

# 2017 - 2018 Annual Report



*Making a Difference in Our Community*

# Our Mission

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

## **Services provided to:**

754 People with Disabilities

14,162 Children and Youth

3,951 Families

3,447 Adults

## **JANE'S SUCCESS STORY**

Jane is a youth who has a story of courage and resilience. She fled family violence and abuse at an early age. When Jane came into McMan Calgary Hope Homes program she struggled with depression and isolation. She had dropped out of school and was involved in an unhealthy relationship. Here is what Jane had to say about her journey, in her own words:

“I’d say I had a pretty normal childhood... but I somewhat would be lying. I have a big family. When we were little kids we were really close. As we grew older we slowly became very distant. My parents were not the best parents. Spankings usually turned to horrible

beatings. My mom used to bite me out of anger. One time in middle school I came home an hour late because of the buses and weather. I remember attempting to walk home but it was so cold. My aunt saw me walking and gave me a ride home. My parents were livid. My mom bite me all over, stomped on me and my dad did the same. I hated them so much.

I was the “black sheep” of the family. By the age of 16 I was sexually assaulted 3 times. The first time I was about 4 or 5 years old. I don’t quite remember my age but because the trauma was so horrific my brain shut it off. It wasn’t until I was about 17 years old when the memories came back. I think your mind is so powerful. It can either help you, or destroy. At that point in my life it was destroying me.

I became a McMan youth when I was 18 years old. At the time I didn’t really understand what the McMan agency was or did. I was just happy to have a safe environment to sleep at every night. My workers were amazing. They fought for my rights when I didn’t know I had any. They pushed me to get my life back in order which is what I needed. In 2016 I became pregnant and didn’t know what to do. I told my worker right away. Even though I was very scared and fearful, she helped me with my journey.

Before my pregnancy I didn’t know what I wanted to do with my life. I was not taking advantage of the positive opportunities for a better life McMan offered. My workers always reminding me to take advantage of the opportunities this amazing program offers, and I am so blessed for it.

A few years ago I wouldn’t have thought my life would turn out the way it is right now. I’m focused on my education, building a career for myself and my daughter and being the best mother I can. I’m currently upgrading courses at Bow Valley to become a teacher. In the fall I will be applying to St. Mary’s University. I am so excited for my future. McMan has given hope back into my life. I wouldn’t be where I am today if it wasn’t for McMan and I will be forever grateful.”

# Making a difference...

## **T.H.R.I.V.E. HOUSING FIRST**

At the Shelter Me! Party In The Park event held by McMan to raise awareness about homelessness in the community, Sarah (not her real name) asked for a table in the vendor area. We provided her with a table and she sold fry bread the day of the event. Her success at Shelter Me! Party In The Park led her to approaching the local Farmers Markets to inquire if she could sell her fry bread during these events. She was provided a table free of charge for both the downtown and Saturday Farmers Market events.

Recently Sarah applied for a grant through her band to start a small business, and was just informed that she will be receiving about \$6,000 to purchase items for her business – including a vehicle for transportation. Sarah began taking on catering roles and just catered an event at Opokaa'sin in Lethbridge. She informed her case manager that she would have never had the self-confidence to start her business if she wasn't able to start at Shelter Me! Party In The Park.

Her success at that event motivated her to move forward and she continues to thrive with her passion for serving others!

## **HELPING FAMILIES GROW AND LEARN**

Being a parent is hard. Staying calm when our kids act up, trying to see it from their point of view and managing our own emotions can be very difficult. However, if we do the hard work of staying patient, considering our child's point of view and staying playful we change and so does the child. There's no way to be a perfect parent and lots of ways to be a good one. Sometimes we have the internal fortitude to stay calm during a tantrum and sometimes the best we can do is make amends, reconnect and try again tomorrow.

I worked with a family that was particularly refreshing in this regard. Mom and step dad absorbed lots of information regarding parenting a child who, at times, was extremely difficult to manage. Right from the beginning mom, step dad and dad were completely engaged with community resources such as Early Literacy and Parent Link. Mom was out in the community with both children participating in activities for both her growth and the children's. Mom and dad were actively involved in meetings at school to determine what would be best for their 6 year old son as he was becoming more angry and violent at school. Unfortunately, mom and dad did not drive and they didn't live close to the school. Following in-depth discussions with family, friends and the school; mom and dad made the decision to switch to a closer school for the betterment of their son. Now mom and dad are able to visit, if needed, to assist the teachers.

Mom and dad worked with us to create personalized social stories for their son for each transition in his day that caused him anxiety and triggered his anger. Mom began accessing mental health supports to address her own anger issues and together mom and her son now teach each other how to breathe when they are angry. Dad has learned to tell his son that he needs a time out before addressing situations, which in turn, has demonstrated positive skills to his son about self-regulating.

I feel confident that this family will continue to learn, grow and reach out to supports during difficult times.

# President's Message



**Chad Evans**

**2017/18 Provincial  
Board of Directors**  
(at March 31, 2018)

**Executive Committee:**

President: Chad Evans  
Vice President: Perry Sollway  
Treasurer: Todd Fior  
Secretary: Pat Johnson

**Members:**

Karen Chown  
Coreen Dolan  
Valerie Dyck  
Kathy Van der Meer



**McMan**

My name is Chad Evans and I feel privileged to have been the president of the Provincial Board of Directors over the past year. During the past year I felt great pride as the agency continued its spirit and practice of innovation, continuous improvement, community leadership and unwavering commitment to client centered work.

Highlights from the year included:

In our Family Development Services in Central Region, relationship grounded work was a focus this year and is evidenced by clients feeling engaged and being a part of their planning. The Relationship Rating Scale that we use with clients indicated that 95% of clients felt engaged, which is an exceptional rating.

In Calgary we received three year funding to integrate a natural support approach throughout the organization. The grant will allow us to learn, implement, coach and evaluate our practice and strengthen our belief in building connection between families and natural supports.

In Calgary we also received three year funding from an anonymous donor to expand our fund development program and to provide mental health supports for youth.

In Medicine Hat we opened Youthopia, an apartment building dedicated to homeless youth transitioning to adulthood. During the year we hosted a well attended neighborhood BBQ, created an outdoor patio area for youth with donations from community members and developed a Good Start breakfast program.

In Edmonton we began the journey of becoming a CARE certified agency. The CARE program model places prime importance on staff's ability to be self-aware, reflective, truly responsive, and not just reactive. It allows staff to help heal the pain and trauma at the heart of young peoples' experiences rather than directing them to focus on controlling behaviour.

On behalf of the Provincial Board of Directors and all of our Regional Boards, I once again extend our sincere thanks and appreciation to all of our staff, foster parents, caregivers, and volunteers.

It is an honour to be associated with them and to share in their success.

Chad Evans, President  
Provincial Board of Directors

# Financials

## Statement of Financial Position

### McMan Youth Family and Community Services Association

	March 31 2018	March 31 2017
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$15,416,782	\$14,602,885
Short-term investments	2,000,000	1,000,000
Accounts receivable	3,563,541	2,242,856
Prepaid expenses and deposits	554,603	601,912
	21,534,926	18,447,653
<b>PROPERTY AND EQUIPMENT</b>	11,855,361	12,638,621
	<u>\$33,390,287</u>	<u>\$31,086,274</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities		
accrued liabilities	\$ 4,960,445	\$ 4,797,513
Callable debt	2,000,000	2,000,000
Deferred contributions	4,823,991	1,843,289
Unexpended program surpluses	2,784,116	2,434,810
Current portion of long-term debt	358,717	363,330
	<u>14,927,269</u>	<u>11,438,942</u>
<b>LONG-TERM DEBT</b>	4,473,157	4,842,124
<b>DEFERRED CONTRIBUTIONS RELATED TO PROPERTY AND EQUIPMENT</b>	2,897,197	3,082,576
<b>NET ASSETS</b>		
Contingency fund	1,252,965	1,187,312
Dare to Dream fund	75,915	59,780
Capital reserve fund	3,975,889	3,925,889
Invested in property & equipment	2,126,290	2,350,591
Unrestricted	3,661,605	4,199,060
	<u>11,092,664</u>	<u>11,722,632</u>
	<u>\$33,390,287</u>	<u>\$31,086,274</u>

## Statement of Operations

### McMan Youth Family and Community Services Association

	Year Ended March 31 2018	2017
<b>REVENUE</b>		
Program revenue	\$69,659,368	\$69,667,328
Interest and other	803,885	802,288
Donations, fundraising and grants	609,178	652,697
Gain on disposal of property and equipment	197	17,550
	<u>71,072,628</u>	<u>71,139,863</u>
<b>EXPENSES</b>		
Compensation	51,424,241	49,983,618
Facility and direct client costs	16,313,755	16,779,762
Administration	1,389,602	1,308,487
Office	1,049,056	1,115,064
Vehicles	224,968	193,807
Direct program support from donations and fundraising	87,373	115,663
Amortization	862,972	845,827
Donations and fundraising	83,893	36,969
Interest on callable debt	73,123	55,956
Interest on long-term debt	183,532	182,579
Loss on disposal of property and equipment	1,624	0
Equipment	8,457	19,709
	<u>71,702,596</u>	<u>70,637,441</u>
	<u>\$ (629,968)</u>	<u>\$ 502,422</u>



# Since 1975

**Trust, Empathy, Commitment, Respect, and Genuineness are the values on which McMan establishes relationships with clients, employees and the community we serve.**

**Trust:** *McMan honours individuals by providing a confidential and consistent approach to relationships.*

**Empathy:** *McMan connects with each individual in order to understand their unique situation.*

**Commitment:** *McMan is focused, engaged, and dedicated to each individual we support.*

**Respect:** *McMan acknowledges and considers each individual's situation, thoughts and values.*

**Genuineness:** *McMan embraces honesty, sincerity, and remains judgement-free when working with individuals.*

## **Our Founders**

Norah Cantin (nee **McNamara**) - John **Meston**

Jim **Allers** - Rick **Newcombe**

## **We Could Not Have Done It Without You**

McMan Youth, Family and Community Services wishes to express its sincere appreciation to the individuals and organizations who have contributed to and supported the Association.

*Together, we are making a difference in our community.*

[www.mcman.ca](http://www.mcman.ca)