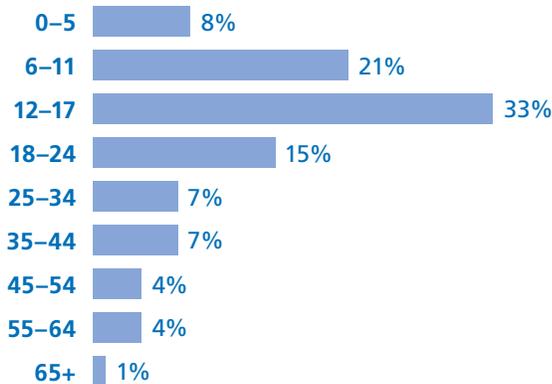
Marla Van Gelder

Independent Consultant,
Marla Van Gelder Consulting

McMan at a glance



Individuals served by age range



Accreditations

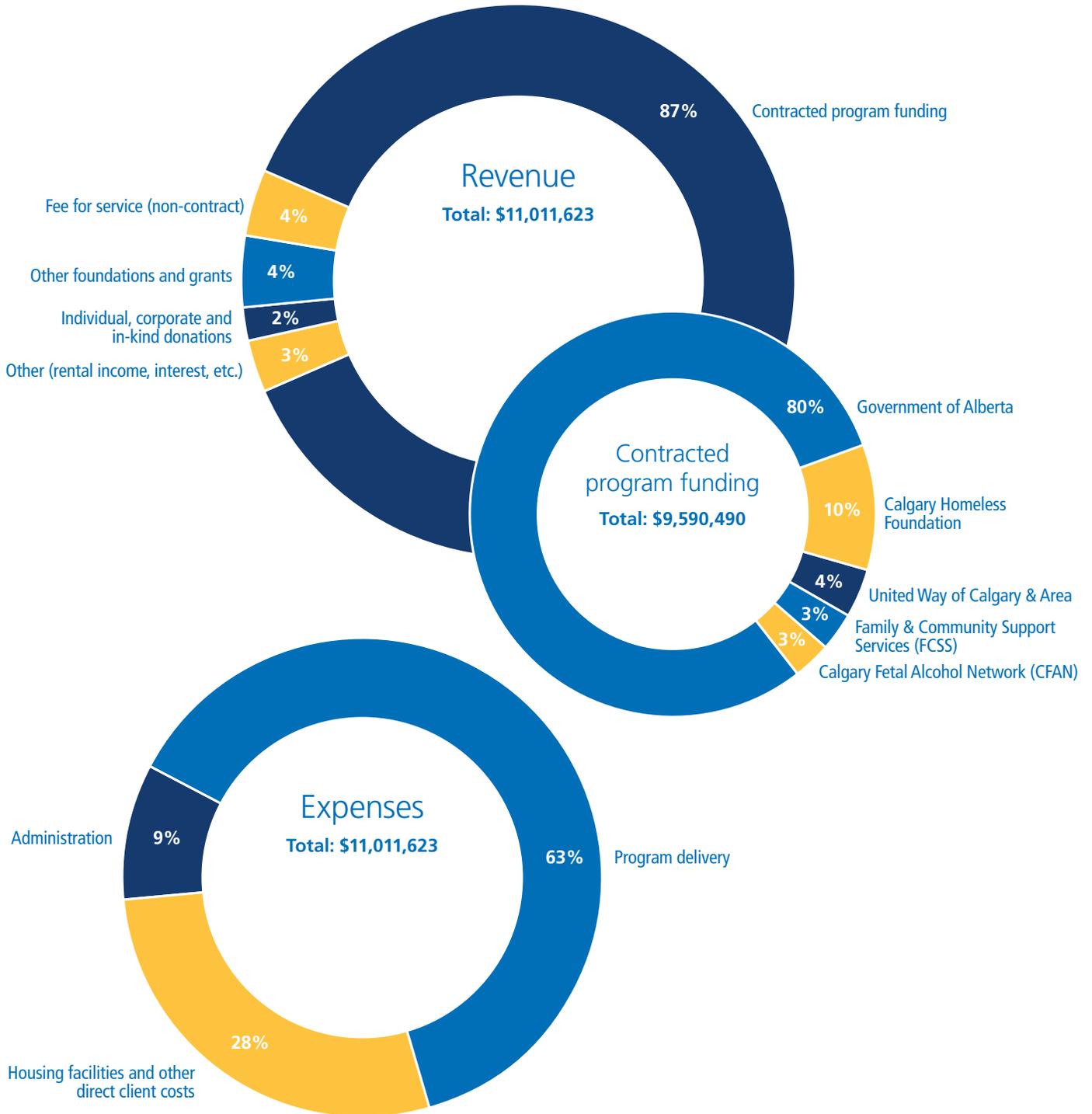
Commission on Accreditation of Rehabilitation Facilities (CARF)
Canadian Accreditation Council



Financials

McMan Calgary & Area's revenue for the 2018–19 fiscal year was **\$11,011,623**.

91% of our revenue went to direct client services.



McMan's Calgary & Area's 2018–2019 financials were audited by Peterson Walker LLP and found to be fair representation of our financial position as of March 31, 2019.

Measuring our impact

McMan Calgary & Area work is grounded in evidenced practice and measured through three core outcome areas:

- Connection and belonging
- Well-being and development
- Safety

The following are highlights of our impact in the past year.

"I'm learning so much about all the community resources and programs available to me and my family. We are learning a lot about FASD as a family."

- Youth, FASD MAPS Program



Increased connection and belonging

Relationships, community, culture, identity

85%

of clients increased their connection and belonging



Increased well-being and development

Life-skills, self-efficacy, treatment, basic needs

80%

of clients improved their well-being and development



Increased safety

Physical, emotional, psychological

84%

of clients increased their safety

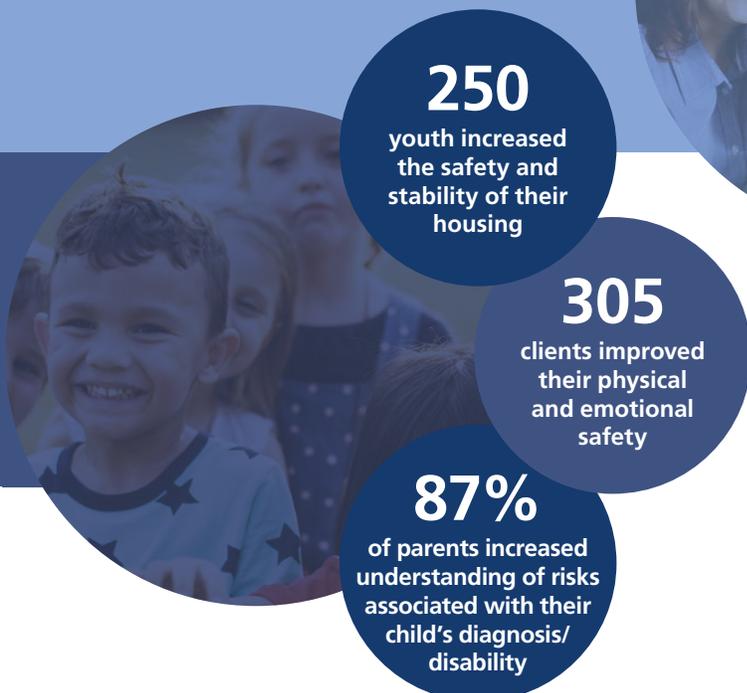
"I learned about what my anger was coming from and how to change that. I will definitely try to understand how I'm feeling and change it before I yell or try talking calmly."

- Youth, Skills for Anger Program

Percentage calculations are based on discharged clients who set and achieved a corresponding goal to the outcome.

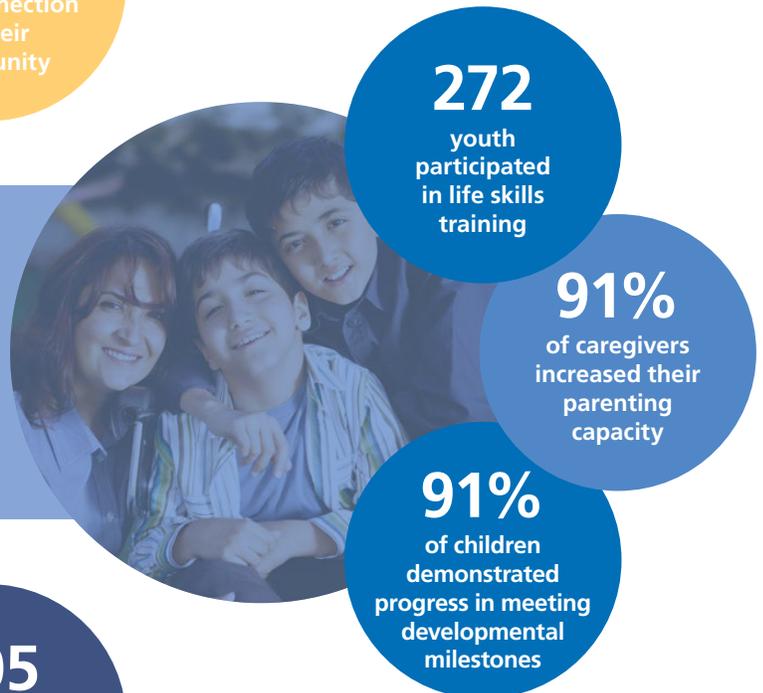
“McMan staff helped us rebuild relationships with friends, extended family, and our community. They encouraged us to rely on our natural supports in times of crisis and helped us figure out how to strengthen the relationships within our own family.”

- Caregiver, Kinnections Program



“I do not know what I would have done without my Family Coordinator and the rest of Milestones team. I suffer from a severe disability and some days I have felt at my wit's end. It is wonderful to have someone that is not just able but willing to step in and help me to understand my child's disability better, thus making it easier for me to help him with his day-to-day needs.”

- Parent, Milestones Program



“The moment she (McMan staff) entered our home and our lives, I started to feel stronger and supported, she talked to me and heard me. I knew I was safe with her and that she more than understood every feeling I had.

Things started to get better for me... for the first time as a single mom, I knew that I wasn't failing and that I could do this.”

- Parent, Family Development Program



Suzi, one of the first participants of the Journeys Program, and her daughter.



Suzi, her daughter, Laura MacIver (Program Facilitator), and Darcie Gage (Program Supervisor).

A new partnership, a new journey

McMan Calgary & Area has embarked on an innovative new partnership with Aventa Centre of Excellence for Women with Addictions to provide pre- and post-treatment care to women, who are pregnant or parenting, to increase successful completion of treatment and prevent relapse.

The estimates for the number of individuals who relapse post addiction treatment range anywhere from 40 to 60%, some research cites as high as 90%. However, there is increasing awareness about the power that meaningful connections to friends, family, and community plays in the recovery process.

Funded by the City of Calgary, the Journeys Program helps women who want to change their lives by combining Aventa's professional expertise in the treatment of addiction with McMan's experience working with individuals to create a coordinated, network of family and friends that holistically support recovery.

Reflecting on the benefits of collaboration, Program Supervisor Darcie Gage believes, "The value of our partnership is that

"I now have a sense of control in my own life and the people I want and need in it. I have family supports again and they attend my meetings." - Suzi

we truly are taking the combined expertise of both of our agencies to make a stronger lasting impact in the lives of these women."

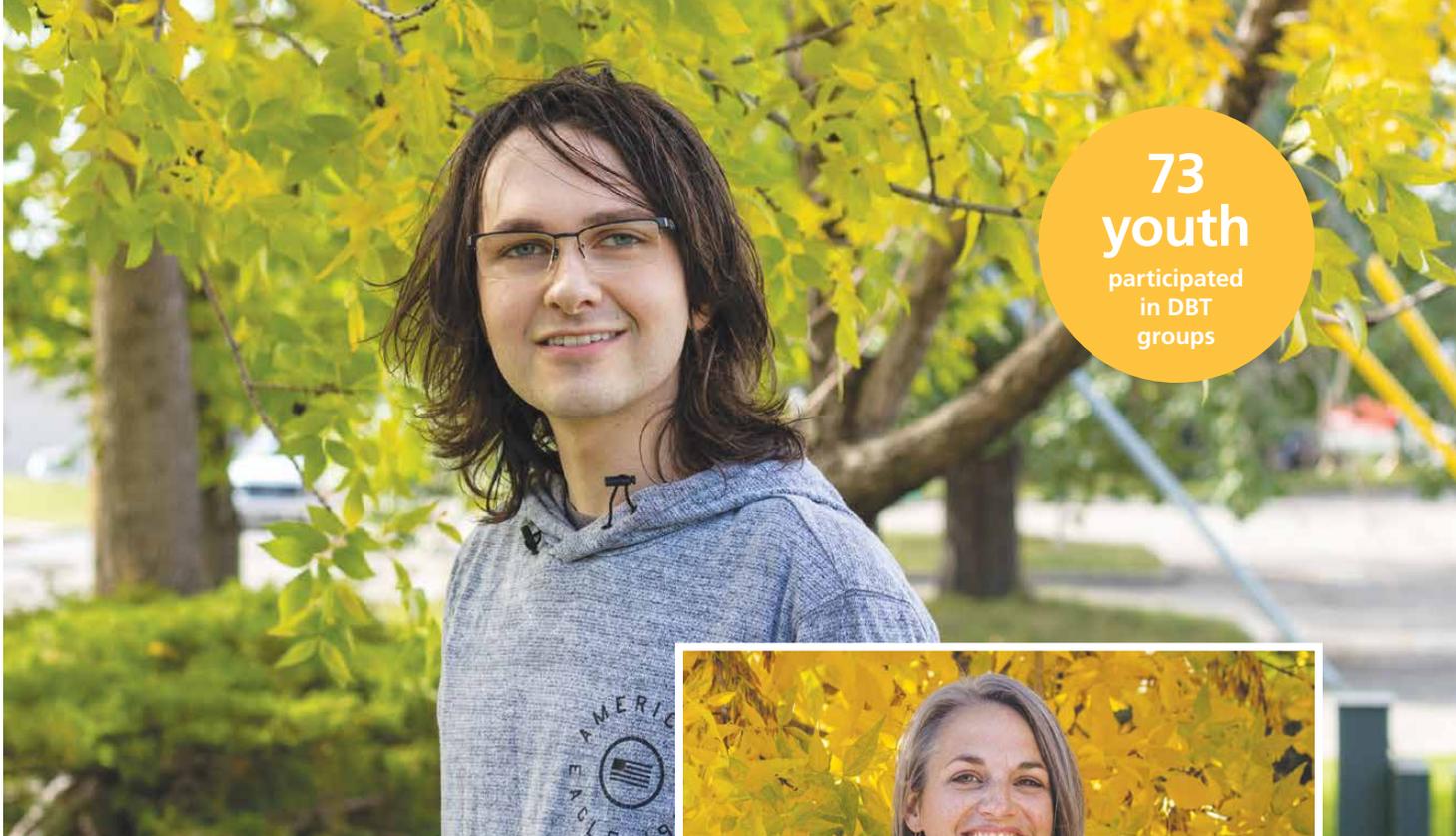
One of the program's first clients, Suzi, joined the program during the second half of her treatment. Suzi has a newborn daughter and is determined to be the person her daughter needs but was overwhelmed about starting her life over from scratch. Although she was hesitant at first to open up, she quickly realized that our unique approach puts her in the driver's seat by allowing her to choose who is a part of her network of support and to set goals that are the most meaningful to her.

Reflecting on the program so far, Suzi shared, "I now have a sense of control in my own life and the people I want and need in it. I have family supports again and they attend my meetings."

Laura MacIver, McMan's facilitator supporting Suzi and her team of supports, has seen monumental growth in Suzi, "She hit a recent hard patch but was open about the possibility of a relapse. She shared about her triggers and vulnerabilities. Learning how to set up boundaries in some of her relationships, coupled with the strength and support that she received from her family and friends has been the difference between relapsing and continued recovery."

The results of the program for Suzi so far have been life changing: "The biggest impact it has helped me with is the courage and strength I now have to be a better person for my daughter. I feel like I owe Laura, the program, and all of my supports my life and I know that in exchange they only want me to be the person I want to be."

Over the next year, the Journeys Program will help **50 women** like Suzi



73
youth
participated
in DBT
groups

Elliot completed the DBT Group program in the spring of 2019.

Shifting perspectives on mental health and beyond

In Canada, 1 in 3 individuals will experience a mental health problem or illness in their lifetime. Accessing the right supports and learning the skills and strategies needed to deal with the symptoms are critical to recovery and long-term well-being. To help youth learn these skills and strategies, McMan Calgary & Area provides free Dialectical Behavioural Therapy (DBT) programming for youth, without a professional referral.

DBT, originally developed for borderline personality disorder, has been studied exhaustively and proven effective in the treatment of a wide range of mental health conditions including addiction, anxiety, and depression. DBT helps individuals develop mindfulness, emotional regulation, stress tolerance, and interpersonal relationship skills.

When Elliot joined McMan's DBT group he had just turned 21, moved out on his own, and was struggling to adjust to the demands of both school and work: "I was depressed, unhappy, and wasn't doing a lot each day other than going to work and school. I had gotten to the point where life was too stressful, and my mind was always going a mile a minute."

Elliot stumbled across the information about McMan's DBT group and given that he could access it free of charge he decided to give it a try. At first, he enjoyed connecting



Mabel Reimer facilitates DBT Group programming.

"I get stressed easily so the skills help me to have down time and help me put my head back on straight so I can continue with my day." - Elliot

with the other participants and was awed by the passion and knowledge that the facilitator, Mabel, provided. As it progressed, Elliot felt supported, a sense of belonging, and that he had found a safe space for him to learn and heal.

"Mabel taught us so many skills, like communication skills which are huge. We went through scenarios and she took the time to talk to us individually to help us work through things that may have happened in our past, how we might deal with it moving forward, and she taught us how to really communicate what we want to."

Months after the group ended, Elliot still draws from the skills he learned from DBT, "I get stressed easily so the skills help me to have down time and help me put my head back on straight so I can continue with my day. I don't like to throw around words like life changing and profound, but it has been an incredible life changing thing for me."



Julia Wenzel is the Positive Parenting Group facilitator.

“Many of the youth in the group never knew or had a positive relationship with their own fathers, so the course often introduces them to something very different from how they were parented.”

- Julia Wenzel

Positive Parenting Group for Young Incarcerated Fathers

Relationships are foundational to our sense of identity and help motivate us to be our best selves. Learning how to build relationships is a skillset we start learning from our parents, family, and friends during our early years which strengthens with age and experience.

However, traumatic experiences in childhood can impede interpersonal development and result in increased anti-social behaviors. For example, young males that experience traumatic events during their childhood have an increased risk of violence in their adulthood by up to 144% as compared to those without a history of trauma. It comes as no surprise that in Canada 75% of incarcerated youth are male.

Many of the young men at the Calgary Young Offender Centre (CYOC) are already fathers themselves, hope to be fathers, or are influential older brothers and cousins.

Responding to the unmet need to develop their relationship skills, McMan’s own Julia Wenzel developed and piloted the Positive Parenting Group for Young Incarcerated Fathers.

Julia notes, “Many of the youth in the group never knew or had a positive relationship with their own fathers, so the course often introduces them to something very different from how they were parented. The goal of the course is to empower them to stop relational dysfunction and help them create a new story.”

The innovative positive parenting course is comprised of four intensive sessions that focus on prenatal development, how to bond with a child, and how to build healthy relationships. Julia creates a safe environment where the youth can ask as many questions as they like, and explore their own histories and experiences, all while learning the skills needed to build a healthier future for themselves and their families.

Over the past year, 24 youth completed the course and it has now become the second most requested course at the CYOC.

Through responsive programming such as this, McMan supports the life-skill development of youth who deserve the opportunity to become independent, successful, and happy adults.

24
youth
participated
in the group
last year

Thank you to our generous donors who help us go above and beyond

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 and Cannabis (AGLC)
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Thank you to all who supported our Adolescent Mental Health Matters Luncheon on September 7, 2018, at the Calgary Petroleum Club.

A special thank you to Kelly Hruddy, Dr. Paul Arnold, Dave Kelly, Karen Gosbee, and Shaw Birdies for Kids program presented by AltaLink, for helping us raise close to \$10,000 for mental health programming such as Dialectical Behavioural Therapy (DBT) groups at McMan.

Thank you to the 57 volunteers and practicum students who donated 1,260 hours to McMan.

Photos: Shelly Ross





McMan

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